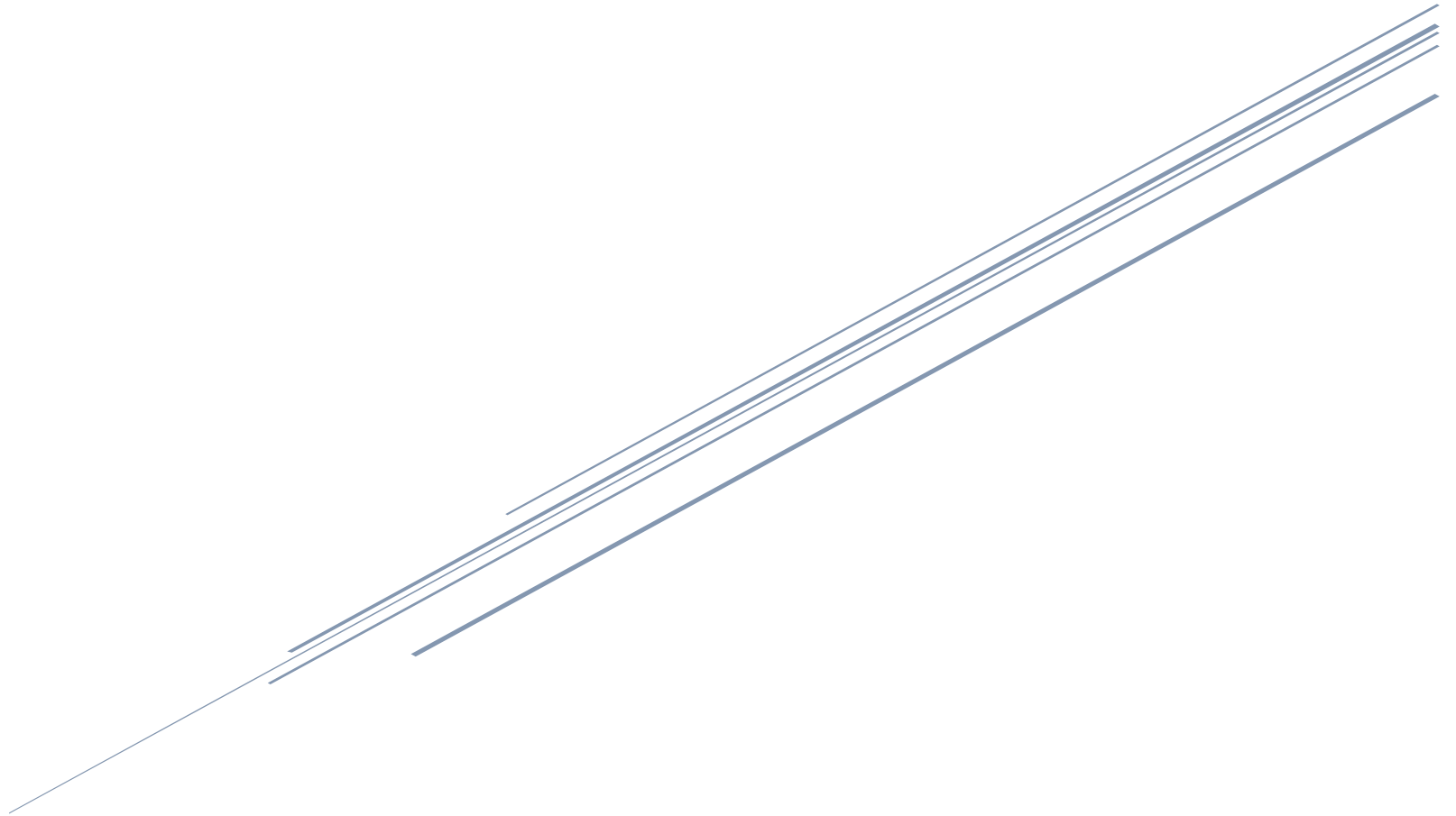


CARDIFF RACE EQUALITY TASKFORCE

Response: Cardiff Council & Public Service Partners



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Employment and Representative Workforce

Reference	Recommendation	Lead Officer	Timeline
 <p>1.1</p>	<p>Develop a city-wide network for employers to encourage good practice and collaboration on employment action to improve ethnic minority representation and progression in the local labour market</p>	<p>Dylan Owen</p>	<p>Q4 2022/23</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date and Next Steps:</p> <p>Following approval of this proposal at the Race Equality Taskforce, the Council's Equality Team established a partnership working group to begin designing ideas for a city partnership forum focused on the achievement of shared equality priorities across the public, private, voluntary and university sectors.</p> <p>A proposal for a future city-wide equality forum was agreed by the Public Services Board on 30 November. Equality leads within public services in Cardiff will meet to share knowledge, guidance, best practice and streamline equality strategies and objectives for the city.</p> <p>The future collaborative forum will meet for the first time in Q4 of 2022/23.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ We will establish a new Cardiff Equality Network for Public Services Board organisations working closely with other sectors by Q4 2022/23. 			

Reference	Recommendation	Lead Officer	Timeline
 <p>1.2</p>	<p>Become a signatory to the Cardiff Community Jobs Compact</p>	<p>Tracey Thomas</p>	<p>Complete</p>
<p>Response: Recommendation Accepted and Completed.</p> <p>Progress to Date & Next Steps:</p> <p>Cardiff Council became a signatory to the Cardiff Community Jobs Compact on 7th March 2022. The Council publicly endorsed the Compact during the signing and encouraged other employers in the city to become a signatory. Cardiff Council's application highlighted areas of good employment practice adopted by the Council which reflect the standards required by the Compact.</p> <p>In accepting the Council's application, the Community Job Compact's assessment panel concluded that the Council has successfully satisfied the requirements listed in the Compact, which are:</p> <ul style="list-style-type: none"> • Be accredited as a 'Real Living Wage for Wales' employer; • Paying all staff and contractors at least £9.90 an hour (the Real Living Wage rate from 1st April 2022); • Recruit using name-blind and address-blind CVs and/or guarantee an interview to local residents who meet the criteria; • Introduce unconscious bias training for interviewers; • Ensure all staff have the option of a minimum hour's contract and; • Demonstrate opportunities for growth and development. <p>Commitment:</p> <p>➤ We will monitor and ensure compact commitments are delivered.</p>			

Reference	Recommendation	Lead Officer	Timeline
 <p>1.3</p>	<p>Use planning and commissioning powers to require employers to recruit apprenticeships from disadvantaged groups and to increase transparency about the diversity of their workforces</p>	<p>Hayley Beynon</p> <p>John Paxton</p>	<p>Autumn 2022</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>The Council has recently agreed a new Socially Responsible Procurement Policy including ensuring maximum social value is delivered through the Council’s contracts. The Council is also increasingly using Social Value TOMs (Themes, Outcomes, Measures) and the Social Value Portal to maximise the delivery of social value through its contracts. As this roll out of the Social Value TOMs continues a strong focus remains on maximising the number of jobs, apprenticeships, work placements delivered through Council contracts. The Council’s Into Work Team and Cardiff Commitment Team are working closely with this programme.</p> <p>To increase transparency about the diversity of their workforce in 2022 we started asking all contractors delivering social value to report on the ‘Percentage of employees (FTE) from Ethnic Minority Groups hired on the contract.’ The reporting information will start becoming available later in 2022.</p> <p>In 2021/22 there were 11 projects registered on the Social Value Portal that had the following social value commitments made:</p> <ul style="list-style-type: none"> • Over 4,500 Apprenticeships (weeks) • Over 5,700 hours of Career Support Sessions • £2,000 Charity Support to the Voluntary, Community and Social Enterprises • Over £2,146,029 to support Community Support initiatives • 1 Ex-Offenders to be employed • 5 Disadvantaged People (no) to be employed • 41 Long Term Unemployed people to be employed • 5 NEETS to be employed 			

- 1,194 hours of Educational Sessions in school/college visits
- 472 Expert Hours support to SMEs/Third Sector
- Almost 2,000 hours of equality, diversity and inclusion training across 10 contracts
- Over 1,500 weeks of Training Opportunities
- Over £300,000 spend with Voluntary, Community and Social Enterprises within supply chains
- Over 3,300 Volunteer Hours provided to local community projects
- Over 575 tonnes of hard to recycle waste diverted from landfill / incineration
- Over 2400 Car Miles Saved as a result of green transport
- Over 200 employees provided with wellbeing programmes.


The Cardiff Arena and Atlantic Wharf Development was the first Cardiff Council project which included the Social Value TOMs framework following the successful pilot and is anticipated to deliver the following benefits with a specific focus and commitment to ensure they reach our most socioeconomically deprived parts of the city:


Case Study: Former Fitzalan High School pupil appointed for new build school

Sadika is an ex-Fitzalan pupil and is a graduate design manager on the development, led by Keir. Reports from the contractor state she is a fantastic addition to the team and has been involved with meeting the education minister and been a guest speaker at a women in construction event at CAVC. Please see a link to press release regarding the school [Latest pictures of new Fitzalan High School as building gets well underway - Wales Online](#)

Commitment:

- Deliver the Council’s Socially Responsible Procurement Policy including ensuring maximum social value is delivered through the Council’s contracts. This will include ensuring that the Social Value TOMs are included in all contracts over £250,000 and monitoring the Social Value Portal and tendered contracts to ensure commitments are being met.
- Strongly encourage contractors to utilise the Into Work and Cardiff Commitment provision when seeking new staff, in order to support an increase in diversity of their contracted workforces by employing from underrepresented and disadvantaged groups.

Reference	Recommendation	Lead Officer	Timeline
 <p>1.4</p>	<p>Support an inclusive and engaged workforce where all staff understand and contribute to race equality action through awareness raising internal programming</p>	<p>Tracey Thomas</p>	<p>Jan 2023 then rolling</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>As part of the Black and Asian Minority Ethnic Staff Network’s action plan for 2021, a successful trial of unconscious bias training and cultural awareness training was delivered in 2021 for Network members.</p> <p>Following the Network’s reflections on the value of the unconscious bias training in raising awareness of contemporary race equality issues and the experiences of Black, Asian, and Ethnic Minority staff in the workplace and as service users, this training programme will be upscaled and delivered to all Council staff. More broadly, the Council will refresh its Equalities Training and roll it out to all staff.</p> <p>The Council will review and refresh the Council’s wider Equality, Diversity, and Inclusion training. The majority of staff will be able to complete modules via e-learning. Bespoke training will be put in place for front line staff and for those staff who do not have access to a PC.</p> <p>In addition to this programme of training, the Council’s Human Resources team, Equality Team, and the Black and Asian Minority Ethnic Staff Network are working together to develop a programme of Lunch and Learn events, inviting staff from across the Council to engage with the Network and benefit from the knowledge, experience, and insight of Network members in supporting inclusive service practice. This will also include new digital materials and content to extend the learning offer to all Council staff, irrespective of their role or place of work. The Lunch and Learn Sessions will be put in place in 2022/23, with support from the Equalities Team and Organisational Development Team, focussing on issues that are important to network members.</p> <p>The Council is also committed to improving the collection of workforce data.</p>		<p>Black and Asian Minority Ethnic Staff Network Chair</p>	

<p>Commitment:</p> <ul style="list-style-type: none"> ➤ Roll out unconscious bias and microaggression training. ➤ Review and refresh the Council’s wider Equality, Diversity and Inclusion training and consider which components should be mandatory for all staff. ➤ Commission/develop bespoke training on equality and diversity for front line staff. ➤ Provide mandatory training in community languages, where appropriate. ➤ Support the Black, Asian, Minority Ethnic Staff Networks to Develop a Programme of Cultural Awareness Resources, Training and Engagement Opportunities for all staff. ➤ Put in place an enhanced programme to encourage staff to provide ethnicity (and other equalities) data, to allow the Council to better understand the diversity of its workforce. 			
Reference	Recommendation	Lead Officer	Timeline
 1.5	Increase participation of ethnic minority groups in the Into Work Advice Service	Hayley Beynon	January to April 2023 – Engagement plan to be updated on the success of this year’s events.
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>Following the progression of this recommendation by the Race Equality Taskforce, the Into Work service delivered a significant programme of outreach and engagement events specifically targeting Cardiff’s ethnic minority communities.</p>			

The service has also developed new training resources to respond to the specific employability support needs of some ethnic minority job seekers which the service supports, such as recent arrivals to the UK who need support to prepare for entry to the UK labour market.

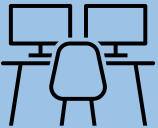
This programme of activity has included:

- Planning and delivering sector specific training packages for ethnic minority jobseekers, such as 'Get Into Construction'. This includes onsite training, an opportunity to gain sector specific qualifications and work experience.
- Recruiting and appointing Community Champions to disseminate information, promote events and opportunities to ethnic minority jobseekers, using the Prince's Trust 'Community Ambassador' model.
- Planning and delivering a comprehensive publicity campaign to promote training, volunteering, work placements and employment opportunities for ethnic minority jobseekers. Targeting young people through Instagram, Twitter, and Facebook.


Highlight of events and engagement delivered to date:

- On 30th June 2021, in partnership with Princes Trust, Grangetown Hub and Into Work ran a 'Google Certification Q&A' event, where 20 jobseekers from Butetown Riverside and Grangetown attended virtually. The 20 individuals were supported and have been signed up to specific Into Work employability mentoring schemes to help them find work.
- Two engagement events were successfully undertaken. One on the 14th of July at Grangetown Hub, which included stalls for: volunteering, Digital skills, NHS opportunities briefing, mentoring projects, refreshments, and chance to win a laptop. The second event took place in September at Butetown Pavilion, and included activities for all ages, a range of stalls (as above), and employers.
- In partnership with the CITB Construction Hub, Into Work have been regularly delivering a 5-day 'Get Into Construction' course. The course is delivered at Butetown Pavilion. The course includes working at heights, asbestos awareness, street signalling, CSCS Card, Health and safety level 2 and a work experience placement. The Into Work service then provide follow-up support to help participants to find long-term sustainable employment.
- The *Communities for Work* project delivered a publicity campaign during July, August and September 2021 including; distribution of posters, a social media campaign shared across Cardiff Council/Into Work social media platforms, advertisements on Cardiff Bus and Nat Group buses, digital boards and bus stop posters with a Text 2 Speech service link.

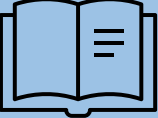
<ul style="list-style-type: none"> • In November 2021 Into Work delivered a Kickstart Admin Jobs event in Butetown Pavilion. 5 young people attended, and with support from the Into Work team, 1 young person secured employment with the NHS following this event. In addition, in partnership with Boss and Brew, a Barista Course was provided to 6 young people attended and they have since been assisted with securing Work placements. • Into Work delivered Kickstart application support events over 5 days, from 29th November- Friday 3rd December supporting young people to secure the opportunity of a paid six-month apprenticeship, including apprentice roles across all sectors. • Volunteer Community Champions roles have been advertised in collaboration with the Wellbeing District Hub Manager and the Into Work Volunteering team in Jan 2022. • Into Work delivered a second round of Kickstart application support sessions in venues across the Southern Arc of the city, the areas with the highest levels of socioeconomic disadvantage. • Into Work delivered range of engagement events to be delivered across the city to coincide with 'Careers Week' (7th - 13th March). • The Volunteer Community Champions roles has been launched by the Into Work Volunteering team and champions are now in post. • An NHS Careers Road show event was hosted at Grangetown Hub on the 10th of March 2022. • A Cleaning and Catering application support event at Grangetown Hub on the 5th July 2022. • A Butetown Careers Fair was held on the 16th of July, where over 200 attended. Multiple employers were in attendance, community organisations, Into Work teams and a range of professionals on the day providing advice and guidance on their sectors. • An Emergency Services Event at Grangetown Pavilion on the 3rd August. <p>Commitment:</p> <p>➤ Continue to deliver regular targeted engagement events and monitor progression of participation.</p>		
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<ul style="list-style-type: none"> ➤ Gather data of participation within services delivered by Into Work ensuring it is regularly monitored. ➤ Explore with PSB members how the Council's Into Work Service (and Cardiff Works) can support recruitment activity in Ethnic Minority communities. 			
Reference	Recommendation	Lead Officer	Timeline
 1.6	Improve access to and visibility of Cardiff Works for ethnic minority groups	Hayley Beynon	April 2023
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>To advance this proposal Cardiff Works delivered a social media campaign to raise awareness of the service on social platforms, targeting these at relevant neighbourhoods in the city.</p> <p>In addition to their online outreach, the team have community-based engagement, including attending schools with a high percentage of children from an ethnic minority background to engage families and the wider school community. Cardiff Works has also joined the IntoWork team at local job fairs.</p> <p>To widen access and visibility of the service, some additional changes have been made to internal policy within the service, including:</p> <ul style="list-style-type: none"> • Ensuring that all non-admin & clerical opportunities are posted externally on our website for greater reach with Job Description / Person Specification attached. • Improving accessibility Cardiff Works by introducing online assessments and online application forms. • Cardiff Works now provides a face-to-face service from Central Library Hub for those who need in-person assistance and to link in with job clubs and the IntoWork team. 			

<ul style="list-style-type: none"> • Cardiff Works have begun to digitise the candidate matching process to ensure the best results for each placement linking in with the Into Work Employer Liaison Team. • A new referral pathway has been established from the IntoWork service into Cardiff Works, which includes support from the pathway teams as well as direct support and projects. This referral mechanism enables greater collaboration between Cardiff Works and IntoWork and a pilot for this approach was delivered for Track & Trace Recruitment, which resulted in the recruitment of 195 staff. • A Community Engagement Officer was appointed Sept 2022. The new officer will draw up an engagement plan to include community events and working with community organisations, schools, local businesses and religious groups. <p>Cardiff Works have also widened the scope of roles offered by the service, as well as the depth of training provided for roles. Completed actions to date include the following:</p> <ul style="list-style-type: none"> • Cardiff Works has significantly expanded the type of roles recruited for – these include placements such as Home Carers, Cleaners, Drivers, Forklift Operators, and Warehouse Operatives and Support Workers. • Working alongside Adult Learning, Cardiff Works now provides comprehensive and specific training courses for our key vacancy areas, i.e. Get Into Care, and Get Into Cleaning. These provide candidates with the essential skills to secure recruitment offers. So far 79 clients have completed ‘Get Into Cleaning’ and 86 have completed ‘Get Into Care’. <p>In addition, the service has expanded its staffing capacity to support further targeted outreach across Cardiff’s Southern Arc, with priority focus on groups currently underrepresented in the city’s workforce, which includes ethnic minority groups. Two Senior Advice Officers have been appointed to deliver this work in the Southern Arc of the city and commenced their roles in November 2021.</p> <p>Cardiff Works has also developed a new alternative pathway into the service, which involves an accredited course run by Adult Learning. This is intended to bridge skills gaps which prevent candidates from securing employment through the service, where their needs have not been adequately met by existing support programmes. This course will focus on essential skills and be 20 hours a week of learning and support. Once a candidate has completed the course, they will be successfully registered with Cardiff Works and ready to be matched with opportunities. If a candidate has no previous work experience, Cardiff Works will support them to secure volunteering roles or a paid work placement to build relevant understanding of the workplace and how to transfer these skills into a paid role. So far, this new accredited course has been successfully delivered in four training cycles to date.</p> <p>CardiffWorks Ready:</p>		
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<p>A new employment project launched, with the aim of providing one to one mentoring for candidates who have either failed the Cardiff Works skills assessment or have barriers to sitting the assessment. Staff will work with these candidates in a personal and focused way to support their preparation to register for relevant skills development courses and secure a volunteering opportunity. The service will also partly subsidise a placement if the candidate does not yet have the relevant experience to secure a role.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Continue to widen access and visibility of service, monitoring the impact of changes made to the Cardiff Works service in 2021/22 to ensure barriers are reduced for ethnic minority job seekers. ➤ Continue to ensure an outreach, engagement, and communications programme are delivered to raise awareness of the service to ethnic minority job seekers. 			
Reference	Recommendation	Lead Officer	Timeline
<p>1.7</p> 	<p>Support career progression routes for ethnic minority employees at Cardiff Council</p>	<p>Tracey Thomas</p>	<p>March 2023</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>The Council welcomes the Taskforce’s recommendation to develop a new approach to support ethnic minority staff progression and increase representation and diversity at senior grades.</p> <p>To inform our approach, HR have collaborated with the Black Asian and Minority Ethnic Staff Network to understand the experiences and reflections of our existing workforce in accessing development and progression opportunities. We also sought to explore ethnic minority staff’s views on which approaches would work best to support our talented ethnic minority staff to grow and develop into leadership roles in the future. To build this improved organisational understanding and set our</p>			

<p>future direction, a staff engagement exercise was completed to explore how our existing ethnic minority staff perceive and experience barriers to progression within the organisation and ask where our future approach should focus.</p> <p>Using this feedback and after reviewing best-practice evidence on effective leadership and development programmes which seek to achieve improved diversity at senior and managerial grades, a Leadership and Development Programme has been designed in partnership between HR and the Chair of the Black, Asian Minority Ethnic Staff Network.</p> <p>This programme will include modules on key leadership skills for the modern public sector workforce, and content specific to the complex and varied work of Councils which future leaders need to understand, such as:</p> <ul style="list-style-type: none"> • Digital public services • The Council’s budgetary processes and financial landscape • Working with elected members and the role of the Council’s Cabinet and other democratic functions • Partnership and cross-sector collaboration <p>The Leadership and Development Programme will include opportunities to achieve accredited qualifications such as the Institute for Leadership and Management Level 3 and Level 5 awards and provide resources to support reflective self-study and personal development. Participants will also be paired with a senior management mentor from the OM+ grade, to support skill-sharing throughout the programme and for staff to develop their internal network.</p> <p>The Programme is intended to offer a variety of pathways for individuals at all levels and will also encourage employees to:</p> <ul style="list-style-type: none"> • take responsibility for their own learning & development through self-study • map their own personal development journey – allowing options for them to focus on their strengths and/or areas for development <p>Employees will also be encouraged to form supportive networks for sharing good practice and problem solving.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Launch and deliver a pilot Leadership and Development Programme for groups underrepresented at a senior level in 2022/23 and roll it out over the course of 2023/24. ➤ Establish a programme of ‘reverse mentoring’ between participants on the Learning and Development programme and the Council’s senior management. 		
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Reference	Recommendation	Lead Officer	Timeline
 1.8	<p>Cardiff Council should explore employer led ESOL (English for Speakers of other languages) for Council Staff where their language skills are a barrier to progression</p>	<p>Hayley Beynon</p>	<p>Spring 2023-ongoing</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>Following the progression of this recommendation, the Council consulted with key staff from the identified service areas in the Taskforce Report to seek their views on this development support offer. This proposal generated significant interest and a positive response, and in response relevant and accessible ESOL provision is visible to these staff through communications and direct engagement with this section of the Council workforce, who often have less digital access due to the nature of their professional roles.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Provide and promote ESOL provision to support staff whose English language skills are a potential barrier to career development within the organisation. ➤ Explore options with Public Services Board partners for enhanced English language trainings for staff looking to step into management and leadership positions. 			

Measuring Progress: Employment & Representative Workforce


We will monitor these commitments through the following Key Performance Indicators:

- Number of ethnic minority staff at senior grades (G8-10) and OM+ of the Council.
- Percentage of our tendered contracts including a social value commitment to increase ethnic diversity of workforce.
- The number of attendees at 'Lunch and Learn' lessons.
- Number of staff completing Unconscious Bias and Microaggression training.
- Monthly applicants from ethnic minority backgrounds into Cardiff Works.
- Number of staff completing ESOL courses.


Education and Young People

Reference	Recommendation	Lead Officer	Timeline
 2.1	Strengthen the local approach to bullying and prejudice-related incidents at school	Gill James	Jan 2022- On-going
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>Following the progression of this recommendation from the Race Equality Taskforce, a significant piece of work has been completed to respond and implement a new local approach to respond to these issues, building upon the new anti-bullying guidance from the Welsh Government '<i>Rights, Respect, Equality – Challenging Bullying, Hate Crime and Hate Incidents</i>'.</p> <p>Launched by the Welsh Government's Education Minister on a visit to Radyr Primary School, the Welsh Government's guidance is aimed at governing bodies for maintained schools, local authorities, parents, carers and children and young people.</p> <p>The guidance outlines the Welsh Government's expectations for schools to:</p> <ul style="list-style-type: none"> • take a proactive approach to prevent bullying • have an anti-bullying policy linking to school policies including behaviour and safeguarding • record and monitor incidents of bullying to help take pro-active steps to challenge bullying • regularly review their anti-bullying policy and strategy in collaboration with their learners at least every 3 years <p>The Welsh Government has also produced new resource toolkits to accompany the new guidance. This includes factsheets, supplementary guidance, an incident recording template forms and best practice case examples to help local authorities support schools in challenging bullying.</p>			


<p>As the Race Equality Taskforce encouraged our local approach to beyond just ‘anti-bullying’ and also specifically recognise the issues of racism and racist bullying faced by many ethnic minority young people in schools, we have expanded upon the Welsh Government’s core guidance and developed a comprehensive local response framework.</p> <p>This approach recognises the finding of Show Racism the Red Card that many teachers do not know how to appropriately support young people who are dealing with racist bullying and don’t always recognise the severity of such incidents.</p> <p>Our expansion of the core guidance to include ‘hate crime and hate incidents’ ensures the severity of racist bullying is clear to schools across the local authority.</p> <p>According to UK law a hate crime is defined as ‘Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person’s race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.’</p> <p>A hate incident is any incident which the victim, or anyone else, thinks is based on someone’s prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender. Not all hate incidents will amount to criminal offences, but it is equally important that these are reported and recorded appropriately.</p> <p>To develop our local guidance and training framework, a Task and Finish Group was established and produced a ‘Rights Respect Equality’ action plan and a local document of expanded guidance regarding the appropriate response to hate-related and prejudice-based behaviours in school settings.</p> <p>As part of the guidance, a clear procedure for recording incidents of bullying in all schools has been introduced and the reporting arrangements will ensure accurate recording and reporting of both hate crime and hate incidents. A clear procedure for collating data at a local authority level has also been created to identify and respond to trends.</p> <p>To introduce and support the application of this guidance, a training programme for schools, local authority staff and school governors was also created.</p> <p>The guidance and training were launched in December 2021. To launch these resources and the approach, a training session for primary and secondary head teachers was completed on the 8th and 9th December 2021. A Governor training session was also delivered on 12th January 2022.</p>		
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<p>A wider programme of training was rolled out across Cardiff Primary and Secondary schools with training led by the Council's Ethnic Minority and Traveller Achievement Service and Cohesion Team. Further information sessions regarding the guidance also took place in Special Schools and wider local authority staff in early 2022.</p> <p>The Council's website was updated to include reference to this guidance and ensure our approach is visible for parents and the wider school community.</p> <p>Monitoring of this guidance and its impact is on-going.</p> <p>Commitment:</p> <p>➤ We will strengthen the local approach to bullying by delivering the 'Rights, respect, equality – challenging bullying, hate crime and hate incidents' anti-bullying strategy for Cardiff, embedding guidance and training, and monitoring its impact.</p>			
Reference	Recommendation	Lead Officer	Timeline
<p>2.2</p> 	<p>Extend the work of Schools of Sanctuary to a broader network of schools and support the participation of refugee and asylum-seeking communities</p>	<p>Gill James</p>	<p>Autumn 2021 - On-going</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>Following this recommendation, the Council's Education team have worked to promote the Schools of Sanctuary programme to schools across Cardiff and introduce new schools to this area of work.</p> <p>The Education Team have worked with the local Cardiff City of Sanctuary group to develop their new Resource Pack for schools, which showcases the good practice of existing schools in Cardiff who participate in the programme. This has helped to raise the profile of the Schools of Sanctuary Programme and encourage new schools to participate.</p> <p>We invited schools from across Cardiff to participate in a scaling-up programme, through which a group of volunteers with personal experience of forced migration will support schools' journey through an appraisal process. A participation budget has</p>			


<p>been made available to assist with volunteer expenses recognising the specific participation barriers faced by refugee and asylum-seeking communities.</p> <p>Following these communications from the Council’s Education Team, many schools have now introduced Schools of Sanctuary to their governing bodies and to the wider school community and have expressed their intention to participate in the scaling-up programme.</p> <p>As of the beginning of September 2022, there are now eleven schools that have achieved School of Sanctuary status.</p> <p>They are:</p> <ul style="list-style-type: none"> • Allensbank Primary • Adamsdown Primary • The Cathedral School • Fitzalan High School • Grangetown Primary • Herbert Thompson Primary • Llanishen High School (accreditation to be revisited as over 3 years) • Stacey Primary • St David’s Church in Wales Primary School • St Mary the Virgin Church in Wales Primary School • St Monica’s Church in Wales Primary School <p>There are at least another 20 schools that are well on their way with their School of Sanctuary journey and the work continues to be the focus of our Closing the Gap team in Education</p> <p>Schools of Sanctuary was included in the Effective practice publication from Estyn (12/09/22) following their inspection of Cardiff Education in November 2021.</p> <p><i>‘Cardiff was officially recognised as a City of Sanctuary in 2014. Schools in Cardiff embrace this and have become part of the growing Schools of Sanctuary network across the UK. Schools are creating a culture of welcome and inclusion whilst raising awareness of the issues faced by refugees and asylum seekers. The programme is being driven by the central team and through the authority’s Race Equality Action Plan.’</i></p> <p>Commitment:</p>		
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<p>➤ Offer schools a SofS package to all Cardiff schools including staff and governor training, resources, access to guest speakers from the asylum seeker and refugee community, and pupil workshops</p> <p>➤ Monitor the SofS package through engagement with schools and data collection.</p>			
Reference	Recommendation	Lead Officer	Timeline
 <p>2.3</p>	<p>Develop resources and training for Cardiff schools to support anti-racism action and counter racial prejudice</p>	<p>Gill James</p>	<p>Dec 2021- On-going</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>In July 2021, following the agreement of this recommendation by the Task Force, the Council’s Education Team invited a leading figure in school-based anti-racism action, Rachel Clarke, to meet with our local team and plan a local approach to support future anti-racism practice in our schools. Rachel Clarke is a serving Deputy Head Teacher currently working in a London school and is Betty Campbell’s granddaughter.</p> <p>Rachel shared with local staff her anti-racism best-practice toolkit, ‘Promote Equality’, which has successfully been delivered within her school.</p> <p>‘Promote Equality’: An Anti-Racism Toolkit</p> <p>The Promote Equality tool aims to:</p> <ul style="list-style-type: none"> • <i>Educate:</i> Tools and resources are provided will enable organisations to inform participants, broaden understanding and challenge perspectives and facilitate a holistic approach to the promotion of equity. • <i>Empower:</i> The programme provides participants with a platform to share views in a collaborative, positive and controlled environment, empowering individuals to seek out solutions and drive change from within. 			

<p>• <i>Enhance</i>: Schools are supported to create positive change, which leads to increased student and staff satisfaction and wellbeing.</p> <p>Through a four-phase, 18-month training and development programme, starting with self-reflection and understanding within the school community, the Toolkit supports a shared programme of activity is developed which considers experiences, practices, and culture within the organisation.</p> <p>This includes focus groups with staff, pupils and the wider school community and the development of knowledge and understanding of the ways in which racial inequality is experienced in society. This work informs the development of a joint anti-racist approach across all parts of the school community</p> <p>This Toolkit was shared at Cardiff's Headteachers' conference in July 2021 and schools were invited to come forward for an initial evaluated pilot which would test the application of the Promote Equality toolkit in our local context. Mount Stuart Primary school came forward to be the primary school pilot partner and St Teilo's Church in Wales High School came forward as a secondary school pilot partner.</p> <p>Mount Stuart Primary School launched the toolkit in their school on Wednesday 1st December 2021 and is currently progressing on their anti-racism development journey using the Promote Equality toolkit.</p> <p>St Teilo's Church in Wales High School are currently in discussions for launch dates.</p> <p>Further to this, the education team are also building effective relationships with DARPL (Diversity and Anti-Racist Professional Learning), a resource hub with a Welsh perspective in raising multi-disciplinary racial consciousness. The organisation has multiple peer reviewed free courses to engage with, as well as connections to training providers across a variety of diversity and anti-racist practices that can be utilised in the education setting.</p> <p>The team are also exploring partnership options with DARPL and our fellow Local Authority colleagues across South Wales to develop effective monitoring techniques to better understand the impact of anti-racist training in our schools.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Deliver 'Promote Equality' Anti-Racism Training Tool pilot in Cardiff Schools monitoring its progress, development, and impact. 		
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➤ Expand anti-racist processes within schools including training and understanding of racism as a safeguarding concern, pending resources and guidance from Welsh Government from their Anti-Racism Wales Strategy.			
Reference	Recommendation	Lead Officer	Timeline
 2.4	Support the diversification of the teaching workforce through a teaching assistant ‘Step into Teaching’ Programme	Gill James	Spring 2023-on-going
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>The Central South Consortium responded to this recommendation by conducting a consultation with the current Teaching Assistant workforce. This was promoted via the consortium networks, in school bulletins, directly to head teachers and on social media.</p> <p>Data gathered from this survey informed us that approximately 8% of Cardiff teaching assistants are from a Minority Ethnic background, this is considerably higher than the teaching workforce which stands at approximately 1.5%. The consultation report also informed us that teaching assistants from a Minority Ethnic background were more likely to have high qualifications, and high ambitions for their career, but levels of English language and financial strains of further training were considerable barriers to progression.</p> <p>This proposal has received approval and support from the Welsh Government, Education Workforce Council, and Cardiff & Vale College, and we have been collaborating with them on ideas to design a draft concept.</p> <p>Proposed next steps are to hold a large event in Cardiff targeting teaching assistants. The event will consist of keynote speakers, information stalls and seminars, to build relationships, ensure teaching assistants know the options available to them and signpost to further resources.</p>			

<p>The Central South Consortium will use this opportunity to better understand the needs of teaching assistants and partner with providers, where necessary, to address those needs.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Develop a ‘Step into Teaching’ programme for ethnic minority Teaching Assistants in Cardiff. 			
Reference	Recommendation	Lead Officer	Timeline
 <p>2.5</p>	<p>Increase representation of ethnic minority residents in school leadership through a School Governors entry programme</p>	<p>Suzanne Scarlett</p>	<p>March 2023.</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>Following the progression of this recommendation, an equality monitoring survey was developed to achieve baseline data capture around current governor diversity. Data gathered from this survey will inform the recruitment plan and future recruitment campaigns to increase the diversity of school governors.</p> <p>A ‘<i>Future Governors Programme</i>’ is being developed with Mount Stuart Primary School and Fitzalan High School to develop governor diversity. These forums provide a place where schools can build relationships with parents and parents will be able to learn about governing processes around schools and the role of school governors. This prepares parents to step into governor roles when they become available.</p> <p>This model is intended to create new opportunities to connect with parents from our diverse school population and attract new governor talent, where school leadership reflects school diversity.</p> <p>Work is also underway with third sector organisations who work with local ethnic minority parents and the wider community to promote the governor role. A partnership has been formed with United 2 Change with two briefing sessions already held with</p>			

<p>parents promoting the role and a wider event and campaign being planned later in the autumn term for parents from diverse backgrounds across the city.</p> <p>Together with the Governing Bodies, schools, and the Education Workforce Council, we are now seeking to develop an effective recruitment plan, for both governor and school staff positions, and make sure these opportunities are visible to local ethnic minority parents and the wider community. We are also currently in discussions with Educators Wales on potential support and funding for a dedicated recruitment campaign supporting this objective.</p> <p>Governing Bodies have also been asked to implement Professor Charlotte Williams' recommendation that a specific 'equality & diversity governor' should be identified for every school. We will be supporting this process during 2022-2023 by providing guidance and training opportunities.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Implement 'Future Governors Programme' pilot to parent forums in Cardiff Schools. ➤ Deliver a Governor responsible for 'Equality, Diversity and Inclusion' for each school with training and guidance. ➤ Develop a recruitment plan for increasing diversity of School governors in partnership with schools and the Education Workforce Council 			
Reference	Recommendation	Lead Officer	Timeline
 2.6	<p>Increase visibility of Black and Ethnic Minority role models and public education on Black History through events programming</p>	<p>Sian Sanders</p>	<p>Oct 2022- On-going</p>
<p>Response: Recommendation Accepted</p> <p>Progress to Date:</p>			

<p>We have launched the inaugural Betty Campbell Monument Lecture in October 2022.</p> <p>This was delivered in partnership with Monumental Welsh Women, Studio Response and the Senedd and we have agreed our commitment that this will form part of annual programming to raise awareness of Black History in Wales.</p> <p>The first lecture was held during Black History Month 2022 at the Pierhead Building in Cardiff Bay. Councillor Julie Sangani, Cabinet member responsible for Equalities, gave a short address and Professor Olivette Otele, the Distinguished Professor of Legacy and Memories of Slavery SOAS at University of London, gave the lecture. The lecture was sponsored by Cardiff Council and the Senedd.</p> <p>The annual lecture will focus on themes connected to Betty Campbell's legacy and values that she stood for in her life and career, for example:</p> <ul style="list-style-type: none"> • Black History and multiculturalism: exploring Betty's work and the inclusion of Black History in the new curriculum for Wales. • Making connections across communities and borders: Betty was inspired by the Civil Rights movement in America and Wales has strong cultural connections with the movement - including the Wales Window of Alabama in the Sixteenth Street Baptist Church in Birmingham, Alabama. • Celebrating pioneering Welsh women, including the Monumental Welsh Women statue project. <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Support Monumental Welsh Women in sponsoring the Annual Betty Campbell Monument Lecture. 		
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Measuring Progress: Education & Young People

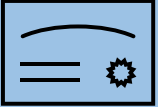
We will monitor these commitments through the following Key Performance Indicators:

- Percentage of Schools in Cardiff adhering to the '*Rights, Respect, Equality – Challenging Bullying, Hate Crime and Hate Incidents*' anti-bullying strategy for Cardiff and undertaking relevant training.
- Number of Schools of Sanctuary in Cardiff.
- Number of schools participating in the Anti-Racism 'Promote Equality' Training pilot.
- Percentage of teaching workforce from an ethnic minority background in Cardiff schools.
- Number of people from an ethnic minority background in leadership positions in Cardiff Schools.
- Number of schools with a Governor who is responsible for 'Equality, Diversity and Inclusion'.

Citizens Voice

Reference	Recommendation	Lead Officer	Timeline
 <p>3.1</p>	<p>Improve data collection and analysis on civic participation</p>	<p>Gary Jones and Dylan Owen</p>	<p>On-going</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>As requested by the Race Equality Taskforce, an Equalities data capture survey was completed for current elected members between July-November 2021, which provides an initial data benchmark for diversity in democracy. We shared the findings of this survey with the Taskforce, and they are included in their report.</p> <p>Equality Monitoring Data has been captured again at the commencement of a municipal term and this will be on-going gathering of data which will be available in the public domain.</p> <p>A new statutory Citizen’s Engagement Strategy is currently being developed focussing on improving levels of engagement with Council decision making and consultations from more civically disengaged groups, including people from a Minority Ethnic background. All Council surveys and consultations currently collect data on respondents with results analysed and presented by demographic group in addition to headline findings.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Collect and publish equality data for Council members. ➤ Develop new proposals to improve engagement with Minority Ethnic communities as part of the Council’s statutory participation strategy 			

Reference	Recommendation	Lead Officer	Timeline
 <p>3.2</p>	<p>Complete benchmarking against the Race Alliance Wales manifesto for action on Race Equality in Wales</p>	<p>Dylan Owen</p>	<p>Dec 2022</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date & Next Steps:</p> <p>A public signing of the RAW manifesto was completed by the Leader of the Council in March 2022 as part of our commitment to continued action on racial injustice in Wales.</p> <p>With the support of two members of Race Alliance Wales who have been engaged in the Cardiff Race Equality Taskforce's programme, we have completed a benchmarking assessment of the Council's current practice, policy priorities and service delivery against the areas of the RAW manifesto relevant to the responsibilities of local government. This is being used to inform Directorates on areas for improvement in 2022/23.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Benchmark RAW manifesto actions with RAG system and implement actions into corporate delivery where possible 			
Reference	Recommendation	Lead Officer	Timeline
 <p>3.3</p>	<p>Scope opportunities to increase youth participation and engagement with civic processes and develop mechanisms to support ethnic minority youth representation in politics and decision-making</p>	<p>Suzanne Scarlett</p>	<p>On-going</p>
<p>Response: Recommendation Accepted.</p>			

<p>Progress to Date & Next Steps:</p> <p>Following the development of this recommendation, new approaches are being established by the Council's Youth Services Team and Youth Council through internal service delivery. These participation models will, as suggested by the Taskforce, be developed by young people, to ensure they reflect their preferred participation methods and focuses on the issues which matter most to them.</p> <p>Cardiff Youth Services Team (CYST) have expanded the information we collect of children and young people who we engage with to include more around protected characteristics including ethnicity so that we can monitor this better.</p> <p>CYST have actively promoted engagement opportunities with staff and organisations who work with marginalised and underrepresented groups</p> <p>Cardiff Youth Council now has 65 registered members 27 of whom identify as being from a minority ethnic group which is 42% which stands slightly above numbers of ethnic minority young people in Cardiff (36%). Similarly, the Child Friendly City Survey undertaken in 2022 received over 7,000 responses, 36% of whom were from an ethnic minority background.</p> <p>Cardiff Youth Council is also in the process of appointing a young person into the role of Equality and Diversity Officer who's aim is to further improve representation from all underrepresented groups. This person will form part of the youth council executive and will work with elected members and officers, and they should be in position within the next few weeks, we are currently going through the application process.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Develop programmes of work to encourage young people from ethnic minority backgrounds to engage and participate in local politics and decision-making. 			
Reference	Recommendation	Lead Officer	Timeline
 <p>3.4</p>	<p>Cardiff Council's elected members should support the Welsh Local Government Association's Diverse Council Declaration, to support diversity in democracy and representation of ethnic minority groups in the capital city</p>	<p>Gary Jones</p>	<p>Oct 2022-Ongoing.</p>
<p>Response: Recommendation Accepted.</p>			

Progress to Date & Next Steps:

Cardiff Council is committed to continuing to improve diversity in democracy across the city and become a Diverse Council. The WLGA's Diverse Council Declaration was agreed by Council in February 2022, providing a clear public commitment to improving diversity in democracy in our city and signals intent for future collaboration to improving representation in democracy and participation.

Following the adoption of the Diverse Council Declaration, a local 'Diversity in Democracy' action plan has been developed and will be considered by the Council's Democratic Services Committee in November 2022.

The commitments made by the Diverse Council Declaration will require action on a number of areas, which span actions required by both Democratic Services and political groups to achieve maximum impact. The commitments are referenced below:

Broaden Local Democratic Representation

We will:


- Encourage and enable people from underrepresented groups to stand for office.
- Seek support from all elected members and political groups on the council to work with local party associations to encourage recruitment of candidates from underrepresented groups.
- Ensure residents from all communities understand the role and functions of local councillors and the council

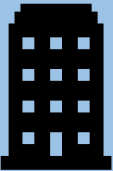
Support involvement with local decision-making

We will:

- Proactively engage organisations supporting under-represented groups to enhance democratic awareness.
- Support the work of the Race Equalities Task Group in developing proposals to engage our city's diverse neighbourhoods within local democracy.
- Establish a mentoring programme - working with a range of stakeholders to provide a pipeline of mentors and mentees for prospective councillors.

<p><u>Support Councillors to discharge their responsibilities effectively</u></p> <p>We will:</p> <ul style="list-style-type: none"> • Provide flexibility in council business and activities to support Elected Members and allow them to meet their personal, professional, cultural and caring commitments and responsibilities. • Work in accordance with the standards set out in the Wales Charter for Member Support and Development. • Continue to demonstrate our duty of care for elected members by supporting their wellbeing and safety needs when performing their role as councillors. • Achieve the Wales Charter for Member Support and Development to demonstrate the highest possible standards of support and development for our elected members to assist them in meeting the challenges and expectations of their diverse roles ranging from of community leader to their special responsibilities within the Council. • Ensure that all elected members have the opportunity to take up the allowances and salaries to which they are entitled, particularly any reimbursement for costs of care, so that all elected members receive fair remuneration for their work and that the role of an elected member is not limited to those who can afford it. • Continuing to promote the highest standards of behaviour and conduct from elected members and those intending to stand for office on the Council. <p><u>Develop a 5-year action plan to delivery our Diverse Council commitment:</u></p> <ul style="list-style-type: none"> • The development of the Diverse Council Declaration Action plan 2022-27 is underway, in consultation with representative and community groups and is planned to be initially considered by the Democratic Services Committee in November 2022. <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Develop an action plan to adhere to the Diverse Council Declaration’s Commitments 		
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Reference	Recommendation	Lead Officer	Timeline
 3.5	Improve representation from Cardiff's ethnic minority communities in key decision-making panels	Gary Jones	Oct 2022-on-going
<p>Response: Recommendation Accepted</p> <p>Progress to Date & Next Steps:</p> <p>This recommendation forms part of the Diverse Council declaration's commitments and work to support this will be developed and agreed as part of the Diversity in Democracy Action Plan, which will be developed following the local government elections 2022.</p> <p>This recommendation will be incorporated into our future Diversity in Democracy Action Plan developed following the local government elections 2022.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Agree that Council representatives and senior managers will endeavour to only participate in conferences/panels which include a diverse membership. ➤ All Council run events will endeavour to ensure a diverse panel/line-up of speakers. 			

Reference	Recommendation	Lead Officer	Timeline
<p data-bbox="85 395 136 427">3.6</p> 	<p data-bbox="421 264 1803 331">Broaden participation and accessibility in city planning and ensure there are appropriate platforms for engagement and community voice in the design of the city</p>	<p data-bbox="1843 233 1944 293">Simon Gilbert</p>	<p data-bbox="2045 233 2168 293">Autumn 2023</p>
<p data-bbox="85 464 645 496">Response: Recommendation Accepted.</p> <p data-bbox="85 533 338 564">Progress to Date:</p> <p data-bbox="85 601 1794 668">A programme of future engagement has been designed by the Council's Planning Team in response to this recommendation, which was approved by the Taskforce in December 2021.</p> <p data-bbox="85 705 1816 804">Planning have committed to implementing further creative methods such as developing short films or animations and expanding the use of their 'virtual room' on their website with easily accessible guides to their vision and objectives. This will be developed and utilised further as the Replacement Local Development Plan (LDP) progresses.</p> <p data-bbox="85 841 1816 940">The team have also agreed to research best practice methods in England & Wales, by utilising existing networks, such as Core Cities, speaking with other local authorities, and Wales wide forums. It is hoped that by exploring other methods, Planning will be able to learn and implement positive engagement practices within a Cardiff context.</p> <p data-bbox="85 976 1816 1107">Furthermore, Planning have agreed to develop a public survey to assess public knowledge of planning within the city and explore any misunderstandings regarding planning processes and the way decisions are made. Using the survey findings, accessible guides and messaging will be created, led by public needs. This may include, for example, specific user-friendly guides and key information about the Council's Local Development Plan.</p> <p data-bbox="85 1144 1816 1276">Beyond the Local Development Plan itself, the Planning team are committed to improving their visibility and community engagement methods, and explore holding direct stakeholder engagement sessions, working with community groups and elected Members to establish better relationships with communities across the city. This includes dedicated outreach efforts to ensure Cardiff's ethnic minority communities are included in important conversations about the design and future of the city.</p> <p data-bbox="85 1313 1816 1380">For example, in May 2022, officers attended an event at the Grangetown Pavilion; with a particular focus on raising awareness in the local community of the replacement LDP and Housing regeneration schemes. We are also continuing to engage with colleagues at</p>			


<p>Cardiff University and utilising networks to ensure our LDP community engagement strategy is targeted and representative of all communities.</p> <p>The Planning Department are keen to facilitate a similar “meet the Planners” session in Butetown in the next 6 months.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Ensure Planning encourage ethnic minority communities to engage in LDP and planning policy and embed effective community engagement processes, including further direct stakeholder engagement sessions and focus groups and face to face drop in events in local communities and closer working with community groups and elected members. 		
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Measuring Progress: Citizen’s Voice

We will monitor these commitments through the following Key Performance Indicators:

- Percentage of elected Members from an ethnic minority background.
- Percentage of respondents to Ask Cardiff from an ethnic minority background.
- Percentage of respondents to Child Friendly City survey from an ethnic minority background.
- Percentage/ number of respondents from an ethnic minority background to the LDP consultation and engagement.

Health

Reference	Recommendation	Lead Officer	Timeline
 <p>4.1</p>	<p>Improve ethnicity recording within the healthcare system, for both patients and staff</p>	<p>Mitchell Jones</p>	<p>Ongoing</p> <p>Summer 2023</p>
<p>Response: Recommendation Accepted</p> <p>Progress to Date & Next Steps:</p> <p>The information in relation to the ethnicity of our staff is recorded through NHS Wales' Electronic Staff Record (ESR) system. To date, 90.3% of the workforce have provided data in relation to ethnicity; however, it is important to note that 3.4% of those who have provided data have actively chosen not to disclose their ethnicity. The data gap is therefore currently 9.7%. The health board are currently running a campaign to improve the equality data in ESR. The campaign has not made the impact that had been hoped and the working group are exploring other opportunities to engaging with staff to update their ESR records, through the use of posters and table toppers to be displayed in canteens.</p> <p>Through ESR, the health board are able to collect information in relation to starters, leavers, and promotions within the health board and are therefore able to measure whether we are becoming more representative of our communities at all levels, providing the data is available in ESR.</p> <p>Currently, the health board do not collect equality information in relation to any of our HR processes, including grievances and disciplinaries. Conversations are ongoing between our Equity and Inclusion Team, People Services, and Information Governance around how this information can be collected.</p> <p>Welsh Government are currently scoping a Welsh Workforce Race Equality Standard (WRES), similar to that currently in place in NHS England. The work being undertaken in relation to data improvement will support the health board in becoming an anti-racist organisation, as well as help with any future WRES reporting.</p>			

<p>Commitment:</p> <ul style="list-style-type: none"> ➤ To continue with the campaign to improve our staff equality data in ESR. ➤ To continue to explore how we can collect equality data on our HR processes. 			
<p>Reference</p>	<p>Recommendation</p>	<p>Lead Officer</p>	<p>Timeline</p>
<p>4.2</p> 	<p>Complete further investigation into the experiences of ethnic minority staff and patients and review the complaints and resolution procedure</p>	<p>Angela Hughes/ Mitchell Jones</p>	<p>Aug 2023</p> <p>In progress</p>
<p>Response: Recommendation Accepted</p> <p>Progress to Date & Next Steps:</p> <p>Following the agreement of this priority, an engagement exercise was completed with UHB Staff to understand the experiences and reflections of our ethnic minority staff in relation to racism in the workplace. This has informed the review of the complaints and resolution policy which is used to respond to any issues which arise within the workplace.</p> <p>A summary of the approach is set out below.</p> <p>If an individual as a patient has raised racism as a concern in terms of care or treatment, the first course of action should be to talk to the staff involved with that care as soon as possible to raise their concern. The staff will try to resolve those concerns immediately. If this does not help, or someone does not want to speak to the staff, they can contact the health board or trust's complaints team. It should be noted that racism can be directly reported to the police</p> <p>They can use a procedure known as Putting Things Right to raise concerns about clinical care or experience. Once someone has raised a concern, the complaints Health Board or trust's complaint team:</p> <ul style="list-style-type: none"> • will listen to the concerns to try to resolve them as quickly as possible • will look into the concerns and speak to the staff involved in that care or treatment 			

- may offer a meeting to discuss those concerns
- will put the individual in contact with the right person to help
- will let the individual know what they have found and what they are going to do

The complaints team should respond to the individual within 30 working days of receiving a concern. If they cannot reply in that time, they will explain why and let the individual know when to expect a response. Some concerns may take longer to look into.

In terms of staff, as a health board we are committed to supporting our employees to work in a positive workplace which promotes healthy working relationships. We know from evidence that it's the quality of our interaction that means the most. It determines not just our own wellbeing but impacts on the service we provide to our patients and other service users.


As a health board, we are currently drafting an organisational anti-racist action plan. As part of the plan, we are exploring undertaking listening exercises to improve our understanding of the lived experience of our ethnic minority staff.

Since the launch of the Government's *A Healthier Wales*, it is important for us to do whatever we can to improve how we work with each other. In full partnership with NHS, trade unions and Welsh Government experts and leaders across Wales, we have developed this very different approach. The [Respect and Resolution Policy](#) is a huge step to embedding a positive culture of managing difficult relationships, with early intervention and prevention with the aim to secure constructive and lasting solutions to workplace disagreements, conflicts and complaints. This policy has replaced the UHB's previous Dignity at Work Policy and Grievance Policy.

More information on the Respect and Resolution Policy and other useful resources within the toolkit are below and via the [NHS Wales Health Education and Improvement Wales \(HEIW\) Website](#).

Commitment:

- Complete a review of the experience of ethnic minority staff and patients in using the 'Putting Things Right' process
- Complete the anti-racist action plan

Reference	Recommendation	Lead Officer	Timeline
 <p>4.3</p>	<p>Improve engagement and communication with Black and Ethnic Minority communities around health and health improvement</p>	<p>Lorna Bennett</p>	<p>March 2023</p>
<p>Response: Recommendation Accepted</p> <p>Progress to Date & Next Steps:</p> <p>An Engagement Coordinator focusing on ethnic minority health and health improvement has continued to be funded through Cardiff and Vale University Health Board with Prevention and Early Years (Public Health) resources.</p> <p>The purpose of the role is to 'lead the coordination of actions across the Council and its partners to develop effective partnership models to address health inequalities experienced by ethnic minority communities, including the identification and implementation of policy and service interventions and regular engagement with relevant statutory, voluntary and private sector stakeholders and communities on issues relevant to health equity'. The initial focus of the role has recently been expanded in line with the 'Amplifying Prevention' work – a collaborative approach between Cardiff Council, the Vale of Glamorgan Council and CVUHB which aims to reduce health inequities across 3 main areas of focus: childhood immunisation, bowel screening and the 'Move More, Eat Well' strategy.</p> <p>The action plan prioritises stakeholder engagement and looks to identify and overcome barriers to accessing prevention services. The coordinator has also led health promotion events, all underpinned by communications that build trust and share good practice.</p> <p>The past six months of this post have included the following actions:</p> <ul style="list-style-type: none"> • Continued coordination of the Ethnic Minority Health Subgroup which supports the health board's outreach activity • Proactive work with local communities to improve bowel screening rates, childhood immunisation rates and work towards improving move more, eat well activities in local communities. • Improving knowledge and understanding of the importance of bowel screening, childhood immunisation and move more, eat well initiatives through training and engagement with local communities. • Identifying and overcoming barriers to bowel screening and childhood immunisation by creating pathways to support communities. 			


<p>Work has been completed on a survey to investigate barriers to uptake of childhood immunisation among ethnic minority communities and a short report has been completed; an equivalent survey to investigate barriers to uptake of bowel screening has also been completed and a report will be prepared. Focus groups with adults aged 40 years and over are planned to explore barriers amongst ethnic minorities to moving more and eating well. A touch-point mapping exercise will also identify opportunities to provide health promotion materials and training to communities and professionals about the range of topics through their existing interaction with Local Authority and health services.</p>		
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The funding for this work is currently confirmed until end March 2023.

Commitment:

- Expand scope of work to focus on Move More Eat Well actions, in addition to existing priorities.

Criminal Justice

Reference	Recommendation	Lead Officer	Timeline
5.1 	Commit to test approaches & collaborate on data exploration at both a local and national level- Following the Criminal Justice in Wales approach (formerly All Wales Criminal Justice Board)	Rachel Allen	Nov 2022
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>To support the work of the Race Equality Taskforce’s Criminal Justice Sub-Group, initial mapping of existing criminal justice data and analysis of current data practice was completed to understand current data trends and gaps at the local level.</p> <p>This exercise indicated some areas of data capture needed further investigation and development across the criminal justice sector. This is because the current data is not providing a sufficiently comprehensive view of ethnicity data across the whole system due to discrepancies in ethnicity recording practice and consistency in recording across agencies.</p> <p>This finding aligns with the national findings of the Criminal Justice in Wales’ Race Equality Data Task Group, and it was agreed that the local Cardiff partnership would support the further investigation and development of criminal justice data sets, supporting relevant pilots and requests as the national Data Task Group’s project develops.</p> <p>The aspiration of Criminal Justice in Wales Data Task Group is to commission independent analysis to unpack the initial data return from criminal justice agencies and identify agency-specific recommendations to improve data quality.</p> <p>Following completion of this initial step, the group will aim to create an All-Wales disproportionality dashboard to monitor progress on addressing ethnic disparities within the criminal justice system and inform future policy decisions.</p> <p>The disparity Dashboard draft will be shared with public service partners in November 2022</p>			

<p>Further to this, on a local level, criminal justice partners in Cardiff have offered to work in continued partnership with local community organisations to share relevant local data that would be helpful in informing and shaping community-led solutions to crime prevention, diversion, and rehabilitative support.</p> <p>Criminal Justice Anti-Racism Action Plan for Wales was published 8th Sept with exploration of data approaches as a key deliverable. c22-0119_criminal-justice-anti-racism-action-plan-for-wales_report_criminal-justice-in-wales_interactive.pdf (southwalescommissioner.org.uk)</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ The Criminal Justice in Wales Data Task and Finish Group will work with the Cardiff Community Safety Partnership to produce data products to reflect and enhance the understanding of local issues, so we can respond accordingly. 			
Reference	Recommendation	Lead Officer	Timeline
<p>5.2</p> 	<p>Cardiff's local criminal justice partnership should develop and invest in tailored or alternative approaches to diversion for Ethnic Minority groups</p>	<p>Sian Rees (PCC)</p>	<p>Autumn 2022-On-going</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>This is a significant area of work for the Council and its partners, through the Youth Justice Service, Community Safety Partnership, Youth Services, Children's Services, and many other areas of statutory and non-statutory service delivery.</p> <p>This work will be long-term and collaborative, requiring ongoing coordination between service areas in the council, across public services and in partnership with communities.</p> <p>The Cardiff Community Safety Partnership have developed a working group which have met multiple times and have made progress on several actions under the overarching proposal.</p>			

Most notably to this proposal was to deliver against the action to *'involve and engage Minority Ethnic groups participation to understand their experience and inform the design of future model'*


As part of the working group, we have accomplished the following to date:

- Completion of a survey by Ethnic Youth Support Team to inform our future work.
- Designing future targeted engagement focusing on early contact with the justice system and any opportunities, particularly missed opportunities, for early intervention.
- Agreed to develop understanding not only of access to diversionary interventions, but also experiences of police custody and barriers that may have reduced take up of offers of diversionary support (e.g. length of time spent in police custody).
- Undertaken and completed a literature review on existing research on diversionary interventions for youths and adults, with a focus on racial disproportionality.

Through undertaking these activities, we have concluded that there is still much we need to understand to make concrete proposals in this space.

The current action plan monitoring progression of this proposal includes the following:

- To involve and engage Ethnic Minority groups participation to understand their experience and inform the design of future models.
- A deep dive will be conducted into the offence types committed by White and Ethnic Minority groups and the outcomes received. This could be done by running an exercise with people (across all age groups) coming into custody so we can better understand what the barriers may be for them accessing diversionary outcomes.
- When there needs to be an Appropriate Adult, every effort should be made to have an Appropriate Adult from that individual's ethnic group/background to aid with any mistrust issues. There may be a potential for members of the community to volunteer to act as the Appropriate Adult.
- Training should be increased for all professionals within the custody environment around the difficulties that ethnic minorities may face when they encounter the police and other criminal justice agencies so that decision makers and front-line staff can be aware of, and responsive to the needs of these groups.
- There is also a recommendation that data quality and monitoring should be improved across all areas to monitor outcomes and any disparities relating to ethnicity more consistently and effectively.

<p>In addition to this action plan, we propose to undertake a piece of targeted research and engagement, building on work completed by local partners, and looking at distinct system touch points to support us in developing recommendations for long term system change.</p> <p>This is not just focussed on policing but will encompass the pre-court space of which multiple partners operate within, this includes youth and adult criminal justice and commissioned services.</p> <p>Under the Youth Justice and Women in Justice Blueprints a funding proposal has been submitted and approved by Welsh Government to better understand disproportionality in Out of Court Disposals/Pre-Court diversion. Through progressing the recommendation under this workstream it has become clear that this is a complex area and to better inform long term system change we need to better understand the complexities, influences and barriers that impact on this pivotal point in the system. Early indications from Welsh government are positive however we are awaiting formal confirmation. As funding has now been confirmed it is proposed that a researcher working alongside public health Wales will work with partners in Cardiff to better understand this touch point, its influences/barriers and propose recommendations. This research will be supported by a steering group consisting of key stakeholders.</p> <p>We know that the earlier we intervene and divert away from the criminal justice service the better outcomes achieved and we want to ensure that this an equal opportunity for all.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ The Criminal Justice Partnership will undertake specific research around alternative approaches to diversionary processes, the findings will be presented to the Community Safety Partnership Board in order to support the delivery of the subsequent recommendations. 			
Reference	Recommendation	Lead Officer	Timeline
 5.3	Cardiff's local criminal justice institutions should invest in a comprehensive Cultural Competency training approach	Emma Wools	Spring 2023-ongoing
<p>Response: Recommendation Accepted.</p>			

Progress to Date:

Local criminal justice partners have committed to pilot a new Cultural Competency training approach agreed by Criminal Justice in Wales Race Equality Plan. This is an opportunity to collaborate with partners across Wales and will support the development of a training schedule to reach a wide range of frontline staff in 2023-2024.

The Youth Justice Service’s Leadership Board will also participate in this training during the first year as part of their commitment to taking every step to eliminate unconscious bias in service delivery and develop support for young people that is sensitive to their personal experiences and identity.


The Cardiff Community Safety Partnership have also agreed to work in collaboration with ethnic minority communities in Cardiff to help shape wider cultural competency training programmes, ensuring local criminal justice organisations are culturally aware of their local communities.

The Cardiff Community Safety Partnership intend to launch the delivery of the pilot training programme across the Cardiff criminal justice service landscape in 2023.

The Cardiff Community Safety Partnership will support the progression of this programme, and additionally seek funding from local partners to invest in sustainable and comprehensive Cultural Competency training programmes, ensuring the programme reaches to the widest range of staff.

Commitment:

- Cardiff Community Safety Partnership will support the delivery of a Cultural Competency training approach, evaluate impact, and then seek sustainability for future programmes.

Reference	Recommendation	Lead Officer	Timeline
 5.4	Sustain and develop current efforts to increase workforce representation within the Criminal Justice System. Develop a wider approach to addressing representation across the sector, in partnership with the Public Service Board.	Emma Wools	On-going

Response: Recommendation Accepted.

Progress to Date:

South Wales Police recognises the benefits of a diverse workforce and has worked hard in recent years to become more representative of the communities that we police.

For many years, our recruitment practices have been recognised as implementing best practice, for example, we have for the past 20 years, used anonymised application forms, used accredited interviewers, having been made aware of potential biases in the recruitment process and we monitor our attraction, selection, and general employment processes to identify any adverse impact on under- represented groups. We are a “Living Wage” employer.

Recognising the importance of and our commitment to increasing our workforce representation, we have invested in recent years in a dedicated team focused on recruitment from our ethnically diverse communities; this includes full time dedicated resources, with a budget and focussed outreach to support our recruitment campaigns including undertaking positive action activities to encourage candidates from under- represented groups to apply for a career in policing. Whilst we have made progress, moving from 1.7% of our police officers being from a Black, Asian, or Minority Ethnic background to a predicted 4% by March 2023. Despite considerable leadership effort and investment, we have found it difficult to recruit people of colour into South Wales Police.

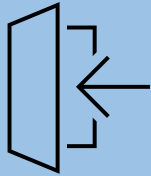
Whilst there has been some progress, we know that we must, and can do more to become a first-choice employer for our most underrepresented communities.

Our “Towards a more representative workforce strategy 2021-2026” outlines our ambition to be bold and progressive in our approach to address the under-representation of our diverse communities, particularly within our ethnically diverse communities. It includes a revised governance structure to ensure oversight of our planned activities and further investment in dedicated resources to support our outreach work and positive action activities.

The strategy highlights 3 key work streams including;

1. Leadership and Culture
2. Attraction and Selection
3. Engagement and Progression

Specifically, in relation to our Attraction and Selection workstream, we intend to:

<ul style="list-style-type: none"> Optimise our approach to positive action and refining our attraction communication strategy to ensure we reach a broader, diverse audience that creates trust and confidence in our policies and procedures. This includes working with key partners and influencers in areas with our most diverse communities. Develop our strategic partnerships with schools, universities, local authorities etc to build gateways into policing, for example, developing work experience programs for schools with our highest levels of ethnically diverse communities, raising awareness of our apprenticeship, intern and graduate programs with our diverse communities and supporting bursaries for students from ethnically diverse backgrounds to undertake the pre join degree in policing. <p>Further to this, the Criminal Justice Anti-Racism Action Plan for Wales was published 8th Sept 2022 which notes workforce representation as a key deliverable. c22-0119 criminal-justice-anti-racism-action-plan-for-wales report criminal-justice-in-wales interactive.pdf (southwalescommissioner.org.uk)</p> <p>Commitment:</p> <ul style="list-style-type: none"> Community Safety Partnership will support Criminal Justice partners in their efforts to increase workforce transformation. 			
Reference	Recommendation	Lead Officer	Timeline
 <p>5.5</p>	<p>Cardiff Partnership to take part in the DWP Kickstart Scheme as another means to address workforce representation.</p>	<p>Emma Wools</p>	<p>Complete</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>The Department of Work and Pensions (DWP) Kickstart programme finished in Spring 2022. His Majesties Prison and Probation Service (HMPPS) offered 47 posts across prison & probation services for the whole of Wales. For Cardiff, they recruited for 11 posts in total, 8 for the prison service and 3 for probation.</p>			

All the posts were designed at entry grade level and were administrative/reception type roles. HMPPS did not specify a requirement for any essential skills, experiences or qualifications for these posts and will be providing a full suite of training as part of the role.


OPCC appointed 1 young person from the Cardiff area. The individual started in March 2022 and worked within the central team and closely with OPCC's Community Engagement Manager on projects such as 'Young Voices Work' in Cardiff. We are awaiting feedback on this post.

The Cardiff Community Safety Partnership fully supported the utilisation of the DWP Kickstart scheme and its positive impact on young people in Cardiff.

The Partnership hope more Criminal Justice organisations are able make use of similar schemes and continue taking steps towards a representative workforce at all levels of organisations.

Commitment:

- The Cardiff Community Safety Partnership will continue to support DWP employability schemes and will raise awareness with other criminal justice services.

Reference	Recommendation	Lead Officer	Timeline
 5.6	Develop improved mental health service pathways and integrated training and support for Police Officers as first responders	Angharad Metcalfe	Autumn 2022
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>The Office of the Police and Crime Commissioner has committed to working in partnership with the Health Board and third sector to develop a pilot Sanctuary Service in Cardiff.</p>			

What does a Sanctuary offer?

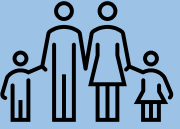
- Access support at the point of crisis. It aims to reduce the amount of time between the onset of crisis and the point at which help is received using a peer led model.
- Support workers with lived experience of mental illness can make the individual comfortable and confident to visit the sanctuary.
- Face-to-face support for individuals in crisis to receive support without the need for medical assessment and they will not be transported to the Sanctuary against their wishes. The aim of this is to reduce the stigma and shame around mental health and traditional methods of support as well as helping guests to relax.
- A quiet space away from the home environment and conventional ways of dealing with mental health crisis, allowing the individual the opportunity to work through their crisis without the need to come into contact with mental health services or the criminal justice system.


A working group has been established to help develop, monitor, and evaluate the Sanctuary Service pilot. This will include a specific strand of activity focusing on ethnic minority groups. This service will support integration with mental health services for both adults and children and the overarching service model will be designed in partnership by people with lived experience of mental health crisis.

The Cardiff and Vale University Health Board has put a funding bid to Welsh Government for a Cardiff sanctuary. The Health Board, working with key stakeholders, including representatives have drafted a service specification to go out to tender. At the Cardiff and Vale Crisis Care Concordat forum on the 29/09/2022, we were informed that the procurement exercise has not yet started. Hopefully it will be advertised in October/ November 2022.

The Cardiff and Vale University Health Board have established a multi-agency Mental Health Sanctuary Retreat Task and Finish group to oversee development of pilot. The PCC's Substance Misuse and Mental Health team are represented on this group as are EYST and have attended other Sanctuaries such as the Bridgend Wellbeing Retreat and Torfaen & Blaenau Gwent Sanctuary to learn from their experience.

Aiming for the service launch to coincide with 111 press 2 service going live, initially for referrals only (not open access). The provisional 'go-live' date 111 press 2 is 19th December, however recruitment has been problematic. Initially the 111 press 2 service will be available 8am – midnight 7 days/week and it will increase to a 24/7 provision when the recruitment process has

<p>been completed. Work is underway on the mapping of services and pathways, ensuring effective processes and communication for receiving services.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Community Safety Partnership are committed to supporting the development of mental health service pathways and will continue to evaluate the service landscape, ensuring it reflects the community's needs. 			
Reference	Recommendation	Lead Officer	Timeline
 <p>5.7</p>	<p>Develop new mechanisms to strengthen community engagement and voice in the work of the Community Safety Partnership.</p>	<p>Sian Sanders (CCC)</p>	<p>Spring 2023</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>The Community Safety Partnership are currently reflecting on different community engagement methodologies being run in the community, to ensure the most appropriate mechanism can be established. These models and proposals will be brought to the Partnership for their consideration in due course.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Develop an effective mechanism for communities to engage with the Community Safety Partnership and ensure diverse community voices are heard. 			

Reference	Recommendation	Lead Officer	Timeline
 <p>5.8</p>	<p>Support capacity-building with ethnic minority led voluntary sector groups to strengthen collaboration and delivery within criminal-justice related voluntary sector services.</p>	<p>Sian Sanders</p>	<p>Jan 2023-on-going</p>
<p>Response: Recommendation Accepted.</p> <p>Progress to Date:</p> <p>Throughout the course of the Race Equality Taskforce, the Criminal Justice Sub-Group has supported knowledge exchange across the broad criminal justice sector and voluntary sector, including engagement with community institutions which primarily focus on ethnic minority groups. This has provided a space for collaboration and solution-finding and will need to transition to a new longer-term arrangement as the Taskforce programme ends.</p> <p>Following the closure of the Race Equality Taskforce’s Criminal Justice Sub-Group, the Community Safety and Cohesion teams have partnered with key voluntary sector leaders on developing a potential lead convenor for regular network meetings to support ongoing collaboration on race equality within criminal justice voluntary sector services.</p> <p>Commitment:</p> <ul style="list-style-type: none"> ➤ Deliver a collaborative network in partnership with Third sector organisations to support ethnic minority led organisations access appropriate advice and guidance needed to provide for their communities. 			