

Dyddiad / Date: 4 March 2022

Councillor Saeed Ebrahim  
Chair  
Cardiff Race Equality Taskforce  
Cardiff Council

Via email: [Saeed.N.Ebrahim@cardiff.gov.uk](mailto:Saeed.N.Ebrahim@cardiff.gov.uk)

Annwyl/Dear Cllr Ebrahim,

## **Report of the Race Equality Taskforce**

I write in reply to the completion of Cardiff Race Equality Taskforce's programme and the publication of your report.

Firstly, I wish to congratulate and thank you for your leadership in delivering such a comprehensive and practical set of recommendations for our city. I wish to express my gratitude to the many Cardiff residents who have shaped this work. The finished Report of the Race Equality Taskforce provides a clear design for future efforts to address racial injustice at a city level.

The last 18 months of delivering the Taskforce have seen an active and pragmatic process. This has enabled community members to work side-by-side with public services and broader city partners to reflect on the reality of inequality for ethnic minority people in our city, and, critically, focus collective minds on the practical solutions that we could develop at the local level.

As the Taskforce rightly state in their report, this can only be the beginning and a long-term focus is needed to effectively change the dial on racial inequality.

In establishing the Taskforce, I asked the membership to focus on the immediate actions we could take during the current Labour administration, alongside those which require long-term consistent measures to deliver meaningful change. This is something which our administration has taken seriously, and we have encouraged urgency of action. I am pleased therefore, that there has already been a significant programme of work to respond to the Race Equality Taskforce's recommendations, actively, to date, as they have been confirmed by the Taskforce during the course of the programme.

As I committed in the final meeting of the Race Equality Taskforce, following the 2022 Local Government elections, a Labour administration would welcome the Taskforce to participate in an audit, one year on from receiving this report, to examine the implementation of their recommendations.

### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

### **WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



In replying to the Taskforce Report today, I am here attaching a record of and progress that we have already made to date, and the commitments secured from public services and our partners to embed these recommendations in service delivery for the future.

Yn gywir,  
Yours sincerely,

A handwritten signature in black ink, appearing to read 'Huw Thomas', written in a cursive style.

**CYNGHORYDD / COUNCILLOR HUW THOMAS**  
**ARWEINYDD / LEADER**  
**CYNGOR CAERDYDD / CARDIFF COUNCIL**

**Response to the Report of the Cardiff Race Equality Taskforce**

# **Race Equality Taskforce - Response to date**

**March 2022**

A delivery report summarising work completed between December 2021-  
March 2022 to implement the recommendations of the Cardiff Race Equality  
Taskforce

**Published:** 4<sup>th</sup> March 2022

## **Introduction**

Delivering the recommendations of Cardiff's Race Equality Taskforce will require long-term, sustained efforts. Our city has taken this work seriously and there have already been significant milestones achieved in implementing the recommendations of the Taskforce over the course of the 18-month programme.

This document captures some key aspects of delivery to date, but only represents a moment in time, explaining the work completed and planned at the time that the Cardiff Race Equality Taskforce's Report was published, March 2022. There will certainly be more to come.

We were able to progress these actions because of the strong spirit of collaboration and responsibility across the wide network of city partners who have supported and engaged in the Taskforce's work.

This Delivery Report provides insight into progression of the Race Equality Taskforce's recommendations to date and commitments secured to progress these recommendations in the months ahead.

As most of the Race Equality Taskforce's recommendations concern Cardiff Council's role as an employer, service provider and convening body in the city, this report has been prepared by the Council in reply to the recommendations, but this report also includes relevant delivery information from our city partners where recommendations concerned their organisations, services and our partnership arrangements.

Moving forwards, the Race Equality Taskforce's recommendations will be incorporated into the Council's policy framework to ensure accountability for their delivery. Our key partners for the Criminal Justice and Health strands, South Wales Police and Cardiff & Vale University Health Board, have also provided updates for our response report, detailing the work they have completed to date against the recommendations relevant to their organisations and their future commitments.

Continued delivery of these recommendations will be supported through increased internal resourcing for the Council's Equality Team to ensure there is additional policy support for all service areas in achieving the ambitious and comprehensive recommendations of Cardiff's Race Equality Taskforce.

## Employment and Representative Workforce

Reference	Recommendation
<p>1.1</p> 	<p><b>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</b></p>
<p><b>What we have done to date:</b></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>The initial proposal will be brought to the Cardiff Public Services Board, along with the Race Equality Taskforce’s Report, for further consideration of future partnership arrangements to align and convalesce equality delivery across the city.</p> <p>It is proposed that the design of the future model follows a collaborative process, incorporating residents’ views on future priorities and supporting alignment across major employers and institutions in the city.</p> <p><b>Our next steps:</b></p> <p>Following the Local Government Elections, the Council will progress a concept paper for a future city-wide equality forum to the Public Services Board to initiate this work. This will suggest an engagement and consultation period, prioritising the voices of minority and marginalised groups, to develop actions and shape future shared commitments.</p> <p>Pending this development process, we anticipate that the future collaborative forum could be mobilised in the summer or autumn of 2022. The development process and launch will include relevant communications to ensure this work is visible as this network is established.</p>	

Reference	Recommendation
<p>1.2</p> 	<p><b>Become a signatory to the Cardiff Community Jobs Compact</b></p>
<p><b>What we have done to date:</b></p> <p>Cardiff Council completed the Community Job’s Compact application form in October 2021.</p> <p>This application highlighted areas of good employment practice adopted by the Council which reflect the standards required by the Compact.</p> <p>The application also included information regarding the Council’s current workforce equality data and information regarding the Council’s recruitment processes to ensure practice eliminates unconscious bias in shortlisting and that unconscious bias training is required for hiring managers.</p> <p>The application was accepted in December 2021 and 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"> <li>• Be accredited as a ‘Living Wage for Wales’ employer;</li> <li>• Paying all staff and contractors at least £9.90 an hour (the Living Wage rate from 1<sup>st</sup> April 2022);</li> <li>• Recruit using name-blind and address-blind CVs and/or guarantee an interview to local residents who meet the criteria;</li> <li>• Introduce unconscious bias training for interviewers;</li> <li>• Ensure all staff have the option of a minimum hour’s contract and;</li> <li>• Demonstrate opportunities for growth and development.</li> </ul> <p>A date for the official signing of the compact has been confirmed for Monday 7<sup>th</sup> March 2022.</p> <p>The Leader of the Council, Councillor Huw Thomas, Cabinet member for Finance, Modernisation &amp; Performance, Councillor Chris Weaver and Director of Human Resources, Tracey Thomas, will be in attendance and meet the Community Job Compact team and local beneficiaries who have found work through the Compact.</p> <p>The Council will publicly endorse the Compact during the signing and encourage other employers in the city to become a signatory.</p> <p><b>Our next steps:</b></p> <p>Following the signing of the compact, the Council will regularly engage with the Community Jobs Compact team, with key contacts from the Council regularly meeting their network and showcasing Council employment opportunities in partnership with the Compact team.</p>	

Progress against the objectives of the Compact and monitoring its future impact will be delivered through partnership data analysis and the Council will continue to publish its employee data externally each year to demonstrate its progress on its workforce diversity objectives.

Reference	Recommendation
1.3  	<p><b>Use planning and commissioning powers to require employers to recruit apprenticeships from disadvantaged groups and to increase transparency about the diversity of their workforces</b></p>

**What we have done to date:**

The Socially Responsible Procurement Delivery Group, a new group focusing on ensuring maximum social value is delivered through the Council’s contracts completed a successful pilot of the Social Value TOMs (Themes, Outcomes, Measures) across 12 projects in 2020-2021.

The initial pilot successfully delivered the below benefits to residents in the city who are most in need of employability support, opportunities, and community investment, demonstrating that this approach works and ensures circular, tangible benefits to Cardiff residents.

- 80 weeks of apprenticeships
- 35 hrs of career support sessions
- £31k of community support (incl. donations and time invested)
- 1 employment opportunity for disabled people
- 2 employment opportunities for long term unemployed people
- 16 weeks of training opportunities
- 57 hrs of volunteering
- 3 weeks of work experience.

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:

**Atlantic Wharf and Indoor Arena**

Through the procurement process an exercise has been undertaken to ensure that the benefits of the new Arena are felt locally and, critically, the project has a sense of ownership with the local community. To that end both Robertsons and Live Nation, the developer and operator of the new venue, have committed to a range of projects that will invest directly into promoting employment and economic opportunity, as well as wider community development.

**Construction Commitments**

As part of the construction process the developers have committed to work proactively and collaboratively with local partners such as Into Work Cardiff, Careers Wales, as well as local schools, to promote job opportunities and an understanding of the project. This

includes direct job opportunities for the long-term unemployed, those classified as NEETs, care leavers and ex-offenders. It also includes circa 10,000 hours of employment support services, and 1,500 weeks of training and apprenticeship opportunities. In addition, over £250,000 has been allocated to support local community projects.

### **Operational Commitments**

The operators of the Arena have also committed to work proactively and collaboratively with local partners such as Into Work Cardiff, Careers Wales, as well as local schools, to promote job opportunities and an understanding of the project. This also includes direct job opportunities for the long-term unemployed, and circa 5,000 hours of employment support services, other apprenticeship opportunities. In addition, over £650,000 has been allocated to support local community projects.

The Council recognises that the community benefits of the Arena cannot simply relate to the procurement process and will continue to work with the local community to ensure its benefits are felt locally. This includes working with schools and community representatives to embed the project locally, as well as establishing governance to deliver the funding allocated to supporting local project.

In addition, the Council is working with Metro Dynamics and the Inclusive Growth Network to explore how more can be done to establish the longevity of the venue's relationship with residents and its role as a community asset and part of the social and cultural fabric of the Butetown ward. This work will aim to build inclusion into the development and amplify the economic benefits of the project.

### **Our next steps:**

Over recent months, a strong partnership has been developed between the Council's procurement, IntoWork advice services team and the Cardiff Commitment to ensure all opportunities emerging from this major investment are reaching local people and contributing to social mobility in the city.

From 2022 onwards, the Social Value TOMs will be included in tenders over £75,000 wherever there is the opportunity to maximise social value. The winning tenderers social value offer in the tender process will become a contractual commitment that they are required to deliver for the city.

Cardiff Council is currently in discussion with the Social Value Portal team to understand any opportunities to extract relevant ethnicity data and track this through delivery to monitor impact and better tailor targeted recruitment and employability support as part of an ongoing approach.

Reference	Recommendation
<p>1.4</p> 	<p><b>Support an inclusive and engaged workforce where all staff understand and contribute to race equality action through awareness raising internal programming</b></p>
<p><b>What we have done to date:</b></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 this 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 in 2022-2023. A funding allocation to support this has been made in the Council’s budget for the forthcoming financial year.</p> <p>In addition to this programme of training, the Black and Asian Minority Ethnic Staff Network will run 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. This work will be supported by the Council’s Human Resources team, Equality Team and benefit from the continued sponsorship of the Chief Executive.</p> <p>The implementation of this programme will be supported through regular meetings with the Network Chair and Network members and through quarterly meetings with the Leader, Chief Executive and Cabinet Member with responsibility for equality.</p> <p><b>Our next steps:</b></p> <p>In 2022, dedicating funding has been made available through the Council’s Employee Changes Reserve to implement a Council-wide training programme for all staff across the organisation and will form part of mandatory learning and development for the permanent and temporary workforce.</p> <p>The Black and Asian Minority Ethnic Network will launch their new programme of engagement and awareness raising activity in the summer of 2022 with support from HR and the Council’s Equality Team.</p>	

Reference	Recommendation
<p>1.5</p> 	<p><b>Increase participation of ethnic minority groups in the Into Work Advice Service</b></p>
<p><b>What we have done to date:</b></p> <p>Following the progression of this recommendation by the Race Equality Taskforce, the IntoWork service delivered a significant programme of outreach and engagement events specifically targeting Cardiff's ethnic minority communities.</p> <p>The service have 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.</p> <p>This programme of activity has included:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Recruiting and appointing Community Champions to disseminate information, promote events and opportunities to ethnic minority jobseekers, using the Princes Trust 'Community Ambassador' model.</li> <li>• 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.</li> </ul> <p><b>Highlight of events and engagement delivered to date:</b></p> <ul style="list-style-type: none"> <li>• On 30th June 2021, in partnership with Princes Trust, Grangetown Hub and Into Work ran a 'Google Certification Q&amp;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.</li> <li>• 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 to took place in September at Butetown Pavilion, and included activities for all ages, a range of stalls (as above), and employers.</li> <li>• 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 IntoWork service then provide follow-up support to help participants to find long-term sustainable employment.</li> <li>• The <i>Communities for Work</i> project delivered a publicity campaign during July, August and September 2021 including; distribution of posters, a social media</li> </ul>	

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.

- In November 2021 Into Work delivered a Kickstart Admin Jobs event in Butetown Pavilion. 5 young people attended, and with support from the IntoWork 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.
- IntoWork delivered Kickstart application support events over 5 days, from 29th November- Friday 3<sup>rd</sup> 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 IntoWork Volunteering team in Jan 2022.

### **Our next steps:**

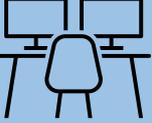
In the coming months the IntoWork team will continue to deliver regular events and targeted engagement in the parts of the city with the highest unemployment rates and deliver specific targeted activity focusing on young job seekers.

This will be a programme of ongoing engagement but we have included a few highlights for the January- March 2022 period below as an indication of future work.

- IntoWork will deliver 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.
- A 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 is now live on the Volunteer Cardiff Website.
- An NHS Careers Road show event to be hosted at Grangetown Hub on the 10<sup>th</sup> of March.

This will include a continued focus in neighbourhoods with a diverse ethnic profile, where the evidence indicates further local support will support more residents to enter the labour market. Metrics will be developed to better understand service beneficiary data across the wide variety of support programmes led by the IntoWork team, including flagship apprenticeship and connector schemes such as Kickstart and the Cardiff Commitment.

We welcome the Taskforce's reflections on developing future targeted activity to link jobseekers with priority sectors currently experiencing skills shortages and we are committed to rolling out our 'Get Into Care' programme in 2022, building upon the successful 'Get into Construction' programme delivered in 2021.

Reference	Recommendation
<p>1.6</p> 	<p><b>Improve access to and visibility of Cardiff Works for ethnic minority groups</b></p>
<p><b>What we have done to date:</b></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"> <li>• Ensuring that all non-admin &amp; clerical opportunities are posted externally on our website for greater reach with Job Description / Person Specification attached.</li> <li>• Improving accessibility Cardiff Works by introducing online assessments and online application forms.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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 &amp; Trace Recruitment, which resulted in the recruitment of 195 staff.</li> </ul> <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"> <li>• 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.</li> <li>• 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’.</li> </ul> <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</p>	

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.

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.

**CardiffWorks Ready:**

A new employment project has been 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.

**Our next steps:**

We will continue to monitor the impact of these changes to the Cardiff Works service in 2022 to ensure that they have widened participation and the accessibility of the service to ethnic minority job seekers.

This will include a continued outreach, engagement and communications programme to raise awareness of the service in key parts of the city, focusing on groups underrepresented in the labour market.

Reference	Recommendation
<p>1.7</p> 	<p><b>Support career progression routes for ethnic minority employees at Cardiff Council</b></p>
<p><b>What we have done to date:</b></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.</p> <p>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.</p> <p>To build this improved organisational understanding and set our 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. We intend to pilot this programme in 2022.</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"> <li>• Digital public services</li> <li>• The Council’s budgetary processes and financial landscape</li> <li>• Working with elected members and the role of the Council’s Cabinet and other democratic functions</li> <li>• Partnership and cross-sector collaboration</li> </ul> <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"> <li>• take responsibility for their own learning &amp; development through self-study</li> </ul>	

- map their own personal development journey – allowing options for them to focus on their strengths and/or areas for development

Employees will also be encouraged to form supportive networks for sharing good practice and problem solving.

**Our next steps:**

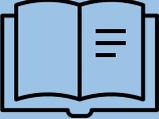
The Leadership and Development Programme will be launched as a pilot in 2022 and focus on staff groups who are currently underrepresented at senior grades.

We will ask participants from the pilot to engage in an evaluation and use the findings to shape our long-term approach to the leadership and development offer for Council staff to ensure this is effective, delivers benefits to participants and supports their professional development.

In March 2022, the Council's Senior Management Team will complete a visioning session focused on organisational development initiatives to increase workforce diversity and the recommendations of the Race Equality Taskforce Report which apply to the Council as an employer.

This will be facilitated by Race Equality Taskforce Member and established public sector leader, Emma Wools, Deputy Police and Crime Commissioner for South Wales. This session will focus on the identification of further activity across the entire Council which will contribute to the delivery of this recommendation and broader workforce diversity initiatives.

The Race Equality Taskforce's Report will also be presented to the wider Senior Management Forum to raise the profile of this work across the organisation and set clear expectations of the existing management team to contribute to their delivery.

Reference	Recommendation
<p>1.8</p> 	<p><b>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</b></p>
<p><b>What we have done to date:</b></p> <p>Following the progression of this recommendation, we consulted with key staff from the identified service areas in the Taskforce Report to seek the views of staff on this development support offer.</p> <p>This proposal generated significant interest and a positive response, and we have progressed activity to ensure that 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><b>Our next steps:</b></p> <p>We will seek the views of staff who have been identified through our initial engagement to shape the further design of employer led ESOL support, aligning this with the City’s developed ESOL service coordinated by REACH. In future, we hope that this will connect relevant staff to additional upskilling opportunities available through Cardiff and Vale College, such as vocational ESOL and other skills-based courses.</p>	

## Education and Young People

Reference	Recommendation
2.1 	<p><b>Strengthen the local approach to bullying and prejudice-related incidents at school</b></p>
<p><b>What we have done to date:</b></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"> <li>• take a proactive approach to prevent bullying</li> <li>• have an anti-bullying policy linking to school policies including behaviour and safeguarding</li> <li>• record and monitor incidents of bullying to help take pro-active steps to challenge bullying</li> <li>• to regularly review their anti-bullying policy and strategy in collaboration with their learners at least every 3 years</li> </ul> <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</p>	

orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

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.

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.

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.

To introduce and support the application of this guidance, a training programme for schools, local authority staff and school governors was also created.

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.

**Our next steps:**

A programme of training is now being 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 are being scheduled for Special Schools and wider local authority staff for early 2022.

The Council's website has also been updated to include reference to this guidance and ensure our approach is visible for parents and the wider school community.

We will also be producing new Child Friendly resources to raise awareness and the encourage the involvement of children and young people in the city's anti-bullying work.

Reference	Recommendation
<p>2.2</p> 	<p><b>Extend the work of Schools of Sanctuary to a broader network of schools and support the participation of refugee and asylum-seeking communities</b></p>
<p><b>What we have done to date:</b></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, such as St Mary the Virgin Primary School. This has helped to raise the profile of the Schools of Sanctuary Programme and encourage new schools to participate.</p> <p>We have 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 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><b>Our next steps:</b></p> <p>We are currently recruiting new schools to the programme and expect to achieve a cohort of between 20-25 new schools begin their School of Sanctuary accreditation journey in the 2022-2023 academic year.</p> <p>Local asylum-seeking and refugee community volunteers will be an integral part of this work, supporting as guest speakers and panel assessors, which also provides valuable work experience and opportunities to connect with other city residents.</p>	

Reference	Recommendation
<p>2.3</p> 	<p><b>Develop resources and training for Cardiff schools to support anti-racism action and counter racial prejudice</b></p>
<p><b>What we have done to date:</b></p> <p>In July 2021, following the progression of this recommendation, 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><b>‘Promote Equality’: An Anti-Racism Toolkit</b></p> <p>The Promote Equality tool aims to:</p> <ul style="list-style-type: none"> <li>• <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.</li> <li>• <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.</li> <li>• <i>Enhance:</i> Schools are supported to create positive change, which leads to increased student and staff satisfaction and wellbeing.</li> </ul> <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 1<sup>st</sup> December 2021 and is currently progressing on their anti-racism development journey using the Promote Equality toolkit.</p>	

**Our next steps:**

St Teilo’s will launch the Promote Equality Toolkit approach in their school at the beginning of the new academic year in September 2022 to begin the Secondary School pilot.

The Education team will record feedback from the application of the tool in our Primary and Secondary School pilot sites and share learning from their experiences with the wider network of schools across the city via the Headteachers Conference.

Reference	Recommendation
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<p>2.4</p> 	<p><b>Support the diversification of the teaching workforce through a teaching assistant ‘Step into Teaching’ Programme</b></p>
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**Support the diversification of the teaching workforce through a teaching assistant ‘Step into Teaching’ Programme**

**What we have done to date:**

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.

Data gathered from this survey will inform the steps of the programme in partnership with teaching assistants, ensuring their needs and aspirations are front and centre and barriers to their professional development and progression are addressed.

This proposal has received approval and support from the Education Workforce Council and Cardiff & Vale College, and we have been collaborating with them throughout the autumn and winter of 2021 to design a draft concept. We currently see this programme encompassing the following elements:

- ESOL for Teaching
- Gaining the right qualifications
- Career development support
- Reciprocal Mentoring
- Peer support

**Our next steps:**

Following the completion of our consultation with Teaching Assistants we are reviewing the findings with the Education Workforce Council and external partners.

We are engaged in ongoing discussions with Welsh Government to explore whether a pilot programme could be funded, in partnership with Educators Wales, and are considering the parameters of this to ensure it reaches a sufficient cohort for an effective pilot and to inform future recruitment approaches for the teaching workforce.

Reference	Recommendation
<p>2.5</p> 	<p><b>Increase representation of ethnic minority residents in school leadership through a School Governors entry programme</b></p>
<p><b>What we have done to date:</b></p> <p>Following the progression of this recommendation, School Governing Bodies have developed an equality monitoring survey to achieve baseline data capture around current governor diversity.</p> <p>A ‘<i>Future Governors: Parents Forum</i>’ programme has been launched with Mount Stuart Primary School and Fitzalan High School as two pilot sites to develop Governor diversity, following a good practice model we observed at a Primary School in Newport. This forum provides a place where schools can build relationships with parents and parents can learn about governing processes around schools and the role of school governor. 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><b>Our next steps:</b></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>The Governor Equality Monitoring Survey is currently live, and its findings will be analysed in spring 2022.</p> <p>Governing Bodies have also agreed to implement Professor Charlotte Williams’ recommendation that a specific ‘equality &amp; diversity governor’ should be identified for every school, with guidance and training opportunities. We will be supporting this process during 2022-2023.</p>	

Reference	Recommendation
<p>2.6</p> 	<p><b>Increase visibility of Black and Ethnic Minority role models and public education on Black History through events programming</b></p>
<p><b>What we have done to date:</b></p> <p>We welcome this recommendation and have progressed partnership discussions to preparation for the launch of the inaugural Betty Campbell Lecture in 2022.</p> <p>This will be delivered in partnership with Black History Month Wales, Monumental Welsh Women and Studio Response and we have agreed our commitment that this will form part of annual programming to raise awareness of Black History in Wales.</p> <p><b>Our next steps:</b></p> <p>We are engaging with our partners to design a programme and consider speakers for the first lecture, which will be held at the time of the first anniversary of the monument unveiling.</p> <p>The annual lecture will focus on themes connected to Betty’s legacy and values that she stood for in her life and career, for example:</p> <ul style="list-style-type: none"> <li>• Black History and multiculturalism: exploring Betty’s work and the inclusion of Black History in the new curriculum for Wales.</li> <li>• 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.</li> <li>• Celebrating pioneering Welsh women, including the Monumental Welsh Women statue project.</li> </ul> <p>The annual lecture programme could include linking up Cardiff schools with schools in the city of Birmingham, Alabama. We are also currently in discussion with the Children’s Laureate for Wales, the poet Connor Allen about making a connection with schools on both sides of the Atlantic through poetry and literature in the spirit of Betty Campbell’s legacy.</p>	

## Citizens Voice

Reference	Recommendation
<p>3.1</p> 	<p><b>Improve data collection and analysis on civic participation</b></p>
<p><b>What we have done to date:</b></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><b>Our next steps:</b></p> <p>As recommended by the Taskforce, Equality Monitoring Data will now be captured at the commencement of a municipal term and this data will be available in the public domain.</p> <p>In our future Citizen’s Engagement Strategy, which will be developed in 2022, we will build a suite of participation indicators, including key citizen engagement data such as the demographics of residents responding to consultations such as the Council’s budget and our annual resident survey, Ask Cardiff.</p>	
Reference	Recommendation
<p>3.2</p> 	<p><b>Complete benchmarking against the Race Alliance Wales manifesto for action on Race Equality in Wales</b></p>
<p><b>What we have done to date:</b></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.</p> <p><b>Our next steps:</b></p> <p>We will share the findings of this benchmarking assessment with all Council departments in March 2022 as they complete their delivery plans for the year ahead and identify their priority policy deliverables for the new administration following the local government election in May 2022. This will enable the areas of the RAW Manifesto identified by Black, Asian and Ethnic Minority citizens of Wales to be coordinated and mainstreamed into the Council’s day-to-day delivery.</p>	

A public signing of the RAW manifesto will be completed by the Leader of the Council before the end of the current administration as part of our commitment to continued action on racial injustice in Wales.

Reference	Recommendation
<p>3.3</p> 	<p><b>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</b></p>

**What we have done to date:**

Following the development of this recommendation, an external partnership working group with expertise in youth participation was tasked with developing a proposal for a youth political engagement project.

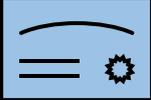
A proposed 12-month programme has been designed to engage 45 young people from ethnic minority backgrounds, aged 16-25 from Cardiff. This is a comprehensive and creative project proposal which would be led by a leading charity in the youth participation field.

The Council has supported the working group that developed this proposal to identify potential funders for the programme and discussions with funders are currently ongoing.

**Our next steps:**

We will provide a letter of support to the partnership group in submitting their proposal for a youth leadership and development programme in the city if this is matched to a suitable funding opportunity.

We hope that funding is secured for this specific programme but in the event that this is not possible, we will seek to action this proposal through internal service delivery, with new approaches established by the Council's Youth Services Team and Youth Council. 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.

Reference	Recommendation
<p>3.4</p> 	<p><b>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</b></p>
<p><b>What we have done to date:</b></p> <p>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 progressed to Council in February 2022 and was passed, with 56 elected members supporting its recommendations.</p> <p>The passing of the Diverse Council Declaration provides 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.</p> <p><b>Our next steps:</b></p> <p>Following the adoption of the Diverse Council Declaration, an ambitious local ‘Diversity in Democracy’ action plan will be developed following the Local Government elections in May 2022. This action plan will contribute to an invigorated local democracy and help to deliver a Council which reflects the great diversity of our city’s communities.</p> <p>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:</p> <p><u>Broaden Local Democratic Representation</u></p> <p>We will:</p> <ul style="list-style-type: none"> <li>• Encourage and enable people from underrepresented groups to stand for office.</li> <li>• 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.</li> <li>• Ensure residents from all communities understand the role and functions of local councillors and the council</li> </ul> <p><u>Support involvement with local decision-making</u></p> <p>We will:</p> <ul style="list-style-type: none"> <li>• Proactively engage organisations supporting under-represented groups to enhance democratic awareness.</li> <li>• Support the work of the Race Equalities Task Group in developing proposals to engage our city’s diverse neighbourhoods within local democracy.</li> </ul>	

- Establish a mentoring programme - working with a range of stakeholders to provide a pipeline of mentors and mentees for prospective councillors.

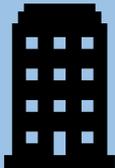
Support Councillors to discharge their responsibilities effectively

We will:

- 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.

Develop a 5-year action plan to delivery our Diverse Council commitment:

- Following the Local Elections in 2022 develop a Diverse Council Action Plan 2022-27 in consultation with representative and community groups, to be submitted for consideration by the Council.

Reference	Recommendation
<p>3.5</p> 	<p><b>Improve representation from Cardiff’s ethnic minority communities in key decision-making panels</b></p>
<p><b>What we have done to date:</b></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><b>Our next steps:</b></p> <p>This recommendation will be incorporated into our future Diversity in Democracy Action Plan developed following the local government elections 2022.</p>	
Reference	Recommendation
<p>3.6</p> 	<p><b>Broaden participation and accessibility in city planning and ensure there are appropriate platforms for engagement and community voice in the design of the city</b></p>
<p><b>What we have done to date:</b></p> <p>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>The contents of this plan are outlined in further detail below in the section below.</p> <p><b>Our next steps:</b></p> <p>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>The team have also agreed to research best practice methods in England &amp; 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>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>	

## **Cardiff Race Equality Taskforce**

### **Appendix B: Response to Recommendations: Delivery Report, March 2022**

In addition to this, the Planning department is exploring the possibility of implementing a more effective mailbox system, relating to specific areas such as the Local Development Plan, planning applications, enforcement, and conservation.

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 will include dedicated outreach efforts to ensure Cardiff's ethnic minority communities are included in important conversations about the design and future of the city.

## Health

Reference	Recommendation
<p>4.1</p> 	<p><b>Improve ethnicity recording within the healthcare system, for both patients and staff</b></p>
<p><b>What we have done to date:</b></p> <p>An initial review of the available ethnicity data within the Cardiff and Vale University Health Board’s data systems was completed at the commencement of the Race Equality Taskforce’s health priority. This exercise revealed a complex picture of local data availability and collection practice across the health board and requires a significant future programme of work to develop the necessary systems and approaches for the future.</p> <p><b>Our next steps:</b></p> <p>We will now be engaging with Public Health Wales and its Welsh Health Equity Solutions Platform as they develop a ‘live’, multi-sector portal to available data, evidence, legislation, policies, tools and sustainable solutions to reduce health inequity and improve health and well-being in Wales. The move by the Welsh Government in its Race Equality Action Plan requiring comprehensive recording of ethnicity by the NHS and GPs is therefore very welcome and should result in improvements in the completeness of ethnicity recording.</p> <p>This will also align with the work of the new NHS Confederation’s Race &amp; Health Observatory- <a href="https://www.nhsrho.org/">https://www.nhsrho.org/</a>.</p>	
Reference	Recommendation
<p>4.2</p> 	<p><b>Complete further investigation into the experiences of ethnic minority staff and patients and review the complaints and resolution procedure</b></p>
<p><b>What we have done to date:</b></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 new approach is set out below.</p>	

**Our next steps:**

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](#).

They can use a procedure known as Putting Things Right. Once someone has raised a concern, the complaints Health Board or trust's complaint team:

- 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.

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](#).

Reference	Recommendation
<p>4.3</p> 	<p><b>Improve engagement and communication with Black and Ethnic Minority communities around health and health improvement</b></p>
<p><b>What we have done to date:</b></p> <p>Following the progression of this recommendation, an Engagement Coordinator focusing on ethnic minority health and health improvement has been funded through Cardiff and Vale University Health Board with Prevention and Early Years 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 been to increase uptake of childhood immunisations and bowel screening but the post will continue to evolve in response to the priorities which emerge from the data strand of activity.</p> <p>Following an induction period, an action plan was developed that 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 first six months of this post have seen the following actions delivered:</p> <ul style="list-style-type: none"> <li>• Liaison with the membership of the local Ethnic Minority Health Subgroup which supports the health board’s outreach activity and chaired a meeting of the Ethnic Minority Subgroup in January 2022.</li> <li>• An action plan has been developed which includes developing a toolkit of information resources and promotional materials, identifying, and overcoming barriers for participation by the community in taking up immunisations and screening opportunities.</li> <li>• Community engagement work has been initiated, including meeting various stakeholders to increase awareness of the health work stream. Although this list is not exhaustive connections and visits have taken place with: Cardiff and Vale College, South Riverside Community Development Centre, Friends And Neighbour Groups (FAN), The Mentor Ring, Women Connect First, Race equality first, Oasis, Kiran Cymru, Diverse Cymru, Flying start, Hindu Council, Sikh Council, Cardiff’s Chinese community, places of worrship, Cardiff Third Sector Council and Vale of Glamorgan voluntary services.</li> <li>• Liaison has also taken place with various focus groups to promote bowel screening to Older People, including Age Connect, 50 plus forum, Care and Repair Cymru, Cavamh, Ty Hapus, Older People Wales.</li> <li>• Women Connect First’s Golden years’ project which is aimed at older people also had an awareness session of bowel screening at their meeting in November – following the provision of information and training.</li> </ul>	

- Regular visits are maintained at the Butetown Pavilion Hub at the Parent Panel, Coffee morning and ESOL classes for parents for the promotion of childhood immunisation.
- Regular attendance at the Aging well group, BAME network, Wales asylum and migration forums, MEC Health Event steering group and the Mentor Ring.
- Attendance has also taken place at relevant events and activity days to promote the project – including The European Day of Languages at Butetown Pavilion Hub, the Employment fair at South Riverside Community centre and a Healthy fun day also at Butetown Pavilion Hub.
- The project has been promoted on the Cardiff & the Vale College's online notice board which is used by more than 1500 students.

**Our next steps:**

Work has been completed on a survey to investigate potential barriers in engagement in bowel cancer screening among ethnic minority communities and visits have also commenced to groups to participate in this consultation. Visits are due shortly to activities attended by young parents of the ethnic minority with a survey designed to find out more about barriers in childhood immunisation.

The findings of this work will shape the longer-term workplan for this role from 2022 onwards.

## Criminal Justice

Reference	Recommendation
5.1 	<p><b>Commit to test approaches &amp; collaborate on data exploration at both a local and national level- Following the Criminal Justice in Wales approach (formerly All Wales Criminal Justice Board)</b></p>

### What we have done to date:

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.

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.

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.

### Our next steps:

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.

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.

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.

Reference	Recommendation
<p>5.2</p> 	<p><b>Cardiff's local criminal justice partnership should develop and invest in tailored or alternative approaches to diversion for Ethnic Minority groups</b></p>
<p><b>What we have done to date:</b></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> <p>Most notably to this proposal was to deliver against the action to <i>'involve and engage Minority Ethnic groups participation to understand their experience and inform the design of future model'</i></p> <p>As part of the working group, we have accomplished the following to date:</p> <ul style="list-style-type: none"> <li>• Completion of a survey by Ethnic Youth Support Team to inform our future work.</li> <li>• Designing future targeted engagement focusing on early contact with the justice system and any opportunities, particularly missed opportunities, for early intervention.</li> <li>• 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).</li> <li>• Undertaken and completed a literature review on existing research on diversionary interventions for youths and adults, with a focus on racial disproportionality.</li> </ul> <p><b>Our next steps:</b></p> <p>Through undertaking these activities, we have concluded that there is still much we need to understand to make concrete proposals in this space.</p> <p>The current action plan monitoring progression of this proposal includes the following:</p> <ul style="list-style-type: none"> <li>• To involve and engage Ethnic Minority groups participation to understand their experience and inform the design of future models.</li> <li>• 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.</li> <li>• 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.</li> </ul>	

- 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.

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.

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.

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.

In supporting this proposal develop there has also been a request for a nominated force lead.

Reference	Recommendation
<p><b>5.3</b></p> 	<p><b>Cardiff’s local criminal justice institutions should invest in a comprehensive Cultural Competency training approach</b></p>

**What we have done 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 2022-2023.

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.

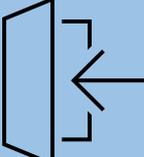
**Our next steps:**

The Cardiff Community Safety Partnership intend to launch the delivery of the pilot training programme across the Cardiff criminal justice service landscape in summer 2022.

The Cardiff Community Safety Partnership will support the progression of this programme, and also seek additional funding from local partners to invest in sustainable and

comprehensive Cultural Competency training programmes ensuring the programme reaches to the widest range of staff.	
Reference	Recommendation
<p>5.4</p> 	<p><b>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.</b></p>
<p><b>What we have done to date:</b></p> <p>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.</p> <p>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.</p> <p><b>Our next steps</b></p> <p>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.</p> <p>The strategy highlights 3 key work streams including;</p> <ol style="list-style-type: none"> <li>1. Leadership and Culture</li> <li>2. Attraction and Selection</li> <li>3. Engagement and Progression</li> </ol> <p>Specifically, in relation to our Attraction and Selection workstream, we intend to:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	

- 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.

Reference	Recommendation
<p>5.5</p> 	<p><b>Cardiff Partnership to take part in the DWP Kickstart Scheme as another means to address workforce representation.</b></p>

**What we have done to date:**

HMPPS are offering 47 posts across prison & probation services for the whole of Wales. For Cardiff, they are recruiting 11 posts in total, 8 for the prison service and 3 for probation. 1 post has already been filled and will start with HMP Cardiff soon.

All the posts have been designed at entry grade level and will be administrative/reception type roles. HMPPS have not specified 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 have appointed 1 young person from the Cardiff area and are currently going through vetting process. The individual will be in post by 31st March 2022 and will be working within the central team and working closely with OPCC’s Community Engagement Manager on projects such as ‘Young Voices Work’ in Cardiff.

**Our next steps**

The Cardiff Community Safety Partnership fully support the utilisation of the DWP Kickstart scheme and its positive impact on young people in Cardiff. The partnership would like to further support for both locally led and UK led Criminal Justice organisations the opportunity to engage at a local level in raising awareness of Cardiff based roles.

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

Reference	Recommendation
<p>5.6</p> 	<p><b>Develop improved mental health service pathways and integrated training and support for Police Officers as first responders</b></p>
<p><b>What we have done to date:</b></p> <p>The Office of the Police and Crime Commissioner has committed to developing a pilot Sanctuary Service in Cardiff.</p> <p><b>What does a Sanctuary offer?</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Support workers with lived experience of mental illness can make the individual comfortable and confident to visit the sanctuary</li> <li>• 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</li> <li>• 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</li> </ul> <p>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.</p> <p>The Cardiff and Vale University Health Board has put a funding bid to Welsh Government for a Cardiff sanctuary. The Health Board have also drafted service specification to go out to tender pending the success of the funding bid.</p> <p><b>Our next steps:</b></p> <p>The Cardiff and Vale University Health Board plan to develop a multi-agency group to oversee development of pilot, if funding is approved. The Health Board are also currently scoping potential venues and hope to confirm this as soon as possible.</p> <p>The Health Board expect the pilot to be an adult only evening delivery of services initially, with CAHMS are in early stages of discussing a youth sanctuary provision.</p> <p>There will be connections made to wider Crisis Care Concordat actions, particularly the requirements for 24/7 access to crisis support and a 111 facility with clear referral pathways, as well as ensuring ethnic minority community's needs and requirements are represented in the process and the multi-agency group.</p>	

Reference	Recommendation
<p>5.7</p> 	<p><b>Develop new mechanisms to strengthen community engagement and voice in the work of the Community Safety Partnership.</b></p>
<p><b>What we have done to date:</b></p> <p>A review of good practice in supporting high quality community engagement in the work of Community Safety Partnerships has been completed by the Council’s Community Safety Team.</p> <p>This exercise has provided some potential models for designing future community engagement frameworks and these concepts will be presented to the Community Safety Partnership’s Leadership Board for further reflection and development.</p> <p><b>Our next steps:</b></p> <p>Good practice engagement models identified from our review exercise will be presented to the Cardiff Community Safety Partnership’s Leadership Board following the local government election in May 2022.</p> <p>The future community engagement model will be shaped with community input and reflecting the feedback of the Race Equality Taskforce’s Criminal Justice Sub-Group during the course of their programme.</p> <p>The future model is expected to include both increased community-focused communications and opportunities for collaboration on community safety issues to support community-led solutions.</p>	
Reference	Recommendation
<p>5.8</p> 	<p><b>Support capacity-building with ethnic-minority led voluntary sector groups to strengthen collaboration and delivery within criminal-justice related voluntary sector services.</b></p>
<p><b>What we have done to date:</b></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 comes to a close.</p> <p><b>Our next steps:</b></p> <p>Following the closure of the Race Equality Taskforce’s Criminal Justice Sub-Group, we will be seeking the views of the voluntary sector on a potential lead convenor for regular</p>	

**Cardiff Race Equality Taskforce**

**Appendix B: Response to Recommendations: Delivery Report, March 2022**

network meetings to support ongoing collaboration on race equality within criminal justice voluntary sector services.