

Equality, Diversity & Inclusion Strategy 2024-28

Cardiff Council

CARDIFF COUNCIL'S STRATEGIC EQUALITY PLAN



Mae'r ddogfen hon ar gael yn Gymraeg hefyd.
This document is also available in Welsh.

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Equality, Diversity and Inclusion Strategy

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Equality, Diversity and Inclusion Strategy

While Cardiff is a great place to live, we know that long-standing inequality and instances of discrimination affect all major cities.

The Council is committed to Equality, Diversity and Inclusion, and the ‘Stronger, Fairer, Greener’ policy statement makes clear that creating a Fairer City is at the heart of the Council’s policy agenda. This means that the many great opportunities of living in Cardiff can be enjoyed by everyone, whatever their background, where those suffering from disadvantage are supported and where every citizen is valued and feels valued.

Across the Council, all service areas are working hard to understand the needs of their diverse service users and ensure those needs can be met effectively. More broadly, the Council, as an organisation, is committed to establishing a clear framework to drive better outcomes for people who experience disadvantage – whether that’s related to their protected characteristics or as a result of socio-economic inequality.

The Strategy sets out the Council’s Equality Objectives for the next four years, with clear actions to achieve those objectives.

Legislative Context

The [Equality Act 2010](#) protects people from discrimination. The term ‘protected characteristic’ is used to describe aspects of a person’s identity and to ensure that no one is treated less favourably because of who they are. The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion, belief and non-belief
- Sex
- Sexual orientation

Public Sector Equality Duty (PSED)

The 2010 Act introduced the **Public Sector Equality Duty (PSED)**, which has three overarching aims. Those subject to the duty (which includes local authorities) must have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The aim of the PSED is to ensure that those subject to it consider advancement of equality when carrying out their day-to-day business. For Cardiff Council this includes shaping policy, delivering services and in relation to our employees.

Socio-economic Duty

The 2010 Act also introduced the **Socio-economic Duty**, although the Duty only came into effect in Wales from 31st March 2021. The overall aim of the Socio-economic Duty is to deliver better outcomes for those who experience socio-economic disadvantage. It requires a public body *“when making decisions of a strategic nature about how to exercise its functions, [to] have due regard to the desirability of exercising them in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage.”*

The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 (the 2011 Regulations)

In Wales, the Council is also subject to specific duties found in the [2011 Regulations](#), also known as the Welsh specific equality duties. This includes publishing a Strategic Equality Plan that sets out Equality Objectives, at least every four years. This Equality, Diversity & Inclusion Strategy constitutes the Council’s Strategic Equality Plan and includes our Equality Objectives, as required. The Equality Objectives, informed by a robust assessment of inequality, respond to prevailing inequality in the city, particularly as it relates to those with protected characteristics. The Equality Objectives therefore have a thematic focus, responding to those issues considered as a priority, particularly where there is a disproportionate impact on certain groups of people with protected characteristics. For this reason, there is no objective for each protected characteristic but there has been a conscientious consideration of where people with protected characteristics have been disproportionately impacted and action is needed.

The Equality and Human Rights Commission (EHRC) acts as the regulator which ensure compliance and delivery of actions which support the PSED.

Developing the Draft Equality, Diversity & Inclusion Strategy

The development of the Strategy has been subject to extensive research and engagement.

Equality Needs Assessment: An 'Equality Needs Assessment' was undertaken to identify the most significant issues facing people with different protected characteristics, as well as certain other characteristics, such as the Welsh language and being a carer. The assessment brings together a range of existing data, reports, and research, with the information presented from a variety of sources, ranging from a local level to a Wales-wide and UK-wide level. This also included engagement work that has been undertaken locally by the Cardiff Research & Engagement Centre (CREC)¹.

Where available, the review breaks down data sources by protected characteristic, looking at outcomes for people in relation to, for example, health, education, living standards, work, justice, and participation. The approach allows intersectional issues to be identified where one or more protected characteristic and socio-economic factors can lead to, or perpetuate, distinct forms of discrimination or disadvantage.

Consultation and Engagement: The Equality, Diversity & Inclusion Strategy 2024-28 has been subject to extensive public consultation and engagement.

To complement the data and understand the lived experiences of individuals in the city, extensive stakeholder engagement was initially undertaken to inform the development of a draft of the Strategy. This included engaging with Council's Policy Review and Performance Scrutiny Committee for their feedback, as well as inviting the views of the Council's Elected Members and Employee Networks.

A formal six-week consultation on the Council's draft Equality, Diversity & Inclusion Strategy subsequently ran from Monday 3 June 2024 to Sunday 14 July 2024. This included the launch of a survey, which sought views on the Council's proposed Equality Objectives and areas of focus. The survey was available online and in paper format, in English and Welsh, as well as Arabic, Polish and Bengali, as these are the most commonly spoken community languages across the city, as identified by the 2021 Census. A video about the draft Strategy in British Sign Language (BSL) was also made available online.

Efforts were made to promote the survey to groups typically less likely to engage in traditional consultation and engagement methodologies, primarily people who are aged under 35; aged 75 or over; people from an ethnically diverse background; people who identify as disabled; and people who live in the poorer areas of the city. Levels of responses were monitored during the consultation period, and methods to engage with these groups adapted to ensure their views were gathered. A total of 801 responses to the survey were ultimately received.

Alongside the survey, further targeted face-to-face engagement was undertaken, both with organisations acting on behalf of groups typically under-represented in consultations, and with individuals from under-represented communities.

The final Strategy has been updated in response to the key messages emerging from the consultation and engagement.

¹The CREC is the Council's consultation and engagement team, which has established a track record of producing high-quality research. Access to all reports published by the CREC is available [here](#). The reports analyse the results of surveys conducted by the centre and can be filtered by topic, date of publication or ward.

Terminology

We are committed to using inclusive and respectful language throughout this Equality, Diversity & Inclusion Strategy. To ensure that our terminology reflects the diversity of our communities, we actively sought feedback from the public and key stakeholders when undertaking consultation and engagement. It is, however, important to note that in some cases, the terminology used aligns with the specific language found in the policy sources and evidence used to inform the Strategy. While these terms reflect the context in which they were originally used, we recognise that language evolves, and what is considered inclusive today may change over time. We are therefore committed to adapting our terminology in response to these changes and welcome ongoing feedback to ensure our language remains inclusive and respectful.

Measuring Progress

Progress against this Strategy will be documented through an annual report. This will include a narrative update against each of the commitments, as well as updates against the Key Performance Indicators (KPIs) – a combination of national, regional, and local indicators – listed in each Equality Objective.



Tackling Long-Standing and Deep-Rooted Inequality

Like all UK cities, Cardiff faces long-standing and deep-rooted inequality. For Cardiff, the Welsh Index of Multiple Deprivation demonstrates a consistent pattern over a number of years, but this is a pattern evidenced in cities across the UK.

Addressing the long-standing and deep-rooted causes of inequality cannot be the sole responsibility of local government, given the scale of the challenge and the need for policy interventions at the national level. More broadly, the impact of UK wide policy decisions continues to have the most significant impact, particularly in relation to issues such as benefits, welfare and stewardship of the national economy.

Across the UK, workers have faced wage stagnation, declining standards of living and deepening levels of poverty. A recent Joseph Rowntree Foundation (2024)² report noted it has been nearly two decades since poverty rates were subject to sustained decrease. The Centre for Cities (2024)³ has also highlighted a trend of poor productivity growth since 2010 in almost all UK cities, leading to weak disposable income growth and decreased housing affordability nationwide. Compounding these issues has been reductions in real value working age benefits since 2011, freezes on child benefits, and caps on local housing allowance rates.

Understanding Long Standing Inequality: The Cities Outlook (2024) report finds that since 2010...

- Productivity growth – the key driver of higher wages – is poor across almost all cities.
- Disposable income growth is weak as a result of economic stagnation. So, people were £10,000 worse off in 2021 than they would have been if the economy had grown at pre-2010 trends.
- Housing became less affordable in almost every place during the 2010s.

At the same time, there has been:

- Cuts to the real value of working-age benefits since 2011
- Freezing of child benefits
- Capping of local housing allowance rates

² [UK Poverty 2024](#)

³ [Cities Outlook 2024](#)

Whilst local authorities do not have the same fiscal powers or policy levers available to UK Government, Cardiff Council has set out a range of interventions to fundamentally tackle the causes of inequality, whilst also progressing targeted interventions to close the inequality gap experienced by specific groups of individuals.

In areas crucial to tackling inequality- such as housing, education and employment- the Council has invested heavily and has had a demonstrable impact on the life-chances and wellbeing of people across the city. For example:

Housing: Good quality and affordable homes are essential in meeting basic needs and to provide a platform for accessing opportunities that improve an individuals' quality of life.

- The Council is delivering one of the biggest council house building programmes in the country. Since 2017, over 1,100 homes have been completed as part of the current programme.
- The Council continues to prevent homelessness wherever possible and aims to end rough sleeping. In 2023/24, 77 % of households threatened with homelessness were successfully prevented from losing their homes or supported into alternative accommodation.

Education and Early Years: A good education is essential for unlocking opportunity and breaking cycles of inequality.

- Education attainment has risen very year in Cardiff since 2012, and Cardiff schools now rank amongst the top performers in Wales.
- Cardiff has been formally recognised as the UK's first Child Friendly City in recognition of the Council's commitment to advance the rights of children and young people across the city.

Employment: Good, stable jobs provide individuals with economic stability, opportunities for advancement, and a pathway to financial independence, all of which contribute to reducing disparities and promoting social inclusion.

- Cardiff accounts for 20 % of the Welsh national economy.
- Between 2015 and 2020, the city was responsible for 80 % of net employment growth in Wales, with 7,000 jobs created.
- Between 2010 and 2022, the total number of jobs in Cardiff increased by 140 %.
- Through the Living Wage City, there are now more than 210 accredited Living Wage employers in Cardiff, employing in excess of 76,000 workers of whom over 13,000 have had an uplift to the Real Living Wage.
- In May 2024, Cardiff University calculated that since 2012, an additional £82.7 million has gone into the Cardiff economy as a result.

Whilst tackling inequality will require intervention by Government at all levels, the Council is clear that we will use the policy and budgetary levers available to tackle the underlying causes of disadvantage and close the inequality gap experienced by residents of the city.

Equality Objectives 2024-28

1. **A FAIRER CARDIFF:** We will reduce inequality and support everyone in Cardiff to fulfil their potential.
2. **AN ACCESSIBLE CARDIFF:** We will work to ensure everyone can take part in all Cardiff has to offer, regardless of background or circumstance.
3. **AN INCLUSIVE CARDIFF:** We will make Cardiff a city where differences are understood and celebrated, and where all communities feel like they belong.
4. **A COUNCIL THAT REFLECTS ITS COMMUNITIES:** We will make Cardiff Council a more inclusive organisation which reflects the diversity of the people we serve, and where employees are confident to be themselves and are empowered to progress.
5. **EQUALITY, DIVERSITY AND INCLUSION AT THE HEART OF THE ORGANISATION:** We will ensure that Cardiff Council's core processes support Equality, Diversity and Inclusion.

Taken together, the objectives relate to each aspect of the Council's roles as an employer, as a provider of services, as a facilitator of resilient communities and as a leading agency in the city.

Whilst there are no equality objectives focused specifically on addressing pay differences, Equality Objective 4: 'a Council that reflects its communities', lists a number of actions the Council is taking to address the gender and ethnicity pay gaps, and our commitment to publish and monitor this data.

An overview of equality and diversity



Equality is everyone getting a pair of shoes.



Diversity is everyone getting a different pair of shoe.



Equity is everyone getting a pair of shoes that fits.



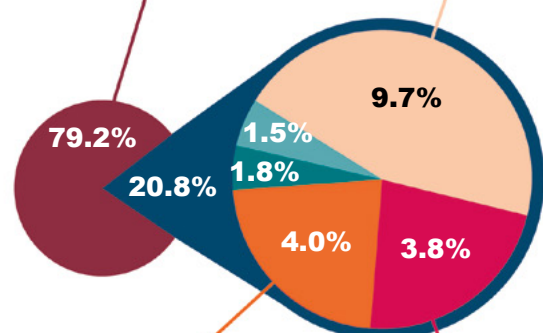
Acceptance is understanding we all wear different kinds of shoes.



Belonging is wearing the shoes you want without fear of judgement.

ETHNICITY BREAKDOWN

73.6% - White British	1.9% - Bangladeshi
0.6% - White Irish	1.4% - Chinese
0.2% - White Gypsy or Irish Traveller	2.4% - Indian
0.2% - White Roma	2.4% - Pakistani
4.6% - Other White	1.6% - Other Asian

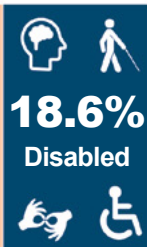


1.0% - White & Asian	2.9% - African
0.7% - White & Black African	0.4% - Caribbean
1.2% - White & Black Caribbean	0.5% - Other Black
1.1% - Other Mixed	

■ White
 ■ Minority Ethnic
 ■ Asian
 ■ Black
 ■ Mixed
 ■ Arab
 ■ Other

DISABILITY

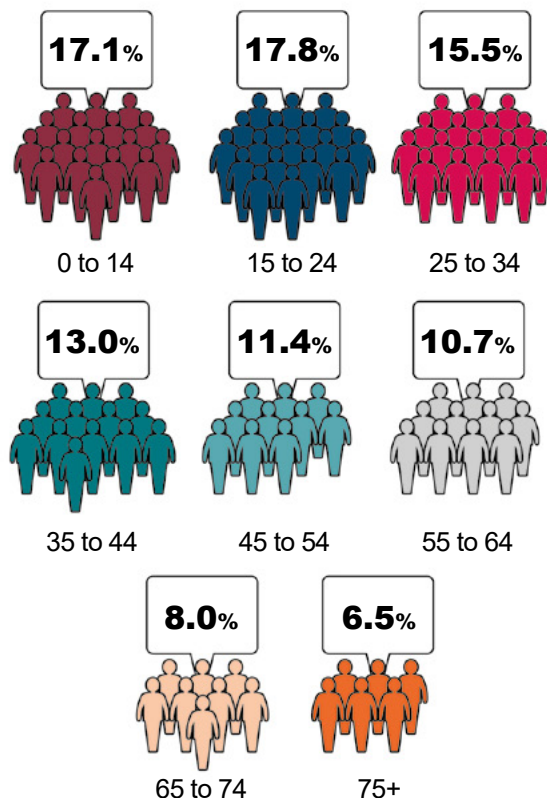
81.4%
Not Disabled



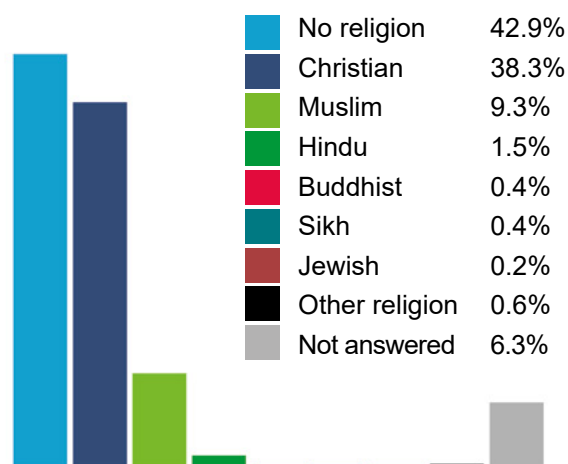
18.6%
Disabled

Under the Equality Act

AGE RANGE



RELIGION OR BELIEF



SEX



GENDER IDENTITY

Residents aged 16 and over



- 92.9% Same as registered at birth
- 0.2% Different from sex registered at birth but no specific identity given
- 0.1% Trans woman
- 0.1% Trans man
- 0.2% All other gender identities
- 6.4% Not answered

WELSH LANGUAGE

Residents aged 3 and over

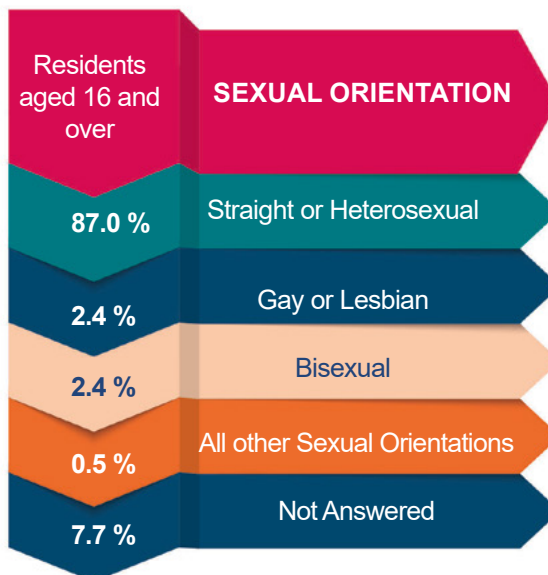
Non Welsh
Speakers
87.8%



Welsh
Speakers
12.2%

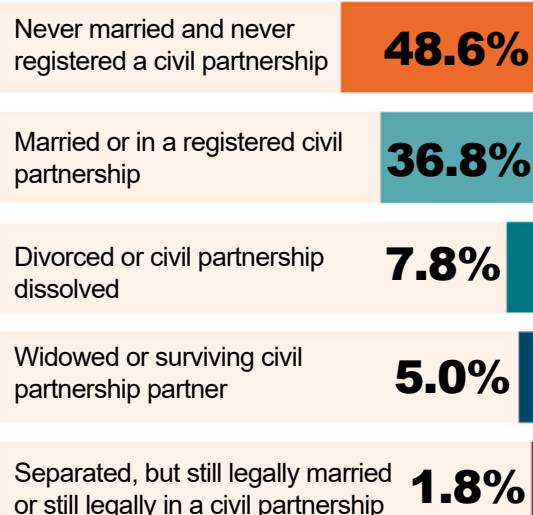


SEXUAL ORIENTATION



MARRIAGE AND CIVIL PARTNERSHIP

Residents aged 16 and over



EQUALITY OBJECTIVE 1

A FAIRER CARDIFF:

We will reduce inequality and support everyone in Cardiff to fulfil their potential.



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A Fairer Cardiff: We will reduce inequality and support everyone in Cardiff to fulfil their potential.

Objective 1

Cardiff has seen significant economic growth during the last 30 years. Whilst this growth has brought major economic, social, and cultural opportunities, not everyone has benefitted equally. The patterns of poverty and inequality that emerged a generation ago remain, having been compounded by the pandemic and the cost-of-living crisis.

Closing the inequality gap will require delivering excellent education, jobs that provide opportunities for progression, and sustainable housing solutions which meets the needs of all. A focus is also needed on reducing health inequities, through a whole-system approach that amplifies the importance of prevention, including the take-up of immunisations and screenings, as well as healthy and active lifestyles. In addition, it will require ensuring that, as Cardiff makes progress towards a Carbon Neutral City, that this transition is both just and inclusive.

This Equality Objective focuses on inequity by seeking to close the inequality gap and improve outcomes.

To make Cardiff a fairer city, we will:

- Reduce inequality and advance opportunity for children and young people
- Reduce health inequities across the city
- Support people into work
- Deliver sustainable housing solutions
- Tackle homelessness
- Work towards a just transition to a Carbon Neutral City

Steps we will take to achieve this:

Reduce Inequality and Advance Opportunity for Children and Young People

A child's early years and education have a profound influence on their life chances. Cardiff is already a good place for many of its children and young people to grow up, with the city offering a wealth of opportunities to build a career and take part in sports, leisure pursuits and culture. However, we recognise that some of the city's children and young people are more vulnerable than others and require additional support to be safe, thrive and enjoy positive future prospects and wellbeing. For instance, whilst overall education attainment in Cardiff has improved every year since 2012, there are still certain groups of learners who remain at risk of poor education outcomes, particularly pupils Educated Other Than at School (EOTAS) and children looked after. The incidence of Additional Learning Needs (ALN)/ Special Educational Needs (SEN) also continues to rise, exacerbated by the challenges posed by the Covid-19 pandemic.

Furthermore, it is recognised that too many children are living in low-income families in the city, which can have a detrimental impact on a child's future prospects and wellbeing. Children from a lower socio-economic background are more likely to be at risk of Adverse Childhood Experiences⁴ and the rates of children considered to be at risk, being placed on the child protection register, or taken into care, are significantly higher in the city's most deprived communities. Evidence further suggests that children from low-income families are more likely to have feelings of isolation, be drawn into anti-social behaviour, youth offending or suffer the effects of crime.

We will:	Lead Member	Lead Directorate
Improve outcomes for children and young people with additional learning needs through successful implementation of the Additional Learning Needs Code in line with the Welsh Government deadline of August 2025.	Cllr Sarah Merry	Education & Lifelong Learning
Support the achievement and progression of EOTAS learners, through: • Robust quality assurance of all EOTAS provision; • Strong support for transition to Education, Employment and Training; • Identification of suitable post-16 options.	Cllr Sarah Merry	Education & Lifelong Learning
Work with schools to improve student progress and attainment amongst Gypsy, Roma, and Traveller students, through alternative certifications focusing on real-world skills and interdisciplinary learning.	Cllr Sarah Merry	Education & Lifelong Learning
Ensure access to appropriate education for the increased number of pupils with emotional health and wellbeing and additional learning needs by delivering additional school places to meet presenting demand.	Cllr Sarah Merry	Education & Lifelong Learning
Deliver the 'Rights, Respect, Equality – Challenging Bullying, Hate Crime and Hate Incidents' Anti-Bullying Strategy for Cardiff, embedding guidance and training, and monitoring its impact.	Cllr Sarah Merry	Education & Lifelong Learning
Develop resources and training for Cardiff schools to support anti-racism action and counter racial prejudice.	Cllr Sarah Merry	Education & Lifelong Learning
Continue to enhance the Cardiff Commitment through harnessing the economic, cultural, and social capital of Cardiff for the benefit of children and young people to secure opportunities through targeting programmes informed by labour market intelligence to support young people with barriers and challenges to move into paid employment, training, or education.	Cllr Sarah Merry	Education & Lifelong Learning

⁴ Adverse Childhood Experiences (ACEs) comprise abuse, neglect, and household dysfunction (including parental substance misuse, violence, or separation), which have been associated with a variety of adverse outcomes across the life course, such as poorer health and wellbeing, worse educational attainment, and increased risk of incarceration.

We will:	Lead Member	Lead Directorate
Refresh the Corporate Parenting Strategy and operational plan for 2024-27, setting out how we will improve outcomes and wellbeing for children looked after.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Contribute to the role of corporate parent by ensuring that the responsibilities of being a corporate parent are understood by all staff and by supporting children looked after through opportunities such as work experience or mentoring.	Cllr Ash Lister & Cllr Peter Bradbury	All Directorates
Implement a guaranteed interview scheme for care leavers by December 2024.	Cllr Ash Lister, Cllr Peter Bradbury & Cllr Chris Weaver	Children's Services, and Resources
Improve services to disabled children with additional learning needs and reduce reliance on the private sector.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Continue working with partners to develop and implement pathways and a joint model of service provision for children with serious mental health and emotional wellbeing issues.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Develop approaches to identify early those at risk of Adverse Childhood Experiences (ACEs) and establish preventative, multi-agency interventions that support children and families before they reach crisis point.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Continue the implementation of the Youth Justice Strategy 'Building Safer Futures Together' and Improvement Plan to reduce offending and improve outcomes for young people, with a focus on: • Recognising and responding to over-criminalisation; • Targeted interventions from prevention to resettlement from custody.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Continue to develop and implement the Safeguarding Adolescents From Exploitation (SAFE) Model, including establishing two pilot multi-disciplinary exploitation teams.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Enhance data monitoring on school exclusions and attendance by ethnicity groups.	Cllr Sarah Merry	Education & Lifelong Learning
Deliver the Ethnic Minority and Travellers Achievement Service Team Action Plan and implementation plan with internal partners.	Cllr Sarah Merry	Education & Lifelong Learning

Key Performance Indicators:

Key Performance Indicators

The percentage of EOTAS learners leaving Year 11 making a successful transition from statutory schooling to education, employment or training (2024/25 target: 92%)

The percentage of children looked after leaving Year 11 making a successful transition from statutory schooling to education, employment or training (2024/25 target: 92%)

The number of added formal ALN places delivered across the city (2024/25 target: 132)

The number 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

The number of schools participating in the Anti-Racism 'Promote Equality' Training.

The number of schools with a Governor who is responsible for 'Equality, Diversity and Inclusion'

The number of first-time entrants into the Youth Justice System (2024/25 target: 60)

The percentage of children re-offending within six months of their previous offence (2024/25 target: 40%)

The percentage of school exclusions and attendance by ethnicity group



Reduce Health Inequities Across the City

Levels of general health in Cardiff are high and healthy life expectancy has been steadily increasing to above the Welsh average. However, there is considerable variation in healthy behaviours and health outcomes across the city, with often avoidable differences in health between different groups of people. For instance, when comparing those living in the least and most deprived areas of the city, Cardiff has one of the widest gaps in healthy life expectancy in Wales. Those living in poverty are more likely to be over-weight, whilst smoking prevalence is also higher in areas of higher deprivation. In addition, those living in poverty, as well as people from ethnically diverse backgrounds, are less likely to take up immunisations and screening.

Inequities in health are also evident when considering access to healthcare services; groups such as refugees and asylum seekers, prison leavers, the homeless population and Gypsy, Roma and Traveller communities often experience difficulties and barriers in accessing health care services.

Alongside public service partners, we will continue to reduce health inequities, ensuring everyone has the chance to lead a healthy life, through a whole-system, inclusive approach that prioritises and amplifies the importance of prevention throughout the life course.

We will:	Lead Member	Lead Directorate
Continue to provide – and expand - health and wellbeing support and initiatives in Cardiff's Hubs and Libraries, empowering communities to look after their health and wellbeing.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Develop innovative, data-led approaches to tackle health inequities, including: • Improving childhood vaccination and immunisation uptake in Cardiff; • Improving uptake of bowel screening; • Reducing the prevalence of smoking.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Increase the percentage of people with a healthy weight and increase physical activity levels, particularly in the more deprived communities, through the Move More, Eat Well framework.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Develop a plan to increase local food production opportunities (commercial and community-based) including: • Developing a pilot site for community growing by March 2025; • Delivering the Cardiff Capital Region Food Challenge by September 2025.	Cllr Leonora Thomson, Cllr Julie Sangani & Cllr Dan De'Ath	Planning, Transport & Environment

We will:	Lead Member	Lead Directorate
Support community sports clubs with a particular emphasis on under-represented groups.	Cllr Jennifer Burke	Economic Development
Support work by the Cardiff & Vale University Health Board to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population, including rough sleepers.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Improve access to healthcare services for Gypsy, Roma and Traveller communities by promoting and delivering healthcare services on local authority sites.	Cllr Leonora Thomson, Cllr Julie Sangani, Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities
Work with partners to develop integrated support services, enabling people with learning disabilities to live as independently as possible in their local community.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Work with people with mental health needs and other stakeholders to find out more about their experiences and priorities, then develop and deliver services that support people to have good mental health.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities

Key Performance Indicators
Healthy life expectancy at birth (male & female) including the gap between the least and most deprived
Uptake of MMR2 by age 4 (second dose Mumps, Measles, Rubella vaccine) <i>By GP cluster</i>
Percentage of students who currently smoke at least weekly
Percentage of adults who are current smokers <i>By GP cluster</i>
Percentage of children aged 4 to 5 who are a healthy weight <i>By deprivation fifth</i>
Percentage of adults reporting being a healthy weight by deprivation
Percentage of students (aged 11-16) who are physically active for more than 60 minutes, less than 3 days a week by family affluence score
Mental wellbeing: children & young adults and adults
Percentage of adults who describe their mental health as good <i>By Age, Sex, Ethnicity, Disability, Sexual Orientation, Welsh Language Speaking Ability, Deprivation Fifth, Ward</i>
The number of individuals with learning disabilities who have been supported to step down to greater independence

Support People Into Work

Cardiff's economy is central to creating jobs and attracting investment into Wales. The city, therefore, delivers economic prosperity not just for residents of the city but for the people of Wales, with Cardiff accounting for 18 % of Welsh GVA and the wider South-East Cardiff Capital Region responsible for over half the economic output of Wales.

However, some groups are less likely to be in employment or have secured qualifications. For example, disabled people and people from ethnically diverse backgrounds are under-represented in the labour market. In addition, we know that older people and disabled people have lower levels of skills and qualifications.

We will:	Lead Member	Lead Directorate
Increase participation of ethnic minority groups in the Into Work Service by: - Continuing to deliver regular targeted engagement events and monitor progression of participation; - Gathering data of participation within services delivered by Into Work, ensuring it is regularly monitored.	Cllr Ash Lister & Cllr Peter Bradbury	Adult Services, Housing & Communities
Work in partnership with the Department of Work and Pensions to deliver Adult Learning's 50+ Employable Me course and engage employers to offer guaranteed interviews to participants who complete the training.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Use procurement processes to support contractors to recruit apprenticeships from disadvantaged groups ⁵ and to increase transparency about the diversity of their workforces.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Play a leadership role in creating a Living Wage City by encouraging and supporting organisations to become accredited Living Wage employers.	Cllr Chris Weaver	Resources
Continue to support residents who are struggling financially by ensuring that ongoing support is available which can be accessed in person, through the Adviceline, or by webchat or email.	Cllr Ash Lister & Cllr Peter Bradbury	Adult Services, Housing & Communities

⁵ Cardiff Council considers an employee to be from a 'disadvantaged group' if that employee:

- has not been in regular paid employment for the previous 6 months, or
- is between 15 and 24 of age, or
- has not attained an upper secondary educational or vocational qualification (International Standard Classification of Education 3) or is within 2 years of completing full-time education and who has not previously obtained his or her first regular paid employment, or
- is over the age of 50 years, or
- lives as a single adult with one or more dependants
- works in a sector or profession where the gender imbalance is at least 25 % higher than the average gender imbalance across the United Kingdom, and belongs to that under-represented gender group, or
- is a member of an ethnic minority and requires development of his or her linguistic, vocational training or work experience profile to enhance prospects of gaining access to stable employment.

This definition will, however, be updated, to align with Welsh Government guidance which is due to be issued in 2025.

Key Performance Indicators

Claimant Count Rate (percentage of working age (16-64) people claiming unemployment related benefits in Cardiff)

By Age, Sex, Deprivation Fifth, Ward

Percentage whose employment situation improved over the last 12 months

By Age, Sex, Ethnicity, Disability, Sexual Orientation, Welsh Language Speaking Ability, Deprivation Fifth, Ward

The percentage of Into Work clients who identify as being from a Black, Asian or Minority Ethnic background

The number of individuals who have attended the designated courses for those aged 50+ delivered by the Into Work Advice Service (2024/25 target: 80)



Deliver Sustainable Housing Solutions

Access to good-quality housing is a cornerstone of wellbeing and is essential if people are to achieve their potential, with housing intrinsically linked to an individual's physical and mental health. Additionally, living in inadequate or unaffordable housing is associated with a range of poor outcomes, including poorer educational outcomes for children.

We know, however, that some groups of people are more likely to have poor access to housing or may live in more difficult conditions. For instance, people from ethnically diverse backgrounds are disproportionately likely to live in overcrowded housing, whilst disabled people require accessible properties that support their safety and independence in daily living. For that reason, improving access to sustainable housing is a key component of making Cardiff a more equal city.

We will:	Lead Member	Lead Directorate
Deliver innovative housing solutions to address issues such as overcrowding, under occupation, lack of family accommodation and lack of adapted properties.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities
Continue to work with partners to develop and implement schemes to support homes out of fuel poverty.	Cllr Lynda Thorne, Cllr Lee Bridgeman and Cllr Dan De'Ath	Planning, Transport & Environment
Explore all opportunities for additional funding to support the delivery of disabled adaptations and re-focus use of funding to best meet need.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Improve access to the private rented sector and promote this to address housing need, through the Landlord Enquiry and Tenancy Service (LETS) and expansion of the Welsh Government Leasing Scheme.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities
Address the accommodation needs of Gypsy, Roma and Traveller communities by taking forward the recommendations noted in the latest Gypsy and Traveller Accommodation Assessment.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities
Continue to improve specialist accommodation and support pathways for refugees, prison leavers and those leaving hospital.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities

Key Performance Indicators

Percentage reporting that they have access to good-quality housing
By Age, Sex, Ethnicity, Disability, Sexual Orientation, Welsh Language Speaking Ability, Deprivation Fifth, Ward

Tackle Homelessness

Homelessness remains one of the most visible manifestations of inequality within our city. Being without a home affects every aspect of a person's life, from their ability to secure a job, to their health and their relationships.

Following the Covid-19 pandemic and subsequent cost-of-living crisis, record numbers of individuals and families are seeking help from homelessness services with Cardiff. Evidence⁶, however, indicates that certain groups – including people from ethnically diverse backgrounds, refugees and asylum seekers, LGBTQ+ people, those who have suffered domestic abuse, as well as those who are disabled or experience physical or mental ill health – experience additional risk of homelessness.

The Council has therefore set out an ambitious vision for ending homelessness in Cardiff, supported by a whole-system change for homelessness support with an emphasis on ensuring that homelessness and housing support delivery meets the needs of diverse groups.

We will:	Lead Member	Lead Directorate
Continue to develop homelessness prevention services, ensuring that the complex needs of homeless people are met.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities
Prevent youth homelessness and ensure that young people leaving care are supported by: • Further enhancing advice and mediation services, with particular regard to young people; • Widening roll-out of targeted interventions and support for school-aged children and their families; • Continuing to ensure the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed; • Developing new supported housing schemes for young people with complex needs including the scheme proposed for the Citadel site.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities
Ensure that homelessness and housing support service delivery meets the needs of diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community, by gaining a better understanding of how homelessness affects them.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities

Key Performance Indicators

The percentage of households threatened with homelessness successfully prevented from becoming homeless

By Gender, Age, Ethnicity, Disability and Sexual Orientation (2024/25 overall target: 80%)

The percentage of people presenting to the homelessness service who are homeless on the day, without previously seeking prevention help

By Gender, Age, Ethnicity, Disability and Sexual Orientation (2024/25 overall target: <40%)

⁶ Tai Pawb, ['The right to adequate housing in Wales: the evidence base'](#) (2021)

Work towards a just transition to a Carbon Neutral City

Climate change remains one of the most serious threats facing Cardiff with impacts such as rising sea levels, increased frequency of extreme weather events and the depletion of natural resources and ecosystem resilience putting the city and the wellbeing of residents at direct risk.

It is recognised that climate change—including efforts to mitigate against it—affects everyone but often in an unequal way, with disproportionate impacts on particular population groups in society or locations. Generally, the poorest and most marginalised populations are least responsible for the production of greenhouse gases yet are the most likely to be exposed to the negative effects of climate change and are more susceptible to climate change impacts. Furthermore, people on a low-income are less likely to have the resources to respond, cope and recover.

The Council's [One Planet Cardiff strategy](#) sets out how the Council and the services it delivers need to decarbonise. It is essential that our climate emergency response is carried out in a way that avoids creating or exacerbating inequalities, and to use the opportunities afforded by transition to reduce, or remove, inequalities.

We will:	Lead Member	Lead Directorate
Work with public sector partners to assess climate emergency impacts and vulnerabilities across different areas of the city and communities.	Cllr Dan De'Ath	Planning, Transport & Environment



EQUALITY OBJECTIVE 2

AN ACCESSIBLE CARDIFF:

We will work to ensure everyone can take part in all the city has to offer, regardless of background or circumstance.



EQUALITY OBJECTIVE 2:

An Accessible Cardiff: We will work to ensure everyone can take part in all the city has to offer, regardless of background or circumstance.

Objective 2

Barriers to participation can manifest in various forms, ranging from physical accessibility challenges, which, for certain people, can make it difficult to navigate the city independently. Language and communication barriers can also prevent people from accessing essential information, services or participating in community activities, whilst limited information accessibility, often exacerbated by technology gaps and digital disparities, can also isolate certain communities, hindering their ability engage. Furthermore, social exclusion, stemming from discrimination and stigma, can deny certain individuals or groups from having equal opportunities and access to resources within the city. Addressing these challenges requires a holistic approach which prioritises inclusivity, accessibility and equity across all aspects of city planning and service provision.

The Council is dedicated to ensuring that the city remains accessible to all individuals, whether they are residents, visitors, or those working within the city. By fostering a culture of inclusivity and diversity, we aim to make Cardiff a welcoming and accommodating place for everyone.

To make Cardiff an accessible city, we will:

- Continue to be a Child Friendly City
- Drive forward an Age Friendly City
- Work towards a Dementia Friendly City
- Take steps towards a Neurodivergent Friendly City
- Support and value unpaid carers
- Become a city that reflects the principles of the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW)
- Enhance the accessibility of services and city spaces

Steps we will take to achieve this:

Continue to be a Child Friendly City

According to the 2021 Census, just over 65,000 people are aged 0-15 years in Cardiff. As a UNICEF 'Child Friendly City', we are committed to making Cardiff a great place to grow up for all children. We acknowledge that, for some children and young people, more needs to be done to help them overcome barriers and support them to achieve their potential. Making every school a good school and embedding children's rights in shaping services will be a key part of this agenda. This Strategy therefore outlines our commitment to championing the rights of children and young people and enhancing access to opportunities for every child and young person in Cardiff.

We will:	Lead Member	Lead Directorate
Implement the three-year Sustainability Plan 2024-2027 to further progress Cardiff as a Child Friendly City.	Cllr Sarah Merry	Education & Lifelong Learning
Continue to roll out the 'Passport to the City' with Cardiff University and partners to provide the children and young people who need it the most with access to the wide range of resources and experiences the city has to offer, ensuring the prioritisation of children looked after.	Cllr Sarah Merry	Education & Lifelong Learning

Key Performance Indicators

The percentage of young people that know about their rights (2024/25 target: 90%)

The number of children looked after engaging with Passport to the City (2024/25 target: 50)

Drive forward an Age Friendly City

The population in Cardiff is ageing - more than 52,000 residents are aged 65+ (14.5%), and over 7,000 are aged 85+. The increase in life expectancy is a positive change, though it brings challenges too. For example, people aged 50+ are more likely to be disabled than younger people, and the number of older people with life-limiting conditions, and in particular living with dementia, is increasing.

It is estimated that the number of people aged 65 and over who struggle with activities of daily living will increase by 17% in 2030 – 1 in 4 older people. It is essential, therefore, that all older people in Cardiff have access to the right advice, support, activities and services to help them stay healthy and independent.

As an Age Friendly City, we are dedicated to making the city a great place to grow older; this includes supporting people to live independently, access employment and participate in their communities.

We will:	Lead Member	Lead Directorate
Work with partners to deliver our commitment to be an Age Friendly City by: • Playing a full part in the World Health Organisation's Network of Age Friendly Cities; • Producing an annual report on progress of the Age-Friendly Cardiff Action Plan; • Measuring our success through a city-wide evaluation framework and key performance indicators.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Encourage employers to sign up to the Age Friendly Employer Pledge scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Provide opportunities for older people to get involved in their community and, in particular, to support older people to stay active and connected.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Listen to the voices of older citizens and increase their choice in care provision by: • Improving our engagement with older people, seeking meaningful input and feedback; • Reviewing current usage of our services and taking steps to ensure all Cardiff communities are aware of, and have access to, our services.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities

Key Performance Indicators
The number of events held to support people to keep active and stay mobile (2024/25 target: 500)
The number of participants at events held to support people to keep active and stay mobile (2024/25 target: 8,000)
The number of events held to support people to remain connected and stay social (2024/25 target: 1,400)
The number of participants at events held to support people to remain connected and stay social (2024/25 target: 15,000)

Work towards a Dementia Friendly City

Dementia, as well as changing the life of the person affected, has a significant impact on the lives of relatives, friends and neighbours who often take on caring roles and responsibilities.

There are approximately 5,000 people living with dementia within the Cardiff & Vale Local Health Board area. It is estimated that approximately two-thirds of people living with dementia live in the community, with one-third living in residential or nursing care homes. Many people are also living without a formal diagnosis, hindering their access to relevant support and services.

It is anticipated that the number of people living with dementia will increase by 30 % by 2030 and by 41 % for severe dementia. As a Dementia Friendly City, we will work to improve the support available for people living with dementia and their families. This will involve a range of initiatives, including the recruitment of volunteer Dementia Friendly Ambassadors and supporting people with dementia to stay at home wherever possible.



We will:	Lead Member	Lead Directorate
Work with partners to deliver our commitment to be a Dementia Friendly City by: • Recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly; • Measuring our success through a city-wide evaluation framework and key performance indicators; • Producing an annual report on progress.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Support people with dementia to stay at home wherever possible by: • Reviewing best practice in supporting people with dementia to live in the community and using this to inform the commissioning of new framework arrangements for care homes; • Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home; • Implementing and embedding a learning network for care home providers to share good practice and learning regarding dementia care in order to improve quality across the care home sector.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Raise awareness of dementia and its determinants whilst working to develop community-based services that enable equitable and timely access to diagnosis and person-centred care.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities

Key Performance Indicators

The number of digital and face-to-face Dementia Friendly City events held (2024/25 target: 2,300)

Take Steps Towards a Neurodivergent Friendly City

Around 15 %, or 1 in 7 people, in the UK are neurodivergent, meaning they experience the world more uniquely than others. People with neurodivergent traits and conditions face a range of challenges across our society, including finding employment, increased likelihood of mental health diagnoses, and trouble accessing public services. However, neurodivergence bring many strengths and patterns of unique thinking that benefit communities and workplaces.

It is clear that for Cardiff to be a city that is open and accessible to all, it must become neurodivergent friendly. This will involve removing the barriers that prevent those with neurodivergent traits from participating in society whilst increasing awareness of neurodivergence across the city, and making Cardiff a place where neurodivergent people are supported to live well.

We will:	Lead Member	Lead Directorate
Produce a Neurodivergent Friendly Strategy which ensures services identify and work towards meeting the needs of neurodivergent citizens.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Improve services for people with autism by: • Reviewing the effectiveness of training and ensuring all staff have access to the appropriate level of training to meet the needs of autistic people; • Embedding the specialist neurodiversity service within Adult Services and reporting on outcomes.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Work with partners to ensure people who are neurodivergent receive the right support at the right time, building on our existing service provision by: • Strengthening support to ensure the right support is available at the right time; • Improving ADHD (Attention Deficit Hyperactivity Disorder) service provision; • Transitional arrangements which enable a seamless journey for young people into adulthood; • Meeting the new national guidance on neurodiversity requirements; • Improving timeliness and access to assessment and diagnosis; • Implementing the Code of Practice.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities

Support and Value Unpaid Carers

Unpaid carers play a vital role in communities by providing care and support to people who would otherwise require health or social care intervention. According to the 2021 Census, 8.4 % of Cardiff's residents (aged 5+) provide unpaid care each week, with the likelihood of providing such care generally increasing with age.

Unpaid carers are the backbone of families, helping those they care for to lead fulfilling lives and making a significant contribution to society. However, without adequate support, the demands of caregiving can negatively impact carers' health and wellbeing, limiting their ability to engage in paid work, family life and community activities.

In response, the Council is committed to recognising the invaluable role of unpaid carers, ensuring they have access to the support they need to continue their role and have a life alongside caring.

We will:	Lead Member	Lead Directorate
Listen to unpaid carers and families by co-producing services with carers, improving arrangements for respite and advice.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Improve advice services and support for carers by launching a distribution channel for information and signposting to services, support and targeted activities.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Capture unpaid carers' satisfaction with the support available.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities



Become a City that Reflects the Principles of the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW)

Whilst many improvements have been made in gender equality in recent years, inequalities still exist for women. Our Equality Needs Assessment identified that women are more likely to be economically inactive, are more likely to be in occupations which have lower pay and are more likely to be unpaid carers. The assessment further identified that women are particularly disadvantaged in areas such as mental health and access to health care and are more likely to be the victims of violence, domestic abuse and sexual violence.

In order to overcome inequalities such as these, Cardiff Council has agreed to become a city that reflects the principles of the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW). This will involve a dedicated programme of work to promote gender equality, protect women's rights, and eliminate all forms of discriminatory practices against women. We will challenge and change any culture of sexism and misogyny through activities and interventions which address harmful behaviours and by continuing to place accountability for abuse on those who cause harm.



We will:	Lead Member	Lead Directorate
Provide advice and information through community Hubs and Libraries across Cardiff to help women and girls access all benefits to which they are entitled, including a booklet of rights.	Cllr Leonora Thomson & Cllr Julie Sangani	Education & Lifelong Learning, and Adults, Housing & Communities
Continue to explore and address gender inequality for girls and young women in Cardiff following the publication of the report 'Voices For Change: Addressing Gender Equity in Cardiff' in March 2024.	Cllr Leonora Thomson & Cllr Julie Sangani	Education & Lifelong Learning
Continue to support the period dignity initiative where free eco-friendly and/or reusable period products are available in every school with female learners, including bespoke orders for special schools and EOTAS learners in other settings, and across a range of community venues.	Cllr Leonora Thomson & Cllr Julie Sangani	Education & Lifelong Learning, and Adults, Housing & Communities
Deliver the Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023-28 and implementation plan with partners.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adults, Housing & Communities
Ensure there are more 'Safe Spaces' throughout Cardiff, involving women and girls in their creation.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Performance & Partnerships, and Adults, Housing & Communities
Deliver new and existing partnership approaches to address the safety of women, girls and other vulnerable people, including: • The South Wales Police Student Safety Bus project, supporting vulnerable people in the night-time economy; • Working with FOR Cardiff on expanding the number of 'Safe Places' in the city where people can seek help and refuge if they feel threatened or intimidated; • Supporting FOR Cardiff on the delivery of a Women's Safety Charter for the city centre, which sets out a number of commitments for businesses in the night-time economy.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Performance & Partnerships

Key Performance Indicators

Percentage of women feeling safe (at home, walking in the local area, and travelling)

Enhance the Accessibility of Services and City Spaces

The Council is committed to identifying and addressing barriers to accessibility, whether physical, digital, or social, in order to create a more accessible and welcoming environment for everyone. This approach highlights the importance of consultation with communities and seldom heard voices to understand their specific needs and experiences, driving meaningful change and fostering a city that is truly accessible to all.

We will:	Lead Member	Lead Directorate
Tackle digital exclusion and digital literacy by: • Ensuring that, when we are designing digital services, we remove barriers that prevent people from accessing services; • Providing support to local community groups who are working to improve digital inclusion in the area.	Cllr Chris Weaver	Resources
Work with partners to explore the current landscape and demand for alcohol-free activities in Cardiff, including the promotion of the 'My drink, My choice' campaign.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Performance & Partnerships
Facilitate improved access to school facilities in partnership with other schools and/or partner organisations, as part of a Community-Focused Schools approach.	Cllr Sarah Merry	Education & Lifelong Learning
Broaden participation and accessibility in city planning and ensure there are appropriate platforms for engagement and community voice in the design of the city, with a particular focus on improving the participation of children and young people.	Cllr Dan De'Ath	Planning, Transport & Environment
Ensure that buildings and resulting streets and spaces are accessible to all users by embedding inclusive design principles and gender-sensitive urban planning into the Replacement Local Development Plan.	Cllr Dan De'Ath	Planning, Transport & Environment

We will:	Lead Member	Lead Directorate
Support public transport aspirations in the Transport White Paper by: • Delivering the Bus Priority Strategy; • Developing the Strategic Bus Corridors Programme by progressing business cases and design work for the delivery of the East-West Sustainable Transport Corridor and the Northern Bus Corridor by 2026; • Developing the Localised Bus Network Programme which will deliver city-wide improvement projects to tackle problem areas, improve bus priority and journey times where required over the next five years.	Cllr Dan De'Ath	Planning, Transport & Environment
Work in partnership with Welsh Government, Transport for Wales and the Burns Transport Commission Delivery Unit to design and deliver a Cardiff and Regional (Metro) Tram network, including: • Completing Cardiff Crossrail City Centre to Cardiff Bay Metro by 2028; • Completing delivery of Butetown Station and upgraded Cardiff Bay Station by December 2026; • Setting out the strategic benefits of Cardiff Parkway and support progress subject to the development gaining planning permission; • Delivering a new station at Crwys Road by 2028.	Cllr Dan De'Ath	Planning, Transport & Environment

Key Performance Indicators

The percentage of people who agree that contacting the Council is simple

By Age, Sex, Ethnicity, Disability, Sexual Orientation, Welsh Language Speaking Ability, Deprivation Fifth, Ward



EQUALITY OBJECTIVE 3

AN INCLUSIVE CARDIFF:

We will make Cardiff a city where differences are understood and celebrated, and where all communities feel like they belong.

EQUALITY OBJECTIVE 3:

Objective 3

An Inclusive Cardiff: We will make Cardiff a city where differences are understood and celebrated, and where all communities feel like they belong.

With a proud history of diversity and providing a welcoming environment, the Council will continue to work with partners to foster good relations and create spaces where diversity is embraced and celebrated.

The Council's objective is aligned to assist in the delivery of the Welsh Government Community Cohesion Programme. This will ensure that all residents and communities within the city feel a sense of belonging, regardless of their background or differences and feel empowered to contribute to life in the city.

To make Cardiff an inclusive city, we will:

- Promote community cohesion
- Support refugees and asylum seekers
- Become an anti-racist Cardiff
- Improve outcomes for LGBTQ+ people
- Become a bilingual Cardiff

Steps we will take to achieve this:

Promote Community Cohesion

Cardiff has a proud history of inclusion and community cohesion. The capital city is the most ethnically diverse local authority in Wales and one of the oldest ethnically diverse communities in Britain, with over 80 languages used. In the European Commission's latest Quality of Life in European Cities survey⁷, Cardiff was ranked as the top city for immigrants from other countries and families with young children. The city was also ranked as a top 10 city for members of the LGBTQ+ community to live, placing sixth on the list.

Recognising the harmful impact of division and segregation, the Council will continue to promote a feeling of belonging and help communities value and respect people from different backgrounds and circumstances. This will be delivered through co-ordinated partner-led activities to tackle local hate crime issues and raising awareness of support for victims of hate crime through anti-hate campaigns. Furthermore, the Council will bring together community groups and third sector organisations to help build resilient communities.

⁷ [Report on the Quality of Life in European Cities, 2023](#)

We will:	Lead Member	Lead Directorate
Deliver the Cohesion Fund, inviting applications from grassroots organisations to deliver activities which strengthen cohesion in the city.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Continue to work with partners to tackle all forms of hate crime by supporting initiatives such as the Hate Crime Wales campaign.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Increase visibility of Black and Ethnic Minority role models and public education on Black History through events programming such as the annual Betty Campbell Lecture.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Adopt national best practice for building stronger communities by fostering meaningful connections through 'Great Get Together' and 'More in Common' events.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Compile an annual report highlighting the main community cohesion-related activities and achievements to complement the Welsh Government Cohesion Plan quarterly reports.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships

Key Performance Indicators

The percentage of people who agree that their neighbourhood is a place where people get on well together and help each other

The number of people attending community cohesion events



Support Refugees and Asylum Seekers

Refugees and asylum seekers often arrive in Cardiff following traumatic experiences in their countries of origin and on their journeys to the UK. Refugees, migrants and asylum seekers require support as they adjust to a new life and data suggests they face a number of challenges, including poorer mental health due to the trauma experienced prior to or during travel.

Cardiff will continue to lead as a City of Sanctuary in welcoming refugees and asylum seekers to build new lives and make Wales their home, and the cultural diversity and vibrancy of the city will continue to be celebrated. This includes working in partnership to provide access to the accommodation, health, employment and specialist advice services needed.

We will:	Lead Member	Lead Directorate
Continue to lead a city-wide response to welcome refugees and asylum seekers, including: • Supporting access to accommodation, education, employment and health services; • Managing the impact of accelerated asylum dispersal; • Developing an enhanced advice and support service for refugees and asylum seekers; • Working with Welsh and UK Governments to ensure equity of funding and deliver a Wales-wide approach.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Continue to support and uphold the rights and best interests of unaccompanied asylum-seeking children and young people.	Cllr Ash Lister & Cllr Peter Bradbury	Children Services
Extend the work of Schools of Sanctuary to a broader network of schools and support the participation of refugee and asylum-seeking communities.	Cllr Sarah Merry	Education & Lifelong Learning
Extend the work of Libraries of Sanctuary to a broader network of district Hubs, offering support and participation to refugee and asylum-seeking communities.	Cllr Lynda Thorne & Cllr Lee Bridgeman	Adult Services, Housing & Communities

Key Performance Indicators
The number of Schools of Sanctuary in Cardiff
The number of Libraries of Sanctuary in Cardiff

Become an Anti-Racist Cardiff

Over a fifth (21.2 %) of the city's residents belong to people from ethnically diverse backgrounds and Cardiff is by far the most diverse local authority in Wales. Cardiff remains committed to tackling all forms of hate crime and will work closely with partners to eliminate racism and race inequality.

The Welsh Government's [Anti-racist Wales Action Plan \(2022\)](#), as well as [Cardiff's Race Equality Taskforce Report \(2022\)](#), recognises the specific challenges for women from ethnically diverse backgrounds, refugees and asylum seekers, as well as Gypsy, Roma and Traveller families. Delivering the recommendations of the Race Equality Taskforce and supporting the delivery of locally relevant commitments in the Anti-Racist Wales Action Plan will make a significant contribution to achieving an anti-racist Cardiff. The work must draw on the lived experience of ethnically diverse communities to address racial disparities and promote equality.

We will:	Lead Member	Lead Directorate
Publish an annual end-of-year review of progress against the recommendations of the Cardiff Race Equality Taskforce.	Cllr Huw Thomas, Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Identify and progress relevant local authority actions against the Welsh Government Anti-Racist Wales Action Plan.	Cllr Huw Thomas, Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Ensure ongoing discussions with Cadw continue to effectively co-ordinate the next steps for the Sir Thomas Picton statue in line with their national guidance and as part of a broader review of works and proposals at City Hall.	Cllr Jennifer Burke	Economic Development

Improve Outcomes for LGBTQ+ People

Cardiff is committed to being a city where the LGBTQ+ community feel safe and welcomed and has recently been ranked as a top European city for people who are LGBTQ+. In the 2021 Census, over 5 % of Cardiff residents (aged 16+) identified with a non-straight/heterosexual sexual orientation, the third highest proportion across the Core Cities in England and Wales, and exceeding the average figures for both Wales (3.0 %), and England and Wales (3.2 %). Furthermore, whilst the availability of data and data quality is a known issue, around 0.7 % of Cardiff residents aged 16+ have a gender identity that is not the same as the sex registered at birth.

Throughout the year, Cardiff hosts a variety of LGBTQ+ events and celebrations, including Pride Cymru, which brings together people from all walks of life to celebrate diversity and help people feel embraced, respected, and empowered to live authentically. We will continue to foster a culture of respect, and acceptance, regardless of sexual orientation or gender identity to strengthen LGBTQ+ equality across the city.

We will:	Lead Member	Lead Directorate
Strengthen equality for the LGBTQ+ community by reviewing the relevant actions for local authorities set out in the Welsh Government's "LGBTQ+ Action Plan for Wales ⁸ ."	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Build on our Stonewall Gold Status and retain our position as a Stonewall Top 100 Employer.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Continue working with partners as a Fast Track City with the aims of: • Achieving zero new HIV infections; • Eliminating HIV-related stigma; • Improving the quality of life of people living with HIV.	Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities
Promote the Pride Cymru festival annually, as a celebration of equality and diversity.	Cllr Leonora Thomson & Cllr Julie Sangani	Economic Development

Become a Bilingual Cardiff

The Bilingual Cardiff Strategy sets an ambitious vision for the city, recognising that the Welsh language forms an important part of cultural wellbeing and the important representative role the nation's capital plays. As the 2021 Census makes clear, Cardiff is one of the few areas in Wales to experience growth in the number of Welsh speakers with 12.2% of Cardiff's resident population (aged 3+) able to speak Welsh.

The Council's five-year Bilingual Cardiff Strategy will promote and facilitate the use of Welsh and increase the number of Welsh speakers and learners in Cardiff to ensure that Cardiff plays its part in supporting the Welsh Government's vision of a million Welsh speakers by 2050.

We will:	Lead Member	Lead Directorate
Deliver the commitments in the city-wide Bilingual Cardiff Strategy 2022-27 and promote and support the growth of the Welsh language to help meet the Welsh Government's 'Cymraeg 2050: A million Welsh speakers' strategy.	Cllr Huw Thomas	Performance & Partnerships

Key Performance Indicators
Percentage who speak Welsh

⁸ [LGBTQ Action Plan \(gov.wales\)](https://gov.wales/lgbtq-action-plan)

A photograph of an elderly woman with short grey hair, wearing glasses and a light-colored headscarf with a colorful floral pattern. She is smiling and looking upwards and to the right. The image is overlaid with a semi-transparent red filter. The background is a solid dark blue.

EQUALITY OBJECTIVE 4

A COUNCIL THAT REFLECTS ITS COMMUNITIES:

We will make Cardiff Council a more inclusive organisation which reflects the diversity of the people we serve, and where employees are confident to be themselves and are empowered to progress.

EQUALITY OBJECTIVE 4:

Objective 4

A Council that reflects its communities: We will make Cardiff Council a more inclusive organisation which reflects the diversity of the people we serve, and where employees are confident to be themselves and are empowered to progress.

Cardiff has grown significantly over the last 25 years, a trend that is expected to continue, bringing an even greater diversity of backgrounds and cultures to the city. Whilst this diversity is a great asset to our communities, it also means that needs can differ across the population. Council services need to be able to adapt and respond in order to better address different needs, concerns and aspirations and have a workforce that is reflective of the communities and citizens we serve. This inclusivity is crucial to fostering trust and engagement among our communities, promoting a sense of belonging and ownership in local governance. As an ongoing area of focus for the Council, we understand that the steps we put in place now will help us to achieve this goal in the future.

Work is therefore ongoing to ensure that equality of opportunity, and the elimination of discrimination, harassment, and victimisation, is at the heart of all the Council's policies, procedures and guides, including vacancy advertising, recruitment, retention, and promotion.

We are also committed to meaningful engagement and partnership working with external organisations such as Cardiff Community Jobs Compact, Stonewall, The Sunflower Scheme, and Trade Unions. This partnership approach helps ensure the Council's policies and procedures reflect best practices to drive positive cultural change.

This Equality Objective is therefore aligned to the Council's Workforce Strategy, which includes a clear commitment to equality and diversity.

To ensure that Cardiff Council reflects its communities, we will:

- Become an employer of choice for all residents
- Support the progression of a more diverse workforce
- Support our Employee Networks

Steps we will take to achieve this:

Become an Employer of Choice for all Residents

We recognise that a diverse organisation is a source of strength which can help deliver high-quality and accessible services. It is therefore important that, as a Council, our workforce is reflective of the communities and citizens that we serve. This is an ongoing area of focus for the Council, with the Council's Employee Diversity Report⁹ capturing detailed information on the demographic profile of the organisation.

⁹ The latest Employee Diversity Report can be found [here](#)

The Council is therefore committed to having a more representative workforce, recognising that this will be an ongoing process that must be kept under continued review. Being seen as an employer of choice for all groups of people is also crucially important if the Council is to attract and retain the best talent, particularly within a highly competitive labour market. Ensuring that equality of opportunity is embedded throughout the recruitment and selection process is therefore key, along with effective engagement work with under-represented groups.

We will:	Lead Member	Lead Directorate
Create an environment that will allow Cardiff Council to attract the best talent through an ongoing review of our attraction and recruitment practices.	Cllr Chris Weaver	Resources
Pilot diverse recruitment panels.	Cllr Chris Weaver	Resources
Dedicate annual funding to the Council's corporate trainee scheme.	Cllr Chris Weaver	Resources
Improve access to and visibility of Cardiff Works for ethnic minority groups by: - Continuing to widen access and visibility of the 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; - Continuing to ensure an outreach, engagement, and communications programme is delivered to raise awareness of the service to ethnic minority job seekers.	Cllr Ash Lister & Cllr Peter Bradbury	Adult Services, Housing & Communities
Ensure that all schools establish clear equality objectives and publish a Strategic Equality Plan in alignment with the Public Sector Equality Duty. The Plan should include practical steps for all schools to adopt common actions to diversify their workforce. These actions include, but are not limited to: - Adopting blind recruitment process within schools, reflecting the good practice already adopted by Cardiff Council; - Actively promoting job vacancies with minority ethnic groups; - Committing to providing comprehensive feedback to unsuccessful applicants from a minority ethnic background; - Identifying, understanding, and seeking to mitigate any barriers that applicants from an ethnic minority or culturally diverse background may encounter during the application process for teaching positions; - Appointing a Governor who is responsible for 'Equality, Diversity and Inclusion' initiatives.	Cllr Sarah Merry	Education & Lifelong Learning

We will:	Lead Member	Lead Directorate
Increase representation of ethnic minority residents in school leadership through a School Governors entry programme. This includes: • 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.	Cllr Sarah Merry	Education & Lifelong Learning
Develop and implement a recruitment and retention programme to increase the diversity of the school workforce.	Cllr Sarah Merry	Education & Lifelong Learning
Develop and implement a recruitment and retention programme to increase the diversity of the social care workforce.	Cllr Leonora Thomson, Cllr Julie Sangani, Cllr Ash Lister & Cllr Peter Bradbury	Children Services, and Adult Services, Housing & Communities
Develop a framework to support the integration of social workers from overseas.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Consider which organisations the Council can work with to raise awareness of opportunities in social work and establish links with communities.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Review rolling programme of Children's Services Cultural Diversity workshops to include culture awareness and improving engagement with Gypsy, Roma and Traveller communities.	Cllr Ash Lister & Cllr Peter Bradbury	Children's Services
Develop and implement a centralised onboarding resource pack to support new council employees, proving easy access to essential services and guidance from the outset, given the increasing hybrid working arrangements.	Cllr Chris Weaver	Resources

Key Performance Indicators
Number of monthly applicants from ethnic minority backgrounds into Cardiff Works
The number of schools that have published a Strategic Equality Plan in Cardiff.
Number of people from an ethnic minority background in leadership positions in Cardiff schools
Number of new local authority governor appointments from ethnic minority backgrounds
Percentage of teaching workforce from an ethnic minority background in Cardiff schools

Support the Progression of a More Diverse Workforce

The Council is committed to inclusion and can build on several examples of excellent practice. For example, the Council was ranked the highest local authority in Wales in the UK Stonewall Index for both 2023 and 2024, highlighting our commitment to supporting LGBTQ+ staff and customers. In addition, the Council recently signed UNISON's Anti-Racism Charter, highlighting our dedication to combatting racial discrimination in the workplace.

Moving forward, to become an employer of choice for people of all backgrounds, we recognise the importance of providing excellent learning and leadership development for all staff, but particularly for those who are under-represented within the organisation. This includes a focus on developing future leaders and diversifying representation within senior positions. Another key aspect of becoming an employer of choice relates to ensuring equal pay for equal work, closing the gender and ethnicity pay gaps¹⁰, and encouraging a transparent system. To ensure fairness in pay, the Council will continue to report on and reduce its identified pay gaps through its annual Employee Diversity Report. The Council will also continue to prepare and publish a Pay Policy Statement¹¹ on an annual basis, as a framework for decision making on pay to ensure that employees are rewarded fairly and objectively without discrimination.

We will:	Lead Member	Lead Directorate
Develop and roll out a programme of employee engagement.	Cllr Chris Weaver	Resources
Complete pilot of Leadership Development Programme for members of the Staff Networks and look at ways to embed within the suite of training.	Cllr Chris Weaver	Resources
Roll out the Reverse Mentoring Programme linked to the Leadership Development Programme.	Cllr Chris Weaver	Resources
Support career progression routes for ethnic minority employees.	Cllr Chris Weaver	Resources
Support the diversification of the teaching workforce through a teaching assistant 'Step into Teaching' Programme.	Cllr Sarah Merry	Education & Lifelong Learning
Provide and promote ESOL (English for Speakers of Other Languages) provision to support staff whose English language skills are a potential barrier to career development within the organisation.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Adult Services, Housing & Communities

¹⁰ We are aware that national data highlights that there is a disability pay gap, which has consistently been wider for disabled men than for disabled women. The full data on disabled employees is not currently available for the Council's workforce due to it being self-reported, however, action is ongoing to improve staff monitoring information (please see Equality Objective 5) with a view to providing this data in future.

¹¹ The latest Council Pay Policy Statement can be found [here](#)

We will:	Lead Member	Lead Directorate
Monitor our gender and race pay gap reporting and ensure current action plans support the closure of any gaps as appropriate.	Cllr Chris Weaver	Resources
Review corporate HR policies and processes, including the Council Equality & Diversity Handbook, to reflect any Equality, Diversity and Inclusion legislative changes or best practice.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Build on our Stonewall Gold Status and retain our position as a Stonewall Top 100 Employer.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Increase the number and percentage of Welsh speakers in the workforce, in line with the 'Bilingual Cardiff: Bilingual Council' Policy and expand capacity to deliver bilingual services by implementing the Welsh Language Skills Strategy.	Cllr Huw Thomas	Performance & Partnerships
Review and monitor workforce data by directorate, highlighting areas of progress and focusing on areas where further efforts are needed to drive meaningful change.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources, and Performance & Partnerships

Key Performance Indicators
Number of ethnic minority staff at senior grades (G8-10) and OM+ of the Council
Number of Improving Conversational English (ICE) courses delivered and attendees
Number of referrals to Cardiff & Vale Learning Partnership for ESOL courses, including staff
Difference in the average pay between white Council employees and employees of all other ethnicities
Difference in the average pay between male and female Council employees
Increase the number of Council staff with Welsh language skills to 20 % of the workforce by 2027
Increase the number of Council staff who have received training in Welsh to 50 % of the workforce by 2027

Support our Employee Networks

Employee Networks provide a vital and valuable resource and support the Council to fulfil its duties under the Equality Act 2010 to promote equality, eliminate discrimination, harassment and victimisation and promote good relations between different groups.

The Council has five Employee Networks as a way of supporting employees and enabling them to improve the way Cardiff Council works as an employer. They are our Ethnically Diverse Network, Disability Network (which includes the Neurodivergent Employee Community), LGBT Network, Women's Network and the Carers Network

The networks are for all Council employees, across all service areas and at all levels of the organisation. Every employee is entitled and will be encouraged to become a member of one or more of the networks, and we will continue to support the networks to make a positive contribution to the policies, procedures, and culture of the Council, as well as organising development opportunities and events.



We will:	Lead Member	Lead Directorate
Continue to grow the membership of our Employee Networks to empower employees to bring their whole self to work.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Continue to support and encourage our Employee Networks to provide a safe space for employees to be themselves.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Work closely with Employee Networks to understand how we can foster a more inclusive culture that attracts and encourages applicants from under-represented groups.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Develop and maintain guides and policies to ensure inclusivity for all staff.	Cllr Chris Weaver	Resources



EQUALITY OBJECTIVE 5

EQUALITY, DIVERSITY AND INCLUSION AT THE HEART OF THE ORGANISATION:

We will ensure that Cardiff Council's core processes support Equality, Diversity and Inclusion.



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Objective 5

A number of the Council's core processes play an important role in ensuring informed, inclusive and joined-up policy making. Not only does this help ensure that the Council is compliant with statutory requirements, but it also ensures that there is a systematic approach to developing policy which considers the impact on the people we serve.

This will involve a high-quality programme of equality, diversity and inclusion training, with a mandatory foundation course for all staff and a more specific training offer for all managers. Taken together, this will ensure that all Council staff understand the organisation's values and commitments, and that managers are empowered to actively establish the right culture and practice.

Another key component will be ensuring the timely completion of high-quality impact assessments, including Equality Impact Assessments, Child Rights Impact Assessments and Welsh Language Impact Assessments. Robust processes will be in place to ensure compliance, and arrangements strengthened to ensure they are completed to a high standard. High-quality impact assessments are crucial in helping the Council understand who will be affected by any potential policy decision, and how.

As part of this approach, the Council will establish a closer link between the outcomes of impact assessments, and consultation and engagement work. The Participation Strategy already sets out a programme of work for strengthening consultation and engagement, and part of this involves using the findings of impact assessments to target consultation activity.

More broadly, Equality, Diversity and Inclusion will form a key part of the Council's programme of staff engagement.

To ensure that Equality, Diversity and Inclusion is at the heart of Cardiff Council, we will:

- Strengthen the Council's approach to policy development and decision-making
- Enhance the Council's equality, diversity and inclusion training offer
- Amplify citizen voice
- Improve our understanding of and service users and workforce
- Adopt inclusive commissioning and procurement practices

Steps we will take to achieve this:

Strengthen the Council's Approach to Policy Development and Decision-Making

To effectively meet the Public Sector Equality Duty, the Council must embed equality considerations within each stage of policy development and decision-making processes. Systematically completing high-quality Equality Impact Assessments will help the Council achieve this, ensuring that it is aware of any disproportionate impact on different groups of people, but particularly those with protected characteristics.

The Council will therefore embed a strengthened approach to considering the impact of decisions we make on protected groups, aligned with our programme of consultation and engagement.

We will:	Lead Member	Lead Directorate
Complete high-quality Equality Impact Assessments on all relevant decisions, involving: • Implementing the Corporate Impact Assessment Tracker; • Ensuring all Operational Managers complete Impact Assessment training; • Promoting the Single Impact Assessment form; • A rolling three-month programme of review by directorate to critically assess the quality of Impact Assessments.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships, and Resources
Ensure that Equality Impact Assessments are made available as part of the decision-making process.	Cllr Leonora Thomson & Cllr Julie Sangani	Governance & Legal and Performance & Partnerships
Consider options to further align and integrate Equality, Welsh Language and Child Rights Impact Assessments.	Cllr Huw Thomas, Cllr Sarah Merry, Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Strengthen the links between the outcomes of Impact Assessments and the Council's consultation and engagement programme.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Work with public sector partners through the Public Services Board Equality Network to address common challenges and advance shared aspirations related to equality, diversity and inclusion.	Cllr Huw Thomas, Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships

We will:	Lead Member	Lead Directorate
Improve the diversity of representation in key decision-making panels: • 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.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Governance & Legal

Key Performance Indicators

Percentage of Equality Impact Assessments identified as being required for Cabinet Decisions that are completed



Enhance the Council's Equality, Diversity and Inclusion Training Offer

Establishing a comprehensive framework of equality training is essential in ensuring that our commitment to equality, diversity and inclusion is understood and is evident among staff and across the organisation. This is also important in ensuring that the requirements of the Equality Act 2010, including the regulations specific to Wales, the Public Sector Equality Duty and Socio-economic Duty are understood and responded to effectively. We will therefore work to ensure all staff members receive appropriate levels of equality training, with equality training mandatory for all staff, specialist training available where needed, and more specific training mandatory for certain members of staff and managers.

We will:	Lead Member	Lead Directorate
Establish a high-quality, accessible programme of corporate equality, diversity and inclusion training, including: • A mandatory corporate equality training module for all staff; • A dedicated module for those shaping policy/reforming service delivery with a focus on Equality Impact Assessments; • Strengthened monitoring arrangements; • A rolling programme of briefings with the Council's Senior Managers; • Embedding a comprehensive training module for Members as part of the Council's member induction programme.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources, Performance & Partnerships, and Governance & Legal
Review our programme of equalities/ inclusion training and work to ensure that the principles of CEDAW are highlighted and mainstreamed in, and delivered through, such training for Council staff and officers, including front-line staff.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships

Key Performance Indicators

The percentage of Council staff completing equalities training

The percentage of Council operational managers completing Equality Impact Assessment training

Number of staff completing Unconscious Bias and Microaggression training

Number of schools participating in the Anti-Racism 'Promote Equality' Training pilot

Amplify Citizen Voice

We want all residents and communities to have a voice on decisions the Council will be making and to play a key role in shaping local service provisions and promoting participation in democracy, whilst ensuring that the diversity of the city is reflected in our work. An analysis of core Cardiff surveys points to a lower response rate to consultation and engagement work from children and young people; older people, particularly those aged 75 and over; people from ethnically diverse backgrounds; people living in lower socio-economic wards; and disabled people. For this reason, we will deliver the actions outlined in the Participation Strategy¹², which includes establishing a targeted engagement and feedback programme to build trust and links with communities least likely to engage, creating a regular programme of engagement and consultation with representatives of the D/deaf community and individuals who are blind or partially sighted, as well as providing corporate guidance on accessible communication and information. The Participation Strategy also reflects the Council's commitment to become a Diverse Council, outlining actions to improve diversity in democracy in the city.

We will:	Lead Member	Lead Directorate
Deliver the Participation Strategy action plan to: • Improve engagement with seldom heard voices and amplify the voices of people who are currently less likely to get involved in the decision-making process; • Develop a regular programme of engagement and consultation with representatives of the D/deaf community and those who are blind or partially sighted; • Develop guidance on accessible communication and information; • Promote participation in the democratic process.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships, and Governance & Legal
Develop programmes of work to encourage young people from ethnic minority backgrounds to engage and participate in local politics and decision-making.	Cllr Leonora Thomson, Cllr Julie Sangani & Cllr Sarah Merry	Education & Lifelong Learning
Develop an effective mechanism for communities to engage with the Community Safety Partnership and ensure diverse community voices are heard.	Cllr Lynda Thorne, Cllr Lee Bridgeman, Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships

Key Performance Indicators

Percentage able to influence decisions affecting their local area

¹² [Participation Strategy \(cardiff.gov.uk\)](https://www.cardiff.gov.uk/participation-strategy)

Improve Our Understanding of Our Service Users and Workforce

Establishing an understanding of our services users is essential if we are to understand the effectiveness of our services and ensure we are meeting the needs of our diverse communities. To achieve this, we will therefore take forward a programme of work to improve our understanding of customers and service users.

It is recognised that, Wales-wide, there are gaps in the data which make it difficult to understand the experiences of people sharing some of the protected characteristics. There is a particular lack of data relating to sexual orientation, gender reassignment, religion, belief, or non-belief, and race for example. We will therefore work to improve our data collection practices to better understand customer experience.

We will:	Lead Member	Lead Directorate
Improve the collection, analysis and reporting of service users' equality data, alongside other citizen voice data, by: • Publishing good practice guidance on collecting service user data; • Embedding indicators of citizen voice within the Council's Planning and Monitoring Framework.	Cllr Leonora Thomson & Cllr Julie Sangani	Performance & Partnerships
Improve staff monitoring information by: • Promoting the Working for Cardiff App; • Encouraging all employees to share their protected characteristics and update their personal records confidentially; • Ensuring managers have the right data to understand their workforce composition.	Cllr Chris Weaver	Resources
Undertake a review of exit questionnaire and exit interview process. With the aim to enhance the transparency and effectiveness of data monitoring and analysis, thereby gaining a better understanding of the reasons for employee departures.	Cllr Chris Weaver	Resources

Adopt Inclusive Commissioning and Procurement Practices

We work in contractual partnerships with the private and voluntary sector for the provision of a wide range of services, infrastructure, and goods. In these cases, effective procurement can help to improve service quality, including better meeting the diverse needs of different ethnic groups. We can use our purchasing powers to advance equality and, where appropriate, achieve wider community well-being benefits, such as creating training or employment opportunities for local people, prompting employers to recruit apprenticeships from disadvantaged groups⁵ and increasing transparency about the diversity of their workforces.

We will:	Lead Member	Lead Directorate
Improve Fair Work and Safeguarding practices adopted by suppliers by: • Ensuring that tenderers and contractors are aware of the Council's commitment to working with organisations that will support the Council to meet its equality, fair work and safeguarding duties; • Using the tender process and contracts to ensure that our contractors are committed to supporting the Council to deliver its equality, fair work and safeguarding duties; • Managing Suppliers and Contractors to ensure that they deliver their equality, fair work and safeguarding commitments within their organisation and supply chain.	Cllr Chris Weaver, Cllr Leonora Thomson & Cllr Julie Sangani	Resources
Publish an updated Socially Responsible Procurement Policy in late 2024 which re-affirms, and strengthens, the Council's: • Commitment to embedding fair work and ethical employment in its procurement processes and procedures. • Approach to securing Community Well-being Benefits in relevant contracts.	Cllr Chris Weaver	Resources

Key Performance Indicators
Percentage of full-time equivalent employees (FTE) from disadvantaged groups ⁵ employed on Cardiff Council tendered contracts ¹³
Percentage of Black, Asian and Minority Ethnic employees employed on Cardiff Council tendered contracts ¹³

¹³ Tendered contracts where community well-being benefits are sought.

