



Llywodraeth Cymru  
Welsh Government

# Community Cohesion National Delivery Plan

2016–17



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

## Ministerial Foreword



This Government remains committed to supporting a Wales where cohesive communities are resilient, fair and equal. This means listening to the views of our communities to promote positive inclusion and continually identify barriers and how they can be overcome.

Social media continues to change how we interact and open up our views of the world. This is especially the case where not only are local and national issues important, but global events have an impact on how we think and feel. Of course, we are sometimes faced with situations which test the strength of our communities and how we live together. Messages of division and hatred can create deep rooted tensions within our communities and provide challenges for communities and partners. Work on community cohesion can help to promote shared values and put in place preventative measures.

I have committed to launch a further year's funding for eight Regional Community Cohesion Co-ordinators, to continue and evolve the National Community Cohesion Delivery Plan in 2016-17. The new Plan builds upon progress made from 2014-16 and focuses upon seven outcome areas around hate crime, modern slavery, inclusion of Gypsies and Travellers, immigration, tackling poverty, mainstreaming cohesion and tension monitoring. I published an evaluation report into the programme in May 2015, which demonstrated progress has been delivered by the Co-ordinators across Wales. However, it is clear there are both new and ongoing challenges for delivery in 2016-17.

We are moving to a new climate where a Wales of Cohesive Communities is enshrined in the national goals through our Wellbeing of Future Generations (Wales) Act 2015. This will ensure cohesion remains at the heart of how Public Bodies deliver policies and services in the future. A key outcome is the focus around long-term thinking and to put in place measures which can help to prevent problems occurring or getting worse. Work across the Delivery Plan aims to follow the principles set out in the Act around integration, collaboration and involvement to ensure policies and services remain responsive to localised need. The Delivery Plan will also align with our Strategic Equality Plan, where community cohesion will be a strategic objective for the Welsh Government, and the Tackling Poverty Action Plan, to demonstrate how we are continuing to foster good relations and tackle deep-rooted inequality.

The Delivery Plan will help to demonstrate the importance which Community cohesion contributes to work with partners to face challenges and to work pro-actively across the diverse range of people and communities which make up 21<sup>st</sup> Century Wales.

A handwritten signature in black ink, reading 'Lesley Griffiths'. The signature is written in a cursive style with a large, sweeping 'L' and a long, flowing 'G'.

Minister for Communities and Tackling Poverty

## Outcome 1: Departments, organisations and people understand hate crime, victims make reports and get appropriate support

What this will look like	How we will achieve this	Performance measure		
		How much we did?	How well we did it?	Is anyone better off?
1. Sustainable local / regional structures are working to take forwards 'Tackling Hate Crimes and Incidents: A Framework for Action'	Continued engagement with existing structures to drive leadership and partnership working across key areas including Police, health, housing and social services  Use of data, trends and local practice to inform partners of progress	Structures are evidencing scrutiny of progress locally/ regionally  Number of hate crimes reported across Protected Characteristics by Local Authority  Data is produced in an accessible format outlining progress on a local/ regional context	Structures can evidence delivery based upon priorities identified and are linked with Community Safety Partnerships/ Public Service Boards  % change in the number of reports through Police  Data helps to review progress and inform gaps	Actions and priorities are being delivered through structures  Information included in relevant plans and drives service delivery
2. Departments, organisations and people have clear and accurate information to signpost and increase hate crime reporting	Co-ordinating training opportunities for front line staff to tackle Hate Crime through Victim Support and other providers  Preventative work to tackle hate crime is scoped across Local Education Departments and the	Number of front line staff accessing training by department  Departments are briefed and are aware of local/ regional information and structures	Training is targeted in the areas identified within the gap and need assessment  Departments are integrating delivery into core work and providing	Staff have information and support to increase reporting  Work on hate crime is mainstreamed

	<p>identification of focussed work with children and young people is supported</p> <p>Links are established with Safeguarding Boards (Adult and Children) on work to tackle hate crime, including across Disability Hate Crime and Mate Crime</p> <p>External engagement with Local Health Boards and Housing Associations is evidenced to promote reporting and to provide information and briefing on work locally</p> <p>Work with Victim Support and other organisations to identify and target information across Protected Characteristics and communities to signpost reporting and information</p> <p>Campaigns, activities and communication are co-ordinated during hate crime awareness week to increase understanding and reporting</p>	<p>Work to evidence prevention is identified and supported</p> <p>Number of hate crimes/incidents reported across the protected characteristics, by Local Authority, through third party reporting</p> <p>Partners have been engaged within a regional approach to highlight Hate Crime Awareness Week and activities are supported by Local Authorities</p>	<p>evidence how policies and practices are inclusive</p> <p>People are able to access enhanced information and support and organisations representing protected characteristics are engaged</p>	<p>People have greater awareness and understanding of hate crime</p>
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**Outcome 2: Departments, organisations and people understand modern slavery, victims make reports and get appropriate support**

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Local structures are sustainable to tackle Modern Slavery	To support the work of Regional Anti-Slavery Groups with the aim to ensure there are sustainable links in place to mainstream tackling modern slavery through Social Service Departments and Safeguarding Boards	Number of National Referral Mechanism referrals by Local Authorities to the National Crime Agency Human Trafficking Centre  Number of referrals by Local Authorities and also through First Responder organisations	Structures are sustainable and evidencing delivery	Actions and priorities through Anti Slavery Groups are sustainable and are being delivered through structures
2. Training and awareness raising resources are signposted and delivered by partner agencies	Co-ordinate the Anti-Slavery Training Programme for the Regional Anti-Slavery Group  Facilitation of national campaigns at local level	Number of front line staff accessing training  Partners engaged within a regional approach to awareness raising including Wales Anti-Slavery Week and activities are supported by Local Authorities	Training is targeted with partners across Local Authorities  People are able to access enhanced information and support and organisations across the protected characteristics are engaged	Agencies have information and support to increase reporting  People have greater awareness and understanding of modern slavery

### Outcome 3: Increased awareness and engagement across Gypsy and Traveller communities

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Social tension is managed through accurate and timely information for all parties	Support the production of clear briefings (in collaboration with Local Authority housing and planning colleagues) about the planning process to manage expectations of Gypsies and Travellers and the wider community	Relevant briefings are produced and communicated in a timely manner	Briefings are clearly understood by Gypsy and Traveller community. Accessible briefings also made available for those who may be worried about the potential of sites in their area	Expectations are managed to maintain relations. Wider population understand the process. Good relations maintained with the Council
	Work with Communications colleagues to agree a media strategy in relation to the process of identifying new sites	Provide information, including 'myths and facts', to ensure a consistent and accurate message is given	Media stories relating to the process make fewer mistakes, clearly communicate the process, and adopt a balanced tone	Media stories less likely to cause tension due to more balanced reporting
	Support County and Community and Town Councillors to ensure misinformation is reduced	Councillors are provided with information about their duties and the process	Councillors feel well informed and do not make inaccurate public comments about process	Constituents better understand the process and less potential for tension
	Co-ordinating training opportunities for officers	Number of training opportunities provided	Officers feel better able to undertake the process	Local authority officers have up to date, accurate information to support site selection

2. The needs of Gypsy and Traveller people are promoted, including through the Site Selection process and the Health Needs Assessment	<p>Promote the needs of Gypsies and Travellers in site selection processes</p> <p>Support Local Health Boards to access Gypsy and Traveller communities in their area</p>	<p>Gypsy and Traveller views are promoted within Local Authority site selection process</p> <p>Health Needs Assessment (as required under Travelling to Better Health) includes as many Gypsy and Traveller households as possible</p>	<p>Gypsies and Travellers feel their views have been taken into account. Site selection process is more likely to be fit-for-purpose</p> <p>Gypsies and Travellers content to participate</p>	<p>Inclusion of views in site selection process reduces unnecessary tension where identified sites are later deemed inadequate</p> <p>Assessment will be more robust and, therefore, more useful in service planning</p>
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## Outcome 4: Increased evidence and awareness on immigration and supporting the inclusion of asylum seekers, refugees and migrants

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Partners and Departments understand local migration patterns and their implications	Identify and promote key data sources through the Migration Service Contract and relevant sources	Developed information and data about migration and the impacts on community cohesion	Local information is shared	Information shared across policy and service areas which drives delivery.
	Development of timely briefing on migration patterns and trends for Councillors, partners and communities	Production of timely advice and briefing	Accurate briefing is produced and informs decision making	Briefing informs local decision making and provides accurate information
	Support of large scale migration projects to assess the impact on local cohesion (where applicable)	Production of timely advice and briefing	Cohesion factors and tensions arising from large scale projects are managed.	Projects incorporate key decisions about community cohesion related issues and tensions
	Development of information about Roma communities and support of positive community relations (where applicable)	Developed data and information on Roma Communities	Information drives service delivery for local communities	Key service provision is considered to develop appropriate support and information
	Provide support in dispersal areas and work with Local Authorities at a strategic level to support implementation of the	Developed links with existing Groups and Forums to assist in decision making	Strategic work is supported across Local Authorities and timely information and briefings	Work across service and policy areas are inclusive of asylum seekers and refugees

	Welsh Government's Refugee and Asylum Seeker Delivery Plan (where applicable)		are provided	
2. Support of Local Authorities through implementation of the Syrian Resettlement Programme (SRP) and Afghan Relocation Scheme (where applicable)	<p>Support of early planning with partners and preparatory work for arrivals through the scheme</p> <p>Links with the National SRP Co-ordinator (if a post is agreed) to develop a strategic approach and provide briefing for Councillors and Departments</p> <p>Support communications and community tensions to provide factual and accurate information</p>	<p>Developed forums and plans are in place</p> <p>Collaborative approaches are developed and information and briefings developed</p> <p>Community tensions are identified and mitigated</p> <p>Effective communication strategies are developed and implemented</p>	<p>Planning enables partners to support resettlement</p> <p>Effective mapping, planning and sharing information is supported regionally</p> <p>Tensions and communications through the SRP are proactively managed and processes are in place to mitigate against any potential negative impacts</p>	<p>New arrivals are supported to be settled within communities</p> <p>Local Authorities effectively plan provision and receive information to support refugees</p> <p>Communities and refugees have accurate information to promote positive cohesion</p>

**Outcome 5: Increased understanding regarding the impacts of poverty on people with Protected Characteristics across key service and policy delivery**

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Tackling Poverty Programmes (Communities First, Families First, Flying Start and Supporting People) are considering the impacts of the programmes on those with relevant Protected Characteristics, recognising certain groups are more at risk of living in a low income households and of poorer outcomes	<p>Collected data is scoped on relevant Protected Characteristics across the tackling poverty programmes, in order to assess how those most at risk of living in poverty are being supported to achieve better outcomes</p> <p>Briefing and information is provided and shared across programmes regarding the impacts of Poverty (including child poverty) on relevant Protected Characteristics, with the view to sharing good practice and identifying further opportunities for those most at risk to be supported to achieve better outcomes</p>	<p>Data is scoped to assess the impact of programmes across relevant Protected Characteristics</p> <p>Relevant research and data is gathered and shared</p>	<p>An holistic picture is gathered across programmes</p> <p>Programmes have information to influence service delivery and to extend the reach across Protected Characteristics</p>	<p>Clearer impacts on cohesion across Protected Characteristics are understood</p> <p>The needs of Protected Characteristics are addressed in service delivery to extend outreach and impact across Protected Characteristics</p>
2. Staff within tackling poverty programmes receive support on	Share intelligence around local and/ or regional community cohesion issues and involve relevant staff in planning	Share relevant information and provide timely updates, including through relevant Forums and	A range of initiatives for engagement are demonstrated across community cohesion	Enhanced evidence around local and/ or regional community cohesion issues are

community cohesion priorities	(including hate crime, immigration and Gypsies and Travellers)	Groups		shared and staff are engaged and working with Co-ordinators
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**Outcome 6: Key policies and programmes are supporting and evidencing delivery against the national goal on more cohesive communities through the Wellbeing of Future Generations (Wales) Act 2015**

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Local Authorities are supported to deliver against the national goal of 'more cohesive communities'	Development of work across Departments to align with the more cohesive community national goal and supporting Wellbeing Plans	Scoping of cohesion related work in alignment with work through the Wellbeing of Future Generations (Wales) Act 2015	Local Authorities are able to identify how planning on more cohesive communities is being delivered	Local areas provide sustainable approaches to embed cohesion
2. Local and regional Strategic Equality Plans (SEPs) are supported to focus on links between equality and cohesion	Support the implementation of SEPs to reflect local and regional cohesion priorities	SEPs have evidenced consideration of cohesion priorities and align with cohesion goals	SEPs have established clear links and overlaps with cohesion	SEPs are able to demonstrate priorities through the Promoting Good Relations element of the Equality Act 2010

## Outcome 7: Policies and services are responsive to community tensions

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Local Authorities recognise and respond at an early stage to address community tensions	Community tension monitoring processes are responding to local issues	Tension monitoring structures and processes are evidencing processes to problem solve	Number of potential incidents identified through tension monitoring systems	Tension monitoring systems are sustainable and are responsive to emerging tensions when they arise
2. Support Local Authority Single Point of Contacts (SPoCs) to manage delivery and work through Prevent and emergent legislation and policies	<p>Support Education Departments to understand duties and promote the use of Respect and Resilience Guidance (January 2016)</p> <p>Support engagement with communities impacted through Prevent and legislation/ policies to understand community feeling and any potential community tensions</p>	<p>Education departments receive support and advice to work with schools</p> <p>Engagement with local communities and groups</p>	<p>Education departments are working proactively with schools</p> <p>A range of groups and communities are engaged</p>	<p>Schools feel confident to manage the implementation of the new duties</p> <p>Communities feel engaged, are aware of any changes and have a voice</p>