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# Equalities Guidance for Landlords



**This publication is available in other languages and formats on request.  
Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.**



# EQUALITIES GUIDANCE FOR LANDLORDS

This guidance document has been produced to provide information and advice on where Equalities and Welsh Language matters should be considered when dealing with tenants. It is aimed at social and private landlords in Caerphilly county borough and the council's Housing staff, but can be also be of use to tenants themselves.

The guidance is split into five sections and two appendices.

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It is issued under the Council's current **Strategic Equality Plan 2016-2020** and carries its full authority. It should also be considered alongside any training or guidance available from the Council, Welsh Government and partner housing associations.

The guidance was produced and funded with the kind assistance of the TDS Charitable Foundation, which provides education and training resources to tenants, landlords and agents and give grants to projects working towards the same goal.

## Section 1 - Introduction and Background

Tenancy agreements can be viewed as a straightforward business transaction between landlord and tenant and so gathering Equalities information might be seen as unnecessary, and simply a tick box exercise to comply with legal requirements with no practical value.

This guidance aims to show how knowing and providing Equalities information can actually support a better relationship between landlord and tenant, and if things unfortunately do go wrong, how the information can strengthen the position of either party in a dispute.

Gathering this information is a legal requirement on the Council under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 but increasingly, as we move towards a Common Housing Register, the legal requirements placed on organisations are being overtaken by the rights of individuals.

A Common Housing Register has been defined simply as a list of all those registering their housing need in a local authority area in one place. In essence, the local authority housing provider and all associated housing associations within a local authority combine their housing waiting lists into one database, which is accessible by all the local housing providers.

Common Housing Registers are promoted as good practice by Welsh Government in the '*Code of Guidance for Local Authorities - Allocation of Accommodation and Homelessness 2012*'.

Whilst there is no legal requirement placed on local authorities to develop common housing systems, Welsh Government and the housing charity Shelter Cymru recognise that there are benefits of regional working, not only in terms of costs to the various organisations, but for the simplification of the housing allocation system for potential tenants.

The Common Housing Register would create a single point of access and the common policy would create a single set of rules and procedures to assess applicants and allocate housing.

Working in partnership with consistent approaches to the provision of social housing also promotes equality and fairness of allocation within housing provision services.

Within Caerphilly county borough, the local authority is the main social housing provider with the largest housing stock, however when combined with the several housing associations in the area, the social housing supply is substantial.

The customer experience when applying for social housing however can be confusing and frustrating, as they are currently likely to be on several housing providers' waiting lists, and each of those providers will have varying allocations schemes and policies.

The Council and the local housing associations within the county borough have therefore agreed to adopt the good practice supported by Welsh Government and develop a Common Housing Register and common allocations policy for customers in the county borough.

As part of that partnership working, a need for Equalities guidance was identified, especially following recent case law, but guidance that provided practical help to landlords and tenants that explained why having this information to hand can be hugely important and makes good business sense.

**Section 2** overleaf gives a summary of a 2012 legal case where a landlord failed in an attempt to gain a possession order, due to the learning disability issues of the tenant, and **Section 3** then gives some practical examples of how knowing your tenant can make a difference to the landlord/tenant relationship and avoid problems. **Section 4** covers issues of hate crime and **Section 5** offers landlords a huge range of training opportunities in Equalities, Welsh Language and Human Rights matters, which they may not have access to normally.

## Section 2 - Case Law Example

### **The Ralph and Irma Sperring Charity v Tanner 16th October 2012 Bristol County Court**

In 2002 the claimant charity granted Ms Tanner an assured shorthold tenancy. In 2009 the landlord began receiving complaints about the condition of the property and the garden. A number of inspections were carried out and the landlord wrote to the tenant explaining the works required of her.

The landlord was informed in December 2011 that the defendant had a learning disability. A clinical psychologist report later confirmed this and stated that the condition of the property and garden were attributable to this.

The landlord served a notice under s21 Housing Act 1988 and issued accelerated possession proceedings. The defence relied upon s15 and 35 Equality Act 2010. The landlord conceded that the defendant had a disability and it was this that had led to the condition of the property and garden.

The issue was whether the eviction was a proportionate means of achieving a legitimate aim. There was evidence of improvement over time and support being in place.

The court refused a possession order on the basis it was not proportionate to evict the defendant. The judge found that some complaints by the landlord were not legitimate (e.g. failure to put clothes away) and that there was no damage to the property itself.

He took into account the fact that he felt there was low risk of the tenancy terms and conditions not being met in the future. The property was in a reasonable state of repair and the past breaches of tenancy had been addressed.

The judge also concluded that the eviction would cause considerable distress to the defendant's 11 year old daughter.

***(from Shelter Cymru)***

## Section 3 - Know your Tenant - a Practical Guide

Equalities legislation covers a number of different groups of people and of course, different individuals need different things. A person whose first language isn't English or Welsh, or someone who is Deaf, would need an interpreter for face-to-face meetings, or translated correspondence, whereas a person with physical mobility issues could need structural changes to a property to be able to live there.

The list of what are called "protected characteristics", along with other related issues includes the following:

- Age
- Disability
- Ethnic Origin
- Gender Reassignment
- Gypsies and Travellers
- Marital Status
- Nationality
- Pregnancy or Maternity
- Religious Beliefs or non-belief
- Responsibility for any dependents
- Sex (gender)
- Sexual orientation
- Use of Welsh, BSL or any other language

The following quick examples are meant to be a guide to show how knowing some basic details of your tenant/client/customer could help smooth over situations at an early stage, before the need for escalating the problem.

### Example 1

- As part of a tenancy agreement, tenants could be required to maintain the front or rear garden or pathways. But if the tenants have a long term illness, or are an elderly couple, or have a physical or learning disability, they may not be able to maintain the property to your satisfaction.
- But if you know that this could be the case from when the tenancy agreement is signed, you can agree for a gardener to visit and do the work, and for the tenant to pay directly, or maybe for a small charge to be added to the rent.

### **Example 2**

- If one family member in a property of yours is Deaf, or hard of hearing, you will of course find that you don't get an answer by ringing a mobile, or knocking the door loudly.
- But if you know that this is the case from when the tenancy agreement is signed, you will know to email them, or send them a text or letter, and if you need a face-to-face meeting then suitable arrangements can be made.

### **Example 3**

- If any of your tenants are from different ethnic minority backgrounds and have different religious beliefs, certain days of the week and different festivals could mean they aren't available to meet with you.
- But if you know this from when the tenancy agreement is signed, you'll know that they can't be contacted on certain days or at certain times, which can avoid unnecessary delays in dealing with simple issues between you.

### **Example 4**

- Similar to the above, this is also true for people who have caring responsibilities for other people (children, older people or relatives with long term illness etc) and even people who can't be contacted during their work hours, or who work shifts.
- By knowing this information from when the tenancy agreement is signed, you'll know that they can't be contacted at certain times and why, and you can agree to correspond by email for example as both landlord and tenant can ask questions and provide replies at convenient times with very little delay.



## Section 4 - Community Cohesion and Hate Crime

Community Cohesion sounds a complicated issue but in simple terms all it means is the way that people across and within all communities in the county borough get on together. A key contributor to community cohesion is integration which is what must happen to enable new residents and existing residents to adjust to one another. This is hugely important in the case of tenants moving in to new locations and can have an effect on the tenant/landlord relationship as well as the landlord's long-term relationship with residents who are neighbours to the property being let.

A hate crime is defined as any incident which is perceived by the victim or any other person (such as a witness to an incident) to be motivated by a hostility or prejudice based on a person's actual or perceived disability, race, religion and belief, sexual orientation and transgender.

A hate incident is equally based on prejudice but is non-crime related. Hate crime can have a lasting effect on individuals and communities and is something Caerphilly County Borough Council will not tolerate. Targeting someone specifically because of a hatred towards their race, religion, sexual orientation or disability is something that is continually being monitored.

A hate crime or incident can be physical, verbal or written and covers the following:-

- Threatening a person
- Touching or assaulting a person
- Offensive language
- Isolation from social events or activities
- Offensive graffiti
- Hate mail and offensive symbols
- Harassment, bullying and victimisation

The Home Office defines Hate Crime as "*Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.*"

The most common forms of hate crime are racism, disability and homophobia.

### **Racism:**

When a person commits a crime against someone because of the colour of their skin, their ethnic background, their accent or use of a foreign language, that is racism - a hate crime.

### **Disability:**

When a person is victimised because of their disability or perceived disability, whether mental or physical – this is a hate crime. Other kinds of hate crime: Violence or harassment against people because of their religion, refugee or asylum seeker status is also a hate crime.

### **Homophobia:**

When someone is victimised because of their sexuality, because they are (or the attacker perceives them to be) gay, lesbian, bisexual or transsexual - that is a hate crime.

If you as a landlord or any of your tenants have experienced any of these issues, you can contact Victim Support **free** on **0300 30 31982** 24 hours a day, 7 days a week to report the incident anonymously or confidentially and to access support, or you can visit their website at **[www.reportheate.victimsupport.org.uk](http://www.reportheate.victimsupport.org.uk)** for more information.

Support includes Emotional Support, Advocacy, Practical Support, Personal and Home Security and Restorative Justice Facilitation.

In an emergency of course, you should ring the Police on **999** or for non-emergency issues you can ring **101**.

### **Human Trafficking:**

Human trafficking is the term for the trade in human beings and their treatment as someone else's possessions - in other words as a modern slave. This is commonly for the purpose of forced labour or commercial sexual exploitation or for providing a spouse in the context of forced marriage.

Human trafficking can occur within a country or transnationally. Human trafficking is a crime against the person because of the violation of the victim's rights because of movement through coercion and because of their commercial exploitation.

Human trafficking is on the increase in Wales and does not just happen in large cities. If you have any concerns about tenants who you suspect may be the victims of these practices, you should contact Gwent Police.

More information can be found at **[www.human-trafficking.co.uk](http://www.human-trafficking.co.uk)**.

## Section 5 - Training Opportunities

Caerphilly County Borough Council offers its staff a comprehensive range of Equalities training sessions, as the variety of issues to consider is so huge. As part of the development working on the Common Housing Register, the Council can offer places on our training to Housing Association staff and private landlords as well.

You can either access individual places on current training courses when they are advertised, or if there is enough demand for landlords and housing staff from any sector to know about a specific issue, we can arrange a specific training session exclusively for you.

There would be a small charge for the courses, normally this is £25 for a half day session (including teas/coffees and an attendance certificate) and £40 for a full day session (including teas/coffees, lunch and an attendance certificate).

The topics we can currently offer are as follows:

- Age Awareness
- Autism Awareness
- Basic Skills Awareness
- British Sign Language Taster courses
- British Sign Language Introduction and Foundation level classes
- Deaf Awareness
- Deafblind Awareness
- Debt and Mental Health
- Dementia Awareness
- Disability Awareness
- Disfigurement Awareness
- Dyslexia Awareness
- Easy-Read Awareness
- Equality Act 2010 - Employment Law
- Equality in Policy Development (Consultation, Engagement and Impact Assessments)
- Financial Capability - Helping your clients
- Forced Marriage and Honour Based Violence
- Gender Awareness
- General Equalities Awareness
  
- Gypsy, Roma and Traveller Awareness
- Hard of Hearing Awareness
- Hate Crime Awareness

- Human Trafficking
- Intergenerational Working
- Involving Older People
- Learning Disability Awareness
- Lesbian, Gay, Bisexual and Transgender (LGBT) Awareness
- Post-Traumatic Stress Disorder Awareness
- Prevent WRAP Awareness (Understanding and recognising vulnerable people/groups open to radicalisation)
- Race Equality Awareness
- Religious Awareness
- Sensory Loss Awareness
- Sophie Lancaster Foundation Hate Crime Awareness Training
- The True Cost of Credit
- Visual Impairment Awareness
- Welfare Reform Act – Implications on Clients
- Welsh Language History and Awareness Course
- Welsh Language - Taster Courses
- Welsh Language - 30 week courses (Mynediad 1 and 2, Sylfaen 1 and 2)
- Welsh Language - One-day and Weekend Schools
- Welsh Language - Magu Hyder (*Improving Welsh Language Skills and Confidence - for Welsh speaking classroom assistants and other Education staff who may be lacking in practice in a professional environment*)

Contact [equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk) for more information and to make enquiries about any courses you might like to attend, or arrange specifically for groups of landlords if enough are interested in a specific area or subject.

# Appendix A - Model Tenant Monitoring Form

Please tick all boxes that apply to you or choose the “unwilling to declare” option if that is your choice. If you have completed this form in the last 2 years, you do not need to do so again now, unless your circumstances have changed.

<b>ARE YOU ...</b>	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
	Transgender	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

<b>AGE</b>	18-25	<input type="checkbox"/>	26-39	<input type="checkbox"/>
	40-49	<input type="checkbox"/>	50-65	<input type="checkbox"/>
	66+	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

<b>SEXUAL ORIENTATION</b>	Heterosexual (Straight)	<input type="checkbox"/>	Gay	<input type="checkbox"/>
	Bisexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare	<input type="checkbox"/>		

<b>MARITAL STATUS</b>	Single	<input type="checkbox"/>	Married	<input type="checkbox"/>
	Separated	<input type="checkbox"/>	Divorced	<input type="checkbox"/>
	Civil Partnership	<input type="checkbox"/>	Widowed	<input type="checkbox"/>
	Living With Partner	<input type="checkbox"/>	Surviving Civil Partnership	<input type="checkbox"/>
	Dissolved Civil Partnership	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

<b>DISABILITY</b>	I am not Disabled	<input type="checkbox"/>	Mobility Impaired	<input type="checkbox"/>
	Hearing Impaired	<input type="checkbox"/>	Speech Impaired	<input type="checkbox"/>
	Learning Difficulties	<input type="checkbox"/>	Visually Impaired	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare	<input type="checkbox"/>		

<b>WELSH LANGUAGE SKILLS</b>		A Little	Moderately	Quite Well	Fluently	
	Speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Write	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	No Welsh Language Skills		<input type="checkbox"/>		Unwilling to Declare	<input type="checkbox"/>

<b>BRITISH SIGN LANGUAGE SKILLS</b>	Use	<input type="checkbox"/>	Understand	<input type="checkbox"/>
	No BSL Skills	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

<b>OTHER LANGUAGE SKILLS</b>	Please state, if willing to declare:
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## Appendix A - Model Tenant Monitoring Form

<b>NATIONAL IDENTITY</b>	British	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
	English	<input type="checkbox"/>	Scottish	<input type="checkbox"/>
	Northern Irish	<input type="checkbox"/>	Cornish	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare		<input type="checkbox"/>	

<b>ETHNIC ORIGIN:</b>				
<b>WHITE</b>	British	<input type="checkbox"/>	Irish	<input type="checkbox"/>
	Gypsy or Irish Traveller	<input type="checkbox"/>		
	Other White (Please state)			
<b>MIXED / MULTIPLE</b>	White & Black Caribbean	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
	White & Black African	<input type="checkbox"/>		
	Other Mixed (Please state)			
<b>ASIAN / ASIAN BRITISH</b>	Indian	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
<b>BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH</b>	Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>
	Other Black (Please state)			
<b>OTHER ETHNIC GROUP</b>	Arab	<input type="checkbox"/>		
	Any other Ethnic Background (Please state)			
<b>UNWILLING TO DECLARE</b>	Please tick		<input type="checkbox"/>	

<b>RELIGION OR BELIEF</b>	Christian (All Denominations)	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
	Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
	Hindu	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
	Humanist	<input type="checkbox"/>	No Religion	<input type="checkbox"/>
	Any other Religious Background (Please state)			
	Unwilling to Declare		<input type="checkbox"/>	

<b>PLEASE NOTE IN WHICH LANGUAGE OR FORMAT YOU WISH US TO CONTACT YOU</b>	Please state, noting which language and also if you prefer telephone, in writing by letter or email, texting, or in person.
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<b>ARE THERE ANY DAYS OR TIMES OF DAY THAT YOU CAN'T BE CONTACTED?</b>	Please write in.
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This information will be held, along with your tenancy agreement so that we can make sure that we are fully aware of your needs as tenants, and can work with you as individuals or families to make our relationship work more smoothly for us all. The information on this form will be kept strictly confidential, along with all the other personal and financial details you have provided in your tenancy agreement.

<b>Signed (Landlord)</b>	<b>Dated:</b>
<b>Signed (Tenant)</b>	<b>Dated:</b>

## Appendix B - List of Contact Organisations

### i) GENERAL

Caerphilly County Borough Council has an Equalities team within the Policy Unit in Corporate Services - contact [equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk) and also a dedicated Disability Access Officer based in Corporate Property - contact [dixons@caerphilly.gov.uk](mailto:dixons@caerphilly.gov.uk).

The Equalities team are responsible for providing support to all council service areas on matters such as:

- equality impact assessments
- equalities in service planning
- providing equalities training
- providing a Welsh translation service and advice on other language translation issues and BSL interpretation
- general advice and guidance on the implementation of the Council's Strategic Equality Plan and Welsh Language Scheme as required by legislation

Many related documents and plans such as the [Strategic Equality Plan](#), [Welsh Language Scheme](#), and others can be found on the Council's website at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).

#### **Equality Advisory Support Service**

The **Equality Advisory and Support Service (EASS)** was commissioned by Government in 2012 to replace the EHRC Helpline, which is now closed. Contact the EASS if you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide.

#### **EASS**

FREEPOST

Equality Advisory Support Service  
FPN4431

**Telephone:** 0808 800 0082

**Textphone:** 0808 800 0084

**Fax:** 02920 447712

**Website:** <http://www.equalityadvisoryservice.com/>

## ii) AGE

### **Older People**

The Development Officer for Older People within the Council is Mandy Sprague - [spragm@caerphilly.gov.uk](mailto:spragm@caerphilly.gov.uk) or telephone 01443 864277.

She also liaises with the 50+ Positive Action Partnership who have many contacts with that age group in the community: [http://www.caerphilly50plus.co.uk/default\\_site.asp](http://www.caerphilly50plus.co.uk/default_site.asp).

Age Cymru have a number of specific networks that cover Age and other protected characteristics, namely the Older Minority Ethnic Network and the Older LGBT network. To contact them, please get in touch with Age Cymru.

### **Age Cymru**

Tŷ John Pathy,  
13/14 Neptune Court,  
Vanguard Way,  
Cardiff,  
CF24 5PJ.

**Telephone:** 029 2043 1555 (Age Cymru Office)

**Website:** [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)

For information and advice contact **Telephone:** 08000 223 444  
Age UK Advice in Wales

### **Younger People**

The Caerphilly County Borough Youth Forum has a strong structure and presence and can be contacted via the Youth Participation Manager on 01443 863033. For consultation with 0–10's please contact the Children's Participation Officer on 01443 866721 or at [ewingc@caerphilly.gov.uk](mailto:ewingc@caerphilly.gov.uk). The general email address is [youth@caerphilly.gov.uk](mailto:youth@caerphilly.gov.uk).

Yr Urdd are the Welsh youth movement who provide many activities and events in Welsh for pupils from both the Welsh and English medium sectors.

The local contact details are -

### **Yr Urdd**

Swyddfa'r Urdd,  
Ysgol Gyfun Cwm Rhymni,  
Stryd Bryn Gwyn,  
Gelli-haf,  
Blackwood,  
NP12 3JQ.

Morgan Roberts - Caerphilly Youth Officer  
01443 829714  
[morgan@urdd.org](mailto:morgan@urdd.org)

Elin Huxtable - Development Officer Caerphilly  
01443 829714  
[elinhuxtable@urdd.org](mailto:elinhuxtable@urdd.org)



### iii) DISABILITY

#### **Caerphilly County Borough Access Group**

Caerphilly County Borough Access Group is a registered charity that works closely with the Council on a range of issues, such as carrying out audits of workplaces, scrutinising planning applications and investigating complaints about pavement obstructions throughout the county borough. For more information about the Group or any requests for advice, services or membership of the group, please contact:

**Caerphilly County Borough Access Group**  
c/o The Secretary,  
5 Pen-y-cae,  
Mornington Meadows,  
Caerphilly,  
CF83 3BS.

**Telephone:** 029 2086 5657

**e-mail:** [CCBAGsecretary@hotmail.com](mailto:CCBAGsecretary@hotmail.com)

#### **Disability Can Do**

The Disability Can Do Organisation was set up to work with physically disabled and sensory impaired adults and their carers within Caerphilly County Borough. They deliver information services by way of a volunteer manned disability and carers information line, a website inclusive of live web-chat updated by volunteers and a fully maintained information library is available at their office base.

**Disability Can Do**  
1 Bryn Lane,  
Pontllan-fraith,  
Blackwood  
NP12 2PG.

**Telephone:** 01495 233555

**e-mail:** [info@disabilitycando.org.uk](mailto:info@disabilitycando.org.uk)

**Website:** [www.disabilitycando.org.uk](http://www.disabilitycando.org.uk)

#### **Deaf Community Contacts**

The link officer for the British Deaf Association is Jeff Brattan-Wilson - contact [jeffbw@bda.org.uk](mailto:jeffbw@bda.org.uk) and the Council works with Sarah Lawrence who runs a website that could contain useful information and contacts - [www.deaf-friendly.co.uk](http://www.deaf-friendly.co.uk). They also have Deaf contacts in the community such as in the Deaf Clubs in Caerphilly and Bargoed and would be an ideal initial point of contact for advice and signposting.

Other contacts for Deaf and Hard of Hearing matters are -

**Action on Hearing Loss Cymru**  
Tudor House,  
16 Cathedral Road,  
Cardiff,  
CF11 9LJ.

**Textphone:** 029 2033 3036

**Telephone:** 029 2033 3034

**Fax:** 029 2033 3034

***(This is the former RNID)***

**e-mail:** [rnidcymru@hearingloss.org.uk](mailto:rnidcymru@hearingloss.org.uk)

**Website:** [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

**British Deaf Association (BDA)**

BDA Wales,  
British Sign Language Cultural Centre,  
47 Newport Road,  
Cardiff,  
CF24 0AD.

**Textphone:** 0845 1302853**Telephone:** 0845 1302851**Fax:** 0845 1302852**e-mail:** [bda@bda.org.uk](mailto:bda@bda.org.uk)**Website:** [www.bda.org.uk](http://www.bda.org.uk)**Gwent Hearing Impairment Service**

Brecon House,  
William Brown Close,  
Llantarnam Business Park,  
Cwmbran,  
NP44 3AB.

**Telephone:** 01633 645458**People with Visual Impairments**

The Gwent Visual Impairment Service works across the five LEAs that make up Greater Gwent and supports children and young people who have a significant visual or multi-sensory difficulty. The Service is hosted by Caerphilly C.B.C. They may be able to provide you with advice if you consult with young people who fall under their remit.

**Gwent Visual Impairment Service**

Brecon House,  
William Brown Close,  
Llantarnam Business Park,  
Cwmbran,  
NP44 3AB.

**Telephone:** 01495 841226

Nationally, further advice and support can be obtained from:

**Royal National Institute of Blind People  
(RNIB) Cymru**

Trident Court,  
East Moors Road,  
Cardiff,  
CF24 5TD.

**Telephone:** 029 2045 0440**Fax:** 029 2044 9550**e-mail:** [cymruevents@rnib.org.uk](mailto:cymruevents@rnib.org.uk)**Website:** [www.rnib.org.uk](http://www.rnib.org.uk)

### **People who are Deafblind**

Deafblind UK is a national charity offering specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives.

#### **Deafblind Cymru,**

Jones Court,  
Womanby Street  
Cardiff,  
CF10 1BR

**Telephone/Textphone: 01733 358 100**

**Fax: 01733 358 356**

**e-mail: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)**

**Website: <http://deafblind.org.uk/>**

### **Disfigurement**

Changing Faces is the leading UK charity that supports and represents people who have disfigurements to the face, hand or body from any cause. The psychological effects of disfigurement, whether acquired from birth, an accident, disease, or the aftermath of surgery, can last a lifetime if not dealt with early on. Changing Faces helps people to face the challenges of living with a disfigurement and equips them with the appropriate tools to build self-confidence and self-esteem.

#### **Changing Faces**

The Squire Centre,  
33-37 University Street,  
London,  
WC1E 6JN.

**Telephone: 0845 4500 240**

**Fax: 0845 4500 276**

**e-mail: [cymru@changingfaces.org.uk](mailto:cymru@changingfaces.org.uk)**

**Website: [www.changingfaces.org.uk/](http://www.changingfaces.org.uk/)**

Contact: Simon Boex

## iv) RACE

### **Black and Minority Ethnic People**

The Valleys Regional Equalities Council (VALREC) has a database of contacts of individuals and groups from different ethnic minorities in the county borough and regionally, which they use to distribute information. They may be able to offer advice to both landlords and tenants and help in cases where disputes have arisen. VALREC cover many other Equality issues as well as Race (as they became a Regional Equality Council after many years specialising in Race issues only) however in terms of Race issues, they remain a vital point of contact.

#### **VALREC**

Valleys Regional Equality Council,  
Venture House,  
Navigation Park,  
Abercynon,  
CF45 4SN.

**Telephone:** 01443 742704

**e-mail:** [info@valrec.org](mailto:info@valrec.org)

**Website:** [www.valrec.org](http://www.valrec.org)

Contact: Elaine Clayton

### **GEMS: Gwent Education Multi-Ethnic Service**

GEMS provides support to those pupils in nursery, primary and secondary education in Gwent for whom neither English nor Welsh is their first language, by working closely with the schools, parents and Governors in order to help pupils to improve their English language skills.

In addition to supporting pupils, GEMS provides:

- Advice, support, guidance on race equality for schools and governing bodies;
- Bilingual assessments to establish language support requirements;
- Home visits to ensure that good communications between minority ethnic parents and the school are established.
- Essential school information is passed to the parents in their home language and their concerns and questions are passed back to the school.
- Help with the provision of interpretation and translation in the main community languages of Gwent.

#### **GEMS**

c/o Newport City Council,  
Stow Hill,  
Newport,  
NP20 4UR.

**Telephone:** 01633 255473

**e-mail:** [gemss@newport.gov.uk](mailto:gemss@newport.gov.uk)

## v) RELIGION AND BELIEF

There are many Christian chapels and churches in the area, with both English and Welsh services being held, but few physical locations for any other religions as often, those who do follow other faiths may have to go to Cardiff or Newport to worship. One useful contact may be Ffion Williams at the Siloh Christian Centre in Ystrad Mynach as she may have many chapel and other contacts in the area. The Centre's number is 01443 813617 or e-mail: [ffionwilliams@btconnect.com](mailto:ffionwilliams@btconnect.com).

There is one faith school in the county borough - St Helen's RC Primary. The Council's Starting Schools Booklet has details of this school and all other education establishments in the county borough, available from the Directorate of Education at the council in hard copy or as a pdf by emailing [education@caerphilly.gov.uk](mailto:education@caerphilly.gov.uk).

There is a Buddhist temple located in Rhymney and they can be contacted via VALREC. VALREC are also able to provide feedback on religion and belief issues, as often these issues are closely linked with race and cultural matters.

## vi) SEXUAL ORIENTATION

There are no LGBT (Lesbian, Gay, Bisexual and Transgender) groups in the county borough that we are aware of, as many people would travel to Cardiff or Newport to socialise and possibly to seek advice. Stonewall Cymru and Bi CymruWales work on LGB issues (the organisations do not cover Transgender matters).

**Stonewall Cymru**  
Transport House,  
1 Cathedral Road,  
Cardiff,  
CF11 9SB.

**Telephone:** 029 2023 7744

**Fax:** 029 2023 7749

**e-mail:** [cymru@stonewallcymru.org.uk](mailto:cymru@stonewallcymru.org.uk)

**Website:** <http://www.stonewallcymru.org.uk>

**Bi CymruWales**  
Bi Cymru/Wales,  
c/o Diverse Cymru,  
3<sup>rd</sup> Floor, Alexandra House,  
307-315 Cowbridge Road East,  
Cardiff,  
CF5 1JD

**SMS:** 07982 308812

**e-mail:** [bicymru@yahoo.co.uk](mailto:bicymru@yahoo.co.uk)

## LGBT Groups in the Region

### Rainbow Group

17 Clarence Street  
Pontypool,  
NP4 6LG

Telephone: 01495 752333

Fax: 01495 750333

e-mail: [rainbowtorfaengroup@yahoo.co.uk](mailto:rainbowtorfaengroup@yahoo.co.uk)

### Umbrella Gwent

e-mail: [umbrellagwent@gmail.com](mailto:umbrellagwent@gmail.com)

Facebook: [facebook.com/umbrellagwent](https://facebook.com/umbrellagwent)

## vii) WELSH LANGUAGE

### Welsh speakers

There are 11 Welsh medium primary schools in the county borough and one comprehensive school split over two sites. The Council's Starting Schools Booklet has details of these schools and all other education establishments in the county borough, available from the Directorate of Education at the council in hard copy or as a pdf by emailing [education@caerphilly.gov.uk](mailto:education@caerphilly.gov.uk).

In addition, **Menter Iaith Caerffili** is a voluntary language initiative organisation that runs a number of Welsh-medium childcare settings outside school hours, and events for children and adults throughout the year.

They have a database of contacts to distribute information quarterly through an email system called **e-chlysur** that they use to send out an electronic flyer Welsh speakers and learners.

The Menter Iaith also have distribution contacts for all the other Welsh language groups in the area such as the **Canolfan Iaith i Oedolion** (the adult education centre for Welsh learners), **Merched y Wawr** (the Welsh language equivalent of the Women's Institute), **Mudiad Meithrin** (the Welsh nursery group association) and the **Urdd**.

They also arrange a **Welsh Language Forum** of Welsh medium organisations in the county borough that meets quarterly.

### Menter Iaith Caerffili

St Margaret's Park  
Aberbargoed,  
CF81 9FW.

Telephone: 01443 820913

e-mail: [menter@caerffili.org](mailto:menter@caerffili.org)

Website: [www.mentercaerffili.org](http://www.mentercaerffili.org)