

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity					
<b>Objective 1 : Reduce Health inequalities</b>																
1.1.1	Develop physical activity and healthy eating programmes through increased attendance at the GP Referral Health Precinct and at our Leisure Centres. We will collect and analyse equality monitoring data and target those protected groups where greater inequality exists	Community Development Service: Active & Creative Lifestyles BCUHB	One Conwy 4.2.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		Implementing "Lifestyle Management Programme" as part of the National Exercise Referral Scheme (NERS) in partnership with Betsi Cadwaladr University Health Board (BCUHB). Working with Public Health Wales (PHW) and others to apply for a 5 year Big Lottery grant to address these issues. Families First Funding for "Way of Life" team discontinued, alternatives being sought. It is now also possible to refer staff who are off sick or struggling to cope with work, to the Exercise Referral Scheme.	
1.1.2	Encourage healthy eating, ie, through Healthy Schools Initiative in all schools and Pupil Referral Units and extend this into our pre-school provision	Education Public Health Wales	One Conwy 4.2.3	✓	✓	✓	✓	✓	✓	✓	✓	2014		The Appetite for Life funding was withdrawn in August 2013, which has resulted in individual schools being offered the option to fund the Appetite for Life Programme themselves. Conwy and Llanrwst School Food Festivals provided show case opportunities to demonstrate the progress made with 49 Primary schools and 7 secondary schools presenting and taking part. In January 2014 training was delivered for teachers, teaching assistance and cooks equip participants with confidence and skills to deliver Appetite for Life Programme in their own schools. Appetite for Life continues in the schools who have bought in. 6 days of food festivals for primary and infant schools were held with 44 schools taking part. Also 2 days of Fair Trade Conferences where 28 schools participated in Healthy Fair Trade cooking workshops.		
1.1.3	Positively encourage "active ageing" by supporting older people to maintain a healthy lifestyle	Older People's Strategy Development Officer	One Conwy 4.3.3	✓	✓	✓	✓	✓	✓	✓	✓	2014		The PALS (Positive Active Living Scheme) scheme is still ongoing but has now moved to all day Tuesday and there is a willingness to roll out something similar across other centres. The approach to older people and healthy living will be looked at by Priority Outcome Group 2 and by the falls prevention task and finish group. Conwy's Community First is 1 of 2 sites in North Wales piloting the over 50 online health check and have had a very positive response.		
1.1.4	Develop a workplace Well-Being Policy to enable our workforce to combine a healthy work-life balance and access initiatives to improve health and wellbeing in the workplace by providing preventative solutions, eg, stress management, promotion of Expert Patient Programme	Corporate Human Resources	One Conwy 4.4.2	✓	✓	✓	✓	✓	✓	✓	✓	December 2013		The Health and Wellbeing Framework has been completed and is available for staff on the intranet. It is intended that when staff are off sick, when they are referred to Occupational Health, this framework will be drawn to their attention.		
1.1.5	Facilitate the involvement of religious leaders in targeted healthy lifestyle promotion campaigns	Community Development Service: Active & Creative Lifestyles / Equality Team		✓	✓	✓	✓	✓	✓	✓	✓	December 2012		Facilitating the involvement of religious leaders in targeted healthy lifestyle promotion campaigns has not yet been specifically progressed due to limited resources, although healthy lifestyles campaigns have been undertaken across Conwy through the Active and Creative Lifestyles team and also through Partnership programmes, targeting obesity and exercise. Conwy Council also contributes to Conwy Food Bank with every Council office having a donation box. Conwy Food Bank is part of the Arc Communities which was established by faith based communities in Colwyn Bay. This action is being explored further within the North Wales Equality Network group to consider if this can be done in partnership with others within the group.		

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity				
1.1.6 Work with our Partners across North Wales to develop a range of ways to support the physical and mental health of young and adult carers	Social Services Community Development Services	One Conwy 4.8.1	✓	✓	✓	✓	✓	✓	✓				2014		<p>We have raised awareness of the carer's role across Conwy with staff working within partner organisations and with individuals so that people, particularly hidden and young carers, recognise and identify themselves as such and are able to access support. We have a number of information stands within Conwy and have recently developed a young carers service with our partner organisations Action for Children and Carers Outreach. Carers are referred for advocacy services as appropriate – the recent monitoring report from the Generic Advocacy Service in Conwy confirms that carers are being offered and receiving this service. Carers assessments are carried out by the Carers Officers, Social Workers and Occupational Therapy service. Referrals are received from a number of sources including self referrals. Young Adult Carers Project jointly worked with Powys Young Carers (Previously Action for Children) which provides support, Carers Needs Assessment and life skills for Carers aged 16-25. Project 25+ is jointly worked with Carers Outreach and provides support, information, advice and life skills for Carers aged 25-40. In conjunction with BCUHB, we ran a 6 week programme "Coping and Caring with Loss in Dementia" looking at the losses associated with caring for someone with Dementia and providing coping strategies and support from other carers. Back Care &amp; Moving and Handling Courses for carers have been held throughout the year. Information Stands are located in various locations in Conwy and we have jointly worked with members of the Conwy Carers Network to provide information and advice and is also a mechanism for identification of unknown/hidden Carers.</p>
															<p>We held a "Do you Care" event for Conwy staff in conjunction with Carers Outreach. We have implemented the Carers Measure and supported BCUHB to provide training on Carer Awareness for Health Staff, working on a regional approach to provide level 2 training for Health Staff and Local Authority staff. BCUHB Carers Information leaflet is now completed and in circulation. A Carers Officer post in Ysbyty Gwynedd jointly works with Carers Outreach and BCUHB. We are participating in a regional project promoting the Carers Emergency Card within health setting to raise awareness of the scheme.</p>
1.1.7 Support people to stop smoking, ie, the Stop Smoking service, whole school approach, campaigns	Health & Social Care Wellbeing Partnership - Sian Lewis	One Conwy 4.2.1	✓	✓	✓	✓	✓	✓	✓			✓	2014		<p>Flying Start, Families First and Communities First receive tobacco control and alcohol resource boxes to support their delivery of brief intervention training with service users/community members, funded by the Well being Activity grant. There is a programme of test purchasing led by Trading Standards of traditional and online retailers for age-restricted products including tobacco. We undertake inspections based on local intelligence on illicit tobacco selling. Brief intervention training is offered to departments and programmes in the county e.g. Communities First, Flying Start, Rural Families First. Funding was used to purchase resources for local dissemination to support No Smoking Day campaign, March 2014. Public Health Wales led the implementation of the 'Stoptober' campaign across North Wales. Information was disseminated widely within Conwy. Children &amp; Young People's Partnership led the organisation of a competition within schools to design the logo for signage to ban smoking in playgrounds. Training was provided for secondary school teachers (February 2014) across Conwy &amp; Denbighshire on aspects of smoking prevention and cessation including the social media programme led by ASH Cymru entitled 'The Filter'.</p>
															<p>We have adopted a primary school Substance Misuse policy (including tobacco). As part of the Social Marketing work sponsored by the North Wales Tobacco Control Alliance, all schools in Conwy were invited to participate in a year 7 prevalence survey. Youth Services provide extensive tobacco themed informal education sessions for young people aged 11-25 years. We have also supported No Smoking day under the harm reduction banner from basic introductions to more detailed progressive sessions. Youth Services work closely with Ash Wales's Filter website to deliver sessions to young people in a social media forum.</p>

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity					
1.1.8	Implement Conwy "Active for Life" 2011-2014 which includes play, equality in sports participation, sports clubs, coaching, volunteering, performance sport, 5x60, Dragon Sport and physical Education and School Sport (including (reducing barriers for disabled children, younger and older people; ensuring accessible environments; prioritising girls participation in sports)	Community Development Service - Active & Creative Lifestyles, Environment, Roads & Facilities	Conwy Active for Life Strategy 2011-14 One Conwy 4.2.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014	Green	<p>Actions are being delivered in line with the action plan with further actions being undertaken for delivery in 2014/15. Improvements were made to 7 play areas throughout Conwy in 2013-14. This included new and improved play equipment, outdoor gym equipment and a new skate park. Work on pathways, fencing, walls and drainage was also carried out to improve accessibility in several locations.</p> <p>Consultation was carried out as part of each project with the local community, Friends Group and Councillors. Funding was secured through successful grant applications from WREN, many of the projects also involved partnership working and additional funding from local partners including Cartrefi Conwy and North Wales Police.</p> <p>A variety of road safety education is offered to pupils in Conwy including kerb craft and cycle training. All road safety education is aimed at encouraging children to be more active whilst remaining safe on the roads and pavements. Successful completion rates and levels of take up remain high.</p>
1.3.1	Work in partnership to deliver on the standards set out in the Conwy Action Plan for Older People's National Service Framework (NSF) and the recommendations coming from the report of the Older People's Commissioner, ensuring that consideration is given to service users sexual orientation and gender identity in the provision of care	Social Services	One Conwy 4.3.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014	Green	<p>We participate in the Regional Dignity in Care Forum and have undertaken a Dignity in Care survey and produced an action plan to address the findings. We have delivered training sessions across the Social Care sector in relation to Older People and Alcohol Use. We have developed Positive Active Living Saturdays for the over 50's offering a wide range of activities aimed at improving health and fitness. Conwy is leading a project called Age Friendly Communities (AFC) with four partners in Wales and Ireland. The project aims to look at how we can develop and share ways of improving communication and relations between people of different ages - which is also known as "intergenerational" work. A list of projects being undertaken can be found on the Conwy public site under Age Friendly Communities. These actions have been completed and the National Service Framework (NSF) has been replaced by the Framework for Action 2013-2017.</p>
1.3.2	We will develop and implement a Service User Engagement Strategy which will include a Quality Assurance Framework to measure satisfaction and engagement with all adult service users (ensuring we collect feedback by protected characteristic)	Adult Social Services	Adult Services Commissioning Service Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2012	Green	<p>A regional Service User Engagement Policy has been developed in line with the Social Services &amp; Well-Being (Wales) Act 2014. There is also a new requirement under the National Outcomes Framework, which includes annual qualitative questionnaires, which are to be completed by Service Users.</p>
1.3.3	Ensure that people who are entitled to benefits claim them, especially older people, people with disabilities, people with mental health issues, carers and families. We will work to ensure financial inclusion and to have systems in place for working with organisations providing specialised financial help and advice (including promoting access to Direct Payments)	Welfare Rights and Benefits Team	One Conwy 5.6.1, 5.6.6, 4.4.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	Green	<p>We continuously strive to ensure that people entitled to benefits claim them, especially older people, people with disabilities and mental health issues, carers and families. We meet regularly with Citizens Advice Bureau (CAB), Wales Co-Op, CVSC, Shelter Cymru, DWP, RNIB and local Housing Associations, and other Conwy Council departments, to ensure we are targeting the right areas and improving our service to residents. We have set up a Welfare Reform Project and we are working closely with Cartrefi Conwy and CAB to run roadshows and advice days for residents. Our web pages have been updated with information on the reforms, as well as useful contact addresses and advice leaflets. We also regularly write to customers who we feel may be affected. We have appointed a Welfare Benefits Advisor, who has been targeting those directly affected and has met in person now with most of those affected by the Benefit Cap. Our website enables customers and landlords to view details of their Housing &amp; Council Tax Benefit entitlement online 24/7 (via secure PIN access) and they can also use our benefit calculator and apply online for Housing &amp; Council Tax Benefit.</p>
1.3.4	We will be responsive to the cultural and religious needs of our ageing BME population when making provisions for care and take into account the needs of couples who wish to be together regardless of their sexuality	Social Services	Adult Services Commissioning Strategy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	Green	<p>Incorporated within the SSD Transformation Programme which has as an output, to develop a SSD Commissioning strategy .</p>

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/ Maternity				
1.3.5	Intergenerational Project (Communities First) involving older people providing first hand experience to students on Health & Social Care Courses	Community Development Service - Coastal Community Development, Children & Young People Partnership, Age Friendly Communities	One Conwy 8.4.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		Conwy Intergenerational Network is led through the knowledge hub. Intergenerational workshops we're held at Foodfest in Conwy, an integration event was held with Clwyd Alyn which brought younger and older residents together including Isallt. Residents in Llandudno had an opportunity to attend cooking groups at Ysgol John Brights, linking in with Communities First. Sport Boccia has commenced, a fully inclusive age mobility emotional and social ability event (80 year olds with 8 year olds) An information event about 'Men in Sheds' initiative was held in March 2013, and a working group established to develop a 'Men in Sheds' in Conwy and further promote the initiative across Conwy. Conwy Council led an Age-Friendly Communities Project which ran from April 2011 to June 2014. The 3 year project consisted of five partners from Wales and Ireland. The Age Friendly Communities (AFC) Project aimed to develop and share ways of improving communication and relations between people of different ages and creating communities which are friendly to all ages. The project was evaluated externally and a full report is available on the website www.agefriendly.info.
																Conwy delivered numerous pilot projects some of which have continued beyond the life of the project, such as the Eirias Park Heritage Trail – developed with the help of the Colwyn Bay Heritage Group and the local community, to promote the heritage of Colwyn Bay and make it accessible to people of all generation. Play Memories – a DVD showcasing memories of the local community, was launched as part of the CVSC's play strategy (continuing to promote play and intergenerational collaboration) by the CVSC Play Officer. Intergenerational Fora will continue to be held every year between Coleg Llandrillo Health and Social Care students and members of the county Age Concern/50+ forums; Breakfast Buddies was run by CAST Cymru.
1.3.6	Undertake a pilot project to monitor the quality of care and contract compliance in Residential Homes for Older People	Adult Social Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2012		A pilot project re monitoring of quality and contract compliance was carried out over 6 months. Homes were visited where concerns had been raised over the previous year and a template completed re standards within the home. The pilot raised many issues within the homes. The monitoring officer was able to work with the homes to improve and raise standards. The officer was also able to monitor home where action plans had been drawn up following Protection of Vulnerable Adults procedures and ensure action plans were being carried out. The project was deemed a success and a decision made that this should be continued as a permanent piece of work. A second monitoring officer was appointed in September 2012 to support the large amount of work needed in monitoring the homes within Conwy and to respond to the increasing numbers of escalating concerns within the homes.
1.5.1	We will review day care opportunities and work with communities to investigate opportunities to support people in their local area, promoting social inclusion and reducing stigma (including work around sexual orientation and gender identity and mental health)	Adult Social Services	One Conwy 4.6.11	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		The review of day care opportunities has been completed. We have met with a community project in Llanrwst to explore how we can work together to enable people to be supported within communities. The Moving On Solutions (MOS) Group also works with communities to enable people with a Learning Disability to access social and leisure opportunities.
1.5.2	We will review the policy around relationships and sexuality to improve staff awareness and meet specific needs for service users in adult care (involving specific needs of LGBT and BME people)	Adult Services	Adult Services and Provider Unit Service Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2012		The Social Services and Wellbeing Act has seen a need to review all the department's policies and procedures. The act places a duty on services to consider each person's needs and ensure that we meet need in partnership, calling on the person's assets and strengths to reach a resolution. Given the need for a coproduction approach, these matters will automatically be considered at the time of assessing need. Further consideration will be given as part of the policy review.
1.5.3	We will support individuals and families who are struggling with a family member who is LGB or transgender and comes 'out' to ensure they are supported to avoid disadvantage	Children Social Services Housing Benefits		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		We have recently had specialised training delivered by Manchester City Council around LGB and practice issues that need to be highlighted as part of the assessment process.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity					
1.5.4	Identify and implement actions to address the lack of provision in Conwy to support young people who are LGBT-Q (Lesbian, Gay, Bisexual, Transgender or Questioning their sexuality). In the meantime, we will continue to signpost them to VIVA so that they can explore matters with expert advisors and we will refer young transgender people to the LGBT Excellence Centre for Wales that has a forum for young transgender people across Wales	Children & Young People Partnership	Core aim 5 - CYPP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2013		A network has been set up in Conwy to oversee the development of services, and a project is currently being piloted by Viva to provide a support group for LGBTQ young people through a youth club drop in session and awareness raising in schools. The LGBT Excellence Centre for Wales is no longer in existence. LGBTQ Task group set up to progress the work following the completion of the service profile and consultation. A project is currently being developed with VIVA to provide drop in sessions in schools to raise awareness of the problems experienced by lesbian, gay, bisexual and trans-sexual and questioning young people in Conwy. Delivering awareness raising workshops and professional development for practitioners delivering support to young people.
1.6.1	We will assess the needs of Carers who request an assessment and provide general advocacy for adults and carers	Social Services WIRED	Adult Services Commissioning Service Plan One Conwy 8.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		Carers needs assessments are being carried out by Carers Officers, Social Workers and Occupational Therapy service. Referrals are received from a number of sources including self referrals. We have been instrumental in raising awareness of the carer's role across Conwy with staff working within partner organisations and with individuals so that people, particularly hidden and young carers, recognise and identify themselves as such and are able to access support. We have a number of information stands within Conwy and have recently developed a young carers service with our partner organisations Action for Children and Carers Outreach. Carers are referred for advocacy services as appropriate. The recent monitoring report from the Generic Advocacy Service in Conwy supports and evidences the work that is being done in Conwy.
1.6.2	We will provide a range of services for people suffering with dementia and their carers (specialist in-house care teams, specialist centre at Llys Elian and incorporating the provision of day care)	Social Services	Adult Services Commissioning Service Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		We provide a range of specialist services for people suffering with dementia and their carers within Conwy and Community based Dementia Teams deliver services throughout the county of Conwy. We ensure our staff have the skills and knowledge necessary to support people with dementia and their carers. Three levels of training are provided for both internal and external staff. As at July 2012: At Level 1 (Awareness) 107 staff had received training. At level 2 (Skills for working with people with dementia) 144 staff had received training and at Level 3 (Managing Dementia Services) 16 managers had received training.
1.6.3	Continue to ensure our staff have the skills and knowledge they need to support people with dementia and their carers, to enable them to remain in their own home environment for longer	Social Services	One Conwy 4.3.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		We ensure our staff have the skills and knowledge necessary to support people with dementia and their carers. Three levels of training are provided for both internal and external staff. The Social Care Workforce Development Partnership continues to allocate funds for Dementia Training - we provide courses for the social care sector across Conwy.
1.6.4	We will work with young people (and their families) with physical and learning disabilities and mental health needs, to identify who will require support as adults to ease the transition from childhood to adulthood	Social Services	One Conwy 4.4.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015		As part of the Transformation Programme within Social Services, an integrated Disability Service has been established which includes the Children with Disabilities Team, the Adults Learning Disability Service, Community Support Disabilities Services and Occupational Therapy. The Service Manager for this team is able to have a greater oversight of the needs of Children with Disabilities in Conwy and therefore able to commission the most appropriate service for the needs of the child and the young person into adulthood. This service has been established for 0-25 year olds and ensures that there is a seamless transition from childhood to adulthood.
1.6.5	Review the way we deliver services to people with learning disabilities to make sure we are responsive to individual needs, taking account of wider social and community integration and sustainability	Social Services	One Conwy 4.4.9	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015		A Disability Service has been established for 0-25 year olds to ensure that there is a seamless transition from childhood to adulthood. Work is currently being undertaken at a regional level, on a 'Population Needs Assessment', which includes BCUHB. This will take into account the wider social and community integration and promote the preventative and early intervention agenda.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic											Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
			Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
1.6.6	Work to deliver the "Talk to Me" Action Plan to reduce suicide and self harm in North Wales in partnership with our Partners	Adult Services	One Conwy 4.5.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015		<p>The "Talk to Me" Action Plan has been delivered and activities undertaken include-</p> <ul style="list-style-type: none"> <li>• "Call the Samaritans" signs being placed in locations regarded as high risk areas in Conwy.</li> <li>• Information with regards to the 5 Ways to Wellbeing has been made available to staff via the intranet.</li> <li>• Preventative measures have also been developed in response to analysis of suicide data in Conwy.</li> <li>• Staff have been provided with training to raise awareness and develop their knowledge on Mental Health, including Mental Health First Aid.</li> <li>• A Mental Health and Wellbeing policy has also been developed and implemented to promote and encourage good mental wellbeing amongst the employees of Conwy County borough Council by enhancing staff awareness and understanding of mental health and wellbeing issues.</li> </ul>
1.6.7	Promote training to increase skills, knowledge and understanding around mental health and learning disabilities, eg, Mental Health First Aid, ASIST (Applied Suicide Intervention Skills Training) and Safetalk	Corporate Training Manager / Social Services Training MIND	One Conwy 4.5.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		<p>The 2014-15 training plan contains a wide variety of topics that will enhance staffs knowledge and skills , these include; Mental Health Awareness, Early onset Dementia, Borderline Personality Disorder, Mental Health Awareness in Adults, Serious Mental Health Illness (not Dementia) Mental Health First aid, suicide Awareness, Deprivation of Liberty/Mental Capacity Act( especially in light of West Cheshire Judgement). There is also a full programme of training for AMHPs to ensure that they are able to retain their registration as AMHPs.</p>
1.6.8	Retain a provision for (bereavement) counselling for pupils in secondary schools via CRUZ and ensure all primary schools are aware of support organisations and pupils can be diverted as appropriate	Children & Family Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		<p>This service remains in place for young people to access CRUZ when appropriate. Education services are aware when to make referrals to this service.</p>
1.6.9	Support children and young people to have a state of emotional and social wellbeing which allows them to cope with the normal stresses of life and achieve their potential, ie, provision of training for child emotional health, raising awareness and specific support for children (and their parents) who have Autistic Spectrum Disorder	Children and Young People Partnership	One Conwy 4.5.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		<p>The Emotional Health Steering Group (EMHSG) are focusing on a delivery plan for training in the management of deliberate self harm, depression, attention deficit hyperactivity disorder, eating disorders, referral pathways, PATHS (Promoting Alternative Thinking Strategies) and autism spectrum disorder. The Youth Council – Emotional and Mental Health Project undertook an emotional health research project on what is available for young people and the CAMHS website was established <a href="http://www.mental-health-matters.org.uk">www.mental-health-matters.org.uk</a>. Autistic Spectrum Disorder seminars were delivered. The Team around the Family model was operational from March 2013 and assistance has been given with benefits, housing and deposits, where we have signposted to credit union, HOST, Welfare Rights, CAB. Education Psychology Service and Healthy Schools Co-ordinator organised a primary and secondary conference to raise awareness of cyber bullying and to launch the new anti-bullying policy for schools. A review of pastoral support services in secondary schools was completed, a final report produced and recommendations have been made.</p>
																<p>We have shared the Self Harm Review Report and discussed ways in which the profile of the self harm pathway could be raised within the secondary sector. The pathway was promoted at the Secondary Heads Forum by the Early Intervention and Prevention Service. Following the release of the 'Looked After Children' DVD, the Emotional Health Steering Group approached Bangor University to discuss the possibility of including this piece of work as part of the 'Post Graduate Certificate in Education (PGCE)' training course to raise the awareness to newly qualified teachers of what it means to be a looked after child. This has now been embedded within the curriculum. Vi-ability Education Programme (Families First Project) undertook a 'Winning Mentality' project to help young people and parents with mental health problems and raise awareness through sport (particularly football). Over 1300 children and young people took part in the 59 winning mentality workshop sessions held in primary schools, with parents also benefitting through booklets and knowledge sharing. 124 young people took part in 7 Mental Health Awareness sessions in Emrys Ap Iwan and John Brights.</p>

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity				
<b>Objective 2 : Reduce unequal outcomes in Education to maximise individual potential</b>																
2.1.1	Support children and young people to lead a healthy lifestyle, ie, health screening, sexual health education, appetite for life (including offering the opportunity to have safe and age appropriate discussions about their sexual orientation and gender identity and signposting to specific support and information centres)	Children & Young People Partnership	One Conwy 4.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		<p><b>Sexual Health</b> - All school nurses receive annual sexual health update training and spend 6 hours each year in the Sexual Health Clinic to gain practical experience. They are also trained to deliver the emergency hormonal contraceptive pill in school nurse drop in sessions and continue to attend secondary schools to discuss contraceptives with year 9 pupils. HPV immunisations offered to all girls in year 8 and above. We liaise with the Locality Matron, to discuss administering emergency contraception if requested by young women. To support pregnant school age pupils and young mothers, a successful pilot has been run in Ysgol John Bright with plans to discuss future developments.</p> <p>Implementation of the Appetite for Life programme in primary and secondary schools is monitored by self assessment questionnaires and Healthy Eating in Schools PLC consultation. Training is provided to support schools in establishing and maintaining School Nutrition Action Group activity which is embedded in each schools' Healthy Schools programme. The Conwy Schools Food Festival event held in October 2012 and January 2013 secures partnership working between the secondary school SNAG/BoBs members from different schools across Conwy, encouraging interaction between secondary and primary participants. The 2012/13 event provided 110 secondary SNAG/BoBs an opportunity to deliver nutrition and cooking skills workshops to 604 primary school pupils (incorporating literacy, numeracy and science into the workshops), who then cascade the knowledge to their primary peers. The feedback has been very positive with pupils stating that the experience has impacted on their food knowledge skills and cooking skills. Measures underway to develop strategies to ensure consistency and sustainability of the Conwy Appetite for Life programme.</p>
2.1.2	Provide support to pregnant school aged pupils and childcare for young mothers	Education	One Conwy 1.2.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	2015		<p>The creche facility in Colwyn Bay closed in 2013. The facility to provide support to pregnant school aged pupils and childcare for young months is now dealt with by the Team Around the Family.</p>	
2.1.3	Identify and develop strategies to facilitate improved access to formal and informal education, resulting in more 'Looked After' children leaving statutory education and entering further education, training or employment	Education Coleg Llandrillo Careers Wales	One Conwy 1.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		<p>To facilitate improved access to formal and informal education to ensure more of our "looked after" children enter further education, training and employment, we have adopted a Protocol (reviewed annually) which involves regular meetings take place with Coleg Llandrillo, Social Services and the Student Welfare Officer in order to monitor individual student development. The Personal Education Plan process now incorporates the 'moving forward planning' document from Careers Wales which helps looked after children to plan for the future with access further education. During Academic Year 2012/13 there were very positive external examination outcomes at the end of KS4 where 26 LAC young people went on to further education, training or work as a result of support funded from the SEG grant and initiatives, such as prioritising IT equipment following support from Virtual School for LAC / the Corporate Parenting Team. However, there is a risk that a reduction in SEG funding may impact on future outcomes. A meeting has taken place to update the protocol between Social Services, Coleg Llandrillo Group and Education to extend the existing LAC Traffic Light profile to include Post 16 to ensure tracking and development of pupils progress and identify/act upon potential issues. It has been agreed that the electronic Student Profile for each student will act as the young person's Personal Educational Plan. Monthly monitoring meetings which take place promote effective communication and leads to close monitoring of students developments. This is to be extended to Bangor University and other HE establishments.</p>	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
2.1.4	Using the Oxford Brookes Catch-up intervention programme, work to meet the requirements of the National Literacy Plan by ensuring all children at the end of Key Stage 2 have a reading age of at least 9.6. Results data will be shown by each protected characteristic and consideration of this target will be given to children with learning disabilities	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	Annual training using the Oxford Brookes Catch-up Literacy for Teaching Assistants who have not previously received training was delivered in September 2012 and further courses are scheduled in January 2013. Schools that are committed to this intervention and consistently deliver it as prescribed show significant reading age gains in target pupils (progress of 15 to 24 months in a 12 months intervention). Year on Year there has been a significant decrease in the number of learners under attaining in reading (6 to 18 month behind their chronological age). The new WG commissioned reading test becomes statutory in May 2013 means it will be difficult to compare this data in the future.
2.1.5	Ensure that all Key Stage 2 Teachers attend a formal literacy course to further equip them with strategies to support children to achieve their basic skills	Education Children & Young People Partnership		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	A programme to ensure all Key Stage 2 Teachers attend a literacy course to support pupils continues. Year 3 Teachers completed training in 2010/11 and Year 4 Teachers in 2011/12. An action plan has been produced for all PRUs (Pupil Referral Units). Actions will be monitored by the PRU management group. An operational plan will be produced to progress with this action (2.1.6). Training on Literacy course completed for all Year 3 & Year 4 Teachers.	
2.1.6	Target resources to train Support Teachers and Teaching Assistants in each Conwy LA educational setting, to identify and support individuals with specific literacy and learning disability needs, which will be particularly relevant to BME and Disabled pupils	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	Action plan is fully operational and will be monitored by PRU staff and management committee.	
2.1.7	Work with people with disabilities, who are parents of 'children in need', to ensure that parents' needs are also recognised and addressed, including parenting and life-skills development and advocacy support	Children & Families	One Conwy 4.6.10 and 8.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015	As part of the Transformation Programme within Social Services, an integrated Disability Services has been established which includes the Children with Disabilities Team, the Adults Learning Disability Service, Community Support Disabilities Services and Occupational Therapy. This service has been established for 0-25 year olds to ensure a seamless transition from childhood to adulthood. This also encompasses work with Parents with Disabilities (Disability 25 plus) and working with children on a Care and Support Plan.	
2.1.8	We will develop interventions under the Families First Programme, relevant areas include 0-3 age group and pre-school aged children to reduce inequalities in upbringing on attainment levels in school	Children and Young People's Partnership	One Conwy 1.1.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2015	<p>CAST Cymru were commissioned to provide support to vulnerable families with emotional health issues - particularly where a child's school life may be impacted upon. The project delivered 'Fast Forward' training, which is designed to support vulnerable families with the move to secondary school, to staff in 7 schools. In total 22 parents and 24 children/young people were supported and benefits included increased confidence in terms of supporting children, improvements in family relationships and improved links between schools and parents.</p> <p>NICOS (Parent Nurturing Programme) is a programme commissioned to support children with social, emotional and behavioural difficulties and to keep them in mainstream school by training outreach staff to support individual parents through the nurturing programme. Overall 21 parents received 96 individual sessions between them throughout 2014-15. These parents reported improved family life, improved behaviour management and improved relationships between homes and schools.</p> <p>Action for Children were commissioned to provide parenting support for parents with children aged 0-5 – in particular parents who were not eligible for programmes provided by Flying Start. Throughout the year 126 parents received support – 38 of which were through the Phoneline service that Action for Children operate. There were 9 nurturing programmes delivered and 130 children reportedly benefitted from their parents attending the parenting programmes.</p>	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
			Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity			
2.1.9	Identify children and young people who are not in, or are at risk of not being in, education, employment or training (NEET), so that appropriate support/provision can be offered	Education Careers Wales New Work Connections 14-19 Network North Wales Training	One Conwy 1.2.2	✓	✓	✓	✓	✓	✓	✓	✓	2015		14-19. * The Youth engagement & Progression Framework Implementation Plan has been updated to reflect progress made since October 2013. * Improved partnership working and the introduction of an information sharing protocol has reduced the NEET figure for conwy from 3.6% in 2013 to 1.8% in 2014. * a regional Early identification tool has been developed and used in all high schools across North Wales to identify and support learners most at risk of NEET. * The Conwy Youth Engagement Panel is tracking young people aged 16-19 who are in Tiers 1 and 2 and where possible , providing support and provision/pathways to EET. * An ESF project (TRAC) is being developed for 11-24 year olds across North Wales region. The project focuses on 1) school based learners aged 11-19 who are most at risk of NEET 2) young people aged 16-24 who are most at risk of NEET 3) young people aged 16-24 who are NEET. the project will provide support and intervention particularly for those young people with multiple / complex barriers. * other national ESF projects are also being developed which will provide further support / provision for 16+ who are NEET and have identified barriers. These will need to compliment the TRAC project to avoid duplication.	
2.1.10	Work with Careers Wales to develop careers planning for post GCSE pupils to reduce the gap between boys and girls (which by this stage has reversed), in pursuing higher education or university courses and professional vocations, to positively impact on the gender pay gap	Education with Careers Wales		✓	✓	✓	✓	✓	✓	✓	2012 and ongoing		The 14-19 Co-ordinator works with Careers Wales to develop career planning advice for post GCSE pupils to reduce the gap between boys and girls pursuing higher education opportunities. The new Careers Wales Website was launched for young people, parents and professionals in December 2012 and has information on labour market intelligence, job vacancies and careers planning. Learners in Years 10-13 complete a learning pathway plan which links to Careers Guidance. The 14-19 Network has been promoting apprenticeship opportunities in partnership with Careers Wales. Local and regional employment gaps have been highlighted in the post LINC Conwy prospectus for 2013-14. To facilitate improved access to formal and informal education to enable more of our "looked after" children enter further education, training and employment, we have adopted a Protocol which involves regular meetings with Coleg Llandrillo, Social Services and the Student Welfare Officer to monitor individual student development. The Personal Education Plan now incorporates 'moving forward planning' with Careers Wales which assists with planning for further education.		
2.1.11	Review exclusions in Conwy over a 5 year period to consider any trends by protected groups, including SEN children. Formulate an action plan to address any inequalities	Education		✓	✓	✓	✓	✓	✓	✓	2012 and ongoing		Data available has been analysed for Free School Meals [FSM] and Looked After Children [LAC] protected characteristics. Of the total Exclusions from 2009 - 2013, 36% - 51% were in the FSM category. A low percentage - 1.9% - 9.3% were LAC. It implies that Exclusions are linked to deprivation. The Managed Transfer Protocol which has been developed and is in place aims to manage exclusions and the Potential Project aims to keep young people engaged. Actions to address and inequalities will be identified through annual business planning and will be reported through the Education Service Plan.		
2.1.12	Implement actions in each School in Conwy to comply with the Equality Act 2010 and the specific duties 2011	Education		✓	✓	✓	✓	✓	✓	✓	2.4.2012 and ongoing		Conwy High Schools & Secondary Sector PRUs, NWS & Alt Ed have received training and plans are in place. Strategic Equality Plan Annual Reporting template has been shared which asks schools to report on actions and progress to date using WG template in meeting statutory requirements. PRIMARY - remains ongoing. Training on adopting the Equalities Policy and Action Plan and the reporting through the Governors Annual Report is ongoing.		
2.1.13	Implement a mechanism for any correspondence sent to parents to include a statement asking if they require any special facilities when attending school meetings and parents evenings in order to meet any specific needs around disability (eg BSL) and/or language and cultural needs (eg interpreter)	All Schools via Local Education Authority	As part of One Conwy 8.3.2	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		This action is in the Schools Action Plan. Schools will report on their Equality Action Plan in their Annual Report.		

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
2.1.14 All 'Looked After' children will have a Personal Education Plan which involves joint meetings between Social Services and Education, with the objective of increasing attainment outcomes for this group	Children & Family Services and Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		As part of the Personal Education Plan (PEP) formulation and review process - all Looked after Children (LAC) are consulted about the contents of their PEP, their feelings about their education and about their needs. These comments are noted on pages 2 and 3 of the PEP and are reflected within the targets set for the pupil within the PEP. All LAC pupils within secondary schools complete the electronic questionnaire PASS (Pupils' Attitude to Self and School), twice annually. The questionnaire encompasses elements regarding the pupil's education such as 'Attitude to Learning'. The findings of the questionnaire also feed into the PEP and its targets. The package is a useful tracking and monitoring tool. Each LAC pupil has access to support staff and a Designated Teacher within every school who can act as an advocate for the pupil. All LAC pupils have a PEP within 20 days of entering care or changing school. Therefore 100% of LAC pupils should have a PEP. This process is embedded and ongoing.
2.2.1 Review bullying policies and practices in each school in Conwy every 3 years	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing every 3 years		Bullying Policies are in place in all schools in Conwy. We are awaiting for Welsh Government (WG) to undertake a survey of children and young peoples views on the theme for anti bullying week November (2013) and this feedback will be reviewed to consider if a further review of our policies is required. Members from WG Anti-Bullying Network will organise programme which Conwy will mirror. The Wales Anti- Bullying Network is exploring the potential for developing a tool kit to help schools monitor bullying - this evidence base will be used with a view to developing new guidance for schools and LAs. The EG PSE Advisory Panel is considering proposals to produce lesson plans based on gender based bullying. Conwy will adapt for implementation once in place. Last year, Conwy was applauded in a press article by the BBC as being only one of two local authorities in Wales to be collecting disaggregated data on bullying in schools.
2.2.2 All School staff, School Governors and School Council members will receive training on bullying management to ensure identity based bullying is addressed appropriately	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2013		Welsh Government provided training on the management of bullying in Schools in May 2012. All schools were invited to attend.
2.2.3 Policies on bullying should extend to travel on school buses and address reports of incidents outside school	Education / Children & Young People Partnership / Highways & Infrastructure		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing		Ongoing discussions are in progress regarding Bullying Policies being extended to travel on school buses and immediately outside school premises. PLASC (Pupil Level Annual School Centres) data provides an overview of bully incidents in schools and these are monitored. Monitoring procedures are in place in line with Local Authority protocol. Data is collated annually on bullying through September Stats and will include incidents which have been reported to have taken place on school transport.
2.2.4 Review Children and Young People Plan consultation feedback from parents (and other consultation information) regarding bullying to inform future direction	Children and Young People Partnership and Education	One Conwy 2.7.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2012		<p>Consultation feedback on bullying from parents and pupils, arranged to inform future direction, was positive. The questions which schools are asked to report on regarding bullying was reviewed in consultation with Core Aim Group 2. The revised questions are to be included in School returns (Education). The data collected will continue to be analysed annually in order to identify issues and trends in Conwy schools. During Academic Year 2012/13 name calling, teasing and physical bullying were prevalent in both Primary and secondary schools. This information was shared with Head teachers at the time.</p> <p>Anti-bullying conferences were held to raise awareness about the mitigation of bullying and the new Conwy Schools Bullying Policy was distributed to all schools. Feedback on the conferences and policies have been collected and 100% of schools responding felt the policy was fit for purpose and didn't require any amendments. Many schools reported that they had run activities during anti-bullying week. One primary school won a national competition with a film the pupils made following their conference.</p> <p>Collating bullying data from schools will continue and is now embedded within Education service delivery.</p>

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
2.2.5	Identify gaps and reinforce anti-bullying message delivered in schools, through ensuring appropriately researched information is available to children, young people and parents (and raising pupil awareness regarding appropriate language, eg, avoiding calling another pupil gay as an intended insult, and criminal liabilities)	Children and Young People Partnership and Education	One Conwy 2.7.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	2012		Using PLASC information we can identify specific issues and patterns of bullying in our schools. This informs further training for schools to support areas identified as needing further support.	
2.2.6	Develop and expand Youth Service training on the use of social networks, covering ethical issues such as bullying, harassment and hate crime	Community Development Service: Conwy Youth Service	One Conwy 2.7.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		The Digital Worker has delivered awareness sessions during school assemblies. These awareness sessions have been delivered jointly with the local Youth Work Practitioner. Sessions have been delivered to young people during assemblies at 7 of our secondary schools. 57 sessions have been held in youth clubs. Sessions have been delivered to adults including a group of young mothers in Llanrwst, and at a parents evening in Ysgol John Bright. Youth Service staff have also had CEOP training during their child protection training. CEOP training has also been delivered to school nurses and a session delivered at a Conwy Voluntary Services Council (CVSC) networking event.	
2.2.7	Provide young people with the opportunity to visit Dangerpoint, a centre which educates children and young people in safety awareness and promotes health, wellbeing and community safety	Community Safety Partnership	One Conwy 2.8.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	2013		We have continued to provide young people with the opportunity to visit Dangerpoint, a centre which educates children and young people in safety awareness and promotes health, wellbeing and community safety. This is a longstanding community safety partnership partially funded project which will remain in place until March 2013. However, there are funding issues beyond this date due to changes made by the Welsh Government in the criteria for eligible projects.	
2.2.8	Increase pupil awareness of equality issues by mainstreaming it into everyday learning	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		Equalities training has been completed within Secondary schools and is being rolled out to Primary schools. Monitoring will take place to ensure pupils awareness is in place through national curriculum delivery to mainstream equalities into every day learning. Training undertaken for secondary sector monitoring ongoing through Teaching and Learning Audit. Schools are responsible for raising and maintaining pupil awareness through SEP Annual Reporting. Primary - remains ongoing. Training continues to be rolled out to schools on the Equality Policy and Action Plan and also the annual reporting requirements through the Governors Annual Report. Schools are responsible for raising and maintaining pupil awareness through SEP Annual Reporting.	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity				
<b>Objective 3 : Reduce inequalities in Employment and Pay</b>																
3.1.1	Review Disabled and BME applicants from employment monitoring data and conduct a survey of applicants, to consider why appointment rates are not as high as for other applicants. Implement actions to rectify any shortfalls and report back on annual report	Corporate Human Resources	Employment Monitoring Report 2011	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	1st annual report 2013		A survey was conducted in 2013 to seek feedback from Disabled and BME applicants who used our recruitment process. Analysis of this information did not suggest any obvious barriers for BME or Disabled applicants. Since then we have introduced on-line recruitment which offers alternative means of application to meet the needs of all sections of the community. In addition, we have identified an action to improve awareness of vacancies for different protected groups, which is included in our new Strategic Equality Plan.
3.1.2	Undertake refresher training for recruiting managers when revised policy issued, outlining their responsibilities under the Equality Act, two-ticks scheme, around making reasonable adjustments at interview and when considering the best applicant for the post, ensuring a fair and transparent process	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012		Our Recruitment Policy has been revised and reissued which has enabled us to strengthen our policy position in a number of areas, including automatic feedback to all candidates eligible under the "two-tick" scheme (3.1.5), recruitment approval documentation to guide managers to consider alternatives to full time working (3.1.12), and increasing awareness of the policy (including Equalities Act 2010, reasonable adjustments at interview and once in the post) through ongoing Recruitment & Selection training.
3.1.3	Produce a guidance document for managers providing up-to-date information on Access to Work process for managers and employees	Corporate Human Resources			✓									December 2012		A guidance document has been drafted to give managers up to date information regarding the Access to Work service.
3.1.4	Undertake analysis of pregnant employees and those on maternity leave to reaffirm our belief that this group of employees receive fair and equal treatment in employment processes during this period	Corporate Human Resources				✓		✓	✓		✓	✓		1st annual report 2013		This work is being done as part of the annual employment monitoring report and is reported on within that report.
3.1.5	Introduce a system of automatic feedback to all candidates eligible under the two tick scheme (and include other marginalised groups) and seek their feedback in return	All Recruiting Managers			✓									1st annual report 2013		All candidates are automatically offered feedback following interview.
3.1.6	Work to support young people who are leaving school to enter further education, training or employment, including hard to reach individuals 16 or over to support them to increase their skills, move closer to employment and reach their potential	14-19 Network Education Careers Wales Coleg Llandrillo North Wales Training Genesis New Work Connections	One Conwy 1.4.5 and 1.2.3	✓	✓	✓	✓	✓	✓	✓	✓			2015		Lets Get Working is providing the Genesis/New Work Connections Service, now that this round of ESF funding has ended. In addition Opus, Communities 4 Work and PACE are all ESF Projects that are in development that will provide a service for individuals age 25+

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity			
3.1.7	Increase accessibility to work experience across public service (ensuring we are able to offer a mixture of paid and unpaid work experience to all groups including those under-represented in our workforce)	Local Service Board, Corporate Human Resources, Engagement Gateway, Genesis	One Conwy 1.4.9, 1.4.10	✓	✓	✓	✓	✓	✓	✓				2015		<p>417 work experience placements provided across Conwy to a range of groups. We are currently working with Social Services to explore work placements for our Looked After Children and attend and offer support to our NEETS panel. 42 apprenticeships have also been offered, with Apprenticeship Awareness raising sessions delivered to year 10-12 students in all Conwy Secondary Schools as part of National Apprenticeship Week. The LSB Workforce Development project has made advances in improving the work experience offer across public service partners within Conwy and Denbighshire. The project:</p> <ul style="list-style-type: none"> <li>Developed an A to Z of careers in the Public Service to promote and encourage people to do work experience in our respective organisations.</li> <li>Designed a new work experience recruitment window in order for us to respond to the numerous school based work experience requests.</li> <li>Put together a detailed work experience support pack with a range of templates to ensure our managers are offering quality work placements.</li> <li>Designed a new Employability Skills Framework to enable managers to assess work placements employability skills whilst on work experience placements.</li> <li>Developed strong links with Job Centre Plus to ensure public service organisations are offering opportunities for adults.</li> </ul> <p>As a result the total number of work experience placements increased from 131 to 375 since the start of project. The project ended in December 2014, however as part of the legacy arrangements for the project the team continue to meet quarterly to carry on &amp; build upon the good work already achieved by the project.</p>
3.1.8	Increase the number and quality of apprenticeships across the Public Service, Businesses and Registered Social Landlords	Local Service Board, Assetskills	One Conwy 1.4.12	✓	✓	✓	✓	✓	✓	✓				2015		<p>The LSB Workforce Development project successfully worked collaboratively across public service partners in both Conwy &amp; Denbighshire to increase the number and range of apprenticeships in both counties. The project developed/produced several initiatives :</p> <ul style="list-style-type: none"> <li>Developed a comprehensive Apprenticeship Information Pack to be used on apprenticeship recruitment pages to promote apprentices in the public service.</li> <li>Designed a parent's information sheet to ensure parents know what the benefits are to following an apprenticeship route.</li> <li>Developed a guide to completing successful apprenticeship application forms</li> <li>Produced a managers information pack to use when recruiting/supporting apprentices.</li> <li>Designed a new "apprenticeship to employment pathway" for our apprentices to follow their career of choice once their apprenticeship comes to an end.</li> <li>Developed interactive workshops for young people in schools to promote the benefits of apprenticeships</li> <li>Created an apprenticeship video diary for use on the apprenticeship recruitment pages, giving a flavour of what it's like working with the Public Services across Conwy and Denbighshire.</li> </ul> <p>Over the course of the project the -</p> <ul style="list-style-type: none"> <li>number of apprenticeships doubled (from 70 in 2010 to 140 in 2014)</li> <li>number of apprenticeship frameworks have risen (3 in 2010 to 17 in 2014)</li> <li>range of departments recruiting apprentices has increased (from 24 to 74 since 2010)</li> </ul> <p>The project ended in December 2014, but the team continue to meet quarterly to build on this good work.</p>
3.1.9	Support the literacy and numeracy skills needs of young people and adults in Conwy through appropriate training programmes, including personalised training and support packages and through the employers pledge	North Wales Training Coleg Llandrillo Corporate Human Resources	One Conwy 1.5.2, 1.5.4	✓	✓	✓	✓	✓	✓	✓				2014/15		<p>The Employers Pledge funding has altered, however our drive to increase the number of Apprenticeship opportunities across Conwy has continued. Essential Skills form an important element of the framework.</p>
3.1.10	Introduce a revised Flexi-time system which accommodates the needs of parents with school age children and other carers	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓		✓	December 2012		<p>A new Flexi Time policy was implemented in 2015. This Policy removes the previous core hours arrangements and is therefore far more beneficial for parents and carers as they can adapt their working hours to suit their personal commitments, subject to work demands.</p>	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity				
3.1.11	Identify people requiring support to improve their skills, qualifications, experience and employability and refer them to the most appropriate support providers, eg, Genesis, New Work Connections, Work Clubs, Golygfa Gwydir. This includes training in building confidence, self esteem, and employability	Adult Social Services Careers Wales JobCentre Clwyd Alyn Coleg Llandrillo	One Conwy 1.4.1 and 1.4.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediately and ongoing to 2015	Our Learning Disability section has been identifying people requiring support to improve their skills, qualifications, experience and employability. They have so far worked with 113 participants which has already exceeded the target of 100 by February 2014. 11 people have gained a qualification and a further 9 have entered further learning.
3.1.12	Review Recruitment approval documentation, to ensure consideration is given to alternatives to full-time working, eg, job share, apprenticeship, volunteering, part-time, etc, whenever practicable	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012	Vacancy control form has been amended accordingly	
3.1.13	Review our Bullying and Harassment policies to ensure they address issues around hate crime and domestic abuse, 3rd party harassment, identifying susceptible groups, eg, Disability harassment, faith based bullying/harassment against LGBT people and tackling the fear of "hierarchies within protected characteristics"	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012	The Policy Against Harassment at Work has been reviewed and relaunched and captures the issues around offences regarded as hate crime. We have a separate policy on Domestic Abuse, Sexual Violence Against Women in the Workplace Policy which jointly addresses these issues. 3rd Party Harassment has since been repealed from the Equality Act 2010. The Bullying policy is being updated in 2016.	
3.1.14	Develop a transgender policy covering employment and service delivery	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2013	A Transgender policy has been drafted and has been through consultation and is awaiting approval through the Corporate and Democratic process.	
3.1.15	Raise awareness of the Disciplinary Policy, process and procedure, particularly in male dominated services and in services where staff work out in the community for much of their working day, to ensure consistency of approach	Corporate Human Resources	Employment Monitoring Report 2011	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012	Awareness of the Disciplinary Policy is included within the Engaging Diversity Equality training group sessions. In particular the relevance is given in regard to any act which may be considered discrimination. These session have been delivered on a monthly basis since July 2012 and face to face sessions are targeted at frontline staff from across the Authority, who do not have access to a computer.	
3.1.16	Further develop the role of Service Equality Champions - encourage their participation in identifying and publicising positive work related case studies for different protected characteristics, to increase awareness within the authority, eg, male/female employees working in non-gender stereo-typical roles	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012	Equality Champions have been identified for all service areas across Conwy Council, although this is subject to change as major restructures take effect. To further develop Equality Champions awareness of equality issues affecting both staff and service users, a guest speak is invited to the quarterly meetings which has proved beneficial. Equality Champions have spoken to staff within their service areas to encourage them to share positive work related case studies. This is not something that staff have generally been comfortable with but this will be raised again when we next come to run recruitment fairs.	
3.1.17	Undertake data analysis from the 2012 staff survey around discrimination and stress, investigate any underlying causes and identify appropriate actions to remedy	Corporate Human Resources, Corporate Health & Safety	Corporate Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015	We have undertaken data analysis from the 2012 Staff Survey which shows that the number of people who have experienced discrimination has decreased year on year since 2008 from 76% to 92%, which a positive position. We believe this is as a result of the significant amount of Equalities training undertaken during this period. A further Staff Survey was undertaken in 2015. Results on Equality data on the 2015 Staff Survey were available in August 2016 and this forms an action on the new Strategic Equality Plan.	
3.1.18	Review Retirement Policy to incorporate flexible retirement	Corporate Human Resources		✓	✓					✓				December 2012	This policy has been drafted ready for consultation. However, guidance on flexible retirement has been issued in advance of the policy revision.	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity				
3.1.19 Deliver mandatory equality training to all staff to ensure they understand their responsibilities under the Equality Act 2010	All Services	Social Services workforce strategy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012	Green	We have delivered training on the Equality Act 2010 to almost 923 staff during the year with over 1800 staff trained on the new Equality module. This has been through a combination of e-learning PC based on-line training and face-to-face training to front-line staff who do not have access to a PC. We have regular workshop dates booked throughout the year. We provide quarterly updates to Heads of Services on who has undertaken the training so that services can encourage staff to undertake this mandatory training. In addition to general Equality training, we continue to run Equality Impact Assessment Workshops for officers on a regular basis and during this year have trained 46 staff. This training is included on the Corporate Learning and Development Plan.
3.1.20 Work with North Wales public sector organisations to develop a common approach to targetted equalities training to achieve efficiencies through sharing good practice and bulk-purchase of training provision	North Wales Equality Network partnership		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2012 and ongoing	Green	Ongoing discussion are taking place in regard to common approaches to equality training as and when budgets permit. In the meantime, equality training in CCBC is provided through e-learning modules, alongside face to face training for front line staff on the Equality act 2010. Separate training is delivered on undertaking Equality Impact Assessments. We continue to work with the WLGA who are also seeking to develop common approaches to Equality Training solutions within the Wales public sector.
3.2.1 Undertake further investigation into the gender pay gap for Head Teachers and Deputy Head Teachers (11.63% and 5.19% respectively). Consider if this is attributed to the size of school, whether discretionary payments have an impact and prepare an action plan to rectify any concerns. Investigation further the age pay gap for Head Teachers and Teachers (9% and 12% in favour of 50+ employees)	Education Human Resources Team		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015	Green	An Equal Pay Audit is underway which has included a review of Head Teachers and Deputy Head Teachers. This has confirmed that the pay gaps are indeed linked to size of school which is measured in numbers of pupils. Pay for School Staff is closely regulated by Soulbury conditions and therefore is subject to national pay agreements and settlements which are outside of the control of the Local Authority. As Schools are being regionalised, it is considered that further work in this area should be reviewed as part of that regionalisation agenda.
3.2.2 Produce guidance for managers on agreeing salary levels within grade at job offer stage to ensure consistency, fairness and equal pay is maintained on starting salaries. Include guidance on interim and fast-track pay increases in-grade which are given outside the annual review	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	July 2012	Green	Guidance and policy on setting pay for new starters has been built into the new Recruitment and Selection Policy to ensure equal pay and consistency is maintained.
3.2.3 Pilot the redesigned application form (removing personal details until after the candidates are shortlisted) in Social Services and Environment, where occupational segregation is evident, with a view to rolling this new approach out across the Authority	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	July 2012	Green	The form and process has been agreed with the Senior Management Team and is in process of being implemented.
3.2.4 Undertake a review of stand-by and call-out arrangements to determine the impact on pay gap for each protected characteristic	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December-2013 Revised completion date December 2015	Green	A review of the Standby and call-out arrangements has been undertaken and a pilot has been implemented in a large section of the authority where stand by is most commonly worked. A single rate has been introduced for all staff in the pilot. Consultation is ongoing with relevant services with a view to having a single policy by December 2017.
3.2.5 Take measures to improve employee equality monitoring data from 45% to 80%, especially around religion and belief, sexual orientation and gender reassignment, which have not previously been requested, to better inform the Equal Pay Audit in 2013. Part of this task will be to develop a culture which is positive about employment monitoring	Corporate Human Resources	Employment Monitoring Reports	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2014	Green	We have changed how we measure the Equality Monitoring data and we have 100% data for some categories but not for all. The introduction of web recruitment in 2016 is making a difference as these fields are compulsory for applicants to complete. We have also introduced self-service on the HR/Payroll system, which enables staff to update their personal data themselves, and this will assist further with collecting data. Information held for all categories has improved. Activities will continue to improve data and this is included in our new Strategic Equality Action Plan.

### Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
3.2.6	Produce Job Evaluation Scheme Maintenance (and Narrative) Guide, to ensure consistency of application of the Job Evaluation process over a period of time, to ensure equal pay is maintained	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2012		An Appeal Panel Process has been implemented which sets out what staff must do if they want to appeal against their Job Evaluation score. A Job Evaluation Appeal Process for jobs changed during restructures has also been implemented. These measures complete the action, however due to changes to the GLPC Job Evaluation scheme we have a further action to implement a Job Evaluation Policy in 2017 which will incorporate all matters relating to Job Evaluation as well as the changes to the GLPC Scheme.
3.2.7	Conduct a further Equal Pay Audit to consider any pay gap between people with different protected characteristics	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December-2013 Revised completion date December 2015		We carried out an Equal Pay audit as part of the work on the Strategic Equality Plan 2016-20 and details are published in the plan.
3.2.8	We will undertake further analysis of the reasons for any pay gaps identified and consider what actions we can take to positively impact the situation to improve outcomes	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December-2013 Revised completion date December 2015		Detailed analysis has been undertaken on the reasons for any pay gaps identified and actions have been identified which are currently being worked through. Further actions have been captured in the new Strategic Equality Plan.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity					
<b>Objective 4 : Reduce inequalities in personal Safety</b>																	
4.1.1	Produce a communication plan when issuing the revised Harassment Policy, which covers the ethical issues around reporting cases. Include information on support mechanisms available, where and how to report incidents, individual rights, statistical evidence of the key issues, highlighting the social responsibility as an employee and member of our community	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2013- Revised completion date 2015		The revised Policy Against Harassment at Work has been reviewed, implemented and has been communicated to all staff and council members through team brief, postmaster and e-mail. Training was provided for staff on Hate Crime Awareness through the Victim Support which supported this policy.
4.1.2	Identify and reduce barriers to reporting crimes, eg, ensure interpreters are available (languages other than English and Welsh, or BSL), provide a confidential environment to discuss the incident with an officer and ensure that officers are confident in the advice they give	All services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		Work is ongoing with NWREN (North Wales Regional Equality Network) via the Community Safety Partnership. We fund an Outreach worker for the NWREN who provide information sessions in libraries to encourage reporting of crimes. Conwy use The Big Word translation service as and when required to enable the public to access us and our services and provide a confidential environment to discuss any issues experienced. We have also included the Safer Wales link on our website for staff and the public to access. For staff we also provide the Care First Employee Assistance Programme for advice, information or counselling. Schools have links with Community Officers. PSE (Personal Social Education) Programmes link in with Drugs and Alcohol Police Liaison Officers, and schools are also involved with various multi agencies. Venue Cymru work closely with North Wales Police and Licensing to make Venue Cymru a safe and secure environment during events. For gigs and events where potential crime levels may be increased, a quiet area is made available for patrons to make their report, a police officer is on site and security staff are fully briefed.	
4.1.3	Provide training to key staff in handling cases, to inspire confidence in reporting and confidentiality, as well as knowing how to recognise and challenge behaviours and where to signpost staff and customers, if they are a victim	Community Safety Partnership in conjunction with North Wales Police / Training function	One Conwy 2.5.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2015		The Council's Domestic Abuse policy has been launched. A 'Conwy Domestic Abuse Link Staff Network' was established at the same time and members of the group have been trained in handling cases and where to signpost staff, when staff may feel they can't speak to their managers.	
4.1.4	Work with local school drama groups to produce and deliver educational plays based on sexual crime, hate crime, harassment and domestic abuse, to raise awareness amongst peers, ensuring they know where to go for help; dealing with stigma and the benefits of reporting incidents	Community Safety Partnership in conjunction with Education	One Conwy 2.1.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014/15		The Catspaw Theatre tour is funded via the Community Safety Partnership on a regional basis and is overseen by The Sexual Violence Prevention Scheme Project. The performance is called 'I think I can wait' looking at rape and consent amongst young people. It is an interactive performance and the young people are asked to respond using a 'clicker' on a series of questions that arise after they have watched the performance. The Theatre are currently in the process of arranging further performances in schools for 2015-16. Figures gathered in March 2015, showed that across North Wales, 43 schools had received the performance, with 4161 students having attended. Of those who attended the performance, 85% thought the presentation was either 'very good' or 'excellent' and 88% said that they had learnt either 'quite a lot' or 'a lot' about the subject through the drama presentation.	
4.1.5	Increase the use of signage in hotspots for environmental crime, as well as alcohol controlled areas, to raise awareness and encourage reporting of hate crime and/or domestic abuse	Community Safety Partnership	One Conwy 2.3.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		We provide crime signange in accordance with the terms of the grant. The Community Safety Partnership (CSP) have invested in new signage for the alley gates in Llandudno Junction and Abergele. The new signs now have the Community Safety Partnership office number to report any issues with the gates. The new signs now have the CSP office number to report any issues. All alcohol signs are in place, fly tipping signs are moveable and re-deployed as necessary. New Dog Control signs have also been put up throughout the County.	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity					
4.1.6	Deliver sessions to all pupils on the impact of anti-social behaviour and crime (including hate crime, domestic violence and abuse) as part of the core programme	North Wales Police (in conjunction with Education)	One Conwy 2.3.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		The Anti-Social Behaviour (ASB) Officer regularly visits schools and colleges to discuss ASB and reporting of any crime. Work is being undertaken by the Domestic Abuse Co-ordinator with schools to encourage reporting and remove the stigma of reporting sexual offences. A play has been developed which highlights the issues of rape among young people.
4.1.7	Review hate crime reporting mechanisms with partners, with a view to increasing the number of places to report crimes. Consider ease of reporting and whether there is an option to collect informal reporting data	Community Safety Partnership /NW Police / NW Equality partners		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2013	We have updated our signposting for staff and the public to the Victim Support website. Work remains ongoing with North Wales Regional Equality Network (NWREN) via the Community Safety Partnership. We continue to fund an Outreach Worker through NWREN who provides information sessions in Libraries to encourage reporting of crimes including hate crime. Work is ongoing through the North Wales Public Sector Equality Network in agreeing further actions in regard to prevention, supporting victims and improving the multi-agency response. This recently involved supporting Hate Crime week in October 2014 by publishing key information on our websites, placing noticeboards and leaflets in all our main buildings and media coverage.		
4.1.8	Review our support for people with learning disabilities and mental illness in relation to crime, recognising the negative impact it has on these vulnerable groups	North Wales Police in conjunction with Adult Services (not Education)	One Conwy 2.1.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2013		North Wales Police are using Pocket Comms, a pictorial communication tool, to support communication. The Force has a Disability Support Group where individuals can challenge the Force on process and strategy. They are also working on the recommendations of the Equality Human Rights Commission Inquiry into Disability Harassment including work on hate crime, MARACs, ASB and support for vulnerable victims. Two North Wales Diversity Officers have the remit of community engagement, tension monitoring and to support the management of hate crime. There is a POVA Detective Constable who deals specifically with crimes against vulnerable adults where the suspect is a professional/carer. Conwy: The original aim of the Reducing Stigma project was to reduce the impact of crime on people with Learning Disabilities. CPOVA considered the Serious Case Review: Winterbourne View, relating to abuse of service users by staff. Conwy responded to Learning Disability Wales as part of their work with the All Wales Challenging Behaviour Community of Practice and the Welsh Government to make recommendations to ensure 'No Winterbourne in Wales'.	
4.1.9	Promote the safe use of IT and the internet	North Wales Police (in conjunction with Education)	One Conwy 2.1.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		The Education Psychology Service and Healthy Schools Co-Ordinator organised a primary and secondary conference to raise awareness of cyber bullying and social networking and to launch the new anti-bullying policy for schools. We participate in all National campaigns encouraging the safe use of the internet and encouraging parents to know what their children are doing on the computer.	
4.1.10	Extend the role of CCTV to tackle anti social behaviour and other behaviour adversely affecting the environment, ensuring they are appropriately trained to identify hate crime and domestic abuse and take appropriate level of intervention	Regulatory Services	One Conwy 2.3.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		CCTV is used to monitor any public disturbances. CCTV and the Community Safety Partnership have both taken responsibility for this, as it involves the rapid redeployment of cameras managed by Community Safety. With regard to hate crime and domestic abuse violence, this is something operators would report as part of their role and is part of their standard training. As most domestic violence happens indoors, this is less likely to be picked up by CCTV.	
4.1.11	We will remove graffiti if "hate" motivated, within 24 hours of it being reported	Environmental & Technical Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		In 2012/13 all graffiti reported to us was removed within the target timescale.	
4.1.12	We will fund outreach work with the North Wales Regional Equality Network (NWREN) to help increase the reporting of hate crime	Community Safety Partnership		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		Work is ongoing with the North Wales Regional Equality Network (NWREN) to help increase the reporting of hate crime. This outreach work is still ongoing and we have secured funding this year (2013/14) to continue with this work.	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
4.2.1	Introduce a Domestic Violence Policy for staff and raise awareness of support mechanisms available internally and externally. Promote the importance of reporting incidents and undertake work around destigmatising	Corporate Human Resources				✓	✓	✓	✓					August 2012		A Domestic Violence Policy for staff was introduced this year. Training has been underway for staff who are identified as Link Officers across Conwy Council and a formal launch of the policy with further workshops and training is planned for the Autumn.
4.2.2	We will promote the Domestic Abuse helpline on promotional material, and endeavour to increase the number of cases dealt with by the IDVA (Independent Domestic Violence Advisor) by promoting the service	Community Safety Partnership				✓	✓	✓	✓					Immediate and ongoing		Work is being done by the Domestic Abuse Co-ordinator with schools to encourage reporting and remove the stigma of reporting sexual offences. A play has been developed which highlights the issues of rape among young people.
4.2.3	Use promotional events to raise awareness of domestic abuse, eg, annual domestic abuse walk, national domestic abuse day (25 November)	Community Safety Partnership				✓	✓	✓	✓					Immediate and ongoing		A Domestic Abuse relay was held in July 2012 to promote awareness of Domestic Abuse.
4.2.4	Continue to run and support the Safer Homes Scheme aimed at making victims of domestic abuse feel safe, by providing and fitting target hardening (locks, etc)	Community Safety Partnership			✓	✓	✓	✓	✓					Immediate and ongoing		The Safer Homes Scheme for victims of Domestic Abuse, is still in place. We have managed to secure 2 years of funding for the project and volunteers are delivering the service.
4.2.5	Run and support a local multiagency domestic abuse forum and promote domestic abuse services for men via forums, training and events	Community Safety Partnership				✓	✓	✓	✓					Ongoing		The Domestic Abuse Co-ordinator continues to co-ordinate the local multi-agency Domestic Abuse Forum which meets on a quarterly basis and training events are arranged around domestic abuse. The Forum are currently working on the 10,000 safer lives project which is a set of standards issued by WG for each Public service. The forum has assisted recently with work based policy recommendations which are being implemented in each of the public sector partner organisations in North Wales.
4.2.6	Protect vulnerable people including older people, people with mental health needs who have been or who are at risk of being abused	Adult Social Services	One Conwy 2.6.6		✓	✓	✓	✓	✓					2014-Revised completion date 2015		A Safeguarding Unit has been established within the Quality Standards Service area in the new Social Care structure to protect vulnerable people including older people and people with mental health needs who have been or who are at risk of being abused. An 'Adults at Risk' policy has also been drafted which underpins the new duty to report under the Social Services & Well-Being (Wales) Act 2014.
4.2.7	Provide support for families in which young people are at high risk of harm from substance and/or alcohol misuse via the "Strengthening Families Programme".	Children and Young People Partnership	One Conwy 2.4.4 Core Aim 3 and 6 CYPP			✓	✓	✓	✓					2014		The Integrated Family Support Services (IFSS) team is up and running and carrying out IFSS intervention. We have recruited an Adult Social Worker and Young Persons Health Advisor is joining the team in April. Team around the Family aims to improve the availability of information about services, provide support to families to access services and improve multi-agency working. The team are working in partnership with the Family Information Service to ensure a one-stop-shop streamlined information and support service is provided. Between October 2013 – March 2014 176 referrals were received. Good working relationships have been developed within CAMHS, Education, Social Services, Health, Communities First and the voluntary sector to ensure service users receive the best support.
																Attendance to multiagency meetings has been steadily increasing as relationships have developed. Three and six month call backs to families whose cases have closed are showing that the intervention they have received has helped them and prevented them from reaching crisis. Evaluation feedback has been excellent and families are now re-referring themselves when they feel it necessary. The team also provides support to people referred to Social Services but not eligible for support. During this period 54 people have been supported in this way.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
				Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity				
4.2.8	Provide a co-ordinated response to support high/very high risk domestic violence victims	Community Safety Partnership	One Conwy 2.5.3		✓	✓	✓	✓	✓						2014		The Multi Agency Risk Assessment conference for High level Domestic Violence is held every month, which is a multiagency meeting. The 10,000 Safer lives project is ongoing across North Wales, and the objective of implementing all of the recommendations will ensure a consistent response to Domestic Violence across North Wales.
4.2.9	Increase the reporting of domestic abuse and review reporting mechanisms across North Wales, with a view to increasing the number of places to report	Community Safety Partnership /NW Police / NW Equality partners	One Conwy 2.5.2				✓	✓	✓	✓					2014		The Safe Conwy Partnership continues to provide a training programme to key staff handling cases, the safer homes scheme provides security for high risk victims. The partnership also works with the North Wales Reginal Equality Network in promoting the reporting of hate crime. We also have a Regional Cohesion Co-ordinator who is developing Hate Crime and Human Trafficking training. A link has also been add to the Council website to direct officers/members of the public to the Safer Wales third party reporting support, which is being replaced by the new Victim Support arrangements. Domestic Abuse Co-ordinator continues to undertake the co-ordination and delivery of training in handling cases, sign posting staff and customers if they are a victim. Work is being done by the Domestic Abuse Co-ordinator with schools to encourage reporting and remove the stigma of reporting sexual offences. A play has been developed which highlights the issues of rape among young people.
4.2.10	Review strategy for support of children and families experiencing domestic violence in the home, which includes undertaking a Risk Assessment to consider whether it is in everyone's best interests to remove the perpetrator from the home - to focus on the voice of the child(ren) and develop links with Community Safety Partnership	Children and Family Services with Community Safety Partnership					✓	✓	✓	✓					Ongoing subject to funding		The Community Safety Partnership continues to support the Domestic Abuse treatment service in Conwy for supporting children and families when there is domestic violence in the home. We have applied a number of core standards that have been written in to the Service Level Agreement's with providers to ensure consistency. This is done via the MARAC (Multi Agency Risk Assessment Conference) process.
4.2.11	Support people to drink sensibly, ie, treatment, whole school approach, campaigns	Substance Misuse Team Public Health Wales	One Conwy 4.2.2	✓	✓	✓	✓	✓	✓	✓				✓	2014-Revised completion date 2015		An integrated support service for both Adults and Children has been established within the new Social Services structure to support people to drink sensibly. This Integrated Family Support Service sits within the Community & Well-Being Service and focuses on Drug and Alcohol issues.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity				
<b>Objective 5 : Reduce inequalities in Representation and Voice</b>																
5.1.1	Provide opportunities for children, young people and parents to have a fundamental part in local decision making i.e. Youth Council, Parent Network and consultations. Where, reasonably possible there is representatives of different protected groups	Children and Young People Partnership	One Conwy 8.2.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2013		In helping children and young people have a part in local decision making bodies, training has been completed with Secondary schools and is being rolled out to Primary schools on the role of Youth Councils. Monitoring will take place to ensure pupils awareness is in place through national curriculum delivery.
5.1.2	We will produce an information booklet outlining what it entails to be a councillor, signposting individuals to the steps they can take to achieve this. This leaflet will be targeted at groups which are currently under-represented, eg, women, LGBT, young people, disabled people and people from different racial and cultural backgrounds	Democratic Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Prior to 2012 Elections and on an ongoing basis		An Information booklet was produced prior to the May 2012 Elections which outlined what it entailed to become a Councillor and the duties and responsibilities that went with the role. This included a section on Equality and Diversity.
5.1.3	We will write to the different political parties with a copy of our Respect Booklet, to ask them to consider how they can influence the diversity of their pool of potential candidates for election, by targeting different "minority" groups when publicising and encouraging participation in the political process, by people from all protected characteristics	North Wales Equality Network Partnership		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Prior to 2012 Elections and on an ongoing basis		The North Wales Public Sector Equality Network jointly produced "How to Get Involved in Decision Making Bodies" within public sector organisations in North Wales. This is available bilingually on each organisations' website. Conwy has also proactively been involved in the Diversity in Democracy programme to improve the diversity of Councillors in Local Government.
5.1.4	We will provide Equality awareness training to Council Members when they are appointed following election and to Community and Town Council members, to increase awareness of the importance of ensuring that the voice of all protected groups, are heard through these bodies	Democratic Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	June 2012 and on an ongoing basis		Council Members were briefed in July 2012, as part of their New Member Induction, on the topic of Equalities, at a presentation given by Anna Parsons (WLGA – Welsh Local Government Association). The Equalities Team also briefed Council Members at Informal Council on 11 January 2013 about how Members can support Conwy Council in ensuring it complies with legislative duties under the Equality Act 2010 and the Statutory Regulations (Wales) 2011. This presentation also covered the responsibilities of Members in the decision making process and in particular, ensuring they understood the Equality Impact Assessment process and the importance of them in the decision making process which Council Members are involved in. Members continue to be included in discussions and decisions around the equality agenda as part of the ongoing political process.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic											Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity					
5.1.5 We will consider co-opting relevant people/groups representing people from different protected groups, onto statutory bodies when policy decisions are being considered, which are likely to affect specific groups	All Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		We co-opt relevant people/groups onto various statutory bodies where specific issues are being considered, eg, SNAP (Special Needs Advisory Project – supporting parents and families of children with special needs), Admissions Policy, Budget Forum, SACRE (Standard Advisory Council for Religious Education). We hold quarterly forums with stakeholders from various protected groups, eg, Bereavement Services and Allotments. Further examples include the ASD steering group which service users attend and influence the commissioning strategy, the Missing Person Strategy group where former LAC are on the project board and give an insight into why young people may absconded from placement. We also co-opt experts when we discuss Domestic Abuse and Substance misuse commissioning. Service users assist us with planning care and service pathways. Politically, Equality matters are mainstreamed through the Cabinet Member for Communications, whose portfolio includes Equalities and the Council Member Disability Champion, Carer Champion and Older Person Champion. We have recently adopted a Shared Community Charter with Town & Community Councils which will give a stronger voice within communities. We consult with the Conwy Local Access Group when developing new and improvement projects involving access to the built environment.	
5.1.6 Carry out a review of polling stations, to include access issues, every 4 years. We will consider the feedback received from consultation as part of our 2011 review and implement actions to ensure polling stations remain fully accessible having considered all the circumstances	Democratic Services		✓	✓	✓					✓	✓		May 2012		A review of Polling Stations was carried out and a comprehensive report submitted to Cabinet in November 2011. As a result, it was decided that a number of locations were to be removed from the list of polling stations as they were regarded as unsuitable for access, and more suitable locations found.	
5.1.7 We will improve the collection of equality monitoring data for services in order to identify whether there are gaps in representation, which we can then seek to rectify to ensure all groups have a voice	All Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		This is being improved upon across CCBC as new systems and forms are introduced. Examples of this include equality data collection from users of our Bereavement Services and together with the representatives on the Bereavement Forum, this information informs developments and improvements to the Bereavement Service. A monitoring form is also included in our complaints/compliments form which enables us to analyse any concerning trends. We collect equality information from the people who attend various public events we arrange throughout the year. We are also improving data capture on our Social Services PARIS system which is also subject to regular quality assurance audits to ensure data is captured. This work has been supported with the introduction of the Equality Monitoring Form and Guidance tools produced and issued to managers to assist with this work. This information is also on our intranet for officers reference. In Education, in addition to workforce data, the Education Service data system collects and processes pupil data in order to report to the Welsh Government. This data informs various statutory returns, service business planning and also Equality Impact Assessments.	
5.1.8 We will deal with complaints in a timely manner and learn from them. We will routinely offer an equalities monitoring data gathering form to customers who submit a complaint online for their completion and analyse what data is returned, to consider if there are any underlying issues which we need to address	Corporate Information and Customer Services, Social Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		Equalities Forms are routinely provided to all those who have submitted an online complaint which enables us to analysis the data and take appropriate action. In Social Services, this information is presented in the annula complaints report.	
5.1.9 We will raise awareness of independent advocacy services for disabled young people and adults (and other groups) by utilising the service level agreement set up with NYAS (National Youth Advocacy Service), WIRED and other Advocacy Services	Children and Family Services / Adult Social Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		NYAS have continued to provide advocacy support to disabled young people in particular young people who have short break provision at Tir Na Nog. All partner agencies have signed up to the North Wales Policy and Procedures for the Protection of Vulnerable Adults and all agencies are working proactively together to identify and combat abuse to any resident over the age of 18 years within the Borough of Conwy. We have also created a online consultation form for CWD.	

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken
				Race	Disability	Sex	Gender	Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity			
5.2.1	We will develop a best practice guidance for community involvement utilising technology and we will involve relevant groups when undertaking this work	Children and Young People Partnership	One Conwy 8.1.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		A variety of CYPP Participation toolkits are available on the CYPP website which includes community involvement. A best practice guide for community involvement has been produced by the North Wales equality partners for use in each partner organisation.	
5.2.2	We will endeavour to develop a North Wales stakeholder group, who represent people from different protected groups, to inform equality progress in North Wales public sector organisations	North Wales Equality Network Partnership		✓	✓	✓	✓	✓	✓	✓	✓	December 2013	A stakeholder group was first identified in 2011 who were brought together to consult on the equality objectives for the Strategic Equality Plans for public sector organisations in North Wales. This approach was well received at the time as it helped to prevent over consultation with the same groups of people. It was therefore agreed at that time that we would adopt this approach again. A further meeting of this group was held in November 2013 when our progress towards meeting these objectives was explained and the opportunity given for comment and feedback. A report on the results of this event are on our website. A further event is being planned for 2015.			
5.2.3	Develop and extend the use of Youth Councils in all schools across Conwy to ensure pupils have a voice into the local democratic process. Encourage pupils to feed back to schools via internal school websites (eg, VLE)	Education		✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		We have trained school council members to ensure that they know how to participate in the local democratic process. Each secondary school council has a Youth Council representative and links in with local democratic processes. Schools now have the responsibility to ensure school councils are effective.		

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/ Maternity					
<b>Objective 6 : Reduce inequalities in Access to information, services, buildings and the environment</b>																
6.1.1	Information provided will be jargon free, appropriate and understandable for different groups	All Local Service Board Partners, Children and Young People's Partnership	One Conwy 8.3.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		We have researched and identified good practice regarding youth information websites. A task and finish group was established to complete this work, including multi-agency membership. Reviewed and evaluated the structure and suitability of Young Conwy and the Youth Service Facebook and Twitter. A task and finish group was established in 2013 to complete this work, including multi-agency membership. CYPP Youth Participation Officer fed back to CAG 4i in February 2014 and recommendations we're made to CAG4i and Clic and this work is completed and ongoing. A good practice guide to developing leaflets is available on the CYPP website <a href="http://www.conwy.gov.uk/cypp/resources">www.conwy.gov.uk/cypp/resources</a> .
6.1.2	Produce a Signposting Service, outlining the key services available, so that front line staff working in the community can signpost this to members of the public	Social Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2015		Within the Integrated Adults & Community Services, a Conwy Access Team and Single Point of Access (SPOA) has been established which acts as a signposting service for Adult Service Users. A similar model is being looked at within Children, Families and Safeguarding Service to act as a Single Point of Access (SPOA) for Children's Services.
6.1.3	We will set up a working group to review our Corporate Style Guide to ensure that guidance includes accessibility, consistency and equality proofing	Marketing Department		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	July 2013- Revised completion date 2015		A Style Guide is already in place with the Authority to take into account accessibility, consistency and equality proofing. A basic update review of content was undertaken in September 2016. A full review of the Style Guide will be completed by October 2017, to reflect the new Corporate Plan and the new Communications Strategy.
6.1.4	We will review our communication plan to consider the possibility of alternative methods of communication (in addition to the internet), to take into account the specific needs of older people and some disabled people, as well as those living in rural areas who still live in broadband "not-spots". Any alternatives must remain affordable	Marketing Department All Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	July 2013- Revised completion date 2015		A Corporate Communications Strategy was introduced in 2013 (2013-2017). A working group is currently reviewing corporate communications and the Equalities Team will feed into this group to ensure accessibility is considered in the new Strategy.
6.1.5	Develop a standardised equality monitoring form for North Wales public organisations with collaborative partners, to ensure consistency in data capture and develop a culture of understanding within services regarding the importance of collecting equality monitoring data about our customers to inform future service delivery	North Wales Equality Network partners / Service Equalities Champions	One Conwy 8.2.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2013		We have developed a standard Equality Monitoring Form which covers all the protected characteristics and this is supported by a Guidance document explaining why we collect equality monitoring information and what we use it for. This document has been shared with our North Wales equality partners although because we are all at different stages and use different paperwork, uniformity will not be entirely possible. However, we have discussed the wording of questions and have agreed a uniform approach when we hold joint events as part of our network.
6.1.6	We will promote the use of the Community Involvement Database with partners and the community and train our staff in community involvement	Local Service Board (and CCBC)	One Conwy 8.1.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014		The Community Involvement Database has been refurbished and this has been promoted since the Strategy and Staff Guide were approved in March 2014. Link Officers in main Service areas are to be trained to promote and populate the CI Database. Partners have been made aware of the Database and been invited to use it for promoting their own engagement and consultation activities. Two training sessions have been scheduled into the Corporate Training Plan for this year for staff in general and this is also promoted through the Managers' Forum and Project and Programme Management Forum.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity					
6.1.7	Promote the use of the BIG WORD translation facility and review current usage periodically	Language Unit		✓							✓				On an ongoing basis	Green	Promotion of The BIG WORD is undertaken on an ongoing basis through publicising its availability along with guidance on the Council's intranet. Usage reports are received periodically from BIG WORD which enables us to gauge usage across the Council.
6.1.8	We will consider how we can remove the barriers for deaf people using BSL, when accessing reception desks in our public buildings, intercoms on entrances and in accessing our services. We will make recommendations for possible solutions	Corporate Information and Customer Services			✓										On an ongoing basis	Green	All permanent staff working on Reception desks have had BSL awareness training. They hold a list of officer contacts who use BSL who are able to offer a translation facility if a person visits our main Reception areas. For more detailed interactions, we seek to make an appointment with a BSL interpreter. By attending equalities training, we ensure staff are aware of the importance valuing and respecting others.
6.1.9	We will work together so all people will be valued and respected, regardless of disability, age, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity	All Services	One Conwy 8.4.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	On an ongoing basis	Green	We continue to update and implement policies and practices to reflect latest legislation. The Equality Impact Assessment process is used to identify and consider any equality or human rights issues to avoid any adverse impact or identify other ways of implementing the same change. We continue to deliver equality training to impact positively upon the culture of our organisation and to ensure staff are aware of the importance valuing and respecting others. In Social Services, this is a core social work value and so is embedded in the work undertaken with children and family services. Where we have identified gaps, we undertake specialist training, eg, Fostering applications from same sex couples. We are also undertaking work on engaging Fathers in Child protection work. Vulnerable people are identified through a number of Community Safety Partnership groups and as such, would receive additional support and information, should they become a victim of crime or suffer from anti-social behaviour. The ASB Risk assessment assists us in identifying particular protected characteristics.	
6.1.10	When reviewing the corporate complaints procedure, consider how we can make it as simple as possible to make a complaint and improve the confidence of the public to complain. Ensure the review includes a mechanism for capturing and recording equality monitoring data	Corporate Information and Customer Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2014-Revised completion date 2015	Green	The Corporate Complaints Procedure was reviewed and updated and went live with a new simpler 2 stage process in January 2015. Information regarding the current process is displayed on the Internet and leaflets are available which explain the complaints process as clearly as possible. Information leaflets are also available in reception areas in Conwy's buildings. Equality Monitoring forms are included on the "Contact Us" pages on the Internet and there is a system in place to collect and record this information.	
6.1.11	Continue to hold Youth Work Networking Events involving partner organisations, voluntary sector and other organisations to showcase the wide range of support services available to young people in Conwy (young people are invited to attend)	Community Development Service: Youth Service	Core aim 4i - CYPP	✓	✓	✓	✓	✓	✓	✓	✓			On an ongoing basis	Green	The event held in Abergele Youth Centre in February was well attended by both agencies promoting their services and those attending to find out more about services available to children, young people and families. The CYPP used the event to launch the Media Guide. Keith Towler The Children's Commissioner undertook this task. A similar event will be held next year.	
6.2.1	Work together so properties with adaptations are matched to those in need of them, eg, disability adaptations, including through the North Wales Common Waiting List Project	Housing Strategy Registered Social Landlords	One Conwy 3.1.2		✓						✓			2014	Green	The Housing Improvement Team continue to implement the actions set out by the Older Persons Housing Strategy. Timescales for Disabled Facilities Grants continue to improve with the team ensuring that they continue to benchmark and research good practice. There is now a dedicated post of Adapted Property Matching Co-ordinator. The team have prepared leaflets for Disabled Facilities Grants and Property Matching Service. Regular surgery/information days are held at local hospitals, where an officer is on hand to provide advice and the leaflets for disabled facilities grants and property matching service are made available. A review of all Supporting People funded services in Conwy is currently in progress.	
6.2.2	Produce and implement the Older Persons Housing Strategy to ensure older people have appropriate housing and build two further extra care housing schemes in Abergele and Llandudno	Housing Strategy	One Conwy 3.1.4	✓	✓	✓	✓	✓	✓	✓	✓			2015	Green	The outstanding actions of the older persons housing strategy has been incorporated as a work area of the Strategic Housing Partnership. Two Extra Care schemes have been successfully delivered at Abergele and Llandudno.	



## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/Maternity					
6.2.8	We will take into account the needs of disabled people (physical access for person and their carer), transgender people (introducing gender neutral facilities) and sex (baby changing facilities in ladies and gents) in the consideration of alternative facilities during the public convenience review	Environmental & Technical Services			✓	✓	✓			✓	✓				Ongoing subject to funding and approval		During 2012, six public convenience facilities have been upgraded, all now include a disabled cubicle with baby change facilities which is accessible to all and three facilities include unisex cubicles.
6.2.9	We will ensure all planning applications have a fully completed access statement where this is regarded as necessary, prior to works being approved and commencing	Planning Department			✓					✓					Immediate and ongoing		We ensure compliance with all works to public access areas for which Planning or Building regulations require an 'Access Statement' to be completed prior to works commencing. This helps us ensure we capture all key access issues to achieve compliance and/or to implement formal procedures to 'manage' the situation. With all new builds, full 'Design and Access Statements' are completed and we also engage the expertise of Access Consultants for large projects, for example, when undertaking the developments of Parc Eirias and Porth Eirias (6.2.14).
6.2.10	We will train staff responsible for planning and designing the built environment on disability access issues, to ensure good decisions are made at the early stages of the planning and building process across Conwy, including the use of Access Statements, to ensure equality and safe access for all	Property Management Services / Highways & Infrastructure / Planning Department			✓	✓	✓			✓	✓				2013		Qualified staff are up to date with statute law and regulations and consult with client departments for advice. The Planning Department are specifically looking at providing all officers with targeted training on disability access issues in conjunction with the Conwy Local Access Group with the help of Planning Aid Wales. All officers have also been reminded to complete on line equalities training to ensure they understand the importance of addressing access needs.
6.2.11	We will encourage the Local Access Group to be a "formal consultee" by including them in our weekly issue of a published planning applications list which will offer the opportunity for a detailed review of applications and the facility to feedback to the Planning Department	Planning Department			✓					✓					Immediate and ongoing		The Planning Department has been sending to the Local Conwy Access Group a weekly list of planning applications since Spring 2012. Representatives from the Planning and Building Control Departments previously attended a Local Access Group meeting to explain the differing responsibilities of each department and at what stage in the process they were involved to help clarify the process for the Local Access Group. The Planning Department will also be sending a representative to attend Conwy Access Group meetings on a more regular basis as part of ongoing engagement.
6.2.12	We will review our Procurement process to ensure when outsourcing work, that equality is integral to procurement tenders. Prior to procurement, we will review all relevant documents, for Disability Access compliance	Procurement Team (CCBC) and North Wales Equality Network partnership members			✓	✓	✓	✓	✓	✓	✓	✓			2013		Procurement processes undertaken by the Corporate Procurement and Contracts unit always include a section within the tender documentation which requires prospective suppliers to declare that, as an employer, they observe and uphold an Equal Opportunities policy that complies with the requirements of the Equality Act 2010. Suppliers can also be asked to provide evidence of policy and procedures where required. This information is then risk assessed by the evaluation panel. It is recognised that this corporate approach may not be consistent across the whole of Conwy so Corporate Procurement and Contracts are currently developing a standardised approach to key sections of tender documentation so that the Authority can adopt a uniformed approach where applicable. Equality compliance would be included within this piece of work.
6.2.13	We will encourage disabled people to participate in the planning process	Planning Department			✓					✓				✓	Immediate and ongoing		All members of the community are encouraged/invited to comment on planning applications. Regular communications take place between the Conwy Local Access Group and the Planning Department.

## Strategic Equality Plan - Progress On Actions (2012 - 2015)

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	Progress Red-not done Amber-underway Green-completed /ongoing	Actions Undertaken	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil partnership	Pregnancy/ Maternity					
6.2.14	Project Managers will undertake a full Access Audit, when they scope out the work to be undertaken, on each project they are assigned to which involves changes to public areas in Council owned buildings. Each project will be assessed in line with the Asset Management Plan and will ensure compliance with BS 8300 and the Approved Document M of the Building Regulations	Property Management Services			✓	✓	✓				✓	✓			Immediate and ongoing		All projects over £5000 are now considered and approved by the Asset Management Team. All projects consider BS 8300 and Document M (for building regulation submissions), as part of the project briefing requirements and where proposed works impact on these areas. Where we don't undertake a full access audit, accessibility is considered as part of the project requirements, that is, complying with British Standards (BS 8300) and Building Regulations (Part M).
6.2.15	When delivering on the actions in One Conwy around heritage, culture and Welsh language for speakers and learners, consideration will also be given to how non-Welsh speakers (including Deaf people who use British Sign Language) can be included in this culture growth experience	Community Development Service	Refers to One Conwy 7	✓											Immediate and ongoing		Tourism and Communities recently launched the official tourism website for Destination Conwy 'Visit Llandudno and Discover the Best of North Wales'. It has an option to choose from five languages e.g. Welsh, English, French, Spanish and German. Also the digital information kiosks have been installed in various locations within Conwy County. Our Libraries employ staff who speak other languages as well as Welsh and English. They have 2 members of staff trained in BSL, one at Llandudno and one at Colwyn Bay. They provide publications in large print as well as providing spoken word resources to customers for loan and offer publications in Braille upon request. Conwy supports the "More than Just Words" campaign to actively use Welsh to Welsh speaking service users.
6.2.16	We will support vulnerable people to ensure equitable access to assessment and service provision within the framework of the eligibility criteria and based on need	Social Services	Adult Services Commissioning Service Plan	✓	✓	✓	✓	✓	✓	✓	✓				Immediate and ongoing		Each service user is assessed on their individual need in accordance with the framework of the eligibility criteria, regardless of their protected characteristic. Thereafter the appropriate service is commissioned on their behalf.
6.2.17	We will evaluate participation in Rainbow Mark developed by LGBT Excellence Centre Wales and the Stonewall Standard, to adopt a structured approach to ensure the needs of LGBT people are met in both employment and service delivery, and make recommendations to the Senior Management Team	Equality Team CCBC LGBT Group				✓	✓	✓							January 2013		The Equalities Team, with a group of Lesbian, Gay and Bisexual (LGB) staff, reviewed both the Rainbow Mark and the Stonewall Standard in order to consider the approach to adopt to best meet the needs of LGBT staff in Conwy. Since then, Rainbow Mark have ceased operations. The Stonewall Standard requires a not-insignificant annual monetary investment which is not feasible in the current economic climate so membership will not be progressed for the time being. However, this will not prevent us from working towards the good practice measures Stonewall have adopted.
6.2.18	We will develop a formal Equality Impact Assessment Policy (in conjunction with all North Wales public sector partners in developing a standard tool) to include: how this work is integrated into policy and decision development from the outset; defining criteria of "substantial" impact; sign-off process and publication mechanism	North Wales Equality Network partnership and CCBC Equality Team	One Conwy 8.2.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		December 2012		An Equality Impact Assessment Policy has now been fully approved, adopted and issued, with the EIA training workshop amended accordingly. This is available on the Equality & Diversity Intranet site which has also been developed and improved.
6.2.19	We will explore the availability of regular funding, to enable us to offer BSL and Audio facilities on all week long productions at Venue Cymru	Venue Cymru		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Ongoing		At contracting stage a contribution from the visiting company towards BSL, Audio Described and Captioned Performances is negotiated.
6.2.20	Gypsy Travellers will be given fair access to services upon request	Social Services, Education, Community Development Service, Refuse Collection		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Immediate and ongoing		In Education, Gypsy Traveller attendance and attainments are monitored annually, and the Education Social Work Service have a designated Education Welfare Officer who undertakes specific duties in respect of supporting Gypsy Traveller children and their families, and acting as a link between school and home. From a Social Services perspective, we have had no recent cases where we have been asked to support a Gypsy Traveller family, although we would always support the rights of the individual in accessing our services.