

## Strategic Equality Plan - Progress on Actions (2016-2017)

Protected Characteristics														Complete by	Progress	Update for Annual Report Year 1 (2016/17)
Action	Responsibility	Cross Reference	Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity					
<b>Objective 1 : Address Health inequalities</b>																
1.1.3	Raise awareness of free school meals, encourage take up to meet entitlement and reduce barriers and stigma to ensure children and young people are well nourished, healthy and able to perform at school	Partnerships	EDU Service Plan 1.4.3.7 (COG 1 – sub-group Free School Meals)	✓	✓	✓	✓	✓	✓	✓			September 2016		A Task and Finish Group was implemented to improve the take up of free school meals and recommendations from this work have been embedded within service delivery. Take up and entitlement figures will continue to be monitored. We are aiming to offer holiday lunches as part of the All Wales project and will be seeking match funding to support this initiative moving forward.	
1.1.5	Ensure that the people of Conwy are well informed as to the range of physical activity opportunities available to them through: providing a high quality website, development of a marketing strategy, developing Facebook capability, providing taster days to the public, promoting the service through local radio	(CDS) Active and Creative Lifestyles	CDS Service Plan 1.4.2.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		Improvements have been made to our Social Media sites using Twitter and Facebook and we have been promoting Les Mills fitness programmes via Come and Try Sessions at all Leisure Centres. We run childrens holiday programmes, Kids Camp promoted and Fitness Open Days. We have developed a new website and have developed a Marketing Strategy for EIRIAS being developed as part of the Annual Management Plan. More recently we held a Health and Well Being - come and try day.	
1.1.6	Ensure that the people of conwy have safe, supporting and accessible environments to participate in physical activity through: sustainable, accessible and affordable leisure facilities, an appropriate maintenance programme and funding, supporting clubs and societies to develop and enhance their facilities	(CDS) Active and Creative Lifestyles	CDS Service Plan 1.4.2.2	✓	✓	✓	✓	✓	✓				December 2016		New gym equipment has been installed in Abergele Leisure Centre to improve performance and safety. Plans are in place to refurbish Colwyn Leisure Centre, Llandudno Junction Leisure Centre and Llandudno Swimming Centre. Development of the Llanrwst Health Precinct is well underway. Funding has been secured for the development at EIRIAS for the lechyd Da suite, 3G and ATP surfaces.	
1.1.7	Work with Social Care & Education to establish health precincts at Llanrwst, Abergele and Llandudno and develop the existing Health Precinct at Colwyn Bay	(CDS) Active and Creative Lifestyles	CDS Service Plan 1.4.2.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016 March 2018		The Health Precinct in Colwyn Bay has been developed and expanded to house a Multi-disciplinary team of staff from Community Support, Health, Social Workers and Occupational Therapists. A facilitated workshop has taken place with Health, Social Services, Wales Rugby Union (WRU) and other stakeholders. Llandudno Health Precinct (Ty Llewelyn) is up and running and hosts many health and well being activities for the local community. Work on the Health Precinct in Llanrwst is well underway and is expected to open in early 2018. The Abergele Health Precinct is still part of the Place Plan and is in the early planning phase.	
1.1.8	Audit and review how healthy eating is promoted within Youth Service provision	(CDS) Youth Services	CDS Service Plan 1.4.2.10	✓	✓	✓	✓	✓	✓				December 2016		A review has been undertaken on how healthy eating is promoted and a report with recommendations has been shared with the Youth Service team. The outcome is that provisions will be adopted to ensure that the healthy eating message is integrated into practice and all workers will ensure that when food is provided, they are mindful and communicate its health properties to improve awareness.	
1.1.9	Implement the 'Conwy Active for Life' action plan to encourage healthy lifestyle opportunities	[EDU] Service and School Support	EDU Service Plan 1.4.1.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017		The Conwy Active for Life priority projects for delivering the action plan are progressing well. The School Swimming project has effectively engaged with schools to change their swimming provision. A comprehensive re-structure and re-alignment of service delivery has occurred within Conwy School Sport. There has been a change of direction and focus from Secondary to primary school provision. Secondary schools now take full ownership of the schools' extra-curricular programme. The Physical Literacy agenda, with emphasis being on developing programmes for 3-13 year olds, aims to encourage all children to become physically literate. All other key actions within Conwy Active for Life are operational and working to deliver the outcome of increasing participation rates in physical activity.	
1.1.10	Encourage healthy eating, i.e., through Healthy Schools Initiative in all schools and Pupil Referral Units and extend this into our pre-school provision	[EDU] School Effectiveness	EDU Service Plan 1.4.3.6	✓	✓	✓	✓	✓	✓				December 2016		All schools have completed Phase 3 of Healthy Schools which means they have developed a whole school approach to healthy eating. 36 primary schools will be taking part in Food Festivals and 31 settings in the pre-schools scheme have completed or are working on the nutrition standards.	

1.1.11	To promote Nant BH and Pentrellyncymer to schools who currently do not use the centres	[EDU] Service and School Support	EDU Service Plan 1.4.3.30	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Work has been undertaken to promote Nant BH and Pentrellyncymer to schools via email, brochures and direct contact being made to new users with a flyer and "New User" offer. New brochures were issued to schools in the 6 North Wales counties in Jan 2017 providing for the next 2 years of bookings. A new admin team are marketing the quieter times of year to try to generate increased income to action development tasks and keep the service moving forward. During off peak season the service has also been targeting schools by promoting support for curriculum activities such as GCSE Maths revision through practical activities as well as developing further activities in respect of literacy and Welsh language. This work will be ongoing.
1.1.12	Protect the health of consumers working, residing in or visiting Conwy by enforcing legislation regarding tobacco and smoking	[REG] Public Protection	REG Service Plan 1.2.2.24	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Tobacco advertising ban implemented in all premises selling tobacco and have been inspected as compliant. Trading Standards and Licensing Officers staff have been trained with regard to smoking in cars and on the legislation on legal highs. 3 successful prosecutions have been made for the sale of illicit dangerous tobacco.
1.1.13	Implement and co-ordinate initiatives to help families get out of poverty such as Communities First, Flying Start and Families First	(SS) Community Wellbeing	SS Service Plan 1.5.1.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Various programmes seek to tackle poverty including Flying Start, Families First, Communities First and Supporting People. Team around the family (TAF) provides a framework for bringing the tackling poverty programmes together to meet the needs of vulnerable families. The Council's Building Resilient Communities and Tackling Poverty Board commissioned research looking at life in rural Conwy. In particular this work looked at those citizens who are in financial difficulty and not accessing or having difficulty accessing services within the county, under the following themes: access to advice and information; access to the Internet and Mobile data; Access to Job Centre Plus services; Public Transport and Volunteering.</p> <p>Other initiatives to support people out of poverty include a free swimming programme, free public wi-fi, public computers in libraries, family information advice service, apprenticeships and work placements for young people not in education, employment or training, no cold calling zones, free activities at council run events and art events in Venue Cymru. Our free Young Creatives groups are designed to give young people transferable skills that they can use in their school careers and as they move into adulthood. Amongst the participants are looked after children, children known to social services, children / young people with additional learning needs, young people with emotional and mental health needs and children from difficult and challenging backgrounds.</p> <p>Our Early Years Pupil Deprivation programme supports a 'school readiness programme' and encourages parent engagement, focusing on children's language development, advice/support with toileting, transition from home to early years to school and supporting children's development/education at home. We also have an assisted places scheme which provides financial assistance to families on a low income enabling them to access childcare in order to work or train.</p> <p>The Conwy Housing Solutions Services is now fully operational and incorporates the homeless prevention, homeless, housing options advice, tenancy support, private sector lettings and property management and Homefinder (Allocation of Social Housing and Common Housing Register) services.</p> <p>The new office accommodation in Colwyn Bay will provide a much needed boost in local employment during the construction phase. A Social Value Plan has been developed and agreed between the main contractor and the Council which includes use of local trades and materials where possible, training and apprenticeship schemes, delivery of community engagement activities, sponsorship and grant activities. To date three Meet the Buyer events have been held in Colwyn Bay and a strategy is being developed in conjunction with Coleg Llandrillo and the Construction Industry Board in respect of training and apprenticeships.</p> <p>Since June 2015, we have been providing Personal Budgeting Support to customers claiming Universal Credit. This service is also available to households under a Families First funded project within Housing Benefit. The Discretionary Housing Payment Grant has helped people in receipt of Housing Benefit that have a shortfall in their Housing Costs.</p> <p>CCBC has established a project board involving outside partners to develop community hubs around the 5 school clusters and to promote and develop the early intervention and prevention agenda. The project will work with the communities to understand needs and develop a tailored programme of support to address the adverse experiences identified.</p>
1.1.14	Develop Health & Wellbeing Hubs on the Tan y Fron and Hafan Gwydir Extra Care Housing sites and in Eirias Park Leisure Centre	(SS) Community Wellbeing	SS Service Plan 1.4.6.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016- February 2018	The Health Precinct in Colwyn Bay has been developed and expanded to house a Multi-disciplinary team of staff from Community Support, Health, Social Workers and Occupational Therapists. Work on the Health Precinct in Llanrwst is well underway and is expected to open in early 2018. A project board has been established involving outside partners to develop community hubs around the 5 areas and will work with the communities to understand needs.

1.1.15	Identify, develop and promote a range of renewable energy projects that will have a positive impact on fuel poverty	(CDS) Business and Enterprise	CDS Service Plan 1.5.2.11	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016– March 2018	<p>We are working collaboratively with Housing Services and ERF Facilities Management in respect of energy efficiency of rural homes working towards EU Interreg project. Baseline information to address rural fuel poverty is still being gathered - questionnaires are being completed in many rural villages (eg, Llansannan, Llangernyw and Llanefydd) to ascertain the level of severe fuel poverty. Once evidence of need is clear, an application for funding will be made to WEFO. We are working with E.ON on a potential project in Llysfaen LSOA to address fuel poverty through energy efficiency.</p> <p>Consultants have been appointed to assist with the Dolwyddelan Community Renewable Energy project with approval anticipated in August 2017.</p> <p>Development of the tidal lagoon project continues through research and regular meetings with stakeholders including Welsh Government and Bangor University (Seacams), Denbighshire and the Swansea Barrage team. □</p>
1.3.3	Support individuals living with dementia and their families to live healthily and safely	(SS) Conwy People's Partnership	SS Service Plan 1.4.1.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Conwy People Partnership (CPP) are working with the Conwy Involvement Network and Alzheimer's Society to look at making Colwyn Bay a Dementia Friendly Community. Our Ageing Well In Conwy action plan sets out how we support individuals and their families living with dementia, including engagement with those affected, improving assessment and diagnosis, promoting opportunities for prevention, promoting awareness and positive images, involving transport and housing in the agenda.</p>
1.3.4	Adopt a person centred approach and improve the quality of care	(SS) Conwy People's Partnership	SS Service Plan 1.4.1.10	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Conwy Social Care Annual Report 2016/17 outlines our achievements in the year to improve the quality of care. Our focus on outcomes, wellbeing and reducing barriers to services is at the heart of what we do in Conwy. We have supported an innovative range of community projects for older adults. Our all-age Disability services is embedded and remains focussed on clear outcomes for all people with a disability. The Social Care and Education alignment has helped us to develop our Additional Learning Needs team. The Vulnerable Peoples service has focussed on the recovery model for those adults of all ages who are affected by mental vulnerability factors such as poor mental health or homelessness and we have received many compliments about our innovative interventions. The Community Mental Health Teams has been a focus of improvement this year. Our commissioning strategy has a heavy focus on older people being the largest population demand in Conwy and the largest demand for services. Our participation team has worked closely with the work of the youth council.</p> <p>We have trained 28 staff in our Disability Service in Person Centred Practice (PCP) and further joint Education and Social Services training is planned for later in the year. The 'Planning for the Future' project is taking place at Conwy Connect. A Person Centred approach is used within adults' accommodation and for reviews. PCP Steering Group will be looking at monitoring and quality and setting up a Task and Finish Group.</p>
1.3.5	End of Life Care - More people, who are at the end of their life, receive care in their preferred place of care	(SS) Conwy People's Partnership	SS Service Plan 1.4.1.15	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Conwy Peoples Partnership COG 7 have promoted the Byw Nawr / Live Now initiative via various routes. They are arranging a stand at St. David's Hospice to promote their bereavement leaflet, Byw Nawr/Live Now, Advance Care Planning in October 2017.</p>
1.3.6	Strengthen and monitor the delivery of county wide home treatment services to support people in their own home	(SS) Conwy People's Partnership	SS Service Plan 1.4.1.14	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>We have worked with patients and provided home treatment services for acute patients' who may have relapsed or upon first presentation have required increased support to prevent a hospital admission. We have also worked with patients' who are already in a psychiatric hospital, either detained or informal who require home treatments services and a safe discharge plan to support their transition back into the community. Going forward we will be looking at how successful the Home Treatment Services is in preventing hospital admissions and also their ability to support transitions from hospital back into the community.</p>
1.3.7	Work in partnership with other agencies to review ways of providing Social Care and develop a range of support options for those who need assistance to keep them independent for as long as possible	(SS) Older People and HSW	SS Service Plan 1.4.1.17	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	<p>The Conwy Integrated Care Forum has been formed as an operational multi-agency group which aims to support the development and implementation of integrated community health and social care services in Conwy County Borough Council, in partnership with the Health Board and other agencies and the Voluntary Sector. It aims to facilitate joint decision making leading to better outcomes for people, helping to avoid admissions, reducing unnecessary interventions and improving service planning, enabling strong integration.</p> <p>This work primarily supports older people to maintain their independence and remain at home, avoiding unnecessary hospital admissions and delayed discharges and developing integrated care and support services for other groups of people. This work will continue to be progressed to develop community based services.</p>
1.3.8	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		✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing throughout SEP	<p>We have delivered the refurbishment of Canolfan Marl to provide an accessible service in the local community to meet the needs of our ageing population of people with a Learning Disability and people with profound and multiple learning disabilities (PMLD). Our project 'Fitsteps' promotes inclusion and access for people with Disabilities who may need a little bit more help to use their local Leisure Centres.</p> <p>We have started discussion with Llandrillo College to work in partnership to ensure that we can meet the needs of young people with Disabilities locally, reducing the need for them to access further Education outside Conwy.</p>

1.3.9	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 discharge	Adult Social Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing throughout SEP	<p>We are currently supporting a child in care who is going through transition. The LGBT group presented during the Adoption joint panel training across North Wales to provide specific advice on assessing same sex couples or gay or transgender, which was very beneficial for all panel members.</p> <p>General LGBT awareness training for in Adult Services has been arranged to explore the barriers faced by LGBT+ communities and provide an opportunity, which covers: coming out, relationships, families, LGBT+ resources, social and support groups. The course will include an overview of key equalities legislation.</p>
1.5.1	Develop and implement a Workplace Mental Health Policy	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>A Mental Health Policy was introduced in the workplace during 2016 and has been well received by staff. The launch of the new policy coincided with National Mental Health week when we took the opportunity to raise awareness in the workplace. This was supported by the introduction of a separate intranet website called "Conwy Cares" which has information and guidance as well as many self-help resources and signposting to other support bodies around the mental wellbeing agenda. This has also been supported by the Employee Assistance Programme (EAP) in your Pocket and Stress Free Island Apps and the continuation of availability of Care First (employee counselling service).</p>
1.5.4	Develop a Learning Disability strategy involving service users to focus on embedding person centred planning and profiles	Partnerships COG 4 – Learning Disabilities		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>A Person Centred Practices (PCP) Strategy has been developed by PCP sub-group of COG 4. The strategy was produced with the involvement of service users from Ysgol Gogarth and Conwy Connect. The strategy has been approved by the CPP Board and training in Person Centred Practices has been rolled out to Education and Social Services Staff. Ysgol Gogarth have piloted reviews for Year 9 pupils in a PCP way. PCP Champions are being identified within Education and Social Services and a hub has been set up for staff trained in PCP to access resources and provide a support network.</p>
1.5.7	Pilot two targeted groups giving children and young people who may be of risk of developing mental health issues opportunities of informal learning experiences within the Arts field in its wider sense	Partnerships COG1 - Culture Working Group	EDU Service Plan 1.1.3.15	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>We piloted two targeted groups giving children and young people who may be of risk of developing mental health issues opportunities of informal learning experiences within the Arts field in its wider sense. This was a great success and funding has been secured from ACW &amp; Children in Need to continue with the project for a further 18 months and two members of staff have been allocated to support the group.</p>
1.5.8	Continue to work with the Conwy Arts Trust in conjunction with CAMHS and Aberconwy MIND to secure further funding to develop and promote projects to support children and young people with mental health issues through the Arts medium to develop a variety of life skills (through activities such as 'Story Circle', 'Spoken Word Group', 'Speak, Write, Believe', 'Young Critics', 'Family Art Festival', 'Take PArt' and 'Inspire')	(TAC) Theatres & Conferences		✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing throughout SEP	<p>Theatres and Conferences have continued to work closely with Conwy Arts Trust (CAT) to develop these projects and has also developed projects specifically aimed at older people. We will continue to work closely with CAT to secure funding for these projects going forward.</p>
1.6.1	To further develop 'Conwy Dementia Journey Tool' to be utilised by frontline staff in Conwy Local Authority, BCUHB, third sector and the wider community	Partnerships COG 3 - dementia		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>A Conwy Dementia Journey Tool has been produced and will be distributed to various professionals within health, the local authority and the third sector for use with newly diagnosis patients. The Dementia Journey Tool has been approved by the CPP Board.</p>
1.6.2	Produce a 'Communication Tool' to improve communication between professionals, Health, Social Care, Leisure and Voluntary Organisations working with individuals who have Learning Disabilities	Partnerships COG 4 – Learning Disabilities		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>An Accessible Communication Guide for Professionals has been produced and is currently with translation, the guide was developed by various professionals within health, social care, youth services, and a parent carer. Training has taken place with professionals within social care, and once the guide has been translated the training will be rolled out further.</p>
1.6.4	Strengthen primary care services by promoting training and awareness programmes to enable identification of mental ill health	(SS) Conwy People's Partnership	SS Service Plan 1.4.1.12	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>COG 5 is continuing to develop and deliver the Learning Partnership which is being facilitated by Unllais and supported by the group. The Learning Partnership will develop wider learning opportunities for service users and professionals.</p>
<b>Objective 2 : Address unequal outcomes in Education to maximise individual potential</b>														
2.1.2	To improve the transition of learners from Conwy & Denbighshire Special schools to Further Education sectors	Partnerships COG 1- NEETS EDU Service Plan 1.1.5.27		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Following a review of the transition process and curriculum, 'Bridge the Gap' courses have been developed at Coleg Llandrillo which will support the integration of learners from Ysgol Y Gogarth into mainstream Further Education courses where possible. We will continue to monitor the outcomes, track learners, share good practice and plan as appropriate for the next academic year. Ysgol y Gogarth has reported that the revised transition process has resulted in meaningful progression when their learners transfer to the college. □</p>

2.1.3	Project to gauge improvements in educational provision for Looked After Children following the Initial research project 'Looked After Ambition'	Partnerships COG 1 - LAC		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 16	A cohort of Young People attending Secondary schools within Conwy were interviewed. The task of transcribing Pupils' responses to gauge improvements in services for Looked After Children following the research project 'Looked After Ambition - 2013' is still being progressed. It is envisaged that this work will be completed during the Spring Term 2017.
2.1.5	To work with schools to develop links with parents and carers of Black Minority Ethnic pupils	Partnerships	EDU Service Plan 1.4.3.23	✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2016	A meeting with parents of English as an Additional Language (EAL) learners has been arranged 16/06/2017 at Ysgol Y Foryd where there is an opportunity for parents to meet EAL and School staff and see a range of resources. There will be a short questionnaire for parents asking for their views and ideas as to how the service and school can better support them.
2.1.6	To work with schools to review data on their Black Minority Ethnic pupils to track learner progress	Partnerships	EDU Service Plan 1.4.3.24	✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2016- July 2017	Work has been undertaken with the Conwy MIS (Management Information Systems) team to consider options on available data that can be used to track learners progress. The English as an Additional Language (EAL) team are identifying the fields they want to track to enable this to progress. A template has been developed for schools to import into their school system to extract data to allow the EAL team to validate the learners data. □
2.1.7	Deliver on national and local literacy initiatives	(CDS) Culture and Information	CDS Service Plan 1.1.2.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Library staff visited Conwy's primary schools to promote the 2017 annual National Summer Reading Challenge, 'Animal Agents'. 1,780 children in Conwy signed up to the challenge to read six books over three visits to the library during the summer. 166 children became library members in order to take part in Animal Agents. The Reading Challenge is a great way of encouraging children to keep up their reading during the Summer break. 241 children and 171 adults attended Summer Reading Challenge themed story time and craft sessions. Most of the sessions were delivered by library staff and some were delivered by partners such as the Welsh Mountain Zoo, Wild Elements and the North Wales Wildlife Trust. Sessions were held in all 10 libraries during the Summer holidays. Dawns I Bawb sessions for babies and toddlers  Libraries worked in partnership with Dawns I Bawb to organise and offer free bilingual creative dance and story sessions in 5 libraries for children aged 18 months to 4 years during August. The sessions gave the children the opportunity to listen to a story, use their imagination, develop creative movement and have fun.  This work will continue.
2.1.8	Develop, deliver and promote reading services within Libraries	(CDS) Culture and Information	CDS Service Plan 1.1.2.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Engagement with readers to promote book titles, explore reading opportunities, encourage readers to take risks with their reading and build confidence in trying new authors is a core element of library staff's role. Frontline reader development training has been provided to staff to continue underpinning the quality of our service delivery and reader experience. Reading groups across the authority continue to thrive in each of the five area libraries continue and are supported by library staff and resources. A number of successful author events have been delivered in Conwy and Colwyn bay libraries. Continued investment in the book fund ensures Conwy has a diverse range of high quality material to promote to readers in hard copy and electronic format. □
2.1.9	Work in collaboration with our partners to deliver the regional school improvement agenda to drive up standards for the attainment in basic skills and GCSE Core Subjects in all schools	[EDU] School Effectiveness	EDU Service Plan 1.1.1.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	In partnership with GwE, the Council has identified underperforming primary schools to monitor, provide support and if necessary, intervention programmes. Challenging targets are being set in order to raise pupil standards. Support and challenge is based on a 'Red, Amber, Green' identified needs and delivery model thus ensuring additional capacity to support the schools most in need which reflects the Welsh Governments focus on school to school working and promoting a self-improving system. Priorities have been established for every educational key stage.  Conwy's Estyn profile is positive with only a small number of schools (two) requiring a high level of support from both the Local Authority and GwE. Local priorities have been shared with both Primary and Secondary head teachers including: <ul style="list-style-type: none"> <li>• Improve foundation phase outcome 5+ in language and Math's</li> <li>• Improve Key Stage 2 outcomes at Math's and Science</li> <li>• Improve numeracy Procedural and reasoning scores in LNF testing</li> <li>• Ensure that all schools placed in a red/amber make the required improvement in the specified time frame.</li> <li>• Improve Key stage 3 outcomes at level 6 in welsh and level 7 in math's and science</li> <li>• Improve L2+, CSI and L" measures at Key stage 4 (At least in line with the welsh average)</li> </ul> Consultation is taking place with Head Teachers to ensure that individual schools priorities align with Conwy Local Authorities and Regional priorities. Workshops have been held with Local Authority/GwE/Head teachers to establish a robust business plan which accurately reflects the areas of improvement with the education system.
2.1.10	Adapting current methods of recording in line with person centred planning principles all of which contribute towards the development of individual education plans	[EDU] School Effectiveness	EDU Service Plan 1.1.3.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Annual review forms have been adapted in line with the requirements of the new legislative regulations and the revised methods of recording have been piloted in Primary, secondary and special schools. The Educational Psychology Service has also been involved in the development of these methods in line with person centred planning principles. This is being addressed through a new action plan and monitored in CAMHS.
2.1.11	Skill school based staff on person centred planning approaches and forming individual development plans	[EDU] School Effectiveness	EDU Service Plan 1.1.3.11	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Training has been delivered for teaching staff and Head Teachers and pilot projects in schools initiated. A Head Teacher Forum has been set up. The Person Centered Planning champions are embedding these practices across all Conwy Schools.

2.1.12	To implement the new Welsh Braille code	[EDU] School Effectiveness	EDU Service Plan 1.1.3.13	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Funding was secured and the Unified Welsh Braille primer has now been re-written to include changes and updates to the Welsh Code in line with Unified English Braille. The primer is now being proofed and along with new course materials will offer an up to date Braille qualification for those working to support young people and learners through the medium of Welsh Braille.  The RNIB (Royal National Institute for the Blind) now has the responsibility of producing and preparing the materials used in delivering the course qualification as well as publishing the Primer itself. □
2.1.13	To develop a programme of work experience placements within Education Service	[EDU] School Effectiveness	EDU Service Plan 1.1.5.18	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A programme of placements has been developed in Education which is supported by Corporate Human Resources who will continue to send out for placements opportunities and place applicants.
2.1.14	Coordinate a protocol to support asylum seekers in Conwy	[EDU] School Effectiveness	EDU Service Plan 1.4.3.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A protocol to support asylum seekers in Conwy has been developed with support from Children's Services, utilising Wrexham's Protocol for Asylum Seekers and Refugees. This work includes development of a guidance booklet for Conwy schools.  Conwy has volunteered to be a pilot dispersal centre for refugees and asylum seekers in Wales.
2.1.15	Support more primary schools to teach at least 25% of the curriculum through the medium of Welsh	[EDU] Primary School	EDU Service Plan 1.7.1.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	43% of Conwy primary schools are able to teach the full curriculum through the medium of Welsh, and 27% are partly able to teach the full curriculum through the medium of Welsh. The Welsh Language Charter has been adopted in 45% of Conwy's primary schools. This will promote the social use of Welsh and promote the culture of Wales. 16 schools are teaching 25% of the curriculum through the medium of Welsh although they need to receive ongoing support to maintain the momentum. In consultation with Welsh Government on reviewing our WESP (Welsh in Education Strategic Plan), priority areas have been identified. □
2.1.16	Continue to monitor and support children who are home educated	[EDU] School Effectiveness	EDU Service Plan 1.1.4.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	The number of elective home educated pupils has risen in the past year from an average of approximately 70 in previous years to 120 in 2016/17. We continue to send out letters / paperwork to all new home educated pupils and provide support guidance and materials as required / requested. Multi agency panel continues to moderate pupils.
2.1.17	Use of the annual 14-19 revenue grant to support projects for potential NEETS (Not in education, employment or training)	[EDU] School Effectiveness	EDU Service Plan 1.1.5.34	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	The 14-19 Learning Pathways has been used to fund a Kit Car and Quad Bike Project at North Wales Training. There are currently 18 learners on this course. 34 learners are on Extended Work Experience placements and are studying for a BTEC Level 2 Workskills qualification also at North Wales Training. At Penrhos Avenue, learners can access 'Engagement through Vocation' courses which consist of short, flexible access courses in bushcraft, upcycling, music mixing, catering and hairdressing. There are 30 learners on these courses. All courses are for Year 11 learners who are at risk of becoming NEETs. These courses are very successful and meet the needs of school-based learners who are at risk of becoming NEETs.
2.1.18	To deliver the 11 - 24 TRAC (ESF) Project in Conwy as part of the North Wales Regional TRAC ESF Project	[EDU] School Effectiveness	EDU Service Plan 1.1.5.13	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	The TRAC [ESF] Project was approved in February 2016 and became operational in Conwy on 1st April 2016. Since April, the team has been mobilising the project which has included Panel Meetings with each high schools, the Pupil Referral Units (Wyddfud, Bryn y Maen and Penrhos Avenue) and Ysgol y Gogarth to discuss referrals of learners most at risk of NEET to the project.  Schools must demonstrate that they have exhausted their strategies and resources before referring to TRAC. The outputs for Conwy by the end of the project are: 768 participants (360 female, 408 male) of whom 285 participants to have gained a Level 1/2 qualification 430 participants with a reduced risk of becoming NEET  At March 2017, there were 105 participants engaged with TRAC workers and some are accessing activity from the framework of providers. Approval to run this project to 2020 has already been given and a submission for a further extension to 2022 has been submitted. It has also been proposed that the project could work with Y6 pupils.
2.1.19	To develop a regional early identification tool which maps the number of young people who are at risk of becoming not in education, employment or training (NEET)	[EDU] School Effectiveness	EDU Service Plan 1.1.5.18	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A regional early identification tool, known as the Learner Profiling Tool (LPT), went live in September 2016 and is available for schools and other education officers to use in order to track young people at risk of becoming NEET. Data captured includes attendance, attainment and behaviour on all learners in Years 7 - 11 from the ONE system and data obtained from the tool will be used to identify participants for the TRAC [ESF] Project. The tool has been used at School Engagement Panels to identify learners who are eligible for the TRAC[ESF]Project.
2.2.1	Continue to monitor the number of children and young people involved in incidents of bullying as reported in Conwy primary and secondary schools. New data sets to be developed for reporting from 2016 onwards	Partnerships COG 2 – Bullying (Performance measure in COG 2)		✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	COG 1 & COG 5 continue to monitor these figures and schools have national guidelines which they must adhere to.

2.2.2	Collate, monitor and evaluate bullying data to identify trends and interventions to tackle bullying	[EDU] School Effectiveness	EDU Service Plan 1.4.3.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2016	Data referring to bullying in schools is collected every September for the previous year. It is collected from individual schools and totalled over the Infant age range of 3 to 7 years old, the Junior age range of 7 to 11 years old and the Secondary age range 11 to 16 years old. The number of bullying incidents reported in the Infant and Junior age range is low compared to the reporting of bullying in Secondary age range.  The nature of bullying and probable causes are recorded. The three most common bullying reasons across all ages in 2015 and 2016 were Physical abuse, Teasing and Name Calling. Bullying policies in schools have been updated several times in recent years.
2.2.3	Fund a theatre tour in High Schools in Conwy and Denbighshire- highlighting safe relationships and explaining the need to treat each other with respect. The content also included 'Sexting' and the ramifications of such activity	(REG)	Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	This project was coordinated by the Domestic Abuse and Sexual Violence Coordinator on behalf of Conwy and Denbighshire, funded by the Youth Crime Prevention funding. Performances in schools included content on 'sexting and the ramifications of such activity'. This work continues in schools and the School Liaison officers also conduct lessons on safe relationships and the perils of sexting.
2.2.4	Explore funding opportunities in order to offer further Anti Bullying training to Schools, Governors and pupils to tackle bullying issues	[EDU] School Effectiveness	EDU Service Plan 1.4.3.13	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2016	Work has been undertaken in schools to provide training for staff and governors on anti-bullying in schools. All secondary schools, Ysgol y Gogarth and 26 primary schools attended our anti bullying conferences to prepare for Anti Bullying Week in November 2016. The conferences were supported by The Children's Commissioner, who ran interactive workshops and Actionwork who performed a Roadshow. The main purpose of the conferences was to inspire teachers and the school council representatives to run activities back in their schools to mark anti bullying week. Training has also been delivered on extremism / radicalisation for all secondary schools. North Wales 'Police And Community Trust' have assisted financially with a production confronting stereotypes surrounding asylum seekers and refugees for schools. □
2.2.8	Deliver mandatory equality training to all staff to ensure they understand their responsibilities under the Equality Act 2010	[EDU] Service and School Support	EDU Service Plan 1.4.3.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	The Engaging Diversity e-learning module is mandatory training for all staff in Conwy Council. Regular reports are produced for services to enable services to follow up on staff who have not undertaken this training in their section. All new starters are asked to undertake the training as part of their departmental induction. This training is available to staff in the Education Centre as well as to individual schools.
2.3.1	Participate in careers fairs ensuring local schools/colleges are aware	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and Ongoing	We attended 4 Careers Fairs during the year to promote the Council as an employer of choice, some of which were aimed specifically at young people leaving Education but also at other local job seekers. We also attended a 'Choose your Future' event held in Llandrillo College which was aimed at all year 10 and 11 pupils from school across North Wales. All events were well supported by local job seekers and young people including school leavers.
2.3.2	To deliver the Youth Engagement and Progression Framework which focuses on reducing the number of young people aged 11 to 25 who are not engaged in education, employment or training (NEET)	Partnerships COG 1- NEETS		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	<del>December 2016</del> December 2018	Work is continuing on the Youth Engagement Progression Framework. The number of NEETs (Year 11) had slightly increased in 2015/16 to 2.4% from 1.8% in 2013/14. This is due to not all the destinations for all the pupils being identified. NEETs for Years 12 and 13 has reduced slightly. This work will continue for the duration of the framework. □
2.3.3	Carry out Essential Skills Assessment on all Apprentices appointed and provide appropriate essential skills training to support their development during their Apprenticeship to improve course work outcomes and future employability	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and Ongoing	Essential Skills Assessments (Numeracy, Literacy and ICT) are carried out by the training providers prior to commencement of all Apprenticeships. Any identified gaps will be highlighted and support given to bring the Apprentice up to the required standard during their placement with Conwy Council.
2.3.4	Support schools with awareness raising on recruitment / interview skills and apprenticeships at relevant intervals in the school curriculum	Corporate HR via Local Skills Group		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and Ongoing	We supported Apprentice awareness raising sessions in senior schools as part of Conwy Apprenticeship week during October 2016, and also during National Apprenticeship Week in March 2017. We are intending to do the same this coming October.
2.3.8	Monitoring results and placements of pupils leaving year 11 in Pupil Referral Units	[EDU] School Effectiveness	EDU Service Plan 1.1.4.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	This data is collected and monitored each year. All pupil results and placements for pupils leaving Year 11 are monitored every July for all schools across the County. This year the gender split was 40% girls and 60% boys. 64% went to college, 4% went back to school, 4% went into training, 2% went straight into work, 13% were NEET, 4% had career referrals and 6% went out of county.
2.3.9	Develop a regional early identification tool which maps the number of young people who are at risk of becoming NEET	[EDU] School Effectiveness	EDU Service Plan 1.1.5.17	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A regional early identification tool, known as the Learner Profiling Tool (LPT), went live in September 2016 and is available for schools and other education officers to use in order to track young people at risk of becoming NEET. Data captured includes attendance, attainment and behaviour on all learners in Years 7 - 11 from the ONE system and data obtained from the tool will be used to identify participants for the TRAC [ESF] Project. The tool has been used at School Engagement Panels to identify learners who are eligible for the TRAC[ESF]Project.

2.3.10	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	[EDU] School Effectiveness	EDU Service Plan 1.1.5.31	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		Since the changed agenda of Careers Wales, their work now concentrates on working with learners most in need of careers advice and guidance. Schools are delivering this agenda through their Careers and the World of Work programmes and the new Welsh Bacallaureate.
2.3.11	Improving the quality of the Conference Process and more Outcomes Focused Care Plans	(SS) Quality Standards	SS Service Plan 1.2.4.4	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		As part of the overall transformation project, Child Protection processes have been reviewed and improved and a detailed programme of work has been established within CAMMS to monitor progress. Following feedback from Child Protection Conferences, families feel more involved in the conference process and have said the process is better than before, providing better reports which are well argued and logically progressed, explicit, comprehensive, taking into account concerns in relation to the family dynamics and additional needs. Signs of Safety elements have been gradually introduced into conferences. □
2.3.13	Seek funding to continue with 'Story Circle', 'Spoken Word Group', 'Speak, Write, Believe', 'Young Critics', 'Family Art Festival', 'Take Part' and 'Inspire' projects for young people to gain transferable skills	Theatres & Conferences		✓	✓	✓	✓	✓	✓	✓	✓	December 2016		Projects have continued during 2016 and we have been successful in seeking funding for projects during 2017. We will be seeking funding to continue these projects into 2018 due to the huge success this work has been.

**Objective 3 : Address inequalities in Employment and Pay**

3.1.1	Raise awareness of vacancies and opportunities in Conwy to people from black minority ethnic backgrounds and those with a disability	Corporate Human Resources	Employment Monitoring Report	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		All Council vacancies are advertised on our public website and with JobCentre Plus which also connects with the Local Disability Employment Advisor. We also advertise on "The People Exchange" which is a website for all public sector jobs in Wales. The benefit of these avenues is that this advertising is free. The cost of advertising in specific journals and publications directed at disabled or black ethnic minority groups has been cost prohibitive in the current financial climate when budgets are being constantly reduced. We are currently developing our own facebook page for recruitment, which again is a free resource. We do take the opportunity to advertise for free whenever it arises and we are exploring what more we can do to take advantage of existing mechanisms.  We have developed guidance on our e-recruitment pages to enable applicants with disabilities to apply using alternative methods if they need to and this includes information on access to other languages and translation. As part of the consultation on web recruitment, we consulted with Conwy Access Group who were content with the support that we offer to people with disabilities who may have difficulties with e-recruitment.
3.1.2	Implement mechanism to review the recruitment of BME and disabled applicants	Corporate Human Resources	Employment Monitoring Report	✓	✓	✓			✓			December 2016 March 2018		A workflow system within iTrent to flag BME and Disabled applicants to consider if they should be shortlisted being developed. This has been delayed due to maternity leave and limited resources, hence the amended timescales.
3.1.3	Ensure there is more than one way for people to apply for jobs if Digital Applications present a barrier for certain groups	Corporate Human Resources	1.9.3.4 CHR Service Plan	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		Applicants who have a disability which makes it difficult for them to complete an online application can contact us for assistance in completing a job application. This could be a paper application or another accessible format method. Applicants can contact HR if they require any assistance in applying for jobs within the Council and can also visit their local library, where they can receive free assistance in using a computer and accessing the internet to enable them to make their application.
3.1.4	Undertake a review of our current Equality Training provision and provide targeted training/awareness for staff to meet specific equality needs, eg, IT staff designing accessible webpages	Corporate Human Resources			✓				✓	✓		December 2016 and ongoing March 2018		During 2016 we identified a series of supplementary e-learning modules with an external provider but it was decided corporately to switch to the All Wales Academy developed by the NHS. This e-learning platform would allow us to develop e-learning training packages tailored to Conwy Council. There have been some software complications meaning this system is still not available but is still being pursued.  In the meantime we have updated our existing e-learning equalities awareness training Equality & Human Rights Awareness. We also targeted front line services for Hate Crime Awareness training and have also developed our equality website with useful links to information and resources. Targetted training for Council Members was delivered in June 2017 to raise awareness about the public sector equality duty, the need for Equality Impact Assessments and what their role is.  When developing our new website, accessibility training and an audit was obtained from the Shaw Trust as well as training from SiteImprove who also provide the automated quality assurance service used internally to test the websites for compliance with the World Wide Web Consortium's Web Accessibility Initiative. This approach was designed to expand access to online information by removing impediments that could create barriers for some devices or (assistive) technologies used by visitors to the sites. Before the new site development started, compliance was also measured externally in the annual Better Connected report from Socitm.



3.1.5	Ensure fair and transparent internal appeals processes are in place for dismissal/ redeployments. Signpost staff to 3 <sup>rd</sup> party organisations who can support staff with individual employee relations issues, eg, Trade Unions, CAB, ACAS, Employee Assistance programmes, CVSC, EHRC	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	All key policies which could result in formal warnings or dismissal have a formal appeal process outlined within that policy, eg, Disciplinary Policy, Attendance Management Policy, Capability Policy, Redundancy Policy, Flexible Working Policy. Other employment policies provide opportunities for staff to appeal against decisions made by management, for example Grievance Policy, Bullying Policy, Harassment Policy, Redeployment Policy. In any formal process, staff are reminded of their right to have a trade union representative or work colleague with them when going through any of those formal processes. We also fund an Employee Assistance Programme for all staff which allows 24/7/365 access to advice and information (similar service to that provided by CAB) as well as counselling. Most of our employment policies also signpost staff to other organisations for further information, support or advice as relevant. In addition, we have developed our Equality & Diversity intranet site which provides links to key advisory organisations, eg, EHRC, ACAS.
3.1.6	Enable applicants to apply for jobs without the need for an address to be included on the application form and introduce a new gender-neutral name title of 'Mx' (as well as Mr and Ms etc) onto the application form	Corporate Human Resources	1.9.3.4 CHR Service Plan	✓	✓	✓	✓						December 2016	The Mx gender neutral name title has been added to the electronic application form. The address line is not a mandatory field so applicants can miss out the address and still submit their application form.
3.1.7	Prepare a guidance document for managers and staff to refer to in the event that staff become disabled during their employment (and for new disabled staff), setting out the support available both internally and externally	Corporate Human Resources			✓	✓	✓	✓	✓				December 2016	A new Attendance Management Policy was published in June 2016 which incorporates a section on Long Term Illness and Disability, which explains comprehensively how this would be managed in the workplace. There is an additional appendix to the policy on Access to Work which give guidance on what it covers and how to access support for both staff and managers.
3.1.9	Produce a research analysis to gather a better understanding of the employment issues for the over 50's in Conwy	Partnerships COG 3 – Older People Strategy Development Officer - Sian Lewis		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	The Ageing Well in Wales Action Plan is in place and is the subject of regular updates on progress through the democratic process. There have been a raft of projects delivered under this action plan through OPUS and communities for work to work with people over 50, offering assistance with all aspects of employment and recruitment.
3.1.10	Maximise the employment opportunities available to the citizens of Conwy in key developments across the region	(CDS) Business and Enterprise	CDS Service Plan 1.5.1.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	The European Team have established a Conwy Employability Group, to ensure that all the skills and employability projects delivering within Conwy (from CCBC and other agencies) are working in a cohesive, coordinated manner, ensuring duplication of activity is kept to a minimum. This Group will also ensure that participants are directed to the best possible bespoke intervention.
3.1.11	Promote Equality Champions / Network Groups internally and externally	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	All services have an Equality Champion and meetings are held quarterly. Minutes and agendas are held on our internal intranet site along with a Terms of Reference for the group and role descriptions for Equality Champions. We often have external guests come to speak to the group. Discussions have started with North Wales Police regarding how we can signpost our staff to tap into the NWP LGBT Staff network. □
3.1.13	Continue to support Essential Skills Awareness training	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓		Immediate and ongoing	We support Essential Skills Awareness by making this training available to all staff on our annual training plan. It is also mentioned to staff as and when appropriate, eg, when seeking redeployment. Essential Skills are also an essential part of our apprenticeship scheme, supporting apprentices by bringing them up to the required standard during their placement with Conwy.
3.1.16	Review what employment data is telling us from Staff Survey 2015 and take appropriate steps to address any equality issues identified, seeking further clarification from staff where necessary	Corporate Human Resources	CHR Service Plan 1.1.6.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Data has been analysed from the 2015 Staff Survey equality information. A key area where the responses in some groups were disproportionate to the all-Council figure was in respect of stress associated with their role or in general. Much work has been undertaken by the Council for all staff to address these areas since the last staff survey, including the implementation of Conwy Cares, the (Employee Assistance Programme) EAP in your Pocket and Stress Free Island Apps, implementation of a new Mental Health and Wellbeing Policy, the continued availability of Care First (counselling service) as well as additional Attendance Management training for managers with the introduction of a revised policy.
3.1.17	Support staff who are made redundant with redeployment opportunities within the organisation	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	All staff who are at risk of redundancy are placed on the Council's Redeployment register and supported through the redeployment service with redeployment opportunities within Conwy. We also use the Redeployment Policy when seeking to redeploy staff who may be struggling in their current post. Where employees may need any extra support or guidance in this process, they are supported by HR.
3.1.20	Increase number of staff who receive Equality Impact Assessment training	Corporate Human Resources	CHR Service Plan 1.8.5.10	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A number of actions have been taken to increase the number of staff receiving Equalities Impact Assessment training: A presentation to the Managers Forum in December 2016; Visits to each senior management team to identify a champion on their top team who will be responsible for ensuring Equality Impact Assessments are done at the time the policy/practice is being developed; Reviewing the Report and Review Group agenda items and Forward Work Plan and reminding officers about the need to undertake Equality Impact Assessments and providing training dates. This has resulted in the number of attendees more than doubling, with additional courses being arranged over and above the quarterly timetabled ones.

3.1.21	Review current Equality Training arrangements with a view to improving process, quality and increasing number of staff being trained	Corporate Human Resources	CHR Service Plan 1.8.5.11	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	During 2016 we identified a series of supplementary e-learning modules with an external provider but it was decided corporately to switch to the All Wales Academy developed by the NHS. This e-learning platform would allow us to develop e-learning training packages tailored to Conwy Council. There have been some software complications meaning this system is still not available but is still being pursued. In the meantime we have updated our existing e-learning equalities awareness training Equality & Human Rights Awareness. We also targeted front line services for Hate Crime Awareness training and have also developed our equality website with useful links to information and resources. Targetted training for Council Members was delivered in June 2017 to raise awareness about the public sector equality duty, the need for Equality Impact Assessments and what their role is.
3.1.22	Implement the Communities First themed programme of Prosperous Communities through the following projects: Just the Job PC1&2 IT Skills for Work PC3 Pennypinchin' PC4 Just the Business PC5.1 Timebanking (Beantime) PC5.2	(CDS) Youth Services	CDS Service Plan 1.5.2.22	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Just the Job - Job Clubs provision has been increased to include CV writing, IT Skills (Switch On) and basic skills assessments, as well as support with CVs, Application Forms, Interview Skills, Better Off Calculations, access to IT, digital literacy and IT skills for work and one-to-one support, advice and guidance. CAB staff are also available for advice and guidance. We targeted 230 individuals but actuals up to 325. Those reporting they are more positive and confident about seeking employment: 257 with the same number actively seeking employment. 102 have entered employment against a target of 34. This project also includes the test trading shop at No 22 Station Rd, providing knowledge about starting and running their own business. The Pennypinchin project was commissioned out to Conwy CAB. Advisers have attended every Job Club session and are available for support and advice on all aspects of financial inclusion including managing their finances, supported to access benefits they are entitled to.  We have worked in partnership with LLFITC – Llandudno Football in the Community, to deliver IT Skills for Work courses and discussions are ongoing regarding provision of a level 2 progression. Development of Live Well, Work Well (Healthy Minds / Just the Job) courses aimed at men only - confidence, employability skills, CV, communication and presentation skills. □
3.1.23	To raise awareness of apprenticeships and promoting opportunities through the Network Co-ordinators Group which has SMT representation from all Conwy high schools, PRU, special school, Coleg Llandrillo, Careers Wales and Conwy Business Development Team. Presentations on apprenticeships and traineeships have been given to all Year 10 learners in the 7 Conwy high schools.	[EDU] School Effectiveness	EDU Service Plan 1.1.5.28	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A Conwy High Schools Apprenticeship Forum was established in 2016 and one of the outcomes has been to provide an Apprenticeship Week for Y11 in October each year as it is felt that the National Apprenticeship Week in March is too late. Y10 pupils will be targeted in March and work will involve Coleg Llandrillo, North Wales Training, Careers Wales and Conwy Business Development Team. Presentations on apprenticeships and traineeships have been given to all Year 10 learners in the 7 Conwy high schools.  The Apprenticeship Week for Y11 learners will have a panel of representatives from Coleg Llandrillo, NWT, Careers Wales, an employee and an apprentice. They will receive questions from learners with the aim of providing a broad range of information about apprenticeships. . A video clip has been put together by learners at Ysgol Aberconwy and directed by the Youth Service. The feedback from schools has been excellent. This work will continue.
3.1.25	Bring vulnerable people closer to work by providing practical skills and training opportunities	(CDS) Community Wellbeing	CDS Service Plan 1.1.1.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	We have exceeded our target of supporting 130 vulnerable people closer to work by providing practical skills and training opportunities (against a target of 60). March 2017 sees the end of Families First funding and from 1st April this will be reported as European funded projects OPUS and ADTRAC. Over 84% achieved a positive outcome, which includes employment, gaining a qualification, increased confidence and self esteem, or volunteering. Feedback on "Lets Get Working" and STEPS programmes has been very positive, for example: 'Going to college full time.... have a work placement..... learnt a lot on a first aid course..... its been fantastic in helping me get on my course and building my confidence....would highly recommend this course to everybody..... staff are knowledgeable, thorough, approachable, kind and happy..... now that I have my place on the Foundation Degree in Policing I feel that I am on the best path towards my career'.
3.1.26	Support the development of social enterprise to facilitate employment opportunities	(CDS) Business and Enterprise	CDS Service Plan 1.1.1.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	We continue to support the development of social enterprise in Conwy and this in turn facilitates access to training and employment opportunities and helps people to regain confidence to re-enter the employment market. We have supported the development of 93 new jobs since 2003 in Conwy. The Wales Co-op 'State of the Sector' report 2017 states: 'The social business sector in Wales is worth £2.37bn to the Welsh economy and is supporting about 41,000 jobs'. Our contribution to this sector will continue in Conwy into 2017/18 and beyond. □
3.2.1	Complete data collection and analysis for Equal Pay Audit and identify and implement Action Plan to address issues highlighted	Corporate Human Resources	CHR Service Plan 1.8.5.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	A preliminary Equal Pay Audit was undertaken when developing our previous and current Strategic Equality Plans and details were published within those documents. A more detailed Equal Pay Audit was started in 2015 and a number of actions were identified which have been included in the Council's Strategic Equality Plan Action Plan. The Equal Pay Audit is currently being updated and results will be published in due course and further actions considered at that time.
3.2.4	Ensure that any zero hours contracts do not oblige workers to be available when work is not available and to ensure that these do not prevent the opportunity to take up other work	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	We do not employ any staff on zero hours contracts within Conwy. We do employ workers on casual contracts where there are no guaranteed hours but they are not obliged to be available and can refuse work if they are unavailable.
3.2.10	Advertise all jobs as both full time (where this is possible) as well as part-time to reduce gender segregation impact for women working in low paid/part-time jobs. Amend vacancy control form to reflect this	Corporate Human Resources			✓	✓	✓					✓	December 2016	Our Vacancy Control Notification Form asks managers to state the hours of work per week, rather than confirming full or part-time, which encourages managers to consider various contractual hours, offering as much flexibility as possible. Our web recruitment site promotes flexible working options including part-time and job share and our on-line application form asks applicants if they would like to consider the post as a job share as well as full time.

**Objective 4 : Address inequalities in personal Safety**

4.1.1	Review of Violence and Aggression Strategy	Corporate Health & Safety	CHR Service Plan 1.2.3.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		The Violence and Aggression Strategy was updated in 2016 and is now called The Protection of Employees Policy.
4.1.2	Continue to work with our partners through the Community Safety Partnership to promote and sustain the fact that Conwy is a safe county	[REG] Community Safety	REG Service Plan 1.2.1.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017		<p>The Community Safety Partnership (CSP) attends various community events to provide crime prevention advice and signpost to other organisations. With the help of Neighbourhood Watch volunteers, we hold regular multi-agency events on crime prevention in supermarkets and shopping centres and we also attend events held by other organisations. The information stall has crime prevention leaflets and target hardening equipment (eg locks to make homes more secure and harder for criminals to target). These events are attended by volunteers, CSP staff, Trading Standards, local Police Community Safety Officers and the Fire Service.</p> <p>The CSP continues to fund services for substance abuse with dedicated dual diagnosis social workers, residential rehabilitation and funding for the Drug &amp; Alcohol Rapid Response Team (DARRT). All of the work carried out by Social Services and Youth Justice service contributes towards the year on year reduction in crime we have seen. We have continued to see reductions in youth offending and the reported crime has continued to fall. This is as a direct result of the partnership working and hard work provided by services in Conwy. We now have around 1400 cold calling zones which is a great reassurance for residents, particularly given our large elderly population. We have developed a regular newsletter to help communicate more effectively and we attend events in Conwy promoting home safety and personal safety.</p> <p>New projects are added to our action plan as the plan is dynamic. We have a full representation of strategic partners on the Community Safety Partnership board and this work is ongoing.</p>
4.1.3	Improve our enforcement and education role to address anti social behaviour, including litter and graffiti	[REG] Public Protection	REG Service Plan 1.2.1.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017		<p>This work remains a key priority for the service, with enforcement and the number of fixed penalty notices issued increasing to 3906 in 2016/17, with 118 issued for dog fouling. The service is also working in partnership with Kingdom on educational initiatives aimed at reducing irresponsible dog ownership and littering. Dog fouling hotspots continue to be patrolled and monitored by the Keep it Clean Ambassadors and dog fouling and littering signs and cameras have been erected. Work also includes dealing with low level complaints, eg, fly tipping.</p> <p>The Campaign lead officer has approached Town Councils with a view to working in partnership with them to tackle anti-social behaviour with regard to dog fouling and littering and some have already contributed towards the cost of replacement signs and consumables. □</p>
4.1.4	CCTV to support Social Landlords, North Wales Police, North Wales Fire Service, Town Councils and the Community Safety Partnership in reducing anti social behaviour	[REG] Public Protection	REG Service Plan 1.2.2.10	✓	✓	✓	✓	✓	✓	✓	✓	✓			CCTV attend 6 weekly Anti Social Behaviour (ASB) Tasking Group meetings in partnership with Fire Service, Police, Housing, Town Councils, etc. We provide the lead advice on using CCTV in public spaces and manage the software and undertake reviews for the redeployable cameras used by the group. We also nominate issues ensuring action eg, a large group of youths in Colwyn Bay causing ASB issues where included on document by request from CCTV. This work is continuing.
4.1.5	Deliver effective 'Cold Calling Restriction Zones' across CCBC in partnership with North Wales Police and Safer Conwy	[REG] Public Protection	REG Service Plan 1.2.2.14	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		We have approximately 1400 individual Cold Calling Control Zones (CCCZ) in place in Conwy. This action has been moved to a task in Community Safety under the action Reduce repeat incidents of victim based crime and ASB for victims and perpetrators
4.2.1	Work with Multi Agency Risk Assessment Conference to Manage the Levels of Repeat Victims of Domestic Abuse	REG Community Safety	One Conwy 1.1.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing		We continue to use MARAC to manage the levels of repeat victims of domestic abuse. The number of referrals has reduced as we have a new pilot in place called Four Pillars which means we problem solve beforehand, preventing the need to always send to MARAC for discussion. The Community Safety Partnership (CSP) Domestic Abuse Officer ensures the MARAC is run in line with the guidelines from the Welsh Government and we have been reviewing the MARAC process to make sure our system is fit for purpose.
4.2.2	Increase awareness amongst young people of sexual violence	REG Community Safety	One Conwy 1.1.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing		An Independent Sexual Violence Officer for young people, based in the Sexual Assault Referral Centre in Colwyn Bay, has been appointed and has already engaged with over 70 young people during the year. This has increased the awareness of this issue amongst young people. The schools also offer some School Liaison sessions on this issue. This service provides support and guidance and this work is on-going. □
4.2.3	Working in partnership with social services to provide training in relation to child sexual exploitation	(EDU) School Effectiveness	EDU Service Plan 1.4.3.18	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		Training on prevention of child sexual exploitation has taken place for Social Care Officers, Local Authority Safeguarding Training Officer, Education Social Workers and PSE (Personal and Social Education) Co-ordinators for each secondary/special school and Pupil Referral Units. Enhanced Training was also delivered on Internet Safety to all staff. Training has previously been provided on Radicalisation for Secondary staff in 2015 and this was offered to all Primary Schools during 2016.
4.2.4	Continue to work with our partners to improve the support for the whole family in dealing with Domestic Abuse, Mental Health and Drug and Alcohol issues	(SS) Vulnerable People and (REG) Housing	SS Service Plan 1.2.1.4 Local Housing Strategy 2.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017		<p>Families First work with Colwyn Women's Aid, Welsh Women's Aid and Relate on this specialist project and have supported over 200 parents and children who have been affected by Domestic Abuse. We have opened our local training courses to Health, Social Care and third sector partners and there is a partnership approach to Conwy's response to mental health, self-harm and suicide prevention strategies. Approximately 40 clients have received interventions via the Recovery Compass delivered by Mind and 27 carers of mental health clients have received support via Hafal's service.</p> <p>We continue to utilise our funding on substance misuse for residential rehabilitation and Local Authority representatives meet with all relevant partner agencies as required. Staff attend the Service User Group for substance misuse, the Area Planning Board Executive group and Delivery group so we are influencing both strategy and operational functions with partners.</p>

4.2.5	Increase the confidence in reporting Domestic Abuse and Sexual Violence by supporting National campaigns and raising awareness	(REG)	Conwy & Denbighshire Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	An Independent Sexual Violence Officer for young people, based in the Sexual Assault Referral Centre in Colwyn Bay, has been appointed and has already engaged with over 70 young people during the year. This has increased the awareness of this issue amongst young people and schools also offer some School Liaison sessions on this issue. Work on Domestic Abuse has continued with training courses raising awareness of the importance of reporting. The Community Safety Partnership (CSP) Domestic Abuse Officer ensures the MARAC (Multi Agency Risk Assessment Conference) process is initiated whenever relevant, which is a partnership including Police, Social Services, Housing, Community Safety Partnership and Health. □
4.2.6	Develop Conwy website on Domestic Abuse to encourage improvements in reporting incidents and support and publicise Domestic Abuse Day	(REG)	Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	It is a core role of the Domestic Abuse and Sexual Violence Coordinator to arrange awareness events/media releases for International Domestic Abuse Awareness day, which we do each year. We work in partnership to reduce crime and disorder in Conwy and Denbighshire and increase confidence in reporting domestic Abuse and Sexual Violence. Tasks include Safer Conwy putting out media releases on reporting domestic abuse and backing National and Regional campaigns. We work with our third sector partners to support awareness raising and support the Live Fear Free - All Wales helpline which we continue to promote. We held an event on behalf of Conwy and Denbighshire in the Town Hall in Rhyl during the year and had guest speakers from Live Fear Free, Men Against Domestic Abuse and many other information stalls.
4.2.7	Safer Conwy and Denbighshire provide funding for the Saferhomes scheme which is a target hardening fitting service for victims of domestic abuse	(REG)	Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	Saferhomes is a dedicated lock and security equipment fitting service. It has been in operation since 2006 funded by Home Office grants. The service enables those suffering from domestic abuse as identified by any professional in the field, to receive a home security check and any subsequent safety work required. The service is managed by the Community Safety Team and we pay for a suitably trained and fully Police checked lock fitter accompanied by a female assistant to carry out the work. Customer Satisfaction questionnaires are issued after work is undertaken and the service achieves 100% satisfaction rate. There is a risk to this work in 2018/19 due to lack of direct funding. The Police and Crime Commissioner is looking to fund this service utilising the North Wales Fire and Rescue service as a delivery team.  The Domestic Abuse and Sexual Violence Coordinator continues to work with our third sector partners to promote the Live Fear Free - All Wales helpline and to utilise funding for the Saferhomes scheme through supporting media releases on reporting domestic abuse as well as backing National and Regional campaigns.
4.2.8	Implement the commitments made in our Domestic Abuse, Sexual Violence and Violence Against Women in the Workplace Policy	Corporate Human Resources				✓							December 2016	A Domestic Abuse, Sexual Violence and Violence Against Women in the Workplace Policy has been fully implemented in the workplace, which includes information on various support organisations that staff can contact. Notices have been placed in all public conveniences advertising the Freephone helpline. Electronic posters have also been placed on all of the internal and external facing Xibo TV boards.  Welsh Government set requirements for training all staff on this subject and an e-learning module is available through an online training portal. There have been technical issues with access to the portal and once this is fully resolved, this will be the first training to be rolled out on this system. The Domestic Abuse and Sexual Violence module is currently being piloted within Corporate HR to iron out any technical glitches.  We also report periodically to Welsh Government on the number of visits to the Intranet page hosting the policy.
4.3.1	Reduce victim based crime by delivering awareness sessions on avoiding being a victim of crime and raising awareness using social media	REG Community Safety Partnership 1.1	Conwy & Denbighshire Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	We have been working on reducing Anti Social Behaviour and reporting has reduced month by month for repeat victims. Neighbourhood Watch volunteers have continued to attend community events promoting crime prevention and target hardening and promoting all things community safety.
4.3.2	Home and business security surveys carried out to highlight the measures that can be taken to reduce the chances of becoming a victim of crime	REG Community Safety Partnership 1.4	Conwy & Denbighshire Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing	We continue to undertake this work with an average of 5 business surveys a month and 4 home surveys undertaken. This work will be ongoing as it is delivered by the Police. We have just provided some target hardening equipment to the police to carry on with this work.
4.3.3	Work with various partners and agencies to improve older people's awareness of the pitfalls around commercial and financial schemes. (For example equity release and cold calling)	Partnerships COG 3 - loneliness and social isolation		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017- March 2018	This was an action input by the Older People's Development Strategy Officer into the Ageing Well in Wales Action Plan. As this post no longer exists the Ageing Well in Wales Action Plan now sits within COG 3. The group will meet in September to review the Ageing Well in Wales Action Plan and decide what actions they will be working on for the coming year.  In the meantime, Community Safety Partnership now have around 1400 cold calling zones which is a great reassurance for residents, particularly given our large elderly population and they have developed a regular newsletter to help communicate more effectively, attend numerous events in Conwy promoting home safety and personal safety.

4.3.4	Attendance at community events with local partners such as the Llandudno NHW Volunteers to promote home safety	REG Community Safety Partnership 1.1	Conwy & Denbighshire Community Safety Partnership Strategic Plan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing		We have been working on reducing Anti Social Behaviour and reporting has reduced month by month for repeat victims and we have been utilising the new powers afforded to us by the new Anti Social Behaviour Act. Neighbourhood Watch volunteers have continued to attend community events promoting crime prevention and target hardening to vulnerable people in Conwy and Denbighshire and promoting all things community safety.
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**Objective 5 : Address inequalities in Representation and Voice**

5.1.1	Deliver Equality Training for Elected Members	Corporate Human Resources	CHR Service Plan 1.8.5.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016		Elected Members were invited to Hate Crime training in April 2016. Further training for Elected Members on Equalities, including Equality Impact Assessments and Member responsibilities was arranged as part of the Induction for Elected Members after the election in May. Training took place on 28 June 2017 and was very well received. Further Hate Crime training is being arranged through the Community Cohesion Officer.
5.1.3	School Councils continue to play a key role in the decisions made in schools	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016 and ongoing		Every school has a school council which meets regularly and provides a key voice from young people in the school decision making process.
5.1.4	Provide Primary and Secondary School training for school councils on LGBT and identity based bullying	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016 and ongoing		All secondary schools, Ysgol y Gogarth and 26 primary schools attended our anti bullying conferences to prepare for Anti Bullying Week in November 2016. The conferences were supported by The Children's Commissioner, who ran interactive workshops and Actionwork who performed a Roadshow. The main purpose of the conferences was to inspire teachers and the school council representatives to run activities back in their schools to mark anti bullying week. There is plenty of evidence through Twitter and school websites that many pupils who attended have run activities for their fellow pupils. Examples are: 6th formers from Ysgol Y Creuddyn who made a video and ran workshops for year 7 and 8 pupils; Year 6 pupils from Pentrefoelas ran workshops for Key Stage 2 and Foundation phase developed a pupil version of the anti-bullying policy and put a feelings box in school for children to report bullying; Ysgol Capelulo children took part in activities throughout the week (including infant classes writing and performing a song) and then presented their work in a special assembly; Ysgol Maes Owen who ran 2 assemblies, made short films and put up displays running the whole length of their corridor.
5.2.5	Continue to develop and strengthen relationships with the identified Stakeholder group included as part of the North Wales Public Sector Equality Network activities and other related community and voluntary groups	Corporate HR with NWPSSEN		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing throughout SEP		The Stakeholder group were last formally involved in engagement and consultation when Strategic Equality Plans were being prepared in 2016. Informal contacts have been made with members of the group for specific requests for feedback and they were also involved in the consultation for the work on the Wellbeing and Future Generations engagement. A further engagement event is being planned for spring 2018 to provide feedback on progress so far on the North Wales equality objectives and find out if there are other priorities we should be focusing on.  A positive relationship has also been established with the Conwy Access Group and throughout the year officers have attended the group to consult with members on various proposals that might affect access.
5.2.6	Improve the level of engagement undertaken when carrying out Equality Impact Assessment process across all services	All Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing		We recognise our responsibility under the duty to engage when undertaking Equality Impact Assessments and this is done as and when required as dictated by the nature of the policy or practice being assessed, taking into account proportionality and relevance. There have been some major pieces of engagement in the period, of note being the engagement associated with the Wellbeing Assessment and the Corporate Plan. Engagement will normally be with affected service users, and/or staff and trade unions, and with organisations representing people from different protected groups. Understanding around this aspect of the Equality Impact Assessment process has increased and improved significantly within services.

**Objective 6 : Address inequalities in ACCESS to information, services, buildings and the environment**

6.1.1	Involve people from different protected groups in the design of systems / websites to remove barriers to accessing Information and Services	[ICT] Tech Support		✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing	<p>The framework for the new corporately managed sites follows the principles of accessibility set out in the World Wide Web Consortium's Web Accessibility Initiative and other best practice, including that described by <a href="http://www.gov.uk">http://www.gov.uk</a>. This approach is designed to expand access to online information by removing impediments that could create barriers for some devices or (assistive) technologies used by visitors to the sites.</p> <p>Before the new site development started, accessibility training and an audit was obtained from the Shaw Trust. Further training was undertaken from SiteImprove who also provide the automated quality assurance service used internally to test the websites for compliance with the above standards. Compliance is measured externally in the annual Better Connected report from Socitm.</p> <p>In addition to improvements to technical standards, the responsive design means that the new sites work optimally across a wide range of devices and form factors (PCs, tablets, smartphones, smart TVs, etc.), opening up easier access to groups beyond the home desktop computer with a fixed internet connection. Shortly after launch the Web Team attended the Conwy Access Forum to present and receive feedback. The group did not identify any specific access problems but did offer feedback about the site in general.</p> <p>The bilingual public site had an extended internal review phase followed by a 2 month public beta release to gather feedback from all site visitors prior to launch. Every page featured a user feedback function that allows people to rate its usefulness and add textual comments. The same global feedback tool remains available to all visitors and the data drives satisfaction reporting as well as identifying information and access issues for further development or sharing with the relevant Council service as part of a process of continual improvement.</p>
6.1.2	Develop a bereavement leaflet/guide offering advice to raise awareness of existing services to those experiencing sudden death in Conwy and promote to professionals and communities	Partnerships COG 7 – End of Life Care		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	<p>A bereavement leaflet 'When someone dies' has been produced and 2000 copies have been printed. A consultation event on Advance Care Planning, Deprivation of Liberty Safeguards, Byw Nawr/Live Now, Conwy End of Life Services and DeadSocial.org was held for professionals. The leaflets have been distributed to GP practices within Conwy, Funeral Directors, hospitals, community district nursing teams, Coroner, Crematorium and members of the public. The leaflet has been advertised with CPP Newsletter and the Conwy Bulletin.</p>
6.1.3	Support the national and local digital inclusion agendas	CDS Culture and Information	CDS Service Plan 1.1.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	<p>We have continued to support national and local digital inclusion agendas and in March 2017 we gained Wales Digital Charter accreditation in recognition of our role in providing digital skills and supporting people to get online. We recently appeared in the Wales Cooperative's Tackling Poverty Fortnight blog for partnership work with JCP and Digital Communities Wales. This work is proving successful and will be ongoing.</p>
6.1.4	Develop an Information Strategy for the Library Service to improve access to information	[CDS] Culture and Information	CDS Service Plan 1.7.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>A draft Strategy has been produced although this will need to be reviewed and updated again in view of the proposed role of Libraries as community hubs.</p>
6.1.5	Seek opportunities to expand guest Wi-Fi access where appropriate	[ICT] Tech Support	ICT Service Plan 1.9.13.10	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Free guest Wi-Fi between Porth Eirias and Colwyn Bay Pier is now in place. Free guest Wi-Fi across Council sites is also available including Leisure facilities and Libraries. Schools can opt to utilise the facility on request. We are also investigating installation into all Tourist Information Access Points located around the County and further expansion will be considered as and when grant funding opportunities arise and where there is evidence of successful take up. We are also investigating areas where the existing guest Wi-Fi can be expanded into rural areas.</p>
6.1.6	Financial Inclusion Awareness Training for CCBC Staff in order to support service users	[RBA] Intervention and Welfare Rights	RBA Service Plan 1.4.5.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>As a legacy of the Conwy and Denbighshire joint Financial Inclusion Project CCBC was given 500 Financial Inclusion e-learning licences to use by 31 March 2017. By this date, 419 of the 500 licences had been used, which was regarded as an excellent outcome for CCBC and demonstrates our commitment to the financial inclusion agenda. Training was also made available to Members.</p>
6.1.7	Raise awareness of facility to claim for housing benefit and council tax benefit on-line and for landlords to access benefits data via the web	[RBA] Benefits and Financial Assessments	RBA Service Plan 1.4.5.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>We actively promote the use of our on line services to claim Housing Benefit/Council Tax Reduction and use the Claimant Access and Landlord Access view products, by encouraging the use of these services to the public over the telephone, at our Area Benefit Offices and on our notification letters. We have PCs available for public use in all our Area Benefit Office Waiting Areas with staff assistance when required. For the financial year 2016/17, 534 customers have made their claims for Housing Benefit/Council Tax Reduction using the on line claim forms, which is an increase on the previous financial year of 404. The number of active subscriptions for the Landlord Access Product is 71 and Claimant Access Product is 140.</p> <p>All schools have now been given self service access to view free school meal entitlement for children in their school in real time, rather than having to wait for a weekly list.</p>

6.1.8	To support service users in dealing with the ongoing changes introduced by the Welfare Reform Act 2012 including Universal Credit, Benefit Cap, Housing Benefit changes, etc, ensuring claimants know their rights and receive the correct entitlements	[RBA] Benefits and Financial Assessments	RBA Service Plan 1.4.5.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>Universal Credit (UC) started being claimed in Conwy from 04 May 2015 but at present it is only single jobseekers making a new claim who are invited to claim UC. Conwy CBC receives funding from the DWP to support customers to claim on line and to provide Personal Budgeting Support (PBS) where needed. The take up of PBS has been slow despite looking at ways to increase this eg, a pilot providing the service at the Jobcentre, promotional material, and discussions with the Jobcentre to ensure that they are promoting the service in their discussion with customers. We continue to hold regular meetings with the DWP to discuss and monitor the impact and to ensure that we are doing all that we can to support the people of Conwy.</p> <p>The UC Digital Service will be live in Conwy from around February 2018 and at this point the gateway for claiming UC will be opened up to new claims from couples and families (excluding those with more than 2 children) and will include people who would previously have claimed Jobseekers Allowance, Income Support, Employment Support Allowance, and Tax Credits. We are awaiting a revised date for when households with more than 2 children will be able to claim UC.</p> <p>This action is ongoing and we will continue to support service users.</p>
6.1.9	Fund and pilot an on-line Benefits Calculator and review usage to consider if this should be extended for a further period	[RBA] Benefits and Financial Assessments		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>The Benefit Service piloted the use of Policy in Practice's on-line Benefit / Budgeting Calculator for the period of 12 months. The cost of the product was £7,000 per annum plus VAT. A decision was made that the product was not cost effective so we didn't renew the contract. There are other products available which are free and these are used to help and support our customers as and when required.</p>
6.1.10	Meet with private sector landlords to go through changes to benefit system so they have a greater understanding of tenants rights and the difficulties they face following Welfare Reform	[RBA] Benefits and Financial Assessments		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>We have met with Private Landlords to update them on the Welfare Reforms. When Conwy County Borough moves to Universal Credit Full Service in 2018, this will increase the number of people on Universal Credit which includes the Housing Cost element. We are working closely with the Department of Work and Pensions (DWP) to plan for this. We are currently looking at a Local Authority Support Pack and will be drawing up an Action Plan to include how and when we are going to communicate with stakeholders (which includes private landlords). A presentation has been arranged for the DWP to present to the Private Landlord National Association Meeting in November 2017. This work will be ongoing.</p>
6.1.11	Bid for further funding to continue to fund a Welfare Benefits Advisor who holds budgeting interviews with service users to support them with understanding their benefit entitlements to ensure they receive the financial support they need	[RBA] Benefits and Financial Assessments											December 2016	<p>In 15/16 we obtained funding from the DWP and appointed a person to provide budgeting support to people claiming Universal Credit. At that time the funding covered the cost of this additional post in full. In 2016, the funding was greatly reduced and a decision was made that we could no longer sustain the additional post. Budgeting support is still provided to customers however this work has been absorbed by colleagues within the team. This is now classed as business as usual.</p>
6.1.12	Ensure IT Business Partners include the IT Disability Contact when dealing with requests for specialist IT equipment/requirements from disabled staff	[ICT] Tech Support		✓	✓	✓	✓	✓	✓	✓	✓	✓	February 2017	<p>All IT Business Partners include the IT Disability Contact Officer when dealing with requests for support/assistance for specialist IT equipment/requirements from disabled staff. This has greatly improved the service for disabled staff.</p>
6.1.13	Publish a bi-annual Staff Equalities Newsletter to raise awareness for staff of current equality issues and legislation	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016 and ongoing March 2018	<p>Issue of the first newsletter was delayed due to other priorities and limited resources but the first edition is due to be issued by December 2017.</p>
6.1.14	Continue to develop Conwy's Single Point of Access	(SS) Community Wellbeing	(SS) Service Plan 1.4.6.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>A Single Point of Access team are now established and good progress is being made with collection of basic statistics and statutory data. We continue to work on improvements across the board and this is now business as usual.</p>
6.1.15	Agree and Implement a revised Gypsy Traveller protocol for Unauthorised Encampments	(REG) Housing		✓									December 2016	<p>The North Wales Protocol for encampments has been developed through the North Wales Gypsy Traveller Accommodation Forum and approved by Cabinet. Detailed procedures for dealing with and managing an encampment have been developed with detailed guidance yet to be finalised. The procedures also relate to instances of rough sleeping in the County. □</p>
6.1.16	Embed the concept of valuing the choice of individuals and promoting the value of language choice and culture, through the More Than Just Words action plan	(SS) Community Wellbeing		✓									Immediate and ongoing	<p>The concept of valuing the choice of individuals and their choice of language and culture has been embedded in all that we do. We have been proactively undertaking the 'Active Offer' and have been impressed with the numbers of individuals who wish for their correspondence to be in Welsh and English and also the number of service users who wish for their service to be delivered through the medium of Welsh. We are able to record the user's language of need on our systems, and are able to ask that subsequent care is linguistically sensitive. Awareness of the 'Active Offer' is undertaken as part of the Social Care and Induction Framework programme, in which internal and external staff attend. We have undertaken several sessions with staff using the materials and videos that are available supporting the 'More Than Just Words' approach. All Welsh speakers across the Authority wear laith Gwaith lanyards and Welsh language learners wear the Dysgwyr lanyards. When developing service specifications for new services the ability to provide services in the language of their choice is a key criteria.</p>
6.1.17	Update 'Ceremonies in Conwy' brochure to incorporate same sex marriages	Registrars		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	<p>The current brochure contains information about same-sex marriages.</p>

6.2.1	When financially feasible to do so, implement our School Modernisation Programme in order that our school buildings, teaching resources and pupils' learning experiences are fit for purpose	[EDU] Service and School Support	EDU Service Plan 1.1.1.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2017	Progress on school modernisation projects has continued, with Ysgol Y Gogarth reaching completion, and work has been undertaken on Ysgol Swyn y Don, Ysgol Nant y Groes, Caerhun and Trefriw, Ysgol Awel y Mynydd, with work ongoing at various stages of progress. Further work is still being identified, eg, Glan Gele and Glan Morfa require additional classroom space. This work will continue in accordance with our School Modernisation Programme to ensure our school buildings, teaching resources and pupils' learning experiences are fit for purpose
6.2.2	Explore opportunities to charge for parking in suitable areas	[ERF] Traffic and Network Management	ERF Service Plan 1.9.6.16		✓					✓		✓	December 2016	Opportunities for introducing parking charges were presented to Customer Scrutiny and Cabinet Feb 2016. Customer Scrutiny supported the recommendations. Cabinet referred recommendations back to a joint Customers and Communities Task and Finish Group for further consideration.
6.2.3	Map existing walking and cycling routes in accordance with the Active Travel Act requirements	[ERF] Traffic and Network Management	ERF Service Plan 1.9.6.18		✓	✓				✓	✓		December 2016	Consultation has been undertaken and mapping is complete and was submitted to Welsh Government. Feedback received from Welsh Government is that it requires slight amendments to information which is in the process of being re-submitted.
6.2.5	Review future status of free car parks	[ERF] Traffic and Network Management	ERF Service Plan 1.9.6.20		✓					✓			December 2016	Task and Finish Group recommendations were presented to Cabinet in December 2016. As a result, the Portfolio Holder has been given delegated authority to review charging arrangements on a car park by car park basis. The Traffic Regulation Order has been drafted for charging in car parks and we are discussing possible alternative options with 2 town councils.
6.2.7	Continue to hold "relaxed performances" at our Theatres to accommodate service users with various disabilities and learning disabilities	Theatres and Conferences			✓								Immediate and Ongoing	Following previous successes, relaxed performances have continued to be arranged for pantomime and we are looking to extend this to other visiting productions where possible. Theatr Colwyn held relaxed screenings of their cinema programme and in 16/17 started a partnership with The Dukes Theatre, Lancaster to programme Dementia Friendly Screenings for 17/18.
6.2.8	Continue to use British Sign Language interpreters for some performances and use captioning where this is possible	Theatres and Conferences			✓								Immediate and Ongoing	Venue Cymru held numerous BSL signed and audio described performances throughout the 16/17 period in conjunction with the touring companies visiting the venue. We will continue to do so going forward in to the 17/18 period and look to develop this service further.
6.2.9	Improve monitoring arrangements for compliance with Equality Impact Assessment process	Corporate Human Resources	CHR Service Plan 1.8.5.13	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016	Council agendas are regularly reviewed to ensure Equality Impact Assessments (EqIAs) are being undertaken as appropriate and this is also helping to increase understanding of the relevance and need for EqIAs with senior managers and officers. To ensure services undertake EqIAs at a time when they are developing their proposals, the Forward Work plan is also reviewed periodically and emails sent to officers reminding them to consider undertaking an EqIA where relevant. Services are also nominating EqIA Champions from each management team to ensure that someone is challenging their individual service when policies and practices are being developed to ensure that they are thinking about undertaking EqIAs at the formative stage of the policy or practice.
6.2.13	Assess the need for supported housing projects & review current provision	(REG) Housing	Local Housing Strategy 3.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	Short term	Needs for supported housing projects are assessed on an ongoing basis in conjunction with demand / need for services. Reviews are done on an annual and three yearly cycle. Any recommendations for remodelling, decommissioning or commissioning are approved by the Supporting People Planning Group.
6.2.17	The accommodation needs of Gypsy Travellers are identified and met	(REG) Housing	Local Housing Strategy 3.10	✓	✓	✓	✓	✓	✓	✓	✓	✓	Short term	Opinion Research Services conducted fieldwork on behalf of Conwy and Denbighshire in preparation for the Gypsy Traveller Assessment which was submitted to Welsh Government prior to ministerial approval. The Assessment has now been approved by Welsh Government.
6.2.21	Develop affordable housing strategy	(REG) Housing	Local Housing Strategy 5.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	Short term	Significant work has been undertaken in highlighting the need to increase the supply of affordable housing in the County. The 2016 Local Housing Market Assessment has been produced along with an Affordable Housing Delivery Plan which has been shared with the Senior Leadership Team and with the Strategic Housing Partnership. A member/officer working group has been set up to consider delivery mechanisms using existing properties as well as CCBC resources (land and access to finance). Affordable Housing is a priority area for the next Corporate plan.
6.2.24	Through the adoption of the Local Development Plan, implement the Affordable Housing Policy in order to provide affordable housing for local people	[REG] Housing Services	REG Service Plan 1.3.1.4		✓	✓	✓			✓	✓		March 2017	Significant work has been undertaken in highlighting the need to increase the supply of affordable housing in the County. The 2016 Local Housing Market Assessment has been produced along with an Affordable Housing Delivery Plan which has been shared with the Senior Leadership Team and with the Strategic Housing Partnership. A member/officer working group has been set up to consider delivery mechanisms using existing properties as well as CCBC resources (land and access to finance). Affordable Housing is a priority area for the next Corporate plan.  We continue to work with our Housing Association partners to respond to the significant need for more affordable housing in the borough. Although the amount of Social Housing in Conwy is low compared to the rest of Wales our processes for allocating this limited resource is robust and efficient. The Common Housing Register ensures that all local Housing Associations work together to allocate available social housing. This offers a better service for customers who previously completed multiple applications to the individual Associations, offers better use of limited resources across all Associations and makes sure that properties are allocated consistently to those in the greatest need.



6.2.25	Work in partnership with Registered Social Landlords and other partners to prevent homelessness where possible, and to support people who become homeless	[REG] Housing Services	REG Service Plan 1.3.1.5	✓										March 2017	<p>The Conwy Housing Solutions Partnership has 29 members of staff from across Cartrefi Conwy, Conwy Council and Citizens Advice Bureau delivering a range of homeless prevention and housing options services. Since opening its doors to the public 2 years ago, the service has seen an increase in visitors from 5000 in year 1 to 8000 in year 2 and much of this is due to an enhanced awareness of the service.</p> <p>18 months on from the introduction of the new Housing (Wales) Act 2014, Conwy is leading the way in many aspects of homelessness prevention and housing options services and perhaps most notably our partnership arrangements are seen as positive practice nationally. A particular focus moving forward will be on working collaboratively with Social Services to meet the needs of Young People and to ensure "Positive Pathways to Adulthood". We will build on our work with Betsi Cadwaladr University Health Board to support timely discharge of patients to alleviate pressures on Health Services and reduce "bed-blocking" in local hospitals.</p> <p>Through our Conwy Housing Solutions Partnership, we continue to work side by side with Cartrefi Conwy as our largest provider of social housing in Conwy and as partner in our work on housing options and homeless prevention.</p> <p>We continue to utilise our Social Housing Management Delivery Group to collaborate on shared challenges and monitor the impact of Welfare Reform and other emerging threats as well as to capture best practice. We have also established a "shared housing group" where we will seek to pilot new shared housing options for those who will no longer be able to afford to live alone following recent changes to Local Housing Allowance and Housing Benefit rules.</p>
6.2.26	Housing Improvements' Improvement Plan - Focus on the requirements of customers: To review the Housing Improvement literature and brochures on the various services provided, ensuring all documents are in plain English Format	[REG] Housing Services	REG Service Plan 1.3.2.7		✓	✓	✓							December 2016	This work has been carried out and is now business as usual
6.2.27	Continue to be a member of the Wales wide HYNT scheme. Hynt is a national access scheme that works with theatres and arts centres in Wales to ensure there is a consistent offer available for visitors with an impairment or specific access requirement, and their Carers or Personal Assistants	Theatres and Conferences		✓	✓	✓	✓	✓	✓	✓	✓	✓		Immediate and Ongoing	Both Venue Cymru and Theatr Colwyn have continued with membership of the national disability access scheme HYNT to ensure a consistent offer is available for visitors with an impairment or specific access requirements. It is intended that this will continue for 2017/18.
6.2.30	Review the communication process for Home to School Transport	[ERF] Transport	ERF Service Plan 1.9.6.26	✓	✓	✓			✓	✓				December 2016	A service standards booklet for SEN (Special Education Needs) children has been developed so parents know the standard of service to expect; concessionary spaces are being publicised and application forms have been made electronic and are available on CCBC website. A wider strategy is being developed which will include consideration of making contractor tracker information accessible to parents so they can track the location of their child's transport.
6.2.31	Update and amend the School Transport policy for Looked After Children	[EDU] School Effectiveness	EDU Service Plan 1.1.3.17	✓	✓	✓			✓	✓				December 2016	The School Transport Protocol for looked after children has been updated for issue at the start of the 2017/18 academic school year. Responsibility for co-ordinating the Protocol has been transferred to the Quality Assurance and Policy Formulation Officer within Children and Families' Department.
6.2.32	Assess and publicise Home to School hazardous routes	[ERF] Transport	ERF Service Plan 1.6.3.21	✓	✓	✓			✓	✓				December 2016	This work has been completed and the information has been transferred onto Maps@Conwy for ease of access.
6.2.33	To implement the decision of the revised Home to School Transport Policy	[EDU] Service and School Support	EDU Service Plan 1.4.4.2	✓	✓	✓			✓	✓				December 2016	The revised Home to School Transport Policy has been issued and came into force on the 1st September 2016.
6.2.34	Develop a local community transport plan to prioritise access to essential services	CDS Tourism and Communities	CDS Service Plan 1.4.1.1	✓	✓	✓			✓	✓				March 2017	The Community Transport Plan has now been completed. We have commissioned a full network review which is likely to carry forward some of the community transport work in terms of prioritising access to services and the Community Transport Plan will be there to advise any third sector partners wishing to set up or develop a Community Transport scheme in Conwy. We will be taking a report regarding the future delivery of community transport in the near future. □