

Strategic Equality Plan - Action Plan 2016 - 2020

Please Note: Some actions will be relevant under more than one objective but will only be shown once on the Action Plan under the most relevant heading. Between 2016 and 2020, we anticipate that the financial constraints placed upon Conwy County Borough Council, along with all other public bodies in Wales, will be even greater than they have been in the previous 4 years. Whilst what we have set out in the Action Plan attached to our revised Strategic Equality Plan is believed to be achievable at the time of writing, we will continuously have to prioritise and reprioritise what we do to survive these ever increasing pressures.

Objective 1 : Address Health inequalities

Action Area 1.1: Increase the number of people, in under-represented groups, choosing healthy lifestyles

Indicators		What the Data Tells Us											
<ul style="list-style-type: none"> - Number of people attending GP Referral programmes increases - Number of children & adults with Ffit cards (by protected group) increases - Number of people overweight or obese (by protected group) reduces - Number of visits to sport/leisure facilities, per 1000 of population (by protected group) increases - Working days lost due to stress (by protected group) reduces - Gap between men and women smokers reduces 		<ul style="list-style-type: none"> - Obesity is greater in men than women even though the gender gap has narrowed - Men are more likely than women to smoke, particularly Pakistani men - Tobacco products are more commonly used by people from ethnic groups - Physical activity is less for women and girls and ethnic minority groups than men and boys - Children in older groups are less likely to be physically active than those from affluent backgrounds - The health of minority ethnic groups tends to be worse than the white population - Alcohol consumption in men is higher than women 											
Action		Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
1.1.1	Encouraging and supporting mothers in Conwy to breast feed to ensure children have the best start in life	Partnerships	(COG 1 – sub-group EYDCP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019
1.1.2	Promote smoking cessation and alcohol brief intervention training to encourage young mothers to quit whilst pregnant to increase the birth weight of children in Conwy	Partnerships	(COG 1 – sub-group EYDCP & COG 2)	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019
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
1.1.4	Promote ‘Screening for Life Campaign’ in Conwy through sharing and disseminating information on bowel, cervical, breast and aortic aneurysm screening initiatives in at risk groups	Partnerships	(COG 2 –healthy lifestyles)	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019

Action Area 1.1: Increase the number of people, in under-represented groups, choosing healthy lifestyles

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
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
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
1.1.7	Work with Social Care & Education to establish health precincts at Llanrwst, Abergele and Llanduno and develop the existing Health Precinct at Colwyn Bay	(CDS) Active and Creative Lifestyles	CDS Service Plan 1.4.2.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
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
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
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
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
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
1.1.13	Implement and co-ordinate initiative 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
1.1.14	Develop Heath & 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

Action Area 1.1: Increase the number of people, in under-represented groups, choosing healthy lifestyles

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
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

Action Area 1.3: Improve dignity and respect in care for everyone, particularly older people, vulnerable people, transgender and lesbian, gay and bisexual people

Indicators		What the Data Tells Us												
<ul style="list-style-type: none"> - Number of adults experiencing delayed transfer of care decreases - Improved perceptions of treatment in hospital, by GPs, in social housing, on paid carers and care homes 		<ul style="list-style-type: none"> - Trend for delays in transfer of care is rising (after an improvement in 2010/11) - Limited number of support networks leading to isolation - Further need to meet the cultural requirements of an aging Black Minority Ethnic (BME) population - Poor experiences of older people due to communication problems between professionals and older people 1 in 3 over 65 year olds live on their own (1 in 2 in the 85 and overgroup) - 68% of older women are concerned about loneliness - Almost a third of Trans people who have used mental health services report feeling that their gender identity was not seen as valid but as a symptom of mental ill-health - Lack of understanding of specific needs leading to increased self-harm/drug misuse - Inappropriate language or terminology often used - 31% of LGB people expect that they would be treated worse than heterosexual people by care home staff if they were a resident - LGB disabled people reported concerns about staff care and maltreatment 												
Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity			
1.3.1	Work with communities to develop opportunities to support people living with dementia in their local area, promoting social inclusion and reducing stigma	Partnerships COG 3 – loneliness and social isolation		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019
1.3.2	Deliver dementia and reminiscence project 'Time to Remember' in hospital and non-hospital settings	(CDS) Culture and Information	CDS Service Plan 1.7.2.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
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
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
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
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

Action Area 1.3: Improve dignity and respect in care for everyone, particularly older people, vulnerable people, transgender and lesbian, gay and bisexual people

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
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
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
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

Action Area 1.5: Better address the rights and aspirations of people with Mental Health issues and Learning Disabilities

Indicators		What the Data Tells Us										
<ul style="list-style-type: none"> - Number of people with dementia supported at home (by protected characteristic) increases - Number of people on mental health register reduces - Number of people receiving mental health support from an outside agency increases - Suicide rates decrease 		<ul style="list-style-type: none"> - Investment in preventative work relating to mental health is generally regarded as insufficient - Poor mental health results in lower educational achievement, higher levels of physical disease and mortality as well as violence/relationship breakdown and poor community cohesions - 1 in 4 will experience a mental health problem - 1 in 12 children and young people will self-harm - People with learning disabilities die younger and have poorer health than the general population - Some children and young people are allocated care placements far from home, making it difficult to access friends/family - Number of people with poor mental health increased to 31% in 2012 - Mental health is the largest single source of disability in the UK - Men with a mental health condition will die 20 years earlier and women 15 years earlier than the general population - Patient suicides in Wales rose from 57 in 2008 to 104 in 2012 										
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
1.5.1	Develop and implement a Workplace Mental Health Policy	Corporate Human Resources	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
1.5.2	To promote and encourage good mental wellbeing amongst the employees of Conwy County Borough Council by enhancing staff awareness and understanding of mental health and wellbeing issues, through providing information to staff and managers, clarifying what support is available and increasing awareness and understanding of the issue of confidentiality in relation to an employee's mental wellbeing	Corporate Human Resources	✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2017
1.5.3	Continue to encourage professionals working with individuals who have Learning Disabilities to ensure annual health checks are up to date	Partnerships COG 4 – Learning Disabilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
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

Action Area 1.5: Better address the rights and aspirations of people with Mental Health issues and Learning Disabilities

	Action	Responsibility	Cross Reference	Protected Characteristic								Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership		Pregnancy/Maternity
1.5.5	Work in partnership to reduce suicide and self-harm in Conwy County Borough. (Implement partnership actions from the Talk to Me 2 Strategy)	Partnerships COG 5 – Mental Health		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
1.5.6	Support children and young people to have a state of emotional and social wellbeing which allows them to cope with the normal stresses of life and achieve their potential by developing an Emotional Health Strategy	Partnerships COG 5 – sub-group CYP Emotional Health Steering Group		✓	✓	✓	✓	✓	✓	✓			March 2018
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
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
1.5.9	Develop mental health accommodation strategy	(REG) Housing	Local Housing Strategy 4.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term

Action Area 1.6: Work in partnership with other public bodies in North Wales to maximise our combined efforts to address health inequalities wherever possible

Indicators		What the Data Tells Us											
		<p>- The need for more collaboration and partnership work between public bodies in all areas related to people's health, in particular in preventative health measures.</p> <p>- The implementation of the Wellbeing of Future Generations Act (Wales) 2015 will bring profound changes to the way we work across the public sector, and in wider partnership.</p>											
				Protected Characteristic									
	Action	Responsibility	Cross Reference	Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	Complete by
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
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
1.6.3	Promote training and awareness programmes for professionals to enable identification of mental health needs. (Such as Mental Health First Aid and 5 ways to wellbeing)	Partnerships COG 5 – Mental Health		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
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

Action Area 1.7: Increase the immunisation coverage of vulnerable older people and children in deprived communities

Indicators		What the Data Tells Us										
An increase in the uptake of immunisation in deprived communities		<ul style="list-style-type: none"> - Immunisation rates are improving, however there is still room for improvement. - Less affluent communities have lower vaccination coverage, contributing to health inequalities. - Statistics show that there is a 71% flu uptake in the over 65's and a 51% flu uptake in the at risk groups. 										
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
1.7.1 Support the delivery of the Flu Campaign in Conwy including immunisation uptake rate in people ages 65 years and over, and of those people aged 6 months to 64 years with an at risk condition	Partnerships	(COG 2 - healthy lifestyles)	✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019

Objective 2 : Address unequal outcomes in Education to maximise individual potential

Action Area 2.1: Reduce the educational attainment gap between different groups

Indicators		What the Data Tells Us											
<ul style="list-style-type: none"> - Attainment rates at Key Stage 4 (Level 2) by protected group - Equivalent reading age at the end of Key Stage 2 		<ul style="list-style-type: none"> - All Wales statistics show boys, black, Bangladeshi, Pakistani and disabled pupils continue to underperform compared to other groups - Over 60% of Gypsy and Travellers aged over 16 had no qualifications – nearly 3 times higher than the rest of the population (23%) (ONS, 2014). - In Wales, Gypsy and Traveller pupils are the lowest achieving group. In 2013 only 12.3% of Gypsy/Gypsy Roma pupils achieved level 2 (GCSE A*-C) compared with 51.5% of all pupils). <p>In Conwy in 2014:</p> <ul style="list-style-type: none"> - 94.26% boys and 97.07% girls achieved Level 1 (A*- G GCSE) and 63.07% boys achieved Level 2 (A*- C GCSE) compared to 73.89% girls - 93.47% of BME pupils achieved Level 1 (A*- G GCSE) and 89.13% achieved Level 2 (A*-C GCSE) compared to 96.69% and 86.52% respectively for all pupils - 96.99% of children on Free School Meals achieved Level 1 and 75.30% achieved Level 2 - 100% of pupils undertaking English as an Additional Language achieved level 1, 92% level 2 - 83.67% of Children on Special Education Need register attained Level 1 and 62.24% Level 2 - 69.23% of Looked After Children achieved Level 1 and 15.38% achieved Level 2 											
	Action	Responsibility	Cross Reference	Protected Characteristic								Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership		Pregnancy/Maternity
2.1.1	Ensure all three year olds in Conwy are offered free part time education place	Partnerships (COG 1 – sub-group EYDCP)		✓	✓	✓	✓	✓	✓	✓			March 2019
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
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

Action Area 2.1: Reduce the educational attainment gap between different groups

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity			
2.1.4	Provide training to key staff in schools on Counselling and Cognitive Behavioural Therapy (CBT) to address early signs of mental health issues in pupils and work in conjunction with CAMHS	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	August 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
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
2.1.7	Deliver on national and local literacy initiatives	(CDS) Culture and Information	CDS Service Plan 1.1.2.2	✓	✓	✓	✓	✓	✓	✓	✓				December 2016
2.1.8	Develop, deliver and promote reading services within Libraries	(CDS) Culture and Information	CDS Service Plan 1.1.2.3	✓	✓	✓	✓	✓	✓	✓	✓				December 2016
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
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
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
2.1.12	To implement the new Welsh Braille code	[EDU] School Effectiveness	EDU Service Plan 1.1.3.13	✓	✓	✓	✓	✓	✓	✓	✓				December 2016
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
2.1.14	Coordinate a protocol to support asylum seekers in Conwy	[EDU] School Effectiveness	EDU Service Plan 1.4.3.4	✓	✓	✓	✓	✓	✓	✓	✓				December 2016
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

Action Area 2.1: Reduce the educational attainment gap between different groups

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
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
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
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
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
2.1.20	Maximising resources including the range of Pupil Deprivation Grants to 'raise attainment' of all learners particularly including pupils from disadvantaged backgrounds which include ALN, LAC and FSM learners to reduce the risk linked to them becoming NEET at the end of compulsory school age	[EDU] School Effectiveness		✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2017

Action Area 2.2 : Reduce identity based bullying in Education

Indicators		What the Data Tells Us											
<ul style="list-style-type: none"> - Number of bullying cases in schools (by protected characteristic) - Number of staff in schools trained on Equalities 		<ul style="list-style-type: none"> - Children are at a higher than average risk of bullying if they are disabled, lesbian, gay, bisexual or transgender, from minority ethnic or religious background, or if from lower socio-economic groups - Girls report bullying as lies or rumours and more often this involves social networks - Boys report physical bullying in primary. In secondary, homophobic bullying is more likely - In 2014, 315 bullying cases were reported in schools in Conwy (down by 100 since 2010) (7 racial, 5 homophobic, 0 gender, 2 disability) - There has been a rise in cyber bullying in relation to protected characteristics - There has been a 100% increase in children and young people seeking support from CAMHS but spending on this has remained static 											
	Action	Responsibility	Cross Reference	Protected Characteristic								Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership		Pregnancy/ Maternity
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
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
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
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
2.2.5	Promote and tackle specific equalities issues in schools in Conwy, eg. Providing training and resources for schools in dealing with extremism and radicalisation	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2017
2.2.6	Promote themed campaign for awareness during anti-bullying week in Schools, eg "Show Race the Red Card"	Education (Enid Christie)		✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2017

Action Area 2.2 : Reduce identity based bullying in Education

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
2.2.7a	Use curriculum through PATS (Promoting Alternative Thinking Strategies) and PASS (Pupils Attitudes to Self & School) to heighten awareness of specific equality issues	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2017
2.2.7b	Use curriculum through PATS (Promoting Alternative Thinking Strategies) and PASS (Pupils Attitudes to Self & School) to heighten awareness of specific equality issues	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	August 2017
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

Action Area 2.3: Young People are supported in making the transition between Education and Employment

		Protected Characteristic											Complete by
Action	Responsibility	Cross Reference	Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity		
<ul style="list-style-type: none"> - Number of young people NEET reduces - Number of young people supported by homelessness team - Number of apprenticeships in 16-24 year age group - Employment rate for 16-25 year olds increases 		<ul style="list-style-type: none"> - Young people are more likely to live in overcrowded accommodation - Those leaving care are more likely to be homeless or living on the streets - Young people are likely to experience material deprivation - Unemployment in the 16-24 year old group rose from 18% in 2008 to 20% in 2013 - Young people experienced the biggest decline in pay from £7.30/hr in 2008 to £6.50/hr in 2013 - The strong educational performance of girls has not translated into rewards in the workplace with women's pay continuing to be concentrated in low wage sectors 											
2.3.1	Participate in careers fairs ensuring local schools/colleges are aware	Corporate Human Resources											Immediate and Ongoing
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											December 2016
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
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
2.3.5	Increase the length of time, quality and number of work experience placements to help local people to gain relevant skills and experience to improve their employment opportunities	Corporate Human Resources	CHR Service Plan 1.1.1.2										March 2018
2.3.6	Increase the number of modern apprenticeships available to help local people gain more skills and experience to improve their employment opportunities	Corporate Human Resources	CHR Service Plan 1.1.1.3										March 2018
2.3.7	Consider opportunities for Looked After Children to gain apprenticeships	Corporate Human Resources	CHR Service Plan 1.1.6.8										March 2018
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
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

Action Area 2.3: Young People are supported in making the transition between Education and Employment

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
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
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
2.3.12	Educating young people about housing to ensure they make the right housing choices and never become threatened with homelessness	(REG) Housing	Local Housing Strategy 3.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term
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

Objective 3 : Address inequalities in Employment and Pay

Action Area 3.1: Identify and address inequalities within recruitment, retention, training and promotion processes

Indicators		What the Data Tells Us											
<ul style="list-style-type: none"> - Number of staff who have had a grievance about employment processes - % of staff who said they had been discriminated against by a colleague or by a member of the public - Number of staff for whom we hold equality monitoring data - Number of services collecting equality monitoring data for their service users 		<ul style="list-style-type: none"> - Disabled people more likely to be shortlisted for a job but less likely to be offered a post - 14% staff say they were discriminated against, 16% harassed say they were by a colleague, 24% say they were by a customer (Staff Survey 2010 - to still update for 2015) - There are still gaps in our employment equality monitoring data - More men than women are subject to disciplinary investigation - Better understanding of making reasonable adjustments and Access to Work support available - Employment rate for the working population was 92% for non-disabled people and 49% for disabled people - Lack of gender and ethnic diversity at senior and board level persists in Wales 											
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity		
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
3.1.2	Implement mechanism to review the recruitment of BME and disabled applicants	Corporate Human Resources	Employment Monitoring Report	✓	✓	✓			✓			✓	December 2016
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
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
3.1.5	Ensure fair and transparent internal appeals processes are in place for dismissal/ redeployments. Signpost staff to 3 rd 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
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

Action Area 3.1: Identify and address inequalities within recruitment, retention, training and promotion processes

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
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
3.1.8	Provide targeted training and networking opportunities through positive action for protected characteristic groups identified as being under-represented, eg, women, disabled and BME in senior management positions	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓			December 2017
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
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
3.1.11	Promote Equality Champions / Network Groups internally and externally	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
3.1.12	Review key internal training programme contents to ensure equalities is integrated within practices relating to recruitment, appraisal, disciplinary and capability, grievance and harassment and sickness absence management training	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2017
3.1.13	Continue to support Essential Skills Awareness training	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓			Immediate and ongoing
3.1.14	Provide guidance for HR / HR Link Officers on record keeping for employee records to ensure sensitive data remains confidential, particularly in regard to gender reassignment	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2017
3.1.15	Improve access and awareness of flexible retirement options, encouraging management to have succession planning conversations with their teams	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2017
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

Action Area 3.1: Identify and address inequalities within recruitment, retention, training and promotion processes

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
3.1.17	Support staff who are made redundant with redeployment opportunities within the organisation	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓		✓	Immediate and ongoing
3.1.18	Develop Dyslexia Policy	Corporate Human Resources	CHR Service Plan 1.8.5.5		✓				✓				April 2017
3.1.19	Improve number of staff for whom we hold employment monitoring data	Corporate Human Resources	CHR Service Plan 1.8.5.9	✓	✓	✓	✓	✓	✓	✓	✓	✓	April 2017
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
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
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
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 NWT	[EDU] School Effectiveness	EDU Service Plan 1.1.5.28	✓	✓	✓	✓	✓	✓	✓		✓	December 2016
3.1.24	Help Conwy citizens to develop employment skills including Adult Basic Skills to help them find work	Communities First	One Conwy 1.3.1 / 1.3.2	✓	✓	✓	✓	✓	✓	✓			December 2018
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
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
3.1.27	Link training, job opportunities and Apprenticeships with investment in social housing through Welsh Housing Quality Standard, Social Housing Grants and bringing back empty homes	(REG) Housing	Local Housing Strategy 1.1/1.2/1.4	✓	✓	✓	✓	✓	✓	✓		✓	March 2018

Action Area 3.2: Identify and address any pay gaps between people with different protected characteristics

Indicators		What the Data Tells Us											
<ul style="list-style-type: none"> - Pay gap for gender - Pay gap for other protected characteristics where data is sufficiently meaningful 		<ul style="list-style-type: none"> - The Gender pay gap is below 5% for all grades except Head and Deputy Head Teachers, Soulbury staff, Directors - Job evaluated grade levels (G01-G012) have a maximum gender gap of 1.9% - Combined gender pay gap for G01-G012 reduced to 9.3% in 2015 from 13.1% in 2011 - 32.53% of all female employees are in grade G01 - The overall gender pay gap for 2015 is 6.5% compared to the Wales Pay Gap of 16.7% (2013) - The Age pay gap shows employees 50+ are marginally positively favoured (+0.57%) - 68% of the workforce are below 50 years of age 											
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity		
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
3.2.2	Carry out a review of posts which have traditionally been gender segregated to consider the impact of this relating to pay, type of contract (part-time/full-time, etc) and identify actions to influence historical trends	Corporate Human Resources			✓	✓	✓		✓		✓	✓	March 2020
3.2.3	Survey staff in lower grades to find out if they do that work through choice or due to other influences, eg, women returning from maternity leave or being a carer so can only work part time, comparing this to aspirations as part of a review on job segregation (to include casual staff)	Corporate Human Resources			✓	✓	✓		✓	✓	✓	✓	March 2018
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
3.2.5	Identify career pathways for staff setting out what staff have to do to get to the next level	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2020
3.2.6	Assess whether women in middle/higher grades who deviate from full time, experience career impacts from which they cannot recover and so do not reach highest grades	Corporate Human Resources				✓		✓	✓		✓	✓	March 2019
3.2.7	Review Line Managers role in promotion decisions and implement training to reinforce the importance of their role in encouraging career progression, incorporating objectives in Line Manager PDRs to encourage career progression	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2017

Action Area 3.2: Identify and address any pay gaps between people with different protected characteristics

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
3.2.8	Train Line Managers so they understand the impact of part time/low paid staff being offered additional hours and the impact on Working Tax Credits, etc	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
3.2.9	Investigate the value of introducing "Unconscious Bias" training provision	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
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
3.2.11	Introduce job shadowing or job swapping programme where practicable to allow opportunities for staff to get a taster of the next job in their succession planning process	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
3.2.12	Analyse career progression successes for different protected groups to identify any actions the organisation needs to take to remove any barriers for certain groups, eg, women returning from maternity leave, staff with a disability, etc.	Corporate Human Resources		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2020

Objective 4 : Address inequalities in personal Safety

Action Area 4.1: Increase the reporting of hate crime and harassment and take steps to reduce incidents of hate crime and harassment including on-line abuse and bullying

Indicators		What the Data Tells Us											
- Number of hate crime incidents shown by protected characteristic reduces		<ul style="list-style-type: none"> - All Wales Hate Crime Research Project indicates that progress has been made, however it is clear that hate crime is still a daily reality for many people in Wales. - Racial identity remains the most common motivation for hate crime - Religiously motivated hate crime is an issue for Mixed/Asian groups - Homophobic hate crime remains a serious issue in Britain with 1 in 6 LGBT people experiencing a hate crime over the past 3 years - There was a higher proportion of hate crimes in 2013/2014 against young people, disabled people, ethnic minorities, religious minorities and people who have never worked - In Conwy during the period April 2014 – June 2015 there were 46 occurrences of hate crime reported to Victim Support Wales. 											
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity		
4.1.1	Review of Violence and Aggression Strategy	Corporate Health & Safety	CHR Service Plan 1.2.3.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
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
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
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	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
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

Action Area 4.2: Increase the reporting of domestic abuse and take steps to reduce domestic abuse

Indicators		What the Data Tells Us											
<ul style="list-style-type: none"> - Number of first time reporting domestic crimes in period (Conwy and Wales) - Number of repeat crimes on domestic abuse - Numbers recorded having alcohol misuse (linked to domestic abuse) 		<ul style="list-style-type: none"> - In Wales a total of 4514 women were referred to domestic abuse services in 2014/2015 - 29718 calls made to the Domestic Abuse Helpline in 2014/2015 - 7% increase in Domestic Abuse/Sexual Violence in 2014/2015 - 7.1% of women and 4.4% of men affected - Data shows that 7 out of the 10 abuse types are rising, including increased reports of emotional abuse, physical abuse and forced marriage - Partner abuse and stalking were most common of the separate types of intimate violence - There is an increase in the number of women in refuge experiencing mental health issues 											
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by	
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity		
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
4.2.2	Increase awareness amongst young people of sexual violence	REG Community Safety	One Conwy 1.1.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing
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
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
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

Action Area 4.2: Increase the reporting of domestic abuse and take steps to reduce domestic abuse

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity		
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
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
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

Action Area 4.3: Increase awareness in vulnerable communities around telephone and on-line fraud

Indicators		What the Data Tells Us												
Number of reported crimes		- Increase in telephone and on-line fraud incidents requiring greater awareness in the community regarding use of social media and the importance of protecting personal information												
	Action	Responsibility	Cross Reference	Protected Characteristic								Complete by		
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership		Pregnancy/Maternity	
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
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
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
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

Objective 5 : Address inequalities in Representation and Voice

Action Area 5.1: Decision making bodies become more representative of the communities they serve

Indicators	What the Data Tells Us
<p>- Identity of representative bodies, eg, elected members, Senior Management Team, Town and County Councils</p>	<ul style="list-style-type: none"> - In Wales, 32% of elected councillors are females in comparison to 31% of unelected candidates - The majority of elected councillors are over the age of 60 - The majority (99.4%) of elected councillors are white - 2% of elected councillors identified as lesbian, gay or bisexual and 14% considered themselves to be disabled - In 2012, 9% of Wales local authority leaders were female - Young people, some ethnic minority groups and people from lower socio economic groups are less likely to register to vote - Young people, women, ethnic minority and LGBT and disabled people are underrepresented at national and local levels in Wales - Only 24% of people in Wales feel they can influence decisions about their local area <p>In Conwy:-</p> <ul style="list-style-type: none"> • 27% of Councillors are female (16) • 64% of Councillors over age of 60 (38) • 51% of Councillors over age of 65 (30) • 98% of Councillors are white (58) • 2% of Councillors consider themselves disabled (1) • 10% of the Cabinet is female (1) • 50% of the Chairs of Scrutiny are female (2) <p>- Conwy County Borough Council's management team comprises 53% men, 47% women</p>

	Action	Responsibility	Cross Reference	Protected Characteristic								Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership		Pregnancy/ Maternity
5.1.1	Deliver Equality Training for Elected Members	Corporate Human Resources	CHR Service Plan 1.8.5.8	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
5.1.2	Conwy Elected Members have committed to supporting Diversity in Democracy which seeks to encourage greater diversity in local government	Legal & Democratic Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2017
5.1.3	School Councils continue to play a key role in the decisions made in schools	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016 and ongoing
5.1.4	Provide Primary and Secondary School training for school councils on LGBT and identity based bullying	Education		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016 and ongoing

Action Area 5.2: Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups

Indicators		What the Data Tells Us											
- Feedback from stakeholders that engagement has improved		- There is strong demand for a more co-ordinated approach to be taken by the public sector to ensure it involves the public effectively to empower people from all groups - Engagement feedback was that engagement needed to be meaningful and organisations should look at a model of co-production											
	Action	Responsibility	Cross Reference	Protected Characteristic								Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership		Pregnancy/ Maternity
5.2.1	Promote the principles of advanced care planning with professionals and communities in Conwy and raise awareness of the Byw Nawr / Live Now Welsh Government guidance	Partnerships COG 7 – End of Life Care		✓	✓	✓	✓	✓	✓	✓	✓		March 2018
5.2.2	Continue to involve parents participation in gathering their views in planning, delivery and evaluation of parenting programmes	Partnerships (COG 1 – sub-group EYDCP)		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019
5.2.3	Continue with the Conwy Involvement Network, which includes citizen / service-user representatives from various groups and communities: older people, mental health, learning disabilities, physical disabilities, carers to give local people an opportunity to be involved in projects and consultations, giving them a voice in decision-making	Partnerships Participation – Deborah Job		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2018
5.2.4	Continue to involve Conwy Youth Council through annual meetings with Cabinet and scrutiny chairs to discuss issues. Continue to link with Council officers and elected members to work on projects and consultations. The Youth Council includes representatives from various protected groups	Partnerships COG 1 – Participation / Deborah Job		✓	✓	✓	✓	✓	✓	✓	✓	✓	March 2019
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 NWPSN		✓	✓	✓	✓	✓	✓	✓	✓	✓	Ongoing throughout SEP
5.2.6	Improve the level of engagement undertaken when carrying out Equality Impact Assessment process across all services	All Services		✓	✓	✓	✓	✓	✓	✓	✓	✓	Immediate and ongoing

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

Action Area 6.1: Improve access to information and communications and the customer experience, in particular for people with sensory loss and for those whose first language is not English or Welsh

Indicators		What the Data Tells Us										
- Indicators / Measures to be developed		- The number of people in Wales aged 65 and over is projected to increase by 50% between 2012 and 2037 - The number of people in Conwy aged 65 and over is projected to increase from 298,500 in 2013 to 381,300 by 2030. - % of older people living in Conwy is higher than all other counties in Wales meaning access issues will have greater emphasis - Barriers include British Sign Language interpretation provision, language (other than Welsh or English); catering for people with visual impairments - Older people more likely to experience hearing loss (70% of people over 70 have a hearing loss), sight or mobility problems - There are 24120 people living in North Wales with sight loss - The National survey for Wales found that 95% of people aged under 45 years old used the internet, compared with only 22% of people aged 75 and over										
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
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
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
6.1.3	Support the national and local digital inclusion agendas	CDS Culture and Information	✓	✓	✓	✓	✓	✓	✓			March 2017
6.1.4	Develop an Information Strategy for the Library Service to improve access to information	[CDS] Culture and Information	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
6.1.5	Seek opportunities to expand guest Wi-Fi access where appropriate	[ICT] Tech Support	✓	✓	✓	✓	✓	✓	✓		✓	December 2016
6.1.6	Financial Inclusion Awareness Training for CCBC Staff in order to support service users	[RBA] Intervention and Welfare Rights	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
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	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016

Action Area 6.1: Improve access to information and communications and the customer experience, in particular for people with sensory loss and for those whose first language is not English or Welsh

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
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
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
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
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
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
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
6.1.14	Continue to develop Conwy's Single Point of Access	(SS) Community Wellbeing	(SS) Service Plan 1.4.6.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
6.1.15	Agree and Implement a revised Gypsy Traveller protocol for Unauthorised Encampments	(REG) Housing		✓									December 2016
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
6.1.17	Update 'Ceremonies in Conwy' brochure to incorporate same sex marriages	Registrars		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2016
6.1.18	Development of information available online via website and Facebook page in relation to ceremonies and registration in Conwy	Registrars		✓	✓	✓	✓	✓	✓	✓	✓	✓	December 2017

Action Area 6.2: Improve physical access to services, transport, the built environment and open spaces

Indicators		What the Data Tells Us										
- Indicators / Measures to be developed		<ul style="list-style-type: none"> - Two thirds of single pensioners in Wales do not have a car and half of all households without a car consist of individuals aged 60 and over - 17% of older people have seen a reduction in the number of public transport services in their area - Access to public and community transport has been affected by funding cuts – in Wales 179 bus routes have been cut, altered or withdrawn - 23% of disabled people had to turn down a job due to lack of accessible transport - A recognised need for planners and designers to have a greater understanding of access needs - Physical barriers remain for people with visual impairments 										
Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
			Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
Built Environment												
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
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
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
6.2.4	Pay and display machine replacement programme	[ERF] Traffic and Network Management	ERF Service Plan 1.9.6.16		✓				✓			March 2018
6.2.5	Review future status of free car parks	[ERF] Traffic and Network Management	ERF Service Plan 1.9.6.20		✓				✓			December 2016
6.2.6	Carry out building works to Venue Cymru to improve accessibility for all	Theatres and Conferences			✓				✓			March 2020

Action Area 6.2: Improve physical access to services, transport, the built environment and open spaces

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by	
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity			
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
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
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
6.2.10	Development of the Night Stop service in Conwy for homeless people	(REG) Housing	Local Housing Strategy 3.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Medium term
6.2.11	Working in partnership with external agencies to support the diverse needs of households threatened with homelessness	(REG) Housing	Local Housing Strategy 3.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Medium term
6.2.12	Explore the need to provide a more accessible service through a 'one stop shop' approach	(REG) Housing	Local Housing Strategy 3.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Medium term
6.2.13	Assess the need for supported housing projects & review current provision	(REG) Housing	Local Housing Strategy 3.4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Short term
6.2.14	Increasing the supply of affordable housing in Conwy	(REG) Housing	Local Housing Strategy 3.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Long term

Action Area 6.2: Improve physical access to services, transport, the built environment and open spaces

	Action	Responsibility	Cross Reference	Protected Characteristic										Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity		
6.2.15	Implement the Conwy Youth Homelessness Action Plan - work with young people and providers to deliver the action plan	(REG) Housing	Local Housing Strategy 3.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term	
6.2.16	Implement the Homelessness Strategy and Action Plan - work with stakeholders and providers to deliver the action plan	(REG) Housing	Local Housing Strategy 3.7	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term	
6.2.17	The accommodation needs of Gypsy Travellers are identified and met	(REG) Housing	Local Housing Strategy 3.10	✓	✓	✓	✓	✓	✓	✓	✓	✓	Short term	
6.2.18	Support the Armed Forces Military Covenant for ex-service veterans of Conwy	(REG) Housing	Local Housing Strategy 3.14	✓	✓	✓	✓	✓	✓	✓			Long term	
6.2.19	Provide suitable housing options for disabled persons - further develop the adapted property matching service (APMS)	(REG) Housing	Local Housing Strategy 4.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term	
6.2.20	Continue to provide DFS's and DFA to enable people with disabilities to live independently	(REG) Housing	Local Housing Strategy 4.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	Long term	
6.2.21	Develop affordable housing strategy	(REG) Housing	Local Housing Strategy 5.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	Short term	
6.2.22	Work in partnership with external organisations to improve the energy efficiency of the housing stock and provide advice to homeowners to reduce the extent to which households are in fuel poverty	(REG) Housing	Local Housing Strategy 6.2 / 6.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term	

Action Area 6.2: Improve physical access to services, transport, the built environment and open spaces

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/Civil Partnership	Pregnancy/Maternity	
6.2.23	Implement and integrate Conwy Children's Rights scheme which ensures that children's rights are taken into account in decisions and changes made by the Council	Partnerships Participation – Deborah Job		✓	✓	✓	✓	✓	✓	✓	✓	✓	Adopted and launched October 2015 – ongoing work March 18
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
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
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
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
6.2.28	Implement the Conwy Youth Homelessness Action Plan	(REG) Housing Services	Local Housing Strategy 3.6	✓	✓	✓	✓	✓	✓	✓	✓	✓	Medium term
6.2.29	Childcare in Conwy is accessible to Children with additional needs	Partnerships (COG 1 – sub-group EYDCP)		✓	✓	✓	✓	✓	✓	✓		✓	March 2019
6.2.30	Review the communication process for Home to School Transport	[ERF] Transport	ERF Service Plan 1.9.6.26	✓	✓	✓			✓	✓			December 2016

Action Area 6.2: Improve physical access to services, transport, the built environment and open spaces

	Action	Responsibility	Cross Reference	Protected Characteristic									Complete by
				Race	Disability	Sex	Gender Reassignment	Sexual Orientation	Age	Religion/Belief	Marriage/ Civil Partnership	Pregnancy/ Maternity	
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
6.2.32	Assess and publicise Home to School hazardous routes	[ERF] Transport	ERF Service Plan 1.6.3.21	✓	✓	✓			✓	✓			December 2016
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
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
6.2.35	Conduct a review of current provision of baby changing / nursing facilities within Conwy Council publically accessible buildings to consider what plans are necessary to ensure appropriate facilities.	[ERF] Technical Services				✓			✓			✓	December 2017