

ACTION PLAN – REPORT AGAINST STRATEGIC EQUALITY OBJECTIVES 2016-2020

Life and Health						
Equality Objective 1: Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people who can be shown to be at greater risk because of their particular characteristics and/or circumstances.						
Equality Objective 1	Actions	Lead Manager	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
LH/ 02 Equality Impact Assessment	Review the EIA template & guidance; establish if a revised template would assist staff in completing EIAs. Take the opportunity to integrate a refreshed EIA form, raise awareness and improve the EIA quality in collaboration with Professional Service Standards (PSS) review of the Services policy structure. The EA will assess the current EIA process and make a submission to the PSS consultation process. As part of this review consideration will be given to introducing a quality assurance panel to review and approve completed EIAs.	Equality Adviser Senior Professional Service Standards Manager	The Health, Safety and Wellbeing Group, have reviewed the Services policy structure, and the Equality Adviser has assessed the current EIA process including the forms and the guidance.	PSS have reviewed the policy process so this has halted the progress of the Equality Impact Assessments undertaken on policies.	PSS created a spreadsheet listing the Services policies and the dates when they were last updated, the EQ requested a column be added stating if the policy has an up-to-date EIA or a new IIA attached. Policies impacting people either inside or outside the Service will be published on the website.	
Review the equality impact assessments process and set up a procedure for quality assuring completed Equality Impact Assessments. (EIA)			The Professional Service Standards department and Equality Adviser discussed the possibility of an integrated impact assessment; this would incorporate other required assessments and legal obligations including the Wellbeing of Future Generations requirements. The group will work to produce an integrated assessment template, with guidance. This guidance and template will incorporate all areas with a legal requirement. As part of this process PSS set up a process to quality assure the policies and the impact assessments submitted by managers prior to the policy going to Executive Group for approval.	A proposed Integrated Impact Assessment process is being developed, once work has been completed, the EA will advise on the proposed IIA template and the guidance.	The EA is a member of the Q-Cell; the group ensures the policies produced by departments have the necessary Integrated Impact Assessment to accompany the policy to EG. This includes equality, help is offered to the authors of the policies should they require further assistance in completing the assessment	
Assist PSS with an Integrated Impact Assessment Form and Guidance					Assessments Guidance was produced and placed on the intranet to assist managers in understanding their legal obligations, and to ensure their policies and guidance is compliant with equality legislation.	
LH/ 03 Target those who are already known to be more at risk from fire, for education and intervention as a result of their protected characteristics of age and disability. Ensure targeting for fire protection more	Utilise partner referral and other means to target those who are known to be at increased risk from fire, based on age or disability. Develop the Falls Risk Assessment process for wider North Wales roll out. Develop a falls response service in partnership with Telecare and WAST	Senior Fire Safety Manager	Partner referral remains a key requirement for the delivery of our strategy relating to Safe and Well checks. Falls Risk Assessment Tool (FRAT) is now incorporated in the Safe and Well check and referral pathways are now in place in three counties in North Wales. Falls response pilot developed and delivered with significant successes. Awaiting decisions regarding wider roll out.	In the 2017-2018 across North Wales a total of 20,188 checks were delivered with 5,454 (27.02%) of those being to people who had been referred from another agency and who may be considered more vulnerable. Whilst the 27% falls slightly short of the 30% target, it is recognised that the increase in advice and information being delivered as part of Safe and Well Check means that each visit now takes longer which has an impact on the number of visits that can be made in a day.	NWFRS have continued to target those who have been identified as to be more at risk from fire by refreshing and re-engaging with partner agencies that provide SWC referrals. CSM's and PM's have attended interactive sessions in the day time and evening and provided education to referring partner agencies in relation to the content of a SWC's.	

<p>than other characteristics.</p> <p><u>Completed</u></p>				<p>Age is deemed as one of the contributory factors associated with risk when fire occurs in the home.</p> <p>The service undertook a programme of work to make contact with members of the community who had had a kitchen fire this year due to the increasing numbers seen across Wales. Individuals were contacted and questioned on their actions before, during and after the fire. The information gathered highlighted actions and inaction in relation to attention whilst cooking, the provision of working smoke alarms, whether safety messages promulgated by the Service had been heard, remembered and acted upon. The results of the programme have informed the direction for the All Wales Home Safety Group in 2018/19 where all three Services will be targeting messages around fires in the kitchen to include:</p> <ul style="list-style-type: none"> • The importance of having a working smoke alarm; • The risks of being distracted whilst cooking; • The importance of testing alarms; • The importance of leaving the premises when a fire occurs. <p>This will allow the Services to target members of the community in a bid to reduce the number of fires due to this.</p>	<p>Examples of successful engagement are:</p> <ul style="list-style-type: none"> • Conwy & Denbighshire: Centre for Sight and Sound • Gwynedd & Ynys Mon: Substance Misuse Service Team • Flintshire & Wrexham: Drug and Alcohol Social Services <p>It has been identified that due to the high number of turnover of staff in partner agencies that awareness of the service provided by NWFRS with regard to SWC's may not be known so reminder communication messages are sent highlighting the NWFRS SWC service provision.</p> <p>Of the 20,640 SWC's completed, 5,358 were referred by partner agencies which amounts to 25.96%.</p>	
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Life and Health Completed Objectives

Equality Objective 1: Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people who can be shown to be at greater risk because of their particular characteristics and/or circumstances.

<p>LH/ 01</p> <p>Process map Home Safety Checks from requests and identified need, through to completion.</p> <p><u>Completed</u></p>	<p>Complete a comprehensive process mapping exercise aimed at improving the efficiency of Home Safety Check planning and delivery enabling the Service to focus more on people whose characteristics, circumstances and/or behaviours places them in known categories of higher vulnerability.</p>	<p>Corporate Planning Manager</p>	<p>A process mapping event attended by a range of Service staff was held in November 2016, but an unanticipated additional workload incurred by the department during the year had to take priority, the follow-up work to formulate recommendations for improvement has stalled.</p> <p>This planned work will therefore be carried over to the 2017/18 financial year.</p>	<p>Look will be looked at again with Senior Fire Safety Manager.</p>	<p><u>Complete</u> Mapping has not progressed due to other priorities. This has impeded the ability to move forward. This objective will be re-invigorated in the future when the systems which support this are available.</p> <p>Completed Objective</p>	<p>Completed Objective</p>
<p>LH/ 02</p> <p>Develop a targeted and consistent approach to gathering and interpreting risk data in a context of protected characteristics, to fully understand if any particular groups are more at risk from fire than another.</p> <p><u>Completed</u></p>	<p>Commission a strategic problem profile to understand the profile of those who have been killed or injured at previous incidents. This may include understanding risks associated with particular custom and practice, along with a profile of where particular groups or individuals may reside in North Wales</p>	<p>Senior Fire Safety Manager</p>	<p>An initial problem profile was commissioned and completed.</p> <p>Work will now continue to identify and target those who are considered to be most at risk and in need of an integrated 'Safe and Well' check.</p> <p>The Service already has access to details in relation to those people who are considered to be at heightened risk as a result of their age, and this will be used to target activity in the coming year.</p>	<p><u>Complete</u> No Work has progressed in this area due to limited progress with the Cirrus mapping programme.</p>		<p>Completed Objective</p>

<p>LH/ 05</p> <p>Develop a new system to manage risk information that is pertinent to the individual rather than to the premises, so as to more effectively manage the needs of those most at risk from fire.</p> <p><u>Completed</u></p>	<p>Develop the business process requirements and commission either a new system, or undertake revisions to our existing systems that allow the recording of person specific risk information.</p>	<p>Senior Fire Safety Manager</p>	<p>Other large scale projects within ICT have meant that this piece of work will need to be deferred until next year, although the desire and requirement remains.</p>	<p>Complete The implications of having an up to date, 'person' centred database is not currently achievable due to a number of factors:</p> <ul style="list-style-type: none"> • Data protection; • Data accuracy <p>The new GDPR regulations provide a requirement to give an evidenced rationale for each piece of data collected and stored, what it would be used for and how long it would be stored. The ability to keep this information indefinitely appears no longer viable.</p> <p>The transience of individuals and the ability to track their habitable location would be wholly dependent upon them informing us at each move. There is no personal need for individuals to do this, as there would be in other areas such as banking, and therefore the information would very quickly become obsolete.</p> <p>Due to these issues the ability to progress this aspiration has not and will not be realised.</p>	<p>Complete The information provided for progress last year has not changed. The current RMS system does not have the ability to manage the data in this way; it is specific to the property address.</p> <p>This will be reviewed in the future when a replacement system is procured.</p>	<p>Complete</p> <p>Complete The information provided for progress last year has not changed. The current RMS system does not have the ability to manage the data in this way; it is specific to the property address.</p> <p>This will be reviewed in the future when a replacement system is procured.</p> <p>Completed Objective</p>
<p>LH/ 06 Incorporate equalities into the Fire Safety Campaigns steering groups annual delivery plan linked to key dates and events are fully utilised so as use opportunities to engage with those with protected characteristics.</p> <p><u>Completed</u></p>	<p>Raise awareness of the requirements of the Equality Act 2010 in the Campaigns Steering Group and consider the requirement to undertake specific activities to support individuals or groups as a result of their protected characteristics.</p>	<p>Senior Fire Safety Manager</p>	<p>Complete – Campaigns Steering Group now considers all equality opportunities and days of action, and resources them accordingly.</p>	<p>Complete – Campaigns Steering Group now consider all equality opportunities and days of action, and resources them accordingly.</p>	<p>Complete – Campaigns Steering Group now consider all equality opportunities and days of action, and resources them accordingly.</p>	<p>Complete – Campaigns Steering Group now consider all equality opportunities and days of action, and resources them accordingly.</p> <p>Completed Objective</p>

Employment and Pay						
Equality Objective 2: Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.						
Equality Objective 2	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
<p>EP/ 02</p> <p>Engage with teaching establishments to hold open days to demonstrate career options in engineering for female school leavers</p>	<p>Consider open days at Fleet to show-case the business and potential prospects for female applicants. Run this process alongside female fire fighter engagement/positive action.</p> <p>Encourage teaching establishments to have equality goals built into their objectives in respect of traditional job roles.</p>	<p>Fleet Manager</p>	<p>The Fleet Department has been successful in attracting female applicants to the role of apprentice vehicle technician.</p> <p>This work will be undertaken in partnership with local further education college's co-operation. The department is hoping to progress this during the coming academic year.</p>	<p>No progress made as yet</p>	<p>The Fleet Department having been successful in attracting a female apprentice vehicle technician have on the successful conclusion of that apprenticeship been able to offer the female apprentice a permanent position as a fully qualified Heavy Vehicle Technician.</p> <p>The department has worked to build a good relationship with the Vehicle Engineering Department at Coleg Menai and will seek to build on this relationship by exploring positive action initiatives in the future.</p>	
<p>EP/ 03</p> <p>Through NWFRS employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to work.</p>	<p>Fitness Advisers to visit gyms and leisure centres at peak times, as well as attending female sport events e.g. Race For Life.</p>	<p>Head of HR</p> <p>Senior Training and Development Manager</p> <p>Equalities Adviser</p>	<p>Attendance by HR staff at PRISM and LGBT network events, plus NWFRS featuring in the Dreambig website that is aimed specifically at young women living in Wales. This is intended to raise the profile of firefighters as it features the career of a female Whole-time Duty System firefighter.</p>		<p>Foster Friendly Scheme – work has commenced in respect of being foster friendly in order to ensure that employees have support in respect of caring responsibilities.</p> <p>The Service has implemented the 'The Ageing Workforce Toolkit' endorsed by the National Fire Chiefs Council. This toolkit is designed to raise awareness within Fire and Rescue Services of the key considerations surrounding the ageing workforce.</p> <p>It focuses on, and summarises, the key issues in the areas of Psychological Support, Wellbeing and Retirement Planning, providing tools and resources that are available to both Fire and Rescue Service managers and employees.</p> <p>The Service has signed the Wrexham County Borough Employer Pledge. This pledge supports the vision that employers from all sectors will work together to maximise employment and training opportunities for young people and adults in</p>	

					<p>the County Borough of Wrexham.</p> <p>Review of Whistleblowing policy and procedures by Conwy County Borough Council's Internal Audit Service. This was to provide a level of assurance to management that internal controls are operating effectively, potential risks are well managed and corporate objectives are being achieved.</p> <p>The review included:</p> <ul style="list-style-type: none"> • Clear policy & procedures and its dissemination to staff, suppliers and contractors; • Clear nominated officer responsibilities & training; • Receipt, recording and numbering • Effective management of disclosures and responses to whistle-blowers; • Performance Monitoring & reporting. <p>The audit findings resulted in a satisfactory assurance rating.</p>	
	<p><u>Positive Action</u> Target potential female recruits through a number of additional initiatives including contacting sports clubs i.e. Women's Football Association, running, hockey and netball teams.</p>	<p>Head of HR</p> <p>Senior Training and Development Manager</p> <p>Equalities Adviser</p>		<p>Several Positive Action Days held for females, LGBTQ and BEM applicants coinciding with selection days. Held at Rhyl and Dolgellau. This along with candidate engagement has been developed through HR and T&D. Apprenticeships also to be included as part of positive action work to help increase employment prospects and encourage people to gain equal access.</p>		
	<p><u>Positive Action Strategy</u></p> <p>Review Positive Action days and contribute to the production of a Positive Action Strategy. Draw from best practice and incorporated the tools and process to run effective positive action events into one policy with supporting material</p>	<p>Head of HR</p> <p>Senior Training and Development Manager</p> <p>Equalities Adviser</p>	<p>Positive action events have taken place prior to each of the three phases of recruitment held over the past year. The days were offered at several locations across North Wales to increase awareness and applications from underrepresented groups during the RDS campaign.</p> <p>Physical Fitness Advisers attended gyms across North Wales and engaged with potential recruits to make them aware of the apprentice and retained recruitment campaigns.</p>	<p><u>Positive Action Strategy</u></p> <p>The PA Strategy was forwarded to members of the PA group for comment and any recommendation they would like to see incorporated into the Strategy. This Strategy is intended to be a living document and will as the Services processes develop, the PA Strategy it will be amended where it is applicable and good practice will be incorporated into the Strategy.</p> <p>The EA attends the National NFCC IFSG, where a wealth of good practice is shared.</p>	<p>From the outset of this recruitment campaign the emphasis was towards ensuring achieving a workforce which reflects the diversity of our communities. As a result of the success of our positive action work, to encourage a greater number of female applicants, we have been able to recruit an equal number of men and women, all achieving the requisite standards. Within the 20 successful applicants are:</p> <p>3 x BAME</p>	

			<p>We raised awareness amongst the LGBT community through advertising through the use of social media, to ensure that underrepresented groups were specifically targeted.</p> <p>A debrief followed each of the events and this was discussed at the Operational Resourcing meetings. Following this each phase was adjusted to ensure candidates attending Positive Action would get the most from the events through evaluation of the individuals who attended. The majority of attendees went on to apply for a role.</p> <p>Advice and guidance was also offered to individuals who were unable to achieve the required muscular strength standards (ladder lift). The feedback received from these events has been positive.</p> <p><u>Positive Action Strategy</u></p> <p>This work undertaken during the three phases of recruitment will help to shape the look of the Positive Action Strategy and evaluate the work required to be undertaken to aid attraction to all aspects of the Service.</p> <p>Monitoring and analysis of the recruitment data will focus future work.</p>	<p>Nottingham FRS have created a spreadsheet that has collated which selection tests each service is using from across the UK FRS's, this information has been shared with the Physical Fitness Advisor</p>	<p>5 x LGBT+ 1 x Disability</p>	
<p>EP/ 04</p> <p>Promote policies to aid and encourage work life balance amongst NWFRS employees.</p>	<p>Produce enhanced Maternity/paternity scheme which incorporates recent legislation to promote greater awareness, and equality.</p> <p>Research guidance for employees who undertaking caring responsibility (Carers Guidance for Dependents).</p>	<p>Head of HR</p>	<p>Maternity, Paternity and Adoption policy has been drafted, to incorporate recent legislation. Following approval by Executive Group the policy completed a consultation period and has now been placed on the intranet.</p>	<p>Working towards becoming Dementia Friendly</p> <p>NWFRS have been developing community Service work with people who live with safety for several years and a part of this the dementia. Work continues towards being recognised as a Dementia Friendly Organisation. NWFRS are currently re-applying to renew its status of 'Working to become Dementia Friendly'.</p>	<p>Dementia friendly status – complete and achieved.</p> <p>Health and Wellbeing day: for Long Term Sick Employees. The aim of the day was to provide employees with the opportunity to take part in Tai Chi, Mindfulness and Relaxation, Yoga, Nutrition and Fitness Workshops. These workshops are aimed to target key health messages and are designed to be interactive and informative.</p> <p>Working with Public Health Wales and with partners across North Wales to develop Getting North Wales Moving. This is a collaboration of organisations working together to enable people to move more and be less sedentary in all aspect of daily life.</p> <p>Public Health Wales have identified the workplace as a key setting and this is one of the priority areas. Key partners consider the evidence on what works; share learning between organisations and consider what collaborative action can be</p>	

					<p>undertaken to increase physical activity levels within the workplace.</p> <p>Mediation training HR staff attended a 4 day course in Mediation skills, provided by ACAS. This course provides the skills and knowledge to give to line managers and employees who may be in conflict, with the aim of resolving issues earlier to prevent absence and grievances.</p> <p>Implementation of new employee benefits – Vectis cards. The Service has implemented a new employee benefits scheme. All employees can access the dedicated website to make use of retail and leisure discounts from a number of local and national providers. This also includes a personal car lease programme, where savings can be made. This employee benefit scheme has been introduced to help employees take advantage of savings and discounts that may be available so they can make savings with personal expenditure.</p>
	Produced guidance on addressing Mental Health issues at work for employees and Line Managers (i.e. access Mindfulness)	Head of HR	NWFRS has signed up to Mind, Mindful Employer, and Time for. We are currently awaiting confirmation of funding for the introduction of Blue Light Champions.	<p>Blue Light Mind Blue Light Programme (BLP) The Blue Light Programme provides mental health support for emergency services staff and volunteers from police, fire, ambulance and search and rescue. The programme is supporting the mental health of all emergency services staff and volunteers in England and Wales, raising awareness of mental health, tackling stigma and helping staff to cope better. 18 employees from across the Service put themselves forward to become Blue Light Champions as part of a programme devised by Mind mental health charity. The HR Department has signed up to the MIND Blue Light Programme in order to provide further mental health support for employees. The Service will have a team of fully trained Blue Light Champions within the organisation who take action to raise awareness of mental health problems and challenge mental health stigma within the workplace. All Senior HR team members are being provided with mental health awareness training in 2018 to assist managers in supporting those experiencing difficulties. This knowledge and awareness will be cascaded to employees.</p> <p>13 of our staff attended a 1-day 'Speaking Up, Speaking Out' workshop delivered by</p>	<p>Mental Health – Mind Blue Light Programme (BLP) Total of 25 Blue Light champions within the organisation have been recruited, who have attended both the Speaking Up Speaking Out course and Peer Support course, to provide a better understanding of mental health, particularly in the blue light services, and how to support peers and colleagues.</p> <p>Five Managing Mental Health in the Emergency Services workshops delivered to line management (54 attendees) to help provide more information on supporting and managing team members with poor mental wellbeing.</p> <p>Employees (volunteers for specialist roles) also attended the Mind Trauma Course to gain a better understanding of trauma and how to support employees in dealing with trauma.</p> <p>Employees have also attended a Resilience course (2hrs per week over 5 weeks) to learn more about</p>

				<p>the mental health charity 'Mind' at Rhyl Community Fire Station last Thursday. Article included in the weekly brief following the training. Information about the programme is also included and covered as part of the Attendance Management training when delivered to stations and departments. Future training from Mind (for champions and managers) and activities being looked at to further communicate and promote the programme going forward.</p> <p>PTSD 999 Work has commenced with regards to PTSD999 which is a new and independent charity funded by private donations. The charity is unique in the way it will provide support; the majority of its trustees, administrators and most importantly doctors and counselling staff have served in the Emergency Services and/or Military and suffered PTSD, or have close ties with someone who has. The Service has utilised this charity to support individuals who may have PTSD.</p> <p>Suicide SafeTalk; suicide alertness for everyone Senior HR Advisers and members of the Colleague Support Team have completed a half day training in suicide alertness. The course provides practical steps to offer immediate help to someone having thoughts of suicide and helps those concerned connect with more specialised support.</p>	<p>their own mental resilience and how to maintain this.</p>	
		Head of HR	<p>CIDB/FLO Reviewed and updated the Critical Incident Debriefing scheme on all-Wales basis. We have introduced a 24/7 telephone counselling service via Employee Assistance Programmes. Training to be cascaded to all line managers and employees on the provision of the above services (and added to a Learnpro module).</p>	<p>CIDB/FLO Recruitment process undertaken to appoint CIDB and FLO volunteers to support those who have attended traumatic incidents or support the families when there has been a death of an employee. Training undertaken for both groups of volunteers.</p>	<p>CIDB / FLO Meetings held with the CIDB and FLO volunteers to ensure the scheme continues to run as intended. Debriefers attended the Trauma training with Mind to help provide further knowledge and skills when undertaking debriefs and recognising signs when employees may need further assistance. Policy/guidance document reviewed to ensure reflects current practice.</p>	

Employment and Pay New Objectives

Equality Objective 2: Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.

Equality Objective 2	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
<p>EP/09</p> <p>Produce a Service Equalities/Diversity Handbook</p> <p>NEW</p>	<p>Conducting research across other FRS and Local Authorities to identify relevant formats and content for a Service Equality Handbook.</p>	<p>Equalities Adviser</p>	<p>The Staff Equality Handbook is currently in draft and will be ready next year.</p>	<p>The research and writing of a Staff Equality and Diversity Handbook is outstanding there has been a request to extend it to Grey Book Staff so has been separated out into another objective.</p>	<p>The contents of this Equality handbook is a guide to staff it has been reviewed and will be used by staff as a quick guide, it will be issued alongside a review of the Equality and Diversity Policy in 2019/20.</p>	<p>The contents of this Equality handbook has been reviewed and it is intended as a quick guide for staff, to accompany a reviewed Equality and Diversity Policy this was delayed due to a pending new policy process, this will be Carried Forward</p>
<p>EP/10</p> <p>Inclusivity Fire and Rescue Group</p> <p>Implement the actions as prioritised by the Inclusive Fire Service Group</p> <p>(Section 4 Inclusivity of the People and Development Organisational Strategy)</p> <p>NEW</p>	<p>Meetings held at different locations and staff at that location will be invited to observe the meeting.</p>	<p>Head of HR</p> <p>Equalities Adviser</p>		<p>EA attended a NJC/FBU inclusivity workshop last year which resulted in a comprehensive piece of work to engage directly with fire and rescue services and their employees, to consider equality, diversity, cultural and behavioural issues with the purpose of developing strategies.</p> <p>FRS's have been asked to consider the report from the workshops at both officer and member level. As a result a FA Member has been identified along with ACFO Simmons who will lead the Inclusivity Group. Members of staff and unions have been identified to attend.</p> <p>Currently no further meetings have been arranged this year.</p>	<p>Councillor Lloyd-Williams chairs a cross-cutting group consisting of staff members, representative bodies and senior management. This group is tasked with both monitoring progress and promoting new initiatives in line with the agreed strategies. Priorities are to enhance engagement with staff around the key areas and the delivery of work following further recommendations by the NJC IFSG.</p> <p>In the last twelve months substantial progress has been made against key strategies. Key initiatives have addressed recruitment from under-represented groups; staff training to both identify and challenge unconscious bias and implementation of the Blue Light Champions scheme sponsored by MIND, which provides mental health support for emergency services workers.</p> <p>Please see attached Forward Work Programme for 2018-19 for further information.</p> <p>Actions (and progress against them) are recorded in the IFSG Forward Work Plan.</p> <p>Development of senior managers through leadership programmes that have inclusivity embedded within them. Executive Leadership Platform/Strategic 'Pioneer' and Middle Manager 'Challenge' programmes.</p> <p>Regular Senior Leadership Team and FBU meetings. Unions represented at Inclusivity Group meetings. Rep bodies involvement during recent HSE Inspection to NWFRS.</p> <p>Two cohorts of FF apprentices were recruited following development of qualification framework between NWFRS and Coleg Llandrillo Menai. Cohort 1 completed and all offered substantive FF Posts. New All Wales FF Apprenticeship developed and implemented.</p>	

					<p>Work Experience placements</p> <p>A number of stations support Fire Cadet programmes aligned to a BTEC qualification. These groups are supported by local On Call firefighters, lay instructors and departmental Watch Managers.</p> <p>RDS Supervisory selection process – a flexible blended approach to assessment that takes account of accumulated qualifications/skills.</p> <p>Supervisory and Middle Manager assessments completed 18/19 – introduction of a development plan based on candidate performance at the ADC and cross mapped to the national PQA's. ADC Tools to be reviewed in 2019 for implementation 2020.</p> <p>Level 3, Level 5 & Level 7 Coaching & Mentoring qualifications undertaken by supervisory, middle and strategic managers.</p> <p>Temporary promotion is open to all Grey Book staff who have expressed an interest in applying for and engaging with the promotion process.</p> <p>Where specialist skills are required individuals may be temporarily promoted when not engaged in the promotion process. Support and development if required.</p> <p>Leadership training and courses are available through the Pathways as identified for each role.</p> <p>Open evenings held at stations to provide information to On Call applicants and an opportunity to engage with serving On Call firefighters.</p> <p>Under-represented groups invited to attend positive action days which include the opportunity to practice physical tests.</p> <p>In 2018 the three Fire and Rescue Services in Wales worked together to produce the People and Organisational Development Strategy 2018-2021 to support the recruitment and development of a workforce that embraces and champions equality and diversity.</p>	
<p>EP/11 Inclusivity Fire and Rescue Group</p> <p>Review and Rewrite the Services Core Values</p> <p>NEW</p>	<p>Members of the Inclusive Fire Service Group will review the current Core Values and rewrite the Values to reflect the Service today.</p>	<p>Senior Professional Service Standards Manager</p> <p>Head of HR</p> <p>Equalities Adviser</p> <p>Senior</p>			<p>The Senior Professional Service Standards Manager has proposed rewriting of the Core Values to reflect the Service of today. The Equalities Adviser has research other organisations both public sector and private industry for good practice, this has been circulated to the group members ahead of an arranged meeting in July 2019</p>	
<p>Quality assure Integrated Impact Assessments (IIAs) as</p>					<p>IIAs are integrated into the Policy and Procedure QA Group</p>	

part of the Service's policy structure.		Professional Service Standards Manager				
NEW						
Employment and Pay Completed Objectives						
Equality Objective 2: Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.						
Equality Objective 2	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
EP/ 01 Ensure that future tactics, equipment and PPE are aligned to the needs of the Service and take cognisance of the protected characteristics. Ensure that equipment is more ergonomically practical, reduced weight without compromising the technical requirements, and PPE is fit for purpose without discrimination Completed	Embed the ethos of continuous improvement in operational equipment and PPE in regards to all areas that may have a detrimental effect on those who fall under the protected characteristics.	Senior Operations Manager	The requirement to review equipment in line with improved ergonomics and to reduce weight without compromising its use is included whilst undertaking evaluation of new equipment. All future tactics will be aligned to the National Operational Guidance Programme.	The requirements identified in the update from the previous year remain relevant and have included procurement of BA sets and Personal Issue Respirators. These Respirators will require a face fit test that will enable the provision of bespoke equipment fitted to the different shapes of individual faces.	The procurement of PPE has included the requirements for bespoke sizing in the specification documentation. The team that undertakes physical testing of PPE will include a collection of staff from male and female genders and a collection of different body shapes to ensure that the kit procured is suitable for all.	Procurement process is complete and tender awarded. New kit orders will be placed towards the end of 2019/20 with an expectation of new kit being issued in 2020/21. Completed Objective
EP/ 05 Work toward a submission to the Stonewall Index	Benchmark NWFRS against the Stonewall Index. The HR Manager and EA will develop an implementation plan looking in detail at the requirements NWFRS would need to achieve to enable the Service to prepare a submission to the Stonewall Workplace Index. Consider any budget implications.	Equalities Adviser	The HR Manager and Equalities Adviser will work to benchmark NWFRS against the 2017 Stonewall Workplace Index. It is intended to use the index and extend the benchmarking exercise to all of the protected characteristics. NWFRS and BCUHB ran a joint event to host a Stonewall Allies Programme in August 2016. This event is the first of its kind in North Wales. One of the new Stonewall Allies attended the Stonewall Conference in Cardiff in February 2017.	Equalities Advisor met with Stonewall account manager in August to review and discuss the changes made to this year's index. The EA will use the index to produce a Gap Analysis against each of the protected characteristics and use the analysis to draft a work plan for improvement in the future. Two sessions on Unconscious Bias due in February were delayed because of bad weather the training is due to be undertaken in April, Three departments will undertake the training this will include around 30 staff.	Complete The continuing ongoing membership of Stonewall was put to the members of the Inclusive Fire Service Group; the cost of one year's membership would enable other staff members to attend other national and local events covering a larger selection of the protected characteristics, this will help to strengthen knowledge across the service. Membership with Stonewall was concluded. Completed Objective	Completed Objective
Undertake an Equality Impact Assessment regarding the use of operational appliances, with a particular focus on manual handling and the use of 13.5 metre ladders. Completed					Complete – this was included in the tender documentation for new appliances and continues to be a consideration when purchasing any new or replacement operational equipment. Completed Objective	Completed Objective
Ensure equality impact assessment is included in the procurement of all new operational kit including PPE. Completed					Complete – Included in the tender documentation and staff members who are undertaking trials are made up of different sexes and body types. Completed Objective	

						Completed Objective
<p>Ensure that all written documentation that is published is bilingual and previous documentation is reviewed or deleted subject to NOG being introduced and SOPs being deleted.</p> <p>Completed</p>					<p>Complete – This is now business as usual for all new documentation</p> <p>Completed Objective</p>	Completed Objective
<p>EP/ 06 C</p> <p>Engage with suppliers who build traditional fire appliance designs to fully integrate and build to a 5'2" stature and dissuade the 6' manikin being used as a design build standard.</p> <p>New procurement documents in the All-Wales Fleet functions must have a measurable diversity goal built in for suppliers and Fleet managers to be measured against</p>	<p>New All-Wales vehicle procurement tender to enhance the "Designing for a diverse workforce" section to become a measurable aspect of the tender.</p> <p>Engage with suppliers and ensure this design aspect is emphasised to the suppliers and a real and measurable objective is delivered. Suppliers will be encouraged in innovative design concepts, to assist Wales in achieving this benefit.</p> <p>Engage with "Women in the Fire and Rescue Service" to fully understand challenges and needs in a modern FRS.</p>	Fleet Manager	<p>At National Fleet meetings the Service's Fleet Manger is continuing to engage and work with the suppliers to incorporate designs for a diverse workforce when writing future specification for Wales.</p> <p>Continue to engage and lobby the suppliers who are working in a traditional and specialist market, this will take time and continued lobbying to effect change.</p> <p>To be progressed next year.</p>	Completed new All-Wales specification and equalities RA and plan will be scored for award of new builds.	Completed new All-Wales specification and equalities RA and plan will be scored for award of new builds.	Completed new All-Wales specification and equalities RA and plan will be scored for award of new builds.
<p>EP/ 07 C</p> <p>Identify and address underrepresentation within the finance department, and equality impact assess the restructure of the department and ensure business continuity, and succession planning.</p>	<p>Restructure department review roles and duties, aligning tasks to role for business continuity purposes.</p> <p>Conduct a succession planning exercise; plot virtual department for future reference to ensure that the department has a combination of staff to facilitate flexible working.</p>	Head of Finance	<p>Restructure complete – vacant post required to ensure business continuity; departmental responsibilities are currently being redistributed amongst existing staff.</p>	<p>Restructure complete – vacant post required to ensure business continuity; departmental responsibilities are currently being redistributed amongst existing staff.</p>	<p>Restructure complete – vacant post required to ensure business continuity; departmental responsibilities are currently being redistributed amongst existing staff.</p> <p>Completed Objective</p>	Restructure complete – vacant post required to ensure business continuity; departmental responsibilities are currently being redistributed amongst existing staff.
<p>EP/ 08 C</p> <p>Produce a Service Community Handbook</p>	Produce a Community Handbook	Equalities Adviser	<p>Complete - The Community Handbook has been completed, and was presented as part of the Corporate Health Award. The document has been placed as a reference resource for staff on the intranet.</p>	<p>Complete - The Community Handbook has been completed, and was presented as part of the Corporate Health Award. The document has been placed as a reference resource for staff on the intranet.</p>	<p>Complete - The Community Handbook has been completed, and was presented as part of the Corporate Health Award. The document has been placed as a reference resource for staff on the intranet.</p> <p>Completed Objective</p>	<p>Complete - The Community Handbook has been completed, and was presented as part of the Corporate Health Award. The document has been placed as a reference resource for staff on the intranet.</p> <p>Completed Objective</p>

Education and Skills

Equality Objective 3: Through a comprehensive programme of tailored education and advice provided singly and in collaboration, empower people living, working and visiting North Wales to continue to reduce their own level of risk from fire and other hazards throughout the different stages in their lives.

Equality Objective 3	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
ES/ 01 Create a Training Strategy and Action Plan	NWFRS are publicly committed to promoting equality of opportunity and treating people fairly. The aim of the strategy is to raise the awareness of all employees in respect of equality and diversity issues. The Training and Development department co-ordinate and provide direction for equalities and diversity training and development	Senior Training and Development Manager	<p>The Strategy is currently under review to ensure that it is aligned to national strategies and guidance and can develop a competent workforce that can respond to organisational change. The three Fire and Rescue Services in Wales are currently working together to produce a People and Organisational Development Strategy that will recruit and develop a workforce that embraces and champions equality and diversity.</p> <p>An Inclusive Fire Service Group was formed by the National Joint Council for Local Authority Fire and Rescue Services to consider matters relating to equality, diversity and cultural issues. The subsequent report proposes improvement strategies and seeks the support of employers and employees in taking them forward to deliver improvement at a local level.</p> <p>The Health Safety and Wellbeing Group will lead the improvement strategies identified. The Equality Training and Development Strategy already aligns to many areas highlighted within the Inclusivity Report in promoting an inclusive culture, recruitment activities, corporate training requirements, progression processes and retention initiatives. The recommendations and actions from the Health and Safety Well Being Group and key areas identified in the all-Wales FRS Organisational Development Strategy will form an integral part of the strategy review.</p>	<p>All-Wales FRS People and Organisational Development Strategy (2018-2021) has been developed and now forms an integral part of the Strategy review. It is aligned to other national strategies and frameworks, particularly those associated with the seven well-being goals of the Well-being of Future Generations (Wales) Act 2015.</p> <p>Several Positive Action Days held for females, LGBTQ and BEM applicant's pre selection days.</p> <p>Apprenticeships included as part of positive action work to help increase employment prospects and encourage young people to gain equal access.</p> <p>Blue Lights Champions course with 12 delegates took place.</p> <p>WG requirement to complete VAWDA training. E-learning 75% completed in Service; NWFRS 5 year training plan still viable.</p> <p>Newly promoted middle managers and apprentices have assigned mentors.</p> <p>There is early engagement with staff to raise awareness of promotion rationales and availability of development /support. Tri Service collaboration for Assessment and Development Centres, technical tests and managerial courses. One to one feedback and engagement event facilitated for supervisory promotion process.</p> <p>Introduction of Equality and Diversity Learn Pro module for staff.</p> <p>Endorsed successful bid for funding of Welsh Union Learning Fund (WULF).</p>	<p>Inclusivity is contained within the All Wales POD strategy.</p> <p>Inclusive Fire Service Group ToR established.</p> <p>Strategic managers have attended ELP. Middle managers attended All Wales 'Challenge' and 'Pioneer' programmes and practice adaptive leadership.</p> <p>NWFRS attend Regional VAWDA Strategic, Commissioning and Training Boards. Ask and Act training has been rolled out and will be supported by Welsh Women's Aid. This compliments safeguarding training and White Ribbon accreditation.</p> <p>Staff engagement - Review of Availability, RDS and FDS Officer Workloads.</p> <p>Participate in All Wales review of Assessment and Development Centres.</p> <p>Ongoing development of overarching NWFRS Learning and Development Strategy.</p> <p>Development and implementation of training activities recording system – PDR V5. The appraisal system was embedded in the previous model. This has been reviewed and amended and will be rolled out to staff in Q2.</p>	

				Review of Year 1 staff appraisal system.		
ES/ 02 Introduce training related to Violence against Women Domestic Abuse and Sexual Violence Act 2015	Increase awareness of domestic abuse and provide training to staff to make them aware of what they need to look for, and have the confidence to report it. Introduction, Level 1 training moving to Level 2	Senior Training and Development Manager	The e-learning module has been made available to all members of NWFRS via Learn Pro, and 36% of staff have completed the module. Guidance is also available to Line Managers to assist them in supporting staff.	WG requirement to complete VAWDA training. E-learning completed in Service; monitoring and reporting to WG on quarterly basis. Approximately 60% completed; dashboard set up with HoD to monitor and report on. T&D met with Head of Training for Welsh Women's Aid and local trainer regarding Ask and Act T the T. 1 st VAWDA Ask and Act T the T course took place January with 6 delegates from various departments. 5 year plan in place for delivery to organisation approximately 600.	80% of NWFRS staff have completed the VAWDASV level 1 awareness learn pro module. 5 staff have completed the level 2 (Ask and Act) trainer training course. In February the first Ask and Act training session, utilising the Welsh Women's Aid (WWA) presentation, was delivered for practitioners in the Central Community Safety Team. Prior to this session the Team had already received safeguarding training. At present, Welsh Government (WG) require that the 'Ask and Act training package must be delivered separately to the safeguarding training. However, with WWA support, we are proposing a combined training model for 19/20. There is further support for this approach from the other Welsh Fire and Rescue Services and WAST so we will develop the model collaboratively and continue to lobby WG with the proposal. In Q4 the Senior Training and Development Manager joined colleagues from the VAWDASV Strategic Board as a member of the panel that interviewed to appoint a VAWDASV Regional Development Officer to be responsible for Engagement and Communication. This post is one of two Regional Officers who will report to the VAWDASV Regional Adviser and forms part of the North Wales VAWDASV regional team structure. The Development Officer will work with partners and stakeholders to assess current need and support the commissioning of services. The position is funded by WG and hosted by Flintshire County Council at the new Tŷ Dewi Sant offices in Ewloe.	

Personal Safety						
Equality Objective 4: Reduce the risk of death or injury from fires in North Wales by the provision of effective prevention and protection services and emergency fire and rescue response.						
Equality Objective 4	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
PS/ 01 Ensure frontline staff are aware of issues such as hate crime and domestic violence and harassment and that they have the confidence to use processes for reporting it.	Use the opportunity of audits for raising frontline staff awareness	Senior Professional Service Standards Manager	Now incorporated into workplace audits forms. Awareness/knowledge has been raised as part of the audit programme.	As part of the ongoing WPA programme, PSS continues to quality assure all employees awareness and understanding of domestic violence and hate crime. This is achieved following a presentation to all staff followed by a questions and answer session during the WPA.	Hate crime and domestic violence and harassment (VAWDA) integrated into workplace audit. Awareness and how to report identified as satisfactory across Service with one exception that was addressed at the time.	
PS/ 02 Reduce the risk of injury and death by fire by the improved integrity and management of location information.	Introduction of a managed service corporate gazetteer ensure the Command and Control System has the latest address information	Control Manager	The corporate gazetteer is a deliverable from the ICT department and it had been hoped that this would be dovetailed into the March go live of the new command and control system. This is still an outstanding task and should be available during 2017.	The corporate gazetteer is a deliverable from the ICT department and it had been hoped that this would be dovetailed into the March go live of the new command and control system. This is still an outstanding task and should be available during 2017	The corporate gazetteer is still undelivered and as such PS/02 as a stated objective is still no addressed by the corporate gazetteer work. However, there has been progress on the gazetteer held within the Command and Control System that ensures there are regular updates and that the very latest address data is available to mobilising personnel.	
PS/ 03 Reduce the risk of injury and death by fire by improved collaboration between Emergency Service partners.	Share common information technology platforms to allow a more timely exchange of information to more ably manage resources to provide a more effective response to the communities of North Wales NWFRS to move to share the NWP Frequentis ICCS.	Control Manager	The corporate gazetteer is a deliverable from the ICT department and it had been hoped that this would be dovetailed into the March go live of the new command and control system. This is still an outstanding task and should be available in quarter one of 2017	Rolled over to next year.	Progress from NWP in supplying this system has been very slow. NWFRS were due to have this system in place in June 2019. However, this has slipped again and latest estimates have the system being installed in late 2019.	
PS/ 04 Reduce the risk of injury and death by fire by the introduction of systems to enhance and improve the availability of Risk Information at the time of call.	Introduction of new Command and Control System linked through the new gazetteer to Fire RMS which is used as a source of risk information storage	Control Manager	The new Command and Control System went live on the 21 st March and is interfaced with the Fire RMS.	The new command and control system has the ability to not only present its own internal tagged risk information but also high risk to Firefighter information from Fire RMS	Fire RMS and Guardian Command both work together to share the latest risk information.	
Personal Safety Completed Objective						
Equality Objective 4: Reduce the risk of death or injury from fires in North Wales by the provision of effective prevention and protection services and emergency fire and rescue response.						
PS/05 C Develop a more targeted and consistent approach to gather and interpret risk data in a context of protected characteristics, so as to fully understand if any particular groups are more at risk from fire than another.	Implement the recommendations of the Operational Equalities data pilot 2015. Analyse the information gathered over each 12 month period and utilise to support any future prevention strategies where required.	Senior Operations Manager	The pilot was initially limited to set areas, and a variety of methods were utilised to collect the data. Following the conclusion of the trial the results were evaluated and a review of each method of collection was assessed to establish which method of collection best suited the service and the public. The collection and review and analysis of this data could be used to inform future prevention strategies.	Completed - Even though data was captured utilising a variety of different means following incidents, it failed to provide any significant findings as the result of the large proportion of responses from majority groups. As a result this action is no longer considered to be relevant.	Completed - Even though data was captured utilising a variety of different means following incidents, it failed to provide any significant findings as the result of the large proportion of responses from majority groups. As a result this action is no longer considered to be relevant.	Completed - Even though data was captured utilising a variety of different means following incidents, it failed to provide any significant findings as the result of the large proportion of responses from majority groups. As a result this action is no longer considered to be relevant. Completed Objective

Representation and Voice

Equality Objective 5: By being open and accountable about what we do and what our plans are, encourage more people to involve themselves in the process of determining the way fire and rescue services are delivered in North Wales, and aim to increase the range of representative voices that contribute to that process.

Equality Objective 5	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
RV/01 Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups.	Develop plans for Engagement, ensure this is inclusive of "seldom heard groups" and review actual representation to target those still not included.	<p>Equalities Adviser</p> <p>Corporate Communication Manager</p>	<p>The majority of this work has been undertaken with the North Wales Public Sector Equality Network. This group has access to mixed groups representing each of the protected characteristics.</p> <p>The consultation on the Service's strategic objectives for 2017-18 which was carried out in the Autumn of 2016 included;</p> <p>Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts and opinion formers which included local representative groups</p> <p>Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back</p> <p>Leaflet drops : Leaflets were issued by those delivering HSCs and by RDS staff in their local communities</p> <p>Collaboration with partners: local partners were asked to share and retweet our messages on social media and, in particular, the PSB's engaged in conducting wellbeing consultations, also highlighted our consultation and in turn we highlighted their consultations ensuring that messages were shared as widely as possible. In Anglesey this included sharing our consultation with protected characteristic groups already engaged in other consultations.</p>	<p>The work the EA undertook with North Wales Public Sector Equality Network will be reviewed at a consultation event organised by NWPSEN members to be held in May 2018. The event will invite members of the groups who originally participated in the engagement event held in 2015 this was prior to the member organisations producing their collective and individual Strategic Equality Action plans.</p> <p>The consultation on the Service's strategic objectives for 2018-19 (Developing the Fire and Rescue Service for the Future) was an interim consultation and was carried out between May-July 2017. It included;</p> <p>Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts and opinion formers which included local representative groups</p> <p>Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back</p> <p>A summary leaflet was not produced for this interim consultation</p> <p>Collaboration with partners: local partners were asked to share and retweet our messages on social media.</p>	<p>The consultation on the Service's strategic objectives for 2019-20 was carried out between 12 September and 2 November 2018. This consultation was aimed at encouraging people to have their say on ensuring affordable fire and rescue services, before the draft budget for 2019/20 was set in December 2018. It included:</p> <p>Key presentations by senior staff to local authority stakeholders - with accompanying video</p> <p>Bespoke landing page with all consultation details in one place on our website - including full consultation document, video and details of how to take part in our questionnaire hosted on the consultation Hub</p> <p>Press release issued with link to consultation page on our website</p> <p>Those who had signed up for updates on consultation information via our website (following the introduction of GDPR principles) were issued with a letter from the Authority Chair inviting them to take part in our consultation, with links to the accompanying explanatory document to the video</p> <p>Local Authorities and Town Councils were issued with the information by post/email</p> <p>Social media engagement: tailored Facebook and Twitter messages and reminders were issued, linked to the consultation document on our website and a bespoke video</p> <p>Collaboration with partners: local partners were asked to share and retweet our messages on social media.</p>	

Access to Services, Information and Buildings						
Equality Objective 6: Improve access to information and communications with the Service, and improve physical access to fire and rescue service buildings the public access.						
Equality Objective	Actions	Lead Officer	Progress Year 2016-2017	Progress Year 2017-2018	Progress Year 2018-2019	Progress Year 2019-2020
AS/01 Ensure that appropriate means and methods of communication are adopted in promoting priority safety messages identified by the Fire Safety department	Ensure this is linked to the Corporate Communications Objective in relation to supporting the objectives and developing close working links with Community Fire Safety and Arson Reduction Departments	Corporate Communications Manager Senior Fire Safety Manager	Community safety campaigns are coordinated through the Campaigns Steering Group – these are scheduled and resourced appropriately in advance for the coming year with clear objectives and evaluation afterwards. Appropriate means and methods of communications are considered as part of the strategies adopted e.g. the Reasons to Test video was commissioned and produced with protected characteristics in mind.	Still awaiting all Wales decision re fire safety literature (easy read, multi languages as well as modifications on terminology e.g. safe and well checks). SJ confirms that there is work ongoing from an Equality aspect to look at the literature as they should all be easy read and in various different languages. Supported recent Pride event. Encouraging all major communication deliverables are EIA e.g. all Wales RDS recruitment video BSL friendly clips now on website Supported positive actions events and part of Inclusivity and Improvement Group meetings. Feel that our role is to support Service involvement in events and initiatives associated with equality (same as corporate health) but NOT to decide what we support or to force the issue of them happening as such e.g. recent LGBT initiatives. SJ and TW to discuss outside of the meeting; SJ comments that a lot of FRSS show support for LGBT and similar events without actually holding an event. Suggest having an equalities wheel highlighting all the events throughout the year.	This is ongoing as follows; To ensure that appropriate means and methods of communication are adopted in promoting priority safety messages identified by the Fire Safety department e.g. taking into account multi languages, accessibility, collaboration with established representative forums and groups etc. to help ensure NWFRA meets Equality Objects 3, 4 and 5. To ensure departmental objectives CC02 (public engagement strategy) and CC03 (All Wales fire safety campaign) align with this planned action. To promote and support positive action events - this year three taster events associated with firefighter opportunities were promoted and park runs were attended to raise awareness etc. (departmental objective) To promote and support appropriate events To ensure that information available is accessible – we have carried out a thorough accessibility audit of the website this year and training is being provided in April to help avoid future pitfalls. The issues highlighted by the audit are costly to put right - but we will review them again towards end of financial year in time for adhering to requirements in 2019/20. To ensure EIA for all communication campaigns The Service collaborated with the three fire and rescue services in Wales to look at producing a single safe and well check leaflet, moving away from having multiple leaflets on separate fire safety topics. There was a strong emphasis on adopting an easy read format for this leaflet. The aim is for this to be piloted in South Wales with a view to adopting across Wales.	
AS/02	Take into account multi-languages, accessibility; collaborate with established representative forums and groups etc.	Corporate Communications Manager	The consultation on the strategic objectives for 2017-	The consultation on the Service's strategic objectives for 2018-19 (Developing the Fire and Rescue Service for the Future) was an	The consultation on the Service's strategic objectives for 2019-20 was	

<p>Adopt an agreed Public Engagement and Consultation Strategy</p>			<p>18 which was carried out in the Autumn of 2016 included;</p> <p>Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts and opinion formers which included local representative groups</p> <p>Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back</p> <p>Leaflet drops : Leaflets were issued by those delivering HSCs and by RDS staff in their local communities</p> <p>Collaboration with partners: local partners were asked to share and retweet our messages on social media and, in particular, those PSBs engaged in conducting wellbeing consultations also highlighted our consultation and in turn we highlighted their consultations ensuring that messages were shared as widely as possible. In Anglesey this included sharing our consultation with protected characteristic groups already engaged in other consultations.</p>	<p>interim consultation and was carried out between May-July 2017. It included;</p> <p>Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts and opinion formers which included local representative groups</p> <p>Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back</p> <p>A summary leaflet was not produced for this interim consultation</p> <p>Collaboration with partners: local partners were asked to share and retweet our messages on social media.</p>	<p>carried out between 12 September and 2 November 2018.</p> <p>This consultation was aimed at encouraging people to have their say on ensuring affordable fire and rescue services, before the draft budget for 2019/20 was set in December 2018. It included;</p> <p>Key presentations by senior staff to local authority stakeholders - with accompanying video</p> <p>Bespoke landing page with all consultation details in one place on our website - including full consultation document, video and details of how to take part in our questionnaire hosted on the consultation Hub</p> <p>Press release issued with link to consultation page on our website</p> <p>Those who had signed up for updates on consultation information via our website (following the introduction of GDPR principles) were issued with a letter from the Authority Chair inviting them to take part in our consultation, with links to the accompanying explanatory document to the video</p> <p>Local Authorities and Town Councils were issued with the information by post/email</p> <p>Social media engagement: tailored Facebook and Twitter messages and reminders were issued, linked to the consultation document on our website and a bespoke video</p> <p>Collaboration with partners: local partners were asked to share and retweet our messages on social media.</p>	
<p>AS/03</p> <p>Improve access to information and communications and improve the customer experience.</p>	<p>Assess/check Corporate Communication Strategies for specific guidance on alternative formats and interpretation and translation protocols. Review, Utilise and report outputs from investigation (complaints etc.) to inform potential improvements</p>	<p>Senior Professional Service Standards Manager</p>	<p>Assurance of Welsh language preparedness included in the workplace audit documentation to raise awareness and knowledge, and ensure compliance with Welsh language standards.</p> <p>A complaint received in relation to Welsh language resulted in a review and further enhancement of our home safety procedure.</p>	<p>PSS as part of its planned action procured and is currently distributing new Welsh language health and safety posters across the Service. This has enhanced the information and communications across the workforce and people from our communities who visit NWFRS premises.</p> <p>Considered other formats for people to access information – braille, BSL. PSBs have pot of money available for new forms of sharing messages. SJ Currently reviewing all the actions and different people are looking at different areas and SJ is feeding back to a conference in May. Also need update for the performance publication in October.</p>	<p>29 complaints received and resolved under stage 1.</p> <p>Three complaints upheld. Two for conduct of drivers – one for driving style and one for behaviour. Final complaint upheld related to insurance and speed of communications to resolve claim. Actions taken to prevent recurrence taken.</p>	

Access to Services, Information and Buildings Completed Objectives						
Equality Objective 6: Improve access to information and communications with the Service, and improve physical access to fire and rescue service buildings the public access.						
<p>AS/04</p> <p>Improve building access for Fire and Rescue Service visitors to the Joint Communications Control Centre</p>	<p>Improve access for disabled persons visiting the Joint Communications Control Centre with improved fob access points, opening and closing of door orientation and availability to disabled toilets (ground floor).</p>	<p>Control Manager</p> <p>Estates Manager</p>	<p>The Disability Discrimination Act 1995 states that 'reasonable adjustments' are to be made where required.</p> <p>Any specific requirements to the JCC will be explored further to meet any specific disabilities. To date no such requests have been received during 2016-17.</p> <p>The accessible toilet is compliant with Part M of the Building Regulations.</p>	<p>The path from the entrance gate of the JCC has been extended around the rear of the plant room to provide unhindered and safe access from the pavement to the main front door for staff and visitors with mobility problems and wheelchair users.</p>	<p>No specific alteration works have been carried out during this period and no requests were received in relation to specific disabilities.</p> <p>Completed Objective</p>	<p>Completed Objective</p>
<p>AS/05 C</p> <p>Update Equality and Diversity Guide for Contractors and formally issue to all facilities contractors.</p> <p>Ensure all contractors engaged by the Service to work on NWFRS premises are aware of NWFRS Strategic Equality Plan and Equality Policy.</p>	<p>Update and consult internally on a guide document.</p> <p>Issue to all Facilities contractors with copies of NWFRS Equality Policy and monitor contractors' compliance.</p>	<p>Estates Manager</p>	<p>A Guidance Document is issued to all contractors on the recently awarded 'Building and Electrical, Works Maintenance Contract'.</p>	<p>Completed - This has been communicated to all facilities contractors.</p>	<p>Completed - This has been communicated to all facilities contractors</p> <p>Completed Objective</p>	<p>Completed - This has been communicated to all facilities contractors</p> <p>Completed Objective</p>
<p>AS/06 C</p> <p>Improve the requirement for equality objectives for tender renewal of garage supplies.</p>	<p>NWFRS will write an equalities objective into the new tender for Wales with measurable scores.</p>	<p>Fleet Manager</p>	<p>Complete – This objective was added to the tender, and the tender has now been awarded.</p>	<p>Complete – This objective was added to the tender, and the tender has now been awarded.</p>	<p>Complete – This objective was added to the tender, and the tender has now been awarded.</p>	<p>Complete – This objective was added to the tender, and the tender has now been awarded.</p> <p>Completed Objective</p>