

Wrexham Strategic Equality Plan action plan 2016-20: Progress update 2016-17:

Whilst we have made progress in delivering the actions agreed within each of the equality objectives, there remains significant work to be done. The table below gives some examples of how we have contributed to each equality objective. However, we recognise that this self-assessment is limited because it does not include a robust assessment by Wrexham people and further work is required to develop the performance monitoring of the Strategic Equality Plan. This will be addressed when we review the 2016-20 Strategic Equality Plan and begin development of the Strategic Equality Plan for 2020 onwards.

Key:

CCS	Corporate and Customer Services Department
EDU	Education Department
ASC	Adults Social Care (draft information in italics pending approval of the Annual Report by the Statutory Director of Social Services)
CSC	Children's Social Care (draft information in italics pending approval of the Annual Report by the Statutory Director of Social Services)
FIN	Finance Department
HE	Housing and Economy Department
EP	Environment and Planning Department
EIG	Officer led Equality Improvement Group
ERG	Local Equalities Reference Group

Wrexham's Equality Objectives are outlined in our Strategic Equality Plan. The 2016-2020 objectives are as follows:

- Reduce inequalities in employment and pay
- Reduce inequalities in health
- Reduce inequalities in education
- Reduce inequalities in personal safety
- Reduce inequalities in representation and voice
- Reduce inequalities in access to information, services, buildings and the environment

Within each Equality Objective a number of specific needs have been identified and actions to address these have been developed. Delivery against the objectives is driven through the SEP action plan, key departmental strategies and plans and service business plans. The key mechanisms for delivery are outlined within the SEP and **Appendix 1**.

Here are some examples of the actions we have undertaken during the second year of our current Strategic Equality Plan.

Strategic Objective 1: Reduce inequalities in employment and pay

North Wales Public Sector Equality Network research and consultation concluded the need to:

- Identify and address inequalities within recruitment, retention, training and promotion processes; and
- Identify and address any pay gaps between people with different protected characteristics.

What we said we would do:

To make a positive difference to inequalities in employment and pay we will:

- Implement and deliver on the Economic Prosperity Strategy, the Anti-Poverty Strategy and the Organisational Development and Workforce Strategy
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

What we have done:

- The facility for employees to self-complete equality monitoring data online in our 'My View' system has been introduced. This is intended to improve the quantity and quality of workforce monitoring information that we hold to allow better analysis and targeting of actions.[CCS]
- WCBC HR Team continue to implement processES to support departments to make fair recruitment and progression decisions. [CCS]
- Workforce equality and diversity information is contained within workforce planning guidance/forms for services to aid their service level workforce planning.[CCS]
- A Modern Apprentice programme is hosted by the Council and programmes to support NEET into employment in social care has been piloted. [CCS]

- Within the Legal section any differences between the professional roles of Legal Executive (FCILEx), Solicitor and Barrister were removed by amending the employee job title from Solicitor to the generic term 'Lawyer' to remove potential inequalities. [CCS]
- Tenants Training Programme and Forum is ongoing as part of a new action plan in the updated Tenant and Leaseholder Strategy from 2018-20 [HE]
- Improve the accessibility of the Job Centre through the Communities For Work programme.[HE]
- The Access to Work Fund is promoted through the Communities For Work Programme.[HE]
- Customer Services Team (CST) routinely looks for opportunities to develop young employees.
- A web based promotional tool "GovDelivery" allows customers to sign up and receive information relevant to them for eg online job applications. [CCS]
- *Contact Wrexham* (the Council's F2F customer service centre) provides internet access and basic assistance with getting on line for both accessing Council services (for example making payments or job applications) and obtaining general information. [CCS]
- Contact Wrexham is seen as key access point for completing universal credit applications. [CCS]
- Tÿ Ryan, a self-build initiative offering individuals with an ex-forces background who need the opportunity for work experience, training and qualifications in building or other construction related skills has been developed thanks to a successful partnership between Wrexham Council, First Choice Housing Association, and the Community Self-BuildAgency (CBSA). [ALL]
- The Together in Wrexham programme encourages volunteering through its grant assessment criteria [FIN]
- The Council Plan 2018-2 includes measures around volunteering in communities to continue to increase the profile of these activities and to highlight the worth of volunteering to Council services [FIN]
- Highlighted the importance of promoting and supporting volunteering within the PSB's 'Our Wrexham Plan' [FIN]
- The Performance Improvement and Partnerships team continue to promote agile working to encourage flexible working across the Council [FIN]
- As part of national pay arrangements, in 2018 the Council significantly increased the payscales of the Council's lowest paid employees, who are disproportionately female, and has committed to do so again in 2019 [FIN]
- A WCBC anti-poverty strategy has been produced.
- Through Communities for work we continue to monitor and improve the no of individuals entering employment and employment related training[HE]

Strategic Objective 2: Reduce inequalities in Health

North Wales Public Sector Equality Network research and consultation concluded the need to:

- Increase the number of people in under-represented groups choosing healthy lifestyles
- Increase the number of people in under-represented groups accessing health care services;
- Improve the care of people to ensure they are treated with dignity and respect, particularly older people and vulnerable people;
- Increase the uptake of preventative health care services by Gypsies and Travellers;
- Ensure that Lesbian, Gay and Bisexual and Transgender people are treated with dignity and respect when receiving care; and
- Ensure that the rights and aspirations of people with Mental Health issues and Learning Disabilities are better addressed.

What said we would do:

To make a positive difference to reducing inequalities in health we will:

- Implement Wrexham Public Service Board, Partnership Delivery Board 1 Business Plan, the Anti-Poverty Strategy; and the Council's Organisational Development and Workforce Strategy;
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

What we have done:

- Mental Health First Aiders have been trained across every department and ASIST suicide prevention training has been delivered to key individuals.
[FIN,CCS]

- A network of Mental Health First Aiders across the organisation have been developed, who meet quarterly to share experiences on supporting their colleagues. [ALL]
- An action plan to sign the time to change pledge has been developed. [FIN,CCS]
- We have introduced a 24 hour 7 day a week Care First scheme where employees can self-refer in for counselling and mental health support.[FIN,CCS]
- WCBC continue to implement the InSport Project, which aims to support the physical activity, sport and leisure sectors delivering inclusively of disabled people. [EDU]
- WCBC implements the Get Out Get Active (GOGA) programme that supports disabled and non-disabled people to enjoy being active together.[EDU]
- The Wrexham First 1000 Days Project is being delivered in Wrexham. ACE Awareness session for elected members has been organised to give an overview of the current understanding on the prevalence and impact of Adverse Childhood Experiences, give some examples of the emerging work to develop responses to prevent, intervene on and mitigate ACEs, and provide some sources of further information and support. [CSC]
- Wrexham PSB formally signed up to 1st 100 days project and receives reports via its Healthy Start Board (sub group of PSB).[CSC, ALL, FIN]
- Wrexham Family Information Service (WFIS) is currently working closely with the Wrexham First 1000 Days Steering Group to improve the provision of information and advice for pregnant women and girls and their families in order to facilitate access to support services where needed (for all). [CSC]
- A train the Trainer' session on Introductory Adverse Childhood Experiences (ACE's) was facilitated by Public Health Wales for members of the Wrexham ACEs Steering Group, partners are continuing to deliver Ace Awareness sessions within their teams. [CSC]
- The Wrexham First 1000 Days Steering Group successfully obtained funding from Public Health Wales to carry out a piece of service insight work with a range of universal and targeted services in Wrexham who might come into contact with parents and prospective parents in the first 1000 days of their child's life. An evaluation of the work has been produced. [CSC]
- The Wrexham First 1000 Days Project has managed to secure a change in prison practice at the local HMP Berwyn. Previously the men at the prison are asked on arrival if they have any children; however they are now also asked if their partner was pregnant when they entered prison. [CSC]
- WCBC continue to implement the Social Services Well-being (Wales) Act (SC&WB (W)) in both ASC and CSC. Training pack and resources available on Care Council (CCW) Information Hub. [CSC,ASC]
- Access to Youth Service health and well-being programmes is good with the number of young people accessing early intervention services within or

outside of school continuing to grow year on year. In 2016/17, there were over 16,000 contacts with young people.[EDU]

- The Info Shop, based within the town centre, is a hub for the co-location of services in Wrexham and includes the sexual health clinic, counselling, In2change drug and alcohol service, Inspire Youth Work in Hospital Team, Advocacy, Information, Advice and Guidance and the Leaving Care Service. [EDU]
- Corporate H&S provide advice and guidance on service related health and safety issues affecting people from some of the protected characteristic groups (age, disability, pregnancy and maternity, religion and belief). All H&S risk assessments should take account of people with protected characteristics if this means they could face different or greater risks. In the last 12 months specific work has included:
 - Work with Community Living Service and Recovery Service on fire safety in supported living properties
 - Advice to school based youth worker and her manager on workplace adaptations (visual impairment)
 - Display screen equipment assessments for a number of staff with disabilities
 - New and expectant mother risk assessments
 - Return to work Health & Safety advice for staff who have had long term absence due to health
 - Hand arm vibration advice for services where adults or young people with disabilities may use powered tools. [FIN]
 - The Town Centre Building Security and Evacuation Group has refreshed training on the use of evacuation chairs. [FIN]
- Workforce health days provide staff access to important relevant health and wellbeing information. [CCS, FIN]
- WCBC have worked in partnership with Freedom leisure, DW fitness*, financial support* (*through employee reward scheme), offer cycle to work scheme, support health eating groups lunchtime walking, we encourage managers to recognise signs of stress, promote employees taking annual leave, flexitime, lunch breaks. We encourage managers to implement phased return / reasonable adjustments.[CCS]

Strategic Objective 3: Reduce inequalities in Education

North Wales Public Sector Equality Network [NWPSSEN] research and consultation concluded the need to:

- Reduce the educational attainment gap between different groups;
- Reduce identity based bullying in Education; and
- Ensure that young people are adequately supported in making the transition between education and employment.

What said we would do:

To make a positive difference to reducing inequalities in education we will:

- Implement the Education Improvement Plan; Welsh in Education Strategy; Wrexham Public Service Board, Partnership Delivery Board 2 Business Plan; Anti-Poverty Strategy; and Local Housing Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

What we have done:

- The numbers of Year 11 leavers who are not in education, employment or training (NEET) reduced again in Wrexham from 1.4% in 2016 to 1.1% in 2017. The TRAC project is supported by a team that liaises closely with schools to identify children in secondary school who are at risk of becoming NEET.
- A new ADTRAC service was introduced in January 2018 to support young people aged 16-24 who are NEET across Wrexham and Flintshire over the next 3 years. ADTRAC will specifically look to support those young people whose mental health is a barrier.
- Support for gypsy traveller pupils has been restructured to ensure more challenge to schools in their expectations of this group of learners. Bespoke packages of support to promote wellbeing have been delivered in order to bridge the gap between school and home, to enhance parental engagement.

- As part of the Welsh Government's Play Sufficiency Duty, specific consideration is given to children who may experience barriers to play beyond those reported by most other children, with particular attention paid to the play needs of disabled children, looked after children, young carers, children from traveller families and those from other minority ethnic groups.
- Any families experiencing extraordinary barriers to accessing staffed play provision can therefore be referred into the Play Scheme Inclusion Project to ensure these children have access to supported play provision.
- The local authority strongly promotes equality and inclusion through partnerships with organisations such as "Show Racism the Red Card and Stonewall Cymru." This has included facilitating a conference on homophobic bullying and transgender issues, and the rollout of Transgender Guidance for Wrexham Schools. Feedback from completion of the Stonewall Cymru Equality survey stated: *"There is something to be said about Wrexham's commitment to Equality & Inclusion in their schools, which is undoubtedly something to be proud of."*
- In Adult and Community Learning provision, a Learner Voice survey carried out amongst partner organisations in 2015-16 indicated that "Learners are supportive of each other in classes, demonstrating mutual respect, care and concern for others" and "There is a wide range of social backgrounds in many classes and learners show respect for this diversity which fosters an environment conducive to learning."
- The migration away from school establishments to a community facility for Open Award Duke of Edinburgh centre demonstrated an increase in starters of 92 with a 94% achievement rate. This is attributed to better access and working facilities for group and individual work with young people. Young people also indicated a preference to participate away from the formal school establishment.
- The Education Department is a member of the Wrexham Adult Community Learning Partnership which prioritises English for Speakers of Other Languages (ESOL).[EDU]
- Recent Outreach Worker appointments through the Syrian Vulnerable Persons Resettlement Scheme funded by the Home Office has promoted inclusion and wellbeing for this vulnerable group by working with the wider community, as well as targeted schools. [EDU,FIN]
- Youth Services and Youth Support Services provide a diverse offer for children and young people from 17 settings operated or commissioned by the Local Authority.

Strategic Objective 4: Reduce inequalities in personal safety

North Wales Public Sector Equality consultation and research concluded that there is a need to:

- 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;
- Increase the reporting of domestic abuse and take steps to reduce domestic abuse; and
- Increase awareness in vulnerable communities around telephone and on-line fraud.

What said we would do:

To make a positive difference to reducing inequalities in personal safety we will:

- Implement Wrexham Public Service Board, Partnership Delivery Board 3 Business Plan; and the Council's Organisations Development and Workforce Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

What we have done:

- Hate Crime, Modern Slavery and Prevent integrated into the Wrexham Wellbeing Assessment. [FIN]
- Actions to address Hate Crime, Prevent Duty, Modern Slavery Duty and Community Tension Monitoring embedded into Community Safety Partnership plan. [FIN]
- Regional Tactical Hate Crime Group introduced in 2018. Aims to identify trends/patterns in relation to Hate Crime reporting, develop action plans to respond, ensure effective support for victims and to resolve barriers that could prevent the effective prosecution of perpetrators. [FIN]
- Regional Hate Crime Awareness Week Communications Pack used to raise awareness during Hate Crime Awareness week – includes briefings for senior managers and elected members, articles for intranet and internet and social media feeds. [FIN, CCS]

- Hate crime, Prevent Duty and Modern Slavery Duty referenced in Corporate Safeguarding Policy [CSC, FIN]
- Regional Modern Slavery group is driving a consistent approach to addressing MS. Wrexham link via SPOC and Regional CC Co ord. [FIN, CSC]
- Link established between WCBC Corporate Safeguarding Group and Community Safety Partnerships via Senior Partnerships Officer and Corporate Safeguarding Lead [FIN, CSC]
- Internal Council Audit on Prevent Duty took place in 2017 with Amber/Green Assessment. Recommendations built into LA Prevent Action Plan. [FIN, ALL]
- LA Prevent officer group chaired by a senior manager set up to ensure compliance with Duty within the LA. Group monitors the implementation of the Prevent Action plan however Modern Slavery and Prevent Duty actions are beginning to be embedded into Corporate Safeguarding Action Plan to replace this function [CSC, FIN, ALL]
- Modern Slavery and Prevent Single Point Of Contact [SPOC] identified and referral Pathway being embedded in Safeguarding arrangements. [CSC]
- Community Cohesion section on staff intranet includes information on Modern Slavery and the Duty to notify [FIN]
- Anti Slavery Day awareness raising messages promoted on the intranet [FIN, CCS]
- Mandatory Modern Slavery Duty and Prevent duty e-learning modules to be launched October 2018.
- Modern Slavery and County Lines Training for Members scheduled for Autumn 2018
- Modern Slavery training for social workers held on the 30.11.17 [CCS, FIN, CSC]
- Further Modern Slavery training for social workers to be delivered November and January 2018. [CCS, FIN, CSC, ASC]
- Prevent training for staff provided by NWP during July, September and October 2017. [CCS, FIN]
- Prevent Duty staff training planned for Autumn 2018. [CCS]
- Action Counters Terrorism (ACT) Training planned Autumn 2018 [CCS]
- Modern Slavery highlighted to staff through Corporate Safeguarding Newsletters introduced in 2017. [CSC]
- The WG Ethical Code is a key principle of the Council's new Commissioning Procurement and Contract Management Strategy. [FIN]
- A Modern Slavery transparency statement for WCBC is under development [FIN, CCS]
- WCBC Senior Manager link to North Wales Contest Board established [ALL]
- Contact Wrexham are now a designated "safe place" within the safe place scheme [CCS]
- The STAD in Europe project, funded by the European Commission, aims to develop and implement interventions to tackle heavy episodic drinking (binge drinking) in young people across European countries. Wrexham was chosen to be the UK pilot site and the intervention we implemented explored alcohol drinking behaviours and related harms in nightlife areas. The evaluation of the project has been undertaken and contains recommendations for partners to take forward. [FIN]

Strategic Objective 5: Reduce inequalities in representation and voice

North Wales Public Sector Equality consultation and research concluded that there is a need to:

- Decision making bodies need to become more representative of the communities they serve;
- Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups.

What we said we would do:

To make a positive difference to reducing inequalities in representation and voice we will:

- Implement Wrexham Public Service Board, Partnership Delivery Board 3 Business Plan, our Customer Focus Strategy; Welsh Language Strategy; Consultation and Engagement Strategy; Communications Strategy; and Organisational Development and Workforce Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

What we have done:

- The Council has adopted a new involvement strategy which seeks to ensure that all people have access the information they need to influence the planning and delivery of services. They are engaged and consulted on decisions which affect them, and where possible we work together to design and deliver services. The action plan for this strategy is currently being developed and will be rolled out over 2018-19.[FIN]
- On 30th January 2018 The Secretary of State for Portuguese Communities, Mr José Luís Carneiro, signed a Co-operation Protocol with Wrexham Council. The signing was the first of its kind in the UK and only the fifth in Europe. The Co-operation Protocol recognises the working relationship between the Council and local Portuguese groups and its role in contributing to the well-being of Portuguese nationals in Wrexham. Guests included representatives from the two Portuguese run community groups in Wrexham – Associacao da Cultura Portuguesa Gra Bretanha and the Comunidade de Lingua Portuguesa de Wrexham. [FIN]

- Any child or young person making a complaint is offered the support of an advocacy services as a mandatory procedure. Any adult making a complaint that requires the support of an advocate can also have this arranged.[CCS]
- An Asylum Seeker and Refugee partnership group is coordinated by the Partnerships Team and amongst other functions provides a way to ensure an effective communication channel between the Local Authority, partners working with refugees and Asylum Seekers and Asylum Seekers and Refugees. [FIN]
- The Governor Support Team is working to encourage a diverse range of people to become school governors.[EDU]
- The authority provides a universal Second Voice Advocacy Service to young people aged 11 to 25. In 2016-17, the service received 109 referrals with 72% of planned case closures reporting that they had been helped with their issue.[EDU]
- The newly formed Restorative Team engages with young people, creating positive links and fostering a larger network of support encouraging young people, whether on the periphery or involved in criminal justice system, to be heard and have an opportunity for community integration.[EDU]
- The Participation Team effectively facilitates work across both the statutory and voluntary sector, providing both training and development opportunities for young people and professionals. As a result, three members of the Senedd have been members of the Public Health Wales commissioning group to develop The Young Persons Annual Quality Statement 2016/17 and have recently won an Award by the Patient Experience Network National Awards (PENNA).[EDU]
- One member of the Senedd yr Ifanc has been voted Wrexham's Youth Parliament representative (MYP)
- The Participation Team has provided support and training to school councils; and with the recently developed resources including the developing a school council pack and school evaluation pack provided training for eight Associate Pupil Governors.
- The Senedd yr Ifanc has co-ordinated and developed the corporate Participation Strategy and Senedd priority consultation.
- The corporate consultation toolkit is in place and promotes greater inclusion of people across all protected characteristic groups. Promotion and training in the use of the toolkit have continued throughout the year. [FIN]
- The Public Service Board's 'Our Wrexham Plan' has been developed and approved in line with the strong engagement on the Wrexham Public Service Board Wellbeing assessment of need which included consultation with people from seldom heard groups. [FIN]
- HR work with managers to include service users on recruitment panel to ensure their voice is included in the decision making process. [CCS]
- A Carers group and network for employees who are carers has been established within WCBC.[CCS]

Strategic Objective 6: Reduce inequalities in access to information, services, buildings and the environment

North Wales Public Sector Equality Network [NWPSSEN] consultation and research confirmed the need to:

- Improve access to information, communications and the customer experience, and in particular for people with sensory loss; and
- Improve physical access to services, transport, the built environment and open spaces.

What we are going to do:

To make a positive difference to reducing inequalities in access to services, information, buildings and the environment we will:

- Implement Social Services Business Plan; Wrexham Public Service Board, Partnership Delivery Board 3 Business Plan; Anti-Poverty Strategy; Customer Focus Strategy; Welsh Language Strategy; Consultation and Engagement Strategy; Communications Strategy; and Organisational Development and Workforce Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

What we have done:

- The Planning Department are committed to ensuring that those involved in the planning and designing of public spaces such as shops, parks and transport systems, will be encouraged to have processes in place to consider and involve people living with dementia in their design and audit processes in order to understand their needs [EP,ASC]
- Dementia Champions within WCBC raise awareness of the information and communication needs of people with dementia through Dementia Friendly sessions.[ASC]

- Wrexham ASC is currently introducing an improved Information system and including a flagging system for specific communication and information needs on people's computer record. [ASC]
- Customer Services continues to provide a single point of access for all customers to access Council services and those of our partners. The Customer Focus Strategy will be reviewed and updated during 2018/19 [CCS]
- Contact Wrexham continues to provide access to on line facilities. In addition, work was undertaken with "Digital Communities" to enhance the digital skills of staff to enable them to further support customers. Actions within the SMP for 18/19 include:
 - Develop proposals and implement plans to reduce the scale of digital exclusion across Wrexham
 - To support the digital agenda through; enhancing the digital skills of staff, promoting the use of digital services and identifying appropriate services to migrate to digital [CCS]
- In spring 2015, the Customer Services Team worked with the Caia Park Partnership to successful pilot group sessions to support customers in need of additional support using on line services. The intention is to expand this programme across more services, continuing to work with partner organisations. [CCS]
- Customer services staff (Customer Advisors) are highly trained & skilled in delivering excellent levels of customer service. On-going training ensures staff are best equipped to recognise and deal with a wide range of customer types/needs [CCS]
- Staff within Contact Wrexham have received Dementia awareness training to assist in their support and services to customers.[CCS]
- The Council's website caters for the needs of diverse groups and accessibility options are incorporated to facilitate access for people with sensory loss and for Welsh Language users. [CCS]
- All customer-facing Council departments provide accessible information in a range of formats. [ALL]
- Letters and information are provided bilingually and available in accessible formats including BSL, large print, audio, Braille and easy read. [ASC]
- Some people including people with sensory loss and/or Dementia, may benefit from face to face communication and support, for example a British Sign Language (BSL) interpreter or advocate. In such instances Immediate Response Team work with the person and their carer to identify need and arrange appropriate support. [ASC]
- Contact Wrexham facilitate Welfare Right information surgeries to support and advise customers regarding their financial circumstances. [CCS]
- The Customer Services Team have led on introducing a revised set of standards (effective Nov 2015) and as a Council we are endeavouring to provide customers with more choice in the way that services can be accessed. We aim to provide customers with access to the Council 24/7 with a preference for on-line and digital channels but also retaining choices including telephone, email, post and in person visits either through an expanding range of appointments or casual drop-in enquiries.
- The Customer Services Team have achieved the "Louder than Words" Charter Mark (formerly RNID) which has improved the Councils provision of services

to customers who are deaf or hard of hearing. This was achieved in April 2017. [CCS]

- *Contact Wrexham* have a small number of staff with basic BSL skills and are trained to support customers who access services in this manner. Work was undertaken to promote and increase the number of staff trained to support deaf and hard of hearing customers through DAT (Deaf Awareness Training) as part of the Louder than Words Charter Mark. [CCS]
- An all age Disability Service has been established in Wrexham since September 2016. The service aims to reduce duplication and assist in the transition from childhood to adulthood. [CSC, ASC]
- Within Children's and Adult's Social Care a baseline set of data of employees own self-assessed welsh language skills was developed. Continued to deliver: Welsh Language Awareness for employees within the sector, informal lunchtime Welsh practice skills sessions. Launched Welsh Language skills training for Social Care. Disseminated information packs to Team Managers. [CSC,ASC]
- WCBC engages with other North Wales Authorities to regionalise some aspects of the Fostering Service. This regional working enables a wider range of foster carers to be accessed by children looking to be fostered, factors such as religion, culture, language, and ethnicity are all considered when foster carers are considered the widening of the recruitment areas enables more options for each placement. [CSC]
- The Info Shop hosts the 'Young Wrexham' website, ensuring that young people can access advice and guidance at any time. [EDU]
- The Capital Programme Evaluation Criteria have been amended to include active consideration of the Council's seven planning principles in decisions on funding allocation. These principles includes a focus on prevention, prioritising the most vulnerable and the five ways of working from the Well-Being of Future Generations (Wales) Act [FIN]