

North Wales Fire and Rescue Authority

Strategic Equality Action Plan 2020-2024

Plan Update 2020 - 2021

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Our Equality Objectives 2020 - 2024

Our equality objectives represent the Service's commitment to challenging the barriers to equality and inclusion and contribute to our key strategic objectives:

Priority 1 – Life and Health

Equality Objective 1

Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people living in North Wales who can be shown to be at greater risk because they may share one or more particular characteristic.

Priority 2 – Employment

Equality Objective 2

Through our own employment practices, programmes and schemes we aim to increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work. We will prioritise action to advance gender equality in North Wales.

Equality Objective 3

We will progress an inclusive culture where leaders and staff demonstrate their commitment to promoting equality and support for a fair and inclusive workforce.

Priority 3 - Education

Equality Objective 4

Through a comprehensive programme of tailored education and advice provided singly and in collaboration, to 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.

Priority 4 - Personal Safety

Equality Objective 5

Reduce the risk of death or injury from fires for people sharing different protected characteristics in North Wales, by the provision of effective prevention and protection services and emergency fire and rescue response.

Priority 5 – Participation and Communication

Equality Objective 6

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.

Priority 1 – Life and Health

Equality Objective 1

Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people living in North Wales who can be shown to be at greater risk because they may share one or more particular characteristic.

Reasons	<ul style="list-style-type: none"> To further develop knowledge and understanding of factors that contribute to a person's vulnerability to dwelling fires and use this to provide targeted messaging to build awareness of the risks and try to influence and change behaviours. Promote safety campaigns to ensure identified areas of greatest risk are prioritised. To better understand the needs of and increase the safety of the public living, working and visiting North Wales. In particular those who are shown to be at greater risk because of they share one or more protected characteristic or because of their personal circumstances. 	
Actions	Identify community groups that represent the full diversity of the citizens living in the area covered by North Wales Fire and Rescue Service and develop all available communication channels with those more vulnerable and at risk, either directly or through partnership working with other agencies.	Senior Fire Safety Manager
Progress 20/21	Developing relationships with partner agencies that can refer the more at risk in society to NWFRS for a Safe and Well Check is a core duty of each Partnership Manager. The more at risk in society are prioritised for Safe and Well Checks.	Senior Fire Safety Manager
Actions	The Service target agencies in a bid to gain more high risk referrals for free Safe and Well checks.	Senior Fire Safety Manager
Progress 20/21	Covid created challenges for NWFRS, including a reduction in referrals from other agencies. A programme of re-engagement with all partner agencies is underway.	Senior Fire Safety Manager
Actions	The partnership managers are to develop an understanding of the community profile to better recognise the needs of the public and how the Service can best improve their safety.	Senior Fire Safety Manager
Progress 20/21	NWFRS continues to consider risk based upon the seven contributory factors identified in the CFOTG 2007 (revised 2009). Partnership Managers identify suitable, relevant partner agencies that have access to the target audience.	Senior Fire Safety Manager
Actions	Engage with the local business community and raise awareness and promote fire safety in their required language. *	Senior Fire Safety Manager
Progress 20/21	NWFRS continues to engage with the business community through social media to make them aware of the language options facility on the NWFRS website.	Senior Fire Safety Manager

Priority 2 – Employment		
Equality Objective 2		
Through our own employment practices, programmes and schemes we aim to increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work. We will prioritise action to advance gender equality in North Wales.		
Reason	Equality Objective 2	
	<ul style="list-style-type: none"> • Increase the diversity of the workforce in all sectors of the Fire and Rescue Service. 	
Actions	Run positive action events to encourage applications from underrepresented groups.	Head of HR
Progress 20/21	<p>Face to face positive action events have been placed on hold during Covid-19. Virtual recruitment days/events have been undertaken which incorporated positive action during the pandemic.</p> <p>Agile working is now advertised on job adverts to attract candidates from a broader pool in the interests of improving diversity within the workforce.</p> <p>A short bilingual video was produced to outline careers and roles within the Service, for use during online and virtual recruitment fairs. This was used for the Service's Virtual Open Day and HR also took part in the Facebook live session to answer questions about careers and recruitment. The video promotes the different career options available within the Service.</p>	Head of HR
Actions	Continue to analyse and review the recruitment and selection process, to ensure we increase the diversity of applicants.	Head of HR
Progress 20/21	Recruitment activities have generally been on hold due to restrictions in place relating to Covid-19. Alternative ways to conduct interviews via online methods, such as Skype and WebEx reviewed, and options for online assessments also considered and implemented. Use of video-conferencing and Facebook live events to engage with potential applicants to assist with positive action.	Head of HR
Actions	Review the annual employment monitoring data for trends and continuity planning	Head of HR Equality Advisor
Progress 20/21	<p>Increase noted in diversity of applicants through offering agile working for posts within the Service e.g. Health, Fitness and Wellbeing Adviser post attracted a diverse range of candidates from further afield.</p> <p>Monitoring of equality data during recruitment processes undertaken at each stage for larger processes e.g. Firefighter and Future Leader Apprenticeship process, to help advise and direct activities for future campaigns if trends are identified</p>	Head of HR
Progress 20/21	The Strategic Equality Plan's Employment Monitoring Report is due to be completed and placed on the website in June 2021. This report will form the basis for continuity planning, and act as a catalyst in identifying who works for us this is useful information broken down by age, disability, race, religion sex and sexual orientation. The report helps to identify underrepresentation amongst staff in the various work types (i.e. Operational, Support Staff and Control Staff)	Equality Advisor

Actions	Set up and run career workshops for people from minority groups to encourage them to apply for vacancies undertake this work in partnerships with other North Wales Public Sector employers.	Equality Advisor
Progress 20/21	This work is still a key priority for all members of the North Wales Public Sector Equality Network, however this has been delayed by Covid 19. The work has been started and it does remain a priority with the group during the coming year.	Equality Advisor
Actions	<p>Make connections with local colleges offering FRS input to public service courses, with a view to engaging more widely and on a more regular basis to deliver pre-prepared information for standardisation.</p> <p>Make connections and attend recruitment events with a view to engaging a wider audience. Develop a standard format for this type of engagement in order to ensure that a consistent and inclusive message is delivered at every opportunity. Review the format in line with feedback gathered also review the number and location of school/colleges/events attended.</p>	<p>Head of HR</p> <p>Senior Training & Development Manager</p>
Progress 20/21	<p>Some difficulties associated with engaging with local colleges and attending recruitment events due to lockdown and Covid-19 restrictions. It is likely that any such events may be undertaken on a virtual basis.</p> <p>Online presence at school/college events during Covid-19. Virtual open days held via Facebook incorporating recruitment.</p> <p>A short bilingual video was produced to outline careers and roles within the Service, for use during online and virtual recruitment fairs. The video promotes the different career options available within the Service. The video was used during virtual careers fairs with the Job Centre and Bangor University Welsh Jobs, replacing their former in-person jobs fairs. This promotes the different careers options available.</p> <p>Due to restrictions in place with in-person jobs fairs, alternative methods of engaging with potential recruits have also been trialled, including a Facebook live session for one vacancy that was being re-advertised.</p>	Head of HR
Progress 20/21	Up until the Covid Restrictions leading to a requirement to work from home NWFRS has actively supported a work placement programme for young persons who otherwise would not likely be engaged with employment, education or training. This programme delivered in partnership with an education provider in North Wales has seen young people go on to apprenticeship programmes and full time employment in a range of fields, citing their experience of working within NWFRS as supportive to those achievements. At present this programme is on hold whilst the majority of NWFRS staff continue to work from home.	Senior Training & Development Manager
Actions	Develop an internal communications strategy to explain the difference between positive action and positive discrimination in order to counteract the view of some that an individual has been employed/promoted because they are female/BME/LGBT. Work with the Representative Bodies to support the Service's work in this regard in order to re-enforce the message.	Head of HR
Progress 20/21	This is currently being undertaken with input from E&D Advisor and Corporate communications.	Head of HR
Actions	<p>All members of the NWFRS IFSG will become the Services Diversity Champions and sign a Champions Pledge. Members are encouraged to champion individual characteristics (i.e. LGBTQ+, LGBTQ+ Allies, and Disability) and are encouraged to attend and promote national and local events throughout the year.</p> <p>Continue to promote the work of the Inclusive Fire Service Group.</p>	<p>IFSG Membership</p> <p>Senior Training & Development Manager</p>

	Provide an annual report to the Inclusive Workforce Group on the level of interest in the Service's coaching and mentoring initiatives, broken down by protected characteristic	
Progress 20/21	Due to Covid-19 the May IFSG meeting was cancelled. The next IFSG was a virtual meeting that took place in October, work on the IFSG Improvement Strategy 2019-2022 has progressed and the plan has been updated, this item was discussed at the October meeting. The plan will be further updated prior to the next virtual meeting in February 2021.	IFSG Membership
Progress 20/21	The Service's Coaching and Mentoring programmes are presently in development and appear on the departmental objectives for 2021/2022. Coaching and mentoring schemes are universally delivered as a confidential process; metrics associated with protected characteristics may not be available in all cases but will be collected where possible and reported upon.	Senior Training & Development Manager
Actions	Undertake a gap analysis around current management training provision. Explore the options currently available and identify which would best meet the requirements of each managerial level within the organisation based on the results of the gap analysis. Arrange the roll out of the training and the subsequent evaluation of that training.	Senior Training & Development Manager
Progress 20/21	Following the gap analysis of training provision two electronic learning packages have been created and have been added to the Service's learning Management System. These packages contain interactive multimedia elements and specifically cover "challenging inappropriate behaviour" and "equality, diversity and inclusion". Completion of this mandatory training will be monitored across the workforce.	Senior Training & Development Manager
Actions	Senior managers should lead by positive example and should be equipped to reinforce appropriate behaviours, challenge bullying and harassment, deal with conflict and be able to have difficult conversations as part of the role. Ensure we provide training around management skills which will better equip our staff to manage diverse teams and promote an inclusive culture.	Senior Training & Development Manager
Progress 20/21	Selection and development processes within the Service are strongly aligned to the organisation's core values, NFCC leadership framework and previous fire and rescue specific 'personal qualities and attributes' for leaders and managers. Assessment, development centre scenarios include the measurement of behaviours aligned to equality, diversity and integrity through one to one and group role-plays, with trained actors. These situations enable candidates to experience 'difficult conversations' and demonstrate through their actions and behaviours appropriate application of core values and leadership behaviours.	Senior Training & Development Manager
Actions	Understand the different needs of our staff, and in particular of those who have specific learning needs, when designing and implementing processes relating to internal development and progression, undertake an Equality Impact Assessments for each process.	Senior Training & Development Manager
Progress 20/21	Where specific learning needs are identified through the application processes for progression and internal development events adjustments are made to support candidates/learners. The equality impact assessments are presently being reviewed for internal development events and progression activities.	Senior Training & Development Manager
Actions	Raise awareness and promote throughout the Service, the new Core Values.	Senior Training & Development Manager
Progress 20/21	The refreshed new Core Values have been communicated and embedded within the Service, their importance has been highlighted during the COVID19 pandemic through the Weekly Brief publications to reaffirm the Service's commitment to embrace inclusion.	Senior Training & Development Manager

Priority 2 – Employment		
Equality Objective 3		
We will progress an inclusive culture where leaders and staff demonstrate their commitment to promoting equality and support for a fair and inclusive workforce.		
Reason	Equality Objective 3 <ul style="list-style-type: none"> Actively encourage female operational staff to participate in the promotion process. Engage with employees from under-represented groups with the aim of identifying any potential or perceived barriers to progression within the Service. 	
Actions	Increase awareness among staff of the existing coaching and mentoring programmes and how to access support.	Senior Training & Development Manager
Progress 20/21	FDS and Station Support Officers have completed coaching and mentoring development days with expressions of interest sought for individuals to complete coaching and mentoring courses, qualifications and roles in the Service.	Senior Training & Development Manager
Actions	Conduct an equality training needs analysis on members of the Inclusive Fire Service Group and arrange an appropriate training package (as recommended by the IFSG Improvement Strategies Survey – to include unconscious bias, cultural awareness and training on the benefits of an inclusive workforce). Expand this analysis to senior staff then source and develop a suite of training for managers and key staff on equality and diversity topics.	Senior Training & Development Manager Equality Advisor
Progress 20/21	Training needs analysis completed. Mandatory requirement for all Service personnel to complete LearnPro modules titled “challenging inappropriate behaviour” and the “equality, diversity and inclusion”. Management personnel to complete additional selected training topics as identified by Equality Advisor in order to enhance knowledge and understanding of equality and diversity. The Equality Advisor identified equality training topics specifically for the IFSG members and senior managers. This training could be run concurrently with managers to ensure the training session captures a diverse attendance, this will add to the learning experience. This has not progressed further so far this year due to Covid-19.	Senior Training & Development Manager
Progress 20/21	The Equality Advisor identified equality training topics specifically for the IFSG members and senior managers. This training could be run concurrently with managers to ensure the training session captures a diverse attendance, this will add to the learning experience. The LearnPro modules Challenging Unacceptable Behaviour and Equality, Diversity and Inclusion have been completed and are available online for all staff to complete.	Equality Advisor
Actions	Provide training around management skills which will better equip our staff to manage diverse teams and promote an inclusive culture.	Senior Training & Development Manager
Progress 20/21	Mandatory requirement for all Service personnel to complete LearnPro modules titled “challenging inappropriate behaviour” and the “equality, diversity and inclusion” to enhance their knowledge and understanding in relation to the management of diverse teams and the promotion of an inclusive culture.	Senior Training & Development Manager

Actions	Undertake a review of the Equality Impact Assessments for each stage of the promotion processes, and take the appropriate action if any issues are identified.	Senior Training & Development Manager
Progress 20/21	Equality Impact Assessments reviewed for Supervisory and Middle Manager Technical Tests and Assessment Development Centres. Draft promotion panel processes are presently in development and a revised equality impact assessment has been created.	Senior Training & Development Manager
Actions	<p>Ensure that all personnel are aware of the requirements of each stage of the promotion process and are able to identify which process they need to enter into, in accordance with their current circumstances.</p> <p>Continue to gather data around those entering into, and those who successfully complete the Service's promotion processes, and highlight any potential issues as and when appropriate.</p>	Senior Training & Development Manager
Progress 20/21	Eligibility criteria and requirements for each stage of new promotion processes have recently been developed; these criteria have been trialled for a number of recent temporary promotions.	Senior Training & Development Manager
Actions	Undertake an Equality Impact Assessments for each stage of the current coaching and mentoring programme, and take the appropriate remedial action of any issues are identified.	Senior Training & Development Manager
Progress 20/21	The Service does not have a formal coaching and mentoring programme in place, as these programmes are developed an equality impact assessment will be a formal step of the adoption of a Service Policy or Procedure.	Senior Training & Development Manager
Actions	<p>Review the standards of conduct policy which will incorporate the policies listed below as a relevant sources for all staff.</p> <ul style="list-style-type: none"> • Grievance • Discipline • Anti-Bullying and Harassment • Dignity at Work • Equality • Attendance Management 	Head of HR
Progress 20/21	<p>A review has commenced however due to Covid-19 there may be some delay in progressing this project further.</p> <p>Work has recommenced in respect of the review of the Standards of Conduct, Grievance and Discipline policies and is ongoing.</p> <p>The Attendance Management Policy is currently under review.</p>	Head of HR

	<p>Equal Pay</p> <ul style="list-style-type: none"> Work to reduce the gender pay gap and produce a gender pay action plan. 	
Actions	Continue to undertake Gender Pay Audit in line with legislation, and produce a Gender Pay Action Plan and place on the Governments website.	Head of HR
Progress 20/21	<p>Due to the Covid-19 pandemic the Government has suspended enforcement of the gender pay gap reporting deadlines for 2020. However, the Service has undertaken the Gender Pay Gap analysis and an action plan</p> <p>The statistics have been published on the government website. Discussions have continued to ensure progression of the Gender Pay Gap Action Plan during the 2021/22 year on an All Wales basis. The narrative to support the statistics relating to gender pay is ongoing. Once finalised, this will be published on the Service's information site for staff to access.</p>	Head of HR
Actions	Continue to report pay gaps for gender, disability, age and ethnicity through the Strategic Equality Plan Annual Employment Monitoring Report ensuring this is reported by contract type, permanent and fixed-term contracts, full-time, part-time and other flexible working arrangements.	Equality Advisor
Progress 20/21	The Employment Report will be published in the Summer of 2021. This includes all employment data identified by the Welsh Specific Equality Duty 2011 ensuring this is reported by contract type, permanent and fixed-term contracts, full-time, part-time and other flexible working arrangements.	Equality Advisor
Actions	<p>NWFRS is a predominantly male workforce which is reflected in the salary quartiles, with more men in the workforce it is likely that differences in pay are exacerbated. In order for there to be no gender pay gap there would need to be an equal ratio of males to females in each band. It is recognised that women are still under-represented in the operational workforce however positive action work is high on the NWFRS agenda and it is encouraging to note that this work has impacted on the gender pay gap.</p> <p>Most non-operational support staff are female and engaged under Green Book terms and conditions, these roles generally offer a lower rate of pay. The majority of male staff are operational and employed under Grey Book terms and conditions. Pay and allowances differ under each set of terms and conditions which may further explain the gender pay gap.</p> <p>NWFRS is confident that its gender pay gap is the result of the roles in which males and females undertake within the organisation and the salaries these roles attract due to differing terms and conditions of employment and not due to gender.</p>	<p>Head of HR</p> <p>Senior Training & Development Manager</p>
Progress 20/21	<p>Due to the Covid-19 pandemic the Government has suspended enforcement of the gender pay gap reporting deadlines for 2020. However this action is incorporated in the Gender Pay Action Plan.</p> <p>The statistics have been published on the government website. Discussions have continued to ensure progression of the Gender Pay Gap Action Plan during the 2021/22 year on an All Wales basis. The narrative to support the statistics relating to gender pay is ongoing. Once finalised, this will be published on the Service's information site for staff to access</p>	Head of HR

Priority 3 – Education		
Equality Objective 4		
Through a comprehensive programme of tailored education and advice provided singly and in collaboration, to 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.		
Reason	<ul style="list-style-type: none"> • Increase the public’s knowledge and awareness of the safety risks by increasing the delivery of Safe and Well Checks, with at least 25% of the checks being delivered to households referred to the Service by another agency. • To increase the safety of people living, working and visiting North Wales. In particular those who are shown to be at greater risk because of they share one or more of the protected characteristics. • Ensure North Wales Fire & Rescue Service staff understand the Social Model of Disability. 	
Actions	Commence a regular programme of engagement with specific communities/schools/colleges, and develop a consistent procedure for this type of engagement in order to ensure that a consistent and inclusive message is delivered at every opportunity.	Senior Fire Safety Manager
Progress 20/21	This is a core duty of the Services Educationalists however so far this year activity has ceased due to Covid-19 restrictions. We do not yet know when this activity will re-commence. Schools within North Wales are not yet in a position to allow face to face visits by educationalists to re-commence. All schools presentations over the past 12 months has been delivered virtually.	Senior Fire Safety Manager
Actions	Ensure that all materials used within the school setting are available in the appropriate format for use with children who have additional learning needs, and that our staff are sufficiently trained to be able to deliver in these formats.	Senior Fire Safety Manager
Progress 20/21	Resourcing of materials is an issue experienced across Wales. Work is currently ongoing to assess the needs. The materials used during a visit are selected, based upon the experience of the educationalist, taking into account any specific needs of the audience.	Senior Fire Safety Manager
Actions	Evaluate the impact and effectiveness of current safety messages and campaigns In particular those who are shown to be at greater risk because of they share one or more of the protected characteristics.	Senior Fire Safety Manager
Progress 20/21	All residential landlords have been made aware of the requirement to provide evacuation information and particularly Personal Emergency Evacuation Plans (PEEPs). These PEEPs are provided for individuals who are generally more at risk from fire due to protected characteristics. NWFRS monitors the availability of PEEPs through the audit programme. The Campaigns Steering group meets regularly and comprises of key individuals from a cross section of FRS functions. The campaigns calendar is created on an annual basis. Messages and campaigns are created, based upon data around causes of fire.	Senior Fire Safety Manager
Actions	Promote an understanding and awareness amongst staff of the Social Model of Disability.	Equality Advisor
Progress 20/21	A series of Equality Information Leaflets have been placed on the website under each of the protected characteristics, also a copy of a document explaining the Social Model of Disability is on the equalities page on the intranet.	Equality Advisor

Priority 4 - Personal Safety		
Equality Objective 5		
Reduce the risk of death or injury from fires for people sharing different protected characteristics in North Wales, by the provision of effective prevention and protection services and emergency fire and rescue response.		
Reason	<ul style="list-style-type: none"> To better understand the needs of and increase the safety of people living, working and visiting North Wales. In particular those who are shown to be at greater risk because of they share one or more protected characteristic or because of their circumstances are living in a low income household. 	
Actions	Incorporate into the Safe and Well checks an understanding and awareness of: <ul style="list-style-type: none"> Hate/Mate crime Elder Abuse Domestic Abuse Modern slavery 	Senior Fire Safety Manager
Progress 20/21	All department staff have received awareness training covering safeguarding, incorporating modern slavery. Staff are aware of the referral mechanisms that must be used. All department staff have received safeguarding and 'Ask and Act' training.	Senior Fire Safety Manager
Actions	Further develop a better understand around the specific needs of the victims of domestic violence from <u>underrepresented groups</u> .	Senior Fire Safety Manager
Progress 20/21	All department staff have received safeguarding and 'Ask and Act' training. This training is not specific to underrepresented groups but is applicable to the community as a whole.	Senior Fire Safety Manager
Actions	Review the way in which we support local business' to reduce the risk of fire and remain compliant within fire safety legislation to ensure that all the information we provide is appropriate and in an accessible format.	Senior Fire Safety Manager
Progress 20/21	NWFRS reduced the number of face to face visits due to Covid restrictions. Engagement continued through media and social media. Remote audits of numerous premises were conducted.	Senior Fire Safety Manager

Priority 5 – Participation and Communication

Equality Objective 6

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.

Reason	<ul style="list-style-type: none"> To extend the ways we engage with communities and encourage them to participate in how the services we provided are developed and delivered. Increase the number of diverse groups who actively engage with the Fire and Rescue Service. 	
Actions	Understand the community profile to better recognise the needs of our customers and how we can best improve their communication and participation with the Service.	Senior Fire Safety Manager
Progress 20/21	The Campaigns Steering Group added a specific category of 'inclusivity, diversity and religious events' to this year's calendar. This category is considered alongside all campaigns that take place throughout the year. NWFRS continues to engage with the business community through social media to make them aware of the language options facility on the NWFRS website	Senior Fire Safety Manager
Actions	Identify community groups that represent the full diversity of people living in the area covered by North Wales Fire and Rescue Service. Develop all available communication channels with them, either directly or through partnership working with other agencies. Share these communication channel with staff working in the community.	Equality Advisor Senior Fire Safety Manager
Progress 20/21	North Wales Public Sector Equality Network who have been meeting bi-monthly via Teams have identified Engagement with underrepresented groups as one of the key objectives for the coming year. Engagement with these groups has proved difficult during the pandemic but it is hoped some form of engagement can be arranged and entered into in the coming year.	Equality Advisor
Progress 20/21	The Equalities Advisor is a key member of the Campaigns Steering group.	Senior Fire Safety Manager
Actions	Ensure that the Service is represented at as many local forums and events as possible in order to maximise interaction with underrepresented groups.	Equality Advisor Senior Fire Safety Manager
Progress 20/21	Due to Covid-19 national and local events have not taken place, North Wales Public Sector Equality Network have met bi-monthly via Teams and the work of this group continues. Engagement with underrepresented groups has been identified by the group as one of the objectives for the coming year.	Equality Advisor
Progress 20/21	Covid has prevented all face to face engagement during 20/21. Partnership managers have been engaging with partners via remote methods in a bid to maintain engagement.	Senior Fire Safety Manager
Actions	Continue to look at the most effective methods of engagement via our existing links with community groups and organisations. Further identify other community groups that represent the full diversity of the public living in the area covered by North Wales Fire and Rescue Service. Encourage these	Corporate Communications Manager

	groups to actively participate when we are consulting on our Strategic Plans and Objectives.	
Progress 20/21	<p>Community safety campaigns are coordinated through the Campaigns Steering Group this work has continued with adaptations throughout the Covid-19 period – campaigns are scheduled and resourced appropriately in advance for the coming year with clear objectives and evaluation afterwards.</p> <p>Appropriate means and methods of communications are considered as part of the strategies adopted and collaboration is undertaken with partners in North Wales and with Welsh FRS partners as appropriate.</p> <p>Since Covid-19 there has clearly been more of an emphasis on virtual and online communications and this is expected to continue both as we come out of lockdown and beyond with NWFRS looking at how best to deliver Safe and Well Checks and educational programmes in the future which the communications function will look to support. Meeting equality and diversity objectives will be considered as part of this delivery.</p>	<p>Corporate Communications Manager</p> <p>Senior Fire Safety Manager</p>
Actions	Organise community events including open days at our fire stations where our front-line staff can engage and build relationships with the local community, in order to promote career opportunities, Cadets programmes and apprenticeship schemes; and offer fire safety advice in order to improve the public's understanding of risk.	Corporate Communications Manager
Progress 20/21	<p>Face to face events and initiatives have been on hold and work has taken place to be able to deliver events virtually and on line.</p> <p>Our first Virtual Open Day was carried out at the end of 2020 as a pilot event and this was successful and very well received. Based on the learning of this event we are currently planning a further virtual open event to encourage firefighter recruitment as the usual fire station open days are not possible at this time.</p>	Corporate Communications Manager
Actions	Ensure that the website and all forms of communication on the site (surveys, forms etc.) are fully accessible, and we are offering the fire safety message in other languages and formats.	Corporate Communications Manager
Progress 20/21	We have recently moved away from 'Readspeaker' to 'Recite Me' as an accessibility add-on to our website which further improves accessibility e.g. more languages. Our website had previously undergone a thorough accessibility review in line with statutory requirements which has also led to further accessibility improvements being adopted.	Corporate Communications Manager
Actions	Continue to promote our commitment to Equality, Diversity and Inclusion throughout the procurement process and in our relationships with suppliers and contractors.	Head of Finance
Progress 20/21	The majority of procurement, by the Service follows established public procurement routes, via Frameworks as well as working collaboratively with the Fire Services across Wales, who have specialist procurement staff to ensure the promotion of equality, diversity and inclusion.	Head of Finance
Actions	Strengthen the Equality Impact Assessment process to ensure all policies, projects and processes are inclusive of all the protected characteristics including the Socio-Economic Duty.	Equality Advisor
Progress 20/21	The Socio-Economic Duty will be considered against Strategic organisational decisions, it has been incorporated into the Services Integrated Impact Assessment template.	Equality Advisor