

MEETING OF THE TOWN COUNCIL**6th July 2015****TOWN CLERK'S REPORT****1. Annual Report of the Public Services Ombudsman for Wales 2014/15**

The Report is available on the Chamber table in the Guildhall.

The Report was laid before the National Assembly for Wales on 24/6/15. This is the 9th Annual Report since the office of the Public Services Ombudsman for Wales was established in April 2006. The number of complaints about public service providers has continued to rise; up 6% on 2013/14. Particularly notable was that July saw the highest number of enquiries & the highest number of complaints since the office came into existence. Also notable during the year was the National Assembly's inquiry into the powers of the Public Service Ombudsman for Wales. This Annual Report also gives details of other activities & developments in relation to the office & I hope you will find it of interest. Nick Bennett, Ombudsman

2. Hate Crime Awareness - FREE Sessions

NWREN has started engaging with organisations around North Wales in regards to delivering Hate Crime awareness sessions, in order to encourage people to stand up against discrimination & hate. After the stage of engaging with various public services across North Wales, we are now starting to liaise with third sector organisations & service users in order to raise awareness & support individuals who wish to speak with someone about what is happening to them. The available police data shows that of the 1809 hate crimes recorded in Wales in 2011/2012, 122 (8%) were disability-related hate crimes, 1368 (76%) were race hate crimes, 54 (3%) were religion/faith hate crimes, 244 (13%) were sexual orientation (homophobic) hate crimes, & 21 (1%) were transgender (transphobic) hate crimes. Research also shows that the current percentage of reported hate crime/incidents are just the tip of the iceberg & that much of the incidents/crime is actually not reported. We aim to engage with individuals on the ground by raising awareness, providing re-assurance that if they do not wish to speak with the police they can still speak to us anonymously about what is happening to them, and that if they decide to take action at a later date we can support them in the process & /or refer to relevant agencies. We also support individuals who are victims of hate crime & who have decided that they wish to take it further & report it to the police etc. We would like to offer you the opportunity to have a Hate Crime Outreach Officer come & have a talk with your service users/staff around issues related to Hate Crime, free of charge, at a place & time to suit your organisation. If such a session would be useful to your organisation, please contact us on: 01492 622233 or by email at: simona@nwren.org or tayera@nwren.org.

3. BikeSafe Volunteers needed!

National Volunteers Week: Become a BikeSafe Volunteer. Do you own a motorbike? Are you passionate about road safety? Do you have the riding skills to pass onto other fellow bikers? If so then we are interested in hearing from you. BikeSafe is a police-led motorcycle safety initiative which is supported by the six local authorities across North Wales. The BikeSafe workshops offer practical advice about road safety and educate riders by passing on knowledge & skills to try and help motorcyclists become safer riders. For years North Wales Police have been supported by BikeSafe volunteers, whose civilian advanced riding skills enhance the efforts of police motorcyclists. The Volunteers are not just used for their riding ability, but for the way they can engage with the motorcycle community. Changing attitudes and encouraging better road management is all about getting into hearts & minds & the Volunteers ensure that the workshops can be delivered on a weekly basis but also to provide support at events. If you are interested in applying to become a BikeSafe Observer, please visit our website <http://www.north-wales.police.uk/recruitment/volunteers/current-vacancies/bikesafe-observer.aspx> for further details and the application form.

4. PQASSO for Wales – Expression of Interest

Do you want to strengthen governance, deliver better services for users, improve operating practices & better demonstrate outcomes in your third sector organisation? The PQASSO for Wales project is offering 125 third sector organisations the opportunity to implement PQASSO as a way to achieve these. PQASSO can also help you demonstrate to funders & commissioners that your organisation is fit for purpose. NCVO is looking for a mixture of organisations from a range of geographical locations, of differing sizes, & engaged in a variety of fields, to take part in the project. To express an interest, please complete the Expression of Interest form. The Expression of Interest pack includes: Introduction; Section 1 which explains what taking part in the project will involve; Section 2 Expression of Interest form. Submitting the Expression of Interest form will enable us to assess if your organisation meets the project's eligibility criteria & help us to make sure we have a good mixture of organisations taking part. Submitting the Expression of Interest form does not in itself guarantee that your organisation will be able to take part. The deadline for submitting the Expression of Interest form is 5:00pm on 17/7/15. We cannot guarantee that we will hold another Expression of Interest round. We hope that you will consider this exciting opportunity for your organisation, or help us to promote this opportunity to your members and networks. For more information please contact the Town Clerk

5. Road Closure

Junction of Bryn Castell to Pine Lodge, Bryn Seiri Road, Conwy

6/7/15 BT Work

6. Courses/Workshops/Training/Conferences

a) One Voice Wales July Training

The cost of the training is £35 for members or £45 per person for non members. You will be invoiced after the training has taken place. There is a bursary available to eligible councils – please ask for details. Start time is 6:30pm until 9:00pm.

02/07/2015 Council Chamber, Shire Hall, Llangefni. LL77 7TW Module 10 – Chaining Skills

07/07/2014 Dolgellau Free Library, Module 4 – Understanding the Law (C)

16/07/2015 Dragon Theatre & Community Centre, Jubilee Road, Barmouth. LL42 1EF
Module 4 - Understanding the Law

23/07/2015 The Institute, Pavillion Hill, Carnarfon. LL55 1AT Module 13 – Community Engagement Part II (Tools & Techniques)

30/07/2015 Noddfa, Conwy Old Road, Penmaenmawr. LL34 6YF

Module 9 – Code of Conduct

b) WCVA

i) Volunteering Conference 2015 – 9/7/15, Llanrwst

Discussing the latest issues & developments in the world of volunteering. This year's theme is 'The Language of Volunteering' & we'll be considering the different types & contexts of volunteering & how we define it. We'll have a range of insightful speakers & practical workshops such as How to 'sell' volunteering & Writing volunteer-friendly policies.

ii) Engaging Online – 2/7/15, Rhyl

Already using social media to interact with your audience but want to know how to create more engaging content & improve your reach?

iii) Action Learning Sets – 24/9/15, 4/11/15 & 2/12/15, Llandudno

Enhance your learning through positive reflection with colleagues. Our 3 day course teaches by example how to set up & facilitate your own

For more information on the above call 0800 2888 329, email help@wcva.org.uk

7. Events

a) CHAPS

Chaps is holding its AGM on 10/7/15 at 7pm at St Michael's Church Hall in Conwy.

b) Llandudno Youth Music Theatre

LYMT's summer concert "From Page to Stage" is an evening of music & drama. There will be songs from musicals as well as some well-known songs. Everyone at LYMT hopes as many people as possible will come to support our local young people who have worked so hard to bring the concert to the community. The concert is being staged at Craig Y Don Sports & Community Centre on 3/7/15 and 4/7/15 at 7.30pm. Tickets are £5 & are available from the community centre on Thursday evenings after 7pm or from 01492 875681.

8. Newsletters

a) CVSC'S Funding newsletter

The latest funding newsletter is available on the Chamber table in the Guildhall

b) Clerks & Councils Direct

The July 2015 issue is available on the Chamber table in the Guildhall

9. Welsh Government Consultations

Closing Date

Education & Skills

Draft revised guidance on disciplinary & dismissal procedures for school staff 31/7/15

Environment & Countryside

Statutory Guidance about sewerage undertakers duty to connect properties to the public sewerage system (under s101A Water Industry Act 1991) 31/7/15

The development of an energy efficiency strategy for Wales 9/9/15

Prevention of Pollution (Oil Storage)(Wales) Regulations 24/9/15

People & Communities

Welsh Government action to further equality for transgender people 11/9/15

Planning

Secondary legislation for development management 11/9/15