

Strategic Equality Plan Annual Report

2015-2016

1. Introduction

This is the final Annual Report on Conwy's Strategic Equality Plan (2012-2015) for the period 2015-2016.

The General Duty, set out in the Equality Act 2010, requires us to have due regard to :

- eliminating unlawful discrimination;
- advancing equality of opportunity;
- and fostering good relations.

The Statutory Duties (Wales) Regulations 2011, often referred to as Specific Duties, requires us to report on the following areas, to demonstrate we have given due regard to the Act :

- 1.1 The steps we have taken to identify, collect and use **Relevant Information**, and the effectiveness of these arrangements.
- 1.2 **Progress towards fulfilling each equality objective**, including a statement on the effectiveness of the steps taken
- 1.3 **Specified employment information**, including information on staff, recruitment, training and pay

The remainder of this report will cover these three main areas. This report should be read in conjunction with Appendix 1 which outlines in detail the activities undertaken against our SEP Action Plan for the entire period of the Strategic Equality Plan 2012-2015. This report focuses on those actions which were not fully complete as reported in previous Annual Reports, or had amended completion dates, during the lifetime of the Strategic Equality Plan 2012-15.

2. Relevant Information

Keeping an eye on relevant data trends helps us know whether we are making a difference through the actions we have undertaken from our Strategic Equality Plan. It also helps us to identify any areas which need to be reviewed to ensure there is no evidence of discriminatory practice and if there is, to take action to redress this. It also helps us meet the General and Specific Duties.

We used equality-related evidence to help set our equality objectives contained in our Strategic Equality Plan and when carrying out our Equality Impact Assessments.

Equality Data in Wales continues to be patchy. We have worked with our partner local authorities and public sector organisations in North Wales (referred to as the North Wales Public Sector Equality Network) to pool our knowledge and resources to identify relevant data. The Network comprises the Equality Leads in all six North Wales Local Authorities (Conwy, Gwynedd, Anglesey, Denbighshire, Flintshire and Wrexham), Betsi Cadwaladr University Health Board (BCUHB), North Wales Police and Police Authority, North Wales Fire and Rescue Service, Welsh Ambulance Service NHS Trust, Coleg Cambria, Probation Service and Snowdonia National Parks Authority.

We have gathered information from national information, local information and from the engagement activities undertaken within Conwy as well as in conjunction with our North Wales Public Sector Equality Network partners.

This includes :

- Information held by other public sector organisations such as regional Health, Education, Employment and Police statistics
- Equality and Human Rights Commissioned Triennial Review which resulted in 'How Fair Is Britain?' and 'How Fair Is Wales?'
- From the Equality Human Rights Commission 2016 documents: 'Is Britain Fairer?' and 'Is Wales Fairer?'
- Information and feedback gathered from Regional Stakeholder events specifically held for the purpose of identifying our Equality

Objectives as well as giving periodic progress updates to check we are still on the right tracks

- Information and feedback from other local consultation exercises
- Statistical evidence from various Services on what they have obtained from equality monitoring data.

We developed a Background Data and Research document (available on Conwy's website as a supporting document for our published Strategic Equality Plan) which sets out the relevant data that we used to formulate our original equality objectives which are shared with those public sector organisations listed above. This information has been updated in preparation for the work on our revised Strategic Equality Plan for 2016-2020 which shows our progress towards meeting our objectives.

We have also reviewed local data relevant to Conwy including:

- Existing equality data held within Services
- Employment Monitoring Report data
- Data contained in Council and Partnership Strategic Plans
- Equality Statistics related to Conwy
- Other recent consultations

Our Strategic Equality Plan action plan (available on Conwy's website) contains relevant information on key service and employment statistics specific to Conwy, over and above the Background Data document described above, which was taken into account when agreeing our Plan. The value placed on some of the data needs to be measured to take account of time delays in published data being available. There is often a time lag for published data, for instance the most up-to-date information used when reviewing our Equality Objectives for 2016-2020 is based on 2013 data. Therefore it could still be several years before we are able to make strong linkages between the outcomes of our Equality Objectives and the data reported.

Our Corporate Information and Research team annually publish a document called "Equality Statistics Research Bulletin" which provides the latest equality data available on the makeup of people in our County. This information is referred to by officers when undertaking Equality Impact Assessments and consultations. This team also supports services when they are undertaking consultation in analysing the data gathered from such activities.

The 2011 Census for Conwy reported that 95.4% of the population was White British, 2.2% classified White Other and 2.4% classified as non-white (against all Wales figures of 93.2%, 2.3% and 4.8% respectively). 48.4% of the population were male, 24.8% were disabled, and 0.9% were Lesbian, Gay or Bisexual. 16.5% of the population were aged 0-15, 58.9% aged 16-64, 24.6% were aged 65+ and 3.8% were aged 85+. This information is used to compare our own equality monitoring data gathered to establish if outcomes reflect our local community make-up.

The Annual Population Survey 2015 tells us that 4.5% of the population of Wales is non-white (data for Conwy is less reliable as it is based on a sample size so the Census data is still the most reliable data). As we monitor the makeup of our school pupils, we know that in 2016, 94.2% of pupils were White British, 1.8% were White Other, 0.1% were Gypsy/Travellers and 3.8% were Black Minority Ethnic. In 2014, ONS showed 48.5% were male and 51.5% were female in Conwy, with 16.3% aged between 0-15, 57.5% aged 16-64, 26.2% aged 65-84 (which is much higher than the Wales 19.9% or UK of 17.7%) and 4% aged 85+ (compared the Wales at 2.6% or UK at 2.3%).

There is no data available about people who are transgender at either a unitary authority or national level. Neither is there a comprehensive source of data about disability. The 2011 Census provides information on limiting long term illness and unpaid carers in Conwy. There is a register of physical and/or sensory impaired people and people with learning disabilities who use Social Services but this only captures information about those people who use Council services and at 2014 was 7.2% against an all Wales figure of 3.0%. The only data about religious affiliations is the 2011 Census. National identity figures are only available for Conwy from the 2011 Census. The 2011 Census has data on the Welsh language broken down by age, nationality and geographical area and the Schools Census provides data about pupils who attend Welsh medium schools.

There is no reliable data about the size of the gay, lesbian or bisexual population in the UK. Estimates from various sources range from 0.3% to 10%, but they do not allow for non-reporting or misreporting and so the Equality and Human Rights Commission believe that none of these provide an adequate basis for an estimate. The Department of Trade and Industry gives an official estimate that 5-7% of the British population are gay, lesbian or bisexual. The Integrated Household Survey (Wales) 2014 states

that 1.9% were LGB or Other, whilst 4.1% refused to respond, with 93.9% stating they were heterosexual/straight.

Our Employment Monitoring Reports over the past 3 years show very little movement between years in the overall numbers and make up of staff. Further details are provided in section 4 of this document and in our separate Employment Monitoring Report 2015-16 which is published on our website.

Our Corporate Information and Customer Services Unit monitors the number of complaints received. During the period 2015-16, there were no complaints related to equality issues.

In October 2015 in conjunction with our North Wales Public Sector Equality Network partners, we held a third stakeholder engagement event with organisations and individuals representing each of the protected characteristics, where we sought their involvement in identifying our new Equality Objectives for the period 2016-2020. A report outlining the feedback from this stakeholder group is published on our website with our Strategic Equality Plan.

Conwy is currently upgrading its website and equality monitoring will be improved so that we can collect data to improve our knowledge base.

There is still much room for improving when and how we gather equality data and we intend to continuously improve in this area. This is an ongoing action within our new Strategic Equality Plan.

3. Progress towards fulfilling each Equality Objective

Conwy's Equality Objectives are outlined in our Strategic Equality Plan. For the purpose of this report, the 2012-2015 objectives are as follows :

- Reduce **Health** inequalities
- Reduce unequal outcomes in **Education** to maximise individual potential
- Reduce inequalities in **Employment and Pay**
- Reduce inequalities in personal **Safety**
- Reduce inequalities in **Representation and Voice**
- Reduce inequalities in **Access** to information, services, buildings and the environment

Each Equality Objective has a number of action areas setting out specific areas of priority and our Action Plan sets out specific activities that will achieve these objectives and priorities.

Each service area in Conwy County Borough Council has an Equality Champion who co-ordinates the completion of actions identified for their service area. Equality Champions meet quarterly to discuss a wide variety of Equality issues as well as review progress on the Strategic Equality Action Plan.

The Objectives and Action Areas that Conwy has been working on in the last four years are set out in the tables below. Beneath each Objective Action Area are some examples of the actions we have undertaken during the final year of our Strategic Equality Plan as well as actions that were incomplete in previous years' annual reports. Full information on the progress of all actions for 2012-2015 is shown in Appendix 1.

Objective 1 - Reduce Health inequalities

- 1.1 Increase people, in under-represented groups, choosing healthy lifestyles increases.
- 1.3 The care of older people is improved to ensure they are treated with dignity and respect.
- 1.5 Transgender and Lesbian, Gay and Bisexual people are treated with dignity and respect when receiving care.
- 1.6 The needs of people with poor Mental Health and Learning Disabilities are better understood.

Note: Action areas 1.2 and 1.4 have not been adopted by Conwy as they are relevant to NHS activities

(1.1.5) Facilitating the involvement of religious leaders in targeted healthy lifestyle promotion campaigns has not yet been specifically progressed due to limited resources, although healthy lifestyles campaigns have been undertaken across Conwy through the Active and Creative Lifestyles team and also through Partnership programmes, targeting obesity and exercise. Conwy Council also contributes to Conwy Food Bank with every Council office having a donation box. Conwy Food Bank is part of the Arc Communities which was established by faith based communities in Colwyn Bay. This action is being explored further within the North Wales Equality Network group to consider if this can be done in partnership with others within the group.

(1.3.2) A regional Service User Engagement Policy which includes a Quality Assurance Framework to measure satisfaction and engagement with all adult service users, has been developed in line with the Social Services & Well-Being (Wales) Act 2014. There is also a new requirement under the National Outcomes Framework, which includes annual qualitative questionnaires, which are to be completed by Service Users.

(1.5.2) The Social Services and Wellbeing Act has seen a need to review all the department's policies and procedures. The act places a duty on services to consider each person's needs and ensure that we meet need in partnership, calling on the person's assets and strengths to reach a resolution. Given the need for a coproduction approach, matters around

relationships and sexuality to meet specific needs for service users in adult care (eg, LGBT and BME people) will automatically be considered at the time of assessing need. Further consideration will be given as part of the policy review.

(1.6.4) As part of the Transformation Programme within Social Services, an integrated Disability Service has been established which includes the Children with Disabilities Team, the Adults Learning Disability Service, Community Support Disabilities Services and Occupational Therapy. The Service Manager for this team is able to have a greater oversight of the needs of Children with Disabilities in Conwy and therefore able to commission the most appropriate service for the needs of the child and the young person into adulthood. This service has been established for 0-25 year olds and ensures that there is a seamless transition from childhood to adulthood.

(1.6.5) A Disability Service has been established for 0-25 year olds to ensure that there is a seamless transition from childhood to adulthood. Work is currently being undertaken at a regional level, on a 'Population Needs Assessment', which includes BCUHB. This will take into account the wider social and community integration and promote the preventative and early intervention agenda.

(1.6.6) The "Talk to Me" Action Plan to reduce suicide and self harm has been delivered and activities undertaken include :

- "Call the Samaritans" signs being placed in locations regarded as high risk areas in Conwy.
- Information with regards to the 5 Ways to Wellbeing has been made available to staff via the intranet.
- Preventative measures have also been developed in response to analysis of suicide data in Conwy.
- Staff have been provided with training to raise awareness and develop their knowledge on Mental Health, including Mental Health First Aid.
- A Mental Health and Wellbeing policy has also been developed and implemented to promote and encourage good mental wellbeing amongst the employees of Conwy County borough Council by enhancing staff awareness and understanding of mental health and wellbeing issues.

Objective 2 - Reduce unequal outcomes in Education to maximise individual potential

2.1 Reduce the educational attainment gap between different groups

2.2 Reduce identity based bullying in Schools

(2.1.7) As part of the Transformation Programme within Social Services, an integrated Disability Services has been established which includes the Children with Disabilities Team, the Adults Learning Disability Service, Community Support Disabilities Services and Occupational Therapy. This service has been established for 0-25 year olds to ensure a seamless transition from childhood to adulthood. This also encompasses work with Parents with Disabilities (Disability 25 plus) and working with children on a Care and Support Plan.

(2.2.4) Consultation feedback on bullying from parents and pupils, arranged to inform future direction, was positive. The questions which schools are asked to report on regarding bullying was reviewed in consultation with Core Aim Group 2. The revised questions are to be included in School returns (Education). The data collected will continue to be analysed annually in order to identify issues and trends in Conwy schools. During Academic Year 2012/13 name calling, teasing and physical bullying were prevalent in both Primary and secondary schools. This information was shared with Head teachers at the time.

Anti-bullying conferences were held to raise awareness about the mitigation of bullying and the new Conwy Schools Bullying Policy was distributed to all schools. Feedback on the conferences and policies have been collected and 100% of schools responding felt the policy was fit for purpose and didn't require any amendments. Many schools reported that they had run activities during anti-bullying week. One primary school won a national competition with a film the pupils made following their conference.

Collating bullying data from schools will continue and is now embedded within Education service delivery.

Objective 3 - Reduce inequalities in Employment and Pay

- 3.1 Identify and address inequalities within recruitment, retention, training and promotion processes
- 3.2 Identify and address any pay gaps between different protected characteristics

(3.1.1) A survey was conducted in 2013 to seek feedback from Disabled and BME applicants who used our recruitment process. Analysis of this information did not suggest any obvious barriers for BME or Disabled applicants. Since then we have introduced on-line recruitment which offers alternative means of application to meet the needs of all sections of the community. In addition, we have identified an action to improve awareness of vacancies for different protected groups, which is included in our new Strategic Equality Plan.

(3.1.10) A new Flexi Time policy was implemented in 2015. This Policy removes the previous core hours arrangements and is therefore far more beneficial for parents and carers as they can adapt their working hours to suit their personal commitments, subject to work demands.

(3.1.13) The Policy Against Harassment at Work has been reviewed and relaunched and captures the issues around offences regarded as hate crime. We have a separate policy on Domestic Abuse, Sexual Violence Against Women in the Workplace Policy which jointly addresses these issues. 3rd Party Harassment has since been repealed from the Equality Act 2010. The Bullying policy is being updated in 2016.

(3.1.14) A Transgender policy has been drafted and has been through consultation and is awaiting approval through the Corporate and Democratic process.

(3.1.17) We have undertaken data analysis from the 2012 Staff Survey which shows that the number of people who have experienced discrimination has decreased year on year since 2008 from 24% to 8%, which a positive position. We believe this is as a result of the significant amount of Equalities training undertaken during this period. A further Staff Survey was undertaken in 2015. Results on Equality data on the 2015 Staff Survey were available in August 2016 and this forms an action on the new Strategic Equality Plan.

(3.2.1) An Equal Pay Audit was undertaken in 2015 which included a review of Head Teachers and Deputy Head Teachers. This has confirmed that the pay gaps are indeed linked to size of school which is measured in numbers of pupils. Pay for School Staff is closely regulated by Soulbury conditions and therefore is subject to national pay agreements and settlements which are outside of the control of the Local Authority.

(3.2.4) A review of the Standby and call-out arrangements has been undertaken and a pilot has been implemented in a large section of the Authority where stand by is most commonly worked. A single rate has been introduced for all staff in the pilot. Consultation is ongoing with relevant services with a view to having a single policy by December 2017.

(3.2.5) We have changed how we measure the Equality Monitoring data and we have 100% data for some categories but not for all. The introduction of web recruitment in 2016 is making a difference as these fields are compulsory for applicants to complete. We have also introduced self-service on the HR/Payroll system, which enables staff to update their personal data themselves, and this will assist further with collecting data. Information held for all categories has improved. Activities will continue to improve data and this is included in our new Strategic Equality Action Plan.

(3.2.6) An Appeal Panel Process has been implemented which sets out what staff must do if they want to appeal against their Job Evaluation score. A Job Evaluation Appeal Process for jobs changed during restructures has also been implemented. These measures complete the action, however due to changes to the GLPC Job Evaluation scheme we have a further action to implement a Job Evaluation Policy in 2017 which will incorporate all matters relating to Job Evaluation as well as the changes to the GLPC Scheme.

(3.2.7) We carried out an Equal Pay audit as part of the work on the Strategic Equality Plan 2016-20 and details are published in the plan.

(3.2.8) Detailed analysis has been undertaken on the reasons for any pay gaps identified and actions have been identified which are currently being worked through. Further actions have been captured in the new Strategic Equality Plan.

Objective 4 - Reduce inequalities in personal Safety

- 4.1 Increase the reporting of hate crime and harassment and take steps to reduce incidents of hate crime and harassment.
- 4.2 Increase the reporting of domestic abuse and take steps to reduce domestic abuse.

(4.1.1) The revised Policy Against Harassment at Work has been reviewed, implemented and has been communicated to all staff and council members through team brief, postmaster and e-mail. Training was provided for staff on Hate Crime Awareness through the Victim Support which supported this policy.

(4.2.6) A Safeguarding Unit has been established within the Quality Standards Service area in the new Social Care structure to protect vulnerable people including older people and people with mental health needs who have been or who are at risk of being abused. An 'Adults at Risk' policy has also been drafted which underpins the new duty to report under the Social Services & Well-Being (Wales) Act 2014.

(4.2.11) An integrated support service for both Adults and Children has been established within the new Social Services structure to support people to drink sensibly. This Integrated Family Support Service sits within the Community & Well-Being Service and focuses on Drug and Alcohol issues.

Objective 5 - Reduce inequalities in Representation and Voice

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

(5.1.3) The North Wales Public Sector Equality Network jointly produced "How to Get Involved in Decision Making Bodies" within public sector organisations in North Wales. This is available bilingually on each organisations' website. Conwy has also proactively been involved in the Diversity in Democracy programme to improve the diversity of Councillors in Local Government.

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

- 6.1 Improve access to information and communications and the customer experience.
- 6.2 Improve physical access to services, transport, the built environment and open spaces.

(6.1.2) Within the Integrated Adults & Community Services, a Conwy Access Team and Single Point of Access (SPOA) has been established which acts as a signposting service for Adult Service Users. A similar model is being looked at within Children, Families and Safeguarding Service to act as a Single Point of Access (SPOA) for Children's Services.

(6.1.3) A Style Guide is already in place with the Authority to take into account accessibility, consistency and equality proofing. A basic update review of content was undertaken in September 2016. A full review of the Style Guide will be completed by October 2017, to reflect the new Corporate Plan and the new Communications Strategy.

(6.1.4) A Corporate Communications Strategy was introduced in 2013 (2013-2017). A working group is currently reviewing corporate communications and the Equalities Team will feed into this group to ensure accessibility is considered in the new Strategy.

(6.1.10) The Corporate Complaints Procedure was reviewed and updated and went live with a new simpler 2 stage process in January 2015. Information regarding the current process is displayed on the Internet and leaflets are available which explain the complaints process as clearly as possible. Information leaflets are also available in reception areas in Conwy's buildings. Equality Monitoring forms are included on the "Contact Us" pages on the Internet and there is a system in place to collect and record this information.

(6.2.15) Tourism and Communities recently launched the official tourism website for Destination Conwy 'Visit Llandudno and Discover the Best of North Wales'. It has an option to choose from five languages e.g. Welsh, English, French, Spanish and German. Also the digital information kiosks have been installed in various locations within Conwy County.

Our Libraries employ staff who speak other languages as well as Welsh and English. They have 2 members of staff trained in BSL, one at Llandudno and one at Colwyn Bay. They provide publications in large print as well as providing spoken word resources to customers for loan and offer publications in Braille upon request.

Conwy supports the "More than Just Words" campaign to actively use Welsh to Welsh speaking service users.

(6.2.17) The Equalities Team, with a group of Lesbian, Gay and Bisexual (LGB) staff, reviewed both the Rainbow Mark and the Stonewall Standard in order to consider the approach to adopt to best meet the needs of LGBT staff in Conwy. Since then, Rainbow Mark have ceased operations. The Stonewall Standard requires a not-insignificant annual monetary investment which is not feasible in the current economic climate so membership will not be progressed for the time being. However, this will not prevent us from working towards the good practice measures Stonewall have adopted.

(6.2.23) Following the liquidation of Conwy Community Transport, discussions between the Council's Transport section, Social Services, Community Development Services, with representation from the Community Transport Association, have culminated in the proposal for a new Community Transport Strategy for Conwy, which will be a 5 year plan.

(6.2.24) Children and Young People Partnership Core Aim Group 4L have focused on affordable transport for children and young people. A Welsh Government discount travel scheme for 16-18 year olds has been established called "My Travel Pass" which offers a 1/3 discount off their bus travel.

Other Actions that have been underway in 2015/2016

Conwy supported the "**Time to Talk Day**" on 4 February 2016 by sharing information with staff across CCBC about mental health, dealing with stigma and mental health, myth busting (using statistical data to demonstrate misconceptions), explaining the different types of mental health problems and offering tools and techniques for self help and to help others.

Mindfulness training was advertised to staff and the public across North Wales during 2016. Training courses were held in Conwy, Bangor and Rhyl, organised by the Mindfulness Network (linked to research from Exeter and Bangor Universities). The courses are aimed at helping people improve well-being and learn new ways of dealing with anxiety and stress as well as chronic pain.

Leisure Development Award - Conwy was the first Council in Wales to achieve the InSport Development Silver Standard, which is awarded by Disability Sport Wales. The accolade recognises Conwy's Leisure Development Team's inclusive approach to sport and leisure and collaborative work with partners who support the delivery of physical activity. The Leisure Development Team is committed to making full use of the talents, skills and experiences of all sections of our community regardless of ability and social background. Leisure Officers proactively promote access to play, physical activity, leisure services and social inclusion within the Conwy area.

International Women's Day 2016 was supported by our Leisure Services when they laid on some Women & Girls Easter Adventure Activity Days at Nant BH over the Easter holidays. This event was intended to give women and girls an opportunity to get outdoors, and try new, exciting activities. Activities included canoeing/kayaking, climbing, mine exploration, ropes courses and gorge scrambling.

Tackling the growing problem of obesity - Conwy People's Partnership has assisted Public Health Wales in calling on professionals to help tackle the growing problem of obesity. The '10 Steps to a Healthy Weight' has been designed to support professionals and help families across Wales to help prevent childhood obesity. Currently 1 in 4 children in Wales are overweight or obese when they start school, which means they are more likely to be overweight as a teenager and as an adult. Obesity also brings with it a number of health problems like asthma, low self-esteem and diabetes. The '10 Steps to a Healthy Weight' outlines the key factors that increase the likelihood of a child being a healthy weight when they start school. The advice focuses on three age ranges: pre conception and pregnancy, 0-2 years and 2-5 years.

Disability Confident - Conwy County Borough Council has recently had confirmation from the Department of Work and Pensions (DWP) that our two tick status has been transferred to the Disability Confident Employer status. The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is a voluntary scheme and has been developed by employers and disabled people's representatives. The Council has been awarded the Level 2 status, which involves an assessment against two themes; 'Getting the right people for your business' and 'Keeping and developing your people'. As part of this we guarantee an interview to all disabled candidates who meet the minimum essential criteria. A new logo has been designed for this scheme and has been cascaded to all services to ensure the new logo is displayed on all letterheads and recruitment documentation.

4. Specified Employment Information

4.1 Employment Monitoring Reports

Conwy has produced annual employment monitoring reports for a number of years now and they are published on our website each year. The Specific Duties, set out in the Statutory Duties (Wales) Regulations 2011, require public organisations to report annually on the following areas for each protected characteristic:

- Employees working for us on 31 March each year
- Applicants for employment over the last year
- Employees who have applied internally to change position (tracking successful and unsuccessful applicants)
- Applicants for training and how many succeeded
- Employees who completed the training
- Employees who are involved in grievance procedures as a complainant or as a person against whom a complaint was made
- Employees subject to disciplinary procedures
- Employees leaving and reasons for leaving

In addition, public organisations must :

- Compare men and women employed broken down by:
 - Job
 - Grade
 - Pay
 - Contract type (including permanent and fixed term contracts)
 - Working pattern (including full time, part time and other flexible working patterns)

These reports monitor the workforce and potential workforce and this information is used to review the effectiveness of our employment policies and practices and to consider whether there has been any potential lack of fairness or even discrimination. Data which indicates there may be potential for lack of fairness or discrimination in the application of a policy or practice is investigated in more depth and if necessary, remedial action

is taken to remove it by reviewing the relevant policy or practice. We review all our policies periodically and carry out Equality Impact Assessments where this is relevant.

We have used past employment monitoring information to:

- Develop equality objectives
- Identify any key equality issues which require specific action
- Identify whether the workforce reflects the community it serves
- Provide a mechanism to measure progress year on year
- Identify possible steps to further advance equality or foster good relations
- Undertake the Equality Impact Assessment process

We have taken steps to improve our position regarding equality monitoring data that we hold for all our staff. However, we have to respect that not all employees wish to provide this personal or sensitive information. We believe that it is important that we give employees the opportunity to be counted if they wish. Both the paper application form (now only used for accessible reasons) and online application form provide an explanation as to why equality monitoring data is collected. We explain how it will be used and give reassurances around the Data Protection Act and confidentiality.

We introduced web-recruitment in December 2015 which has enabled us to make completion of the equality monitoring form mandatory (Most categories have a box stating “prefer not to say”). This is already showing a positive impact on the data we hold for applicants and staff.

We also introduced a “self-service” facility on our system which enables staff to access their own records and update/edit accordingly and this has been publicised across the Council. Forthcoming developments will also include identifying a process for staff who do not have access to a PC.

Our latest Employment Monitoring Report for 2015-16 is available on our website under the Equality and Diversity section.

We hold the following data for staff in Conwy:

100%	Sex
100%	Age
100%	Marital/civil partnership status
46.8%	Race
62.3%	Disability
27.8%	Religion/Belief
30.4%	LGB
21.9%	Transgender

These figures do not show how many people are from that group, but how many people have provided information to say that they are or are not from that group. The lower percentages are as a result of us asking for this data more recently than the other data as it takes time to accumulate this information if you have not obtained it from the application process. Caution must be applied in assuming these figures are representative of our workforce in some categories. All categories have been improved upon in the last year.

In our Employment Monitoring reports, we have explained that we do not publish data where the numbers are 5 or less to prevent anyone being individually identified. We do however include all the figures in the total columns.

We are still gathering data manually for applications for training as we only record actual training undertaken on our HR system, therefore data on training requests turned down is patchy as it is reliant on services keeping a manual record of this. A further upgrade to our HR system in the next 12 months will enable us to capture this information as part of its workflow package.

Our latest report for 2015-16 shows that we employ 4239 permanent or fixed term contract staff, of whom 73.7% are female and 26.3% male; 57% have stated they are married or in a civil partnership; 1.8% have a disability; 0.5% are Lesbian, Gay or Bisexual; 0.6% are Black Minority Ethnic (BME). Our casual staff workforce is made up of 77.6% female and 22.4% male, although not all staff included in this count will be physically in work all the time, as they are normally called to work as and when required.

There were 3401 applications for the 205 vacancies in 2015-2016, which is almost 1200 more than the previous year. 57% of all applicants were

female and 40% male with 3% unstated. We attracted 4.8% disabled applicants, equating to 163 applicants which was more than last year. We attracted 1% BME, equating to 33 applicants, which is down on last year's 47 applicants. When compared to the percentage of ethnic minority people who live in Conwy County as stated in the 2011 Census (2.3%), even removing school pupils from the Conwy population data, this appears low.

We continue to employ more part-time staff (52%) than full time staff (48%) with 88% of part time staff being female. 58% of full time permanent posts are held by female employees. 74% of full time Fixed Term Contract (FTC) staff held by females and 88% of FTC part-time staff are female. Casual posts are also predominantly occupied by female staff at 74%.

58% of female applicants were shortlisted and 4% of disabled applicants were shortlisted, as were 1% BME applicants. 302 appointments were made during the year, of which 62% were female and 38% male, 4% were disabled, which is above the workforce figure of 1.8%, and 0.7% BME appointments, which is lower than the Conwy Census 2011 figure of 2.3% but higher than the current workforce figure of 0.6%, showing steps in the right direction.

56% of all Sickness, Grievance/Bullying and Disciplinary/Capability cases involved female employees, which is lower than the workforce profile of 75% female and 25%.

There were a larger number of Sickness, Grievance/Bullying and Disciplinary/Capability cases involving employees within the 25-49 age range, although the range for this group is wider than the others and also where the majority of our staff sit. When compared to the makeup of the permanent/fixed term workforce, the percentages are almost identical.

The grievance/bullying cases were made up of 68% females, which is close to the workforce profile, although there were more in the 50-64 age group. With regards sickness absence, 55% of sickness absence cases were female which is the right side of the workforce profile, albeit a little low. 56% of disciplinary/capability cases were females. This is the first year for some time that the number of female cases has outnumbered male cases, but this is more in line with the workforce profile.

75% of the 574 leavers were voluntary, 67% of whom were female. Of those who left involuntary, 56% were staff whose temporary contract had come to an end, 23% of employees left due to compulsory redundancy and

20% were dismissed in the period, of which 40% were dismissed on ill health grounds. 16 disabled employees left the organisation in the period, 11 voluntarily and 3 BME staff.

The outcomes reported in 2015-16 Employment Monitoring report show some improvement in recruitment for Black Minority Ethnic (BME) and disabled groups, as well as a number of trends moving closer to the workforce profile. Full details and analysis of the data can be found in the Employment Monitoring Report 2015-16 on our website.

4.2 Equal Pay and Pay Differences

The Equality Act 2010 is the current legislative source on equal pay for the protected characteristic of sex. It requires that women and men are paid on equally favourable terms where they are employed on 'like work' or 'work rated as equivalent' or 'work of equal value'. Conwy Council operates a job evaluation scheme which was implemented on 1 December 2010.

We conducted an Equal Pay Audit in 2009 as part of the Equality Impact Assessment when undertaking Job Evaluation (JE). This audit carried out a before and after analysis of proposed Grades G01-G12 and identified a gender pay gap of 16.2% before the Job Evaluation exercise (which included bonus payments). Once new job evaluated salaries were applied to that group, the gender pay gap reduced to 15.8%.

An interim audit was run in preparation for meeting the requirements of the specific duties in 2011 and the gender pay gap has reduced to 13.1% purely based on Grades G01-G12. When we add the whole workforce, including teaching and other schools staff, the overall gender pay gap for Conwy County Borough Council equates to 8.83%. This data has recently been updated again for 2015, on a like for like basis, as part of the work in preparing our new Strategic Equality Plan and the figures have improved further. The gender pay gap for Grades G01-G12 currently stands at 9.3% and when we add the whole workforce, including teaching and other school staff, the gender pay gap equates to 6.5%.

The Equality and Human Rights Commission recommends that pay gaps of 5% or more should be treated as significant. If we look at Grades G01-G12, the pay difference between grades is fairly constant at between 0.8% and 1.9%, indeed in Grades G01, G05, G06, G09, G10 and G11, pay marginally favours women.

Our salary bands have a maximum of 4 points within a grade, meaning staff will normally rise to the highest band within 4 years. This is dependent upon staff performing satisfactorily but the norm is that people progress on an annual basis (unless they are fast-tracked for outstanding performance or retention purposes, but even then, they remain within the Grade for the post).

We have no bonus schemes in place for this group of staff as they were removed with the implementation of Single Status Terms and Conditions. Staff receive enhancement payments if they work unsociable hours or if they work overtime, but this is applied uniformly to all staff in the Council and is automatically paid based on timesheet data, completed by the employee.

There are currently no agreed market rates in operation, pay protection for Job Evaluation ended on 31 March 2012 (although these calculations discounted pay protection), and we do not operate performance or competence related pay (other than described above within grade). The only other pay protection arrangements that exist are where there has been a redundancy situation and in accordance with the Council's policy, staff are entitled to 12 month's pay protection if their salary is reducing by one grade. Any redeployment to a post with a decrease of more than one grade will result in the pay for the grade being implemented immediately.

We pay stand-by and call out allowances as and when staff are required to work outside of their normal hours. These arrangements are currently under review, with a pilot underway in one business area with a view to having a single policy by December 2017. This appears in our current SEP Action Plan.

Analysis of pay data in 2009, 2011 and 2015 suggest that there was no substantial pay gap between Grades G01-G12 individually and the gap of 9.3% overall is not attributed to unequal pay but rather to the vast number of women (33%) employed in G01, which is not uncommon in the public sector due to the labour intensive nature of the work undertaken. A review of the other protected groups was undertaken but due to the small amounts of data held as a proportion of all staff, the figures cannot be regarded as representative.

Our latest Employment Monitoring Report 2015-16 shows that females are less proportionally represented in grades G06, G09, G10 and G11, compared to the overall work ratio of 75:25 but there are more females in Grades G01, G04 and G08. It also shows that the overall ratio for female salaries up to £50,000 shows a 75:25 female to male split with most salary range categories in the region of 60-75% female. The exceptions were the £16,000 to £20,000 and £40,000 to £45,000 ranges which were 55% females. In the over £50,000 category, 53% were female, which is marginally up on last year (52%) and the year before (46%). However, the numbers of people in the higher salary ranges is much smaller and can be affected by a single appointment. The over £50,000 category includes the Chief Executive, Directors, Heads of Service, Head Teachers, Deputy Head Teachers and Education Advisors/Inspectors.

Extensive work on a full Equal Pay Audit commenced in 2013/14 and has been the subject of regular meetings, review and revision since then. The data has been re-run to take into account the latest pay data from January 2015.

Gender Pay Gap Reporting has been the subject of Government consultation during 2016 which seeks public organisations to publish further pay data by April 2018. This data will include :

- the difference in mean pay between male and female employees;
- the difference in median pay between male and female employees;
- the difference in mean bonus pay between male and female employees;
- the difference in median bonus pay between male and female employees;
- the proportion of male and female employees who received bonus pay;
- the number of male and female employees in each quartile of their pay distribution.

“Employees” is to include Apprentices and zero hours contract workers.

Work on production of this additional data will commence once the results of consultation have been published and precise details confirmed.

5. Conclusion

Much work has been undertaken in progressing the equality agenda for the benefit of the people of Conwy in the period 2012-2015.

We identified 147 actions in our Strategic Equality Plan, for which this is the final report. 146 actions (99%) have been completed successfully and many of those completed continue to be ongoing. The one outstanding action which involved facilitating religious leaders in targeted healthy lifestyle promotion campaigns has not yet been specifically progressed due to limited resources, although some activities have taken place in this regard and the action has been brought as far as it can be in the duration of the plan.

We believe that in carrying out this work, our knowledge and ability to meet the needs of our communities has increased, which in turn has enabled us to improve our services through informed decisions. The activities that have been underway during the life of our 2012-2015 plan, were originally identified as our 6 equality objectives, to improve the lives for those who are known to suffer less equal outcomes because of their identity.

This report demonstrates that we continue to make positive progress towards ensuring we improve fairness, transparency and equity in both service delivery and employment. We will continue to learn from the data we collect and analyse, as well as from what our customers and staff tell us through consultation and engagement.

We recognise that it is important to ensure we consider equality and diversity issues, particularly during times of austerity and decreasing resources, when the impact on what we do, or stop doing, can have far wider consequences on some groups than others. Through our new Strategic Equality Plan 2016-2020, with our reviewed and renewed equality objectives, we will continue to develop the great things started in the past 4 years and we aim to improve and grow on this continuing journey.