

Strategic Equality Plan Annual Report

2016-2017

1. Introduction

This is the first Annual Report on Conwy's Strategic Equality Plan (2016-2020) for the period 2016-2017.

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 first year of our Strategic Equality Plan 2016-2020.

2. Relevant Information

We used equality-related evidence to help set our equality objectives contained in our Strategic Equality Plan and we also use relevant data when carrying out our Equality Impact Assessments. Some of this data will be linked to national statistics and wherever it is available, we try to use local and regional data as this is more relevant to us and we also take into account information obtained from engagement activities undertaken within Conwy as well as in conjunction with our North Wales Public Sector Equality Network partners, for example:

- Statistical evidence gathered within services
- Information held by other public sector organisations such as regional Health, Education, Employment and Police statistics
- Equality and Human Rights data including ‘Is Britain Fairer?’ and ‘Is Wales Fairer?’
- Information and feedback from Regional Stakeholder events (details published on our website)
- Information and feedback from other local engagement exercises
- Employment Monitoring data
- Equality Statistics related to Conwy

When we developed our Equality Objectives and Strategic Equality Plan, we revised our 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 when revising and agreeing our equality objectives. Often we find that usable equality data appears rather dated due to the time lag between the data being collected, collated into meaningful tables and then being analysed and published. Therefore it can 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.

During the year we have undertaken much engagement when carrying out our Well Being Assessment and when developing our Corporate Plan and have improved our links with hard to reach groups when doing this. We have learned much from these engagement interventions and have taken this information into account in identifying and developing our future priorities.

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+. We use this information to compare against our own equality monitoring data collected to see how closely it matches our local community make-up.

The Annual Population Survey 2016 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 (2.4%) is still the most reliable data). As we monitor the makeup of our school pupils, we know that in 2017, 93.4% (down) of pupils were White British, 2% (up) were White Other, 0.2% (up) were Gypsy/Travellers and 3.8% were Black Minority Ethnic. In 2015, the ONS mid-year population estimate showed 48.6% were male and 51.4% were female in Conwy, with 16.3% aged between 0-15, 57.2% aged 16-64, 26.6% aged 65-84 (which is much higher than the Wales 20.2% or UK of 17.8%) 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 which showed that 12.1% had limiting illnesses affecting day to day activities “a lot” and 12.2% “a little”, with 75.8% with no limiting illness. Nearly 12% of the population provide unpaid care in Conwy (13,605 people). 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 2015/16 this was 7.2% against an all Wales figure of 3.0%. The only data about religious affiliations is from the 2011 Census with 65% Christian, 26% no religion, 0.5% Muslim, 0.3% Buddhist, 0.2% Hindu and 0.1% Jewish. 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. 60% of Conwy's population have no knowledge of Welsh, 27% are Welsh speakers with 20% speaking, writing and reading Welsh. Ability to speak Welsh is most prevalent amongst those of school age; 49.2% of 5-15 year olds can speak Welsh in Conwy compared with 40.3% in Wales.

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 these figures are likely to be an undercount. The Department of Trade and Industry gives an official estimate that 5-7% of the British population are gay, lesbian or bisexual.

Our Corporate Information and Customer Services Unit monitors the number of complaints received. During the period 2016-17, there were 3 complaints related to disability equality issues. One related to complaints from several members of the Deaf community regarding the cessation of the Social Services contract with North Wales Deaf Association (NWDA). Arrangements are in place to provide alternative support and ongoing discussions are continuing regarding a longer term arrangement to support the wider community of Deaf people in Conwy.

A second complaint related to the customers inability to obtain wheelchair accessible seating for an event but this was resolved by the promoter arranging seats on the accessible viewing platform.

The third related to the poor behaviour of a small group of customers in one of our auditoriums when they clambered between two wheelchair users on exit, subjecting the wheelchair users to pushing and shoving. A letter of apology was sent explaining that we allocate one of our volunteer stewards to look after our wheelchair area but as this had not happened they would arrange some additional training and awareness for volunteers.

There were 57 Stage 1 informal complaints received in Social Services in the period with only 5 going to Stage 2 (formal complaint). None of these complaints were related to equality issues and were more related to misunderstandings of process and procedure, communications and the amount of contact.

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 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 :

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

These objectives were identified in conjunction with our North Wales public sector partners (referred to as the North Wales Public Sector Equality Network). 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.

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.

Here are some examples of the actions we have undertaken during the first year of our current Strategic Equality Plan. Full information on the progress of all actions for Year 1 is shown in Appendix 1.

Objective 1 - Address Health inequalities

- 1.1 Increase the number of people, in under-represented groups, choosing healthy lifestyles.
- 1.3 Improve dignity and respect in care for everyone, particularly older people, vulnerable people, transgender and lesbian, gay and bisexual people.
- 1.5 Better address the rights and aspirations of people with Mental Health issues and Learning Disabilities.
- 1.6 Work in partnership with other public bodies in North Wales to maximise our combined efforts to address health inequalities wherever possible.
- 1.7 Increase the immunisation coverage of vulnerable older people and children in deprived communities.

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

The Conwy Active for Life priority projects are progressing well with the School Swimming project effectively engaging with schools to change their swimming provision and the development of the Physical Literacy agenda, with emphasis being on developing programmes for 3-13 year olds to encourage all children to become physically literate.

Improvements to advertising through social media and an improved website for our Leisure Centres with opportunities for taster sessions have been offered to communities. Health Precincts have been developed and improved in Colwyn Bay and Llandudno and the new Health Precinct in Llanrwst will open in early 2018.

All schools have completed Phase 3 of Healthy Schools initiative which means they have developed a whole school approach to healthy eating. 36 primary schools will be taking part in Food Festivals and 31 settings in

the pre-schools scheme have completed or are working on the nutrition standards.

Work has been underway expanding the take up of free school meals, with the introduction of holiday lunches as well as improving healthy eating to users of the Youth Service.

Nant BH and Pentrellyncymer outdoor centres have been promoted to schools across North Wales and they have been targeting schools by promoting support for curriculum activities such as GCSE Maths revision, literacy and Welsh language through practical activities.

We operate various programmes to tackle poverty including Flying Start, Families First, Communities First and Supporting People. Team around the family (TAF) provides a framework for bringing the tackling poverty programmes together to meet the needs of vulnerable families. The Council's Building Resilient Communities and Tackling Poverty Board commissioned research looking at life in rural Conwy. In particular this work looked at those citizens who are in financial difficulty and not accessing or having difficulty accessing services, looking at access to advice and information; access to the Internet and Mobile data; Access to Job Centre Plus services; Public Transport and Volunteering.

Other initiatives to support people out of poverty include a free swimming programme, free public wi-fi, public computers in libraries, family information advice service, apprenticeships and work placements for young people not in education, employment or training, no cold calling zones, free activities at Council run events and art events in Venue Cymru. Our free Young Creatives groups are designed to give young people transferable skills that they can use in their school careers and as they move into adulthood. Amongst the participants are looked after children, children known to social services, children / young people with additional learning needs, young people with emotional and mental health needs and children from difficult and challenging backgrounds.

Our Early Years Pupil Deprivation programme supports a 'school readiness programme' and encourages parent engagement, focusing on children's language development, advice/support with toileting, transition from home to early years to school and supporting children's development/education at home. We also have an assisted places scheme which provides financial assistance to families on a low income enabling them to access childcare in order to work or train.

Since June 2015, we have been providing Personal Budgeting Support to customers claiming Universal Credit. This service is also available to households under a Families First funded project within Housing Benefit. The Discretionary Housing Payment Grant has helped people in receipt of Housing Benefit that have a shortfall in their Housing Costs.

CCBC has established a project board involving outside partners to develop community hubs around the 5 school clusters and to promote and develop the early intervention and prevention agenda. The project will work with the communities to understand needs and develop a tailored programme of support to address the adverse experiences identified.

The Health Precinct in Colwyn Bay has been developed and expanded to house a Multi-disciplinary team of staff from Community Support, Health, Social Workers and Occupational Therapists. Llandudno Health Precinct (Ty Llewelyn) is also up and running and hosts many health and wellbeing activities for the local community. Work on the Health Precinct in Llanrwst is well underway and is expected to open in early 2018.

Conwy People Partnership (CPP) are working with the Conwy Involvement Network and Alzheimer's Society to look at making Colwyn Bay a Dementia Friendly Community. Our Ageing Well In Conwy action plan sets out how we support individuals and their families living with dementia, including engagement with those affected, improving assessment and diagnosis, promoting opportunities for prevention, promoting awareness and positive images, involving transport and housing in the agenda.

We have worked with patients and provided home treatment services for acute patients' who may have relapsed or upon first presentation have required increased support to prevent a hospital admission. We have also worked with patients' who are already in a psychiatric hospital, either detained or informal who require home treatments services and a safe discharge plan to support their transition back into the community. Going forward we will be looking at how successful the Home Treatment Services is in preventing hospital admissions and also their ability to support transitions from hospital back into the community.

The Conwy Integrated Care Forum has been formed as an operational multi-agency group which aims to support the development and implementation of integrated community health and social care services in Conwy County Borough Council, in partnership with the Health Board and other agencies and the Voluntary Sector. It aims to facilitate joint decision

making, leading to better outcomes for people, helping to avoid admissions, reducing unnecessary interventions and improving service planning, enabling strong integration. This work primarily supports older people to maintain their independence and remain at home.

A Mental Health Policy was introduced in the workplace during 2016 and has been well received by staff. The launch of the new policy coincided with National Mental Health week when we took the opportunity to raise awareness in the workplace. This was supported by the introduction of a separate intranet website called "Conwy Cares" which has information and guidance as well as many self-help resources and signposting to other support bodies around the mental wellbeing agenda. This has also been supported by the Employee Assistance Programme (EAP) in your Pocket and Stress Free Island Apps and the continuation of availability of Care First (employee counselling service).

A Person Centred Practices (PCP) Strategy has been developed by PCP sub-group of COG 4. The strategy was produced with the involvement of service users from Ysgol Gogarth and Conwy Connect and training in Person Centred Practices has been rolled out to Education and Social Services Staff. Ysgol Gogarth have piloted reviews for Year 9 pupils in a PCP way. PCP Champions are being identified within Education and Social Services and a hub has been set up for staff trained in PCP to access resources and provide a support network.

During the year we piloted two target groups giving children and young people who may be of risk of developing mental health issues, the opportunity of informal learning experiences within the Arts field in its wider sense. This was a great success and funding has been secured from ACW & Children in Need to continue with the project for a further 18 months. Theatres and Conferences have continued to work closely with Conwy Arts Trust (CAT) to develop these projects and has also developed projects specifically aimed at older people. We will continue to work closely with CAT to secure funding for these projects going forward.

Following a review of the transition process and curriculum, 'Bridge the Gap' courses have been developed at Coleg Llandrillo which will support the integration of learners from Ysgol Y Gogarth into mainstream Further Education courses where possible. We will continue to monitor the outcomes, track learners, share good practice and plan as appropriate for the next academic year. Ysgol y Gogarth has reported that the revised

transition process has resulted in meaningful progression when their learners transfer to college.

The Corporate Safeguarding Policy has been updated and makes clear the roles and responsibilities – that it is Everybody's business. Workshops have been held across the council to raise the profile of Corporate Safeguarding.

Our Youth Service achieved the Welsh Government Silver Quality Mark for their work on 3 initiatives: Friday Night Fitness Projects (Colwyn Bay, Llandudno and Abergele); Non-traditional Sports school review groups; and Communities First pop up sports sessions. These projects encourage participation in non-traditional sports and physical activities through extra-curricular and school based projects. All of the projects aim to provide further opportunities for young people to take part in physical activity, exercise and non-traditional sports, promoting good sportsmanship, fair play and team work. They also aim to encourage more females and inactive individuals to participate in physical activity, and have a more positive and enjoyable experience so that they keep coming back and remain active. Health Evaluation forms have been completed and have shown an improvement in each area after completion of the project. In 2016, 3 of our young volunteers won prestigious awards including the Sport Wales Volunteer of the Year Award, St David Award and Princess Diana Inspire Award. Training for our young volunteers has included tennis activator, street golf activator, multi-sports activator, first aid, food safety, drugs awareness, safeguarding and protection and disability inclusion training. We have over 40 active young volunteers involved in the project all of which have completed at least one training accreditation.

Objective 2 - Address 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 Education
- 2.3 Young people are supported in making the transition between Education and Employment

Engagement with readers to promote book titles, explore reading opportunities, encourage readers to take risks with their reading and build confidence in trying new authors is a core element of library staff's role. Reading groups across the authority continue to thrive in each of the five areas. A number of successful author events have been delivered in Conwy and Colwyn bay libraries. Continued investment in the book fund ensures Conwy has a diverse range of high quality material to promote to readers in hard copy and electronic format.

In partnership with GwE, the Council has identified underperforming primary schools to monitor, provide support and if necessary, intervention programmes. Challenging targets are being set in order to raise pupil standards. Support and challenge is based on a 'Red, Amber, Green' identified needs and delivery model thus ensuring additional capacity to support the schools most in need. Priorities have been established for every educational key stage.

Conwy's Estyn profile is positive with only a small number of schools (two) requiring a high level of support from both the Local Authority and GwE. Local priorities have been shared with both Primary and Secondary head teachers which include improving: foundation phase in language and Math's; Key Stage 2 outcomes in Math's and Science; numeracy, procedural and reasoning scores; and Key Stage 3 outcomes in Welsh, Maths and Science.

Consultation is taking place with Head Teachers to ensure that individual schools priorities align with Conwy Local Authorities and Regional priorities. Workshops have been held with Local Authority/GwE/Head teachers to establish a robust business plan which accurately reflects the areas of improvement with the education system.

Funding was secured and the Unified Welsh Braille primer has now been re-written to include changes and updates to the Welsh Code in line with Unified English Braille. The primer is now being proofed and along with new course materials will offer an up to date Braille qualification for those working to support young people and learners through the medium of Welsh Braille.

A protocol to support asylum seekers in Conwy has been developed with support from Children's Services, utilising Wrexham's Protocol for Asylum Seekers and Refugees. This work includes development of a guidance

booklet for Conwy schools. Conwy has volunteered to be a pilot dispersal centre for refugees and asylum seekers in Wales.

Data referring to bullying in schools is collected by individual schools and broken down into Infants (3 to 7 year olds) Juniors (7 to 11 year olds) and Secondary (11 to 16 years old). The number of bullying incidents reported in Infants and Juniors is low compared to the reporting of bullying in Secondary age range. The nature of bullying and probable cause are recorded. The three most common bullying reasons across all ages in 2015 and 2016 were Physical Abuse, Teasing and Name Calling. Bullying policies in schools have been updated several times in recent years. Training for staff and governors on anti-bullying in schools has been undertaken. Training has also been delivered on extremism / radicalisation for all secondary schools. North Wales 'Police and Community Trust' have assisted financially with a production confronting stereotypes surrounding asylum seekers and refugees for schools.

As part of the overall transformation project, Child Protection processes have been reviewed and improved and a detailed programme of work has been established within CAMMS to monitor progress. Following feedback from Child Protection Conferences, families feel more involved in the conference process and have said the process is better than before, providing better reports which are well argued and logically progressed, explicit, comprehensive and taking into account concerns in relation to the family dynamics and additional needs. Signs of Safety elements have been gradually introduced into conferences.

Arts projects for young people have continued in Theatres & Conferences during 2016/17 and we have been successful in seeking funding to continue with 'Story Circle', 'Spoken Word Group', 'Speak, Write, Believe', 'Young Critics', 'Family Art Festival', 'Take Part' and 'Inspire', which will provide them with transferable skills. We will be seeking funding to continue these projects into 2018 due to the huge success this work has been.

Objective 3 - Address inequalities in Employment and Pay

3.1 Identify and address inequalities within recruitment, retention, training and promotion processes

<p>3.2 Identify and address any pay gaps between different protected characteristics</p>
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Applicants who have a disability which makes it difficult for them to complete an online application can contact HR for assistance in completing a job application. This could be a paper application or another accessible format method. Applicants can also obtain support from their local library, where they can receive free assistance in using a computer and accessing the internet to enable them to make their application.

Data has been analysed from the 2015 Staff Survey equality information. A key area where the responses in some groups were disproportionate to the all-Council figure was in respect of role related or general stress. Much work has been undertaken by the Council for all staff to support staff with stress / mental ill health since the last staff survey, including the implementation of Conwy Cares, the (Employee Assistance Programme) EAP in your Pocket and Stress Free Island Apps, implementation of a new Mental Health and Wellbeing Policy, the continued availability of Care First (counselling service) as well as additional Attendance Management training for managers with the introduction of a revised policy.

A number of actions have been taken to increase the number of officers receiving Equalities Impact Assessment training: A presentation to the Managers Forum in December 2016; Visits to each senior management team to identify a champion on their top team who will be responsible for ensuring Equality Impact Assessments as appropriate; Reviewing the Report and Review Group agenda and Forward Work Plan, sending reminders to officers and in all cases, including training dates. This has resulted in the number of attendees more than doubling, with additional courses being arranged over and above the quarterly timetabled ones.

A Conwy High Schools Apprenticeship Forum was established in 2016 and one of the outcomes has been to support an Apprenticeship Week for Y11 in October each year which involves Coleg Llandrillo, North Wales Training, Careers Wales and Conwy Business Development Team. Presentations on apprenticeships and traineeships have been given to all Year 10 learners in the 7 Conwy high schools. The Apprenticeship Week panel receives questions from learners with the aim of providing a broad range of information about apprenticeships. A video clip has been produced by learners at Ysgol Aberconwy, directed by the Youth Service and feedback from schools has been excellent.

We have exceeded our target of supporting 130 vulnerable people closer to work by providing practical skills and training opportunities (against a target of 60). March 2017 saw the end of Families First funding and from 1st April this is reported as European funded projects OPUS and ADTRAC. Over 84% achieved a positive outcome, including employment, gaining a qualification, increased confidence and self-esteem, or volunteering. Feedback on "Lets Get Working" and STEPS programmes has been very positive. Examples of feedback: *'Going to college full time.... have a work placement..... learnt a lot on a first aid course..... its been fantastic in helping me get on my course and building my confidence....would highly recommend this course to everybody..... staff are knowledgeable, thorough, approachable, kind and happy..... now that I have my place on the Foundation Degree in Policing I feel that I am on the best path towards my career'*.

A preliminary Equal Pay Audit was undertaken when developing our previous and current Strategic Equality Plans and details were published within those documents. A more detailed Equal Pay Audit was started in 2015 and a number of actions were identified which have been included in the Council's Strategic Equality Plan Action Plan. The Equal Pay Audit is currently being updated and results will be published in due course and further actions considered at that time.

We do not employ staff on zero hours contracts within Conwy. We do employ workers on casual contracts where there are no guaranteed hours but they are not obliged to be available and can refuse work if they are unavailable.

Our Vacancy Control Notification Form asks managers to state the hours of work per week, rather than confirming full or part-time, which encourages managers to consider various contractual hours, offering as much flexibility as possible. Our web recruitment site promotes flexible working options including part-time and job share and our on-line application form asks applicants if they would like to consider the post as a job share as well as full time or part time. In the longer term this action is intended to reduce the impact of gender segregation for women working in low paid/part-time jobs.

We enable applicants to apply for jobs without the need for an address to be included on their application form to cater for applicants who may not

have a fixed address, eg, Gypsy Travellers. We have also included the gender-neutral name title of 'Mx' on our application form.

We continue to support the development of social enterprise in Conwy and this in turn facilitates access to training and employment opportunities and helps people to regain confidence to re-enter the employment market. We have supported the development of 93 new jobs since 2003 in Conwy. The Wales Co-op 'State of the Sector' report 2017 states: 'The social business sector in Wales is worth £2.37bn to the Welsh economy and is supporting about 41,000 jobs'. Our contribution to this sector will continue in Conwy into 2017/18 and beyond.

We have maintained the Level 2 Disability Confident Employer status, which replaced the Two-Tick Scheme. 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 offer, we guarantee an interview to all disabled candidates who meet the minimum essential criteria. The new logo has been included on all letterheads and recruitment documentation.

We have taken part in a number of jobs fairs during the period in various locations around the County and this year also participated in Skills Cymru, held at Venue Cymru, which was a North Wales event targeting young people and their parents across North Wales and beyond. Of particular interest to attendees were our Apprenticeship schemes. We also supported Ysgol John Brights with a Skills for Work Event, raising awareness of jobs in Conwy and providing interview skills workshops for pupils.

We supported VIVA (Rhyl) with the loan of one of our Youth Centres to host a Transgender support group, which the Youth Service support via their Facebook page.

Objective 4 - Address 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 including

on-line abuse and bullying.

4.2 Increase the reporting of domestic abuse and take steps to reduce domestic abuse.

4.3 Increase awareness in vulnerable communities around telephone and on-line fraud.

The Community Safety Partnership (CSP) attends various community events to provide crime prevention advice and signpost to other organisations. With the help of Neighbourhood Watch volunteers, we hold regular multi-agency events on crime prevention in supermarkets and shopping centres and we also attend events held by other organisations. The information stall has crime prevention leaflets and target hardening equipment (eg locks to make homes more secure and harder for criminals to target). These events are attended by volunteers, CSP staff, Trading Standards, local Police Community Safety Officers and the Fire Service.

The CSP continues to fund services for substance abuse with dedicated dual diagnosis social workers, residential rehabilitation and funding for the Drug & Alcohol Rapid Response Team (DARRT). All of the work carried out by Social Services and Youth Justice Service contributes towards the year on year reduction in crime we have seen. We have continued to see reductions in youth offending and the reported crime has continued to fall. This is as a direct result of the partnership working and hard work provided by services in Conwy. We now have around 1400 cold calling zones which is a great reassurance for residents, particularly given our large elderly population. We have developed a regular newsletter to help communicate more effectively and we attend events in Conwy promoting home safety and personal safety.

Addressing anti social behaviour, including litter and graffiti, remains a key priority for the service, with enforcement and the number of fixed penalty notices issued increasing to 3906 in 2016/17, with 118 issued for dog fouling. The service is also working in partnership with Kingdom on educational initiatives aimed at reducing irresponsible dog ownership and littering. Dog fouling hotspots continue to be patrolled and monitored by the Keep it Clean Ambassadors and dog fouling and littering signs and cameras have been erected. Work also includes dealing with low level complaints, eg, fly tipping.

We continue to use MARAC (Multi Agency Risk Assessment Conference) to manage the levels of repeat victims of domestic abuse. The number of referrals has reduced as we have a new pilot in place called Four Pillars which means we problem solve beforehand, preventing the need to always send to MARAC for discussion. The CSP Domestic Abuse Officer ensures the MARAC is run in line with the guidelines from the Welsh Government.

An Independent Sexual Violence Officer for young people, based in the Sexual Assault Referral Centre in Colwyn Bay, has been appointed and has already engaged with over 70 young people during the year. This has increased the awareness of this issue amongst young people. The schools also offer some School Liaison sessions on this issue.

Training on prevention of child sexual exploitation has taken place for Social Care Officers, Local Authority Safeguarding Training Officer, Education Social Workers and PSE (Personal and Social Education) Co-ordinators for each secondary/special school and Pupil Referral Units. Enhanced Training was also delivered on Internet Safety to all staff. Training has previously been provided on Radicalisation for Secondary staff in 2015 and this was offered to all Primary Schools during 2016.

Families First work with Colwyn Women's Aid, Welsh Women's Aid and Relate and have supported over 200 parents and children who have been affected by Domestic Abuse during the year. We have opened our local training courses to Health, Social Care and third sector partners and there is a partnership approach to Conwy's response to mental health, self-harm and suicide prevention strategies. Approximately 40 clients have received interventions via the Recovery Compass delivered by Mind and 27 carers of mental health clients have received support via Hafal's service.

We continue to utilise our funding on substance misuse for residential rehabilitation and we attend the Service User Group for substance misuse so that we are influencing both strategy and operational functions with partners.

Saferhomes is a dedicated lock and security equipment fitting service. It has been in operation since 2006 funded by Home Office grants. The service enables those suffering from domestic abuse as identified by any professional in the field, to receive a home security check and any subsequent safety work required. The service is managed by the Community Safety Team and we pay for a suitably trained and fully Police checked lock fitter accompanied by a female assistant to carry out the

work. Customer Satisfaction questionnaires are issued after work is undertaken and the service achieves 100% satisfaction rate.

The Domestic Abuse and Sexual Violence Coordinator continues to work with our third sector partners to promote the Live Fear Free - All Wales helpline and to utilise funding for the Saferhomes scheme through supporting media releases on reporting domestic abuse as well as backing National and Regional campaigns.

It is a core role of the Domestic Abuse and Sexual Violence Coordinator to arrange awareness events/media releases for International Domestic Abuse Awareness day, which we do each year. We work in partnership to reduce crime and disorder in Conwy and Denbighshire and increase confidence in reporting domestic Abuse and Sexual Violence. Tasks include Safer Conwy putting out media releases on reporting domestic abuse and backing National and Regional campaigns. We work with our third sector partners to support awareness raising and support the Live Fear Free - All Wales helpline which we continue to promote.

We have been working on reducing Anti Social Behaviour and reporting has reduced month by month for repeat victims and we have been utilising the new powers afforded to us by the new Anti Social Behaviour Act. Neighbourhood Watch volunteers have continued to attend community events promoting crime prevention and target hardening to vulnerable people in Conwy and Denbighshire and promoting all things community safety.

Objective 5 - Address 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.

The Social Services Participation Network has been established and includes representation from Age Connect. The Speak Up project, which enhances the voice of older people living in Care Homes in Conwy has commenced with projects in 2 residential homes in Conwy. We support five Age Connect forums throughout the county and they have taken part in consultation and service development work. Many Older People do not access on-line services and to support them with information on services there is the 50+ community directory.

Elected Members were invited to Hate Crime training in April 2016. Further training for Elected Members on Equalities, including Equality Impact Assessments and Member responsibilities was arranged as part of the Induction for Elected Members after the election in May 2017. Training took place on 28 June 2017 and was very well received. Further Hate Crime training is being arranged through the Community Cohesion Officer.

Every school has a school council which meets regularly and provides a key voice from young people in the school decision making process.

All secondary schools, Ysgol y Gogarth and 26 primary schools attended our anti bullying conferences to prepare for Anti Bullying Week in November 2016. The conferences were supported by The Children's Commissioner, who ran interactive workshops and Actionwork who performed a Roadshow. The main purpose of the conferences was to inspire teachers and the school council representatives to run activities back in their schools to mark anti bullying week. There is plenty of evidence through Twitter and school websites that many pupils who attended have run activities for their fellow pupils. Examples are: 6th formers from Ysgol Y Creuddyn who made a video and ran workshops for year 7 and 8 pupils;

Year 6 pupils from Pentrefoelas ran workshops for Key Stage 2 and Foundation phase developed a pupil version of the anti-bullying policy and put a feelings box in school for children to report bullying; Ysgol Capelulo children took part in activities throughout the week (including infant classes writing and performing a song) and then presented their work in a special assembly; Ysgol Maes Owen who ran 2 assemblies, made short films and put up displays running the whole length of their corridor.

We recognise our responsibility under the duty to engage when undertaking Equality Impact Assessments and this is done as and when required as dictated by the nature of the policy or practice being assessed, taking into account proportionality and relevance. There have been some major pieces of engagement in the period, of note being the engagement associated with the Wellbeing Assessment and the Corporate Plan. Engagement will normally be with affected service users, and/or staff and trade unions, and with organisations representing people from different protected groups. Understanding around this aspect of the Equality Impact Assessment process has increased and improved significantly within services.

Much work has been undertaken in engaging with local communities when undertaking consultation activities on our Well Being Plan and Corporate Plan with significant support from Community Voice.

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

- 6.1 Improve access to information and communications and the customer experience, in particular for people with sensory loss and for those whose first language is not English or Welsh.
- 6.2 Improve physical access to services, transport, the built environment and open spaces.

We have recently developed both our intranet and internet sites and in trying to remove barriers to accessing Information and Services, we have followed the principles of accessibility set out in the World Wide Web Consortium's Web Accessibility Initiative and other best practice, including that described by <http://www.gov.uk>. This approach is designed to expand access to online information by removing impediments that could create barriers for some devices or (assistive) technologies used by visitors to the

sites. Before the new site development started, accessibility training and an audit was obtained from the Shaw Trust. Further training was undertaken from SiteImprove who also provide the automated quality assurance service used internally to test the websites for compliance with the above standards. Compliance is measured externally in the annual Better Connected report from Socitm.

In addition to improvements to technical standards, the responsive design means that the new sites work optimally across a wide range of devices and form factors (PCs, tablets, smartphones, smart TVs, etc.), opening up easier access to groups beyond the home desktop computer with a fixed internet connection. Shortly after launch the Web Team attended the Conwy Access Forum to present and receive feedback. The group did not identify any specific access problems but did offer feedback about the site in general.

The bilingual public site had an extended internal review phase followed by a 2 month public beta release to gather feedback from all site visitors prior to launch. Every page featured a user feedback function that allows people to rate its usefulness and add textual comments. The same global feedback tool remains available to all visitors and the data drives satisfaction reporting as well as identifying information and access issues for further development or sharing with the relevant Council service as part of a process of continual improvement.

A bereavement leaflet 'When someone dies' has been produced to raise awareness of existing services for those experiencing sudden death and 2000 copies have been printed. A consultation event on Advance Care Planning, Deprivation of Liberty Safeguards, Byw Nawr/Live Now, Conwy End of Life Services and DeadSocial.org was held for professionals. The leaflets have been distributed to GP practices within Conwy, Funeral Directors, hospitals, community district nursing teams, Coroner, Crematorium and members of the public. The leaflet has been advertised with CPP Newsletter and the Conwy Bulletin.

We have continued to support national and local digital inclusion agendas and in March 2017 we gained Wales Digital Charter accreditation in recognition of our role in providing digital skills and supporting people to get online. We recently appeared in the Wales Cooperative's Tackling Poverty Fortnight blog for partnership work with JCP and Digital Communities Wales. This work is proving successful and will be ongoing.

Free guest Wi-Fi between Porth Eirias and Colwyn Bay Pier is now in place. Free guest Wi-Fi across Council sites is also available including Leisure facilities and Libraries. Schools can opt to utilise the facility on request. We are also investigating installation into all Tourist Information Access Points located around the County and further expansion will be considered as and when grant funding opportunities arise and where there is evidence of successful take up. We are also investigating areas where the existing guest Wi-Fi can be expanded into rural areas.

As a legacy of the Conwy and Denbighshire joint Financial Inclusion Project CCBC was given 500 Financial Inclusion e-learning licences to use by 31 March 2017. By this date, 419 of the 500 licences had been used, which was regarded as an excellent outcome for CCBC and demonstrates our commitment to the financial inclusion agenda. Training was also made available to Members.

We actively promote the use of our on line services to claim Housing Benefit/Council Tax Reduction and use the Claimant Access and Landlord Access view products, by encouraging the use of these services to the public over the telephone, at our Area Benefit Offices and on our notification letters. We have PCs available for public use in all our Area Benefit Office Waiting Areas with staff assistance when required. For the financial year 2016/17, 534 customers have made their claims for Housing Benefit/Council Tax Reduction using the on line claim forms, which is an increase on the previous financial year of 404. The number of active subscriptions for the Landlord Access Product is 71 and Claimant Access Product is 140.

All schools have now been given self service access to view free school meal entitlement for children in their school in real time, rather than having to wait for a weekly list.

Universal Credit (UC) started being claimed in Conwy from 04 May 2015 but at present it is only single jobseekers making a new claim who are invited to claim UC. Conwy Council receives funding from the DWP (Department of Work and Pensions) to support customers to claim on line and to provide Personal Budgeting Support (PBS) where needed. The take up of PBS has been slow despite looking at ways to increase this eg, a pilot providing the service at the Jobcentre, promotional material, and discussions with the Jobcentre to ensure that they are promoting the service in their discussion with customers. We continue to hold regular

meetings with the DWP to discuss and monitor the impact and to ensure that we are doing all that we can to support the people of Conwy.

The North Wales Protocol for Gypsy Traveller encampments has been developed through the North Wales Gypsy Traveller Accommodation Forum and approved by Cabinet. Detailed procedures for dealing with and managing an encampment have been developed. The procedures also relate to instances of rough sleeping in the County.

The concept of valuing the choice of individuals and their choice of language and culture has been embedded in all that we do. We have been proactively undertaking the 'Active Offer' through the More Than Just Words action plan and have been impressed with the numbers of individuals who wish for their correspondence to be in Welsh and English and also the number of service users who wish for their service to be delivered through the medium of Welsh. We are able to record the user's language of need on our systems, and are able to ask that subsequent care is linguistically sensitive. Awareness of the 'Active Offer' is undertaken as part of the Social Care and Induction Framework' programme, in which internal and external staff attend. All Welsh speakers across the Authority wear Iaith Gwaith lanyards and Welsh language learners wear the Dysgwyr lanyards. When developing service specifications for new services the ability to provide services in the language of their choice is a key criteria.

Following previous successes in Venue Cymru, relaxed performances have continued to be arranged for pantomime and we are looking to extend this to other visiting productions where possible. Relaxed performances are specifically designed to welcome people who will benefit from a more relaxed environment, including people with an Autistic Spectrum Condition, sensory and communication disorders or a learning disability. There is a relaxed attitude to noise and movement and some small changes made to the light and sound effects of the shows. Theatr Colwyn have also introduced relaxed screenings of their cinema programme. Venue Cymru has also held numerous BSL signed and audio described performances throughout the period in conjunction with the touring companies visiting the venue. We will continue to do so going forward in to the 17/18 period and look to develop this service further.

Theatr Colwyn have a partnership with The Dukes Theatre, Lancaster and have arranged Dementia Friendly Screenings of some of the popular shows such as Calamity Jane, Singing' in the Rain, The Wizard of Oz and

Summer Holiday. The screenings are to offer people living with dementia and memory loss the chance to enjoy arts and cultural events with their family and friends. During the shows, the lights are left on, the volume adjusted and people can get up and move around. During the intervals of the shows, the Conwy Choir perform well known songs from the shows which have been very well received.

Council agendas are regularly reviewed to ensure Equality Impact Assessments (EqIAs) are being undertaken as appropriate and this is also helping to increase understanding of the relevance and need for EqIAs with senior managers and officers. To ensure services undertake EqIAs at a time when they are developing their proposals, the Forward Work plan is also reviewed periodically and emails sent to officers reminding them to consider undertaking an EqIA where relevant. Services are also nominating EqIA Champions from each management team to ensure that someone is challenging their individual service when policies and practices are being developed to ensure that they are thinking about undertaking EqIAs at the formative stage of the policy or practice.

Significant work has been undertaken in highlighting the need to increase the supply of affordable housing in the County. The 2016 Local Housing Market Assessment has been produced along with an Affordable Housing Delivery plan which has been shared with the Senior Leadership Team and with the Strategic Housing Partnership. A member/officer working group has been set up to consider delivery mechanisms using existing properties as well as CCBC resources (land and access to finance). Affordable Housing is a priority area for the next Corporate plan.

We continue to work with our Housing Association partners to respond to the significant need for more affordable housing in Conwy. Although the amount of Social Housing in Conwy is low compared to the rest of Wales our processes for allocating this limited resource is robust and efficient. The Common Housing Register ensures that all local Housing Associations work together to allocate available social housing. This offers a better service for customers who previously completed multiple applications to the individual Associations, offers better use of limited resources across all Associations and makes sure that properties are allocated consistently to those in the greatest need.

The Conwy Housing Solutions Partnership has 29 members of staff from across Cartrefi Conwy, Conwy Council and Citizens Advice Bureau delivering a range of homeless prevention and housing options services.

Since opening its doors to the public 2 years ago, the service has seen an increase in visitors from 5000 in year 1 to 8000 in year 2 and much of this is due to an enhanced awareness of the service.

18 months on from the introduction of the new Housing (Wales) Act 2014, Conwy is leading the way in many aspects of homelessness prevention and housing options services and perhaps most notably our partnership arrangements are seen as positive practice nationally. A particular focus moving forward will be on working collaboratively with Social Services to meet the needs of Young People and to ensure “Positive Pathways to Adulthood”. We will build on our work with Betsi Cadwaladr University Health Board to support timely discharge of patients to alleviate pressures on Health Services and reduce “bed-blocking” in local hospitals and continue to work alongside Cartrefi Conwy on housing options and homeless prevention following recent changes to Local Housing Allowance and Housing Benefit rules.

Both Venue Cymru and Theatr Colwyn have continued with membership of the national disability access scheme HYNT to ensure a consistent offer is available for visitors with an impairment or specific access requirements. It is intended that this will continue for 2017/18.

A service standards booklet on Home to School Transport for SEN (Special Education Needs) children has been developed so parents know the standard of service to expect; concessionary spaces are being publicised and application forms have been made electronic and are available on CCBC website. A wider strategy is being developed which will include consideration of making contractor tracker information accessible to parents so they can track the location of their child's transport.

4. Specified Employment Information

4.1 Employment Monitoring Reports

Conwy Council's annual employment monitoring reports 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) and Working patterns (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 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 use employment monitoring information to help us identify any key equality issues which require specific action; whether our workforce reflects the local community; measure progress year on year; identify possible steps to further advance equality or foster good relations and when undertaking Equality Impact Assessment.

We have taken steps to improve data capture on equality monitoring for our staff, whilst accepting that we have to respect that not all employees wish to provide this personal or sensitive information. We believe that it is important to 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 and how it will be used, providing reassurances around Data Protection Act and confidentiality.

Applicants are required to complete our equality monitoring form as part of e-recruitment as that section is mandatory, although most fields allow staff

to state: “prefer not to say”. We are expanding use of our “self-service” facility so that staff can log on from the internet at home, which should improve further the equality data we hold for staff.

Our latest Employment Monitoring Report for 2016-17 is available on our website under the Equality and Diversity section.

We hold the following data for staff in Conwy:

100%	Sex
100%	Age
99.40%	Marital/civil partnership status
48.40%	Race
42.5%	Disability
35.5%	Religion/Belief
35.6%	LGB
26.1%	Transgender

Data held in all categories has slightly improved since last year. These figures show how many people have provided information on each protected characteristic, not the actual number of people in that group. When using information from the categories with lower levels of data held, caution must be applied in assuming these figures are representative of our workforce.

Our latest report for 2016-17 shows that we employ 4163 permanent or fixed term contract staff, of whom 73.2% are female and 26.8% male; 56% have stated they are married or in a civil partnership; 1.8% have a disability; 0.5% are Lesbian, Gay or Bisexual; 1.2% are Black Minority Ethnic (BME). Our casual staff workforce is made up of 75% female and 25% 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 fewer applications in this period (2996 vs 3401 the previous year) for 513 vacancies (205 last year). There were an average of 5.8 applications per vacancy. We received a 14.8% increase in the number of male applicants this year. 45.16% of all applicants were female and 54.8% male. We attracted 4.87% disabled applicants (the same as last year) but numbers were down to 146 (from 163 last year), but this reflects the decrease in the overall number of applications. We attracted 1.17% BME, equating to 35 which is only 2 more than last year. This appears low when compared to the 2011 Census (2.3%).

We continue to employ more part-time staff (53%) than full time staff (47%) with 88% of part time staff being female. 59% of full time permanent posts are female. 80% of full time Fixed Term Contract (FTC) staff are females and 88% of FTC part-time staff are female. Casual posts are also predominantly occupied by female staff at 75%.

42% of female applicants were shortlisted and 42% of disabled applicants were shortlisted (5.17% of the total shortlisted), as were 29% BME applicants (0.83% of the total shortlisted). 341 appointments were made during the year, of which 59% were female and 41% male, 3% were disabled (compared to 1.2% in the workforce) and 0.5% were BME (compared to 0.8% in the workforce).

63% of all Sickness, Grievance/Bullying and Disciplinary/Capability cases involved female employees, which is lower than the workforce profile of 74% female and 26%.

There were a larger number of Sickness, Grievance/Bullying and Disciplinary/Capability cases involving employees within the 45-54 age range, which is broadly comparable to the workforce with 27% of the total workforce falling into this age group.

The Grievance/Bullying cases were made up of 57% females, showing a higher number of males submitted grievances when compared to the workforce profile, with 75% of all Grievance/Bullying cases from employees in the 55-64 age group. 63% of Sickness absence cases were female which is broadly comparable to the workforce profile. The number of Disciplinary/Capability cases has declined for both males and females this year, but more markedly for males. 63% of Disciplinary/ Capability cases were females, broadly reflective of the workforce profile.

83% of the 525 leavers were voluntary, 71% were female. Of those who left involuntary, 49% were staff whose temporary contract had come to an end, 14% left due to compulsory redundancy and 36% were dismissed (58% were dismissed on ill health grounds). 12 disabled employees left the organisation in the period, 9 voluntarily and 3 BME employees left during the period.

The outcomes reported in 2016-17 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 2016-17 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 (JE) scheme which was implemented on 1 December 2010. This means that all posts within Conwy Council are allocated a score based on the level of knowledge and skills, amount of creativity, how complex the contacts and relationships are, what resources they are responsible for, the level and complexity of decisions and the consequences, how complex the work demands are, physical requirements working conditions and the context. The score for the job then equates to a Grade.

We have a maximum of 4 progression scales within a grade and normally staff start at the bottom and progress each year to the next level until they reach the top of grade, providing they have been performing satisfactorily. Managers do have the option of elevating staff to a higher level sooner but this is normally for outstanding performance or retention purposes. There is no manoeuvrability outside the grade.

We have no bonus schemes in place for staff on 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 and is automatically paid based on timesheet data, completed by the employee.

There are currently no agreed market rates in operation, any pay protection is limited to 12 months (in the case of redundancy/redeployment situation if a salary is reducing by one grade), we do not operate performance or competence related pay (other than described above within grade) and the only other different salary arrangements are related to TUPE (Transfer of Undertakings - Protection in Employment) Regulations where protected terms and conditions have been transferred with an employee.

We pay stand-by and call out payments as and when staff are required to work outside of their normal hours to cover emergency work.

The Equality and Human Rights Commission recommends that pay gaps of 5% or more should be treated as significant.

The latest Equal Pay Audit conducted in 2017, shows that the gender pay gap within each grade runs between -1.8% and +0.4%, indeed in Grades G01, G03-G06 and G09, pay marginally favours women. When looking at the overall gender pay gap across all Single Status grades (G01-G12), the gap has reduced to 7.53%, showing a gradual reduction from 13.1% since 2011. When we add in the whole workforce, including teaching and other school staff, the overall gender pay gap for Conwy County Borough Council equates to 4.39%, showing a substantial reduction since 2009 of 15.8% as shown in the table below.

Pay Gap	2009 Pre JE	2009 Post JE	2011	2015	2017
Gender Pay Gap range between Grades G01-G12			1.1 to 0%	0.8 to 1.9%	-1.8 to 0.4%
Total Gender Pay Gap Grades G01-G12			13.1%	9.3%	7.53%
All posts Gender Pay Gap	16.2%	15.8%	8.83%	6.5%	4.39%
Disability Pay Gap			-10%		0%
BME Pay Gap			2.45%		6.35%

30% of all posts occupied are within Grade G01 (lowest paid) and 85% of postholders are females, which is not uncommon in the public sector due to the labour intensive nature of the work undertaken. Occupational segregation is one of the main reasons why there continues to be a pay gap. Traditionally, women are considerably more likely to work in cooking, cleaning, caring, catering and clerical fields (which tend to offer lower salaries) than men, who are more likely to work in manufacturing, construction and transport. The pay gap is affected by factors such as the proportion of men and women working part-time or in different occupations.

The public sector gender pay gap was 17.8% in 2016 and 17.7% in 2017 (source: ONS Annual Survey of Hours and Earnings).

42% of staff have provided information on their Disability. 48% of staff have provided information on their Race. The overall pay gap for Race is 6.35% and Disability is 0%. The pay gap for Race would appear significant in accordance with the EHRC guidance, however the figure is distorted by the small number of staff included in the data set which makes drawing any meaningful conclusions difficult. There does not appear to be a pay gap between Disabled people and non-disabled people, although again the limited data set should be noted.

We have made some progress in the representation of females in our senior management roles with 50% of females being senior managers, and 47%, 50% and 62% for our 3 highest grades G10, G11 and G12 respectively being female.

Our latest Employment Monitoring Report 2016-17 shows that females are less proportionally represented in grades G06, G09, G10 and G11, but there are significantly more females in Grades G01, G04 and G08. It also shows that the overall ratio of the workforce (76:24) is largely reflected in each of the salary ranges except £16-20K, £40-45K and £50K plus, where they are 57%, 49% and 53% respectively. In the over £50K category, 53% were female, which is the same as last year. It is worth noting that the numbers of people in the higher salary ranges is much smaller and therefore 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.

The amendment to the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 which came into force from April 2017 do not apply to public bodies in Wales or Scotland as we have the Statutory Duty (Wales) Regulations 2011 which already requires us to follow gender pay gap reporting requirements.

5. Conclusion

We identified 137 actions in the first year of our Strategic Equality Plan 2016-2020. 124 actions (91%) have been completed successfully and many of those completed continue to be ongoing. There are another 13 actions (9%) where work has been started but they are not quite complete so these are being carried over into year 2 so that we can report on them in next year's report.

As can be seen, much work has been undertaken in the past year to move towards achieving our equality objectives, with the overarching objective of improving fairness, transparency and equity for all in both service delivery and employment. We will continue to improve our collection and use of equality data and we feel we have made good inroads into engaging better with our community although we recognise there is always room for improvement. We will continue to use equality data and feedback to inform our policies and practices through the Equality Impact Assessment process.

We can rightly be proud of what we have achieved as outlined in this report, when budgets and resources have continued to prove very challenging. We know we cannot rest on our laurels and need to keep striving for the rights of all our citizens in Conwy.