

Strategic Equality Plan

Annual Report

2019-2020

Year 4



1. Introduction

This is the fourth and final Annual Report on Conwy's Strategic Equality Plan (2016-2020) for the period 2019-2020.

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.

2. Relevant Information

We used equality-related evidence to help set our equality objectives contained in our Strategic Equality Plan 2016-2020 and we also use relevant data when carrying out Equality Impact Assessments on new and revised policies and practices. 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 in North Wales and Conwy. We also take into account information obtained from engagement and consultation.

When we developed our Equality Objectives and Strategic Equality Plan 2016-2020, we revised our [Background Data and Research](#) document which sets out the relevant data that we used when revising and agreeing our current equality objectives. There is often a time lag for some published equality data which means 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 background data document was reproduced in 2020 for our new Strategic Equality Plan 2020-2024 and this is also available on our website [here](#).

Is Wales Fairer? 2018

The Equality Human Rights Commission (EHRC) published 'Is Wales Fairer? 2018' which showed some small areas of improvement since their 2015 report, with fewer young people in NEETS (Not in Education, Employment or Training); a rising employment rate; attainment in early years improving with boys and children on free school meals achieving faster improvements; a narrowing gender pay gap; and a decrease in mental health conditions for disabled children.



However, the report also revealed that there were still many persistent inequalities with a rise in poverty leading to an even starker gap between the experiences and opportunities of some protected groups. The EHRC identified recommendations under 6 themes: Education, Work, Living Standards, Health, Justice and Personal Security and Participation and these were considered and compared to relevant data held in Conwy when establishing the objectives and priorities in our new Strategic Equality Plan 2020-2024 which was published earlier in the year.

How Coronavirus has affected equality and human rights

A report from the EHRC in October 2020 highlighted that the economic impact of the Coronavirus pandemic had been unequal, entrenching existing inequalities and widening others. The groups most likely to be affected by the expected rise in poverty include young people,

ethnic minorities, and disabled people, who are already closest to the poverty line. People already in poverty are more likely to have been negatively affected by changes in the labour market. Food banks have seen demand for food parcels more than double.

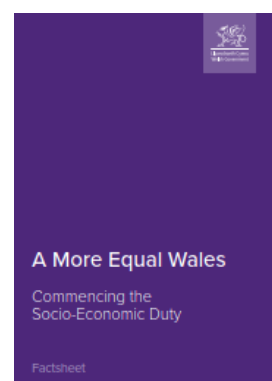
Young people have experienced significant interruption to their education, which threatens previous gains in attainment levels with differences in support for remote learning threatening to widen inequalities for those who already perform less well than their peers, particularly boys, Black pupils, some Gypsy, Roma and Traveller pupils, pupils who need support in education, and those who are socio-economically disadvantaged.

Findings also evidence that older people, ethnic minorities and some disabled people (particularly those in care homes) have been disproportionately impacted by the pandemic and there has been an increased reliance on unpaid carers, who are more likely to be women. There has been a rise in reported domestic abuse and there are concerns about the ability of survivors to access justice.

These issues will be at the heart of our 2020-2024 Strategic Equality Plan objectives and in delivering our Economic Growth Strategy.

Socio-Economic Duty

Welsh Government has used its devolved powers to enact Part 1, Section 1 of the Equality Act 2010 – the socio-economic duty. The duty will apply to specified public bodies and it will come into force on the 31st March 2021. The Socio-economic Duty (SeD) requires public bodies, when making strategic decisions such as ‘deciding priorities and setting objectives’, to consider how their decisions might help to reduce the inequalities of outcome associated with socio-economic disadvantage. In preparing for the duty, the Equality Human Rights Commission has information showing the persistent inequalities associated with socio-economic disadvantage for example: parents’ socio-economic status continues to be the primary predictor of which children prosper in adult life; the poverty gap is increasing for those living in workless households; 23% of all people living in Wales were living in poverty in 2018/19, of which 11% were children; there is a clear social gradient in terms of



health outcomes with health being closely linked to socio-economic status, including lower life expectancy; people living in material deprivation feel less safe than those who are not, with vulnerability to domestic violence and abuse associated with low incomes and benefit receipt; those living in the most deprived areas have lower levels of access to the internet (83% compared to 92% in least deprived areas). All of these issues have been compounded during the pandemic.

Other Sources of Information

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. The Research team also supports services when they are undertaking consultation in analysing the data gathered from such activities.

Census Data

The 2011 Census for Conwy is still regarded as the most reliable data source as the Annual Population Survey is often affected by sample size which can distort the data. The 2011 Census 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 (for people using our services as well as our own staff) to see how closely it matches our local community make-up. The next Census is due to take place from 21 March 2021 with additional questions around disability (instead of long term limiting illness) and transgender. The Office of National Statistics (ONS) are seeking to improve engagement in hard to reach areas to maximise participation.



The Annual Population Survey 2019 tells us that 5.9% of the population of Wales is non-white which is a 1.1% increase since the 2011 Census for Wales of 4.8%. The Annual Population Survey is based on estimates and therefore the accuracy at a

local level is variable. However, the ethnicity of pupils in school in Conwy in 2020 shows 92.6% of pupils were White British (down 0.3), 2.2% were White Other (up 0.1%), 0.1% were Gypsy/Travellers (no change) and 4.4% were Black Minority Ethnic (up 0.1%).

The latest ONS mid-year population estimate of 2018 showed 48.7% were male and 51.3% were female in Conwy. 16.2% of the population were aged between 0-15, 56.3% aged 16-64, 27.4% aged 65-84 (which is much higher than Wales:20.8%) and 4.2% aged 85+ (compared to Wales:2.6%).

There is no data available about people who are transgender at either a unitary authority or national level although the ONS will address this in the next Census. We do collect this data from our staff but the data is still incomplete and further work is planned to address this although privacy concerns are especially relevant for this protected characteristic as people are not obliged to reveal their gender history.

There is no comprehensive source of data about disability. The 2011 Census provides information on limiting long term illness, which is used to give an estimate of disability, showed that 12.1% had limiting illnesses affecting day to day activities “a lot” and a further 12.2% “a little” (totalling 24.2%), with 75.8% having no limiting illness. According to the Annual Population Survey 2019, 24.5% of working age people in Wales were disabled to a level that would limit their ability to work.

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 2018/19 this was 6.2% in Conwy against an all Wales figure of 2.1%. In 2019 in Conwy, 12.2% of the population claim Disability Living Allowance or Personal Independence Payments.

Nearly 12% of the population in Conwy provide unpaid care (13,605 people) according to the 2011 Census.

There were 1000 babies born to residents of Conwy in 2018.

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 life expectancy of females (at birth) is 81.5 compared to males at 77 (4.5 years difference). The life expectancy for someone who is 65 is a further 17.5 years for males and 20.5 years for females (a difference of 3 years).

The 2011 Census shows Welsh language ability broken down by age, nationality and geographical area and the Schools Census provides data about pupils who attend Welsh medium schools. 60.6% of Conwy's population have no knowledge of Welsh, 27.4% are Welsh speakers with 20.6% 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. The Annual Population Survey 2018 shows for all-Wales, 95.2% are heterosexual/ straight, 1.5% Gay/Lesbian, 0.8% Bisexual, 0.8% Other and 1.7% Don't know/refuse to say. The Equality and Human Rights Commission believe that these figures are likely to be an undercount. .

Complaints Linked to Equalities

Our Corporate Information and Customer Services Unit monitors the number of compliments and complaints received.

During the year 2019/2020 , there were 289 compliments (from external bodies or members of the public), a decrease of 32% on the previous year. 317 complaints were received (an increase of 6%). 92.5% of complaints were resolved at Stage 1. There were no equalities related complaints. 34 complaints were referred to the Public Services Ombudsman for Wales. One complaint was taken into investigation which was upheld. The remaining 33 referrals did not merit investigation. The Authority also received a decision on a complaint that went into investigation in September 2018 and a decision notice was received in July 2019, also upheld.



There were 25 formal complaints received by Social Care for the period 01/04/2019 – 31/03/2020, 24 of these complaints concluded at Stage 1 and 1 formal complaint concluded at Stage 2. There were a further 7 cases referred to the Ombudsman following a change in procedure with 3 not requiring investigation, 2 successfully resolved at the 'early resolution' stage and 2 fully investigated with some recommendations which have been fully actioned. Whilst some of the complaints were categorised under sections of the service named Disability and Older People, none were directly related to equality issues or claimed to be due to discrimination because of protected characteristics. There were 190 compliments received in Social Care during the same period. Where we can, we will take steps to influence the improvement of data capture nationally as well as improve our own local data sets. It is anticipated that better disaggregated equality data from next year's Census will provide a solid base to measure our progress by protected characteristic.

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 2016-2020 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

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 to review progress on the Strategic Equality Action Plan. Progress on completion of the actions in our current action plan has been positive, with 199 actions due for completion over the 4 years of which 195 (98%) have been successfully completed.

Below are the actions we have undertaken during the fourth year of our current Strategic Equality Plan as well as updates on actions from previous years in the plan which were not quite completed in the reporting year. Additional information is also provided on other activities that have been underway which have contributed to improving the lives of people with different protected characteristics living and working in Conwy.

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

Wellbeing Hubs

The Community Wellbeing Team consulted with older adults and key members of local communities within Conwy County to help identify a suitable programme of activities which would enable older

adults to have the opportunity to improve their health and wellbeing. The consultations highlighted issues around accessibility for the wider community should the development of Health and Wellbeing Hubs be located only within Extra Care Housing sites. Therefore, the team facilitated and piloted a programme of activities across the county which were held at both Extra Care Housing Sites and local community venues to suit the differing needs of each community.

When the new Health hub opened in Llanrwst, the Community Wellbeing Team worked alongside colleagues in Leisure to develop a programme of wellbeing activities to be held at the hub. A monthly friendship café, singing group and intergenerational activity were developed and prior to Covid-19 these activities were taking place on a regular monthly basis. These activities are attended by a range of people living in the local community, including care home residents and people living within the Hafan Gwydir Extra Care Housing site.

The Paediatrics and North Wales Obesity team are based in Colwyn Leisure Centre and these services bring clients to the centre for activities based around facility resources. Investigations are continuing with BCUHB project team in regard to Llandudno Junction becoming a multi-purpose health centre.

Renewable energy projects to positively impact on fuel poverty

Work has been underway to investigate the potential of pico-hydro schemes at Conwy primary schools.

Steora smart benches were installed in communities in rural Conwy (Llangernyw, Llanfair Talhaiarn) and Conwy town which are solar powered and have a wireless charging pad, USB charging ports and night illumination. The aim was to encourage people to stay for longer periods in rural areas and take advantage of renewable energy.

An Electric Charging Points project is in discussion. This project is an innovative plan aimed at developing opportunities in the great outdoors. With the growing demand for cycling and the ever increasing presence of e-bikes in the area Conwy can benefit from developing both mobile and permanent charging points within the rural areas.

Supporting People Living with Dementia

Conwy Council is working towards being a Dementia Friendly organisation although progress has been delayed by the Covid-19 pandemic. In the 12 months up to January 2020, 4 members of staff had completed the Dementia Champions training enabling them to deliver Dementia Friends training throughout the Authority and in the community where requested. 554 staff (and some school pupils) have received Dementia Friends training.

Imagine Colwyn Bay project – Artist Residencies in Health Care Settings / Digital Resource for Dementia

It has been identified through locality data that the number of people living with Dementia in the Bay of Colwyn area is almost double the Welsh average. Conwy Culture Centre has initiated a project to update museum and archive handling objects into curated reminiscence collections. 12 collections are now available for individuals or groups to loan. These collections are themed and linked to particular eras, currently the collections cover through to the 1950's. People living with dementia and people working alongside them have highlighted that a lot of provision is geared towards older generation 75 + and we have identified a need for collections that meet the needs of younger people also recognising the fact that reminiscence is enjoyable and healthy for all ages and that the timeframe is constantly moving. The project will consist of artist residencies in healthcare settings (including those living in the community with a health condition) themed according to 3 decades (60's 70's and 80's). Artists use objects from era to trigger discussion and creativity and a digital resource accompanies them. Wider community engagement is encouraged by inviting people to share memories, objects and photo's relating to relevant decades.

Supporting Mental Wellbeing

We are working with small groups of people who have mild to moderate mental health issues such as depression, stress and anxiety by offering opportunities to participate in creative activities. Participants are individually referred or recommended by community health professionals and also via existing groups locally such as mental health charities. The participants will be introduced (by the Artefact Artists) to creative arts techniques inspired by the exhibits and collections housed in that particular venue. It is hoped that participants will then be inspired to create their own artwork from learning about some of the exhibits on display. Artists, Curators and

venue staff will have the opportunity to develop their creative practice and broaden their experience through working with and learning from individuals with specific needs. Widening the scope of gallery and museum viewing, education and participation in health, wellbeing, prevention and recovery. We work with a range of professional artists who are experienced in working with people with mild to moderate mental health issues and where possible will facilitate workshops bilingually. These sessions focus on the visual arts but may in future expand to include different art forms. The project posted on Facebook reached 1,309 and gained interest from other care homes / settings in the county which we hope to work with during phase 2 of the project.

Keeping People In Conwy Active

The rural fitness programme has developed over a number of years. The programme takes into account the poverty experienced by rural communities in accessing services for sport and leisure activities. The programme consists of a number of opportunities delivered in village halls, school halls and facilities that are key to the communities in which they are located. The programme offers fitness activities for adults in a range of activities including: Pilates, Studio Cycling, Kettlebells, Boxercise.

We provide a wide range of inclusive disability sport activities within Conwy including adapted cycling, boccia, swimming and wheelchair basketball and our disability and inclusive sports clubs adhere to Disability Sport Wales' insport Club accreditation programme which consists of four tiers - ribbon, bronze, silver, gold that assist clubs develop their infrastructure and governance. Conwy currently has 27 clubs engaged in the insport programme. Additional versions of the insport accreditation are run for National Governing Bodies, third Sector Organisations and Local Authorities to check and challenge that disabled people are an integral part of each services, providing access to fit for purpose opportunities. Conwy are currently at silver level (first authority to achieve this) and are working towards the Gold standard.

The Disability Sport Wales' regional insport series was hosted at Parc Eirias. The event showcases some of the best inclusive opportunities across North Wales, highlighting the breadth of opportunities available for disabled people and their family and friends. Over 200 people attended the event, with opportunities to take part in 22 different sports.

Other activities include promotion of outdoor activities (eg, Surf Life Saving clubs at Penmaenmawr and Porth Eirias; working with secondary schools to improve access to the outdoors; clubs for climbing, rowing, life saving, cycling etc.); Leisure events (eg, beginners cross country, aquathlon and duathlon, Porth Eirias Beach Sports Day, Sports Camps for 5-11 year olds, Olympic & Paralympic/Commonwealth Games Day for Year 6 primary schools, Bowling Festival, Sport Conwy, etc). Many other activities are ongoing in our Leisure Service. Some worthy of note: Swim Conwy, School Swimming Programme (also offering free swimming to young people under 16 living in deprived communities), Athletics, Fit Steps (a joint venture with Learning Disability Service to assist vulnerable people to access a variety of activities within their communities), Go Sport (working with the Youth Service to involve disengaged young people), Positive moves (a project with the Family Intervention Team to encourage parents and children to make use of physical activity opportunities).

Within Social Care in Conwy, we have made great strides in achieving the vision as outlined within the 'A Healthier Wales' plan, so much so that it now encompasses everything we do as a service and has become 'business as usual'. For example, we provide services which are outcome-focused and person-centred, we co-produce in relation to services and we are moving towards a more generic workforce.

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

Language Support for Black Minority Ethnic Learners

Data has been reviewed with schools through the school audit tool, based on Estyn questions, which informs the support to target English as an Additional Language in schools. EAL co-ordinators

work with schools to ensure accurate recording of data for the learners. Processes are fully in place to track learners progress at all key stage levels and by using the Welsh National test standardised scores. Progress will continue to be tracked. Support for schools to engage with parents of Black Minority Ethnic pupils is being delivered through the Service Level Agreement for EAL where this is a requirement.

At the beginning of this reporting year (2019), out of 53 primary schools in Conwy there are 31 learners with English as an additional Language / Welsh as an additional language support. Of these there are 4 Welsh medium Primary schools with a total of 23 learners. In addition there are 20 learners in dual stream schools, which is 10.5% of the overall cohort.

Families from Syria as part of the Home Office Syrian Vulnerable Persons relocation Scheme have been welcomed in Conwy. The children have been successfully placed in schools supported by bilingual Teaching Support Assistants and EAL Teachers to support the children with language and access to the curriculum. Conwy's Syrian Refugee Resettlement Programme Officer has helped to identify potential properties which families can be placed in which has enabled Conwy to welcome more families in the future with school aged children. The scheme is to continue until the end of March 2021.

Tackling Equality Issues in Schools – dealing with extremism and radicalisation

A conference was organised for secondary schools focusing on creating respectful, dignified and inclusion schools. School Health Research Network (SHRN) data provided the evidence and identified the need for early intervention programmes to instil dignity and respect in schools. A Gender Identity Policy was launched in 2019 to schools to ensure schools are inclusive and to reduce bullying.

LGBTQ+ Champions in Schools and Gender Identity Policy

Viva LGBTQ Awareness education training was delivered to secondary school representatives. The train the trainer element of the training was postponed due to Covid 19. A directory of champions was compiled to identify the experts in schools. We successfully delivered Relationships and Sexuality Education (RSE) training for lead teachers in primary and secondary schools. They will embed a whole school approach to RSE. The Directory of

Stonewall champions (LGBTQ champions in schools) have delivered RSE for primary schools to ensure a whole school approach to our relationship regarding sexuality and education.

A programme is in place to roll this out in secondary schools. Funding was secured for LGBTQ Train the Trainer training for secondary schools and Seasons for Growth training for the emotional and wellbeing programme and quality assurance measures which will ensure consistent delivery of the programme in Conwy schools.

Relationships and Sexuality Education for School Based Staff

To comply with statutory requirements, 50 lead teachers from primary schools have attended the training and programmes are now in place for Relationship and Sexuality Education. The attendees were asked to complete an audit tool to document provision prior to the training so that this can be revisited in 12 months' time to assess the impact of the training.

Food, Nutrition and Practical Cooking Skills Educational Programme

A programme was rolled out providing pupil led food, nutrition and practical cooking skills workshops for parents. This has helped to adopt a whole school approach to health and sensible eating.

Bullying Data within Schools

A Welsh Government (WG) tool has been circulated to all schools providing guidance on how to address bullying in schools. We are working in partnership with Bangor University to participate in an anti-bullying trial focusing on delivering the Kira project in 10 primary schools. A range of programmes supporting resilience and self-esteem are being offered to schools which encourages a strong sense of self-enabling for young people to deal with challenging situations. Plans under way to establish a working group to deliver a strategic and county wide approach in the roll out of the WG anti-bullying guidance.

Show Racism the Red Card

We are continuing to work with Show Racism the Red Card. A bid has been submitted to access funding to support the roll out of an anti-racism programme in schools.

Friends for Life - Support for Anxiety

We are targeting intervention of the Friends for Life Programme in Conwy Schools. This project focuses on the prevention of anxiety for children and young people, and early intervention for those with emerging difficulties and / or at high risk of developing anxiety in the future. The aim is to enhance the skills of the workforce in school clusters to deliver the programme for children and young people in school and community settings. 10 Conwy Primary schools have released and nominated staff to attend the Friends Resilience Programme training. Trained staff are now in a position to roll out the programme in their respective schools. The 5th day of training has had to be postponed due to Covid 19.

Free School Meals

During the lockdown, 87% of pupils eligible for free school meals were receiving either a direct payment or a food box. (85% eligible pupils were receiving the direct payment and 2% of eligible families are receiving the food boxes).

Objective 3 - Address 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

Jobs Fairs

During the lifetime of the current Strategic Equality Plan, the Human Resources team has supported over 20 jobs fairs. These have included community specific events held locally, Llandrillo College, Bangor and Wrexham Universities, Cartrefi Conwy and we have also attended a number of schools in Conwy, supporting them with job application and interview skills workshops.

Review of Black Minority Ethnic and Disabled Applicants

A report was built using iTrent to identify Black Minority Ethnic and Disabled applicants so that their applications could be compared against the essential criteria for the job they had applied for. A number of random applicants were reviewed and the shortlisting

decisions were being followed appropriately and no issues were identified. Managers are complying with the Disability Confident two tick scheme to shortlist Disabled applicants who meet the essential criteria and the same measures were used to assess BME applications. As we also withhold the names of applicants from managers until after shortlisting has taken place, we were satisfied that the shortlisting process is being applied fairly.

Review of Gender Segregated Posts

A report was prepared to consider this matter by reviewing the data we already hold about our staff. This data broadly highlights the potential existence of some areas of occupational segregation (specifically horizontal segregation, which occurs when members of one group, e.g. men, are typically employed in different types of job than members of another, e.g. women) within the Council's workforce. Occupational segregation is considered to be one of the main causes of the gender pay gap, along with other factors such as a lack of quality part-time and flexible working, economic undervaluation of stereotypical female work (e.g. care, retail, admin and cleaning) and women's disproportionate responsibility for unpaid care. Whilst these factors are not unlawful under equal pay law they are often seen to be a consequence of historical expectations/trends around women's roles, and as a sign of wider societal inequality. Actions have been included in the new Strategic Equality Plan (2020-2024) to seek to influence these historical trends.

Career Pathways/Career Grades

A significant amount of work has been undertaken to develop a career grade structure to provide the opportunity to develop our own staff whilst providing vocational training (where appropriate) alongside on the job training and development to gain experience. This will offer career pathways and career progression routes in specific roles. This work started with technical engineering roles in Environment Roads and Facilities Consultancy when after several rounds of recruitment we experienced difficulty attracting good quality technical applicants. Therefore we decided to develop our own technical expertise by recruiting Apprentices and developing their knowledge and skills and thereafter identifying a potential career path. A series of posts have been created, working alongside our Job Evaluation process, which allows would-be Engineers to progress from school leaver up to and including qualified at HND level (so far). This work is continuing as we work on extending this to the higher graded Engineers including with

degree, post graduate and eventually chartered status. Similar arrangements have been introduced in our Facilities Response team where on-the-job experience is essential to the work as well as acquiring specific qualifications in the higher grades. Several other areas across the Council have also adopted small career grade posts options, particularly in hard to fill roles, and there are many other areas across the Council where this can also be applied. This work will be ongoing over the next few years and will have benefits to school and college leavers seeking work in the area as well as being a valuable job retention tool.

Survey to Assess Impacts of Career Progression Successes

An online survey has been developed to assess the impact on career progression of women in middle/higher grades who deviate from full time and to analyse career progression successes for people with different protected characteristics as well as assessing any impact to careers when staff start families. This will help us consider if there is more that can be done to improve our employment policies and practices or address any barriers identified.



Due to workload and then the Covid-19 pandemic, this work has been delayed but the survey is due to be issued to staff in December 2020.

Targeted Equality Training

Equality and Human Rights Awareness training has continued to be mandatory for all staff and is also part of the new starters Induction training. This training is updated from time to time to reflect the latest data available. We provide quarterly Equality Impact Assessment training to officers responsible for writing policies and practices. We continue to signpost staff to Hate Crime Awareness training and our Equality and Diversity website pages contain useful links to information and resources. Targeted training is provided for Councillors on Equality and Diversity and the Equality Impact Assessment process so that they understand their role and responsibilities around the equalities agenda. A number of other e-learning training packages have also been developed and rolled out as mandatory to all staff in the last few years with the requirement for all staff to undertake the training within a specified period, including Safeguarding, Violence Against Women and Domestic Abuse, Modern Slavery, Deaf Awareness, Infection Control, GDPR.

During 2019 BAWSO provided two dialogue days on Tackling Forced Marriage and Honour-Based Violence and Modern Slavery. Both days were attended by approximately 70 people including local authority staff, the NHS, North Wales Police and third sector and voluntary organisations. BAWSO is a long established all-Wales organisation providing generic and specialist services, including training, temporary accommodation, practical and emotional support to Black Minority Ethnic (BME) and migrant victims of domestic abuse, sexual violence, human trafficking, Female Genital Mutilation and forced marriage.

DWP Hospitality Wales Disability Confident Awards

Conwy Communities For Work were awarded Runner Up at the DWP Hospitality Wales Disability Confident Awards in Cardiff in February 2020 out of hundreds of applications across Wales. We were nominated by Department of Work and Pensions (DWP) colleagues in Llandudno Job Centre, in recognition of two events that the team ran at the end of the year in partnership with DWP.

The first was a Working Well Event, which is aimed at local businesses, showcasing the added value of taking someone on that might have a health issue or disability and the support that is out there for individual businesses, should they need it. The second was a Health & Wellbeing Event which was aimed at improving the wellbeing and confidence of our customers who have a variety of health issues and disabilities and included a wide variety of stalls offering demonstrations during the day, including C4W+, Kaleidoscope, CREST, Alabare, Integrated Autism, Sight Sense and Sound, RCS, Ty Llewellyn Community Centre catering department, The Deaf Association, Outdoor Partnership, MIND, Foot Massage, Zumba Gold, to name but a few!

Veterans Defence Employer Recognition Scheme

Colleagues from the Armed Forces Covenant and Community visited Conwy's Managers Forum to present information on how Conwy can support and access support from this charity which provides support for those serving in the armed forces, veterans, immediate family, cadets, merchant navy and those who did National service (and spouses)

During the year we were awarded the Gold Employer Recognition Award under the MoD's Defence Employer Recognition Scheme.

The scheme recognises organisations that pledge, demonstrate or

advocate support to defence and the armed forces community, and align their values with the Armed Forces Covenant, through their policies and practices. Following our Silver Employer Recognition Award in 2017, we have now been recognised as ‘an exemplar employer supporting Defence’.

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.

Improving older people's awareness of commercial and financial schemes

Community Safety Partnership have around 1400 cold calling zones which is a great reassurance for residents, particularly given our large elderly population and they have developed a regular newsletter to help communicate more effectively and attend numerous events in Conwy promoting home safety and personal safety.

Trading Standards have put out numerous messages about online fraud and raising awareness of the issues. This has continued throughout the pandemic. We also held awareness stalls in supermarkets to raise awareness about online fraud and telephone fraud.

The Community Wellbeing Team Programme has also supported residents in Conwy through provision of social opportunities, mental stimulation, the opportunity to develop friendships and a support network, providing a purpose to the day, and as a consequence of the wellbeing activities provided, has experienced a positive impact on levels of loneliness and social isolation.

Staff engage with key members of the local community, drawing on assessed needs, consultations and demographic information to

develop locally relevant programmes of activity. Their primary focus is to network existing resources and identify how members of the community, with additional health and social needs, can be enabled to access and benefit from the activities in their area.

Hate Crime Awareness Raising

We have continued to support Hate Crime Awareness week in October each year during the life of the plan.

This is done through publications on our intranet and website for staff and the public. Posters and leaflets are placed in all our public reception areas and on noticeboards, as well as on our public website, all of which is intended to increase the reporting of hate crime and domestic abuse. We supported Holocaust Memorial day on 27 January. Our Public Protection team also support various awareness raising events on a regular basis throughout the year.



During the year we held Hate Crime awareness raising events in Coed Pella and had intended to run from March monthly sessions covering a different subject each month but this has been stalled due to the pandemic.

We also helped to arrange a Regional Modern Slavery event in January 2020, focussing on the agriculture and hospitality sector. There were over 100 people at the event from various companies.

Community Safety Interventions

During the year we had started to raise awareness with caravan parks in Towyn about County Lines and exploitation and the signs to be aware of. This work will continue in March 2021.

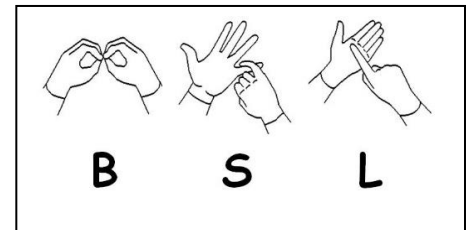
We have issued a number of personal safety items and have purchased a number of target hardening items to assist with victims of Domestic abuse and we have taken part in a number of domestic abuse awareness campaigns covering coercive control and stalking.

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.

Focus on Sensory Impairment

During the reporting period we have focused on improving communications for everyone, specifically for our citizens who have a sensory impairment, to ensure that they have equal access to Council services. We launched a 12 month pilot for a digital British Sign Language (BSL) interpretation service. The pilot was well received and is now offered as a matter of course to all visitors to Conwy services. In addition, Social Care supported the introduction of the Conwy Deaf Translation Support Service which initially started out in Canalfon Marl changed its base to Coed Pella Council Offices in Colwyn Bay to meet fortnightly. A bilingual e-learning module for deaf awareness and basic British Sign Language was launched during Deaf Awareness week in May 2019. Meetings have also been held with visual impairment forums to review the accessibility of the Council's website.



How People Shape What We Do

Asking the people we support about what matters to them is a key part of developing our services, and the feedback we receive enables us to see where improvements are needed to the services we deliver. For instance Social Care conduct an annual citizen survey and we work to make improvements where negative feedback has been received or where there are suggestions for change. Other consultations during the period included surveys on Conwy Family Centres, Play facilities in Conwy County where we engaged with local youth services and Family Centres, consultation with people in residential care settings, monitoring the quality of our reablement service by contacting each individual following their period of support to obtain feedback



Youth Council and Youth Parliament

Membership of the Youth Council has grown over the past year. The Youth Council is a group of young people aged 11 to 25 years old, who aim to provide all of the young people who live in the county with an opportunity to have a say on things that affect them. There are a number of representatives on the Youth Council from different secondary schools, colleges and the Youth Service. In the previous 12 months they decided to look at early interventions in relation to online grooming and manipulation. A poster was completed and will be shared with different services and includes points of contact for children and young people.

3 Youth Council members were elected onto the first All Wales Youth Parliament, one of whom is a representative for Young Disability Wales and to the areas of Aberconwy and Clwyd West. The first Youth Parliament meeting was held in North Wales in January 2020 and over the next two years, the Wales Youth Parliament will focus on three key areas: emotional and mental health support, life skills in the curriculum and littering and plastic waste.

Other Awareness Raising Activities

In addition to supporting Hate Crime Awareness Week and Holocaust Memorial Day, during the year we also supported Deaf Awareness Week, Mental Health awareness week, National Anti-Slavery Day, White Ribbon Day (for Domestic Abuse), LGBT History month, International Women's Day, International Day of Disabled People, World Elder Abuse Day and Show Racism the Red Card - Wear Red Day.

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.

Improved Access at Venue Cymru

Prior to March 2020, structural works had all been completed including the creation of a passageway through the Orme Suite linking foyer spaces and preventing the need for patrons with restricted mobility being asked to travel from the Car Park, through the theatre foyer and back out onto the promenade pavement in order to re-enter the building for meetings at the Conference Atrium entrance.

In advance of fit out and finishing of the project, site visits were undertaken with both Conwy Access Group and a patron living with Dementia who offers advice on making buildings more Dementia Friendly. Feedback from both of these visits has helped to inform plans for wall and floor finishes as well as wayfaring signage.

Final completion of the Venue Cymru Business Events development project has had to be put on hold due to the re-purposing of the site as field hospital facilities for BCUHB. Much of this work will need to be reinstated following the decommissioning of Ysbyty Enfys and opportunity has also been taken during the decommissioning work to improve access to washroom facilities with the adaption of previous facilities to create gender neutral toilets and a new 'Changing Places' space.

New Disability Respite Provision

We are building a new residential respite service due to the increase in people with disabilities whose Carers need respite on a regular basis. Located at Bron y Nant in Colwyn Bay, the new building will provide everyone who comes to stay, their own private living space and a large communal area for socialising. Its locality will make it accessible for most people to reach, and easy for them to access the amenities and services they need and enjoy in the area. The development of a Sub Regional Childrens Residential Assessment Centre Unit is underway in Colwyn Bay which will be a place where children can be safely cared for and nurtured on a temp Another supported housing project is also underway to accommodate young people aged 16-24 in Colwyn Bay.

Improving Access to Information and Services on our IT Systems and Websites

A corporate Web Accessibility project has been reviewing the accessibility of Conwy's public websites to meet the legal obligations for public sector bodies of the WCAG standards (Websites and Mobile Applications) Accessibility Regulations 2018, effective from 23 September 2020. Although Conwy manages a lot of websites, the focus initially has been on our main website: conwy.gov.uk with the purpose of making the top 162 pages more accessible thus avoiding discrimination. We will be asking specific equality groups to review the website for access in due course.



Our Technical Solutions Team have been working on building systems that will enable citizens to more easily engage with us via SMS. This is being trialled with Family Support teams. They are also working on Voice recognition with telephone systems to enable citizens to navigate our telephony systems without needing to use buttons and also to remember responses for next call so we can route more quickly next time (e.g. Language preference). This is being trialled in our SPOA team (Single Point of Access).

Additional online forms accessible via the website or smartphone have been introduced, ranging from checking opening times, to booking household waste disposal or training sessions in.

The Digital Schools Strategy was developed and approved in March 2020 to support digital equity in the way schools approach their ICT provision in teaching and learning. Work is also underway with the Youth service to introduce a new system which will enhance communication with citizens of all ages.

Improving Access to Services for People with Sensory Loss

A pilot commenced in January 2019 to provide on-demand BSL (British Sign Language) interpreter service across all public buildings in Conwy Council. This was widely publicised and comprehensive training was provided to front line reception staff. This work has received positive feedback from our Deaf community and the service has continued beyond the pilot period to provide this facility on an ongoing basis.

Conwy Culture Centre

The new Conwy Culture Centre opened in December 2019 and is proving to be of major benefit to the local community. It includes a café space, heritage information, art activities, a dementia-friendly sensory garden and a suite of British Sign Language/Easy Read/Subtitled videos to enable broader access to interpretation.

Disability Confident Employer

We have successfully retained Disability Confident Employer status for a further 3 years. The scheme helps employers recruit and retain the right people for the job and to make the most of the skills people with disabilities can bring to the workplace. To achieve the Disability Confident Employer status, we were assessed against two themes: 'Getting the right people for your business' and 'Keeping and developing your people'. We were able to provide specific evidence against the core actions and activities within these themes to maintain the award.

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 are used to review the effectiveness of our employment policies and practices and to consider whether there has been any potential lack of fairness or discrimination. Data which indicates this could be the case 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 using the data from our latest Employment Monitoring Report.

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 the Data Protection Act and the General Data Protection Regulations (GDPR) and confidentiality.

Applicants are required to complete our equality monitoring form as part of e-recruitment and this section is mandatory, although we allow people to state: “prefer not to say”. We have expanded the use of our “self-service” facility which allows staff to amend personal details about themselves at any time and we continue to seek additional ways of improving further the equality data we hold for staff.

Our latest Employment Monitoring Report for 2019 -2020 is available on our website under the Equality and Diversity section which can be found [here](#).

We hold the following data for staff in Conwy:

100%	Sex
100%	Age
99.56%	Marital/civil partnership status
53%	Race
48.35%	Disability
42.97%	Religion/Belief
42.81%	Sexual Orientation
36.77%	Transgender

Data captured in all categories has improved further during this period even though this is slow progress. These figures show the number of staff who have provided information on each protected characteristic, not the actual number of people in that group. Work continues to improve data collection.

Our latest report for 2019-2020 shows that we employ 4091 permanent or fixed term contract staff (only 7 less than last year), of whom 75% are female and 25% are male; 55% have stated they are married or in a civil partnership; 2% have a disability; 1.10% are Lesbian, Gay or Bisexual; 1.57% are Black Minority Ethnic (BME). Our casual workforce is made up of 2233 staff (169 more than last year), comprising 78% female and 22% male. Not all casual staff included in this count will be physically in work at the same time, as they are normally called to work as and when required. These numbers reflect the actual number of people we had on our books on 31.3.20. The people we employ may fill more than one post so we had 4449 permanent/fixed term posts filled by 4091 people and 3079 casual posts filled by 2233 people.

We continue to employ more part-time staff (52%) than full time staff (48%). 58% of full time permanent staff are female, and 87% of part time staff are female in permanent or fixed term contract posts (the same as last year). 76% of full time Fixed Term Contract (FTC) staff are females and 89% of FTC part-time staff are female. Casual posts are also predominantly occupied by female staff at 77%.

There were 2316 applications for the 504 positions advertised during 2019-2020, giving an average of 4.6 applicants per vacancy which is lower than last year when we had 6.7 applications per vacancy. 70% of all applicants were female and 30% male. We attracted 4.4% (102) disabled applicants, which is almost the same percentage as last year. We attracted 1.42% BME applicants, equating to 33 which is a slight decrease on the previous year.

30% of female applicants were shortlisted and 39.22% of disabled applicants were shortlisted (5.73% of the total shortlisted). 33% of BME applicants were shortlisted (1.58% of the total shortlisted). 231 appointments were made during the year, of which 73% were female and 27% male, 3.46% were disabled (compared to 1.59% in the workforce) and 1.3% were BME (compared to 0.66% in the workforce).



63% of all Sickness, Grievance/Bullying and Disciplinary/Capability cases involved female employees, which is slightly lower than the workforce profile of 75% female and 25% male.

There were a larger number of Sickness, Grievance/Bullying and Disciplinary/Capability cases involving employees within the 45-54 age range (30%) and 55-64 age range (29%), which has been similar for the last 3 years and is comparably low to the workforce profile for these age ranges at 53%.

70% of Grievance/Bullying cases involved males which is high when compared to the workforce profile of 25% male. 64% of Sickness absence cases were female which is slightly lower than the workforce profile.

35% of Disciplinary/Capability cases involved males which is higher than the workforce profile of 25% males although more proportionate when compared to last year's cases which involved 70% males.

There were slightly less voluntary leavers in the period (338) which made up 74% of all leavers, of which 69% were female, aligning closely to the workforce profile. Of those who left involuntarily, 56% were staff whose temporary contract had come to an end, 21% left due to compulsory redundancy and 22% were dismissed (14% of those dismissed were on ill health grounds). 5 disabled employees left the organisation in the period, 3 voluntarily. 3 BME employees left during the period, 2 voluntarily. 6 LGB employees left in the period, 4 voluntarily.

Full details and analysis of the data can be found in the Employment Monitoring Report 2019-2020 on our website [here](#).

4.2 Equal Pay and Pay Differences

The Equality Act 2010 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 carried out an extensive process of job evaluation which was concluded during 2010/11 with the objective of equalising pay in line with the defined terms above.

We conducted an Equal Pay Audit in 2009 as part of the Equality Impact Assessment when undertaking Job Evaluation (JE). This audit included a before and after analysis by gender of old grades and proposed new grades.

In 2010 when the current grading system was implemented, a conscious decision was taken as part of the pay modelling exercise to weight the available budget to lower grade posts on implementation, in recognition of the high number of staff in lower paid jobs, the majority of whom are women. This was welcomed by all Unions at the time.

We have regularly tracked pay gap data since that time and this can be seen in the table below, which shows the progress since then on the pay gap using the same calculation for gender, disability, race and latterly age.

Pay Gap	2009 Pre JE	2009 Post JE	31.3. 2011	31.3. 2015	31.3. 2017	31.3. 2018	31.3. 2019	31.3. 2020
Gender Pay Gap range between Grades G01-G12			+1.1- 0%	+0.8- +1.9%	-1.8- +0.4%	-1.8- +0.39%	-1.85- +1.2%	-1.9 - +1.08
Total Gender Pay Gap Grades G01-G12			+13.1%	+9.3%	+7.53%	+7.15%	+5.47%	+5.47
All posts Gender Pay Gap	+16.2%	+15.8%	+8.83%	+6.5%	+4.39%	+3.56%	+2.8%	+3.72
Disability Pay Gap Grades G01-G12								-9.6
All Posts Disability Pay Gap			-10%		0%	-9.78%	-0.9%	-0.38
BME Grades G01-G12								-3.65
All Posts BME Pay Gap			+2.45%		+6.35%	+5.10%	+8.07%	+8.37
Age Pay Gap : Under 50s as % of 50+					-1.37%	-2.47%	-2.21%	-1.12% %
Age Pay Gap 50+ as % of Under 50s					+1.35%	+2.41%	+2.16%	+1.11%

[Note: a negative (-) pay gap demonstrates that the pay gap is favourable for that group when compared to the rest of the group whereas a positive (+) denotes a negative pay gap]

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

With effect from 1 April 2019 a revised pay structure was implemented following the National Joint Council pay settlement for 2018 and 2019, which has reduced the time for lower graded staff to reach the top of grade to reflect that the work is less complex and

therefore takes less time to gain the relevant experience. Therefore, our lowest grades: Grades G01, G02 and G03 only have 2 bands meaning staff will normally progress to the top of scale after 12 months. Grade G04 has 3 bands within grade which normally takes 2 years to reach the top of grade and the remaining Single Status salary bands have 4 bands within a grade, meaning staff will rise to the highest band after 3 years. Progression from one band to the next within grade 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 with the prior agreement of the Head of Service and Head of Corporate Human Resources, 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 in 2010. Staff receive enhancement payments if they work unsociable hours but this is applied uniformly to all staff in the Council and is automatically paid based on timesheet data.

We have a Market Supplement Policy to ensure that if our Job Evaluated posts fall behind the market rate for specific posts, we can apply a supplement to the grade to bring it in line with market rates. Any such arrangements are objectively justified by reference to clear and transparent evidence of relevant market comparators using appropriate data sources from both inside and outside Local Government. It is the Council's policy that any such additional payments are kept to a minimum and are reviewed on a regular basis so that they may be withdrawn where no longer considered necessary. There are no known market supplements operating currently.

We do not operate performance or competence related pay (other than described above within grade). New starters are expected to start on the bottom scale of the post unless there is a justifiable reason for them to commence on a higher scale within grade. In those circumstances, approval must be given by Corporate Human Resources. Pay protection arrangements exist where there is 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 or where the job has changed as a result of a minor restructure which affects their Job Evaluation score by one grade. Any redeployment to a post with a decrease of more than

one grade will result in redundancy or the revised pay for the grade being implemented on commencement in the new post.

We pay stand-by and call out allowances as and when staff are required to work outside of their normal hours and work has been undertaken to standardise payments.

Equal pay is about paying people the same for work of equal value. Through the implementation of our Job Evaluation Scheme, we are confident in being able to state that we do not have an equal pay issue in Conwy County Borough Council. All our jobs under Single Status are scored using the Greater London Provincial Council (GLPC) Scheme which measures posts according to the level of supervision, knowledge, creativity required, complexity of contacts with others, the resources they are responsible for, the level and impact of decisions they make and work context. Similarly our Chief Officer posts are scored under HAY and pay for Teachers is negotiated nationally.



A **pay gap** relates to the difference in pay between groups of people with different protected groups, eg, the difference between what men typically earn in an organisation compared to what women earn, irrespective of their role or seniority. Therefore any pay gap is more a reflection of our workforce profile than about unequal rewards for people with different protected characteristics doing the same job.

In Conwy, we employ significantly more women than men (75 %) and more of our staff are part-time (52 %) than full time which demonstrates that we offer greater employment flexibility but this does have an impact on the pay gap and we would not want to remove that flexibility that so many of our staff value in achieving a work-life balance.

Gender Pay Gap

If we look at Grades G01-G12, the gender pay difference between grades is fairly constant at between -1.9% and + 1.08% , indeed in Grades G01, G02, G04, G05, G08 and G09 and pay marginally favours women, suggesting that there is no substantial gender pay gap between individual Grades G01-G12 and the gap of 5.47% for all single status grades G01-G12 is likely to be attributed to the large number of women being employed in G01 (3% of those

employed in grades G01-G12). This is not uncommon in the public sector due to the labour intensive nature of the work undertaken. Using the same calculation, there is an overall gender pay gap of 3.72% when including all staff employed by Conwy County Borough Council. This shows an increase of 1% on last year and is the first time there has been an increase since this was being measured in 2009 but is still below 5% and will need to be monitored if this trend continues.

On 6 April 2017 The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 came into force, requiring all organisations employing 250 or more employees to report their Gender Pay Gap, using a prescribed calculation, on their website and on the designated government website at <https://www.gov.uk/report-gender-pay-gap-data>. In Wales, public sector organisations have been exempt from this requirement as they already have the Statutory Duties (Wales) Regulations 2011 which requires them to report on the pay gap not only for gender but also for the other protected groups.

Conwy County Borough Council has calculated its gender pay gap using the prescribed calculation in the 2017 Regulations as at 31 March 2020 which shows a slightly different figure to those above as follows:

Gender Pay Gap National Calculation as at 31 March 2020

	Female Hourly Rate	Male Hourly Rate	Difference in Hourly Rate	Mean Gender Pay Gap as a %	Median Gender Pay Gap as a %
Mean (Average) Gender Hourly Rate (with Teachers)	13.86	14.59	0.73	5.03	
Mean (Average) Gender Hourly Rate (without Teachers)	11.48	12.87	1.39	10.83	
Median (Middle) Gender Hourly Rate (with Teachers)	10.31	11.58	1.27		10.97
Median (Middle) Gender Hourly Rate (without Teachers)	10.13	10.96	0.83		7.57

	Upper Quartile	Upper Middle Quartile	Lower Middle Quartile	Lower Quartile	Total
% of Males	27%	35%	25%	17%	26%
Number of Males	354	455	332	220	1361
% Females	73%	65%	75%	83%	74%
Number of Females	955	854	977	1090	3876

(With Teachers)

	Upper Quartile	Upper Middle Quartile	Lower Middle Quartile	Lower Quartile	Total
% of Males	33%	29%	28%	14%	26%
Number of Males	397	330	317	163	1207
% Females	67%	71%	72%	86%	74%
Number of Females	791	798	811	965	3365

(Without Teachers)

The mean gender pay gap uses an average calculation using the prescribed categories of staff to include, and the median calculation puts all staff in a column from lowest to highest paid and takes the middle hourly rate for both men and women and compares the difference. Whilst we have followed the calculation set out in legislation, it appears that ACAS has also published guidance on what to include and exclude in this calculation which differs so regrettably it appears that organisations may still not be applying a consistent calculation to make fair comparisons. This year we have shown both sets of figures with and without Teachers on the basis that we have no local influence on Teachers pay.

We have identified further actions in our Strategic Equality Plan action plan to explore the issues around job and gender segregation which we believe is one of the main reasons why a gender pay gap still exists.

Age Pay Gap

We have split the age data into two categories, those below 50 years of age and those 50 and above. In Grades G01-G12, the pay gap in the under 50s as a percentage of over 50s ranges from -1.58% - + 2.08% which is negligible and similarly the gap in the over 50s as a percentage of the under 50s ranges from -2.12% - +1.56% . Head of Service level posts show a pay gap in favour of those over 50 of 3.52% and Head Teachers, Deputy Head Teachers and Teaching staff on Soulbury conditions show a pay gap in favour of over 50s of between 9-14%. The overall pay gap

shows that employees under 50 are positively favoured by -3.41% %, while 61% % of the total workforce is below 50 years of age.

Black Minority Ethnic (BME) Pay Gap

Historical data shows fluctuations in the pay gap for BME staff ranging from 2.45% in 2011 to 8.37% %. This figure has gradually increased since 2011 and is higher than the gender pay gap for all staff at 5.47%. It is possible that the figures are affected (a) because we only hold monitoring data for 53% of the workforce on race (b) there is an element of occupational segregation as 75% of our BME staff are employed in Grades G01-G05 (compared to the total workforce of 68% in the same grade span) and (c) the numbers are very small and therefore it is difficult to draw any statistical conclusions from the data. This will however need to be considered further when we conduct the next Equal Pay Audit.

Disability Pay Gap

Historical data shows fluctuations in the pay gap for disabled people ranging from -10% to 0% demonstrating that if anything, the pay gap for disabled people favours disabled people. However the reliability of this data is affected by the fact that we only hold disability data for 48.35% of our workforce and therefore it is difficult to draw any statistical conclusions from the data. .

We do not have pay gap data for the remaining protected groups as the data set is very small and is therefore less meaningful. We will continue to work on improving our collection of data where there are gaps to improve reporting.

5. Conclusion

For the period 2019/2020, we identified 8 actions for the fourth year of our Strategic Equality Plan 2016-2020 of which 3 were regarded as long term. 4 actions were completed successfully, 2 others were



combined into one piece of work which is still ongoing but will be completed early next year and the final 2 long term actions are still being undertaken and continue to be ongoing. The four year action plan for SEP 2016-2020 had a total of 199 identified actions due for completion over the 4 years of which 195 (98%) have been successfully completed with the remainder ongoing.

Further actions are identified as we progress with work throughout our four year Strategic Equality Plan and many of these are reported on each year in addition to the specific actions. We are a large and complex organisation and therefore what is included in this or other reports is not an exhaustive list of the things we do each year but gives a flavour of what we have been doing to improve fairness, transparency, access and equity for all in both service delivery and employment.

We remain committed to continuous improvement in equality and diversity, whilst ensuring that we manage our budgets and resources efficiently in a continuously challenging and ever changing environment.