

# Inclusive Conwy Plan 2024-28

## Annual Report 2024-25

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.



**Conwy - Sir flaengar sy'n creu cyfleoedd**

**Conwy - a progressive County creating opportunity**

## Foreword

Welcome to the first annual report of our [Inclusive Conwy Plan 2024-2028](#).

Thank you to colleagues, partners and residents for everything you do to help make Conwy safe, welcoming and full of opportunity for everyone. This report showcases examples of how services across Conwy are working to make our county a fairer, more inclusive place to live, work and visit. We are proud of the progress made, and we have been open about where we need to do better - especially in communicating our priorities clearly and learning more consistently across teams.

Over the past year we have strengthened our capacity to deliver our Inclusive Conwy vision by accessing grant funding to undertake targeted research projects around inclusive recruitment, launched new staff networks, begun to review key policies, and started to expand learning to highlight the message that inclusion is everyone's business - not just a specialist task. From anti-harassment policy updates and blended learning to engagement with key partners in our community and improved access to services, we are looking to build the culture and confidence to do the right things, in the right way, first time.

We recognise the real financial pressures we (as well as other local authorities) are facing and remain committed to our Inclusive Conwy approach. Making services fair and accessible makes sense financially and improves outcomes for our community. In the year ahead, we will refine our objectives and action plan so that our goals are simpler to understand and easier to track. We will focus on four core themes: setting clear expectations about inclusive behaviours, effective engagement and co-production with our communities, learning and development; and strong, practical policies.

This report also includes information about our pay gaps and links to more detailed information about our workforce. Publishing this data helps us see where we are making progress and where we must go further - so we can keep ourselves accountable and demonstrate improvement year on year.

Above all, this report is an invitation: inclusion includes you.



**Rhun ap Gareth,**

**Chief Executive**

# 1. Executive Summary

This year's annual report showcases work from across our services to make Conwy a more inclusive employer and service provider. Throughout the report there are examples of some of the great work taking place, but we recognise that too often the collective impact can be limited by silo-working. We need to make sure we're learning from good practice both inside our organisation and in the wider community, and sharing what works (and what doesn't) more widely.

A key insight from the year is that we need to be clearer in communicating the goals of our Inclusive Conwy Plan. While the plan will remain ambitious and wide-ranging, in 2026 we will be refining our focus to ensure that our priorities are well understood by staff, residents and visitors alike. Therefore, we plan to revisit our Inclusive Conwy Plan objectives and action plan this year to ensure they are clearly focused on our key priorities. Our aim is to ensure that Conwy is a fair and inclusive place - a place where everyone in our community is safe, celebrated and has opportunity to thrive.

## Key Updates and Themes

In our last Annual Report (available here: [Strategic Equality Plan Annual Report 2023-2024](#)) we identified some priority areas for future work, and this year we wanted to highlight progress made in those areas:

- 1) **Inclusive Conwy / Increased Capacity:** As part of our Inclusive Conwy rebranding, we are committed to embedding a person-centred approach to inclusion across all our services. We are at the early stages of building understanding across the workforce and will be developing our Inclusive Conwy approach further. While we have increased our capacity this year by accessing grant funding to undertake targeted research projects around inclusive recruitment, we recognise that the scope of the work is vast and that this grant funding is non-recurring, so we will continue to look for partnerships and additional resources to help embed a fair and inclusive culture across the organisation.
- 2) **Connecting with our Colleagues and Community:** We know that everyone's experiences matter, and listening to people's real-life stories helps us understand what works well and where we need to improve. By creating staff networks (e.g. Inclusive Conwy Staff Network, LGBTQ+ Staff Network) and starting to build a wider network outside the organisation, we're making sure that colleagues and community members have opportunities to share their perspectives, support each other, and help shape the way we work.
- 3) **Continued training review:** We have started to develop an incremental blended learning offer with introductory sessions such as: Introduction to Inclusive Conwy; Gypsy, Roma and Traveller Awareness Sessions; Anti-Sexual Harassment and Introduction to Racism Awareness. We also have online learning opportunities such as Coaching Culture's Diversity and Inclusion modules, and Social Care Wales' anti-racism interactive e-learning. These help to complement in person provision and broaden our collective understanding.

- 4) **Financial Pressures:** Like many local authorities across Wales, Conwy continues to face significant financial pressures. Despite these challenges, our commitment to the Inclusive Conwy Plan remains strong, and we continue to focus on delivering fair and accessible services for all. Making sure our services are fair, appropriate and inclusive for our current and future community is important as it means everyone gets equal opportunities and support they need and contributes to a resilient and resourceful community. This, combined with an inclusive approach to recruitment, progression and retention, will help ensure we have a workforce equipped to deliver high quality services in the face of these ongoing financial challenges.

Between this and our annual Employment Monitoring Report there's a lot of information shared. Some of the key themes highlighted by this report are included below, and these are the four key areas we plan to focus on when reviewing our Inclusive Conwy Plan:

- a) **Learning and Development:** This year's report highlights the importance of ongoing personal and professional learning. Whether that's accessing some of the learning opportunities offered internally, or working with external partners such as DARPL, Victim Support or Bawso, who are experts in their field. It is important that staff share a baseline understanding about the importance of inclusive and ethical practices in their roles and services – including in specific areas like anti-racism – and this will be an ongoing commitment.
- b) **Expected Behaviours:** This will be fundamental moving forwards. We want everyone who works for Conwy to understand the relevance and significance of our Inclusive Conwy work to their roles and their conduct. This will be about broadening understanding that **inclusion includes you**. This will be reflected in the design and delivery of our services and this is about how we conduct ourselves inside and outside of work.
- c) **Working with our wider community:** Without engagement and co-production with members of our community - listening to people's experiences, understanding how our services are received and working together to improve them - it will be impossible to make meaningful progress. We want to create opportunities for everyone to share their voices, ensuring our work reflects and responds to the needs of the whole community.
- d) **Policies and Practices:** This report highlights how strong policies and practices are essential for supporting and promoting an inclusive culture. By reviewing policies and how they are implemented we can identify barriers and promote equity across the organisation, ensuring that fairness and accessibility are embedded in everything we do. As we move forward, this will be an important area of work to support positive change for everyone.

## 2. Context

Everyone who works for Conwy has a collective responsibility to deliver services that are fair, accessible and inclusive. This responsibility extends to partners who we work with through commissioning, procurement and partnership working.

This report highlights just some of the actions taken this year to create a better Conwy for everyone. The report also includes information about age, disability, ethnicity and gender pay gaps. For information about our workforce please find out latest Employment Monitoring Reports here: [Employment monitoring](#)

As a public sector organisation, our work is also underpinned by legislation. The Equality Act 2010 includes a public sector equality duty (the **general duty**), which requires us to have due regard to:

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

The **general duty** under the Equality Act covers the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race – including ethnicity, national origin, colour or nationality
- Religion or belief – including a lack of belief
- Sex
- Sexual Orientation

More information about equalities legislation can be found through the links below:

- [Equality Act 2010 | EHRC](#)
- [The Public Sector Equality Duty \(PSED\) | EHRC](#)
- [Public Sector Equality Duty: specific duties in Wales | EHRC](#)

There are also a set of specific duties for public sector organisations in Wales – including carrying out equality impact assessments (a tool that helps us assess the likely or actual effects of policies on people in respect of the protected characteristic), setting equality objectives and publishing an annual report. We do this to highlight our commitment to making things fairer and more inclusive for everyone, and to show how we're working to achieve this each year.

### 3. Relevant Information

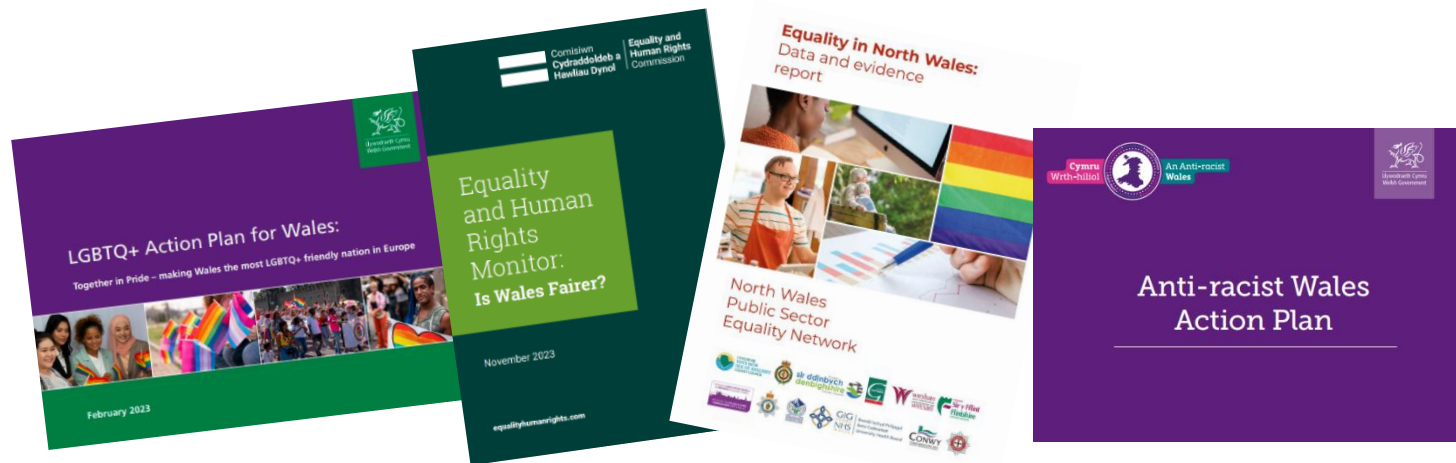
We used a range of relevant equality-related information when setting our equality objectives. We also use relevant data when carrying out Equality Impact Assessments on new and revised policies and practices. Some data is linked to national statistics for Wales and the UK, but wherever possible, we try to use local and regional data relevant to us in Conwy and North Wales.

The latest research and data informing our work includes:

- ADSS Cymru's [research and reports](#) to support implementation of the Anti-racist Wales Action Plan
- Census Data (e.g. [Census 2021 population data](#) / [Census Maps](#))

- Data Cymru's [Understanding Equalities Dashboard](#)
- [Equality and diversity statistics](#) (North Wales Regional Partnership Board)
- [Equality and Human Rights Monitor 2023: Is Wales Fairer?](#)
- [Equality in North Wales: Data and Evidence Report](#)
- Welsh Government's [Anti-racist Wales Action Plan](#)
- Welsh Government's [LGBTQ+ Action Plan for Wales](#)

In 2026, to further strengthen our work, there will be additional corporate research capacity. This will enable us to enhance our use of evidence and data to inform our work and will support more robust analysis and reporting.



## 4. Equality Objectives and Action Updates

Our current equality objectives focus on seven key themes:

1. Education
2. Employment
3. Housing and Living Standards
4. Health, Wellbeing and Social Care
5. Personal Security and Access to Justice
6. Participation and Decision-Making
7. Socio-economic Disadvantage



The Inclusive Conwy Plan and accompanying action plan are ambitious and aim to make a real difference for everyone in our community. However, feedback has been that it is difficult to identify the main priorities of the plan. Therefore, we are planning to review our objectives and action plan to make sure our goals are clear and easy to understand. To do this, we will focus on priorities identified from data, feedback and ongoing conversations with staff, residents and partner organisations. This means you might notice some changes to our plan, as we work to make it more effective in delivering a real culture change.

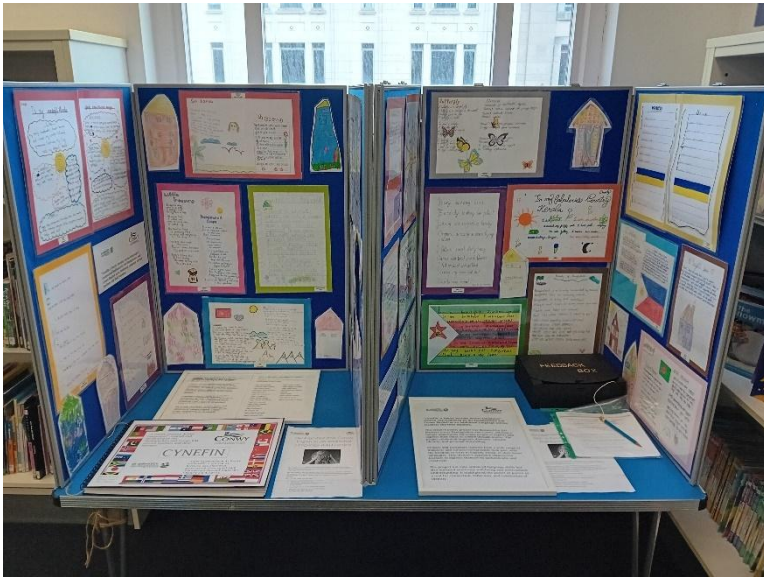
Each of the updates below has been linked to one or more of the priority areas from the plan, using the relevant reference number.

## 4.1 Education

Under the Education objective there are currently five priority areas identified:

- 1.1: All children and young people attend schools regularly and achieve their learning potential
- 1.2: Children and young people educated in childcare settings through to early education achieve their learning potential
- 1.3: Children and young people are safe and feel safe at school, have equal opportunities and are encouraged to live a healthy lifestyle
- 1.4: To support young people to become positive role models within their communities and society
- 1.5: To support everyone under the age of 25 to access an offer of work, education, training or self-employment

### English as an Additional Language Service (1.1)



The English as an Additional Language (EAL) Service has made significant strides in promoting inclusion and supporting multilingual learners across Conwy schools. The work strongly aligns with the Inclusive Conwy Plan by ensuring equity, cultural celebration, and academic success for all learners. In addition to the everyday work carried out to support EAL learners in schools, some key achievements and priorities in 2024-2025 have included:

**Cynefin Multilingual Poetry Project:** The team delivered Cynefin, an innovative poetry initiative that brought together learners from diverse linguistic backgrounds to create and share multilingual poetry. This project fostered cultural understanding, encouraged creativity, and gave learners the opportunity to express their identities through their home languages. It has been displayed in Llandudno library where it received excellent feedback from the public and it will be in Coed Pella in 2026

**Facilitation of First Language Qualifications:** To support academic achievement and maintain strong connections to heritage languages, the EAL Service facilitated GCSE and A-Level examinations in first languages for 22 learners. This provision ensured that multilingual students could gain formal recognition for their language skills, boosting confidence and future opportunities

**Enhanced Staff Training:** The service has worked to build inclusive teaching practices and cultural competence across schools, equipping staff with strategies to support EAL learners effectively

**Community Engagement:** We have fostered stronger engagement with families of EAL learners, ensuring they are supported and actively involved in their children's education, by holding coffee mornings, school admissions meetings and providing translations of key school documentation wherever possible

These actions reflect our commitment to inclusion, equity, and the celebration of cultural and linguistic diversity within Conwy's education system.

### **Working with DARPL (Diversity and Anti-racist Professional Learning) (1.1 / 1.2 / 1.3)**

**DARPL National Conference and Early Years Provision:** In June 2024, the [DARPL National Conference](#) took place in Conwy, in Venue Cymru. The event included the launch of a guide to [Creating an Anti-Racist Culture in Settings](#) for Childcare, Early Years and Play professionals. In 2024, members of our Early Years Team and Family Information Service attended training with DARPL, ahead of work to consult on our next [Childcare Sufficiency Assessment](#) (a tool to review the supply and need for childcare in the area, and highlight gaps in provision and address them where possible) which will take place in 2026.

**DARPL Tour 2025:** In March 2025, education leaders from across North Wales were invited to a day of learning with the [DARPL](#) team at our Coed Pella offices. The day was designed to help support leaders and their learning organisations to develop their anti-racist practices. A range of topics were covered, including: anti-racist leadership, auditing and action planning, responding to racism, and creating an anti-racist culture.

### **Youth Service (1.4)**



Our [Youth, Engagement and Belonging Service](#) continue to provide access to youth work provision in safe, inclusive spaces for young people. The team have been expanding outreach to underrepresented groups and aim to provide a welcoming and affirming service that is responsive to varied needs. The service holds the Rainbow Flag Award for LGBTQ+ inclusion and recently successfully achieved a Visual Impairment Friendly and Accessible Activity Provider Kitemark from the [RSBC](#).

In 2024, five members of Conwy Youth Council attended the annual Young Wales Festival. The event is organised by Children in Wales, the national umbrella body for organisations and individuals who work with children, young people and their families in Wales, and the festival focuses on the importance of amplifying the voices of children and young people in Wales on the issues that matter to them.

For more information, check out this press release about the event: [Youth Council Members attend Young Wales Festival - Conwy County Borough Council](#)

In terms of promoting the Welsh language, the team have maintained a strong collaboration with the Urdd (including a partnership programme) and a Digital and Welsh Culture Youth Worker role has been developed, which will enhance collaborative efforts in promoting the Welsh language.

### **Access to Employment (1.5 / 2.9)**

The Conwy Employment Hub continued to work with residents and local employers this year to provide a one-stop shop for employability guidance and advice in Conwy. In 2024-25, the team worked with 345 unemployed residents across Conwy via the Communities for Work Plus programme, helping 174 people into employment – with the remaining 171 people continuing to receive ongoing support through training, counselling and tailored employability assistance.

An update on the Hub's activity to provide access to employment during 2024-25 is available here: [Conwy Employment Hub Annual Report 2024-25](#). This includes a case study on some of the work done to help young people: [Helping Young People Case Study](#).

### **Other updates:**

- We continue to offer free school meals to all Primary School Learners (Reception to Year 6) and to qualifying learners in Secondary Schools, eligibility for which is promoted via our Revenues and Benefits Service on the Council website, on Schools websites and via social media campaigns (1.1 / 7.4)
- Funding was secured to run the Bikeability National Standard Cycling Training programme in 2025-26, with over 850 Year 5 and 6 pupils currently trained to Level 2 in the Bikeability Standards and over 450 under 5s trained on the Balance Bike Programme as of April 2025. See [Cycling in Conwy](#) for more information (1.3 / 4.6)
- Shared Prosperity Funding was secured to keep a Junior Activities Officer role in place within the Ffit Conwy team throughout 2025-26 and the service continues to offer a [Junior Fitness](#) membership (1.3 / 4.6)
- Work continues against our 10-year [Welsh in Education Strategic Plan 2022-2032](#) to develop and increase Welsh language provision in our schools
- The Healthy Image Project run by our Youth, Engagement and Belonging service continues to provide access to a range of wellbeing interventions based on the Five Ways to Wellbeing principles. Bespoke Thrive provisions are provided weekly across three locations, supporting young people known to CAMHS, Social Care and other services (1.3 / 1.4)

## 4.2 Employment

Under the Employment objective there are currently nine priority areas identified:

- 2.1: Address gender, ethnicity and disability pay differences
- 2.2: Review our flexible working practices to ensure equal opportunities at all levels
- 2.3: Ensure effective policies to prevent and respond to sexual harassment and other forms of harassment
- 2.4: Increase the number of disabled people in work
- 2.5: Reduce gender segregation (the unequal distribution of men and women working in traditionally gender specific roles)
- 2.6: Improve participation of women, ethnic minority people and disabled people across apprenticeships
- 2.7: Consider the use of positive action measures in recruitment campaigns here specific groups are under-represented
- 2.8: Implement a programme of anti-racism and anti-discrimination within the organisation
- 2.9: Address the barriers to employment that face different members of our community

### Learning and Development (2.3 / 2.8 / 3.4 / 5.1)

We have started to develop an incremental blended learning offer with introductory sessions such as: Introduction to Inclusive Conwy; Gypsy, Roma and Traveller Awareness Sessions; Anti-Sexual Harassment and Introduction to Racism Awareness. Coming soon is a series of learning around different areas of Hate Crime, which will be delivered for us by Victim Support, as well as follow up learning to the Introduction to Inclusive Conwy sessions.

We also have online learning opportunities such as Coaching Culture's Diversity and Inclusion modules, and Social Care Wales' anti-racism interactive e-learning. These help to complement in person provision and broaden our understanding of our shared community and history.

We are currently working with Welsh Government to develop an anti-racism pilot on the theme of '*What's it got to do with me?*', to highlight relevance and responsibilities across services/roles. This includes an exciting collaboration with a local school with an exhibition coming to Coed Pella foyer early in 2026. In addition, Conwy is driving forward with the development of Quick Guides for each service area on how the Anti-racist Wales Action Plan applies to them.

### Updated HR Policies

A number of our HR Policies have been reviewed and updated recently, including:

- **Anti-Harassment at Work Policy:** Our updated Anti-Harassment at Work Policy was published in 2024 and reaffirmed our commitment to providing a workplace which seeks to prevent and protect staff from harassment. The policy was updated to be more user-friendly, with

easily accessible Report and Support pages for accessing advice about reporting routes and procedures, and highlighting the support available to staff. Some initial Anti-Sexual Harassment sessions were provided at the time of the policy launch to support managers around new legislation, and wider sessions available to all staff will be run during 2026. Managers have also been briefed on the need to complete anti-harassment risk assessments, to minimise the risk of harassment across the wide range of roles carried out by staff (2.3 / 2.8)

- **Attendance Management Policy:** Our Attendance Management Policy was updated this year. This included the addition of Wellness Action Plans, which are individual, personalised, evidence-based, pro-active tools for supporting individuals with their mental health and encouraging open dialogue about mental health and its impact. The plan is intended not only as a tool to support employees when they are experiencing problems, but also as a means of identifying how people's wellbeing can be proactively promoted
- **Job Evaluation Policy and Procedures:** Following an internal audit, all Job Evaluation documents, policies, procedures, conventions and training sessions have been reviewed and are now embedded. We will continue to report on pay gap figures and carry out more in-depth Equal Pay Audits periodically (2.1)
- **Neonatal Care Leave Policy:** In 2025, we were proud to introduce our new Neonatal Care Policy. The policy was developed to provide clear guidance and compassionate support for employees whose children require neonatal care. It outlines additional leave entitlements and wellbeing resources available to help staff navigate this challenging time
- **Miscarriage Bereavement Policy:** In 2025, we also launched a new Miscarriage Bereavement Policy which is designed to support employees who experience a pregnancy loss - regardless of whether it happens directly to them, their partner, in surrogacy and adoptive parents in an approved adoption placement. The policy signposts to key support services and outlines entitlements to employees affected by a miscarriage, it aims to ensure managers are equipped to respond with empathy and to promote a workplace where employees feel safe to seek support without stigma
- **Maternity Leave Policy:** We are currently reviewing and updating our existing Maternity Policy, including signposting to support services to be more inclusive of individual needs (2.2)

## Staff Engagement

This year, we have established a cross-service Anti-racism Working Group and launched an LGBTQ+ Staff Network and an Inclusive Conwy Staff Network. We have also launched a series of regular Menopause Chat sessions where staff can come together in a confidential space to share stories, ideas for alleviating symptoms and to support each other.

## Recruitment and Progression (2.1 / 2.4 / 2.9)

Our employment monitoring data has highlighted two areas to look at further in terms of recruitment opportunities and outcomes for disabled people and ethnic minority people. We have been looking into these areas in more detail via two grant-funded projects: the Impact Project and the Insights into Employment Project.

**Impact Project:** The Impact Project, funded until September 2026, is looking at employment pathways for people with learning disabilities. IMPACT is a collaboration of universities and the additional resource of two part-time demonstrators (at no charge to the authority) is a much-needed resource to assist us to review our business processes, education and the use of AI to broaden our employment offer and increase both talent and representation within the authority. A full update will be provided when the project has been concluded but information about one of the events that has taken place so far can be found here: [Jobs and Joy: a day of strengths, smiles and possibility in Conwy - IMPACT](#)

**Insights into Employment Project:** a research project, with Shared Prosperity Funding until March 2026, which aims to gain a better understanding of how people from Black, Asian and Ethnic Minority backgrounds experience, view and engage with our employment opportunities. The goal is to identify any barriers, perceptions, or challenges that may adversely limit opportunities and exclude people from our organisation, and propose a set of recommendations to embed as part of inclusive recruitment practices.

#### **Other updates:**

- UK Supreme Court ruling on the meaning of sex in the Equality Act: we have carried out an internal audit in preparation for the publication of formal guidance by the [Equality and Human Rights Commission](#). In the meantime, we shared a message offering staff to seek advice from our Inclusive Conwy team, and to reinforce our commitment to supporting all staff and ensuring that our workplace is inclusive and safe (2.8)
- We took steps in 2024 to close the gaps in the workforce equality monitoring data we hold, by sending out a survey asking all staff to update their employment monitoring data. There were over 750 responses in total which helped to fill in some of the gaps and make sure that the data we hold is up to date. Following this, we need to carry out more targeted work to address persistent ongoing gaps, which will help inform the analysis of our employment monitoring data and our pay gap figures (2.1 / 2.7)
- Welsh Government's [Disabled People's Rights Plan 2025-2035](#) was published in December 2025. We will work with organisations and people across Conwy and Wales to deliver on the key goals of the plan, which aims to improve the rights of disabled people living in Wales (2.4 / 4.4)
- We continue to share messages of support and raise awareness of key cultural and inclusion-related events throughout the year (2.8)

## 4.3 Living Standards

Under the Living Standards objective there are currently five priority areas identified:

- 3.1: Take action to address disproportionate negative impact on people with different protected characteristics
- 3.2: Support disabled people, children and older people's rights to independent living, including adequate accessible and adaptable housing and related support
- 3.3: Better engagement with disabled people when renovating and designing buildings to ensure full accessibility
- 3.4: Improve access to services for Gypsy, Roma and Travellers and improve engagement to develop trust
- 3.5: Ensure that housing, homelessness and asylum services are inclusive of the specific needs of minority groups including LGBTQ+ people, ethnic minority people and disabled people

### Creating an Age Friendly Conwy (3.1 / 3.2 / 6.4)

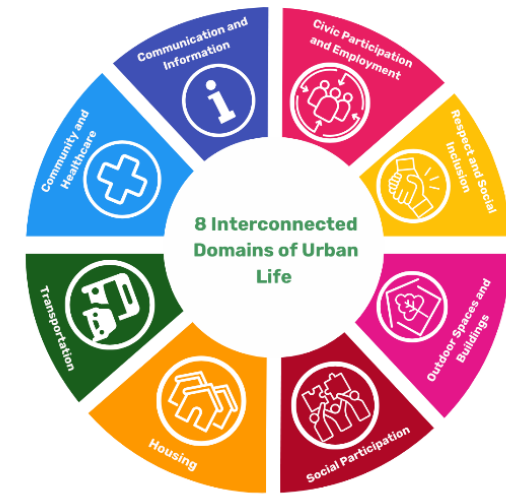
An age friendly community creates an environment that enables people of all ages to age well by providing opportunities to be healthy, active and get involved in community activities. They are particularly important for enabling older people to feel valued and respected and to:

- get out and about
- do the things they want to do
- stay informed
- lead healthy and active lives
- have their voices heard

The concept of age-friendly cities or communities was developed by the World Health Organization (WHO) as part of a global initiative to identify the changes needed for cities and communities to adapt to and benefit from ageing populations.

Conwy is committed to becoming an age-friendly community and we are actively working towards gaining this status. It is important that we incorporate resident's voice in our work and in 2025 we carried out a baseline assessment questionnaire to help identify current progress and future potential. The results from this questionnaire are currently being analysed and will inform our future work in this area.

Some of the work undertaken so far includes:



- Hosting the Dementia Bus at Coed Pella – with information stands on services and resources available to support those who are caring for people living with dementia
- Promotion of the [Reading Well](#) for Dementia Scheme
- Age-Friendly funding supports the [Older People's Forum](#) (arranged through Age Connect)
- The Community Wellbeing team actively contributes to the creation of an age friendly Conwy through activities including but not limited to: Goldie's Sing and Smile, Silver Swans Ballet, a poetry reading group, Deganwy Move running group and a celebration of National Older Person's Day

There is a page on our website that will be updated as we progress towards achieving age-friendly status: [Age-Friendly Communities](#)

### **Civil Engineers Wales Awards (3.1)**

In 2024, we won the new Award for Diversity at the Institute for Civil Engineers Wales Awards for the Penrhyn Bay coastal defence scheme.

This new award is for an individual or organisation who has best demonstrated standards of excellence in diversity during the planning, design, project management and construction of a project, taking into consideration and placing emphasis on all aspects of fairness, inclusion, respect and equality.

The Penrhyn Bay Coastal defence project provides increased protection from flooding and coastal erosion to over 300 residential and commercial properties, while safeguarding and enhancing the recreational value of the beach and promenade for the local community.

We engaged with the local community in the decision-making process to make sure the wider benefits to the local community, and to minimise disruption during construction, of improvements to the aging coastal defence infrastructure and promenade. This work ensured significant increased resilience to coastal flood events and erosion and a modern, accessible promenade.

### **Sylva Gardens (3.2)**

Sylva Gardens is a residential development that provides three two-bedroom apartments, for three children with learning disabilities. They are looked after by the Local Authority, and two young people currently reside in independent out of county placements, at a distance from their parents, friends and communities.

The development was completed in 2025 and as a result children will be closer to home, family and school and will be able to remain in their flats into adulthood.

### **North Wales Dementia Friendly Communities Scheme (3.2)**

The journey to creating dementia-friendly communities across North Wales is well underway. The Dementia Friendly Communities Scheme is about helping to build communities that are compassionate, inclusive and resilient for people living with dementia, and also to support their friends, families and unpaid carers to stay connected, and live well within their local areas.

The North Wales Regional Partnership Board (RPB) launched the North Wales Dementia Friendly Communities Scheme on 1 January 2024. This initiative builds on the valuable work of the Alzheimer's Society, whose scheme has now closed, and involves collaboration with six local councils, County Voluntary Councils, Betsi Cadwaladr University Health Board, local businesses, and charities.

There are currently 12 communities in North Wales recognised for their progress towards becoming dementia friendly, from Ynys Mon to Wrexham. It is anticipated that a further 12 communities will be looking to apply for dementia friendly status accreditation during 2025.

In the scheme's first year:

- Over 1,000 people living with dementia and their unpaid carers were supported through dementia groups.
- More than 150 people attended dementia training sessions.
- Over 1,400 people reported improved knowledge of dementia services in their community.

To learn more about the North Wales Dementia Friendly Communities Scheme and how to apply, visit: <https://www.northwalescollaborative.wales/dementia/>

### **Gypsy, Roma and Traveller Engagement (3.4)**

We appointed our Gypsy, Roma and Traveller Engagement Officer who provides a single point of contact on all issues related to Gypsy, Roma and Traveller communities. The role works through a co-production approach to support local communities. Work so far has included a roll out of training for staff, a review of policies and maximising available grants.

## Other Updates:

- Venue Cymru continue to offer a range of access and support options for performances - including Audio Described Performances, Touch Tours, BSL Interpreted Performances, Captioned Performances, Relaxed Performances and Dementia Friendly Screenings ([Access Information | Venue Cymru](#)) (3.1 / 4.4 / 6.3)
- Our youth homelessness team offer advice, information and support for young people regarding housing options via the [Oak Tree Project](#) (3.2)
- In 2025, we joined [Tai Pawb](#) – which gives our Strategic Housing Service (and staff across the organisation) access to regular updates on the latest in equality and housing, access to a helpline for all staff alongside a wide range of resources, and networking and event opportunities (3.5)
- Work has continued on a project to establish a new Extra Care Housing Scheme in collaboration with Betsi Cadwaladr University Health Board and Grwp Llandrillo Menai. It is anticipated that a proposal will be submitted to Welsh Government in 2026 (3.2)
- There is ongoing work in terms of housing adaptations for disabled people, which can be accessed via the [Disabled Facilities Grant](#), and [Conwy and Denbighshire Care and Repair](#) (who assist older, vulnerable people who live in private sector housing to live independently in comfort, safety, warmth and security) (3.2)
- Work is ongoing on the Replacement Local Development Plan, with a series of consultations and engagement planned to take place throughout 2025 and 2026 (3.1)
- In 2025, training sessions were run in collaboration with the Welsh Refugee Council about *The Asylum Journey*. The training was offered to staff from across all services, and provided information about the asylum system and process – with a focus on advocacy, language used in the migration sector and challenging misinformation in a safe way (3.5)
- An engagement exercise undertaken across homeless temporary accommodation highlighted that a disproportionate percentage of people experiencing homelessness were neurodivergent. Understanding this issue will shape our training for staff and commissioning plan to deliver tailored support (3.5)



## 4.4 Health, Wellbeing and Social Care

Under the Health, Wellbeing and Social Care objective there are currently seven priority areas identified:

- 4.1: Ensure health and wellbeing needs of carers are met
- 4.2: Support the Regional Suicide and Self-harm Prevention Board to implement the relevant Welsh Government strategic plan to reduce suicide and self-harm, especially those with protected characteristics who are at higher risk
- 4.3: Evaluate progress on mental health to ensure we are meeting the needs of people with different protected characteristics
- 4.4: Use Social Model of Disability principles in policy and decision-making
- 4.5: Implement specific awareness and support for people with neurological conditions
- 4.6: Address barriers to exercise and wellbeing
- 4.7: Increase confidence and support Social Care and other staff to highlight and address racist and other discriminatory behaviour experienced whilst undertaking their role

This section highlights only a small amount of our work in relation to Health, Wellbeing and Social Care. A copy of our Social Care Annual Report, which provides in-depth updates on activities from across our Social Care services, can be found here: [Annual Report - Conwy County Borough Council](#)

### Anti-oppressive Practice (4.7)

In September 2024, 111 staff from across Social Care took part in Anti-Oppressive Practice sessions delivered by Professor Prospera Tedam. The aims of the workshops were to:

- Fully understand the definition of oppression and anti-oppression
- Examine when and how our practice might be oppressive to others
- Equip us with tools and knowledge to address all forms of oppression
- Enhance understanding of power and powerlessness

Professor Tedam said:

*“I thoroughly enjoyed delivering these workshops over the three days with your practitioners. It was very well organised and co-ordinated. I felt that participants engaged well with the sometimes uncomfortable segments and I hope they continue to reflect on the content”.*

Participants noted:

*“I will start having conversations with staff on a regular basis about how our behaviour impacts others, continuing to challenge when needed”*

*“Remember that intent can be irrelevant – I may not intend to offend anyone, but if I do I have to take responsibility for that”*

*“Need to ensure this is always on our agenda and not a token, ensuring it is always a thread through all that we do”*

### **Improving our autism and neurodivergence (ND) offer (4.5)**

There has been a significant amount of activity in this area, including:

- **Improving staff awareness and knowledge:** our Autistic Spectrum Condition Lead Officer worked with the national neurodivergence team to arrange and promote 30-minute neurodivergence focused webinars for all staff, as well as information, advice and assistance webinars for staff in our initial contact teams
- **Improving public awareness and knowledge:** A programme of awareness raising events has encouraged more employers to recruit autistic people. The autism reality experience bus was sited at the Conwy employers’ event in Eirias Park for employers and members of the public to access a virtual experience. In addition, we have organised and delivered two further events with our partners: an ND-specific employers’ event in partnership with Conwy Employment Hub and Working Denbighshire, and an employers’ event in partnership with a local Third Sector partner
- **Improving information, advice and assistance:** We have a dedicated [autism web page](#), which includes information about how to get a diagnosis and local support. We have also created also a new web page for [parents who are also carers](#) for a dependent child, young person or adult. The Family Centres host parent carer groups run by a local Third Sector provider, as well as regular drop-in sessions with the local adult diagnostic service (the North Wales Integrated Autism Service (NWIAS)). We also held a neurodivergence information and celebration event at our Coed Pella offices, which included representation from and information about, local diagnostic services, along with a range of Third Sector providers and Council teams

### **Mental Health Support (4.3)**

The Recovery College previously reported on has now been rebranded as Hadau Newid (meaning seeds of change in English) Creative Recovery, as we focus on the provision of a range of activity sessions that address key issues in a person’s life.

Through art, play and activity, participants can find ways to improve their mental wellness. The aim is to offer people hope, choice and opportunity to recover their lives beyond the label of mental ill health to achieve a purposeful and meaningful day. There is a monthly timetable in place with at least one activity offered Monday to Friday. These might be crafts and journaling, outdoor pursuits like walking, e-biking and fishing, wellbeing sessions and growing at our allotment.

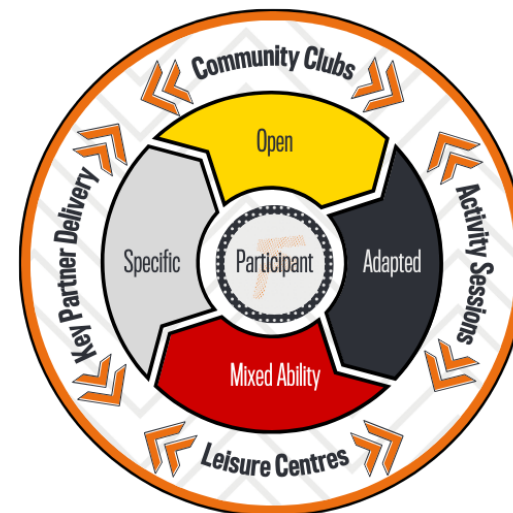
The groups have become established and are receiving positive testimonials, with one participant noting: *“I have met new people and made some friends. I like talking to people at the group as they have similar problems to me. I hope to get fitter by doing the exercise. I still have days where I feel tired and anxious and sometimes don’t want to go out but when I’m there I feel good”*.

### **Ffit Conwy’s Activity Inclusion Model (4.6)**

Our [Ffit Conwy](#) service has an Activity Inclusion Model which promotes inclusion across the service. The model was launched in September 2024 as part of National Inclusion Week and was extremely well received by those in attendance, which included colleagues from the leisure industry across North Wales.

In addition to offering a more efficient signposting system the inclusion model will provide a framework for our planning and programming that will enable more Conwy residents to access a wider range of opportunities. Staff will receive training on the model in due course and the public can get more information from our website or sign up to the Inclusion E-Newsletter.

For more information about the Activity Inclusion Model please see here: [Ffit Conwy Activity Inclusion Model](#)



### **Other Updates:**

- Work in relation to ADSS Cymru’s Anti-racist Wales Action Plan reports ([ARWAP - Our work so far](#)) is being reviewed and taken forward as part of our organisation-wide Anti-racism Working Group to ensure a consistent approach is applied for all staff (4.7)
- Ffit Conwy membership rose to over 8,000 and Leisure Services continue to engage with communities around health and wellbeing (4.6)
- Organisations from across North Wales came together to celebrate Learning Disability Awareness Week in 2025 with a fun and active hiking and biking challenge. The theme *Do You See Me* was all about making sure people with learning disabilities are seen, valued and included. So the groups organised a range of walking and cycling events in all six counties of North Wales: [Regional funding supports Learning Disability Awareness Week activities](#)
- Active Travel routes continue to be developed across Conwy, with information on routes that are currently being worked on or that have recently been completed available here: [Active Travel: new routes](#) (4.6)
- Our Community Wellbeing Team had another busy year, supporting people in Conwy to connect with activities and groups in their local community, via referral. People attending activities are asked to evaluate their experience – and 98% of people surveyed reported an improvement in their emotional health and wellbeing. [Community Activity Timetables](#) provide details of some of the activities available to adults throughout the county (4.6)

## 4.5 Personal Security and Access to Justice

Under the Personal Security and Access to Justice objective there are currently three priority areas identified:

- 5.1: Work with our North Wales partners to increase awareness of Hate Crime and increase confidence in reporting
- 5.2: Work with North Wales partners to reduce incidents of Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)
- 5.3: Improve awareness of personal safety and safeguarding responsibilities

### Youth Clubs and Victim Support (1.4 / 5.1)

In 2025, the Youth, Engagement and Belonging Service carried out work with the Wales Hate Support Centre (part of Victim Support). The North Wales Training and Engagement Officer from Victim Support visited youth clubs across Conwy to talk about what hate crime is, why hate hurts, and what to do if someone is being affected by hate crime. In total, 93 young people took part in the awareness sessions and feedback from both young people and youth workers was positive:

*“The highlight from the session was the discussions that took place. The young people aged 11 and 12 were very aware of hateful language and very resilient to speaking up when they see things they feel are not acceptable”* (Youth Worker)

*“I think the part about identity is really important. We are all different and that’s a good thing”* (Young Person)

Following the success of the sessions, staff from the Youth, Engagement and Belonging Service have teamed up with Inclusive Conwy colleagues to develop learning for Conwy staff which will raise awareness around different aspects of Hate Crime and will be delivered by Victim Support in 2026.

### Community Cohesion (5.1)

We have been working closely with the North-west Wales Community Cohesion team. Their support has enabled us to offer a wider range of learning opportunities and events. These included events with Bawso, the Welsh Refugee Council, Gypsy, Roma and Traveller awareness training, Hate Crime Awareness Week and Introduction to Inclusive Conwy training. We will continue to build working relationships with the Community Cohesion team to ensure good practice is shared across the region.

### Safeguarding (5.3)

Safeguarding remains a priority for the Council and for staff, volunteers and elected members to recognise abuse, harm or neglect, it requires everyone receives mandated safeguarding training. This helps to support the concept that safeguarding is everyone’s responsibility. Safeguarding training continues to be delivered across the council in different ways, including via e-learning and face-to-face sessions.

**National Safeguarding Week:** During National Safeguarding Week 2024, a talk was given by a young people in recovery from ketamine addiction. They shared their experience and their struggle to access the support they needed to reduce their reliance on the drug. This was a well-attended and informative event. Following this, the young person has been contacted to provide further advice and guidance in shaping services to reduce ketamine abuse amongst young people.

### **North Wales Serious Violence Response Strategy (5.3)**

Serious violence has a profound impact on individuals and communities across North Wales. During 2022-23 over 30,000 offences of violence against the person were recorded by the police across the region. That amounts to 44 offences per 1,000 people.

To combat this, the North Wales Serious Violence Response Strategy was launched by the Office of the Police and Crime Commissioner for North Wales in June 2024 to work with communities to prevent and reduce serious violence across the region. This provided funding for local projects and targeted interventions aimed at reducing serious crime. An evaluation of these funding interventions by independent consultancy firm Wavehill has found strong evidence of the benefit of these projects. The evaluation shows these projects have helped to facilitate partnership working, education, and information sharing that can help create a better response to violence prevention in North Wales.

For more information about this evaluation, please see here: [Strong evidence of the benefit of funded interventions in responding to serious violence | Office of the Police and Crime Commissioner North Wales](#)

### **Violence Against Women, Domestic Abuse and Sexual Violence (5.2)**



Our commitment to ensuring that staff are informed and can recognise signs associated with Violence Against Women, Domestic Abuse and Sexual Violence continues. In 2025 we will be focusing on renewing the Level 2 Ask and Act training for 160 key positions which were identified to receive it in 2021. Level 1 training continues to be a core learning requirement for all staff.

A Vulnerability and Exploitation Strategy was developed in 2020-21, which gives clear strategic aims for the region and under that is a Delivery Plan, showing the short, medium, and long-term objectives of the Vulnerability and Exploitation Board. This is continuously updated, to ensure progress and to monitor outcomes. The latest update, from April 2024, is available on our website: [North Wales Vulnerability and Exploitation Strategy](#).

Awareness raising activities take place to mark occasions, for example awareness raising in our Coed Pella offices for [White Ribbon Day](#) (pictured above). We were also honoured to welcome [Bawso](#) to Coed Pella for an event. Bawso is a Welsh charity who (in 2025) marked 30 years of supporting Black and minority ethnic communities affected by abuse, violence and exploitation. The event was a great opportunity for staff to learn more about the services Bawso provide, the impact they've made and their vision for a more equitable future.

## 4.6 Participation, engagement and decision-making

Under the Participation, engagement and decision-making objective there are currently four priority areas identified:

- 6.1: Increase awareness of the importance of diversity in political representation and decision-making bodies
- 6.2: Ensure engagement is inclusive to provide a sense of belonging and community
- 6.3: Access to services should be supported by appropriate language support including Welsh, BSL and other languages
- 6.4: Improve access to services by ensuring an offer of alternative means to technology to prevent digital exclusion

### Access Collective (4.4 / 6.2)

The Access Collective formed in Autumn 2024 when staff from Conwy Culture Centre, disabled Amdani! Conwy volunteers and artist Jess Balla were supported to collaborate over two days. Together, they toured the library, museum displays, archive, community space and café to identify access barriers. They then participated in a workshop which drew on lived experiences to imagine ways one of Conwy's essential culture spaces could become more accessible and inclusive.

Capturing the Access Collective's experience of Conwy Culture Centre, the purpose of the publication (which can be found here: [Conwy Culture | Access Collective](#)) is to be a useful document that supports disabled visitors to access Conwy Culture Centre. It also proposes ways of transforming the space which remove barriers, allowing more people to use its cultural resources.

The Access Collective resulted in a list of recommendations and learnings. In order to address these recommendations and to demonstrate that the Access Collective is not just a tick-box exercise, we wished to implement the recommendations and transform the space to remove barriers, allowing more people to use our cultural resources. We therefore applied for the Welsh Government Priorities for Culture Capital grant in the summer of 2025 and were awarded funds to deliver a range of changes, including: a braille map board, adjustable lighting in community spaces, large push buttons to open public doors, a comfortable and quiet nook space, UV and anti-glare film on the windows, and improvements to display spaces.



## Diverse Together Conference (6.2)

The Inclusive Conwy team worked with the North-east Wales and North-west Wales Community Cohesion teams and Betsi Cadwaladr University Health Board to organise the Diverse Together conference that took place in April 2025. The conference brought together around 170 community organisations and public sector partners from across North Wales to identify examples of good public sector practice and how this positive work can be applied more widely.

There was a focus on engagement and consultation, in particular how public bodies can create effective dialogue with all members of their communities – looking to move beyond one-way transactional consultations. Once published, findings from the conference will be shared widely and a follow-up event, with a focus on networking opportunities, is being planned for 2026.

## Conwy's d/Deaf Community in the Early 1900s (6.2 / 6.3)

Conwy Archive Service supported a volunteer with lived experience of disability to create an online resource telling the discovered histories of several d/Deaf people in Conwy County. The project has served to make volunteering for the service more inclusive and the history of Conwy County's disabled people more accessible.

For more information about the project, check out this link: [Conwy Culture | Conwy's d/Deaf Community in the Early 1900s](#)

## Beyond the African Institute (6.2)



The Beyond the African Institute project explored the link between Colwyn Bay's Congo House / African Institute and Nelson Mandela.

Cameroonian artist and speaker Mfikela Jean Samuel was commissioned to create an artwork illuminating the link between the Institute and Mandela. The painting, titled *Bridging Continents: The African Institute of Colwyn Bay and Mandela's teacher* is now in the Conwy Museum Service Collection and is currently on display in Colwyn Bay Library. Students from Ysgol Pen y Bryn and Ysgol Bod Alaw in Colwyn Bay visited the Conwy Culture Centre to create murals inspired by the painting and learn the history behind this important local story.

Professor Charlotte Williams OBE, Chair of the Ministerial Working Group 'Communities, Contributions and Cynefin: Black Asian Minority Ethnicities in the new curriculum' and Conwy resident said:

*“These foundational stories of local Black histories are important to all pupils and learners in Wales and remind us that Welsh history is Black history and Black history is Welsh history. The painting encapsulates the long-standing connections of Wales and the world”*

More information about the project can be found here: [Conwy Culture | Beyond the African Institute](#)

### **Other Updates:**

- Ein Llais Cymraeg: Our Ein Llais Cymraeg (Welsh Language Promotion Strategy 2024-2029) has been published and sets out our vision for the Welsh Language in Conwy County. More information about the Strategy – including information about Welsh medium education, adult learning opportunities and the Menter Iaith Conwy project (which promotes the language locally for families, for children and young people and new Welsh speakers by providing opportunities for the public to use their Welsh in their communities) can be found on our website: [Ein Llais Cymraeg - Cymraeg in Conwy - Conwy County Borough Council](#) (6.3)
- We continue to offer staff the opportunity to undertake Welsh classes during their employment to develop their skills and confidence to use the Welsh they have on a regular basis (6.3)
- Venue Cymru undertook a *Connect & Flourish* project with Arts Council Wales funding. The project aimed to develop Conwy’s art sector, with a particular focus on reaching and connecting with new participants and potential audiences from Welsh speaking and ethnically diverse communities. When the project findings are finalised, they will be shared across our [Creu Conwy](#) work (6.2)
- We continue to work with Vision Support to deliver Vision Impairment Awareness to staff as part of our annual training offer
- [Creu Conwy Town Teams](#) have been brought together in Conwy’s largest towns (Abergele, Conwy, Colwyn Bay, Llandudno and Llanrwst). These cross sector groups, with representation from the community and creative sector lead on projects inspired by the local area and respond to local interest and needs (6.2)

## 4.7 Socio-economic Disadvantage

Under the Socio-economic Disadvantage objective there are currently four priority areas identified:

- 7.1: Increase awareness of the links between poverty and ill-health with different protected characteristics
- 7.2: Address anti-social behaviour
- 7.3: Remove barriers experienced by people due to socio-economic disadvantage
- 7.4: Increase support for children and young people living in poverty to improve outcomes

Socio-economic disadvantage includes barriers created by poverty or factors such as limited income, education or housing, which can lead to unequal outcomes.



### Conwy Culture Passport and Young Creatives (4.6 / 7.3)

In 2024, a new Conwy Culture Passport initiative was piloted. The project aimed to encourage families who face barriers to cultural participation to explore free and low-cost activities around the county and feedback on their experiences. The scheme was piloted via the Conwy Family Centres however initial take-up was low. It is now planned to relaunch a tailored version of the scheme based on town areas to make it more accessible to families.

120 Young Creatives sessions ran between April 2024 and March 2025, for children, young people and families. These sessions were either free or low cost. These included Classical music concerts for early years, graffiti art for children, family dance and sensory play sessions. Sessions were held across Conwy in Libraries, the Conwy Culture Centre and Venue Cymru – with 12 sessions piloted at Family Centres. Almost 2,000 people took part in sessions across the year and more information about the Creu Conwy Ifanc work can be found here: [Conwy Culture | Creu Conwy Ifanc](#)

### Support at Family Centres (7.4)

Our Family Centres provide a safe, warm and welcoming space for families to get support, relax, and meet other families, as well as taking part in group activities such as Sensory, Stay and Play, and the Cuppa and a Chat groups.

The Informal Clubs have been very popular – during 2024-25 sessions held included:

- 41 baby clubs, with 275 attendees
- 44 Let's Get Sensory sessions, with 588 attendees

- 24 Thrive Youth Club sessions, with 88 attendees (run in partnership with the Youth Service)
- 181 Stay and Play sessions, with 2,983 attendees
- 56 Cuppa and a Chat sessions, with 750 attendees

The team have listened to feedback asking for more groups, and have made some changes this year including:

- Including singing and nursery rhymes in the activities
- Ensuring that groups are scheduled for different times across the county, with sessions during the morning, afternoon and evening for people who are in work during the day
- Introducing basic Makaton into sessions, to ensure that the groups are inclusive for all attendees, including children who are non-verbal
- A member of the team is currently learning British Sign Language, to enable reach to more families

### **Period Proud Conwy (7.3)**

Through [Period Proud Conwy](#), we're proud to support all young people and families by offering free, accessible, and inclusive period products. A lot of work is carried out with schools – both primary and secondary – and this year period products were provided to all primary school Year 5 pupils, tying in with period education lessons to help normalise and reduce stigma around menstruation. Secondary schools now have a new system for ordering products – and the team have created resources for schools to empower them to hold pupil consultations to find out which products pupils prefer and how they prefer to access them. This has helped promote learner choice and remove barriers to access.

This year, the team facilitated sessions with the Sex Education Company at Conwy Connect (tailored for their members with learning disabilities) and for all Family Centre staff. These sessions included education around periods and products, and open discussion to emphasise that it shouldn't be a taboo subject. All sessions had really good feedback, with Family Centre staff saying that they feel more confident to talk to their service users about periods and the different products.

When surplus products were returned from schools these have been redistributed to a variety of internal teams to further the reach of the Period Proud initiative. Products were provided to the Conwy Employment Hub for distribution to young people aged 16-24 who are not in education, employment or training, to the Mental Wellness Team for use in sessions with clients on a pathway to better mental health and wellbeing, and with plans to make products available in Leisure Centres, in our Coed Pella offices, and in GP surgeries.

### **Conwy Food Partnership (7.1 / 7.3)**

The Conwy Food Partnership brings members of the community together to work towards a more resilient food system, with shorter food miles, less food waste and improved access to nutritional, affordable food for everyone. Recently, the partnership has worked on and supported initiatives such as:

- Supporting community groups to access funding through the Direct Food Support fund and Warm Hubs funding (which has seen the purchase of new kitchen and storage equipment in community spaces) and funding for community groups to run a series of community meals throughout Conwy over the Christmas/Winter period
- Working with Conwy Mind to set up a community allotment to run growing sessions with a focus on mental health and wellbeing
- In collaboration, with the Disability Service, running a series of sessions with people in Supported Living services to empower disabled people with skills in cooking and nutrition. This forms part of a coordinated approach with the Betsi Cadwaladr University Health Board Dietetics team
- Holding a series of engagement events around the county with a focus on access to affordable food and eating healthily – with work from these sessions informing the partnership’s strategy workplan and activities going forward.

Information about the range of projects currently supported can be found here: [Conwy Food Partnership](#)

#### **Other Updates:**

- As highlighted in our updated [Corporate Plan](#), we will be developing our **Conwy Anti-Poverty Strategy** between 2025 and 2027, which will include raising awareness about poverty and social inclusion (7.1)
- Our Libraries and Information team have supported other services to register with the [Safe Places National Network](#). These buildings can be identified by their Safe Places window stickers and can be found using the map on the Safe Places website and App (5.3 / 7.2)
- Delivery of our Economic Growth Strategy 2017-2027 continues – with annual summaries presented to our Economy and Place Overview and Scrutiny Committee to review progress against the Strategy’s action plan (7.3)
- Our Economic Development team continue to manage a number of grants, including the [Commercial Property Development Grant](#) which aims to provide funding to regenerate commercial properties in Colwyn Bay, Abergele & Pensarn, and Llandudno (7.3)

## 5. Employment and Pay Gap Information

### 5.1 Employment Monitoring Reports

Every year we monitor and review our employment policies and practices to consider whether there has been a potential lack of fairness or discrimination in their application. The data we use to carry out this review is published in our annual employment monitoring report. The information in our employment monitoring reports is used when policies are reviewed and updated periodically. Copies of our employment monitoring reports (from this year, and previous years) are available here: [Employment Monitoring](#)

### 5.2 Equal Pay and Pay Differences

As set out in the Equality Act 2010, men and women in the same employment performing equal work must receive equal pay – it's about paying people the same for equal work.

In Conwy, we have a clearly defined job evaluation process to ensure that our jobs are scored fairly and accurately against set criteria. In 2023, we reviewed and updated our Job Evaluation Policy and Procedures to make sure they are up to date.

### 5.3 Pay Gaps

Pay gaps are different to equal pay. A pay gap is the difference in average pay between groups of people. It shows how much one group earns compared to another, usually expressed as a percentage, and these gaps are about representation in higher-paid roles, not unequal pay for equal work.

In this section we focus on four main pay gaps:

- **Gender Pay Gap:** The difference in average pay between men and women across our workforce
- **Disability Pay Gap:** The difference in average pay between employees with disabilities and those without
- **Ethnicity Pay Gap:** The difference in average pay between ethnic minority employees and White British (including Welsh, English, Northern Irish and Scottish) employees
- **Age Pay Gap:** The difference in average pay between employees of different age groups, comparing employees aged 50 and over, with employees aged under 50

#### Want to know more?

If you'd like more information about equal pay legislation or our approach to pay, check out the links below:

Equal Pay: [Equal pay | EHRC](#)

Conwy's approach to pay: [Pay Policy Statement](#)

Some of our pay gap tracking goes back to 2011, and the table below shows the most recent pay gap figures compared to figures from last year and over a longer period of time (where available). The table includes a figure for all posts and a figure for those on Single Status (of which G01 is the lowest grade and G12 is the highest grade). The EHRC recommends that pay gaps of 5% or more should be treated as significant and looked into further to understand and take steps to address this. In our current figures, this applies to the Ethnicity Pay Gap for All Posts and means that ethnic minority employees on average earn 6.2% less and we are looking into why and how this can be addressed.

Pay Gap	2011	2015	2019	2024	2025
Gender Pay Gap - range between Grades G01-G12	+1.1 - 0%	+0.8 - +1.9%	-1.9 - +1.2%	-0.8 - +1.2%	
Gender Pay Gap - G01-G12 Posts	+13.1%	+9.3%	+5.5%	+4.2%	+3.7%
Gender Pay Gap – All Posts	+8.8%	+6.5%	+2.8%	+2.3%	+1.6%
Disability Pay Gap* - G01-G12 Posts	-	-	-	-6.3%	-5.4%
Disability Pay Gap* - All Posts	-10%	-	-0.9%	+1.3%	+1.6%
Ethnicity Pay Gap* - G01-G12 Posts	-	-	-5.0%	-4.1%	-4.2%
Ethnicity Pay Gap* - All Posts	+2.5%	-	+8.1%	+7%	+6.2%
Age (50+) Pay Gap - G01-G12 Posts	-	-	-	+0.5%	+0.4%
Age (50+) Pay Gap - All Grades	-	-	+2.2%	+2.4%	+2.5%

*\*Sharing personal information is optional, and not everyone chooses to do it every year or at every job level. Because of this, the numbers in our reports can change from year to year, so comparisons over time might not always be exact.*

In addition to the Gender Pay Gap figures above, we also calculate a Gender Pay Gap figure in line with Gender Pay Gap Regulations, which set out a prescribed calculation for all organisations employing 250 or more people. You can find more information about the regulations here:

[Gender pay gap reporting: guidance for employers - GOV.UK](#)

The regulations set a slightly different calculation to the one used above so we have included both. This is because the figure above allows us to look at a longer comparison period, while the figure below better allows a side-by-side comparison with other organisations.

#### 5.4 Gender Pay Gap National Calculation (31<sup>st</sup> March 2025)

	Female Hourly Rate (£)	Male Hourly Rate (£)	Difference in Hourly Rate (£)	Mean Gender Pay Gap	Median Gender Pay Gap
Mean	17.68	18.16	0.48	2.60%	-
Median	13.74	15.07	1.33	-	8.80%

	Upper Quartile	Upper Middle Quartile	Lower Middle Quartile	Lower Quartile	Total
% of Males	25.61	36.43	25.75	16.83	26.17
Number of Males	324	459	325	211	1,319
% Females	74.39	63.57	74.25	83.17	73.83
Number of Females	941	801	937	1043	3,722

The pay gap data presented in this report highlights our ongoing commitment to fairness and transparency in pay across all groups, including gender, disability, ethnicity, and age.

While we have made progress in narrowing some gaps, we recognise that disparities remain, and continuous attention is needed.

To ensure we are making meaningful progress we plan to:

- Continue to review our recruitment and progression policies and practices to ensure that they are fair and that everyone has equal opportunities to thrive at work – this includes our current focus on anti-racism and disability inclusion, as highlighted in our most recent [Employment Monitoring Reports](#) and in our Ethnicity Pay Gap (which has reduced but remains above the 5% benchmark)
- Carry out regular audits to review pay gap data and trends, identify emerging issues and assess how best to close pay gaps
- Continue to publish our data and progress, ensuring accountability and keeping staff and stakeholders informed
- Improve data completeness, encouraging staff to share equality monitoring information

## 6. Conclusion and Next Steps

Over the past year, we have taken some positive steps towards becoming a more inclusive organisation. We have started to strengthen our policies, launched new staff networks, expanded learning and training opportunities, and improved the way we collect and publish equality data in order to better understand our workforce. Pay gap analysis shows some progress, particularly in narrowing the gender pay gap but we will take further action in areas we need to improve, including our ethnicity pay gap.

We have begun to focus on barriers experienced by under-represented groups through research projects and engagement initiatives to increase our understanding and inform how we should address these inequities. Our Inclusive Conwy approach is gaining traction across services, however, challenges remain. Inclusion is different from other strategies – it's not an initiative, it's the blueprint for how we can all benefit from a fairer and safer workplace and community, which grows in strength and resilience.

Creating a plan without looking at our organisational culture and taking collective responsibility for inclusion would make our plan ineffective. What we want for Conwy is positive culture change which is understood and embraced by all. Looking ahead, we are committed to:

- Refocusing our Inclusive Conwy plan to be more concise and understandable
- Investing in learning and development, ensuring all staff understand their role in inclusion
- Improving data quality and transparency, including targeted work to close gaps
- Auditing recruitment and progression opportunities to identify and address bias
- Building capacity through collaboration
- Maintaining an open dialogue with staff, communities, and partners to co-produce solutions
- Establishing a set of measures for the Inclusive Conwy Plan as part of the Resilience Programme

Inclusion is not a one-off project, it's an ongoing responsibility and inclusion includes you. By continuing to learn, adapt, and work together, we will make Conwy more representative, equitable, and inclusive for everyone.