

Strategic Equality Plan

Annual Report

2018-2019



1. Introduction

This is the third Annual Report on Conwy's Strategic Equality Plan (2016-2020) for the period 2018-2019.

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.

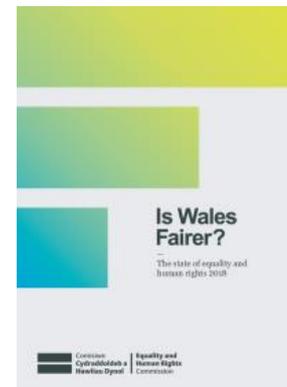
2. Relevant Information

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.

Is Wales Fairer? 2018

The Equality Human Rights Commission (EHRC) published 'Is Wales Fairer? 2018' which shows 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; more people in Wales, and in particular women, engaging in democracy; 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. The recommendations from 'Is Wales Fairer? 2018' have been considered and compared to relevant data held in Conwy to establish if the all-Wales message is the same for Conwy and/or North Wales in helping to determine

what our next objectives and priorities need to be for the period 2020-2024 as set out in our next Strategic Equality Plan. As part of that work we have updated our Background Data and Research document which pulls the latest available relevant information specific to Conwy and North Wales and this is helping to shape our next plan, objectives and areas for action.

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.

An equalities Stakeholder Engagement Event was held in May 2018 which provided a snap shot of some of the key activities undertaken to that point by the 12 North Wales Public Sector Equality Network organisations since the 2016 Strategic Equality Plans were published. The event also sought views and feedback on what North Wales public sector organisations should be seeking to address in our work moving forward. A report was published and circulated to all participants and the information from this event is also shaping our next Strategic Equality Plan and objectives.

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 Annual Population Survey 2018 tells us that 4.8% of the population of Wales is non-white showing no change from the 2011

Census for Wales which is also 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 2019 shows 92.9% of pupils were White British (down 0.2), 2.1% were White Other (up 0.1%), 0.1% were Gypsy/Travellers (no change) and 4.3% were Black Minority Ethnic (up 0.2%).

The latest ONS mid-year population estimate of 2017 showed 48.6% were male and 51.4% were female in Conwy. 16.2% of the population were aged between 0-15, 56.6% aged 16-64, 27.2% aged 65-84 (which is much higher than Wales:20.6% or UK:18.2%) and 4.1% aged 85+ (compared to Wales:2.6% or UK:2.4%).

There is no data available about people who are transgender at either a unitary authority or national level although the Office of National Statistics (ONS) plans to identify options and make recommendations for how to take this forward. We do collect this data from our staff but the data is still incomplete and further work is planned to seek 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 2018, 23.6% 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 2017/18 this was 6.4% against an all Wales figure of 2.6%. In 2018 in Conwy, 12% 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 2017.

The only data about religious affiliations is from the 2011 Census with 65% Christian, 26% no religion, 0.5% Muslim, 0.3% Buddhist, 0.2% Hindu and 0.1% Jewish.

The 2011 Census has data on the Welsh language broken down by age, nationality and geographical area and the Schools Census provides data about pupils who attend Welsh medium schools. 60.6% 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 2017 shows for all-Wales, 95% are heterosexual/ straight, 1.3% Gay/Lesbian, 0.7% Bisexual, 0.5% Other and 2.5% Don't know/refuse to say. The Equality and Human Rights Commission believe that these figures are likely to be an undercount. The Department of Trade and Industry gives an official estimate that 5-7% of the British population are gay, lesbian or bisexual.

Complaints Linked to Equalities

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

During the year 2018-19, there were 425 compliments (from external bodies or members of the public) received by Conwy County Borough Council and 299 complaints (a decrease of 14.6%). 86% of complaints were resolved at Stage 1. There were no equalities related complaints. 36 complaints were referred to the Public Services Ombudsman for Wales. 34 of them did not warrant an investigation and 2 did, of which one was not upheld and the second is still awaiting a decision.

There were 25 formal complaints received by Social Care for the period 01/04/2018 – 31/03/2019, 24 of these complaints concluded at Stage 1 and 1 formal complaint concluded at Stage 2. 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 against their protected characteristics. One complaint was in



relation to a delay in receiving a Blue Badge but this was resolved with a written apology and an explanation as to how the process had been altered by Welsh Government.

We recognise that there are still gaps in the data, some of which we can directly influence regarding our workforce and in collecting data from our service users, but much is outside our control. Where we can, we will take steps to influence this through our contact with other bodies who publish data by feeding back to them about the importance of having disaggregated equality data such as the Office of National Statistics (ONS) for the 2021 Census.

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 191 actions due for completion in years 1-3 of which 176 (92%) have been successfully completed so far.

Every 4 years when we renew our Strategic Equality Plan, we review the impact of our actions on various sets of data which is provided in our Background Data document.

Below are the actions we have undertaken during the third year of our current Strategic Equality Plan as well as other actions which 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

Breast Feeding in Conwy

We have supported the Public Health Wales breastfeeding promotion campaign and easy guide resources are available. The easy guide resources and registration form, which has been updated, are available on the website. Latterly we have been encouraging organisations to use the Unicef posters as the former stickers used are no longer available. Information is also available by contacting Conwy Family Information Service. Conwy has a Breastfeeding Friends Facebook Group and there are Peer-Groups being held around Conwy with Monday afternoons at the Pod in Colwyn Bay



led by Midwives, Thursday mornings at Ty Llywelyn, Llandudno and on a Thursday afternoon at Canolfan Dewi Sant, Pensarn. The Betsi Cadwaladr University Health Board Infant Feeding Strategy is in final draft and colleagues are awaiting a decision from Welsh Government.

Maternal Smoking Cessation

Public Health Wales Team and the Midwifery Team have worked together to develop a North Wales Maternal Smoking Cessation Service, called 'Help me Quit for Baby' who employ Stop Smoking Support Workers, to encourage young mothers to quit whilst pregnant to increase the birth weight of children in Conwy. Public Health Wales have also visited a number of our work locations to raise awareness of the 'Help me Quit' support available to staff.

Screening for Life Campaign

This action has not received further attention in Conwy as COG 2 Partnerships at that time were reviewing their priorities. However, this is a Public Health Wales priority and they promote the screening programmes for bowel, cervical, breast and aortic aneurysm every year directly to at risk groups so this action has been undertaken.



Supporting People Living with Dementia

Conwy Council is currently working towards being a Dementia Friendly organisation. 60 staff have so far had the Dementia Friends training and 5 have become Dementia Champions with a view to making a formal application for Dementia Friendly status in the near future.

So far there are two Dementia Friendly Communities in Conwy County in Abergele and Deganwy. A range of community based activities have taken place. In Abergele – Home Instead with 'Itaca' have recently launched their Free Abergele Friends Group which is dementia inclusive and wheelchair accessible. At the friendship group, attendees can enjoy informal conversations, activities and group discussions and it allows the opportunity to connect and engage with other local people in a relaxed atmosphere. In Deganwy the dementia friendly innovation is supported by the Community Wellbeing Team and regular meetings are held in All Saints Church, Deganwy. There are other groups meeting in Rhos-on-Sea (Mix and Mingle group) and Kinmel Bay (Memory Café held

in Kinmel Bay Community Library) which are open to anyone, including those affected by memory problems and their carers.

As part of the Home Instead national office campaign 'Songs to Remember', game cards were made from the various iconic TV theme tunes that were selected. The idea of the game was to identify and match the TV programme to the theme tune, either by the picture of the title scene or the written name. For those who enjoyed more of a challenge there were also blank sheets where they could guess the tune without any other prompt. This was thoroughly enjoyed by the group and encouraged conversation through reminiscence.

The Community Wellbeing Team have set up a friendship café in Llanrwst for people who are living with Dementia and their carers. The sessions are delivered by one of their Wellbeing officers and it runs every last Tuesday of the month at the Health Hub in Llanrwst. They have on average 11 people regularly attending the monthly sessions. During the sessions individuals have the opportunity to participate in various activities such as arts and crafts, boccia or singing. There is a steering group to look at how Llanrwst can become a Dementia friendly community and some key people have already been identified from the community who wish to support the Friendship café and are willing to take over the running of the group.



A new 'Dementia Friendly' steering group has been formed to improve access to cultural venues for people affected by Dementia in Conwy and is open to any cultural venue in the county that is keen to improve visitors' experiences through better access, signage and improved activities. Building upon existing successes such as Theatr Colwyn's highly popular Dementia-Friendly viewings, the new group is looking to see what else can be achieved. It currently has representatives from Conwy Culture Centre, Conwy Library Service, Venue Cymru, Theatr Colwyn, Llandudno Museum, Penmaenmawr Museum and Penmaenmawr Community Library but is eager to welcome others. The group aims to create a Dementia-Friendly Culture Centre and has been sharing ideas and joint planning and have received input from a range of health professionals and the Alzheimer's Society. The Culture Centre handling collection consists of 14 boxes of day-to-day objects from the 1940s to the 1970s. The handling collection was brought to a memory café held at Llandudno Hospital as part of Dementia Action

Week (Llandudno Hospital was the first hospital in Betsi Cadwaladr Health Board to achieve Dementia Friendly status). The memory café welcomed pupils from local Ysgol Ffordd Dyffryn who sang for patients and enjoyed exploring the collections with them.

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. We have commissioned Dawns i Bawb to present 'Dancing the Decades' at various care homes / settings throughout Conwy county for older people. The Arts and Culture Service secured funding from the Arts Council of Wales to develop this as part of the Culture Centre outreach programme. The funding enabled the tour to happen and allowed Dawns i Bawb time to develop the piece using items from the archives that could add to the reminiscence experience. The items used in the performances included the 'memory boxes' which were recently redesigned by artist Ticky Lowe (a specialist artist) from original work done in the 1990's. The memory boxes are themed and linked to particular eras, currently covering 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 of 75+ so we have identified a need for further work on the collections to 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 current 12 memory boxes are easy to transport and use and come with a series of suggestions and instructions on how to get the best out of the resources the contents are updated to reflect the generational age of people most likely to benefit from the collections and they have been themed in accessible topics such as school, holidays, and home life. Ten care homes were visited as part of the tour with approximately 130 participants / audience members. 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.

The Toddlers who Took on Dementia

In June 2018 Conwy County Borough Council featured in a BBC documentary which charted a unique experiment run by psychologists from Bangor University. Adults aged in their 70s and 80s were brought together with toddlers at Llys Elian day care centre to share activities, stories and memories. The time spent together had surprising benefits for all involved and the experiment

has now turned into a regular slot for the two age groups to continue to learn from each other.

Develop a Mental Health Accommodation Strategy

The Vulnerable People Service was designed to assist the most vulnerable in our society to regain or maintain their independence and wellbeing and ensure they are safeguarded. This is a diverse service incorporating eight distinct teams; mental health, vulnerable people, personal advisors, strengthening families, family intervention, contact, deputies unit and deprivation of liberty safeguards teams. Our ambition and vision is for everyone to have a 'forever' home that is stable and a secure base from which other issues can be addressed. This will be enabled through provision of wrap around support that is person centred and needs led with an effectively co-ordinated multi-professional/agency approach delivering a coherent support plan, co-produced with the individual.

The Vulnerable People service has developed an Accommodation Strategy 2019-2025 which includes those with severe and enduring mental health conditions. The service will continue to utilise an available portfolio of 21 schemes and over 140 beds, with a view to implementing a modified Housing First model to meet needs around gap areas such as move-on housing and respite accommodation.

Improve immunisation uptake rate

We have promoted the uptake of Flu Immunisation advising that all Primary school children from Reception to Year 6 receive their vaccinations from the School Nursing Service. Children in a clinical risk group e.g. diabetes or asthma should be offered the vaccine. The flu vaccine is a simple, safe and effective nasal spray. A representative from Public Health Wales drafted a letter about flu immunisation which was utilised by the Family Centres to promote the uptake of Flu immunisation with families. The World Health Organisation states which strains of virus should be included in the vaccine. Health Visitors vaccinate vulnerable people at home and this policy has proved to be very successful.

Encouraging Active and Creative Lifestyles

The percentage of leisure bookings made online has increased to 31.5% and 65% of those who completed the National Exercise Referral programme stated they had experienced improvements to their health. We continue to hold Olympic and



Paralympic Days at Parc Eirias and this year 460 pupils participated which brings the total since this began to over 4,500 participants. Excellent feedback was received. 32 sports people received funding from the Conwy Excellence Fund to further their sporting development in Athletics, Boxing, Cricket, Fishing, Football, Hockey, Judo, Kayaking, Pool, Sailing, Skiing, Snooker, Squash, Swimming, Weightlifting, Wheelchair Basketball, Windsurfing, and Triathlon. 812 pupils from years 5 & 6 undertook cycle training with a further 404 pupils age 4-6 receiving pre-pedal training. 47,000 disability sport participatory opportunities were provided in 2018 with 15 strategic competition/events held.

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

3-year olds in Conwy offered free part time Education

All Conwy children who are 3 years old between 1st September and 31st March are entitled to Foundation Phase Early Education funding. The Foundation Phase is a developmental curriculum for 3-7 year olds in Wales. It encourages children to be creative, imaginative and to have fun while making learning more effective. Children are given opportunities to explore the world around them and understand how things work by taking part in practical activities relevant to their developmental stage. Children who are three years old between 1st April to 31st August will not be eligible as they will be offered their entitlement from the September onwards in School Nursery part-time education. Application forms are available on the website and distributed termly to all childcare settings involved in the scheme. During 2018/19 - 770 three year old children were funded to attend non-maintained settings.



Avoiding Youth Homelessness

The Homelessness Strategy Action plan 2019-20 has a theme for Youth Homelessness which will support young people to become Tenancy Ready and Renting Ready to enable them to maintain their tenancy. In response to the challenges around young people's homelessness, Conwy has adopted the Youth Persons Positive Pathway model. Many young people are at increased risks of homelessness and due to their limited independent living skills they often find they face additional barriers to securing accommodation. Barriers such as reduced benefit entitlements mean many young people will find renting privately a real challenge (single people under 35 who are benefit dependent only qualify for £58.47 per week shared room rate). There is also a lack of shared housing options across Conwy. In response to this we have identified some local landlords who do offer house shares and in order to offer them increased confidence that young people referred by Conwy Housing Solutions have the skills to live independently, and will make good tenants, we are encouraging young people we work with to complete the Crisis Renting Ready course. This is a Tenant Training Course. Some local landlords will then consider young people who have completed the course as it demonstrates their ability to manage a tenancy and that they have the basic skills needed to live independently. This course is delivered in partnership with the Going It Alone Project (young person's homeless prevention project) and Cartrefi Conwy who are our main housing partner for Conwy Housing Solutions. We intend to train a number of colleagues to deliver the Renting Ready Course so that we can offer this course to more households of all ages in the hope this will reduce barriers to private renting and promote positive tenancy behaviours for people who are assisted by the Housing Solutions Team.

Ysgol y Gogarth

Ysgol y Gogarth is the only special school in Conwy. It caters for pupils (3-19 years) across a broad spectrum of complex special educational needs including: profound and multiple learning difficulties, autistic spectrum disorders and severe learning disability.



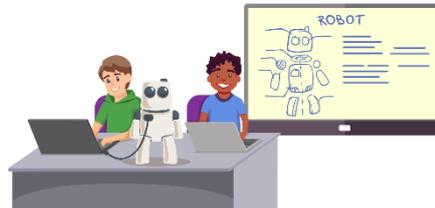
Ysgol y Gogarth was most recently inspected by Estyn in October 2017, receiving “Excellent” in all Inspection Areas. The Inspection Report summarises “Pupils at Ysgol y Gogarth respond very

positively to the school's highly effective strategies to support the development of their communication and independence skills. As a result, nearly all pupils make very strong progress over time in relation to their individual needs and abilities. Nearly all pupils are polite, courteous and respectful to each other, to staff and to visitors. The school's curriculum meets the needs of pupils particularly well. The extensive range of learning experiences promotes very effectively the development of pupils' ability and maturity as they progress through the school. Teachers, teaching assistants and specialist staff work together outstandingly well to identify pupils' individual needs and ensure that lessons build systematically on their abilities and interests. The school works very successfully with parents and partners to ensure that it provides stimulating opportunities for pupils to develop skills that prepare them very effectively for future life. The Head Teacher and senior leadership team demonstrate outstanding leadership. They have developed a coherent strategic vision for the school that places the most important needs of pupils at the heart of all aspects of the school's work."

Ysgol y Gogarth is one of only two Special Schools in Wales to achieve the National Autistic Award.

Computer Games / Coding Club Support

Conwy Library have helped 17 children to create their own unique computer games and animations



using Scratch software. The club attracts a wide range of children to learn computer coding in a relaxed and fun environment. During 2018/19 a Code Club group was also set up at Colwyn Bay Library and 9 schools across rural Conwy received "Coding training", a project which was funded through the LEADER programme under the Rural Development Programme for Conwy. The project aimed to establish a network of coding clubs throughout rural Conwy as well as providing young people with opportunities to develop their coding and computer programming skills to enable them to compete in an increasingly digital market place. The project which was a collaboration between rural Conwy primary schools via the Local Action Group, Conwy County Borough Council and Coleg Meirion-Dwyfor, delivered a series of workshops and ongoing support providing opportunities for primary school children to learn how to code.

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

Developing the Basic Skills of citizens to improve work chances

The Communities First programme ceased in March 2018 but we have utilised the Communities First Legacy funding to continue to support people into employment and increase their skills. The funding is used to run 3 x weekly Job Clubs in Colwyn Bay, Pensarn and Llandudno, 50 weeks a year. We also run an IT Club twice weekly to support people to develop digital literacy skills, complete a Curriculum Vitae, job applications and so on. We supported people to gain non-accredited and accredited qualifications, including basic skills, to ensure people have the necessary skills to progress into work.



Conwy's OPUS project supports citizens aged 25 and over in finding work. The team comprised mentors, welfare rights advisors and occupational therapists and they support people to overcome barriers to work, volunteering or to gain work-related qualifications. The team have supported almost 200 people on their journey to work with 58% successfully completing training, 12% undertaking voluntary work and 10% entering employment over 16 hours.

Conwy's Community Wellbeing ADTRAC team support young people aged 18-24 to progress into work, education, training or volunteering. To date they have supported over 100 young people who have achieved a Level 3 qualification, entered further learning and gained employment over 16 hours.

Review of Impact on Careers for women who go part time (Action 3.2.6)

This action has been deferred until the year 4 report due to resource issues but also to combine action 3.2.5 to analyse career progression successes for different protected groups to identify any actions the organisation needs to take to remove any barriers for

certain groups, for example, women returning from maternity leave, staff with a disability.

Unconscious Bias Training

Last year our action was to investigate options to provide Unconscious Bias training and as a result, we provided a short workshop on Unconscious Bias at one of our Managers Forum meetings and the training was very well received.



JobCentre Plus Support

We have further developed a highly successful partnership with JobCentre Plus, through Colwyn Bay Library who host quarterly Provider Events where there is an opportunity for referred job seekers to access advice and support and find out about training, volunteering and work opportunities. These events have attracted up to fifteen providers and supported over a hundred individuals on each occasion.

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.

Hate Crime Awareness Raising

There were no formal actions under Personal Safety in this year's Action Plan. However, we have continued to support Hate Crime Awareness week in October through publications on our intranet for staff using posters and leaflets in all our public receptions 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.

Violence against Women, Domestic Abuse and Sexual Violence Awareness

Training was made mandatory for all our staff to undertake training on Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) and training has been successfully delivered, either using an e-learning module but for staff without access to a computer as part of their job, face to face training has been delivered. In addition, mandatory Safeguarding training has also been delivered in the year, along with training on Modern Slavery, all of which are about the personal safety agenda.

Internet Safety

Web safety sessions have been delivered to 1,650 pupils during 2018-2019, including year 6 leavers from 10 primary schools. 68 pupils have also received healthy body image sessions.



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.



Involving Parents in Planning/Delivery of Parenting Programmes

Conwy Family Support Teams all provide a variety of open-access groups, targeted/structured groups such as parenting courses, and one to one support. In Eryl Wen, Llandudno, the team have established strong links with some of the harder to reach communities, and with the local schools. There

are several services working in partnership with the team and they are trialling a Wellbeing Ambassadors programme with local parents.

A representative Conwy Youth Council improves links with Council officers and elected members

Membership of the Youth Council has grown over the past year and we were delighted to hear that three Conwy youth council members were elected onto the First All Wales Youth Parliament. Katie Whitlow, Evan Burgess and Harrison Gardner. Katie is representing Young Disability Wales at the Welsh Youth Parliament while Evan and Harrison are representing Aberconwy and Clwyd West. The first Youth Parliament regional meeting was held in North Wales in January 2019 and both Katie, Evan and Harrison attended their first meeting in Cardiff in February 2019.



The Welsh Youth Parliament (WYP) chose three issues to focus on for the next two years. These were Emotional and Mental Health Support, Life Skills in the Curriculum and Littering and Plastic Waste.

Following the Annual General Meeting with the Conwy People's Partnership, the Youth Council have chosen Internet Safety and in particular, Dangers and Risks associated with Online Radicalisation – as their chosen topic for the coming year.

In January 2019, a meeting was held with Joy Chiplin from the Conwy Youth Services to discuss how the Youth Council can work to contribute to raising further awareness of this important issue. The Youth Council recently attended an away day to discuss how to move forward with their project. They decided to meet with Neal Parkes from North Wales Police who delivers training around Anti-Radicalisation. After further insight from Neal, the Youth Council decided to look at early intervention in regards to online grooming and manipulation. A poster has now been completed and will be shared with different services and points of contact for children and young people.

Supporting Local Citizens Advice Bureau (CAB)

Citizens Advice Bureau now have a presence at Colwyn Bay and Llanrwst libraries where they use private rooms and breakout spaces within the library for one day every week. Up to five

Citizens Advice staff can engage on a drop-in basis with clients who need advice and support with a broad range of issues.

Appointments for more in-depth enquiries are held in the latter part of the afternoon. Their client numbers and people assisted have visibly increased week on week since we have hosted this.

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 in May 2018 (and 2019) and had guests from Sign Solutions about Interpreterslive!, Centre of Sign Sight and Sound (COS) and Conwy Deaf Translation and Support Services (CDTSS) visit the offices to talk to staff and raise awareness. We also supported Mental Health awareness week, National Anti-Slavery Day and Community Safety Partnership supported White Ribbon Day (for Domestic Abuse).

Improving Access to Digital Support

Improving access to digital support is key to ensuring everyone that wishes to can have a voice through digital technology. The LEADER Local Action Group (LAG) in Conwy



commissioned a piece of work to look at the Exploitation of Digital Technology Opportunities for the rural area of Conwy. Following a tendering process, Pinacl Solutions UK Ltd from St Asaph in partnership with Bridge Fibre were appointed and they mapped the area and concluded that there are about 3200 “White properties” (premises with no internet/broadband service or less than 2Mbit/s) in Conwy. They surveyed the current availability of Broadband and availability of fibre nodes, undertook site surveys and liaised directly with rural councillors and have identified possible project and solutions.

There is work by the North Wales Digital Connectivity Group and the successful Local Full Fibre Network (LFFN) project to ensure a local digital infrastructure for our economy to thrive and for our Citizens to have the connectivity they deserve. This will provide full fibre connectivity to public buildings – schools, GP surgeries, Community and Town Councils, etc, across the region with the ability of the community (resident and business) to connect to it, massively reducing historic connection costs.

In the meantime, we have expanded access to free Wi-Fi to include the square in Llanrwst, outside the Train Station in Betws y Coed and along the high street in Abergele, as well as to 4 rural schools: Ysgol Bro Cernyw, Ysgol Bro Aled, Ysgol Cerrigydrudion and Ysgol Pentrefoelas. This is the same level of service currently available at Council offices, Leisure Centres, Schools and other public buildings. This is a three year trial during which the uptake will be monitored. We are also working with Glyndwr University to teach members of the Glan Conwy Day Club, who are elderly, how to use mobile phones, tablets, WiFi etc.



Citizen Survey - Social Care

In 2018 we sent the Citizen Survey to a total of 1508 Carers, children and young people, and a selection of adults who received care and support from us. We received 474 responses. Copies of the questionnaire were sent in easy-read format to some people with learning disabilities. 94% of carers, 84% of children, and 95% of adults (and 91% of those who completed easy-read) agreed that they were treated with dignity and respect by Social Care staff and 86% of adults (and 84% of those who completed easy-read) were satisfied with the care and support they have received. A full copy of the report can be found [here](#).

Listening to the Voice of our Children and Young People

The Loud Voices Forum ensures Children and Young People in our care have a voice. We facilitate two consultation forums regularly, open to children between 5 and 15 years old, held at a local Youth Club. We have a Shaping Futures group for young people aged 16-25 who are in care and/or preparing to leave care and they are involved through various consultations and workshops, eg, Conwy Youth Service, Workshop on Know your Rights, Know your Benefits, Meeting with Care Inspectorate Wales, Voices from Care and input into the Hidden Ambitions report.



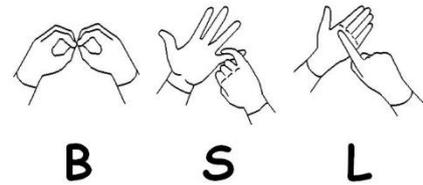
Our Youth Justice team also runs a Football Group and Sports and Activities Group for girls and there are other groups and programmes for young disabled people and people with mental ill-health. A full copy of the Social Care Annual report can be found [here](#).

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.

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 will be continuing beyond the pilot period.



Nightstop Service for Young Homeless People

The Nightstop Service is operational in Conwy, Flintshire and Denbighshire. The Nightstop service provides emergency accommodation for 16-21 year olds who become homeless and need somewhere to stay immediately. Young people can stay in a Nightstop placement for between 1 and 28 days, until stable accommodation can be identified. The service provides a furnished room and meals, support to identify suitable move-on accommodation if returning home is not possible or appropriate, help with accessing and engaging with education and employment, support to access benefits the young person is entitled to, help with accessing specialist support according to the young person's needs and assistance with a travel pass, toiletries pack and clothing if appropriate.

Supporting households threatened with Homelessness

A Regional Homeless Strategy: People, Homes, Services, has been developed across North Wales to tackle homelessness across the region. The Strategy was approved in December 2018 and is supported by an action plan. Each local authority also has a local homeless action plan.



Conwy has developed the Conwy Housing Solutions Partnership which supports the diverse needs of households threatened with homelessness. In March 2019 to achieve the 'Equal Ground Standard' devised by Shelter Cymru, Cymorth and the Welsh Local Government Association (which is a guide for all Welsh local authority homelessness services), Conwy Housing Solutions assessed how welcoming our service is to people presenting themselves as homeless.

The assessment included the physical environment of Conwy Housing Solutions new home in Coed Pella, Colwyn Bay, the way that the staff team work with people presenting themselves as homeless, and the initial support they provided.

Janet Loudon, Head of Housing Services, North Wales, for Shelter Cymru said: *"Asking for help when facing homelessness is a daunting experience for anyone, the friendliness of the environment and the way in which people are helped and supported is of vital importance. People need to be treated with compassion and understanding but with a non-judgemental attitude. They need to be listened to, and helped in these difficult circumstances."*

One of the volunteers who took part in the evaluation from Shelter Cymru's Take Notice team noted: *"The housing services team at Conwy Housing Solutions is a highly motivated professional team who have embraced whole heartedly the holistic and person centred approach encouraged by the Equal Ground Standard. It was a real opportunity for service users and professionals to work together to evaluate and improve homelessness services."*

As a result of the review carried out by Shelter Cymru volunteers, examples of good practice were reported back to Conwy Council along with some recommendations for further improvement, and the Equal Ground Standard was found to be well embedded at both

frontline and management level. Conwy Housing Solutions are the first local authority homelessness team in Wales to have worked towards this. This is an achievement for Conwy and sets the benchmark for other local authorities to follow suit.

Conwy Youth Homelessness Action Plan

The Youth Homelessness Action Plan has been superseded by the development of the Young Persons Positive Pathway. The Pathways Team and Personal Advisor Team offer support to young people who have left the care of the local authority up to the age of 21, or up to the age of 25 if they are still in education or training agreed with the local authority and recorded in the Pathway plan. The support includes offering advice and support with education, training and employment as well as accommodation and general welfare, supporting and encouraging young people to become independent, helping them make the transition when they leave care.



Adapted Property Matching Service (APMS) providing suitable housing options for disabled persons

The Adapted Property Matching Service is operational and benefits from the support of an Occupational Therapist employed within the Housing Improvements Team.

Improving energy efficiency and reducing fuel poverty

The Service continues to improve the energy efficiency of homes in the county. The Colwyn Bay Renewal Scheme continues to improve private sector properties with the assistance of Welsh Government assistance. A bid has been submitted to Welsh Government for installation of a gas main to the Llysfaen village and other energy efficiency improvements, the outcome of which is still awaited. The Council has published its Statement of Intent which allows the delivery of the Energy Obligation Scheme in the county borough which provides energy efficiency improvements for households who are most likely to experience fuel poverty and those vulnerable to the effects of a cold home. The action is complete and this work is ongoing.

Childcare in Conwy is accessible to Children with Additional Needs

Conwy Early Years Education and Childcare Team jointly commissions Conwy Preschool Support Scheme with Families

First and Flying Start. The Children supported by the scheme experience a wide range of difficulties. Settings are supported to encourage parents to make contact with a Health professional. Many children undergo assessment by Health care professionals e.g. Speech and Language Therapist and the Child Development Team. Difficulties include: Social & Communication difficulties, Autistic Spectrum Disorders, Global Developmental Delay, Physical Developmental Delay, Ataxia, Congenital heart disease, Issues arising from Adverse Childhood Experiences, Sensory Processing Disorders, and so on. Interventions include general support and providing opportunities to discuss observations and concerns by settings and parents. Development and adaptation of techniques are considered to support settings regarding the integration of children with additional needs into setting routines and environment.

Liaison with other Agencies, Child development Centre, Flying Start, Speech and Language Therapy, Physiotherapy, Health Visitors, Educational psychology, Clinical Psychology and Portage, support a consistent approach.

Conwy County Borough are also now in full implementation of the Childcare Offer for Wales. Conwy receives some additional funding to support eligible parents that have children whom require additional support to attend non maintained childcare settings. During 2018/19 Conwy supported 5 children. The Early Years Education and Childcare Team also has an Assisted Places Childcare Grant which is financial help towards the cost of childcare and is available to help families in need (financially or if children have additional learning needs or if a family are in need of support). Up to 50% of funding is available if more than 6 hours a day is requested and up to 70% funding if less than 6 hours a day requested. All applications are individually assessed and are made on a term by term basis up to a maximum of £300 per family. The payments are made direct to the setting, and parents and carers are responsible for paying any remaining balance. During the summer term 2018, 14 families have been helped with funding from the Assisted Places Childcare Grant, with 16 families receiving funding in the Autumn term and 19 families received funding in the spring term 2019.



In addition, Playing Out, a partnership between Conwy Early Years Education and Childcare Team, CVSC Play Development Team, and Conwy Town

and Community Councils were invited to buy into the scheme which enabled us to deliver the programme in 23 sites across the County during the holidays. Playing Out has a dedicated inclusion worker for children who needed additional support accessing sessions. This enabled disabled children and children with extra requirements to also enjoy Playing Out.

Conwy Economic Growth Strategy

Work around Conwy's 5 ambitions has commenced to make Conwy more inclusive and to grow the economy. For example *State of the Art Business Premises* are being developed at various locations across Conwy including Penmaen Road, Rhos Point, Tir Llwyd, Abergele, Colwyn Civic Offices; we are promoting the Night time economy and winter tourism with various events including seasonal markets, winter lights and the remodelling of Venue Cymru; we have also undertaken a renewable energy assessment which is currently being reviewed and we installed 3 Steora smart benches in Llangernyw, Llanfair Talhairarn and Conwy town, the first benches installed in the UK. The smart benches are solar powered with multiple functionality – a wireless charging pad, charging ports for wired phones and other smart devices, night illumination, energy saving main controller and data collection (it collects how much power has been generated, how much public use and how much WiFi data has been used).

Development of Conwy Culture Centre

A new building to replace the Conwy Library has been developed which will include a café space, heritage information, art activities, a dementia-friendly sensory garden and a suite of British Sign Language/Easy Read/Subtitled videos will be available to enable broader access to interpretation. The new centre opens in December 2019.

Llandudno Library Support Service

In 2018-19, Libraries Connected was awarded a sub-contract for the delivery of digital biometric visa support services on behalf of UK Visas and Immigration (UKVI). Llandudno Library is now one of only 3 Libraries in Wales (alongside Cardiff and Newport) to provide this service for customers. Between its launch in November 2018 and end of April 2019, there had been 165 appointments, which also generates a modest income for the service. The service supports people who have completed their visa application on-line to scan and submit their documentation



and biometric data, avoiding the need to post vital documents. This work has more recently expanded to incorporate biometric capture in support of EU Settlement Scheme applications.

In addition, Libraries Connected are also a supplier on the Government Digital Training and Support Services (GDS) Framework which has allowed Llandudno Library to tender for paid opportunities to provide assisted digital and digital inclusion services. In addition to free to use public computers, WiFi and digital skills sessions, contracts of this nature add to a growing portfolio of assisted digital services and information that Libraries provide in the heart of their local communities.

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 there may be potential for lack of fairness or discrimination in the application of a policy or practice is investigated in more depth and if necessary, remedial action taken to remove it by reviewing the relevant policy or practice. We review all our policies periodically and carry out Equality Impact Assessments 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 and we continue to seek additional ways of improving further the equality data we hold for staff.

Our latest Employment Monitoring Report for 2018-19 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
99.5%	Marital/civil partnership status
51.7%	Race
47%	Disability
41.3%	Religion/Belief
41.2%	Sexual Orientation
35%	Transgender

Data captured in all categories other than sexual orientation has improved again during this period. 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 in this area.

Our latest report for 2018-19 shows that we employ 4098 permanent or fixed term contract staff (50 less than last year), of whom 73% are female and 27% are male; 56% have stated they are married or in a civil partnership; 2% have a disability (slightly up on last year); 0.9% are Lesbian, Gay or Bisexual (also slightly up on last year); 1.5% are Black Minority Ethnic (BME). Our casual workforce is made up of 2064 staff comprising 77% female and 23% male although 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 31.3.19. The people we employ may fill more than one post so we had 4505 permanent/fixed term posts filled by 4098 people and 2991 casual posts filled by 2064 people.

We continue to employ more part-time staff (52%) than full time staff (48%). 57% of full time permanent staff are females and 87% of part time staff are female in permanent or fixed term contract posts (similar to last year). 75% 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 3168 applications for the 470 positions which were advertised during 2018-2019, giving an average of 6.7 applicants per vacancy which is higher than last year when we had 4.7 applications per vacancy. 64% of all applicants were female and 36% male. We attracted 4% (127) disabled applicants, which was higher than the previous year. We attracted 1.6% BME applicants, equating to 50 which is the highest number since 2012 although still appears low when compared to the 2011 Census (2.2%).

48% of female applicants were shortlisted and 50% of disabled applicants were shortlisted (4.17% of the total shortlisted). 35% of BME applicants were shortlisted (1.13% of the total shortlisted). 399 appointments were made during the year, of which 64% were female and 36% male, 3.8% were disabled (compared to 2% in the workforce) and 0.5% were BME (compared to 1.5% in the workforce).



59% of all Sickness, Grievance/Bullying and Disciplinary/Capability cases involved female employees, which is lower than the workforce profile of 73% female and 27% male.

There were a larger number of Sickness, Grievance/Bullying and Disciplinary/Capability cases involving employees within the 45-54 age range (29%), which has been similar for the last 2 years and is broadly comparable to the workforce profile for this age range at 32%.

80% of Grievance/Bullying cases involved males which is the converse from last year of 80% involving females but the overall numbers are low. 66% of Sickness absence cases were female which is slightly lower than the workforce profile.

There was a higher number (70%) of Disciplinary/Capability cases for males and when compared to the workforce profile of 73% female to 27% male is disproportionate. However this picture is similar to past trends and consistent with what other public bodies report.

There were less voluntary leavers in the period (396) which is 76% of all leavers, of which 71% were female which aligns closely to the workforce profile. Of those who left involuntary, 51% were staff whose temporary contract had come to an end, 15% left due to compulsory redundancy and 34% were dismissed (55% of those dismissed were on ill health grounds). 10 disabled employees left the organisation in the period, 7 voluntarily. No BME employees left during the period. 7 LGB employees left in the period, 6 voluntarily.

Full details and analysis of the data can be found in the Employment Monitoring Report 2018-19 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
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%
Total Gender Pay Gap Grades G01-G12			+13.1%	+9.3%	+7.53%	+7.15%	+5.47%
All posts Gender Pay Gap	+16.2%	+15.8%	+8.83%	+6.5%	+4.39%	+3.56%	+2.8%
Disability Pay Gap			-10%		0%	-9.78%	-0.9%
BME Pay Gap			+2.45%		+6.35%	+5.10%	+8.07%
Age Pay Gap : Under 50s as % of 50+					-1.37%	-2.47%	-2.21%
Age Pay Gap 50+ as % of Under 50s					+1.35%	+2.41%	+2.16%

[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 (74%) 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 -1.85 and +1.2%, indeed in Grades G01, G04, G05, G09 and G12, 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 (41.2% 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 2.8% when including all staff employed by Conwy County Borough Council. The gender pay gap for all posts in Conwy Council has decreased each year since 2009.

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 2019 which shows a slightly different figure to those above as follows:

Gender Pay Gap National Calculation as at 31 March 2019

	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	13.20	13.82	0.62	4.48	
Median (Middle) Gender Hourly Rate	9.73	10.91	1.18		10.82

	Upper Quartile	Upper Middle Quartile	Lower Middle Quartile	Lower Quartile	Workforce profile (2019)
% of Males	28.7%	35.9%	24.8%	18.7%	26.6%
Number of Males	387	486	334	251	
% Females	71.3%	64.1%	75.2%	81.3%	73.4%
Number of Females	963	866	1013	1090	

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. More work is therefore intended to refine this calculation before we publish it on the Government website.

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 -1.32 to +2.26 which is negligible and similarly the gap in the over 50s as a percentage of the under 50s ranges from -2.31 to +1.29. Head of Service level posts show a pay gap in favour of those over 50 of 6% and Head Teachers, Deputy Head Teachers and Teaching staff on Soulbury conditions show a pay gap in favour of over 50s of around 7%. The overall pay gap shows that employees over 50 are narrowly positively favoured by 2.16%, while 62% of the total workforce is below 50 years of age.

Black Minority Ethnic Pay Gap

Historical data shows fluctuations in the pay gap for ethnic minorities ranging from 2.45% to 8.07%. This latest figure shows an increased pay gap between minority ethnic and white categories. However, we only hold monitoring data for 51.7% of the workforce which will affect the accuracy of this figure.

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 47% of our workforce.

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 2018/2019, we identified 21 actions for the third year of our Strategic Equality Plan 2016-2020. 1 action has been amalgamated with an action from year 4 and will be reported on next year. A second



action has not been undertaken in Conwy due to a review of the work of COG 2 Partnerships even though the action has been completed and is ongoing through Public Health Wales. Therefore all relevant actions are recorded as completed successfully.

This report includes further actions that have been undertaken during the year which are relevant to our Equality Objectives. Much work continues to be undertaken to move towards achieving our equality objectives. With the development of our new Objectives and Strategic Equality Plan 2020-2024, we will continue our work 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 environment.