
Equality and Inclusion Review

2016/17



WEST MIDLANDS
COMBINED AUTHORITY

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Purpose

The West Midlands Combined Authority (WMCA) is a new governance structure for the West Midlands whose members work collaboratively to improve transport, economic development, regeneration, skills, employment and housing and to deliver public sector reform. The WMCA also embodies the role and resources of the former West Midlands Integrated Transport Authority WMITA and Centro. This Equality and Inclusion Review identifies key WMCA achievements, strategies and action plans for greater equality, diversity, access and inclusion for 2016/17 (up till May 2017). It also outlines the positive outcomes these achievements have had on peoples' lives in the region.

Introduction

Our vision is for the West Midlands to be a global, internationally recognised, modern manufacturing economy and a place where everyone's life chances, health and well-being are improved. Integral to our vision is the commitment to equality of opportunity and inclusion for all in service delivery and employment.

Equality and diversity are about creating a fairer society, where everyone can participate and have the opportunity to fulfill their potential. It is about treating people fairly and justly, whilst also recognising individual needs. We think it is fundamental that people are given equal opportunities so that they are able to achieve equal outcomes in the standard of service they receive, and as employees.

Equalities and inclusion are key integrated elements of our priorities and activities. They are also integral in meeting our key priorities and objectives which are critical for our success. We have a significant impact across the West Midlands as a service procurer and

deliverer as well as setting standards as an employer. Over the years we have implemented different actions and policies, engaged in a range of activities and initiated projects and schemes to bring about improvements in the quality of life for people in the West Midlands.

This annual equality review document summarises how we have and how we are intending to carry on fulfilling this commitment. It is an integrated summary of the actions and impacts that we have made on equalities and inclusion issues over the past year.

Our achievements and activities

The following paragraphs explain some of the achievements made in 2016/17. These include the following and are expanded and explained below:

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- Demand responsive services – page 5
- Safety and Security – page 5
- Transforming Bus Travel – Page 8
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FREE TRAVEL: Free travel passes are provided to some 495,000 senior citizens of eligible age and 30,000 disabled people in the West Midlands as part of the English National Concessionary Travel Scheme. All permanent residents of the West Midlands who are of the age of entitlement or disabled people who meet the application criteria are entitled to a free pass. The travel pass entitles holders to free travel on bus, rail and tram services in the West Midlands and free national bus travel. Children under 16 and those aged 16-18 in full time education holding a disabled pass are entitled to a free travel concession before 9.30 Monday to Friday. This enhancement is loaded onto the child's concessionary card and identified by a Pre 0930 symbol on the travel pass.

Reduced fare travel is also provided to young people under 16 years old and 16-18 year olds in full time education and reside within the West Midlands. Almost 35,000 photo cards were issued in 2016-17.

Applications for a free travel pass are dealt with within 30 (disabled) or 20 (senior) working days of receipt. The disability pass application form was revised in 2015 in consultation with key disability groups and is available in a range of formats.

As an alternative to completing a paper application for the senior citizen travel pass, an online application portal is also available.

For applicants applying for a disabled pass that have not applied for disability living allowance/personal independence payments, mobility clinics are held in 16 Summer Lane in Birmingham employing the services of an independent medical assessor.

Replacement requests for lost concessionary passes (disabled and senior) can be requested by phone or online. Replacements costs £7.50 and usually posted out within one working day of the request.

DEMAND RESPONSIVE SERVICES: We provide grant funding for the provision of the Ring and Ride service, a fully accessible door-to-door transport service operating in the West Midlands for people who find it difficult or impossible to use conventional public transport. 856,932 trips were undertaken in 2016/17 by 12,002 regular users with a grant of £7.5 million for 2016/17. The "Ring & Ride" service is operated by the Accessible Transport Group (ATG).

All Ring and Ride vehicles are accessible and the interiors are designed in conjunction with Ring and Ride user groups.

SAFETY AND SECURITY: The Public transport network across the West Midlands continues to be one of the safest in the U.K. Based on annual figures from Government Watchdog 'Transport Focus' passenger perception has sustained an improving trend over the last 6 years. Based on a survey sample of well over 3,000 passengers, 75% of participants were satisfied with their personal safety at bus stops compared with 61% in 2011. Personal security on board bus is at 79% which again is an improvement on 69% in 2011. Passengers who have experienced anti-social behaviour on their journey is 7% of those surveyed compared to 18% in 2011. This is in line with the national average.

At the end of March 2017, the preceding years crime statistics across all areas of public transport which showed a small increase of 3% based on the figures for 2015/16. However, within the same period bus related crime alone fell by 2% equating to 55 fewer offences.

Pleasingly the level of criminal damage offending to buses and theft to the person has reduced again this year due to continued operations and targeting of locations from our policing team. Also, thanks to extensive work done in improving reporting of sexual offending on public transport and embedding a coordinated response, last year saw nearly a 40% reduction in this crime area to just under 100 offences.

The work of the “Safer Travel Partnership”, a collaboration of Police, Transport for West Midlands and Bus and train Operators contributes to these figures through a mix of targeted high visibility Police patrols and responses to reports of anti-social behaviour.

ACCREDITATIONS AND PLANS

The West Midlands continues to boast the only tram network in the UK to achieve ‘Secure Tram Stop award’ at every stop with all park and ride sites meeting the Park Mark Standard. Working with London Midland, Virgin and Chiltern Railways well over half of the regions 60 rail stations have been re-accredited with Secure Stations status demonstrating a safe environment to passengers.

A new ‘Local Transport Policing Plan’ was agreed with the ‘West Midlands Police and Crime Commissioner’ in October 2016. We are now in a delivery phase for a range new and improved objectives up until the summer of 2020. This plan gives a clear focus and direction on further reducing crime and improving passenger perception across the region. Some of the work in the plan is described under “Ongoing work and initiatives.”

We have now received independent “Safer Bus station” awards for 9 of our 12 Bus Stations, including recent re-accreditations after the first year for Coventry Pool Meadow and Cradley Heath. These are the first accreditations of their kind in the country and demonstrates our commitment to working with the police and other partners to reduce crime and create safe non-threatening environments.

SERVICES

The Safer Travel Police Team is a group of Police Constables and Police Community Support Officers from West Midlands Police and British Transport Police who work on the bus, rail and Metro network and associated corridors of the West Midlands, focusing on crime reduction and community safety. This ‘cross mode’ policing team is the only team of its type in the country bringing together two police forces, working together on a daily basis, to make transport safer. Special Constables have also been recruited by both forces which has subsequently increased the Police team’s numbers. All operations and visibility patrols are coordinated by the Safer Travel Police Inspector, Sergeants and dedicated Intelligence team.

The partnership also has a dedicated Anti-Social Behaviour team dealing with reports of incidents from the public and operators, using a range of civil based interventions including warnings, acceptable behavior contracts and leading ultimately through to criminal behaviour orders (CBOs) in a few instances to tackle inappropriate behavior on the transport network. The team receive reports from the public through the See Something Say Something campaign which provides bus passengers with an interactive website, text messaging service and mobile phone app through which they can anonymously report any incidents of anti-social behaviour they witness, like smoking, intimidation of passengers/drivers and overly rowdy behaviour. The team receive in excess of 200 reports every month.



See Something Say Something

If you see any anti-social behaviour during bus journeys, say something.

TEXT

83010

Text: Bus, leave a space then tell us the time, date, location, route number and incident details.

safertravel.info/ASB

This is a non-emergency service. In an emergency please dial 999 and ask for the Police. Standard network rates apply.



CCTV

There continues to be a high level of CCTV coverage across the whole public transport network. Well over 1000 cameras monitor bus, rail and Metro stations and bus stops across the West Midlands, with further cameras onboard buses, trams and trains. The state of art Safer Travel Command Centre provides monitoring of the digitally recorded images, on HD monitors, 24 hours a day.

As of December 2015 a new service has been deployed where CCTV operatives can access cameras on services in real time. This enables the team to use mobile devices or tablets to monitor directly any instances that occur on the network and can respond accordingly.

ONGOING WORK AND INITIATIVES

RESTORATIVE JUSTICE SCHEME

After a highly successful pilot for young people offending on the network in Birmingham the project has now been extended pan West Midlands. Utilising funding from the Office of the Police and Crime Commissioner the ASB team have been able to improve on the foundations that were put in place and continue the good work of the scheme.

The scheme is aimed at young people aged 10-17 who live in the West Midlands. These young people have been involved in low level crime or ASB on or around public transport and would be eligible for a pre-court disposal e.g. a conditional caution, community resolution etc. The first session is a victim awareness session addressing their behavior and discussing that their actions have consequences. This is then followed by 2-3 physical reparation sessions where the young people will actually clean parked buses or bus stations.

Victim, passenger and staff feedback has been extremely positive as has the response from the young people themselves. Reoffending rates are as low as 2% for those going through the programme. This shows we are working with the right individuals and addressing their behaviour at the right stage.

ENHANCED USE OF CIVIL INTERVENTIONS

Work is ongoing to develop Transport for West Midlands' direct use of other civil interventions in its own right as well as restorative justice. These include the potential use of bus byelaws and injunctions to tackle anti-social behaviour similar to the railway network. Also, utilising bus lane enforcement on the Key Route Network to encourage appropriate use of the roads and to support the free flow of buses and other traffic.

WEST MIDLANDS BUS ALLIANCE: We continue to work in partnership with bus operators to improve the quality of all aspects of bus travel and to make travel easier for disabled people. Features such as low floor buses, accessible well-lit passenger shelters, easy access kerbing, improved passenger information and audio and visual Real Time Information are helping to make bus travel more attractive for everybody with drivers trained in customer care and disability awareness. Over 250 buses operating in the region now have on-board next stop announcements to assist blind and partially sighted passengers, with more planned to be delivered between now and 2020 as a commitment of the Bus Alliance.

METRO: Metro is fully accessible with every tram designed to enable easy access. All new trams have improved access arrangements by the use of four double and two single doors each side of the tram. There is level access between the tram and the platform edge. Trams have bright colour contrasting doors and handrails, automatic opening and closing doors, priority seats for disabled people and two easily accessible spaces for wheelchair users. Trams are also equipped with "next stop" visual information screens and audio announcements, emergency intercom and Customer Service Representatives on board. All 26 stops across the Metro route have also been designed to be fully accessible, with level, ramped or lift access to all platforms. Real Time Information and audio announcements are provided at shelters, emergency intercom which includes Braille for the visually impaired at the end of shelters, seating in shelters and tactile paving along platform edges, stairs and crossing points.

All tram stops have been accredited with Safer Tram Stop status in recognition of the safe travelling environment for passengers and was the first tram system within the UK to have all stops accredited.

REAL TIME INFORMATION: Real Time Information displays continue to be maintained across key transport corridors, particularly in support of our committed delivery to Local Sustainable Transport (LSTF) secured funding. This is in addition to on-going delivery of information systems at main transport interchanges (such as Stourbridge, Wolverhampton, Cradley Heath, West Bromwich and Wednesbury bus stations), hospitals, schools and other key regional trip attractions.

The electronic information displays provide details of the next buses to call at the stop or interchange including the service number, destination and, for all National Express West Midlands journeys, the

actual time when the bus will arrive. For people with visual impairments we provide a key fob device used to activate an audio message providing the same information as displayed on the Real Time Information screens. We continue to work with suppliers to improve the service offered by the screens and the key fobs.

Across Birmingham City Centre Interchange (BCCI) 62 bus stop totems are currently installed with RNIB React 3 capabilities. These totems incorporate both LED and static media panels with a new font designed for improved legibility across both print and digital media.

We are also in continuing partnership with bus operators, primarily National Express West Midlands who support on-board electronic display equipment on some routes. These displays provide corresponding audio messages.

TRAVEL TRAINING MANUAL: Many individuals, including school children, children with special educational needs, older people and individuals with learning, mobility, sensory or mental health difficulties may require support, mentoring or training in order to safely use public transport.

The popular travel training guide is aimed at groups wishing to set up a travel training programme. The guide includes resources for teachers, support workers, carers and travel trainers or other people that have an interest in improving a person's independence.

The manual was highly commended for innovation at the 2008 UK Bus Awards. It has helped schools and organisations across the West Midlands to set up travel training schemes.

MY JOURNEY GUIDE: 'My Journey' pocket size planner has been developed to support travel training. The resource takes individuals through the process of making a journey. This includes locating the correct bus stop, identifying which train to use and keeping safe. The resource also has an emergency contact card and journey record card to assist users with their journey.

TRAVEL INFORMATION: Travel information is now provided in a range of ways to ensure that it is accessible to a wider range of people, including people with disabilities. Information is provided through:

- The Network West Midlands website includes a journey planner to help plan any rail, bus or Metro journey. The website also includes interactive travel maps with all public transport options in a specific area. We make every effort to work towards meeting web accessibility standards. It includes ReadSpeaker so you can 'listen' to the website in audio form. This is particularly useful for people who cannot read or have a visual impairment. All content images include descriptive attributes, while font sizes can be changed by selecting the preferred text size link in the top right hand corner of all web pages.
- We have an 'on the move' Mobile application that will allow you to locate any bus, train or Metro near you and provide the next departures for that stop. These are free from either the Android Market Place or iTunes store dependent on your smartphone, and the App is also available on BlackBerry devices. Search for Network West Midlands.
- The NetNav Mobile App is available for Android, iPhone and iPad. It allows you to plan your journey and change your plans en route, view your next departures, obtain scheduled times for bus, train and Metro, monitor your journey and keep a list of your favourite journeys. Search 'NetNav' in your App store.
- We work with bus operators to enable bus vehicles to be tracked as to their current location. This enables more passengers to access Real Time Information for stops without screens and allows them to make smarter choices about their travel before starting their trip. Over time the applications will show more and more real time data.
- SMS TextTime provides live bus timetable updates about local bus services and tells you when the next buses will arrive at a specific stop.

- For people with WAP-enabled mobiles, PDAs, BlackBerry or internet access, there is a the MobiTime service to find out the time of the next bus, with a map available to show where the bus stop is located.
- You can also visit NWM Travel Information Centres which are fully accessible and equipped with induction loop facilities. These are at Birmingham New Street rail station and Wolverhampton Bus Station.
- Information on service changes or disruption is provided on social media via Twitter – follow us @networkwm. We are also on Facebook as Network West Midlands.

NETWORK WEST MIDLANDS (NWM): NWM is the name that links all public transport in the West Midlands and is aimed at encouraging public transport usage around the West Midlands. This includes promoting services which cater for disabled people and parents with buggies and prams.

ACCESSIBLE COMMUNICATIONS POLICY: We have got an accessible Communications Policy which helps ensure that public documents, passenger information and publicity material is made available in a range of formats to suit the specific needs of customers. Alternative formats may include written language translations, the Language Line telephone service, large print, audio tape, CD or DVD, Braille or PDF. Even though some of the documents are provided in alternative formats from the outset, others are provided in alternative formats upon request.

SUSTAINABLE TRAVEL: Our Sustainable Travel Team help local residents, businesses and education establishments to make smarter travel choices to access jobs, education, leisure opportunities and local services.

SUPPORTING EMPLOYMENT

WORKWISE

The award winning WorkWise service helps unemployed people return to work by providing free journey planning, travel to interviews and travel to a new job, enabling them to find, start and stay in work.

Up to April 2017, WorkWise had supported over 45,000 unemployed people to travel to a new job or attend an interview for a new job. With over 4,500 job start tickets being issued in 2016/17 alone.

The WorkWise Travel information Package has been available to download from the NWM website since May 2017. The package is designed to be used as part of a training programme or curriculum. It includes discrete learning modules with questions and answers prepared to Level 1 of the Adult Literacy, Numeracy and ICT Core Curriculum. The package also has an additional section to assist with personal budgeting, so trainers can include them in training materials, if required. The package is currently being marketed to Training Providers across the West Midlands.

In tandem with JobCentre Plus's move to offering a digital service, in April 2016 WorkWise introduced their online service, enabling individuals, JobCentres and employment providers to access WorkWise support via the Network West Midlands website.

Research demonstrates that over 70% of WorkWise customers are still in employment six months after receiving WorkWise support and over nine out of ten are still using sustainable travel for commuting journeys. In February 2016, WorkWise was presented with a special recognition award by the Dept for Works and Pensions (DWP) for Discovering Potential at the Best Companies Awards.

YOUTH EMPLOYMENT INITIATIVE (YEI)

The Youth Employment Initiative is a project funded through the European Social Fund and Youth Employment Initiative. We are working with the Birmingham and Solihull Youth Promise Plus YEI project to support the travel needs of 15-29 year old NEETs (Not in Education, Employment or Training). We offer 1 day tickets, 1 weekly and 4 weekly tickets for training and education and 4 weekly tickets for employment.

In addition we are offering an advice and guidance service to provide practical journey planning advice, support and confidence in using sustainable travel. This is being delivered through group and one to one sessions, as well as a train-the-trainer service for the YEI providers who are working directly with the young people.

Black Country Impact ESF/YEI funded project have expressed an interest in ticketing provision so ongoing discussions are taking place for us to deliver ticketing for the project.

Ambition Coventry ESF/YEI funded project has been supported with an advice and guidance session and a ticketing for a training session that took place with Valley Housing.

SUPPORTING YOUNG PEOPLE

We want to ensure young people can access education and skills opportunities – and help to secure a future generation of sustainable transport users

YOUTH FORUM

Launched in October 2013, the forum now has over 30 members who are engaged via face-to-face and virtual meetings, social media and email. The young people are from the seven local authorities in the West Midlands and are involved in shaping the future of transport in the area. The newly rebranded Transport for West Midlands Youth Forum acts as a focus group for new travel promotional campaigns (e.g. the 16 to 18 card marketing campaign), they actively promote public transport by being involved in Catch the Bus Week, Rail Week and regularly attend Your Public Transport Matters (YPTM) events. Adam, one of our youngest youth forum members, also writes a monthly newsletter on public transport which is shared on social media.

During 2016/17 the Youth Forum were visited by the Bus Alliance, Safer Travel Team and National Express, they've had a tour around the police floor at 16 Summer Lane and they've heard about the fantastic Claret Buses in Reading which are designed specifically for the university students. They also had a VIP look behind the scenes at Birmingham New Street Station where they explored everywhere from the underground tunnels to the rooftop police station as well as helping out with the station announcements. The Youth Forum has recently visited the headquarters of National Express where they were able to view the control room and be immersed in the process of keeping the buses moving along their routes.

NETWORK CLASS PASS

The nNetwork Class Pass ticket and journey planning service has continued to be very well received by schools and colleges throughout 2016/17. Using public transport in a class group offers young people a valuable life skill, helping them to gain more confidence and independence when travelling in the future. Teachers and staff accompany pupils and students and groups can travel more economically and flexibly around the West Midlands avoiding the need for expensive coach hire. We have referred over 30 schools to National Express for their Class Pass offer on bus services and they have supplied chaperones to escort our school parties. The nNetwork Class Pass has been sold to numerous schools and colleges this year, with nearly 800 students travelling on bus, train

and Metro, with the majority using public transport for the first time.

Some primary schools have used the tickets to give their pupils the experience of travelling on public transport for the first time, which is a great way to support the Key Stage 1 curriculum topic of transport. As part of the cost of the ticket, the Smarter Choices Team also provide free personalised journey planning to help schools plan their trip with the minimum of fuss, and also contact rail, bus and tram operators in advance – so the Class group will be expected on the day.

EDUCATION ENGAGEMENT

As part of the Smart Network, Smarter Choices project, the team (in partnership with local authorities) provided support to 60 secondary schools, colleges and 8 universities. These education sites benefitted from an enhanced travel support package, including site specific audits and advice, free staff and student travel surveys, a tailored Action Plan to reduce car use, free cycling support and public transport discounts for their staff.

Staff and students also benefitted from journey planning sessions, Smart Events boxes, travel information sessions and skills-based and journey planning workshops, with over 8,963 students receiving face-to-face engagement and support. Our Travel Academy programme was also a success, and saw students run their own Sustainable Travel marketing campaigns within their schools to encourage their fellow students and families to travel more sustainably.

The team also supported an additional 1,812 young people by supporting Joseph Chamberlain College with their BTEC Business Studies Module on Public Transport, we are actively involved in the Birmingham Project with University of Birmingham, supported schools in Professional Services Week by helping them travel to work experience and beyond. We've supported Pupil Referral Units with the Safer Travel Team to encourage better behaviour when using public transport and we have produced a great follow-up to our Access All Areas DVD which includes feedback videos and lesson plans for teachers to encourage young people with learning difficulties and disabilities to use public transport.

The Government's first-ever Cycling and Walking Investment Strategy (CWIS) was published recently. It is an acknowledgement that walking is worth investing in and that it's of growing importance to our health, living standards and wellbeing. The strategy includes a target

to increase the percentage of children aged 5 to 10 that usually walk to school from 49% in 2014 to 55% in 2025.

The Department for Transport has confirmed it is providing a £1 million grant for Living Streets' Walk to School Outreach project this year to support this CWIS target. This funding will target schools (including local authority schools, but also free schools, academies and independent schools) that are not covered by the Access Fund Walk To consortium, to ensure maximum geographic reach.

Transport for West Midlands (TfWM) has become a partner in this project and there will shortly be a job vacancy which will be based at 16 Summer Lane with the applicant spending a lot of time out with schools.

SUPPORTING THE COMMUNITY

BUSINESS ENGAGEMENT

The Smarter Choices team's objective is to keep the 'West Midlands Moving' and use these planned disruptions to provide positive sustainable travel messages together with a package of smarter choices measures and alternative route information to encourage commuters, education establishments, and businesses/organisations to try alternatives to their usual commute.

The team already has extensive knowledge of local businesses and education establishments gained through working on the Smart Network, Smarter Choices Project and using the team's expertise in stakeholder engagement and customer service, our focus this year is acting as Transport for West Midlands (TfWM) Resilience engagement leads with business, education sites and key customers. This role will help deliver the objectives of TfWM's resilience projects, such as Oldbury Viaduct works on the M5, providing accurate, timely information to customers, and helping to reduce congestion at traffic hotspots.

Our team proposes to provide:

- A key point of contact from TfWM to help with queries about sustainable travel alternatives when disruption arises.
- To hold staff briefing sessions and events at companies, schools, colleges and universities, where individuals require face-to-face journey planning support to avoid congestion hotspots.

- Provide guidance on alternative routes, cost effective ticketing options and implementing car sharing schemes.
- To provide the latest online and paper-based information to organisations, staff and students, to help them make the most informed decision about their travel.

CYCLING FOR ALL

CYCLE PARKING

Over 1,740 spaces are provided at rail stations, Metro stops and bus interchanges across the Network West Midlands area, allowing people to park their bikes before continuing with their journeys. Since 2012, TfWM has improved cycle parking at a number of rail interchanges, including installation of cycle hubs at Selly Oak, Stourbridge, Rowley Regis and Longbridge. Cycle parking provisions have recently been improved at Tile Hill, Dorridge and Sutton Coldfield Stations, providing users with more facilities and improved security.

CYCLE ROUTES

Managing Short Trips Infrastructure improvements: Managing Short Trips (MST) is a £6.3m programme of infrastructure schemes that is delivering 31km of cycleway improvements to canal towpaths in the Black Country together with associated physical highway improvements, such as footway widening, improved crossing facilities and tactile paving. These improvements are all designed to create cycle friendly corridors between existing cycle routes, residential areas and local centres. A second phase of MST work has been proposed to complete the connectivity along the canal towpath between Wolverhampton and Birmingham and an estimated £4M is being invested towards this.

CYCLE HIRE

Since 2014, Brompton Docks have been installed in Birmingham City Centre, enabling users of main city rail stations to access a foldable bicycle to travel onwards to their next destination. There are three docks, located at Snow Hill, near to Birmingham New Street and Moor Street with up to 20 bikes to hire. These provide access for all local residents and visitors to cycles for a rental charge of £3.50 to £6 per day and advantageously can be carried on rail and metro services.

During 2017, a bike share scheme using a docked system (non-foldable cycles) is being investigated for the wider West Midlands region. Accessibility and inclusion for all will form an integral part of this scheme's development.

SMART NETWORK SMARTER CHOICES

As part of the Department for Transport (DfT) Local Sustainable Travel Fund Smart Network, Smarter Choices (SNSC) programme, delivery of a range of cycling support formed a key element of the programme to enable more people to cycle. Many of these activities are now concluded with the completion of the SNSC project but some local schemes are continuing. The support includes the following activities:

- National Standards Cycle Training up to Level 3
- Maintenance
- Route planning
- Led rides
- Bike instructor training
- Lorry and bus driver cyclist awareness training

From April 2016 to March 2017, 3401 participants had benefitted from SNSC cycling provision including cycle training, maintenance training, route planning, and journey accompaniment. This support was made available to people who live, work or study in the West Midlands, and since the start of the LSTF programme in 2012, 25,207 participants have received support.

SAFE URBAN DRIVING COURSES

Our streetscape is evolving to encourage more walking and cycling, making it vital that we share our roads safely and respect the vulnerability of all road users. Safe Urban Driving courses focus on vulnerable road users with a particular focus on cyclists. The practical 'on-road' cycle training element of the course gives bus and HGV drivers a 'real life' experience as to a cyclist's perspective of riding on our roads, as well as in traffic. The training also counts towards the 35 hours Driver Certificate of Professional Competence (DCPC) that professional drivers need to complete. A total of 12 free SUD courses were offered and promoted across the region to support the reduction of killed or seriously injured on our roads in 2016/17.

CYCLE MARKETING AND PROMOTION

To improve local cycling awareness the Network West Midlands (NWM) website has been developed to become a central portal of information on cycling in the West Midlands. The pages contain information on local bike shops, cycle training, national cycling campaigns and activities along with updates on cycle route improvement projects in the region.

BIG BIKE REVIVAL

Cycling UK have recruited a community engagement officer to work with deprived communities across the West Midlands. Cycling UK is working directly with TfWM to help identify areas that could benefit from this work. The role involves working with communities to develop localised cycling clubs and promote cycling.

Equality monitoring of participation on all related cycling and walking events or training shows that the participants are representative of the West Midlands Metropolitan area population – in terms of gender, age, disability and ethnicity.

Some people with special needs or physical disabilities may be able to benefit from programmes in the region that use adapted bicycles and they are referred to the organisations that deliver these. Wheels for All is an initiative organised by Cycling Projects in various locations across the UK including the West Midlands (Coventry, Birmingham and Solihull).

ACCESSIBILITY PRODUCTS: Our assistance cards are aimed to help people when using public transport. They are designed as small cards which you can tear off and place into your bus ticket and/or concessionary pass holder. The cards were revised in 2015 in conjunction with key local disability groups.

TICKETS PLEASE PADS is a note pad aimed at helping people with communication and speech difficulties buy tickets on buses or for train journeys. The pad contains 50 tear-off slips, each of which states that the bearer may have a speech or hearing impairment. The user completes the slip with the required ticket information and hands it to the person selling the ticket. The pad can also be used to request travel information.

People who are blind or partially sighted can sometimes have problems distinguishing an approaching bus from a van or a car. To help, a Bus Hailer has been designed that enables the user to show the bus service number that they want to catch whilst at the stop. The bus driver can spot the Bus Hailer from a distance and it informs him that the person is waiting to catch the bus.

THE GETTING AROUND ACCESS GUIDE is a guide to accessible public transport in the Network West Midlands area aimed at making people's journey easier. It is especially helpful for people with disabilities, since it contains useful information on accessibility in train and bus stations. It also raises awareness of ways to acquire relevant travel information and services such as Ring and Ride. Comments received from community engagement is fed into the annual update of the guide.

COMMUNICATION POCKET GUIDE:

The Communication Pocket Guide is a new, laminated resource which includes key messages to assist people with different disabilities when using public transport.

Examples of messages include:

- Please be patient. I have autism
- Hello, please can you help me?
- Where do I catch the bus to.....? Stop location.....
- What time will bus No.... arrive?
- Where do I catch the bus to ...
- Please tell me when we get to...

It could be especially useful for people with hearing difficulties, people with autism, people with learning difficulties or people with speech difficulties.

Messages can be written and wiped clean to aid communication with the driver or other passengers.

The messages included within the pocket guide have been put together following consultation with the end users themselves and address key communication blockages for people with disabilities.

The pocket guide has been very well received by a number of stakeholders, including disabled people, councils, special needs schools and disability organisations in the West Midlands Metropolitan area. Over 2000 guides have been distributed over the past few months and the requests for additional copies are ongoing.

LANGUAGE LINE:

The Language Line Interpreting Service is being used to ensure that people whose first language is not English are still able to access our services and are not socially excluded. Customers using Travel Centres, reception, ticket offices or bus stations are able to use Language Line for assistance with timetables, public transport routes and ticket sales. Moreover, Language Line is used for mobility clinics/assessments.

COMMUNITY ENGAGEMENT:

Finding and removing the barriers people face when trying to access public transport such as buses, trains, Metro, Ring and Ride as well as employment is crucial. We are committed to engaging with, consulting and involving people from marginalised groups in the development of our priorities, policies and practices and have developed a comprehensive community engagement approach to ensure that people's voices are heard and fed back to the organisation. A range of groups across all protected characteristics have been consulted and any feedback received is consistently fed back to relevant managers. Outcomes of the community engagement process are also used to inform our Equality Impact Assessment process and future action planning to ensure that our policies, actions and strategies reflect people's aspirations and needs.

The Communications Team and the Equalities Team work together to ensure that any consultation is as inclusive as possible.

Our 2017-19 Equality Scheme has undergone consultation with a range of community groups in the West Midlands Metropolitan Area. All relevant documents have been produced in a range of formats, including Easy Read, Audio CD, Braille and Large Print.

EQUALITY IMPACT ASSESSMENTS:

Equality Impact Assessments (EqIAs) can help us ensure that no groups are disadvantaged on equality grounds. They also indicate what we can do to promote equality of opportunity for the different protected characteristics. Our approach to EqIAs involves an initial screening which helps decide if a full impact assessment is needed. If the initial screening demonstrates that there is potential for an equality impact, then a full EqIA is conducted. The full EqIA involves:

- Analysing available data and research to determine any equality relevance/impact
- Consulting relevant groups/individuals
- Assessing the potential impact
- Considering measures to mitigate the negative impact and arriving at a decision on the way forward
- Devising a comprehensive action plan
- Arranging future monitoring of the impact and review
- Publishing the results of the impact assessment

The assessments assess impact in relation to race, disability, gender, age, religion/belief and sexual orientation. Socio-economic background is also factored into individual impact assessments. The information gathered as part of these impact assessments informs equality action plans and is fed into future business planning and priorities. Equalities are built in as key criteria in the Gateway Process, thus enabling projects and schemes to go through the EqIA process. Equality implications are consequently recognized at the outset and we can therefore look at ways to mitigate any equality risks.

EQUALITY TRAINING: Ensuring that all employees are conversant with equalities is of utmost importance and equality training forms an integral part of training and development. The following have been developed and delivered:

- Equality Packs have been distributed to all staff members raising awareness of key equality issues
- Mandatory e-learning training was introduced in 2015 and was completed by all staff members raising equality awareness across the organization. All new starters are also required to complete the e-learning at induction level.
- Face to face customer facing training is delivered on a regular basis.
- Regular themed events are organized on a regular basis, raising awareness of issues such as mental health and celebrating diversity. A neurodiversity campaign was delivered in 2015/16 focusing on conditions such as dyslexia, dyspraxia and Asperger's Syndrome.

EQUALITY SCHEME: Our 2017-19 scheme outlines our equalities vision and explains what steps we will take to meet our statutory duties to promote equality for all groups in society. We have engaged with many users and equality groups to ensure we have a scheme that places equality at the heart of the organisation. The scheme includes a number of deliverables under two key objectives. Objective 1 focuses on the provision of accessible and inclusive services and the delivery of schemes that will help promote outcomes for hard to reach groups, while objective 2 focuses on the development of a fair, inclusive and diverse workforce. The scheme and accompanying action plan are available on the [policies](#) section of the WMCA website.

CORPORATE SOCIAL RESPONSIBILITY (CSR): Our CSR Strategy demonstrates our commitment to economic regeneration and growth, environmental responsibility and sustainable development. The strategy is also intended to provide further organisational clarity to our staff in order to improve levels of engagement. A CSR working group was formed in 2015/16 and a number of initiatives are in place to improve awareness of ongoing CSR activities, further enthuse employees and communicate the importance of the CSR agenda. CSR initiatives included the development of an internal site, the recruitment of CSR champions and the development of a CSR awareness video. Recent activities included Easter Egg donations to Birmingham Children's hospital, fundraising for Cure Leukemia, Sports Relief, Sifa Fireside, Macmillan Cancer Research, the Movember Foundation, clothes and food donations and a number of volunteering activities. A formal WMCA employer supported volunteering scheme will be launched in September 2017.

OUR WORKFORCE: We are committed to equality and valuing diversity within its workforce. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all our employees.

We demonstrate our commitment by:

- promoting equality of opportunity and diversity within our workforce
- aiming to build a workforce which reflects our customer base, within the diverse communities

in which we work, with the aim of having parity of representation across the workforce

- treating our employees fairly and with respect
- promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this
- recognising and valuing the differences and individual contribution that people make
- providing support and encouragement to staff to develop their careers and increase their contributions to the organisation through the enhancement of their skills and abilities
- building in legislative requirements and best practice to all our employee policies and procedures, and supporting these with appropriate training and guidance

We will measure and report on the effectiveness of our employee policies and processes, in relation to these principles and this information will be used to inform future policy and to enhance business processes.

In support of our commitment to inclusion, equality and diversity, the following initiatives are in place:

- Our People and Change strategy has been reviewed and refreshed in line with our changing priorities and sets out the principles and rationale for our chosen approach to address key people issues and the opportunities that we have identified for making further continuous improvement to the way we work. Within the strategy we have identified 5 key objectives to deliver our People & Change vision and purpose by positively impacting upon organisational performance and development. One key objective is the delivery of a fair and healthy working environment to be achieved through a number of initiatives.
- For each of our objectives, we agree deliverables on an annual basis which are reported via the Annual Business Plan monthly monitoring tool. Progress will also continue to be benchmarked externally against our performance in Investors in People, Leaders in Diversity and Best Companies accreditations.
- We are proud that we have been accredited as an Investors in People Gold standard organization and 46th in The Sunday Times Top 100 Best Not

for Profit Companies to Work For in the UK 2016. In the latest Best Companies survey we were delighted to have retained our 1 star engagement accreditation and to be listed within 'The Sunday Times Top 100 for the 5th year running. We consider this to be a remarkable achievement set against the backdrop of a further year of unprecedented change, which required new ways of working.

- This year we worked in partnership again with Virgin Trains and London Midland to deliver the seventh Prince's Trust "Get into Transport" programme. This initiative provides an exciting and varied opportunity for disadvantaged youngsters to gain some insight and experience into working within the transport sector. The 4-week programme offered work experience rotations one week with each of the partners and a week of essential skills training aimed at interview practice, effective communications and delivering presentations.
- Health & Wellbeing continues to form an integral part of the Organisational Development Strategy. We are working to identify appropriate and innovative solutions to support the physical and mental health and wellbeing of our employees and in doing so further reduce sickness absence levels.
- April 2015 saw the reintroduction of 'Munchy Mondays', with fresh fruit being made available to all staff once a month. This was in response to feedback from across the organisation; and to date has been well received. In April 2017 we held our 5th annual Health and Wellbeing week which saw an impressive take up of activities, participation and engagement from employees across the organisation. Such initiatives demonstrate the organisation's commitment and focus on health and wellbeing more holistically. We have also introduced 2-weekly Yoga sessions which have been positively received and have run a number of successful health and well-being campaigns.
- We are an advocate of flexible working arrangements as demonstrated by the Flexible Working Hours Scheme which seeks, as far as is practicable, to balance the needs of the individual with the needs of the organisation and wellbeing of the wider team. Following consultation in 2012, the scheme was revised with time off in lieu (TOIL) replacing 'flexi leave' as it was understood that this better represented what the scheme set out to achieve i.e. to manage workload flexibly to meet the needs of the business and individual circumstances rather than an entitlement to additional leave at the individual's request.

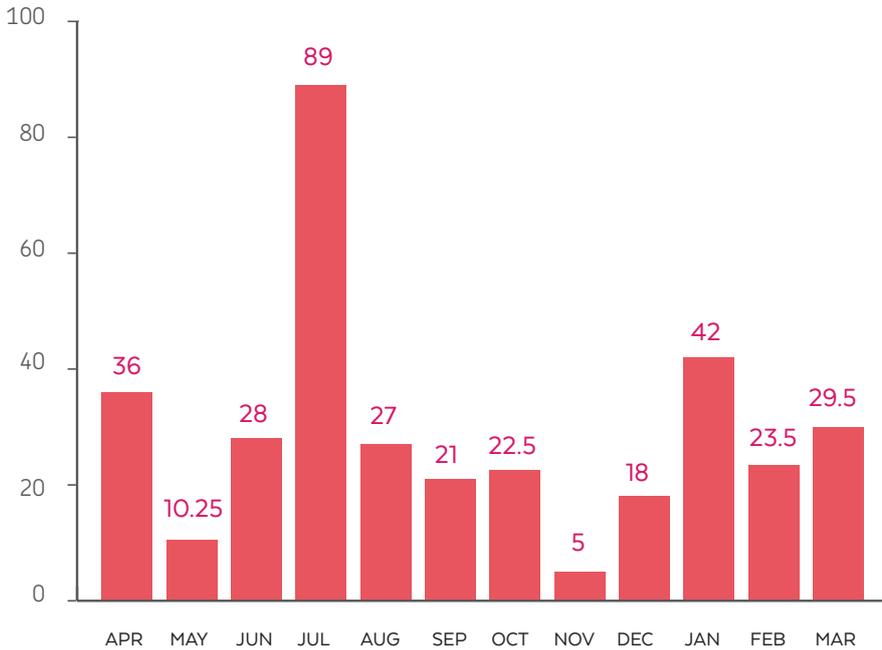
- As part of our aim to embed a performance culture, we have developed a Corporate Dashboard in the last couple of years with Key Performance Indicators linked to our Annual Business Plan. This has been a key element of our engagement strategy to date. We also understand that the timely and accurate reporting of key corporate people indicators is integral to an organisation’s success and as such further development and refinement of our current indicators will form part of our planned activity over the next period. To date, our focus has been on a small number of key indicators which includes sickness absence, however a suite of indicators needs to be developed to ensure all aspects of people management are represented. This broader scope together with an increased transparency should help inform key strategic decisions, not only within the function but across the organisation as a whole.
- Work is ongoing to ensure that our HR policies and procedures are up-to-date, fit for purpose, in line with employment legislation and clearly communicated and understood across the organisation.
- Our Job Evaluation Scheme continues to provide an objective method of evaluating the grade of posts on a consistent and fair basis. We are an equal opportunities employer and, as such, are committed to the principle of equal pay in employment. We believe that our female and

male employees should receive equal pay for like work, work rated as equivalent or work of equal value, and in order to achieve this we endeavour to maintain a pay system that is transparent, based on objective criteria and free from bias. To this end, we use a bespoke Job Evaluation Scheme which provides a method of evaluating the grade of posts within the organisation on a consistent and fair basis. The Job Evaluation Scheme was developed in conjunction with the recognised Trade Union. Senior roles outside the scope of the organisation’s job evaluation scheme are evaluated via an external process using Hay methodology.

OUR POLICY ON EQUAL PAY IS TO:

- on an ongoing basis, monitor all its pay practices, including those for workers in non-standard employment and those absent on maternity leave
- provide information to workers on our pay practices
- ensure that workers are informed about how their own pay is calculated
- provide suitable training and guidance for those members of staff involved in decisions relating to pay and benefits
- consult with workers, their representatives or trade unions on our equal pay policy where appropriate

TRAINING DAYS PER MONTH



ENGAGEMENT AND DEVELOPMENT

In March the 2016-17 L&D activity summary was published. The report detailed 351.75 formal training days were reported during the period with a distribution profile that reflected the proportions of the directorate teams.

The core focus for the Engagement & Development team for 2016/17 was working with the business to re-establish our Vision, Purpose and Aims as a new organization. We also worked with a number of teams to facilitate their teams visions and create action plans to help the team develop, improve and maintain engagement levels. A number of various soft skills training programmes such as management development, lean principles, difficult conversations and many more were delivered which focused on skills and application - it is expected that these will continue to be a focus in the forthcoming period. We also worked with individuals to support upskilling more technical based job roles.

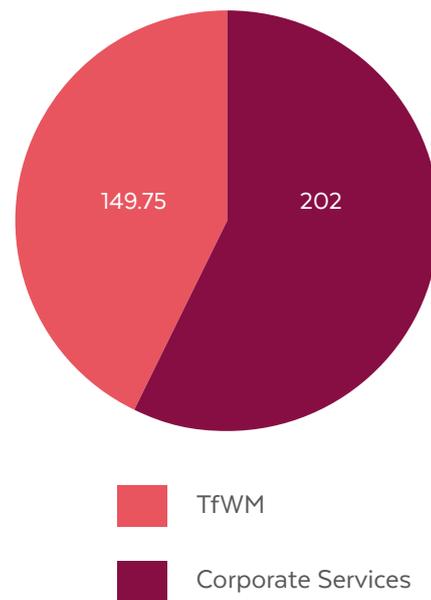
The 2017/18 period will continue to focus on developing core skills and capabilities through team development and a range of soft skills courses with a corporate development plan that includes Political Awareness and Management Development, Engagement and the establishment of a "Performance and Outcome" culture.

PROCUREMENT

Our procurement process involves the following:

- Asking contractors a range of equality related questions at the pre-qualification stage about their policies and practices, the answers of which will be taken into account in the selection process
- Including equality criteria when contract compliance indicators are drafted
- Ensuring that the contractor is aware that they are responsible for meeting the Equality Act duties in their employment and delivery of services

TRAINING DAYS PER DIRECTORATE



Employment and Recruitment Statistics

In line with legislative requirements, we analyse our workforce and recruitment activity to identify any issues and where positive action could be taken. In line with our inclusive approach to equalities, the analysis considers race, disability, gender and age. We also collate workforce data regarding sexual orientation and religion/belief. Approximately 60% of our employees have declared their religion/belief and 40% of our employees have declared their sexual orientation. A revised online recruitment method has also been launched which includes monitoring questions on these two protected characteristics.

The figures presented in this review relate to 2016/17. Recruitment figures cover the period April 2016-March 2017.

Senior levels are defined as salaries over £43,000 p.a. for the purposes of this analysis (Level 4 is £43,000 - £52,000 and Level 5 is any salary over £52,000).

SUMMARY

The analysis shows that there is a broadly representative workforce. Similarly, the recruitment process attracts a broadly representative range of applicants that is reflected in shortlists. Some key points are summarised below:

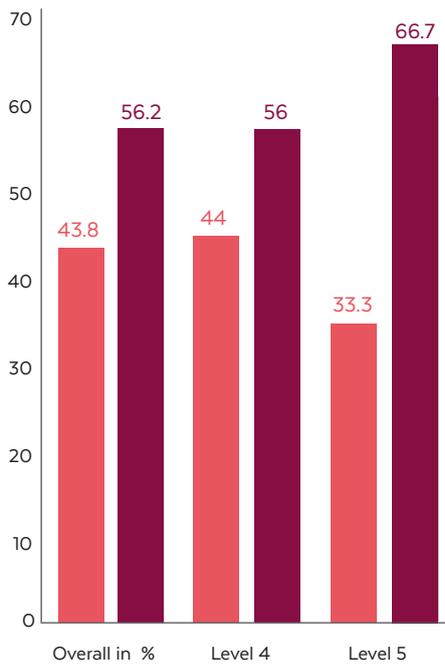
- Our workforce is broadly representative of the community it serves (March 2017 figures). 43.8% of our employees are female. The representation of women at senior (Level 4) positions are similar though women are less well represented at the highest salary level (52k+). The gender split by directorate shows that Corporate Services are over-represented by female employees (especially at senior level) and TfWM is under-represented (especially at senior salary levels).
- There has been an increase in the overall representation of ethnic minority employees in the organisation (27% in 2016/17 compared to 23.8% in 2015/16) which is higher than the national average of 19.5%. Corporate Services have a higher percentage of ethnic minority employees than TfWM though the representation of ethnic minority employees in Corporate Services is lower at senior salary levels.
- 8.5% of our workforce have declared that they have a disability. Representation at senior salary levels is slightly lower at 6%.
- The numbers of successful women applicants for WMCA jobs were lower than the numbers of applicants. 45.6% of applications received were from women, while the percentage of successful women applicants is 36.5%. The percentage of women applicants at higher salary levels is significantly lower than the percentage of women applicants overall at 25% (Level 4) and 21% (Level 5).
- The percentage of women applicants at Salary Level 5 (>43k) is much lower at 14.3% though there is no disparity at appointment level.
- We received a high volume of applications from ethnic minority applicants. However, minority ethnic applicants were less likely to be successful in securing positions across most salary levels (45% minority ethnic applications, 34.9% shortlisted, 26.9% successful).
- We had no disciplinary or grievance cases in 2016/17
- Leaver and promotion data generally do not reveal any inconsistencies/potential causes for concern for any of the protected characteristics.
- The WMCA's median gender pay gap is 5.72% which is significantly lower than the UK median pay gap of 19.2%

WORKFORCE PROFILE

GENDER

43.8% (159) of our workforce are women (March 17 figures). The representation of women at senior (Level 4) positions is similar, with 44% (22) of employees paid between £43,000 and £52,000 p.a. being women. Representation of women at Level 5 positions is lower, with 33.3% (12) of employees paid over £52,000 p.a. being women.

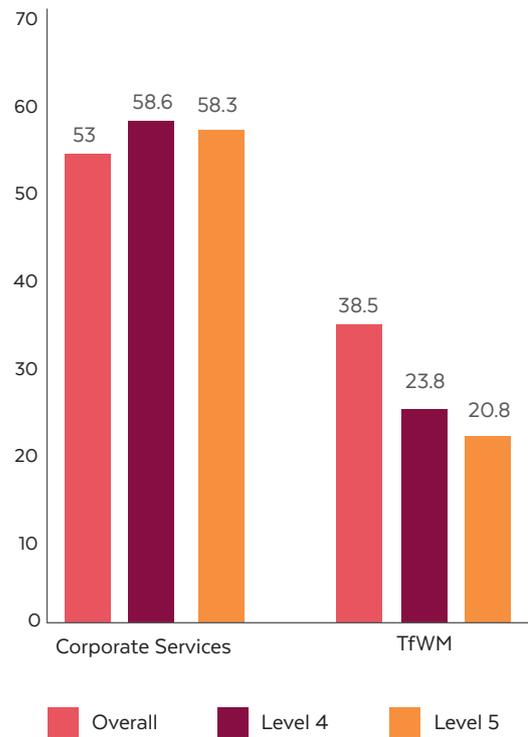
WORKFORCE - GENDER



GRAPH 1: WORKFORCE PROFILE - GENDER



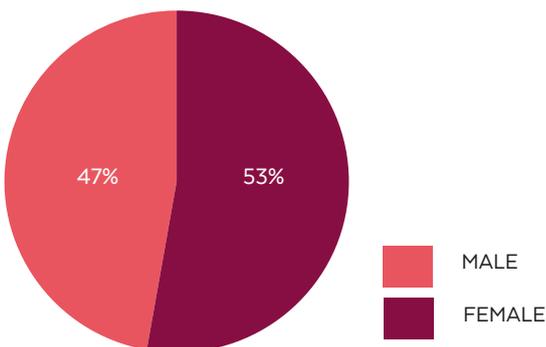
GENDER BY DIRECTORATE AND SALARY LEVEL



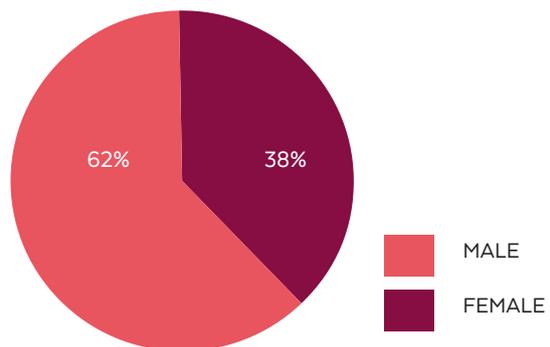
GRAPH 3: WORKFORCE PROFILE - GENDER SPLIT BY DIRECTORATE AND SALARY LEVEL

The following graphs show the gender split by directorate which shows that Corporate Services are over-represented by female employees (especially at senior levels) and TfWM is under represented and especially at senior salary levels.

CORPORATE SERVICES



TfWM



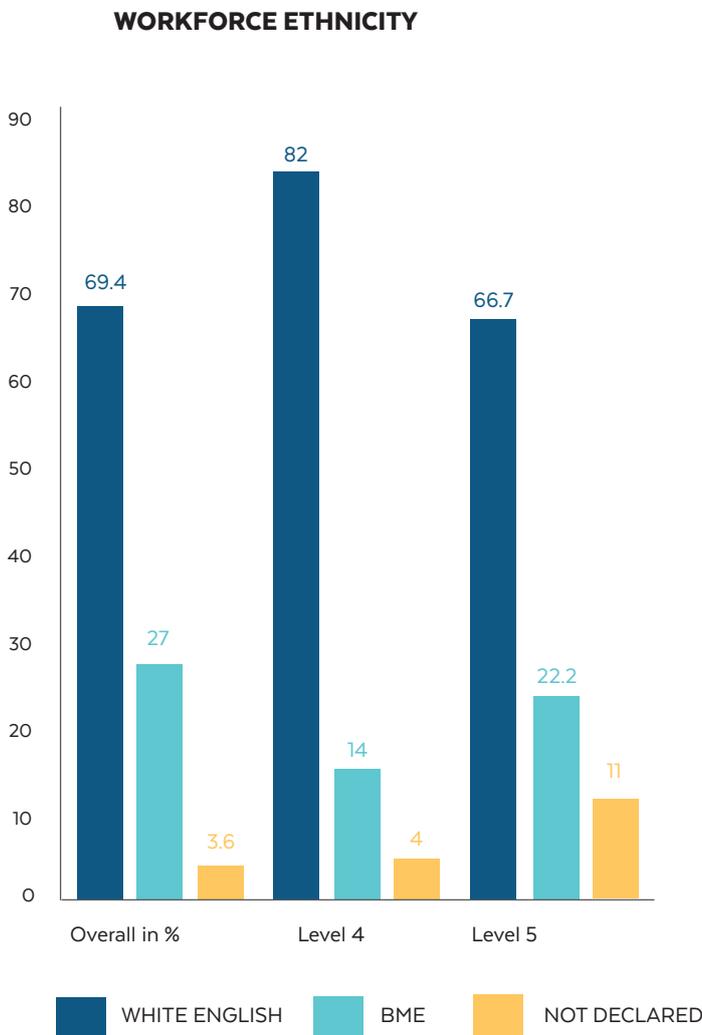
GRAPH 2: WORKFORCE PROFILE - GENDER SPLIT BY DIRECTORATE

ETHNICITY

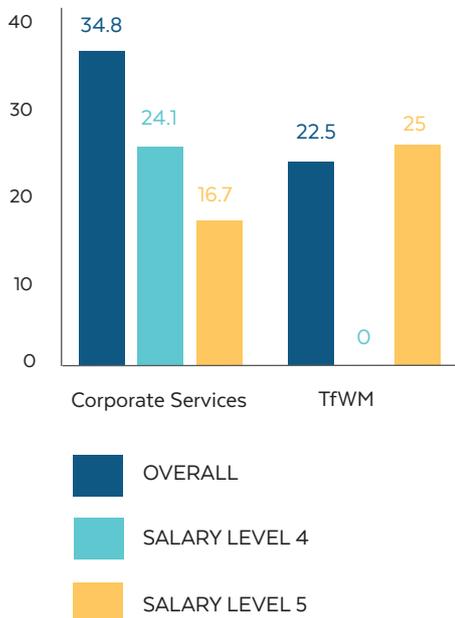
27% (98) of our workforce is from minority ethnic backgrounds, which is higher than the national average and similar to the West Midlands average, though lower than the West Midlands Metropolitan area average. The representation of minority ethnic employees at salary level 4 positions is lower, with 14.9% (7) of employees paid between £43,000 and £52,000 p.a. being from minority ethnic backgrounds. The representation of minority ethnic employees at the highest salary Level is 22.2% (8). Overall, minority ethnic employees are slightly overrepresented at lower salary levels, at 31.6% at Salary Level 1 (up to £23,000) and 31.8% at Salary Level 2 (£24,000 to £32,000).

The following graphs show the ethnicity split by directorate which shows that Corporate Services are less well represented at the highest Salary Level. TfWM have lower participation than Corporate Services but higher at Salary Level 5. In Corporate Services there is an overrepresentation of ethnic minority employees at the lowest salary level (50% of employees at Salary Levels 1 and 2).

WORKFORCE BY ETHNICITY AND SALARY LEVEL



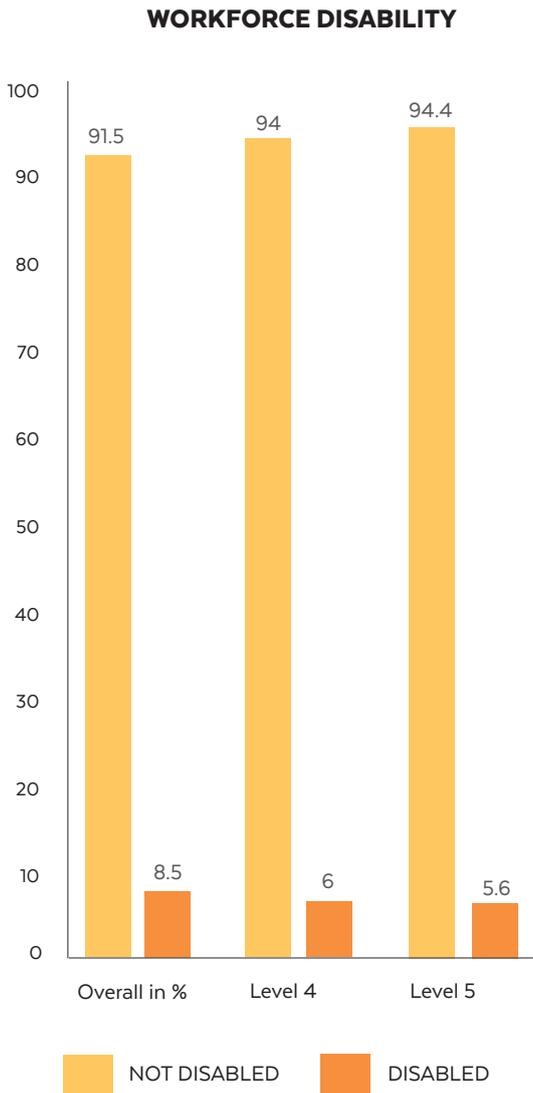
GRAPH 4: WORKFORCE PROFILE - ETHNICITY



GRAPH 5: WORKFORCE PROFILE - ETHNICITY BY DIRECTORATE AND SALARY LEVEL

DISABILITY

8.5% (31) of our workforce have declared that they have a disability. The representation of people with a disability at Level 4 is lower, with 6% (3) of employees declaring that they have a disability. The representation at the highest salary level is 5.6% (2). Disabled employees are overrepresented at the lower salary level (12.6% and 12 people in Salary Level 1). Patterns of representation are similar across directorates.



GRAPH 6: WORKFORCE PROFILE - DISABILITY

AGE

Workforce representation by age is provided in the following table and is similar across both directorates:

TABLE 1: WORKFORCE REPRESENTATION BY AGE

AGE	% OF WORKFORCE BY AGE GROUP
	2016/17
16-25	4.7
26-30	10.2
31-35	15.4
36-40	18.7
41-50	31.1
51-65	19.3
66+	0.6
No age given	0

Representation of different age groups at senior levels is as follows:

TABLE 2: WORKFORCE REPRESENTATION BY AGE AND SALARY

AGE	% OF WORKFORCE AT LEVEL 4	% OF WORKFORCE AT LEVEL 5
	2016/17	2016/17
16-25	0	0
26-30	0	1
31-35	9	2
36-40	14	6
41-50	20	21
51-65	7	6
66+	0	0
No age given	0	0

The 16-25 and 26-30 age groups are not as well represented in Level 4 and 5 positions, but this is most likely linked to the seniority of the posts. Moreover, the 16-25 group is less well represented in the organisation overall.

RECRUITMENT

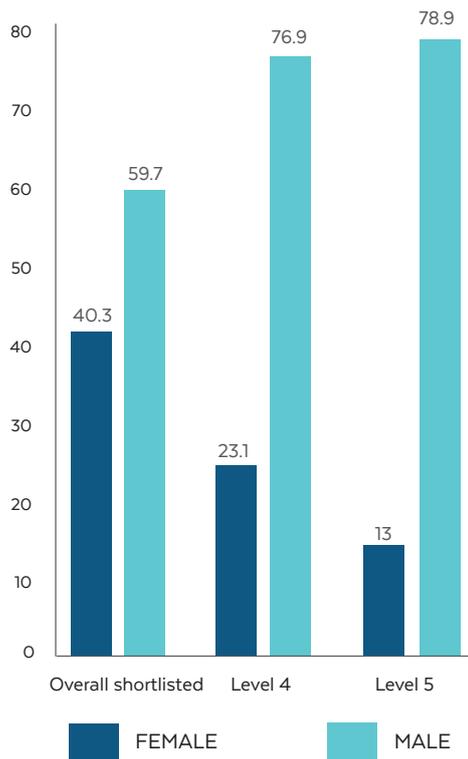
There were 52 successful candidates in 2016/17. A total of 1266 applications were received.

GENDER

45.6% (577) of applications received were from women. The percentage of shortlisted women applicants is 40.3% (135) and the percentage of successful women applicants is 36.5% (19) which is lower than the percentage of female applicants.

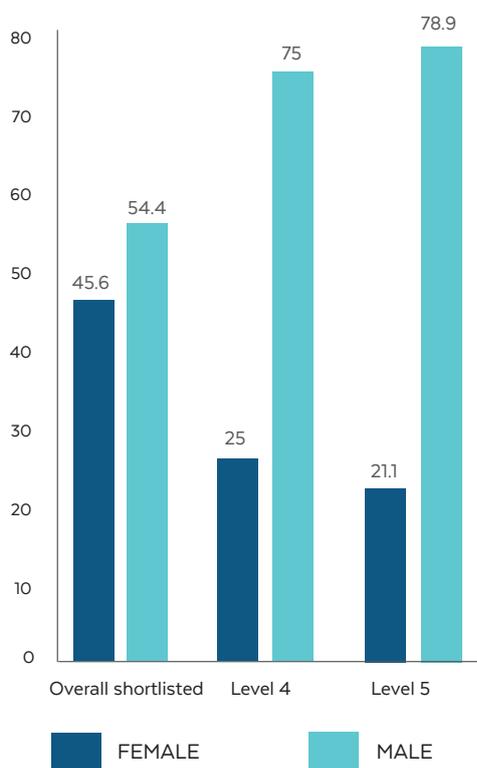
The percentage of women applicants in salary Levels 4 and 5 is significantly lower than the percentage of women applicants overall at 25% (27) and 21.1% (12) respectively. The percentage of shortlisted and successful women applicants at Level 4 is 23.1% (12) and 53.8% (7) respectively. The percentage of shortlisted and successful women applicants at Level 5 is 13% (3) and 20% (1).

RECRUITMENT - SHORTLISTED BY GENDER AND SALARY LEVEL



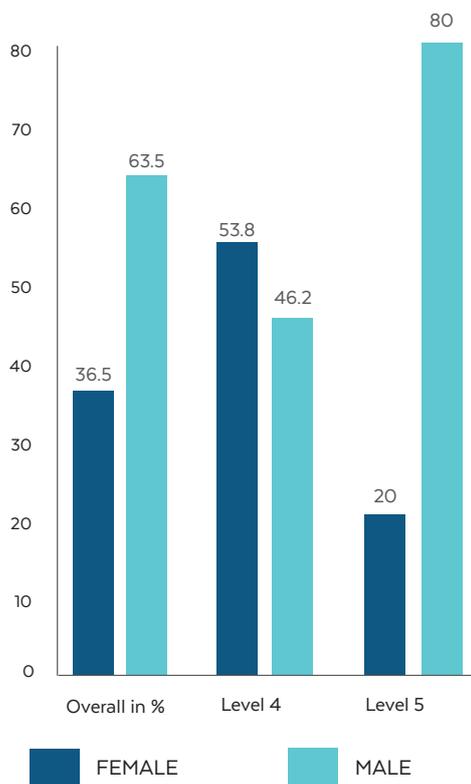
GRAPH 8: RECRUITMENT - SHORTLISTED BY GENDER AND SALARY LEVEL

RECRUITMENT - APPLICANTS BY GENDER AND SALARY LEVEL



GRAPH 7: RECRUITMENT - APPLICANTS BY GENDER AND SALARY LEVEL

RECRUITMENT - SUCCESSFUL BY GENDER AND SALARY LEVEL



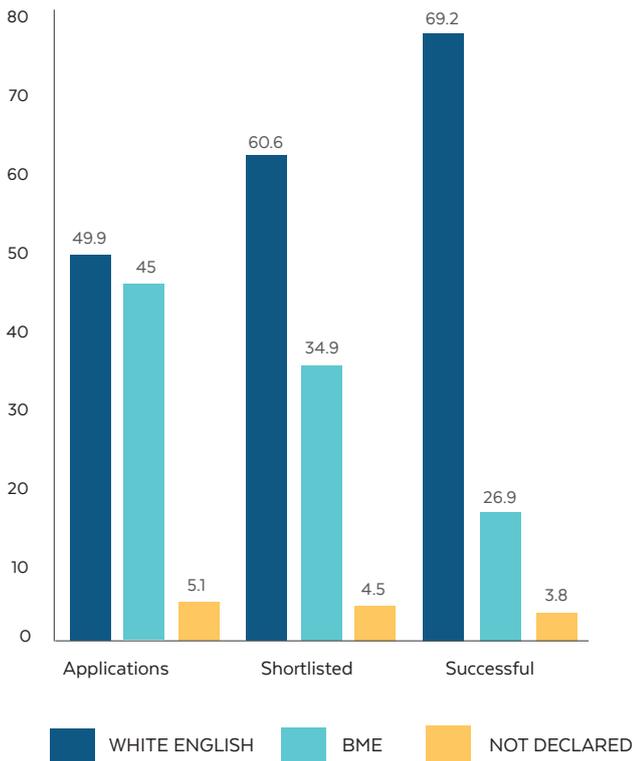
GRAPH 9: RECRUITMENT - SUCCESSFUL BY GENDER AND SALARY LEVEL

ETHNICITY

45% (570) of the applications received in 2016/17 were from people from minority ethnic backgrounds. This figure is higher than the West Midlands average. The percentage of shortlisted and successful minority ethnic applicants is 34.9% (117) and 26.9% (14) which is lower than the percentage of minority ethnic applicants.

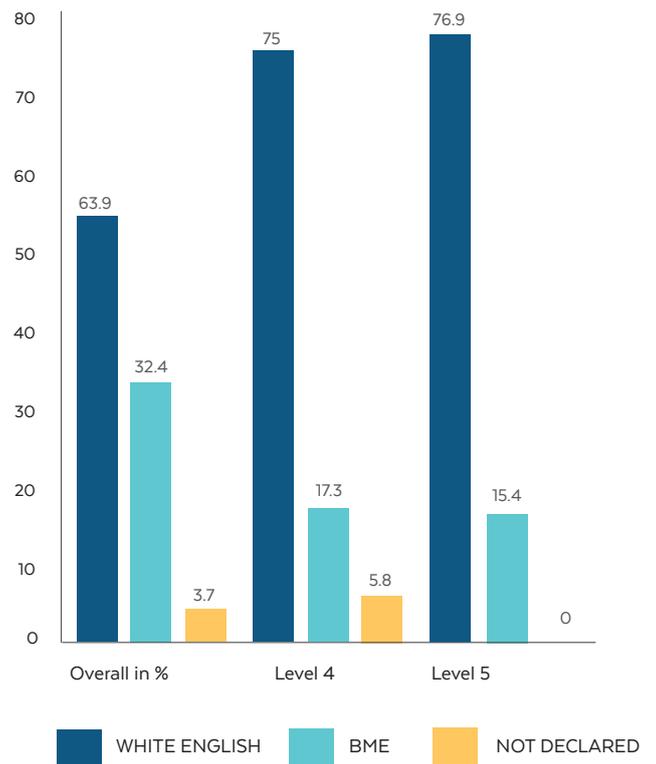
The percentage of minority ethnic applicants at senior Level 4 and 5 positions is lower than the percentage of minority ethnic applicants, at 32.4% (35) and 24.6% (14) respectively. The percentage of shortlisted and successful minority ethnic candidates for level 4 and level 5 positions is lower as shown in graphs 11 and 12.

RECRUITMENT - ETHNICITY

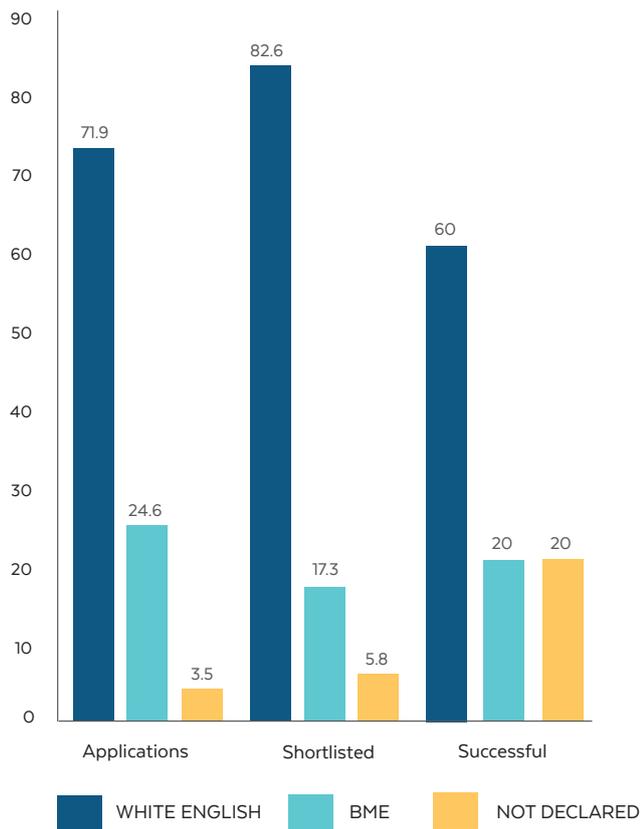


GRAPH 10: RECRUITMENT BY ETHNICITY

RECRUITMENT - ETHNICITY SALARY LEVEL 4



GRAPH 11: RECRUITMENT BY ETHNICITY - SALARY LEVEL 4

RECRUITMENT - ETHNICITY SALARY LEVEL 5

GRAPH 12 RECRUITMENT BY ETHNICITY - SALARY LEVEL 5

DISABILITY

4.4% (56) of the applications received in 2016/17 were from people who have declared that they have a disability. The percentage of shortlisted and successful disabled candidates is 5.4% (18) and 3.8% (2). The percentage of applicants and shortlisted applicants were very similar for Level 4 and 5 positions but there were no successful appointments at that level.

AGE

Recruitment in relation to age is shown below.

TABLE 3: RECRUITMENT BY AGE

AGE 2016/17 IN %	APPLICANTS	SHORTLISTED	SUCCESSFUL
16-25	15.9	9.3	9.6
26-30	17.8	13.7	9.6
31-35	15.9	16.1	23.1
36-40	11.8	14.6	21.2
41-50	21.6	26.9	23.1
51-65	13	15.8	13.5
66+	0.2	0	0
No age given	3.9	3.6	0

As the table shows, percentage wise the 16-25 and 26-30 age group were the least likely to get appointed while the 31-35 and 36-40 age groups were the most appointed.

PROMOTION

There were 15 promotions in 2016/17.

GENDER

53.3% (8) of employees promoted were women and 46.6% (7) were men.

ETHNICITY

26.6% (4) of employees promoted were from an ethnic minority background.

DISABILITY

No disabled employees were promoted in 2016/17

AGE

Promotion by age group can be seen in the following table:

TABLE 4: PROMOTION BY AGE

AGE	% OF EMPLOYEES BY AGE GROUP
	2016/7
16-25	6.6
26-30	20
31-35	6.6
36-40	40
41-50	6.6
51-65	20
66+	0
No age given	0

DISCIPLINARIES AND GRIEVANCES

There were no formal grievance or disciplinary cases in 2016/17.

LEAVERS AND TURNOVER

There were 49 leavers in 2016/17 and a total turnover of 11.64%. 25 of these leavers left on their own initiative (turnover of 5.94%).

GENDER

42.8% (21) of people who left employment in 2016/17 were women.

ETHNICITY

24.4% (12) of people who left employment were from minority ethnic backgrounds.

DISABILITY

6% of people who left employment declared that they have a disability.

AGE

TABLE 5: LEAVERS S BY AGE

AGE	% BY AGE GROUP 2016/17
16-25	14.2
26-30	8.1
31-35	10.2
36-40	10.2
41-50	20.4
51-65	30.6
66+	6.1
No age given	0

MEDIAN AND MEAN GENDER PAY GAP

From April 2018 organisations are legally required to report their median and mean gender pay gap. The 'mean' gender pay gap shows the difference in mean pay between female and male employees (that is the average of the total of all employees' pay) while the 'median' pay gap shows the difference in median pay (that is putting all male/female employees in a line and identifying the pay of the person in the middle).

The UK has a median pay gap of 19.2% which means that women typically earn around 1/5th less than men. The WMCA's median gender pay gap (April 2017) is 5.72% which is significantly less than the national average. The WMCA's mean gender pay gap is 6.5% which is also significantly lower than the national average.

QUARTILE PAY BANDS

The Gender Pay Gap Information Regulations 2016 also requires employers to report on the number of men and women in each of four pay bands, where pay band A represents the lowest salaries, and pay band D represents the highest salaries.

In April 2017, men made up 56.2% of the WMCA workforce while women made up 43.8% of the workforce. The WMCA's Quartile Pay Bands are shown below:

%	BAND A (LOWEST QUARTILE)	BAND B (LOWER MIDDLE QUARTILE)	BAND C (UPPER MIDDLE QUARTILE)	BAND D (UPPER QUARTILE)
Male	54.5	58.7	63.2	62.5
Female	45.5	41.3	36.8	37.5
Total employees	106	86	96	94

The tables show that men are over-represented in Bands C and D (in relation to the overall percentage of male employees) while women are over-represented in A and B, the lower quartiles.



WEST MIDLANDS
COMBINED AUTHORITY