
Equality and Inclusion Review

2017 - 2018



West Midlands
Combined Authority

Contents

Purpose - p3

Introduction - p3

Achievements and activities - p4

Employment and Recruitment Statistics - p22

Purpose

The West Midlands Combined Authority (WMCA) is a new governance structure for the West Midlands whose members work collaboratively on many projects to improve transport, economic development, regeneration, skills, employment and housing and to deliver public sector reform in an effort to close the productivity gap, grow the economy and achieve inclusive growth. Our aim is to deliver services that improve the quality of life for the people and the businesses of the region.

Our overarching vision is:

“Building a happier, healthier, better connected and more prosperous West Midlands”

This Equality and Inclusion Review identifies key WMCA achievements, strategies and developments for greater equality, diversity, access and inclusion for 2017/18 (up till July 2018). It also outlines the positive outcomes these achievements have had on peoples' lives in the region. The last section of the review offers detailed workforce and recruitment statistics, including gender pay gap information (March 2018 stats)

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.

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.

Equalities and inclusion are key integrated elements of our 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.

Achievements and Activities



The following paragraphs explain some of the achievements and activities in 2017/18. These include the following and are expanded and explained below:

Transport

Free Travel

Demand responsive services

Safety and Security

Bus Alliance

Metro

Real Time Information

Travel Training

Travel Information Sustainable Travel

Accessibility resources

Accessible Communications Policy

Language Line

Community Engagement

Equality Impact Assessments

Equality Training

Equality Scheme

Leadership Commission

Mentoring

Faith Conference

Mayor's Community Weekend

Corporate Social Responsibility

Workforce

Development

Procurement

Transport



Free Travel

510,000

Free travel passes provided to senior citizens

30,000

Free travel passes provided to disabled people

Free travel passes are provided to some 510,000 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.

The disability pass application form was created through consultation with key disability groups and is available in a range of formats.

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.

Reduced fare travel is also provided to young people under 16 years old and 16-18 year olds in full time education or an apprenticeship and reside within the West Midlands. Almost 35,000 photo cards were issued in 2017-18.

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. 815,982 trips were undertaken in 2017/18 by 12,040 regular users with a grant of £7.1 million for 2018/19. The "Ring & Ride" service is operated by the Accessible Transport Group (ATG).

All Ring and Ride vehicles are accessible and there are User Groups to allow passengers and organisations that use Ring and Ride to have their say and help shape the future of the service.

Safety and Security

Background

The Safer Travel Partnership is responsible for delivering the West Midlands Police and Crime Commissioners 'Local Transport Policing Plan'. The key objectives of this plan for 2017/18 continue to be to reduce crime and improve passenger perception of personal safety.

The West Midlands public transport network continues to be one of the safest in the UK. Over the last decade, crime on the bus network has been in a downward trend having fallen by over 60%. Whilst recorded crime for 2017/18 has slightly increased there have still been reductions in route crime and cycle offences on 'rail' and theft, violence and public order offences on 'bus'. At the current time any increase is a reflection of what is happening at national level with BTP and also across the West Midlands force area.

The Partnership has had a clear focus on tackling anti-social behaviour (ASB) in recent years and this has yielded good feedback. Surveys from the independent watchdog, "Transport Focus" show that passenger perception of safety on buses across the region has improved by 9% over the last 4 years. Within the same survey of over 3000 passengers those who had experienced ASB on their journey is now only 8% compared with 18% in 2011.

Services

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 (ASB).

Safer Travel Police team

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.

ASB Team

Aided by a seconded member of staff from National Express the team have now managed over 3600 cases since its inception in 2013.

The Partnership also has a dedicated Anti-Social Behaviour (ASB) team dealing with reports of incidents from the public and operators, using a range of civil based interventions including warnings, acceptable behaviour contracts and leading ultimately through to criminal behaviour orders (CBOs) in a few instances to tackle inappropriate behaviour 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 and text messaging service through which they can anonymously report any nuisance behaviour they witness.

CCTV Control Room

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, 24/7, 365 days a year.

As of December 2015 a new service has been deployed where CCTV operatives can access cameras on bus services in real time. Police officers on patrol can also use mobile devices or tablets to monitor and directly respond to any incidents on the network.

**See
Something
Say
Something**



TEXT
83010
safertravel.info/ASB

SAFER TRAVEL

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.

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

Achievements

- Upgraded state of art High Definition CCTV cameras installed at bus and train stations across the region.
- The TfWM CCTV Control Centre received its annual external and independent audit in December retaining its accreditation against relevant British Standards confirming the service is well managed and operates effectively within all legal requirements
- Independent “Safer Bus Station” accreditation achieved for 9 of our 12 stations. The award demonstrates everything is being done to prevent crime and reduce fear of crime at these locations
- Retention of “Safer Tram Stop award” covering all 26 metro stations on the line
- Annual Partnership initiative aimed at addressing poor behaviour amongst students on bus at the start of the school and college year. In September 2017 a number of schools were identified and focused upon as causing repeated anti-social behaviour problems on the network. Hi-visibility patrols of affected bus services and bus stations took place and an educational video was distributed to the regions schools to encourage good behaviour
- The highly regarded restorative justice project addressing anti-social and low level criminal behaviour from young people on the network has successfully extended into Sandwell and other areas of the Black Country

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 everyone. 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.

26

All 26 stops across the Metro route are fully accessible, with level ramped or lift access

Real Time Information

Real Time Information displays continue to be maintained across key transport corridors. We continue to maintain, upgrade and replace (where necessary) information systems in city centres (Birmingham, Wolverhampton, Coventry), at bus stations and main transport interchanges (such as Stourbridge, Cradley Heath, West Bromwich and Walsall), hospitals, educational establishments 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/depart. We plan to introduce actual arrival/departure time information for other bus operators in the near future. This includes services operated by Diamond, Arriva and Stagecoach. 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. We are working with one supplier to trial an additional solution to key

fobs for those customers who have a Bluetooth enabled smartphone.

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

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 has helped schools and organisations across the West Midlands to set up travel training schemes.

My Journey Guide

'My Journey' pocketsize 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.

Access all areas

We have developed free resources to be used in schools to deliver role play, activities, games and travel training as well as a free interactive website. That also includes 'Access all Areas', a free DVD resource.

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. The website is accessible from all devices, including desktop, table and mobile phone and recognises your location so that it can locate bus, train and tram stops near you and provide the next arrivals and departures from these stops or stations. We make every effort to work towards meeting web accessibility standards and use BrowseAloud on our websites. This support software adds speech, reading, and translation to websites facilitating access and participation for people with dyslexia, low literacy, English as a second language and those with visual impairments. 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.
- 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.
- 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.



Sustainable Travel

Transport for West Midlands 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 half price travel to a new job, enabling them to start and stay in work.

Workwise has supported over 45,000 unemployed people to travel to a new job or attend an interview for a new job. The current offer is 50% discount on the first three months of travel when starting work, which replaced the previous offer of one month's free travel on 25 September 2017.

The Workwise Travel information Package is available to download from the NWM website. 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.

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.

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.

workwise

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: TfWM Youth Forum has over 60 members all aged between 12 to 24 years and living within the West Midlands. These young people are shaping the future of transport in the region and regularly advise us on new campaigns or ticket proposals

During 2017/18, the Youth Forum attracted lots of new members who came along to three really lively meetings. Our first get-together was here at Summer Lane where the Head Architect and Head Landscape Designer from HS2 came along to talk to us about designs for the new HS2 Curzon Street station in Birmingham. Lots of the members were able to input and comment on the facilities and public realm of the new building and the HS2 team were delighted with all the young people's suggestions. In January, the Youth Forum formed a Dragons Den panel and listened to presentations from staff in the TfWM Horizon panel. Our members were able to choose which projects should receive investment and be taken forward to improve our transport infrastructure going forward. In May, 2018, Twenty young people were welcomed by Network Rail for a VIP tour behind the scenes at Birmingham New Street Station, tracking trains in and out of the station and carrying out platform announcements. We then explored the underground mail tunnels and visited the rooftop police station, where we were lucky enough to meet the newly established Firearms Team who will work to protect the City and region going up until the Commonwealth Games.

nNetwork Class Pass: The nNetwork Class Pass ticket and journey planning service has continued to be very well received by schools and colleges. 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.

Education engagement: The Travel Choices team is passionate about helping young people travel around the region safely, cheaply and easily by public transport and active travel. Some of these young people will be the new commuters of the future working in our local cities, travelling and coping with disruptions on the West Midlands network. We run journey planning workshops with all age groups – supporting those seeking work experience placements or moving on to new schools, colleges and universities. Our travel advice sessions can be tailored to support staff and students travelling around while infrastructure changes take place. We have also developed a suite of free online resources for educational professionals to deliver which help to improve young people's confidence and independence, broadening horizons and opportunities.

The Government's Cycling and Walking Investment Strategy (CWIS) was published in 2017 and acknowledges 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 extended its grant for Living Streets' Walk to School Outreach project this year to support this CWIS target. The WOW programme sees walking rates jump by an average of 23 per cent and reduces congestion outside school gates by an average of 30%. West Midlands Combined Authority is a partner in this project and hosts a Living Street's officer to deliver the programme with primary schools across the region.

Supporting the community

Business engagement: The Travel Choices team's objective is to keep the 'West Midlands Moving' and use 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.

Using the team's expertise in stakeholder engagement and customer service, our role is leading on engagement 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 provides:

- A key point of contact from TfWM to help with queries about sustainable travel alternatives when disruption arises.
- Staff briefing sessions and events at companies, schools, colleges and universities, where individuals require face-to-face journey planning support to avoid congestion hotspots.
- Guidance on alternative routes, cost effective ticketing options and implementing car sharing schemes.
- The latest online and paper-based information to organisations, staff and students, to help them make the most informed decision about their travel.



Cycle Parking: Over 2279 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 and Design: The West Midlands Cycle Design Guidance is a document containing best practice on design and construction of cycle routes for all types of pedal cycles and levels of ability. TfWM has funded the delivery of training sessions for local authority officers with 87 participants in spring of 2018. A plan is being put into place to engage with participants to ensure that the guidance is used during the design of future infrastructure.

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 is currently underway to complete the connectivity along the canal towpath between Wolverhampton and Birmingham and an additional £4.5M is being invested towards this.

Big Bike Revival: TfWM is working in partnership with Cycling UK to build a network of Community Cycle Clubs across the West Midlands. The clubs are volunteer led and are diverse, involving a mixture of weekly led rides and bike maintenance sessions for all abilities. As well as connecting people socially, the led rides are also introducing people to their local cycling routes and in turn inspiring others to join.

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 Resources

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 an annual 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 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.

A bus driver training DVD was produced in 2017 in partnership with National Express which will be delivered as part of a wider disability awareness training to all NX bus drivers in 2018. The resource covers a range of visible and hidden disabilities and was developed in conjunction with key local disability groups. We worked together with disability groups to identify some of the key issues and barriers for people so that we develop scenarios that are relevant. This DVD is the product of real partnership between local disability groups, Transport for West Midlands and National Express. We wanted bus drivers to relate to the people on the screen and fully understand how crucial their role is in improving the passenger experience. We wanted to move away from dry disability awareness provision to a training session that will have a direct and lasting impact on staff.



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 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.

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

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 and health inequalities are 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 2016 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.

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.



Leadership Commission

The Commission was set up to explore ways of improving opportunities for people from those communities and groups which are currently under-represented in the leadership of the West Midlands. The Commission's final report was produced and published in early 2018 and has helped identify actions and strategies to help close the leadership gap in the region. We will be working with regional businesses to ensure the region is more widely represented.

Mentoring

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Faith Conference and Action Plan

A WMCA mayoral initiative to improve community cohesion and collaboration and to tackle key issues such as youth unemployment and homelessness was the development of a faith action plan. This was the direct result of a Mayor and faith conference in late 2017. The action plan was developed following months of engagement between the Mayor and faith communities.





Mayor's Community Weekend

123 communities across the West Midlands received a total of £60,000 of National Lottery funding to host celebrations as part of our first Mayor's Community weekend this June. The aim of the weekend was to bring together people and communities to celebrate the experiences they share and make new memories. It encouraged people from all walks of life to build stronger relationships within and between communities.

123 communities across the West Midlands received a total of £60,000 funding

Corporate Social Responsibility (CSR):

Our CSR Strategy (which is currently being updated) demonstrates our commitment to economic regeneration and growth, environmental responsibility, workforce diversity and wellbeing and sustainable development. The strategy is also intended to provide further organisational clarity to our staff in order to improve levels of engagement. A formal WMCA employer supported volunteering scheme was launched in September 2017. We offer all

employees one day off per year to volunteer in a charity or charitable cause of their choice. Together with our employees we choose an annual corporate charity that we support through a number of fundraising and volunteering activities. The 2017/2018 WMCA corporate charity is the mental health charity Mind.

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

Recent initiatives and successes include:

- Our OD action plan 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. Equality, inclusion and wellbeing form key components of the action plan.
- 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 Leaders in Diversity and Best Companies accreditations.
- We are proud that we have been positioned 89th in The Sunday Times Top 100 Best Not for Profit Companies to Work For in the UK 2017. In the latest Best Companies survey we were delighted to be listed within 'The Sunday Times Top 100 for the 6th 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.

- In July 2018 the WMCA was awarded Leaders in Diversity accreditation for our ongoing commitment to equality, diversity and inclusion. We are one of only 37 organisations nationally to achieve this, and the first Combined Authority to do so. The Leaders in Diversity accreditation is awarded by the National Centre for Diversity to organisations that are considered to be making a significant commitment to embed diversity and inclusion within their business. It takes into account all aspects of their work, commitment to inclusion, the way employees treat each other, and the fair provision of services.
- We actively promote the health and wellbeing of our people and have a well-established programme of health and wellbeing activities promoting physical and mental health and wellbeing. Examples of current benefits include our Employee Assistance Programme, Occupational Health provision, enhanced annual leave, work-life balance policies and practices, yoga and acupressure sessions, childcare voucher scheme and discounted gym memberships. In 2018 we developed a Wellbeing Policy that clearly outlines our commitment to improving wellbeing outcomes for employees. We will also soon be introducing “Thrive at Work”, a regional workplace commitment with criteria and guidelines on creating a workplace that promotes employee health and wellbeing.
- In April 2018 we held our 6th 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.
- In 2018 we signed up to the ‘Dying to Work’ charter. The “Dying to Work” Charter is a charter that companies can voluntarily sign up to in support of the Dying to Work campaign. Signing up to the Charter has given us the confidence that we treat employees (and their families) with terminal prognosis with dignity and without applying any undue pressure regarding employment/finances.
- 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.
- 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. We are currently developing a Domestic Violence policy to support employees who have or are experiencing domestic violence.
- 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 endeavor 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.

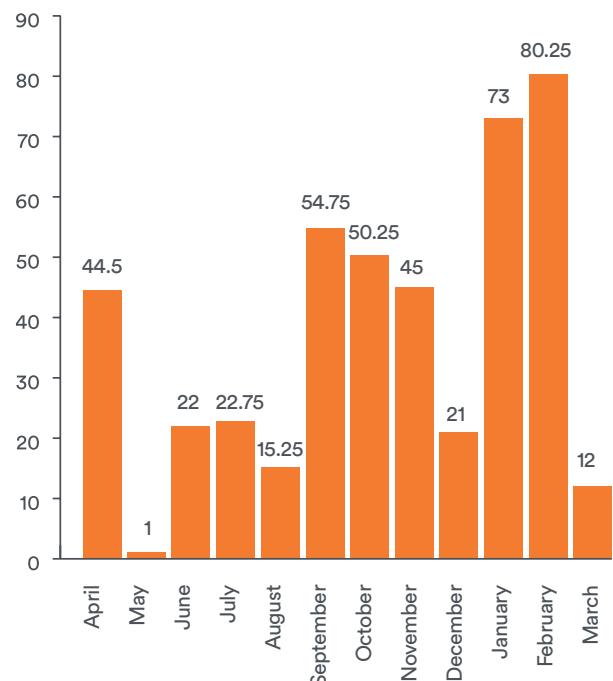
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Development

In March the 2017-18 Engagement and Development activity was published. The report detailed 441.75 formal training days took place during the period with a distribution profile that reflected the proportions of the directorate teams.

The core focus for the Engagement and Development team for 2017/18 was working with the Leadership team to re-establish the Vision, Purpose and Aims as the organisation widened its remit to include productivity and skills, housing and regeneration along with the existing parts of the organisation. There was also a strong focus on building management capability which was done through engagement with our management teams.

The 2018/19 period will continue to focus on developing core skills and capabilities through team and individual development. We will also focus on building awareness on our new commissions which include productivity and skills, housing and regeneration as well as transport.



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

In 2018 we developed a Social Value Policy which will enable us to embed a consistent and collaborative approach to social value within the region. Our vision is to create, deliver and sustain greater community benefits through the use of social value. This will primarily be achieved by sustaining social value outcomes through alignment and delivery of funding and capacity, with Combined Authority priorities focused on service delivery to communities.

Key Social Value Policy priorities include:

- Growth, Skills and Employment: We will promote growth and development where we operate and ensure that our communities (including marginalized groups) develop new skills and gain meaningful employment. We will also encourage employers in the region to invest into new jobs and skills for everyone.
- Promoting Local Businesses: We are committed to ensuring local businesses are not only provided with the skills to compete but are also offered the opportunity to work within our supply chain.
- Creating Healthier, Stronger Communities: We will promote the use of the voluntary and social enterprise sector within our supply chain and help build local knowledge and resilience.
- Protecting and Improving our Environment: We will work hard with local businesses and communities to ensure the places where people live are cleaner and greener and we will continue to promote sustainable procurement

that protects the long-term future of our planet for our children.

- Social Innovation: We will promote innovation amongst our suppliers and look to show case best practice where it works
- Planning and Development: We will support and enable Constituent and Non-Constituent Authorities where they require assistance in the consideration of social value within the early stages of project planning and development.

Our vision is to create, deliver and sustain greater community benefits through the use of social value.

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 2017/18. Workforce figures are from the March 2018 establishment. Recruitment figures cover the period April 2017-March 2018.

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. Gaps are summarised below:

- 43.1% 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 (across all salary levels) and TfWM is under-represented (especially at senior salary levels).
- There has been a decline in the overall representation of ethnic minority employees in the organisation over the past year (26% in 2017/18 compared to 27% in 2016/17). However, the figures have increased over the past years (23.8% in 2015/16). The figures are higher than the national average of 19.5% (Census 2011) but lower than the figure of 34% in the 7 Metropolitan districts. 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.
- 6.9% of our workforce have declared that they have a disability. The figure has gone down since 2016/17 when 8.5% of our workforce had declared a disability
- There is an under-representation of under 25s with only 4.5% of employees being under 25.

- 40.3% of applications received in 2017/18 were from women, which is slightly lower than the number of applications from women in 2016/17. However, the percentage of successful women applicants was higher in 2017/18 at 37.4%. The percentage of women applicants at the highest salary level is significantly lower than the percentage of women applicants overall at 27.5%. However, the percentage of women applicants at the higher salary levels has increased since 2016/17.
- The percentage of shortlisted female applicants at Salary Level 4 is significantly lower than the percentage of applicants. There does not appear to be any 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 (53.7% minority ethnic applications, 35.7% shortlisted, 29.3% successful). There was a similar pattern in 2016/17.
- The percentage of minority ethnic applicants at senior level positions was lower than the overall percentage of minority ethnic applicants at 40.8% (Level 4) and 34.4% (Level 5). The percentage of successful minority ethnic applicants at senior salary levels is higher than the percentage of shortlisted minority ethnic applicants for these positions.
- 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 5.77% which is significantly lower than the UK median pay gap of 19.2%. The WMCA mean pay gap is 3.7% which is also significantly lower than the national average and lower than the 2016/17 mean pay gap of 2016/17.

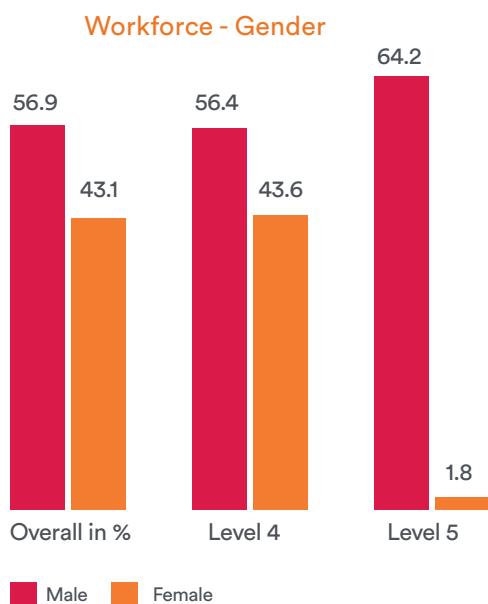


Workforce Profile

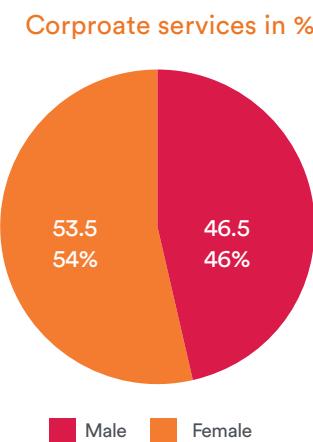
Gender

43.1% (174) of our workforce are women (March 18 figures). This compares to 43.8% (159) in 2016/17. The representation of women at senior (Level 4) positions is similar, with 43.6% (24) of employees paid between £43,000 and £52,000 p.a. being women. Representation of women at Level 5 positions is lower, with 35.8% (19) of employees paid over £52,000 p.a. being women. Last year's figures were similar - 44% (22) of employees at Level 4 and 33.3% (12) at Level 5 were women.

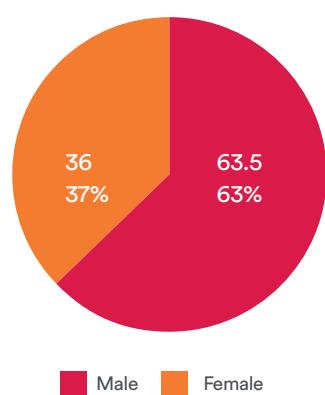
The following graphs show the gender split by directorate which shows that Corporate Services are over-represented by female employees and TfWM is under represented and especially at senior salary levels. The figures were similar in 2016/17.



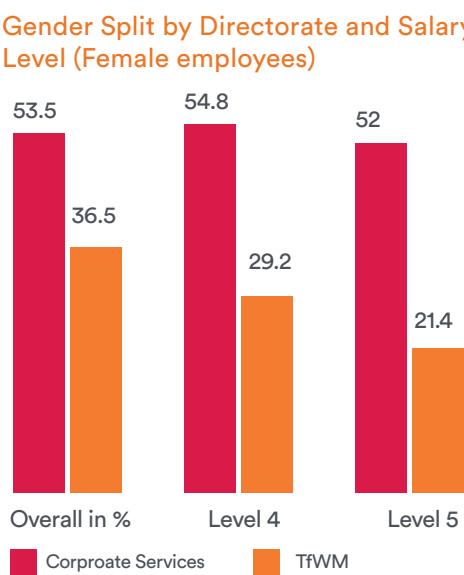
Graph 1: Workforce Profile – Gender



TfWM in %



Graph 2: Workforce Profile – Gender Split by Directorate



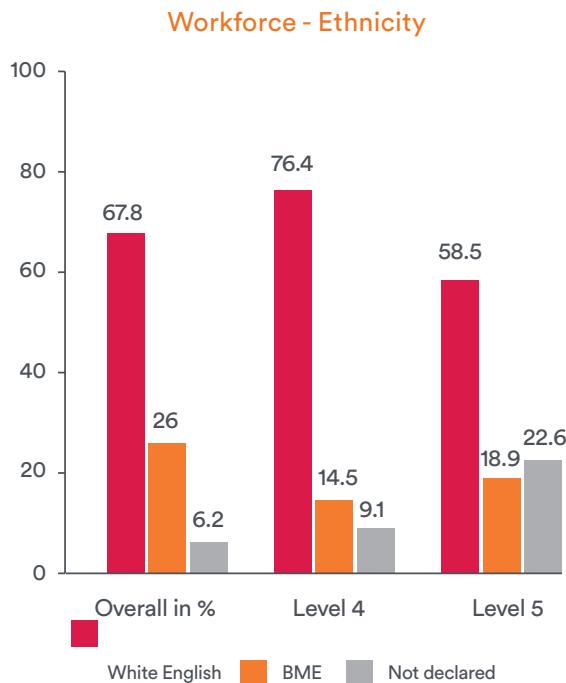
Graph 3: Workforce Profile – Gender Split by Directorate and Salary Level

Ethnicity

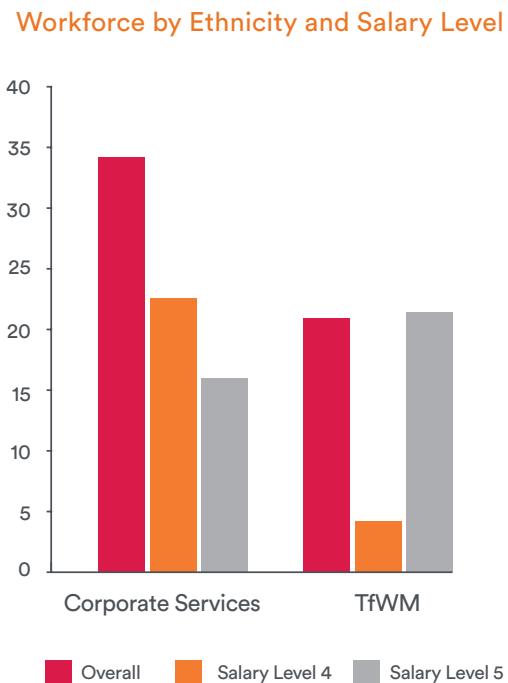
26% (105) of our workforce is from minority ethnic backgrounds, which is higher than the national average and similar to the West Midlands average, though lower than the West Midlands Metropolitan area average. This compares to 27% (98) in 2016/17. The representation of minority ethnic employees at salary level 4 positions is lower, with 14.5% (8) 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 18.9% (10). In 2016/17 14.9% (7) of employees at Salary Level 4 and 22.2% (8) of employees at Salary Level 5 were from minority ethnic backgrounds.

Overall, minority ethnic employees are overrepresented at lower salary levels, at 28.9% (26) at Salary Level 1 (up to £23,000) and 33.3% (32) at Salary Level 2 (£24,000 to £32,000). The figures show a similar picture for 2016/17.

The following graphs show the ethnicity split by directorate which shows that Corporate Services are less well represented at the higher Salary Level. TfWM have lower numbers of minority ethnic employees than Corporate Services. In both Corporate Services and TfWM there is an overrepresentation of ethnic minority employees at the lowest salary level (50% of employees at Salary Levels 1 and 2 in Corporate Services and 27.9% of employees in Salary Level 1 in TfWM). The figures in 2016/17 show a similar pattern.



Graph 4: Workforce Profile - Ethnicity

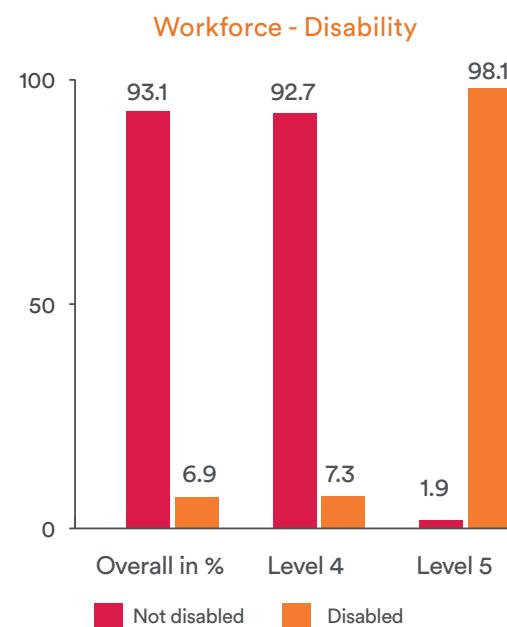


Graph 5: Workforce Profile – Ethnicity by Directorate and Salary Level



Disability

6.9% (28) of our workforce have declared that they have a disability. This is lower than in 2016/17 when 8.5% (31) of employees had a disability. The representation of people with a disability at Level 4 is higher, with 7.3% (4) of employees declaring that they have a disability. The representation at the highest salary level is 1.9% (1). Disabled employees are overrepresented at the lowest salary level (12.2% and 11 people in Salary Level 1) as was also the case in 2016/17. Patterns of representation are similar across directorates though representation is higher in TfWM (7.6% in TfWM compared to 5.8% in Corporate Services).



Graph 6: Workforce profile –Disability

Age

Workforce representation by age is provided in the following table. The figures are similar across both directorates:

% by Age		
	2016/17	2017/18
16-25	4.7	4.5
26-30	10.2	9.2
31-35	15.4	17.1
36-40	18.7	18.1
41-50	31.1	29.5
51-65	19.3	21
66+	0.6	0.7
No age given	0	0

Table 1: Workforce representation by age

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. This is an ongoing pattern over the past few years.

% by Age	Level 4	Level 5
16-25	0	0
26-30	1.8	1.9
31-35	25.5	3.8
36-40	16.4	18.9
41-50	43.6	49.1
51-65	12.7	26.4
66+	0	0
No age given	0	0

Table 2: Workforce representation by age and salary

Recruitment

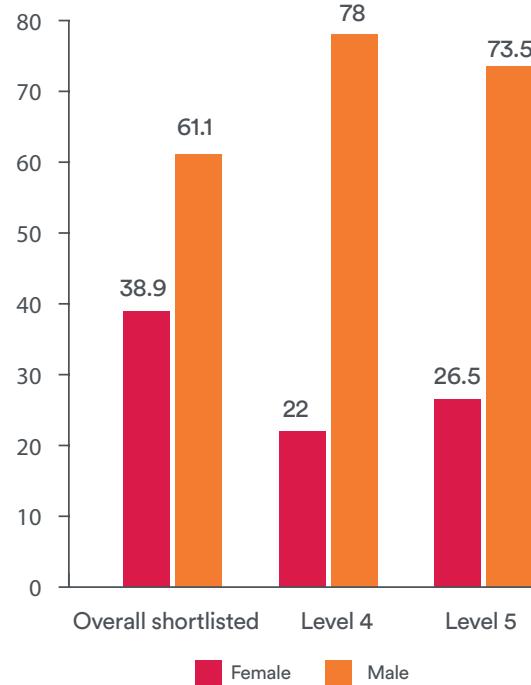
There were 99 successful candidates in 2017/18 which compares to 56 in 2016/17. A total of 1431 applications were received, compared to 1266 applications in 2016/17.

Gender

40.3% (577) of applications received were from women. The percentage of shortlisted women applicants is 38.9% (158) and the percentage of successful women applicants is 37.4% (37) which is slightly lower than the percentage of female applicants. The percentage of women applicants in 2016/17 was slightly higher at 45.6% (577) but the percentage of successful women applicants was higher in 2017/18.

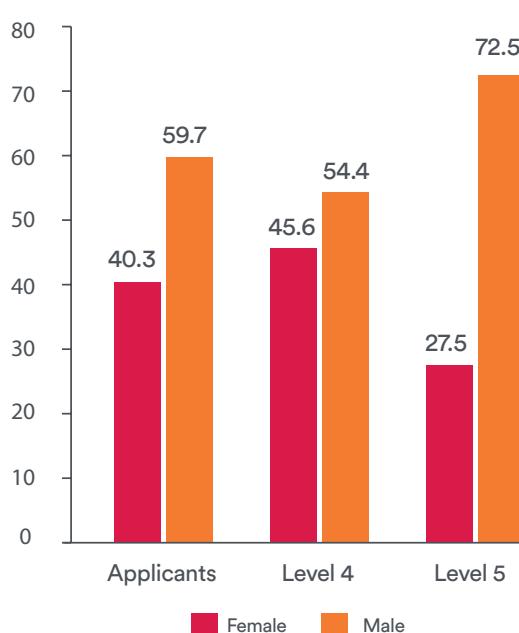
The percentage of women applicants in salary Level 4 is higher than the percentage of women applicants overall at 46.5% (57). The percentage of women applicants in Level 5 is significantly lower than the percentage of women applicants overall at 27.5% (67). The percentage of shortlisted and successful women applicants at Level 4 is 22% (11) and 25% (4) respectively. The percentage of shortlisted and successful women applicants at Level 5 is 13% (3) and 20% (1) which in both cases are lower than the percentage of women applicants.

Recruitment - Shortlisted by Gender and Salary Level



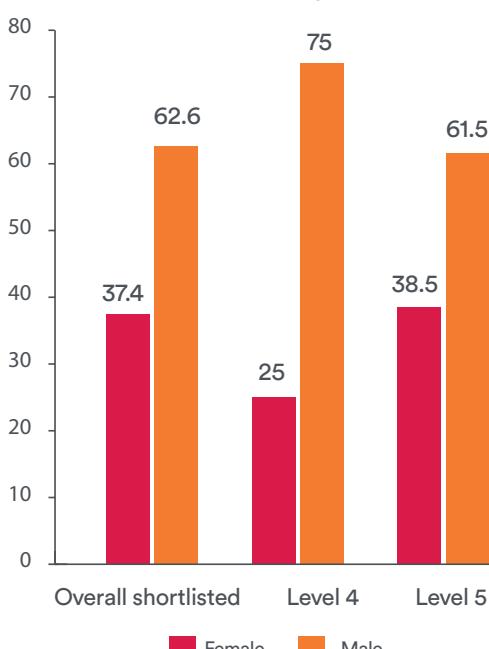
Graph 8: Recruitment – Shortlisted by Gender and Salary Level

Recruitment - Applicants by Gender and Salary Level



Graph 7: Recruitment – Applicants by Gender and Salary Level

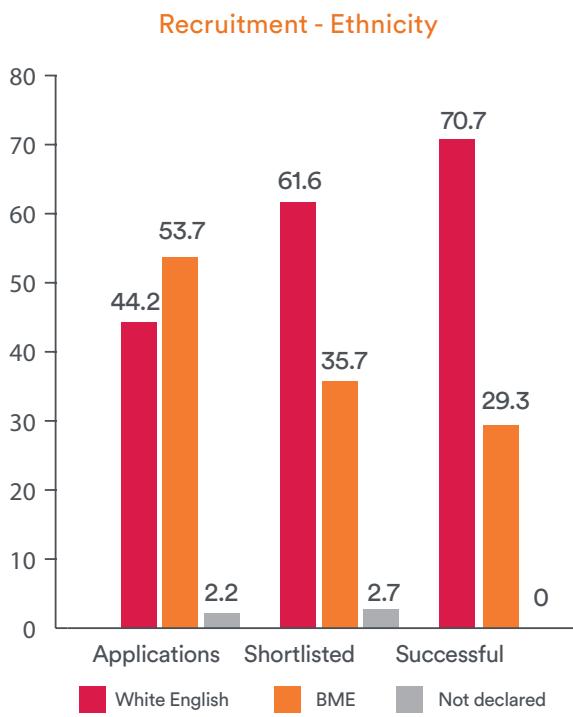
Recruitment - Successful by Gender and Salary Level



Graph 9: Recruitment – Successful by Gender and Salary Level

Ethnicity

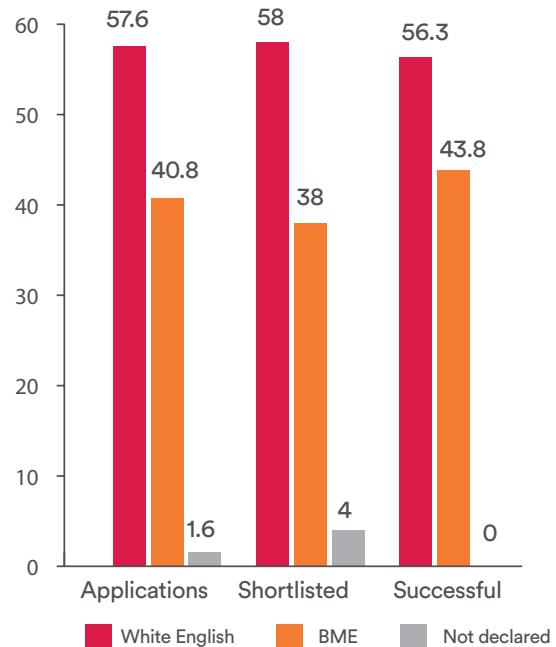
53.7% (768) of the applications received in 2017/18 were from people from minority ethnic backgrounds which compares to 45% (570) in 2016/17. This figure is higher than the West Midlands average. The percentage of shortlisted and successful minority ethnic applicants is 35.7% (145) and 29.3% (29) which is significantly lower than the percentage of minority ethnic applicants (this compares to 34.9% (117) and 26.9% (14) in 2016/17).



Graph 10: Recruitment by Ethnicity

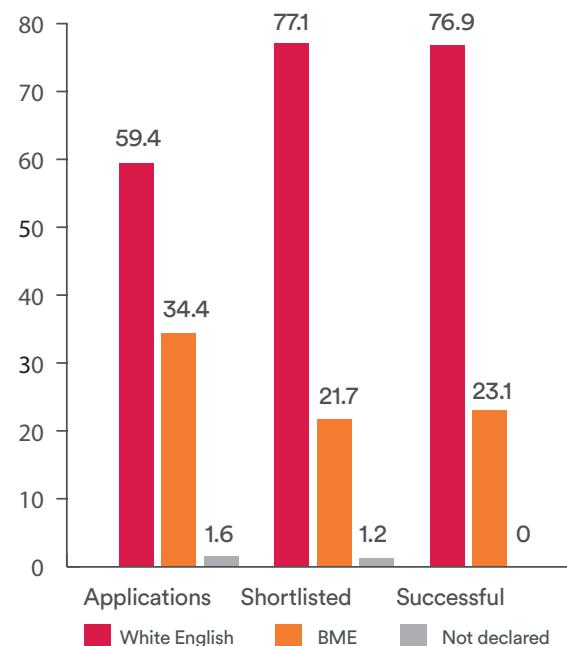
The percentage of minority ethnic applicants at senior Level 4 and 5 positions is lower than the percentage of minority ethnic applicants at 40.8% (51) and 34.4% (84) respectively. The figures in 2016/17 were 32.4% (35) for Level 4 and 24.6% (14) for Level 5. The percentage of shortlisted and successful minority ethnic candidates for level 4 and level 5 positions is higher than the percentage of applicants for these positions as shown in graphs 11 and 12

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

2.2% (56) of the applications received in 2017/18 were from people who have declared that they have a disability which compares to 4.4% (56) in 2016/17. The percentage of shortlisted and successful disabled candidates is 4.4% (18) and 2% (2). This compares to 5.4% (18) and 3.8% (2) in 2016/17. 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 as was also the case in 2016/17.

Age

Recruitment in relation to age is shown below.

Age 2017/18 in %	Applicants	Shortlisted	Successful
16-25	13.9	11.1	11.1
26-30	19.6	12.8	18.2
31-35	19.7	13.3	24.2
36-40	12.3	17	10.1
41-50	20.7	27.6	23.2
51-65	13.8	18	13.1
66+	0.1	0.2	0
No age given	0	0	0

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	0	0

Table 3: Recruitment by age

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 12 promotions in 2017/18 compared to 15 promotions in 2016/17.

Gender

58.3% (7) of employees promoted were men and 41.7% (5) were women.

Ethnicity

41.7% (5) of employees promoted were from an ethnic minority background.

Disability

8.3% (1) disabled employees were promoted in 2017/8

Age

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

% by Age	2017/18
16-25	0
26-30	33.3
31-35	8.3
36-40	8.3
41-50	41.7
51-65	8.3
66+	0
No age given	0

Table 4: Promotion by age

Disciplinaries and Grievances

Leavers and Turnover

There were 47 leavers in 2017/18 compared to 49 leavers in 2016/17 and there was a total turnover of 11.63% in 2017/18.

Gender

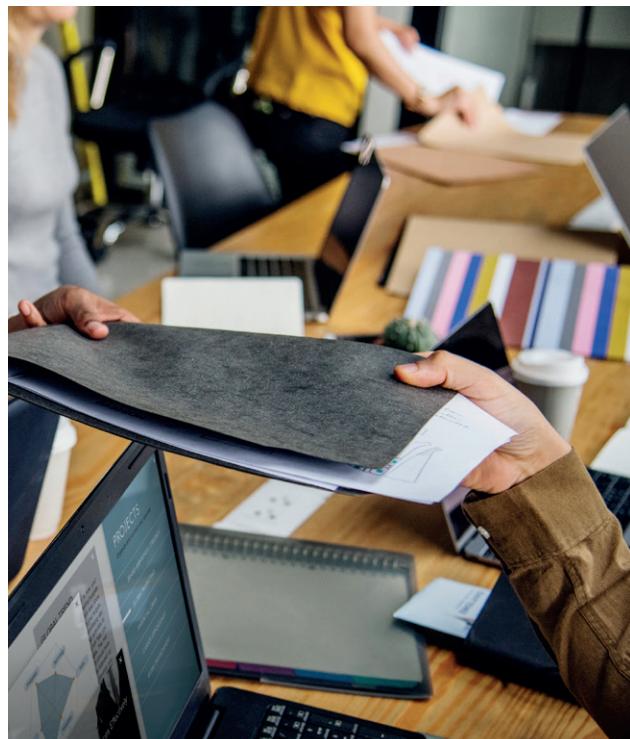
46.8% (22) of people who left employment in 2017/18 were women, compared to 42.8% (21) in 2016/17.

Ethnicity

25.5% (12) of people who left employment were from minority ethnic backgrounds (similar figure in 2016/17).

Disability

12.8% (6) of people who left employment declared that they have a disability. The figure in 2016/17 was 6%.



Age

Age	% by age group 2017/18
16-25	6.4
26-30	12.8
31-35	4.3
36-40	17
41-50	31.2
51-65	25.5
66+	2.1
No age given	0

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

Table 5: Leavers by age

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 18.4% which means that women typically earn around 1/5th less than men. The WMCA’s median gender pay gap (March 2018) is 5.77% which is significantly less than the national average and has not changed since the March 2017 figures. The WMCA’s mean gender pay gap is 3.7% which is also significantly lower than the national average. The WMCA mean gender pay gap in April 2017 was 6.5%.

The WMCA’s median gender pay gap (March 2018) is 5.77% which is significantly less than the national average

Quartile Pay Bands

The Gender Pay Gap Information Regulations 2016 also requires employers to report on the number of full-time 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 March 2018, men made up 59.9% of the WMCA full-time workforce while women made up 40.1% 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	56.8	58.4	61.4	62.9
Female	43.2	41.6	38.6	37.1

March 2017 figures can be seen below – there has been little change between 2017 and 2018.

%	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

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





West Midlands
Combined Authority