

# 2018/19 Equality and Inclusion Review



West Midlands  
Combined Authority

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The West Midlands Combined Authority (WMCA) is a 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 2018/19 (up till September 2019). 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 2019 stats).

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.

The following paragraphs explain some of the achievements and activities in 2018/19. These include the following and are expanded and explained opposite:

## **Transport**

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Demand responsive services

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Safety and Security

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## Transport

### Free Travel

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 45,000 photo cards were issued in 2018-19.

### 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. 751,297 trips were undertaken in 2018/19 by 13,102 regular users with a grant of £7.1 million for 2019/20. The “Ring & Ride” service is operated by West Midlands Accessible Transport (WMAT) Limited, a wholly owned subsidiary of National Express West Midlands. WMAT acquired the Ring and Ride service in August 2019 following the previous operator, the Accessible Transport Group (ATG) going into Administration in March 2019.

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 2019/20 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%. Total recorded crime for bus and train has fallen by 5% up to the end of September 2019 compared with the same time last year. This equates to over 130 fewer offences. This is pleasing at a time when both West Midlands and British Transport Police forces have seen slight increases in crime levels. The largest reductions on public transport have been in the categories of criminal damage and cycle offences on bus and rail respectively.

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 6% 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 thousands of cases since their 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.

## 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 2018 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 bus 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.
- Development of a set of Bus related Byelaws addressing various types of anti-social behaviour and mirroring powers already available on the rail network. The Partnership is currently in the process of seeking approval for this work from Government.
- TfWM applying to West Midlands Police for approval to run a Community Safety Accreditation scheme which would ultimately give security guards and other accredited persons specific powers to curb various anti-social behaviour on the bus network.
- During the 2018/19 academic year the Partnerships Education Officer engaged with over 16,500 young people in over 200 schools, colleges, Pupil Referral Units and SEN establishments across the whole of the West Midlands to reduce ASB on bus, train and tram and instill confidence to travel. The various sessions have included assemblies, Personal, Social and Health Education (PSHE) sessions, classroom lessons and full day mini school activities to encourage young people to travel safely and responsibly while using the public transport network and to follow the rules of our Passenger Code of Conduct. Many schools and colleges have incorporated the student contract version of the Passenger Code of Conduct into their new Year 7 student induction pack. At a higher age the Partnership continues to work successfully with Sandwell College promoting and encouraging responsibly behaved travel on Metro and buses serving the college.
- The highly regarded restorative justice project addressing anti-social and low level criminal behaviour from young people on the network continues to work successfully across the Black Country including Sandwell.



## 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. All operators in the West Midlands Bus Alliance have committed to ensuring that any new buses are fitted with on-board next stop announcements to assist blind and partially sighted passengers, nearly 400 buses in the region are now fitted with the equipment with more to follow in the coming months.

During 2019 Transport for West Midlands, working with the leaders of the West Midlands Combined Authority, have developed and published a Vision for Bus in the region. The vision sets out 9 clear objectives for what we want from buses in the future. This includes a commitment to creating a safe, secure and accessible mode for all and tackling long held barriers and perceptions around the quality of the service. It states that we will ensure bus vehicle, at-stop and interchange safety and accessibility standards, so the bus network meets the needs of all customers at all times, regardless of any impaired mobility, ultimately transforming the perception of bus travel.

## 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. Finally, 25 of 26 tram stops have been accredited with Safer Tram Stop status in recognition of the safe travelling environment for passengers.



## Real Time Information

Real Time Information displays continue to be maintained across key transport corridors. We continue to maintain, upgrade and replace (where necessary and funding permits) 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 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 or increasing hours to more than 16 per week.

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.



## Supporting Young People

Transport for West Midlands want to ensure that all young people can access education and skills opportunities and we want to help secure a future generation of sustainable transport users.

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

We meet up once a term on a Saturday morning and go out on the network visiting operators and learning how the trams, trains and buses keep us all travelling around.

During 2018/19, the Youth Forum attracted lots of new members who came along to three exciting and interactive meetings. Our first session was hosted by the metro team right by the site of the new spur to the tram tracks outside of the Birmingham Town Hall and up to Centenary Square. All the young people got an insider guide to planning new metro routes and were able to have a go at the tram driver simulator. In January, the Youth Forum travelled across the region to Coventry to visit the award winning Transport Museum and take a tour of the Engineering Department at the University there. The University have a state of the art Formula 1 Engineering and Simulator facility and our members were given a taste of what it would be like to be a student there and got a go at trying out some of the machines that current students work on whether using engineering skills or computer coding techniques. Our May, 2019 meeting was all about the buzz of the bus. With the help of the PR at team at National Express, we borrowed a new showcast platinum bus and took the young people on a virtual tour around the future of hydrogen and electric bus travel.

All young people in the West Midlands are welcome to join us and we regularly advertise events and joining our membership through schools, colleges and universities as well as through training providers and local young people organisations.





**nNetwork Class Pass:** The Network 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 students travelling on bus, train and tram, the majority of these 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 congestion on the West Midlands network.

The TfWM Travel Choices Team work with schools, colleges and universities located in areas of current disruption to encourage students, staff and parents to think about the way they travel. In particular, the team support young people to change the time they travel (re-time), to travel via different types of public transport or cycle or walk (re-mode) or to take an alternative route (re-route) for journeys whilst encouraging them to get around the region more independently, confidently and easily. We do this by working with young people:

- Running “drop in” journey planning sessions for pupils
- Attending careers events and work experience workshops
- Supporting our CLASS PASS ticket – a cheap way of groups travelling around on the public transport network (we offer help with risk assessments, journey planning the trips and booking large groups on to buses, trams and trains)
- Free down-loadable Network West Midlands journey planning resources for transition stages – the team can offer to deliver these resources to some schools and colleges depending on location and need.

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 2 Living Streets officers 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 to lead on engagement with business, education sites and key customers. This role has helped to deliver the objectives of TfWM's Network Resilience projects, such as the metro works and resultant Five Ways closure in Birmingham, providing accurate, timely information to customers, and helping to reduce congestion at this traffic hotspot.



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. Between August-September 2019, cycle parking has been improved at Shirley, Yardley wood rail stations, Coventry and Wolverhampton bus stations. Throughout autumn-winter 2019, there will be more cycle parking spaces provided across the public transport network, including Solihull rail station.

**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. The Guidance was updated in 2019 to reflect the changes for the upcoming update to LTN2/08. Training is being planned for 2019/20.

The Walking and Cycling Programme includes 26 cycle routes and 7 Core Walking Zones that were developed as part of the West Midlands Local Cycling and Walking Infrastructure Plan. The Programme has been allocated £23m from the Transforming Cities Fund which brings local spend per head close to the £10 per head target of the Cycling Charter.

A feasibility study for upgrading the cycle counters network across the West Midlands is currently underway. This will inform a plan for monitoring and evaluation of cycling schemes in the West Midlands.

**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).

## **Bike Share**

Transport for West Midlands remains committed to developing a bike share scheme for the West Midlands. The scheme is currently under development.

## **Station Travel Plans**

West Midlands Trains will be delivering over the next 3 years, a review of many of the rail stations across the West Midlands network. These will include a suite of improvements to stations, including facilities and cycling and walking improvements.

## New travel demand management approach

Transport for West Midlands has defined a new demand management approach and trialled it in the Westside area of Birmingham in 2019. It will now be rolled out around the region to help people to 'Plan Ahead and Keep Moving' through travel disruption caused by the investment programme.

The new travel demand management approach includes joint working across transport construction schemes, local authorities and TfWM, a colourful new look for disruption communications and a dedicated Travel Choices Team.

In developing the new look, we presented font options and asked people to tell us which option was easier to read. 6.9% said they had Dyslexia, 12.1% said they had low vision, 8.6% said other accessibility needs. We selected a font preferred by users. Users said the headings were bold and clear and liked the simple colours. All colours meet W3C AA Accessibility criteria which requires the contrast ratio upwards of 3:1. On usability of our new disruption web pages, users said 'It was easy to use, and I navigated it quite easily'; 'It was very easy to use'. Users flagged a few issues and we updated the prototype accordingly.

In the lead-in to closure of Five Ways underpass, Birmingham in June 2019 for the Metro construction, we trialled our new approach in the Westside area. This involved a joint communications and engagement approach between TfWM, Midland Metro and Birmingham City Council to complement more technical mitigation measures. As a result, the new yellow disruption branding has resulted in over 70% awareness in the area. We have also monitored and evaluated

through follow up surveys a shift of 3% from car to other modes while nearly 40% of drivers are planning ahead and either rerouting or retiming their journeys.

## 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. Link to "Young People" tab on the website

## 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.

**Please offer me a seat:** We want everyone to have a safe and comfortable journey on the bus, train and tram. The 'Please offer me a seat' badge or/and card lets other passengers know that disabled customers have a very good reason to sit down. The badge/card doesn't guarantee disabled customers a seat but will hopefully help by alerting other passengers – this is especially important for hidden disabilities.

A *bus driver training DVD* was produced in 2017 in partnership with National Express West Midlands and rolled out to NX bus drivers in 2018/19 as part of a wider disability awareness training. 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  
services

## 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.

## 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. We are currently in the process of developing our 2020/2022 Equality Scheme

## Inclusive Leadership Pledge

Realising more inclusive leadership is key to ensuring that economic growth benefits everyone in the West Midlands and translates into increased productivity. Inclusion is good for business too – and we want all organisations to enable a more diverse group of people to work for them, create inclusive cultures and support employees to be themselves at work.

In January 2019, the Inclusive Leadership Pledge was launched in partnership with business to ask leaders to promote diversity and embed inclusion within their organisations. Our aim is to build a movement for inclusive leadership: spreading the message of why diversity and inclusion matter, sharing success stories and enabling action.



## Young Combined Authority

21 percent of people living in the West Midlands are under sixteen, with 40 percent of Birmingham residents aged under twenty-five. In February 2019, WMCA Board agreed to establish a Young Combined Authority, to help make sure that these citizens are represented by our political leadership. The Young Combined Authority is a board of 30 change makers, aged sixteen to twenty-five years representing the diversity and geography of the West Midlands. They were independently recruited by our delivery partner – Young Giant – and have already had their first meeting. Our aim is to enable them to guide the WMCA in building the future for the next generation of citizens.

## The WMCA Inclusive Communities Portfolio

The WMCA is committed to inclusive growth – and ensuring that all citizens benefit from the opportunities being created in the region, can participate in civic life and are enabled to develop and achieve leadership aspirations. To drive this agenda forward, the Mayor created a new ‘Inclusive Communities’ portfolio for the June 2019 / June 2020 year. The portfolio will be led by Councillor Brigid Jones, also Deputy Leader

of Birmingham City Council. It will oversee the delivery of recommendations by the Leadership Commission and also work across the organisation more broadly - to challenge, enable and support all areas of the WMCA to embed inclusivity, equalities and diversity into their policy and delivery.

## Mentoring

Throughout 2019 we have been working with One Million Mentors (1MM) and The Careers & Enterprise Company to deliver a mentoring programme which aims to match 1,000 mentors with 1,000 disadvantaged young people aged 11 to 25. So far 600 people have been recruited, of which over 200 are now fully trained. Mentors will typically meet with a young person, either face to face or virtually, one hour per month, for up to twelve months, to discuss the young person’s ambitions and career opportunities. A number of WMCA employees have signed up as Mentors.







## Mayor's Community Weekend

More than 160 events took place around the West Midlands over the weekend of June 29 and 30, thanks to £80,000 of grants from the National Lottery Community Fund. Highlights included a “Chirish” event between the Chinese and Irish communities in Birmingham, a hands-on art event in Dudley town centre, a colourful party for the people in Coventry, a fun day at Sandwell fire station, a Windrush celebration in Wolverhampton and a Mad Hatter’s Tea Party in Solihull. 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.



## Thrive at work

In late 2018 WMCA launched Thrive at Work – a wellbeing commitment for the workplace which also includes an accreditation and award. October 2018 saw the launch of a government supported pilot trial amongst SMEs across the WMCA footprint, to establish whether a fiscal incentive would make a difference to the wellbeing offer employers make to their workforce, and to understand the barriers SMEs face in implementing a wellbeing programme. The pilot trial was oversubscribed, however 152 SMEs were successful in their application to take part in research that will run until the end of 2019 with the results being presented to the treasury in March 2020 before being made public in June 2020.

November 2018 saw the official launch of the Thrive at Work Awards and Accreditation programme at Birmingham City Football Club. The programme is open to any business of any size, in any location.

Take up for both the Pilot Trial and wider programme has exceeded expectation and at present there are 340 organisations participating in Thrive at Work who between them employ nearly 150,000 people. This means we are well on our way to growing happier, healthier workplaces across the region. Approximately half of the participants are SMEs with between 10 and 250 employees and then there are larger organisations such as Local Authorities and NHS Trusts recognising the benefits and joining the programme. One participating organisation has 20500 employees. Thrive at Work was designed with the philosophy that one size does not fit all and the range of organisations on the programme proves that the design brief has been met.

The initial network meetings were held in February and the anecdotal evidence from the SMEs on the pilot trial is that some are already seeing changes to their workforce. Staff sickness absence has reduced and retention of staff has increased, and the general opinion being that Thrive at Work is having a positive impact.

Even though Thrive at Work has only been in place for a year a number of organisations have achieved Bronze Level accreditation with many others ready or fast approaching Bronze Level.

The Thrive at Work commitment programme has also been reviewed and accredited by Innovate Awarding and is endorsed by Health Education England. We also have Local Authorities from other regions showing an interest with one piloting the release of Thrive at Work across their footprint.

## Thrive into Work

Thrive into Work is a large scale randomised control trial testing a pioneering form of employment support in the West Midlands. The trial is operating in Birmingham, Sandwell, Wolverhampton and Dudley and recruitment onto the trial has taken place over 18 months between June 2018 and October 2019. The trial is the largest trial of its kind in the world and is testing whether the IPS (Individual Placement and Support) model is more successful at supporting people with mental health or physical health conditions into good quality and sustainable work than existing support models.

The trial has been funded by the Department of Work and Pensions and NHS England, and has been working closely with primary care practitioners to enable GPs to directly refer their patients onto the trial and view employment as a health outcome. IPS follows a personalised and comprehensive model of support which provides individuals with regular 1:1 employment specialist coaching to support the individual to begin job searching, find employment which works for them and alongside their health condition, and then retain employment. Employment specialists can also engage with employers on the individual's behalf, discussing job opportunities and any reasonable adjustments where appropriate, as well as providing advice on things such as benefits.



Thrive into Work is an extremely ambitious trial which aims to influence national policy and drive behavioural change within primary care through its delivery and its findings. Over 3400 participants have joined the trial since it began, with 21% of participants in treatment having been supported into work as of October 2019. This is on target and is expected to rise as participants continue to access Thrive into Work for a further 12 months from their initial referral, once trial recruitment ends. Individuals with a variety of health conditions have been supported into employment across the full spectrum of industries in the west midlands. Initial evidence also shows that finding employment has a significant impact on participants' wider wellbeing, helping them build new relationships as well as develop their confidence and establish financial independence.

## Include Me West Midlands

1. The West Midlands Mayor brought together a group of disabled citizens, disability groups and sport services to determine what was needed for the WM to be an exemplar region in getting more disabled citizens active. 50% of disabled citizens in the WM are inactive.
2. Following an academic review, a call for evidence and extensive consultation for disabled people and user groups, the group came up with major priorities for the barriers which would contribute to removing the barriers that stopped people getting active identified through research.
3. The 5 priorities are also part funding by Sport England and is led by Mark Fosbrook, Include Me Manager, a disability and sport expert seconded into the WMCA from Activity Alliance. These 5 priorities also resonate with Inclusive Communities including the Inclusive Leadership pledge
  - a. **Include Me WM Pledge** – an organisation commitment to delivering a more inclusive and disabled customer focused approach to initially delivering sport and physical activity services. This is a commitment to change and since May, 25 organisations have pledged their support. This includes Universities, Local Authorities and Sport partners. What we are beginning to see is a movement beyond sport and physical activity. For example, Coventry CC has adopted Include Me WM as one of its five corporate equality priorities for the year. We are seeing evidence in change in communications, inclusivity and mental health literacy and better engagement with disabled citizens in the planning delivery of services.
  - b. **Disabled Citizens Network** – as part of the increasing emphasis on the citizens voice, the WMCA is working with Disability Rights UK to develop a WM Disabled Citizens Network for co-design, production and evaluation and how we lead culture change in how organisations work with disabled citizens. Our first network event will be held by the end of the year.

- c. **Public transport trial** – our research for Include Me WM and the Inclusive Leadership pledge identified that access to and using public transport were barriers to progress. With TfWM, in winter 2019 and spring 2020, we will be working with disabled citizens to co-design and trial an adaptation of Swift smartcard and app to improve transport planning and to see whether it contributes to reducing anxiety and fear in using public transport and getting to places to be active. The trial will take place in Coventry and Wolverhampton and the learning shared by Spring 2020.
- d. **Health and Social Care** – investing into awareness and promotion of the benefits of physical activity to disabled people, we are working with the NHS, Local Authorities, Public Health and professional membership organisations to roll out a training programme with eye care link workers, occupational therapists, ophthalmologists, social prescribers.
- e. **Include Me 5000** -in response to Include Me WM, over 80 people in the sport and physical activity sector have accessed training to improve their awareness of inclusive activities, communications and mental health, contributing to the Mental Health Literacy target.



## 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.



## This is Me

This is me is an award-winning mental health initiative that was developed by Barclays, adopted by The Lord Mayor's Appeal and launched in the West Midlands by the WMCA in January 2019. This is Me supports organisations to change attitudes and build inclusive workplace cultures by encouraging employees to share their experience of mental health challenges.

In addition to supporting organisations with storytelling, This is Me West Midlands also helps to break down stigma through:

- The Green Ribbon Campaign – encouraging staff to wear the Green Ribbon as a sign of support to colleagues who may be struggling
- Free Samaritans Wellbeing in the Workplace E-learning – equipping staff with the skills to manage their own mental health as well as support others, before they reach crisis point.

The campaign is now in its fourth year and has garnered the backing of workplaces across the UK, where over 700 organisations are registered nationally, with almost 100 being West Midlands based, since only launching earlier this year. The campaign is supported by Mind, the Samaritans, City Mental Health Alliance and Business Healthy.

## 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 HR/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.
- In the latest Best Companies survey we were delighted to be listed within 'The Sunday Times Top 100 for the 7th year running.
- 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.
- In 2019 we featured in the National Centre for Diversity (NCFD) Grand Awards Top 100 Index 2019 (43rd). The Index recognises the top 100 organisations taking part in the Investors and Leaders in Diversity. There were over 200 organisations who attained either Investors or Leaders in Diversity against which we were compared.



- In 2019 we were also recognised in the Top 50 Inclusive Companies to work for in the U.K.
- 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 2019 we introduce a “Mental Health Volunteering Buddies” scheme to support employees within mental health needs. The Buddies have all attended Mental Health First Aid training.
- 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.
- 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. In 2019 we developed a Domestic Violence policy to support employees who have or are experiencing domestic violence.
- We are currently in the process of developing an HR/OD Inclusion forum. The key objectives are to get together established HR/OD professionals from the public, private and not for profit sector to exchange best practice on workplace and leadership diversity and inclusion. The idea is to share good practice, work collaboratively where we can and provide each other with a sounding board for new ideas.
- We have amended our advertising templates to strongly highlight our commitment to equality, diversity and inclusion whilst also encouraging under-represented groups to apply for roles. We are also using qualifications under the apprenticeship levy to encourage people to apply, which has a positive impact on a number of groups, including mothers who had taken a career break due to caring responsibilities and may need some encouragement and support to get back to work.



- Our “Building our Future Workforce” strategy is designed to provide under-represented groups with the skills required for leadership roles as part of an overall learning and development strategy. All vacancies under a certain salary scale are advertised as apprenticeships. The strategy also allows provisions for NEETs, care leavers, people with disabilities, homeless people, ex-offenders and Armed Forces Veterans.
- 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.

## Development

In March 2019 a new Learning and Development policy and strategy was approved by the Senior Leadership Team. As a result of this the core focus for the Organisational Development and Engagement team for 2018/2019 has been a blended approach to learning and development and creating a learning culture. The following changes have been initiated and developed to make our strategy come to life:

- the change and development of the ‘bitesize learning’ programme.
- a focus on getting the basics right – including a bespoke management development programme and a new corporate induction.
- access to coaching and mentoring to enable the creation of a coaching and mentoring culture; and leadership development.
- a focus on change and supporting the outcomes of corporate reviews with learning interventions.

Since January 2019 there have been 62 Bitesize Learning sessions ranging from Masterclasses, Team Updates, Personal Development, and Awareness training, which are open for all staff to attend. The highest attending session was ‘Gearing up to Deliver’: TfWM update with approximately 70 attendees. Additionally to this adhoc training has taken place to aid individual and team development.

The 2019/20 period will continue to focus upon developing core skills and capabilities in the organisation through a blended learning approach including the implementation of a new learning management system – where knowledge will be supported by eLearning, face-to-face training will be better managed, and resources will be accessible in one place.

## 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.

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 2018/19. Workforce figures are from the March 2019 establishment. Recruitment figures cover the period April 2018-March 2019.

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:

- 46.1% of our employees are female. The representation of women at the highest salary level positions (52k+) are lower. The gender split by directorate shows that Corporate Services are slightly over-represented by female employees (though not at senior salary levels where they are under-represented) and TfWM is under-represented at all salary levels.
- There has been a decline in the overall representation of ethnic minority employees in the organisation over the past couple of years (25.1% in 2018/19 compared to 26% in 2017/18 and 27% in 2016/17). However, the figures were lower before then (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 is lower for both Corporate Services and TfWM at senior salary levels.
- 6.8% of our workforce have declared that they have a disability same as in 2017/18.
- 7.7% of our workforce is under 25 an increase from 4.5% the previous year.

- 47.7% of applications received in 2018/19 were from women, which is higher than the number of applications from women in 2017/18. The percentage of successful women applicants was higher at 50.7%. The percentage of women applicants at the highest salary level is significantly lower than the percentage of women applicants overall at 25%. There is over-representation of successful female women applicants at lower salary levels and an under-representation at higher salary levels though that is to some extent linked to the numbers of female applicants at different salary levels.
- 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 (47.4% minority ethnic applications, 40.5% shortlisted, 35.6% successful). There was a similar pattern in 2017/18.
- The percentage of minority ethnic applicants at senior level positions was lower than the overall percentage of minority ethnic applicants at 36.2% (Level 4) and 41.7% (Level 5).
- Promotion data shows that white British males were more likely to be promoted in 2018/19. There are no disparities in relation to leavers in 2018/19.
- The WMCA's median gender pay gap is 16.3%. The WMCA mean pay gap is 10.1%. Both are higher than last year's figures due to an increase in male senior level appointments and an increase in female lower salary level appointments over the past year.

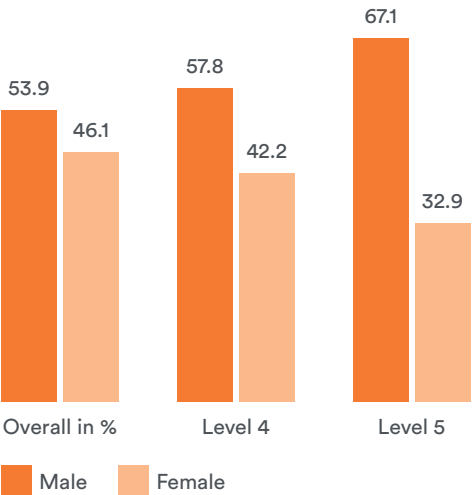
## Workforce Profile

### Gender

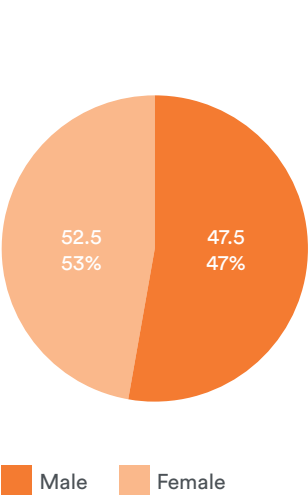
46.1% (222) of our workforce are women (March 19 figures). This compares to 43.1% (174) in 2017/18. The representation of women at senior (Level 4) positions is slightly lower with 42.2% (19) of employees paid between £43,000 and £52,000 p.a. being women. Representation of women at Level 5 positions is lower, with 32.9% (26) of employees paid over £52,000 p.a. being women. Last year's figures were higher - 43.6% (24) of employees at Level 4 and 35.8% (19) at Level 5 were women.



Workforce – Gender



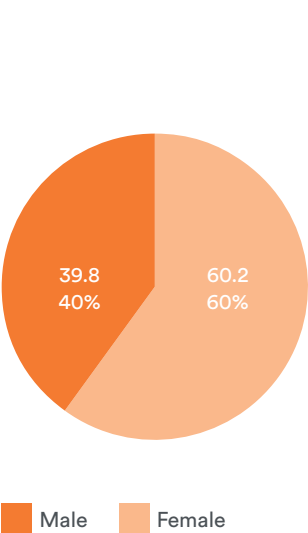
Corporate services in %



Gender by Directorate and salary level (Female employees)



TfWM in %



The following graphs show the gender split by directorate which shows that Corporate Services are slightly over-represented by female employees and TfWM is under represented. The overall figures were similar in 2017/18 – slightly higher for Corporates services (53.5% female) and slightly lower for TfWM (36.5% female).

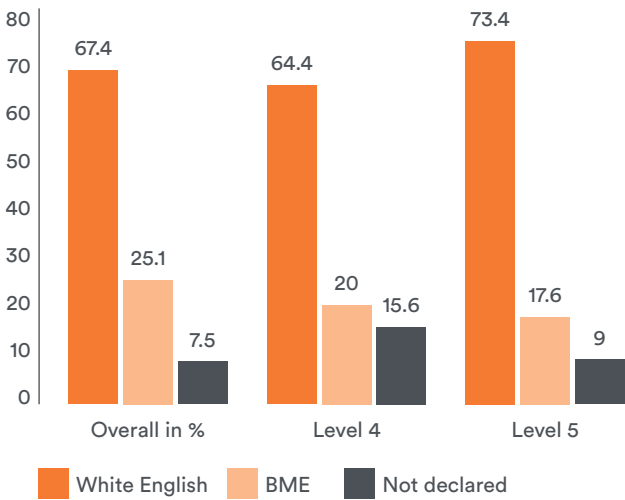
At more senior salary levels women are under-represented in both directorates (more so in TfWM). However, in 2016/17 females were equally represented at all salary levels in Corporate Services.

Ethnicity

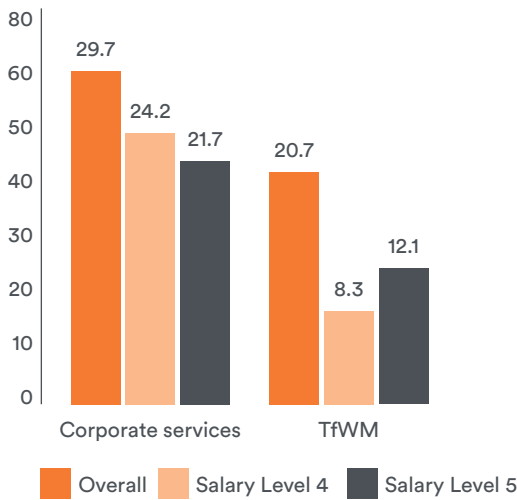
25.1% (121) of our workforce is from minority ethnic backgrounds, which is higher than the national average and similar to the West Midlands average, though lower than the West Midlands Metropolitan area average. This compares to 26% (105) in 2017/18. The representation of minority ethnic employees at salary level 4 positions is lower, with 20% (9) 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 17.7% (14). In 2017/18 14.5% (8) of employees at Salary Level 4 and 18.9% of employees at Salary Level 5 were from minority ethnic backgrounds.

The following graphs show the ethnicity split by directorate which shows that Corporate services have a higher percentage of ethnic minority employees (29.7% versus 20.7% in TfWM). Both Corporate services and TfWM are not as well represented at the higher Salary Levels and there is an over-representation of ethnic minority employees at the lower salary levels. The differences were starker in 2017/18 for Corporate Services.

Workforce – Ethnicity

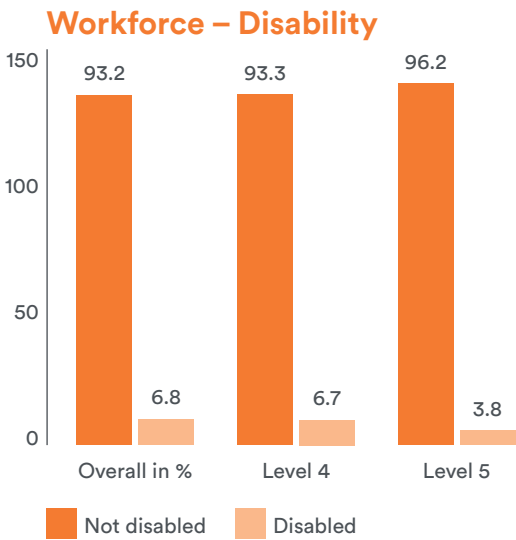


Workforce by Ethnicity and Salary Level



Disability

6.8% (33) of our workforce have declared that they have a disability. This is similar to 2017/18 when 6.9% (28) of employees had a disability. The representation of people with a disability at Level 4 is similar. The representation at the highest salary level is lower at 3.8% (3) but higher than the 2017/18 figure of 1.9% (1). Disabled employees are overrepresented at the lowest salary level (14.8% and 9 people in Salary Level 1) as was also the case in 2017/18. Patterns of representation are similar across directorates though representation is higher in TfWM (7.7% in TfWM compared to 5.9% in Corporate Services).



Age

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

| % by age     |        |         |
|--------------|--------|---------|
|              | 2018/1 | 2017/18 |
| 16-25        | 7.7    | 4.5     |
| 26-30        | 10.6   | 9.2     |
| 31-35        | 14.7   | 17.1    |
| 36-40        | 19.9   | 18.1    |
| 41-50        | 26.3   | 29.5    |
| 51-65        | 19.7   | 21      |
| 66+          | 1      | 0.7     |
| 66+          | 1      | 0.7     |
| No age given | 0      | 0       |

Table 1: Workforce representation by age

| % Age        | Level 4 | Level 5 |
|--------------|---------|---------|
| 16-25        | 0       | 1.3     |
| 26-30        | 8.9     | 1.3     |
| 31-35        | 11.1    | 8.9     |
| 36-40        | 24.4    | 22.8    |
| 41-50        | 42.2    | 39.2    |
| 51-65        | 13.3    | 26.6    |
| 66+          | 0       | 1.3     |
| No age given | 0       | 0       |

Table 2: Workforce representation by age and salary

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. However, there has been an increase in the representation of younger age groups in the WMCA through schemes such as “Building our future workforce”.

# Recruitment

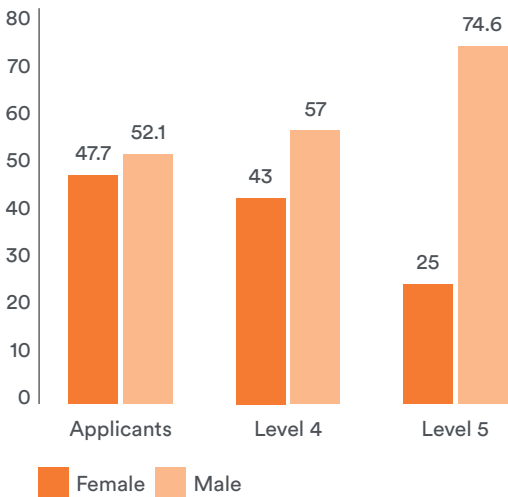
There were 146 successful candidates in 2017/18 which compares to 99 in 2017/18. A total of 3461 applications were received, compared to 1431 applications in 2017/18.

## Gender

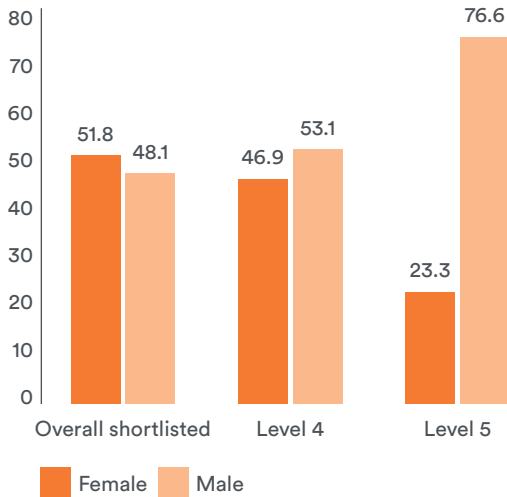
47.7% (1652) of applications received were from women. The percentage of shortlisted women applicants is 51.8% (626) and the percentage of successful women applicants is 50.7% (74) which is higher than the percentage of female applicants. The percentage of women applicants in 2017/18 was lower at 40.3% (577) as was the percentage of successful women applicants at 37.4% (37).

The percentage of women applicants in salary Level 4 is lower than the percentage of women applicants overall at 43% (170). The percentage of shortlisted and successful women applicants at Level 4 is 46.9% (83) and 32.1% (9) respectively. The percentage of women applicants in Level 5 is significantly lower than the percentage of women applicants overall at 25% (57). The percentage of shortlisted and successful women applicants at Level 5 is 23.3% (21) and 30.8% (4). The figures were very similar in 2017/18.

Recruitment – Applicants by Gender and Salary Level

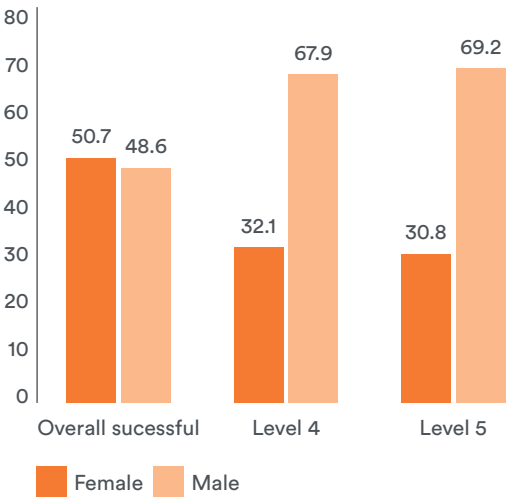


Recruitment – Shortlisted by Gender and Salary Level





Recruitment – Successful by Gender and Salary Level



| % Age        | Level 4 | Level 5 |
|--------------|---------|---------|
| 16-25        | 0       | 1.3     |
| 26-30        | 8.9     | 1.3     |
| 31-35        | 11.1    | 8.9     |
| 36-40        | 24.4    | 22.8    |
| 41-50        | 42.2    | 39.2    |
| 51-65        | 13.3    | 26.6    |
| 66+          | 0       | 1.3     |
| No age given | 0       | 0       |

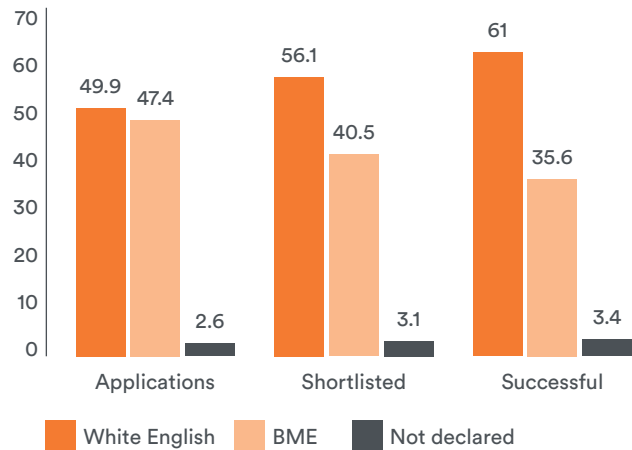
There is a clear over-representation of successful female applicants at lower salary levels and an under-representation at higher salary levels though that is to some extent linked to the percentages of female applicants at different salary levels.

## Ethnicity

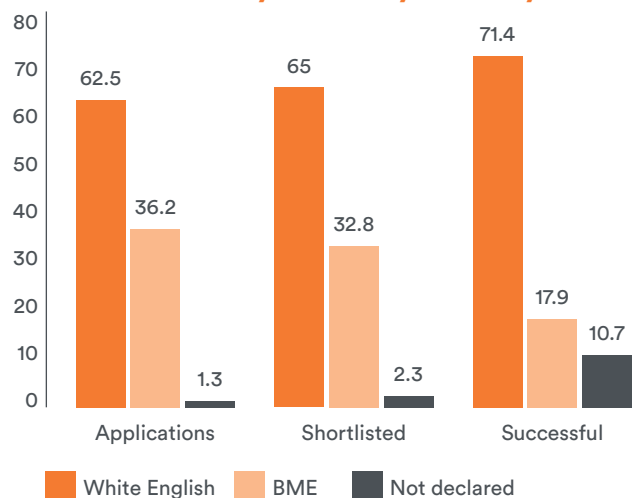
47.4% (1642) of the applications received in 2018/19 were from people from minority ethnic backgrounds which compares to 53.7% (768) in 2017/18. This figure is higher than the West Midlands average. The percentage of shortlisted and successful minority ethnic applicants is 40.5% (490) and 35.6% (52) which is lower than the percentage of minority ethnic applicants – this compares to 35.7% (145) and 29.3% (29) in 2017/18.

The percentage of minority ethnic applicants at senior Level 4 and 5 positions is lower than the percentage of minority ethnic applicants at 36.2% (143) and 41.7% (95) respectively. The figures in 2017/18 were similar. The percentage of shortlisted and successful minority ethnic candidates for level 4 and level 5 positions is lower than the percentage of applicants for these positions as shown in graphs 11 and 12. The percentages of shortlisted and successful minority ethnic applicants for higher salary level positions were higher than the percentage of applicants for these positions in 2017/18.

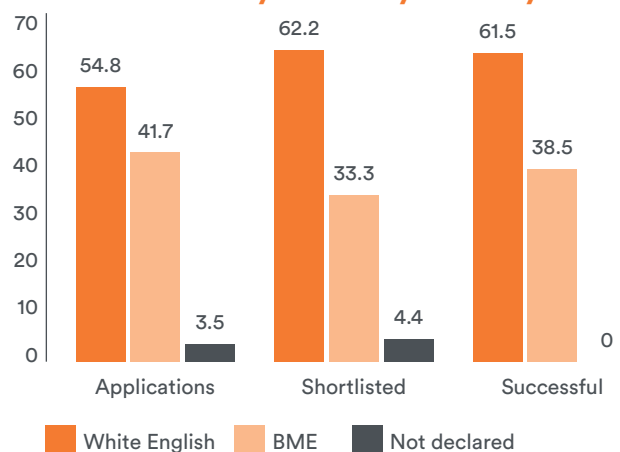
### Recruitment by Ethnicity



### Recruitment by Ethnicity – Salary Level 4



### Recruitment by Ethnicity – Salary Level 5



## Disability

3.6% (123) of the applications received in 2018/19 were from people who have declared that they have a disability which compares to 2.2% (56) in 2017/18. The percentage of shortlisted and successful disabled candidates is 3.4% (41) and 1.4% (2). This compares to 4.4% (18) and 2% (2) in 2017/18. The percentage of applicants and shortlisted applicants were very similar for Level 4 and 5 positions but the percentage of successful applicants at those levels were 3.6% (1) and 7.7% (1). There were no successful appointments at those levels in 2017/18.

## Age

Recruitment in relation to age is shown to the right.

| 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+              | 01         | 0.2         | 0          |
| No age given     | 0          | 3.6         | 0          |

| Age 2018/19 in % | Applicants | Shortlisted | Successful |
|------------------|------------|-------------|------------|
| 16-25            | 16.9       | 12.9        | 13         |
| 26-30            | 19         | 17.5        | 15.1       |
| 31-35            | 15.6       | 15.1        | 15.1       |
| 36-40            | 13.1       | 22.3        | 18.5       |
| 41-50            | 22.3       | 23.8        | 21.2       |
| 51-65            | 12.9       | 16.5        | 17.1       |
| 66+              | 0.2        | 0           | 0          |
| No age given     | 0          | 0           | 0          |

Table 3: Recruitment by age

# Promotion

## Gender

29% (6) of employees promoted were women and 69% were men. These compares to 41.7% (5) promotions for women in 2017/18.

## Ethnicity

14.3% (3) of employees promoted were from an ethnic minority background which compares to 41.7% (5) in 2017/18.

## Disability

4.8% (1) of disabled employees were promoted in 2018/19 compared to 8.3% (1) disabled employees were promoted in 2017/18.

## Age

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

| % by Age     | 2018/19 |
|--------------|---------|
| 16-25        | 4.8     |
| 26-30        | 9.5     |
| 31-35        | 23.8    |
| 36-40        | 19      |
| 41-50        | 38.1    |
| 51-65        | 4.8     |
| 66+          | 0       |
| No age given | 0       |

Table 4: Promotion by age



## Leavers and Turnover

There were 73 leavers in 2018/19 compared to 47 leavers in 2017/18 and there was a total turnover of 13.13 %.

### Gender

43.8% (32) of people who left employment in 2018/19 were women compared to 46.8% (22) of people in 2017/18.

### Ethnicity

21.9% (16) of people who left employment were from minority ethnic backgrounds compared to 25.5% (12) in 2017/18.

### Disability

4.7% (1) of people who left employment declared that they have a disability. The figure in 2017/18 was 12.8% (6).

### Age

| Age          | % by age group 2018/19 |
|--------------|------------------------|
| 16-25        | 11                     |
| 26-30        | 11                     |
| 31-35        | 9.6                    |
| 36-40        | 8.2                    |
| 41-50        | 27.4                   |
| 51-65        | 32.9                   |
| 66+          | 0                      |
| 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 8.6% for full-time employees. The WMCA’s median gender pay gap (March 2019) is 16.3% which compares to 5.77% in March 2018. The WMCA’s mean gender pay gap is 10.1% which compares to 3.7% in 2018. There has been an increase in the gender pay gap as a combination of an increase in male senior level appointments and a decrease in female senior level appointments. A number of different initiatives are being introduced to reduce the gap and their effectiveness will be assessed over the next few months.

## 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 2019, men made up 55.9% of the WMCA full-time workforce while women made up 44.1% of the workforce. The WMCA’s Quartile Pay Bands are shown below:

| %      | Band A<br>(lowest<br>quartile) | Band B<br>(lower<br>middle<br>quartile) | Band C<br>(upper<br>middle<br>quartile) | Band D<br>(upper<br>quartile) | Total % of<br>full-time<br>employees |
|--------|--------------------------------|---|---|-------------------------------|--------------------------------------|
| Male   | 47.2                           | 47.1                                    | 60.9                                    | 67.3                          | 55.9                                 |
| Female | 52.8                           | 52.9                                    | 39.1                                    | 32.7                          | 44.1                                 |

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

