



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

# Telford & Wrekin Council

## Workforce Information

31<sup>st</sup> March 2024

# Workforce Information

## Contents

<b>Introduction</b>	<b>Page 3</b>
<b>Section 1 – Workforce Equality Profile</b>	<b>Page 4</b>
<b>Section 2 – Pay Information</b>	<b>Page 16</b>
<b>Section 3 – Engagement</b>	<b>Page 17</b>
<b>Section 4 – Employment Equality Promise</b>	<b>Page 19</b>

## Introduction

This report provides a profile of the Council's workforce as at 31 March 2024 and it looks at workforce changes over the previous 12 months\*. Information about how the Council engages and consults with employees and Council policies are also included in this report.

We are committed to take positive action to ensure that our employment practices and procedures are inclusive and are free from discrimination and prejudice. Telford & Wrekin's Equality Promise gives an undertaking that all of its employees, and those who apply for employment, will be treated with fairness, respect and dignity, regardless of race, colour, gender, sexual orientation, marital status, gender reassignment, care of dependants, age, disability, religious or political beliefs, pregnancy or maternity, or unrelated criminal conviction.

Our workforce includes a wide range of management, professional, specialist, care, administrative and operational roles. We actively encourage the use of apprenticeships and work experience placements in our service areas to provide opportunities for young people and others in the labour market who are looking to improve their work prospects both within and externally to the Council. The Council is committed to supporting groups who often face additional obstacles in securing employment.

We are also dedicated to reducing youth unemployment across the Borough. Through the Life Ready, Work Ready initiative we aim to help young people get ready for the world of work. We co-ordinate and drive support for this, engaging with young people, local schools, businesses and job centres to enable a wide variety of activity and interventions to improve the employability and prospects of our young people

Our Workforce Strategy supports our employees to ensure that they have the right skills, knowledge and behaviours to deliver services. We strive to be an employer of choice and continue to develop our workforce to reflect the diversity of the communities we serve. As an inclusive employer, we draw on the benefits of our diverse workforce brings. This allows us to better understand the needs of our communities and deliver excellent appropriate services whilst also allowing all our employees to thrive whilst at work.

\*Staff who are employed by schools and casual workers are not included in this information

## Section 1 – Workforce Equality Profile

### Summary

#### ➤ Gender

The gender profile of the workforce remained stable over the previous 12 months with 74% of the workforce being female and 26% being male.

There was a small increase of 1% for males and females working part-time. We have many jobs which offer part-time and flexible working which have traditionally attracted female employees. More females than males continued to work part-time.

#### ➤ Ethnicity

As at 31 March 2024, 88% of our employees were White British, 1% of employees had not declared their ethnicity, all other ethnic groups combined represented 11% of employees. This was an increase of 0.1% in employees from all other ethnic groups as compared to 31 March 2023.

In the 2021 census, 83% of all Telford & Wrekin residents were White British, all other ethnic groups combined represented 17% of the population.

#### ➤ Disability

As at 31 March 2024, 4.7% of employees declared that they had 'physical or mental impairments which had a substantial and long-term adverse effect on their ability to carry out normal day-to-day duties'. This was an increase of 0.3% from the previous year.

In the 2021 census, 19.7% of all Telford & Wrekin residents declared that they had physical or mental health conditions or illnesses lasting or expected to last 12 months or more.

#### ➤ Age

The average age of employees as at 31 March 2024 is 45, which was the same as 31 March 2023.

The 2021 census shows that the median age of residents in Telford & Wrekin was 39.

➤ **Sexual orientation**

Employees identifying as Lesbian/Gay/Bi-sexual make up 3% of the workforce, which is an increase of 1% from March 2023.

In the 2021 census the overall proportion of borough residents who identified with an LGB+ orientation was 2.8%.

➤ **Transgender**

There was a small representation of transgender people in the workforce in March 2024.

In the 2021 census 0.5% indicated that their gender identity was different from their sex registered at birth.

➤ **Religion and Belief**

31% of employees identified as having no religion or belief. 29% of employees declared they were Christian, 5% was made up of those declaring another religion and belief. 35% of employees had not declared their religion and belief.

In the 2021 census

40.9% identified as having no religion or belief, 47.6% declared they were Christian, 5.9% was made up of those declaring another religion and belief. 5.6% had not declared their religion or belief.

➤ **Data**

Whilst the Council encourages employees to provide and maintain their equality data it is not mandatory for them to do so.

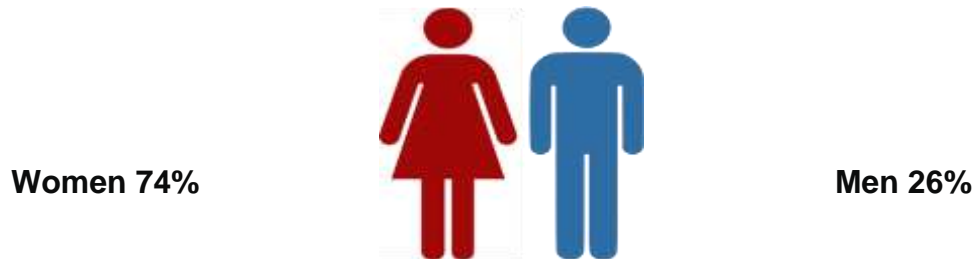
➤ **Employee turnover**

The workforce of the Council remained stable and employee turnover\* in the Council was 13% for the period.

\*The number of leavers in the period as a percentage of average number of employees in the period

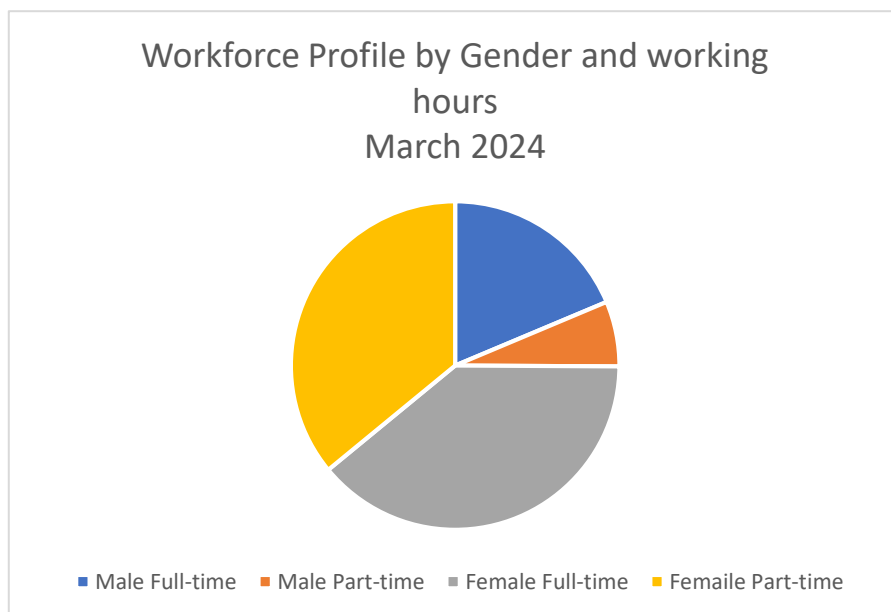
## 1. Gender

### Workforce Profile by Gender



### Comparison between March 2023 and March 2024

Type	31 March 2023	31 March 2024
<b>Headcount – Total</b>	2810	<b>2792</b>
<b>Male</b>	722 (26%)	<b>713 (26%)</b>
<b>Female</b>	2088 (74%)	<b>2079 (74%)</b>
<b>Full Time Equivalent (FTE) – Total</b>	2190.97	<b>2169.27</b>
<b>Male</b>	633.99 (29%)	<b>616.58 (28%)</b>
<b>Female</b>	1556.98 (71%)	<b>1552.69 (72%)</b>

Working contract hours by genderComparison between March 2023 and March 2024

Contracts	31 March 2023	31 March 2024
<b>Total number of Contracts</b>	2969	2946
<b>Male</b>	749 (25%)	739 (25%)
<b>Female</b>	2220 (75%)	2207 (75%)
<b>Part - time - Contracts</b>	1249 (42%)	1248 (42%)
<b>Male Part-time</b>	180 (14% * of p/t)	189 (15% * of p/t)
<b>Female Part-time</b>	1069 (84% * of p/t)	1059 (85% of p/t)
<b>Full Time - Contracts</b>	1720 (58%)	1698 (58%)
<b>Male Full-time</b>	569 (33% ** of f/t)	550 (32% ** of f/t)
<b>Female Full-time</b>	1151 (67% ** of f/t)	1148 (68% ** of f/t)

*These figures represent appointments in the Council at a point in time and do not include vacancies. The figures do not include casual employees. We have taken the definition for full and part time hours from ONS to enable data comparisons at a national level. Part-time hours are less than 30 hours per week. Some employees may have more than one contract. % of part time, \*\* of full time.*

**Gender of applicants**

The table below shows the gender of applicants applying for jobs with the Council through “We Manage Jobs” (WM Jobs) recruitment job site. Every applicant for a job is asked to complete a diversity questionnaire which enables recruitment data to be compared against the protected characteristics. This includes internal and external applicants. This information can include multiple applications from the same person. Statistically significant numbers of applicants chose not to enter their data which means that these figures may not reflect the actual profile of applicants.

<b>Gender</b>	<b>2023/24</b>
Male	22%
Female	64%
Not stated	14%

**Gender of new starters & authority leavers \* 01/04/23 to 31/03/24**

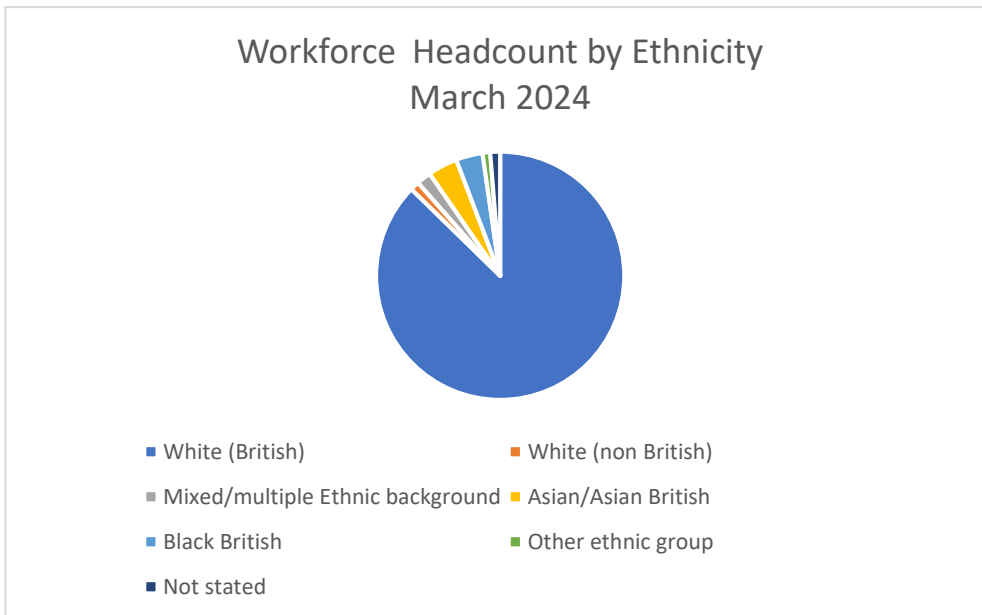
<b>Gender</b>	<b>Starters</b>	<b>Leavers</b>
Total	355	373
Male	78	88
Female	277	285

\*This includes employees who started and left in the same period.



## 2. Ethnicity

### Workforce profile by ethnicity



### Comparison between March 2023 and March 2024

<b>Ethnicity</b>	<b>31 March 2023</b>	<b>31 March 2024</b>
White (British)	<b>88%</b>	<b>88%</b>
White (non-British)	<b>2.1%</b>	<b>1.2%</b>
Mixed/multiple Ethnic background	<b>1.9%</b>	<b>1.9%</b>
Asian/Asian British	<b>3.5%</b>	<b>3.9%</b>
Black African/Caribbean and Black British	<b>3%</b>	<b>3.5%</b>
Other ethnic group	<b>&lt;1%</b>	<b>&lt;1%</b>
Not stated	<b>1%</b>	<b>1.3%</b>

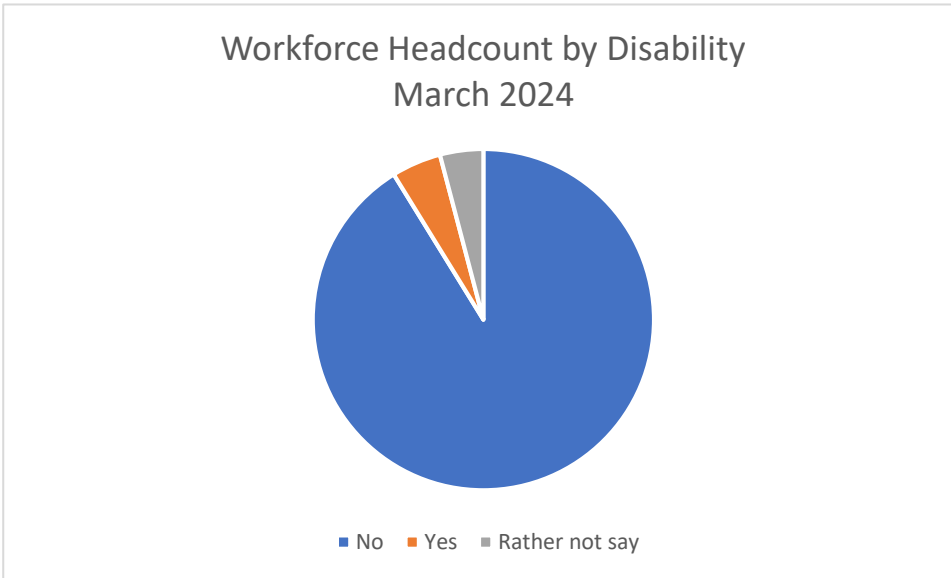
Ethnicity of new starters and leavers 01/04/23 to 31/03/24

The table below provides a breakdown of new starters to the Council and information on leavers.

<b>Ethnicity</b>	<b>Starters</b>	<b>Leavers</b>
White (British)	<b>76%</b>	<b>84%</b>
White (non-British)	<b>4.2%</b>	<b>3.7%</b>
Mixed/multiple Ethnic background	<b>1.7%</b>	<b>2.1%</b>
Asian/Asian British	<b>3.7%</b>	<b>3.5%</b>
Black African/Caribbean and Black British	<b>9.6%</b>	<b>2.9%</b>
Other Ethnic Group	<b>&lt;1%</b>	<b>&lt;1%</b>
Not stated	<b>4.5%</b>	<b>2.9%</b>

### 3. Disability

#### Workforce profile by disability



#### Comparison between March 2023 and March 2024

Disability status	31 March 2023	31 March 2024
No	92%	91.2%
Yes	4.4%	4.7%
Rather not say	3.6%	4.1%

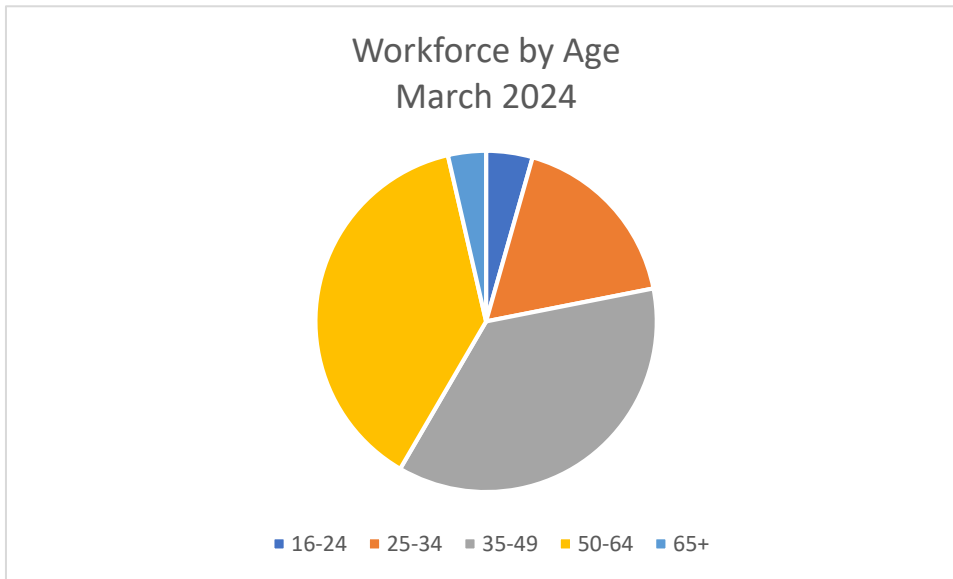
#### Disability of new starters and leavers 01/04/23 to 31/03/24

The table below provides a breakdown of new starters to the Council and information on leavers

Disability status	Starters	Leavers
No	85.6%	89.3%
Yes	5.4%	5.1%
Rather not say	9%	5.6%

## 4. Age

### Workforce profile by age



### Comparison between March 2023 and March 2024

Age range	31 March 2023	31 March 2024
16-24	5.2%	4.4%
25-34	16.9%	17.5%
35-49	35.6%	36.5%
50-64	39%	38%
65+	3.4%	3.6%

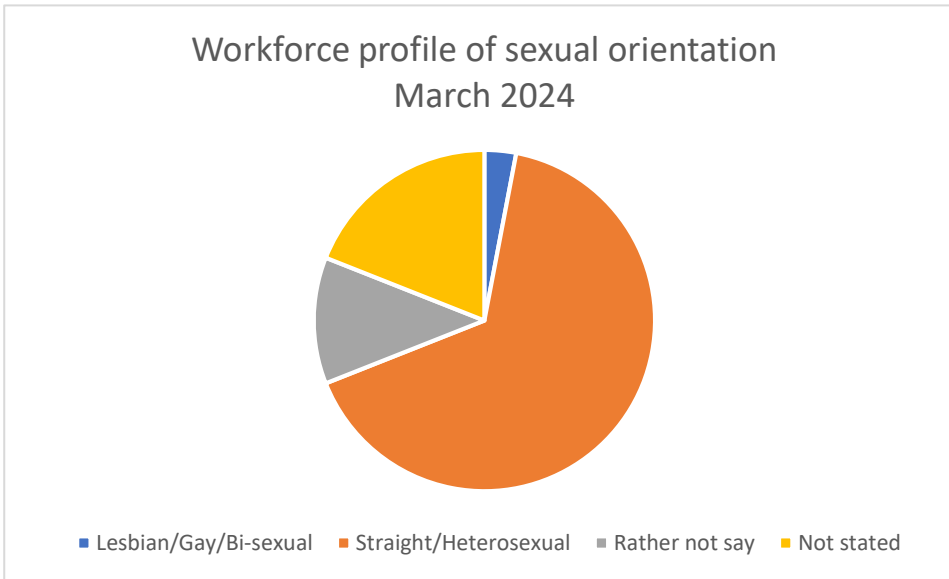
Age profile of new starters and leavers 01/04/23 – 31/03/24

The table below provides a breakdown of new starters to the Council and information on leavers.

<b>Age range</b>	<b>Starters</b>	<b>Leavers</b>
<b>16-24</b>	13%	7%
<b>25-34</b>	24%	18%
<b>35-49</b>	36.6%	25%
<b>50-64</b>	25.6%	40%
<b>65+</b>	<1%	10%

## 5. Sexual orientation

### Workforce representation on sexual orientation



### Comparison between March 2023 and March 2024

<b><u>Sexual Orientation</u></b>	<b>31 March 2023</b>	<b>31 March 2024</b>
Lesbian/Gay/Bi-sexual	2%	3%
Straight/Heterosexual	63%	66%
Rather not say	13%	12%
Not stated	22%	19%

### Sexual orientation of new starters and leavers

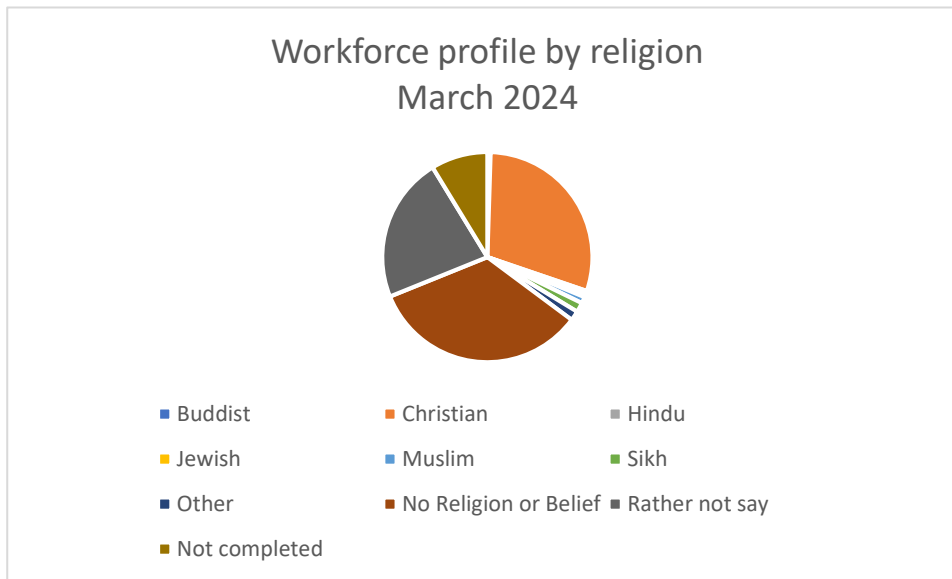
<b><u>Sexual Orientation</u></b>	<b>Starters</b>	<b>Leavers</b>
Lesbian/Gay/Bi-sexual	3%	3%
Straight/Heterosexual	82%	65%
Rather not say	11%	16%
Not stated	4%	16%

## 6. Transgender

Less than 1% of the workforce identify as transgender. In order to support transgender individuals and their transitioning process, the Council seeks the support and guidance of appropriate organisations.

## 7. Religion or Belief

### Workforce representation on religion or belief



### Comparison between March 2023 and March 2024

<b><u>Religion and Belief</u></b>	<b>31 March 2023</b>	<b>31 March 2024</b>
Buddhist	<1%	<1%
Christian	29%	30%
Hindu	<1%	<1%
Jewish	<1%	<1%
Muslim	1.1%	1.0%
Sikh	1.6%	1.5%
Other	1.8%	1.5%
No Religion or belief	31%	34%
Rather not say	25%	22.6%
Not completed	10%	8.8%

Religion or belief of new starters 01/04/23 – 31/03/24

The table below provides a breakdown of new starters to the Council and information on leavers

<b><u>Religion and Belief</u></b>	<b>Starters</b>	<b>Leavers</b>
Buddhist	<1%	<1%
Christian	40%	33%
Hindu	<1%	<1%
Muslim	2.1%	1.7%
Sikh	1.1%	2%
Other not stated	<1%	1%
No Religion or belief	45%	33%
Rather not say	8%	20%
Not completed	2.3%	9%

Whilst the Council encourages employees to maintain their equality data, it is not mandatory.



## Section 2 – Pay Information

### Gender pay gap information

The latest published gender pay gap information is available at <https://gender-pay-gap.service.gov.uk/>

### Pay information as at 31 March 2024

The Council has staff employed on various terms and conditions and salary grades. The table below shows representation of employee contracts as at 31 March 2024, it does not include casual employees.

<b>Pay</b>	<b>Female</b>	<b>Male</b>	<b>Disabled</b>	<b>Ethnic Minority Groups</b>
Paid above £18.36 per hour	19%	31%	28%	23%
Paid between £13.17 and up to £18.36 per hour	31%	27%	26%	20%
Paid between £10.98 and up to £12.93 per hour	26%	28%	32%	28%
Paid up to £10.90 an hour	24%	14%	14%	29%

## Section 3 – Engagement

Formal consultation with staff and engagement on equalities issues takes place through:

### Staff news and updates

The Chief Executive regularly engages with employees via video blogs, emails and virtual 'ask me anything' meetings. The digital weekly Staff News newsletter includes news and updates on equalities issues.

The Leader of the Council also holds virtual 'ask me anything' sessions providing an opportunity for employees to engage and ask questions about member inclusion and equalities priorities.

### Employee panel

The Employee Panel comprises of representatives from every Service Area within the Council who provide a voice for our employees to provide constructive feedback on new/key organisational initiatives, projects and changes.

### Equality, diversity & inclusion steering group

The Council has a strategic steering group who lead on all aspects of equality, diversity and inclusion. The group is chaired by an Executive Director and includes representatives from across the organisation, including the Chairs of our Employee Led Networks. The Steering Group oversee the delivery of our Corporate Equality, Diversity & Inclusion Strategy.

### Employee led networks

A number of employee networks have been set up to raise awareness and of the inequalities faced by certain groups within society. The Networks are employee led groups that seek to foster a diverse and inclusive workplace by working in partnership with the Council.

The Council currently works in partnership with the following employee led networks:

- Race Equality Group
- Neurodiversity Group
- Lesbian, Gay, Bisexual, Transgender, Questioning + Group
- Armed Forces Community staff network

The Networks provide unique insights and perspectives to the Council from employee Network members, staff and communities, who either have lived-experience of, or are committed to addressing issues particular to the Network's

work. They also provide a safe space and welcoming environment for group members and their allies. Some of the ways in which the Networks have worked in partnership with the Council have included: supporting the update of our Equality & Diversity training offer, feeding into consultation around our corporate Equality & Diversity Strategy, and supporting communications campaigns around equalities initiatives including Black History Month, Disability History Month and Pride Month.

### Union consultation meetings

Formal and informal consultation takes place with union colleagues on the full range of HR, Organisational Delivery & Development and equality issues, policies and procedures. Consultation takes place on any restructuring proposals.

### Line manager & employee discussions

There are regular opportunities for one-to-one discussions between employees and managers. These are essential if employees are to perform to the standards that we expect of them and to feel supported and developed in their role. In addition, there is a more in depth annual discussion centred around the employee's wellbeing and personal and professional development.

These discussions encourage open and regular conversations and therefore provide opportunities to discuss and resolve individual equality concerns and ensure equal opportunity to development opportunities and progression within the organisation. Managers are supported and developed in order to have effective discussions with their employees.

All employees are required to include an objective within their Annual Personal Performance and Development Discussion which relates to equality, diversity and inclusion.

### Exit information

An Exit Survey is sent to all leavers in order to gather feedback from employees on their experience of working for Telford & Wrekin Council and their reasons for leaving. This provides an opportunity for us to discuss and address individual issues in order to improve as an employer and identify trends to inform our future decision making and workforce planning.

### Employee survey

An Employee Survey took place in 2022 to gather feedback from employees on the organisation. The questionnaire asked employees for their views on their work, their team and line manager, inclusion and fair treatment, their wellbeing, hybrid working and the Council's values and behaviours. The outcomes of the survey will be used to measure our progress since the previous 2020 employee survey and to inform our plans for the future direction of the organisation.

## Section 4 – Employment equality promise

### Corporate equality, diversity & inclusion strategy 2022 - 2026

This strategy sets out our vision to be an inclusive and open Council that works with local residents, organisations, partners and employees to build communities that are great places to live and work, where our leaders are committed to equality, and take positive action to ensure that everyone feels they belong. Diversity is celebrated and thrives at all levels of our organisation, and that every community can access the services and support they need.

The strategy is supported by a comprehensive action plan, which includes the following key priorities for the Council:

- Leading our organisation and communities
- Supporting our workforce and elected members
- Serving our customers
- Celebrating and promoting the diversity of the borough

### Equal opportunities charter: Employment equality promise

Telford & Wrekin Council recognises that within our society many people can face significant disadvantage because of who they are and the characteristics they have. People from different ethnic, racial and national backgrounds, women, people who care for dependants, people with disabilities, people of all ages, people with criminal convictions, people with different sexual orientations and people who are or have changed gender identity often do not get a fair deal in employment matters because of direct or indirect discrimination, either intentional or unintentional.

People are often prevented from making the most of their potential. This is damaging to those who are discriminated against, those who discriminate and to organisations which fail to benefit to the full from the skills and talents which people may have to offer. The Council is committed to opposing discrimination taking positive action and promoting inclusion and equality of opportunity. Telford & Wrekin Council recognises its obligations under various pieces of legislation relating to equality of opportunity and also recognises the Disability Confident Scheme and the Armed Forces Employer Recognition Scheme.

The Charter sets out the Council's promise to:

- Encourage job applications from all sections of the community
- Ensure that employment policies and terms and conditions are applied fairly
- Guarantee an interview to applicants with a disability, applicants who are care experienced and ex-service personnel, who meet the essential criteria for a job
- Ensure that medical fitness requirements for posts are applied fairly and consistently and do not discriminate against those with particular medical conditions
- Measure the effectiveness of its policies by regular monitoring

- Ensure that any allegation of discrimination is thoroughly investigated and that appropriate action is taken.
- Ensure that its employees receive appropriate training so that they can both understand and actively promote equal opportunity policies.

### HR policies & procedures

Being a Co-operative Council is about us working together with our residents, partners and local organisations to collectively deliver the best we can for Telford and Wrekin. The Council's values are Openness and Honesty, Ownership, Fairness and Respect and Involvement. HR policies and procedures are regularly reviewed to ensure that they reflect the Council's values, with equality of treatment for all employees at their heart.

### Training

Equality Awareness and Unconscious Bias training courses form part of the organisation's essential learning programme that all employees must complete every two years. The Council also offers a range of equality-related eLearning courses such as Faith and Belief, LGBTQ+ in Practice, Neurodiversity Inclusion in practice, as well as a face-to-face course on 'Creating an Inclusive Workplace. Our equality, diversity and inclusion training offer is currently under review and additional learning activities will be rolled out in due course.

Anyone involved in recruitment is required to undertake recruitment and selection training which includes equality requirements and awareness of unconscious bias.

### Flexible working policy

The Council recognises the need to create opportunities for all employees to have greater choice and control over balancing their working patterns and their personal commitments. The Flexible Working policy includes a package of flexible working options to support employees to manage personal commitments without adversely affecting service delivery. The scheme is developed on an organisational culture of trust and confidence and recognises the increased desire for greater flexibility in working lives.

The Council operates hybrid working practices for many roles across the organisation, offering employees a blend of home and office working. Employees are able to benefit from greater flexibility whilst working at home as well as having the opportunity to connect and collaborate with colleagues when in the office.

### Special leave policy

The Special Leave Policy includes a Foster Friendly offer which supports employees who are foster carers and shared lives carers. We recognise that employees with foster caring responsibilities need to be flexible and available to meet the needs of the people they are caring for. The Council has also achieved Foster Friendly status from the Fostering Network. This accreditation recognises the Council's fostering friendly employment policies.

The policy also includes leave for other life events in order to support our employees when events happen in their lives. This includes, enhanced Parental Bereavement Leave and Reserve Forces Leave to support the Council's commitments as a Gold Award Organisation from the Defence Employer Recognition Scheme.

### Reserve Forces Leave

The Council has achieved Gold Award from the Defence Employer Recognition Scheme in order to recognise that we are one of the most supportive organisations of the nation's Armed Forces. We offer additional paid leave for reservists and have supportive policies in place for veterans and reservists.

### Diversity & inclusion

The Council wants all of our employees to feel valued, respected and included when they are at work.

We have developed a Diversity & Inclusion information site for employees to strengthen our culture of inclusion. It includes information and resources around all aspects of equality, diversity and inclusion which can be accessed by all employees of the Council. The site is comprised of equalities awareness campaigns, workforce information, guidance and toolkits and Council policies that support our employees.

We regularly review our policies and actively seek to raise awareness and provide opportunities for employees to engage, discuss and influence diversity and inclusion

### Safe spaces

The Council expects all employees to be treated fairly and with dignity and respect and that they are not subjected to any form of discrimination (whether directly or indirectly). Employees who have experienced treatment which does not align to these values can seek support in a variety of ways which is set out in our 'Safe Spaces' guidance. These include: our Resolving Workplace Issues Policy, Employee Assistance Programme, Occupational Health, Equality Diversity & Inclusion Officers and Trade Union Representatives.

### Employee wellbeing

The Council recognises the importance of supporting the physical and emotional wellbeing of our employees and understands the need for a culture that encourages open conversations around mental health and wellbeing.

Employee wellbeing is championed by senior management and the Council encourages employees to take ownership of their own wellbeing and looks to equip managers to support team members' wellbeing. Employee wellbeing has been consciously integrated into manager-employee discussions through one to one discussions. In addition, the Council's management and leadership development offer provides learning opportunities to equip managers with the skills to effectively support the wellbeing of their employees.

The sickness absence policy, training and guidance are all designed to be flexible and supportive to enable employees to attend work regularly and to support their return to work following longer periods of absence.

### Menopause champions

We recognise the importance of raising awareness of and supporting menopausal symptoms. Our Menopause Champions are available to support colleagues who are going through or supporting someone through the menopause. Our open culture of encouraging employees to speak up about menopause is further supported by offering our employees regular opportunities to get involved in menopause meet up sessions.

### Domestic Abuse Charter

As a Council we are committed to providing a safe workplace for our employees, where those who are affected by domestic abuse are supported in a sympathetic and non-judgmental way. We have a Domestic Abuse policy which sets out how we will support both men and women who are affected by domestic abuse, including child-to-parent abuse. We are proud to have signed the [GMB 'Work to Stop Domestic Abuse' Charter](#), which sets our commitment to ensuring that:

- staff are not disadvantaged at work
- staff are supported with access to services and information
- managers are trained to appropriately and confidently support employees affected by domestic abuse.

As a White Ribbon town, we also stand against men's violence towards women.

### Carer Friendly employer

Our Carer Friendly Pledge sets out our commitment to making our workplace more carer friendly and inclusive. As a Carer Aware and a Carer Friendly employer, the

Council provides a number of flexible working opportunities so employees can meet the needs of the people they care for. In addition, the Council is committed to raising awareness of caring, identifying accessible information and support and assisting managers in supporting their staff.

### Time to change pledge

The Council has pledged its commitment to change how we think and act about mental health in the workplace by signing the “Time to Change” Employer’s Pledge.

This Pledge is supported by an action plan which includes:

- Demonstrating senior level commitment through identifying Director Wellbeing Champions
- Raising awareness about mental health and signposting employees to relevant support services
- Developing policies that address mental health issues in the workplace and promoting resilience through our learning and development offer
- Equipping managers with the skills to have conversations around mental health

### Disability confident employer positive about disabled people

As a Disability Confident Employer, the Council has made a number of commitments around employing and retaining disabled people and those with health conditions:

- To actively look to attract and recruit disabled people
- To provide a fully inclusive and accessible recruitment process
- Offering an interview to disabled people who meet the minimum criteria for the job
- Offering flexibility when assessing people so disabled job applicants have the best opportunity to demonstrate that they can do the job
- Proactively offer and make reasonable adjustments as required
- To encourage our suppliers and partner firms to be Disability Confident
- Ensuring employees have appropriate disability equality awareness
- To promote a culture of being Disability Confident
- Support employees to manage their disabilities or health conditions
- To ensure there are no barriers to the development and progression of disabled staff
- Ensuring managers are aware of how they can support staff who are sick or absent from work
- Valuing and listening to feedback from disabled staff

The Council is committed to being a Disability Confident Employer. In practice, this commitment is reinforced in a variety ways:

- HR policies are regularly reviewed to ensure equal treatment for all employees is embedded. Manager guidance and training which reinforce the messages of the policies also continue to be reviewed and developed.
- HR practitioners and line managers regularly work with internal practitioners and external organisations to support the equal treatment of employees whilst



at work. This includes occupational health services, counselling services and Access to Work.

The Council is looking to further enhance its commitment to attracting and retaining disabled employees by working towards becoming a Disability Confident Leader.