



Equality, Diversity & Inclusion Strategy



Contents

Page 3. Introduction

Page 4. Aims of the Strategy

Page 5. Where Are We Now?

Page 6. How Does This Link to Prima's Strategic Priorities?

Page 7. What Does EDI Mean for Prima Group?

Page 8. How Will We Deliver on Our EDI Aims?

Page 9. Action Plan

Page 14. Appendix One

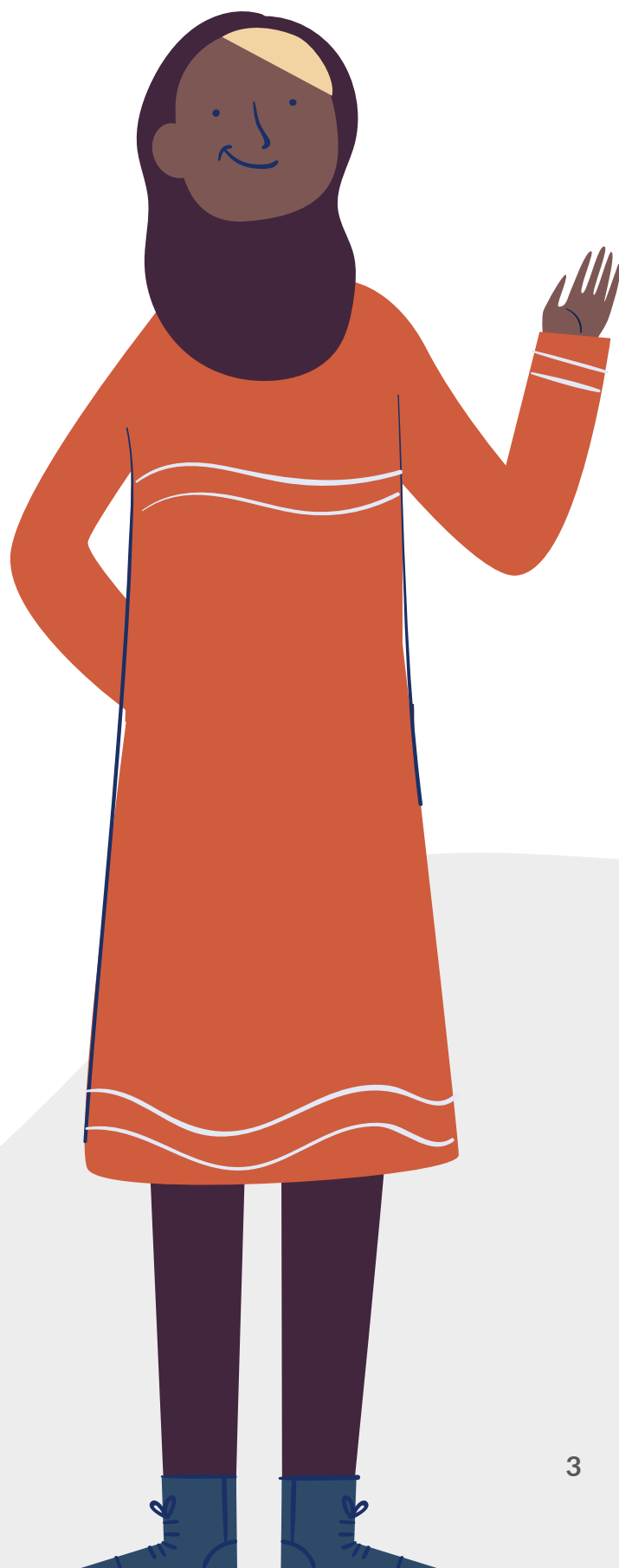
Page 15. Appendix Two

Introduction

Our work every day includes tackling inequalities by providing safe, affordable homes, this is part of our core purpose and central to our values. We want to have a positive impact on customers, our people and communities and are committed to promoting equality and diversity. We are building a culture that actively values difference and fairness and one which is inclusive in its widest sense and as such has equality, diversity and inclusion at the heart of everything we do.

Despite offering homes and providing services to distinct and diverse communities, we have gaps in our knowledge and data on who lives in our homes and about our colleagues, however, we do know that as an organisation we do not always reflect the uniqueness of our tenants. To improve we are setting out to know and understand our customers and our people better.

We are committed to building a culture that actively values difference and inclusion. By better understanding our customers, communities and our colleagues, and valuing diversity of thought we can progress towards a culture of inclusivity, equality and diversity, which in turn will allow us to make better business decisions, be more innovative, ensure our people flourish and build more trust and understanding within our communities.



Aims of the Strategy

Our Equality, Diversity & Inclusion Strategy sets out how we aim to do more to adopt good practice, learn more about our customers and colleagues, and embed a positive EDI culture across the organisation and in service delivery.

We will deliver this first by building our understanding about our customers and people. This will help us to refine and develop our EDI plans to reflect what we discover and then deliver on our plans to ensure:

- Individuals are treated fairly, with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity; race (includes colour, nationality, and ethnic origins); religion or belief; sex; sexual orientation; social or economic background; or any other inappropriate distinction.
- We offer an inclusive and supportive environment, which promotes equality and values diversity and mutual respect for all people we are in contact with.
- All individuals, customer and colleagues have the opportunity to fulfil their potential - with services that meet their needs and support their aspirations.

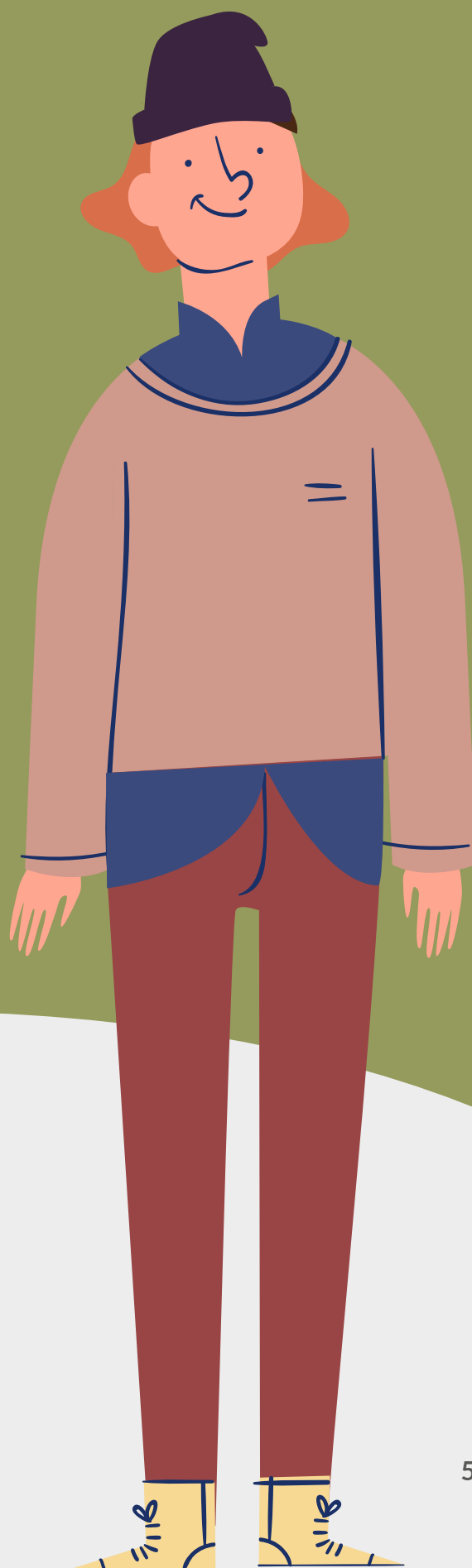
Our objectives to deliver equality, diversity and inclusion are shown in our EDI Action Plan on page nine. The Prima Board will approve and monitor the EDI action plan annually, with updates provided periodically at Committees as required.



Where Are We Now?

We are building on some strong foundations with this strategy. Our EDI position statement shows that there are already positive actions in place relating to EDI, including:

- EDI is regularly discussed at Board meetings, with a nominated Board member leading the development of our approach.
- EDI Task & Finish Group in place with updates on progress provided to Board and Committees.
- EDI and unconscious bias training provided for colleagues.
- Mental health first aiders in place.
- Tenancy sustainment services for those needing extra support.
- Communication methods are wide-ranging, and translation and accessibility are included.
- The tenant engagement approach offers inclusive support.
- We work in partnership with others to deliver domestic violence support.
- We support several workplace initiatives to open up employment and training initiatives.
- Equality Impact Assessments for all policies.



How Does This Link to Prima Group's Strategic Priorities?



Customers & Communities

Putting Customers & Communities First

Prima Group's mission is simple - in all we do, we aim to 'put our customers and communities first'. However, not all our customers and communities are the same - they are unique, bringing distinct and diverse needs, facing different challenges. Putting them first will mean a tailored approach to service delivery built on understanding who they are and how we can foster equality and fairness, be proactive about diversity and be supportive and inclusive.



Employer of Choice

A Culture of Dignity, Respect and Valuing Difference

As an organisation, we rely on many skills and abilities to be effective. **We need our colleagues to feel valued, included and empowered when they come to work.** Our workforce also faces inequalities, and in thinking about our colleagues, we have to provide a workplace culture that offers dignity and respect to all. One that encourages sharing ideas and perspectives - and, most of all - values difference. This approach will benefit all our colleagues, widen our appeal to people, and help us become an employer of choice.

'We have to provide a workplace culture that offers dignity and respect to all.

One that encourages sharing ideas and perspectives - and, most of all - values difference.'

What Does EDI Mean for Prima Group?

When we talk about respect and inclusion, we usually link this back to the Equality Act 2010 legislation, which protects people from discrimination, harassment/victimisation and promotes equality of opportunity for all.

There are nine protected characteristics in the Equality Act: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, sex and sexual orientation.

In addition, there are other characteristics or experiences that are subject to prejudice and unfair treatment, which can lead to inequality. Being inclusive means we should also consider these too, so those with different experiences or perspectives are respected and included. These are – ex-offenders, social mobility, mental health and wellbeing, ex-armed forces, appearance, experience and thought.

Our understanding of what we mean when we talk about EDI, for all of our tenants, colleagues and partners is:



EQUALITY

To ensure all people are treated fairly; where everyone can participate and has equal access to our services, employment, training and opportunities.



DIVERSITY

To recognise and value difference and individuality, considering all the unique characteristics that make people who they are. By valuing diversity, we will have a greater chance to meet the needs of all those we are in contact with.



INCLUSIVITY


To create and maintain a culture where we welcome and value people for who they are as individuals or as a group. Acting transparently and fairly, we will build good relationships and work collaboratively to achieve better outcomes.

How Will We Deliver on Our EDI Aims?

Although we already have a good understanding of our customers, communities and colleagues - and have a strong commitment to EDI - there is more we can learn and do.

We have developed four themes, which cut across all our areas of work and are in line with our strategic priorities and values.

Understand who our customers are and their diverse needs



Support inclusive communities



Embed equality, diversity and inclusion into our everyday



Create an inclusive culture and representative organisation



These themes, and the actions we have identified to deliver on these, will drive an improved approach to equality, diversity and inclusion for the organisation. As well as specific projects, the action plan includes assessments of our position and progress, using recognised models so that we can benchmark how well we are doing.

Progress will be monitored and reported on annually, using milestones, as well as action tracking and monitoring trends.



Action Plan

Understand who our customers are and their diverse needs

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Embed equality, diversity and inclusion into our everyday

Create an inclusive culture and representative organisation

What is the challenge?

- How do we better understand the composition of our tenants and the characteristics of our customers and communities?
- How do we start to use this data to inform service delivery?

- How do we work with our communities?
- How do we ensure all diverse groups are included?

- How do we support colleagues to have the right skills and tools to promote an inclusive culture?
- How do we create opportunities for sharing diverse experiences?

- How do we reach, attract and retain diverse talent?
- How do we ensure all colleagues benefit from opportunities for development and progression?
- How is EDI focus maintained?



Action Plan

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Key Actions | Year One

- Collect and update customer details including on EDI as part of the Big Door Knock.
- Review the data we collect and where it is recorded, moving it all to the housing management system – ensuring it covers demographics, satisfaction and complaints.

- Use Community Insight Profiling data to inform refresh of Neighbourhood Plans.
- Improve the reach of community activities, assess against protected characteristic data and promote EDI in engagement activities.

- Create opportunities to share experience, attend networks and events, to share diversity.
- Deliver EDI training to all colleagues, including at induction.
- Provide unconscious bias training.
- Board and Exec sponsors for EDI.
- Update employees on EDI Action Plan progress.
- Deliver ‘active’ EDI training at the Colleagues Conference.
- Ensure workspaces are accessible.
- Develop a Disability Policy
- Review Flexible Working Policy.

- Board will monitor progress on the delivery of the EDI strategy annually, in addition to periodic updates on progress.
- Understand our current colleagues and Members diversity and identify areas of under-representation and how we reflect our communities.
- Undertake NHF EDI Assessment Tool.
- Identify celebration and recognition of diversity dates and plan in comms and events.
- Include values and behaviours in appraisal process.
- Add culture, values and behaviours expectations and approach to website.
- Develop EDI KPI’s for assurance.
- As part of developing our Data Management Policy include a consistency of approach in data collection for EDI.

Action Plan

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Key Actions | Year Two

- Carry out a customer census.
- Implement customer insight standards.
- Carry out Equality Impact Assessments on all new policies to understand the impact on protected characteristics.
- Review accessibility of digital services (website and App).
- Review services from customer journey perspective.
- Assess tenancy sustainment services to identify trends in those needing additional support to inform plans.
- Improve warden call technology in sheltered schemes.

- Develop hoarders network further.
- Support community involvement activities at sheltered schemes.
- Plan community event in each patch/ neighbourhood, including cultural or diversity celebrations as appropriate to the make-up of the area.
- Participate in Integrated Care Initiatives to improve health outcomes for tenants.
- Develop a Vulnerable Person Policy.

- Review Values
- IIP Re-assessment to gauge culture changes
- Information campaign across range of protected characteristics
- Review accountability profiles to ensure job roles reflect an inclusive culture
- Review pay details across all protected characteristics, in addition to gender
- Workforce Report to include diversity of leavers, joiners, disputes and absence
- Identify positive action to assist under-represented groups

- Refresh recruitment process to include wider reach.
- Update recruitment materials so our EDI commitment are clearly shown.
- Investigate guaranteed interview schemes for vacancies at all levels of in the organisation and at Board level, in addition to the Disability Confident Scheme.

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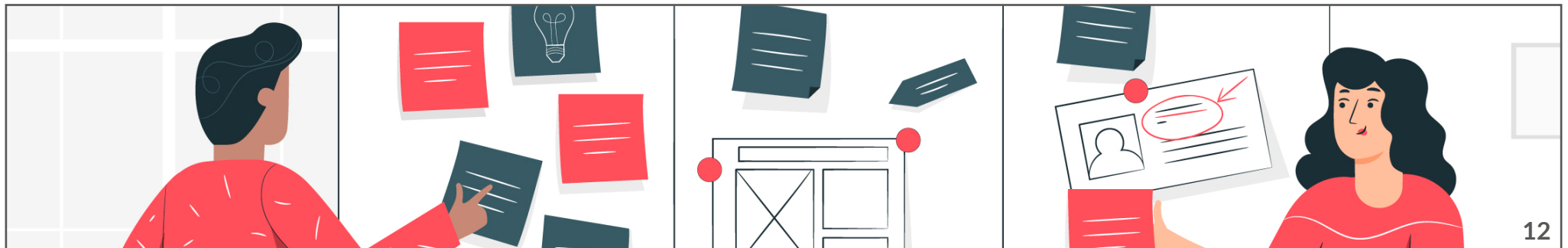
Key Actions | Year Three

- Digital inclusion project for those not accessing services online.
- Identify positive action to assist under-represented groups to access services, opportunities and employment.

- Challenge stereotyping of social housing tenant, including lobbying.
- Look at opportunities where we can positively contribute to providing homes for specific groups that are marginalised – examples may include larger families, leaving care, full accessible.

- Re-run 'trauma informed' training.
- Give colleagues the ability and confidence to challenge discrimination.
- Seek opportunities to use our procurement practices and purchase power to help deliver EDI.

- Align with national diversity schemes (CIH, NHF, HDN)



Action Plan

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Measures of Success

- Satisfaction question on 'treated fairly and with respect' score improves across protected characteristics – over 70%.
- Increased profiling data held across all protected characteristics – over 75%.
- Satisfaction data overlaid with protected characteristics – TSM survey and complaints first.
- Equality impact analysis process supports decision making to ensure equity – show how.

- Diversity of the CVB widens.
- Diversity of those engaged in community activities is more representative.
- Needs of diverse groups is collected and informs our approach.

- Increased profiling data held for colleagues – 100% held.
- Reduced opportunities for bias in hiring shown by improved diversity of applicants.
- Staff survey results show shared commitment to diversity, inclusive culture and confident in calling out inequalities or discrimination.
- Acknowledge and celebrate diversity and inclusive behaviours – 10 calendar events.

- Board and colleagues are increasingly diverse over time.
- Colleagues are confident in their roles, with learning and career progression prospects.
- Reporting includes protected characteristics breakdown, so it is clear where progress is needed.
- Improvement in pay gap levels – no or less than 5% gender pay gap.

Appendix One

Tenant Profiling

Gender

63% of tenants are female and 37% are male.

Disability

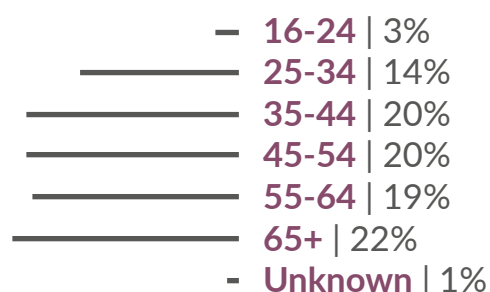
We know about disability and impairment for 54% of our customers. Of these, 17% told us they have a disability, 37% reported they did not.

Sexuality

79% of customers have told us their sexuality. 72% reported they were heterosexual, 1% gay/lesbian and 6% preferred not to say.

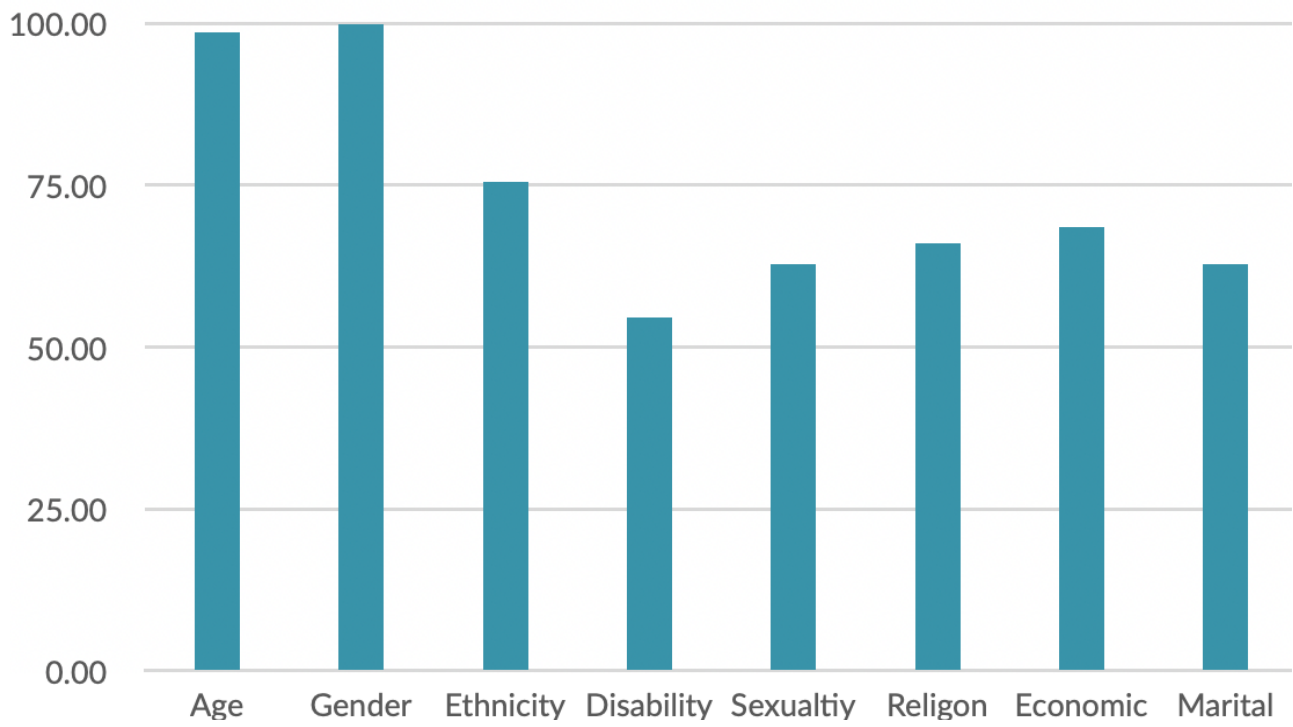
Ethnicity	Number
Asian/Asian British -Bangladesh	8
Asian/Asian British -Chinese	4
Asian/Asian British -Indian	6
Asian/Asian British -Other	35
Asian/Asian British -Pakistani	5
Black/Black British -African	61
Black/Black British -Caribbean	13
Black/Black British -Other	22
Mixed -Other	17
Mixed -White/Asian	4
Mixed -White/Black African	9
Mixed -White/Black Caribbean	13
Other	46
Prefer Not To Say	14
Unknown	716
White -British	1870
White -Irish	14
White -Other	73
Grand Total	2930

Tenant Age Breakdown



Tenant Religion





Appendix Two

Statistics about Prima Group

Employees, board members and customers statistics shown compared to the diversity of the communities we work in (NHF EDI Tool).

Compared to Workforce

Sex	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Female	36	50.70%	50.70%	1842	62.87%	62.95%	12.16%	-12.25%
Male	35	49.30%	49.30%	1084	37.00%	37.05%	-12.30%	12.25%
Prefer not to say sex	0	0.00%	-	0	0.00%	-	0.00%	
Don't know sex	0	0.00%	-	4	0.14%	-	0.14%	
Sex total	71	100%	100%	2930	100%	100%		

Gender identity	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Gender identity same as sex at birth	71	100.00%	100.00%	0	0.00%	0.00%	-100.00%	100.00%
Identify as trans(gender) woman	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Identify as trans(gender) man	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Identify as non-binary	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Gender identity different from sex registered at birth, but not listed	0	0.00%	0.00%	2	0.07%	100.00%	0.07%	-100.00%
Prefer not to say gender identity	0	0.00%	-	0	0.00%	-	0.00%	
Don't know gender identity	0	0.00%	-	2928	99.93%	-	99.93%	
Gender identity total	71	100%	100%	2930	100%	100%		

Marital or civil partnership status	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Single, that is never married	16	22.54%	26.23%	1128	38.50%	63.69%	15.96%	-37.46%
Married and living with your husband/wife	34	47.89%	55.74%	414	14.13%	23.38%	-33.76%	32.36%
A civil partner in a legally-recognised civil partnership	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Married and separated from your husband/wife	2	2.82%	3.28%	0	0.00%	0.00%	-2.82%	3.28%
In a legally-recognised Civil Partnership and separated from your civil partner	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Divorced	2	2.82%	3.28%	0	0.00%	0.00%	-2.82%	3.28%
Formerly a civil partner, the Civil Partnership now legally dissolved	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Widowed	0	0.00%	0.00%	50	1.71%	2.82%	1.71%	-2.82%
Surviving partner from civil partnership	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Living with someone as a couple	7	9.86%	11.48%	179	6.11%	10.11%	-3.75%	1.37%
Prefer not to say marital status	0	0.00%	-	57	1.95%	-	1.95%	
Don't know marital status	10	14.08%	-	1102	37.61%	-	23.53%	
Marital status total	71	100%	100%	2930	100%	100%		

Disability	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Has a disability / long-term physical or mental health condition	0	0.00%	0.00%	510	17.41%	32.22%	-17.41%	-32.22%
No disability / long-term physical or mental health condition	71	100.00%	100.00%	1073	36.62%	67.78%	63.38%	32.22%
Prefer not to say	0	0.00%	-	13	0.44%	-	-0.44%	
Don't know	0	0.00%	-	1334	45.53%	-	-45.53%	
Disability binary total	71	100%	100%	2930	100%	100%		
Disabled under the Equality Act: Day-to-day activities limited a little	#REF!	%	%		0.00%	%	--	--
Disabled under the Equality Act: Day-to-day activities limited a lot	0	0.00%	%		0.00%	%	0.00%	--
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	0	0.00%	%		0.00%	%	0.00%	--
Not disabled under the Equality Act: No long term physical or mental health conditions	0	0.00%	%		0.00%	%	0.00%	--
Prefer not to say disability	0	0.00%	-		0.00%	-	0.00%	
Don't know disability	71	100.00%	-	2930	100.00%	-	0.00%	
Disability detailed total	#REF!	100%	0%	2930	100%	0%		

Disability is as defined by the Equality Act 2010 - a person is considered to have a disability if they have a self-reported long-standing illness, condition or impairment, which causes difficulty with day-to-day activities.

If you have only asked whether your workforce does or does not have a disability, please enter these numbers for the binary disability question and for the detailed disability question please record as 'don't know'.

Socio-economic	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Modern professional & traditional professional occupations / Senior, middle or junior managers or administrators ¹	0	0.00%	%		%	%	--	--
Clerical and intermediate occupations	0	0.00%	%		%	%	--	--
Technical and craft occupations	0	0.00%	%		%	%	--	--
Routine, semi-routine manual and service occupations	0	0.00%	%		%	%	--	--
Long-term unemployed (claimed Jobseeker's Allowance or earlier unemployment benefit for more than a year).	0	0.00%	%		%	%	--	--
Small business owners who employed less than 25 people	0	0.00%	%		%	%	--	--
Other such as: retired, this question does not apply to me. I don't know	0	0.00%	%		%	%	--	--
Prefer not to say parental occupation	0	0.00%	-		%	-	--	
Don't know parental occupation	71	100.00%	-		%	-	--	
Parental background total	71	100%	0%	Error	0%	0%		
A state-run or state-funded school	0	0.00%	%		%	%	--	--
Independent or fee-paying school	0	0.00%	%		%	%	--	--
Independent or fee-paying school, where I received a bursary covering 90% or more of my tuition	0	0.00%	%		%	%	--	--
Attended school outside the UK	0	0.00%	%		%	%	--	--
Prefer not to say school	0	0.00%	-		%	-	--	
Don't know school	71	100.00%	-		%	-	--	
Independent school total	71	100%	0%	Error	0%	0%		
Eligible for free school meals at state-funded schools	0	0.00%	%		%	%	--	--
Not eligible for free school meals at state-funded schools	0	0.00%	%		%	%	--	--
Not applicable (finished school before 1980 or went to school overseas)	0	0.00%	%		%	%	--	--
Prefer not to say free school meals eligibility	0	0.00%	-		%	No data available	--	
Don't know free school meals eligibility	71	100.00%	-		%	No data available	--	
FSM total	71	100%	0%	Error	0%	0%		

1. This cell is a combination of the first two answer options in our EDI profile questions

Religion	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Christian	32	45.07%	58.18%	1081	36.89%	62.81%	8.18%	-4.63%
Buddhist	0	0.00%	0.00%	6	0.20%	0.35%	-0.20%	-0.35%
Hindu	0	0.00%	0.00%	2	0.07%	0.12%	-0.07%	-0.12%
Jewish	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Muslim	1	1.41%	1.82%	78	2.66%	4.53%	-1.25%	-2.71%
Sikh	0	0.00%	0.00%	2	0.07%	0.12%	-0.07%	-0.12%
Other religion	1	1.41%	1.82%	62	2.12%	3.60%	-0.71%	-1.78%
No religion	21	29.58%	38.18%	490	16.72%	28.47%	12.85%	9.71%
Prefer not to say religion	0	0.00%	-	215	7.34%	-	-7.34%	
Don't know religion	16	22.54%	-	994	33.92%	-	-11.39%	
Religion total	71	100%	100%	2930	100%	100%		

Caring responsibilities - children	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	workforce or population (excl. prefer not to say and don't know)
With dependent children	0	0.00%	%	%	%	%	--	--
No dependent children	0	0.00%	%	%	%	%	--	--
Prefer not to say if have dependent children	0	0.00%	-	%	-	-	--	
Don't know if have dependent children	71	100.00%	-	%	-	-	--	
Caring - children total	71	100%	0%	Error	0%	0%		

Caring responsibilities - informal care	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Providing informal care ¹	0	0.00%	%	%	%	%	--	--
Not providing informal care	0	0.00%	%	%	%	%	--	--
Prefer not to say about provision of informal care	0	0.00%	-	%	-	-	--	
Don't know about provision of informal care	71	100.00%	-	%	-	-	--	
Informal care total	71	100%	0%	Error	0%	0%		

¹ Informal care means caring that is not a paid job. This could be for a friend or family member on a voluntary basis

Sexual orientation	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Heterosexual or straight	0	0.00%	%	2124	72.49%	98.42%	-72.49%	--
Gay or lesbian	0	0.00%	%	15	0.51%	0.70%	-0.51%	--
Bisexual	0	0.00%	%	13	0.44%	0.60%	-0.44%	--
Other ¹	0	0.00%	%	6	0.20%	0.28%	-0.20%	--
Prefer not to say sexual orientation	0	0.00%	-	167	5.70%	-	-5.70%	
Don't know sexual orientation	71	100.00%	-	605	20.65%	-	79.35%	
Sexual orientation total	71	100%	0%	2930	100%	100%		

¹Other' means that the respondent did not consider themselves to fit into the heterosexual or straight, bisexual, gay or lesbian categories.

Age	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
16-24	3	4.23%	4.23%	100	3.41%	3.46%	0.81%	0.76%
25-34	16	22.54%	22.54%	416	14.20%	14.40%	8.34%	8.14%
35-44	15	21.13%	21.13%	585	19.97%	20.25%	1.16%	0.88%
45-54	13	18.31%	18.31%	576	19.66%	19.94%	-1.35%	-1.63%
55-64	22	30.99%	30.99%	556	18.98%	19.25%	12.01%	11.74%
65+	2	2.82%	2.82%	656	22.39%	22.71%	-19.57%	-19.89%
Prefer not to say age	0	0.00%	-	0	0.00%	-	0.00%	
Don't know age	0	0.00%	-	41	1.40%	-	-1.40%	
Age total	71	100%	100%	2930	100%	100%		

Ethnicity	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
White: Total	55	77.46%	91.67%	1957	66.79%	88.95%	10.67%	2.71%
Mixed/multiple ethnic group: Total	3	4.23%	5.00%	43	1.47%	1.95%	2.76%	3.05%
Asian/Asian British: Total	1	1.41%	1.67%	58	1.98%	2.64%	-0.57%	-0.97%
Black/African/Caribbean/Black British: Total	1	1.41%	1.67%	96	3.28%	4.36%	-1.87%	-2.70%
Other ethnic group: Total	0	0.00%	0.00%	46	1.57%	2.09%	-1.57%	-2.09%
Prefer not to say ethnicity (headline)	2	2.82%	-	14	0.48%	-	2.34%	
Don't know ethnicity (headline)	9	12.68%	-	716	24.44%	-	-11.76%	
Headline ethnicity total	71	100%	100%	2930	100%	100%		
White: English/Welsh/Scottish/Northern Irish/British	54	76.06%	90.00%	1870	63.82%	85.00%	12.23%	5.00%
White: Irish	1	1.41%	1.67%	14	0.48%	0.64%	0.93%	1.03%
White: Gypsy or Irish Traveller	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
White: Roma	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
White: Other White	0	0.00%	0.00%	73	2.49%	3.32%	-2.49%	-3.32%
Mixed/multiple ethnic group: White and Black Caribbean	2	2.82%	3.33%	13	0.44%	0.59%	2.37%	2.74%
Mixed/multiple ethnic group: White and Black African	1	1.41%	1.67%	9	0.31%	0.41%	1.10%	1.26%
Mixed/multiple ethnic group: White and Asian	0	0.00%	0.00%	4	0.14%	0.18%	-0.14%	-0.18%
Mixed/multiple ethnic group: Other Mixed	0	0.00%	0.00%	17	0.58%	0.77%	-0.58%	-0.77%
Asian/Asian British: Indian	0	0.00%	0.00%	6	0.20%	0.27%	-0.20%	-0.27%
Asian/Asian British: Pakistani	0	0.00%	0.00%	5	0.17%	0.23%	-0.17%	-0.23%
Asian/Asian British: Bangladeshi	0	0.00%	0.00%	8	0.27%	0.36%	-0.27%	-0.36%
Asian/Asian British: Chinese	1	1.41%	1.67%	4	0.14%	0.18%	1.27%	1.48%
Asian/Asian British: Other Asian	0	0.00%	0.00%	35	1.19%	1.59%	-1.19%	-1.59%
Black/African/Caribbean/Black British: African	0	0.00%	0.00%	61	2.08%	2.77%	-2.08%	-2.77%
Black/African/Caribbean/Black British: Caribbean	0	0.00%	0.00%	13	0.44%	0.59%	-0.44%	-0.59%
Black/African/Caribbean/Black British: Other Black	1	1.41%	1.67%	22	0.75%	1.00%	0.66%	0.67%
Other ethnic group: Arab	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0.00%
Other ethnic group: Any other ethnic group	0	0.00%	0.00%	46	1.57%	2.09%	-1.57%	-2.09%
Prefer not to say ethnicity (detailed)	2	2.82%	-	14	0.48%	-	2.34%	
Don't know ethnicity (detailed)	9	12.68%	-	716	24.44%	-	-11.76%	
Detailed ethnicity total	71	100%	100%	2930	100%	100%		

Compared to Population

Sex	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Female	36	52.05%	52.05%	1842	62.87%	62.95%	10.82%	-10.90%
Male	35	47.95%	47.95%	1084	37.00%	37.05%	-10.95%	10.90%
Prefer not to say sex	0	No data available	-	0	0.00%	-	--	
Don't know sex	0	No data available	-	4	0.14%	-	--	
Sex total	71	100%	100%	2930	100%	100%		

Gender identity	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Gender identity same as sex at birth	71	89.44%	94.19%	0	0.00%	0.00%	-89.44%	94.19%
Identify as trans(gender) woman	0	0.09%	0.09%	0	0.00%	0.00%	-0.09%	0.09%
Identify as trans(gender) man	0	0.09%	0.09%	0	0.00%	0.00%	-0.09%	0.09%
Identify as non-binary	0	0.06%	0.06%	0	0.00%	0.00%	-0.06%	0.06%
Gender identity different from sex registered at birth, but not listed	0	5.28%	5.57%	2	0.07%	100.00%	-5.22%	-94.43%
Prefer not to say gender identity	0	No data available	-	0	0.00%	-	--	
Don't know gender identity	0	5.04%	-	2928	99.93%	-	94.89%	
Gender identity total	71	100%	100%	2930	100%	100%		

Marital or civil partnership status	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Single, that is never married	16	26.10%	31.61%	1128	38.50%	63.69%	12.40%	-32.08%
Married and living with your husband/wife	34	30.91%	37.44%	414	14.13%	23.38%	-16.78%	14.06%
A civil partner in a legally-recognised civil partnership	0	0.13%	0.16%	0	0.00%	0.00%	-0.13%	0.16%
Married and separated from your husband/wife	2	1.87%	2.27%	0	0.00%	0.00%	-1.87%	2.27%
In a legally-recognised Civil Partnership and separated from your civil partner	0	0.01%	0.01%	0	0.00%	0.00%	-0.01%	0.01%
Divorced	2	7.29%	8.83%	0	0.00%	0.00%	-7.29%	8.83%
Formerly a civil partner, the Civil Partnership now legally dissolved	0	0.01%	0.02%	0	0.00%	0.00%	-0.01%	0.02%
Widowed	0	5.47%	6.62%	50	1.71%	2.82%	-3.76%	3.80%
Surviving partner from civil partnership	0	0.01%	0.01%	0	0.00%	0.00%	-0.01%	0.01%
Living with someone as a couple	7	10.77%	13.04%	179	6.11%	10.11%	-4.66%	2.93%
Prefer not to say marital status	0	No data available	-	57	1.95%	-	--	
Don't know marital status	10	17.44%	-	1102	37.61%	-	20.18%	
Marital status total	71	100%	100%	2930	100%	100%		

Religion	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Christian	32	57.58%	60.95%	1081	36.89%	62.81%	20.69%	-1.87%
Buddhist	0	0.36%	0.38%	6	0.20%	0.35%	0.15%	0.03%
Hindu	0	0.74%	0.78%	2	0.07%	0.12%	0.67%	0.67%
Jewish	0	0.22%	0.23%	0	0.00%	0.00%	0.22%	0.23%
Muslim	1	2.91%	3.08%	78	2.66%	4.53%	0.25%	-1.45%
Sikh	0	0.10%	0.11%	2	0.07%	0.12%	0.04%	-0.01%
Other religion	1	0.39%	0.41%	62	2.12%	3.60%	-1.72%	-3.19%
No religion	21	32.17%	34.05%	490	16.72%	28.47%	15.44%	5.58%
Prefer not to say religion	0	No data available	-	215	7.34%	-	--	
Don't know religion	16	5.52%	-	994	33.92%	-	-28.40%	
Religion total	71	100%	100%	2930	100%	100%		

Disability	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Has a disability / long-term physical or mental health condition	0	9.20%	9.20%	510	17.41%	32.22%	-8.21%	-23.02%
No disability / long-term physical or mental health condition	71	22.80%	22.80%	1073	36.62%	67.78%	-13.82%	-44.98%
Prefer not to say	0	No data available	-	13	0.44%	-	--	
Don't know	0	No data available	-	1334	45.53%	-	--	
Disability binary total	71	32%	32%	2930	100%	100%		
Disabled under the Equality Act: Day-to-day activities limited a little	#REF!	11.13%	11.13%		0.00%	%	11.13%	--
Disabled under the Equality Act: Day-to-day activities limited a lot	0	11.07%	11.07%		0.00%	%	11.07%	--
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	0	6.55%	6.55%		0.00%	%	6.55%	--
Not disabled under the Equality Act: No long term physical or mental health conditions	0	71.25%	71.25%		0.00%	%	71.25%	--
Prefer not to say disability	0	No data available	-		0.00%	-	--	
Don't know disability	71	No data available	-	2930	100.00%	-	--	
Disability detailed total	#REF!	100%	100%	2930	100%	0%		

Disability is as defined by the Equality Act 2010 - a person is considered to have a disability if they have a self-reported long-standing illness, condition or impairment, which causes difficulty with day-to-day activities.

If you have only asked whether your workforce does or does not have a disability, please enter these numbers for the binary disability question and for the detailed disability question please record as 'don't know'.

Socio-economic	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Modern professional & traditional professional occupations / Senior, middle or junior managers or administrators ¹	0	23.86%	23.86%		%	%	--	--
Clerical and intermediate occupations	0	10.22%	10.22%		%	%	--	--
Technical and craft occupations	0	4.27%	4.27%		%	%	--	--
Routine, semi-routine manual and service occupations	0	20.40%	20.40%		%	%	--	--
Long-term unemployed (claimed Jobseeker's Allowance or earlier unemployment benefit for more than a year).	0	9.06%	9.06%		%	%	--	--
Small business owners who employed less than 25 people	0	6.71%	6.71%		%	%	--	--
Other such as: retired, this question does not apply to me. I don't know	0	25.48%	25.48%		%	%	--	--
Prefer not to say parental occupation	0	No data available	-		%	-	--	
Don't know parental occupation	71	No data available	-		%	-	--	
Parental background total	71	100%	100%	Error	0%	0%		
A state-run or state-funded school	0	93.40%	93.40%		%	%	--	--
Independent or fee-paying school	0	6.60%	6.60%		%	%	--	--
Independent or fee-paying school, where I received a bursary covering 90% or more of my tuition	0	No data available	No data available		%	%	--	--
Attended school outside the UK	0	No data available	No data available		%	%	--	--
Prefer not to say school	0	No data available	No data available		%	-	--	
Don't know school	71	No data available	No data available		%	-	--	
Independent school total	71	100%	100%	Error	0%	0%		
Eligible for free school meals at state-funded schools	0	16.84%	16.84%		%	%	--	--
Not eligible for free school meals at state funded schools	0	83.16%	83.16%		%	%	--	--
Not applicable (finished school before 1980 or went to school overseas)	0	No data available	No data available		%	%	--	--
Prefer not to say free school meals eligibility	0	No data available	No data available		%	No data available	--	
Don't know free school meals eligibility	71	No data available	No data available		%	No data available	--	
FSM total	71	100%	100%	Error	0%	0%		

1. This cell is a combination of the first two answer options in our EDI profile questions

Caring responsibilities - children	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
With dependent children	0	33.87%	33.87%		%	%	--	--
No dependent children	0	66.13%	66.13%		%	%	--	--
Prefer not to say if have dependent children	0	No data available	-		%	-	--	
Don't know if have dependent children	71	No data available	-		%	-	--	
Caring - children total	71	100%	100%	Error	0%	0%		

Caring responsibilities - informal care	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Providing informal care ¹	0	6.00%	6.00%		%	%	--	--
Not providing informal care	0	94.00%	94.00%		%	%	--	--
Prefer not to say about provision of informal care	0	No data available	-		%	-	--	--
Don't know about provision of informal care	71	No data available	-		%	-	--	--
Informal care total	71	100%	100%	Error	0%	0%		

¹ Informal care means caring that is not a paid job. This could be for a friend or family member on a voluntary basis

Sexual orientation	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
Heterosexual or straight	0	89.60%	96.23%	2124	72.49%	98.42%	17.10%	-2.19%
Gay or lesbian	0	1.81%	1.94%	15	0.51%	0.70%	1.30%	1.25%
Bisexual	0	1.38%	1.49%	13	0.44%	0.60%	0.94%	0.88%
Other ¹	0	0.32%	0.34%	6	0.20%	0.28%	0.11%	0.06%
Prefer not to say sexual orientation	0	No data available	No data available	167	5.70%	-	--	--
Don't know sexual orientation	71	6.89%	-	605	20.65%	-	-13.75%	
Sexual orientation total	71	100%	100%	2930	100%	100%		

¹Other means that the respondent did not consider themselves to fit into the heterosexual or straight, bisexual, gay or lesbian categories.

Age	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
16-24	3	14.71%	14.71%	100	3.41%	3.46%	11.30%	11.25%
25-34	16	16.27%	16.27%	416	14.20%	14.40%	2.07%	1.87%
35-44	15	14.62%	14.62%	585	19.97%	20.25%	-5.34%	-5.62%
45-54	13	15.09%	15.09%	576	19.66%	19.94%	-4.57%	-4.85%
55-64	22	16.11%	16.11%	556	18.98%	19.25%	-2.86%	-3.13%
65+	2	23.19%	23.19%	656	22.39%	22.71%	0.80%	0.48%
Prefer not to say age	0	No data available	-	0	0.00%	-	--	--
Don't know age	0	No data available	-	41	1.40%	-	--	--
Age total	71	100%	100%	2930	100%	100%		

Ethnicity	Workforce Number	Workforce or population %	Workforce or population % (excl. prefer not to say and don't know)	Customer Number	Customer %	Customer % (excl. prefer not to say and don't know)	Customer to workforce or population	Customer to workforce or population (excl. prefer not to say and don't know)
White: Total	55	87.94%	87.94%	1957	66.79%	88.95%	21.14%	-1.02%
Mixed/multiple ethnic group: Total	3	2.08%	2.08%	43	1.47%	1.95%	0.61%	0.12%
Asian/Asian British: Total	1	5.88%	5.88%	58	1.98%	2.64%	3.90%	3.24%
Black/African/Caribbean/Black British: Total	1	2.00%	2.00%	96	3.28%	4.36%	-1.27%	-2.36%
Other ethnic group: Total	0	2.10%	2.10%	46	1.57%	2.09%	0.53%	0.01%
Prefer not to say ethnicity (headline)	2	No data available	-	14	0.48%	-	--	
Don't know ethnicity (headline)	9	No data available	-	716	24.44%	-	--	
Headline ethnicity total	71	100%	100%	2930	100%	100%		
White: English/Welsh/Scottish/Northern Irish/British	54	80.71%	80.71%	1870	63.82%	85.00%	16.89%	-4.29%
White: Irish	1	1.45%	1.45%	14	0.48%	0.64%	0.97%	0.81%
White: Gypsy or Irish Traveller	0	0.03%	0.03%	0	0.00%	0.00%	0.03%	0.03%
White: Roma	0	0.12%	0.12%	0	0.00%	0.00%	0.12%	0.12%
White: Other White	0	5.62%	5.62%	73	2.49%	3.32%	3.13%	2.31%
Mixed/multiple ethnic group: White and Black Caribbean	2	0.50%	0.50%	13	0.44%	0.59%	0.05%	-0.09%
Mixed/multiple ethnic group: White and Black African	1	0.40%	0.40%	9	0.31%	0.41%	0.09%	-0.01%
Mixed/multiple ethnic group: White and Asian	0	0.54%	0.54%	4	0.14%	0.18%	0.41%	0.36%
Mixed/multiple ethnic group: Other Mixed	0	0.63%	0.63%	17	0.58%	0.77%	0.05%	-0.14%
Asian/Asian British: Indian	0	2.10%	2.10%	6	0.20%	0.27%	1.90%	1.83%
Asian/Asian British: Pakistani	0	1.13%	1.13%	5	0.17%	0.23%	0.96%	0.90%
Asian/Asian British: Bangladeshi	0	0.19%	0.19%	8	0.27%	0.36%	-0.08%	-0.17%
Asian/Asian British: Chinese	1	1.31%	1.31%	4	0.14%	0.18%	1.17%	1.12%
Asian/Asian British: Other Asian	0	1.15%	1.15%	35	1.19%	1.59%	-0.04%	-0.44%
Black/African/Caribbean/Black British: African	0	1.57%	1.57%	61	2.08%	2.77%	-0.51%	-1.20%
Black/African/Caribbean/Black British: Caribbean	0	0.23%	0.23%	13	0.44%	0.59%	-0.21%	-0.36%
Black/African/Caribbean/Black British: Other Black	1	0.21%	0.21%	22	0.75%	1.00%	-0.54%	-0.79%
Other ethnic group: Arab	0	0.87%	0.87%	0	0.00%	0.00%	0.87%	0.87%
Other ethnic group: Any other ethnic group	0	1.24%	1.24%	46	1.57%	2.09%	-0.33%	-0.86%
Prefer not to say ethnicity (detailed)	2	No data available	-	14	0.48%	-	--	
Don't know ethnicity (detailed)	9	No data available	-	716	24.44%	-	--	
Detailed ethnicity total	71	100%	100%	2930	100%	100%		