

Public Sector
Equality Report
2024



A CORNWALL
COUNCIL COMPANY



1. Introduction

Cornwall Housing Limited (CHL) is a Cornwall Council owned company and operates as an arm's length management organisation (ALMO) to deliver the management and maintenance of the Council's social housing stock. This stock provides homes for circa 10,300 households in Cornwall and seeks to support those families to live and thrive across Cornwall in line with wider council objectives. CHL is governed by a dedicated Board of independent Board Directors, resident Directors and 2 nominated officers (1 from CHL and 1 from the Council). It reports directly to the Council which is its shareholder and seeks to deliver a service that is in line with good practice elsewhere in the sector and supports households to sustain their tenancies in homes that are safe and meet their needs.

2. About this report

The purpose of this report is to demonstrate how Cornwall Housing Limited is progressing in meeting the general duty and specific duties of the Public Sector Equality Duty (PSED). The reporting period is the 12 months up to 31 December 2023.

3. Legislative context

Cornwall Housing Limited is obliged to produce public sector equality data as the general duty applies to bodies carrying out public functions on behalf of a public authority. CHL has specific duties under the Equality Act 2010 to publish information to demonstrate our compliance with the general equality duty.

The three aims of the general equality duty are

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The Equality Act explains that the second aim (advancing equality of opportunity) involves, in particular, having due regard to the need to

- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.
- Encourage people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

4. Organisational Priorities

CHL has a new mission statement 'Safe Homes in Strong Communities for One and All'. This was the product of both employee and resident consultation. The statement will be used to

help define the actions and behaviours to drive performance across the organisation in the next reporting period. For the year 2024/25 the following 10 priorities will determine where our efforts will be focused to improve how we work and enhance our service delivery.



Our Homes

Complete actions to lift
Regulatory Notice

Deliver stock condition
improvement plan

Grow Contractor capacity
and quality



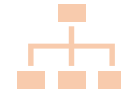
Our Residents

Launch our new resident
engagement approach

Relet properties quicker

Review tenancy
management service
delivery

Review our approach to
service charges



Our Organisation

Positively change the
company culture

Improve the IT systems

Prepare for inspection

CHL is committed to promoting fairness and opportunity and working towards further developing good practice around equality and diversity outcomes. We will support improving the quality of life for local communities, supporting our workforce, promoting equality, eliminating discrimination, harassment, hate crime and will ensure fair and open access to all services we deliver.

5. Organisational Context

Following CHL's exit from the Corserv Group in September 2023, significant changes have been made across the delivery of services.

- A new resident engagement strategy has been approved by the board and we want this to drive a new approach to resident engagement and input into service improvement
- Reporting governance has been reviewed to ensure a full consideration of resident/employee considerations for all decisions.
- A new Resources Directorate has been created and this will provide synergies and ensure that cross cutting themes and expected support functions are provided effectively to CHL.
- In 2024, a People Strategy will be developed, focused on an improvement journey towards making CHL a great place to work. This will start with establishing 'brilliant basics', including an assessment of CHL's current culture and a plan to involve key stakeholders in how to shape the organisation to be the place it should be.
- The induction process will be refreshed to support new employees when they join and also move into new roles, including training for new and existing managers in areas such as recruitment, ED&I, performance management, risk assessments and safety responsibilities.
- There will be a focus on learning and development designed to enhance the operational

performance and support improvements in behaviour and individual capabilities. The team will collaborate with the employee led wellbeing group to develop the approach to health & wellbeing, with initiatives around mental health, financial wellbeing and other areas important to the wellbeing of our employees.

6. Equality Objectives

These are reviewed and new equality objectives are set every four years. With CHL exiting the Corserv Group these objectives have been revisited to reflect the improvement journey required within the organisation and going back to 'brilliant basics.' A clear focus on improving the company awareness of equality and diversity is needed as well as being able to define an informed approach.

Cornwall Housing has significant challenges as a result of the pandemic and the cost-of-living crisis. We see huge demand for our homes and cost pressures whilst maintaining them.

With this in mind Cornwall Housing will be looking to

- Develop an appropriate Equality, Diversity & Inclusion Strategy, policy and associated guidance that encompasses both operational and employment related matters.
- Deliver clear and meaningful training to teams covering Equality, Diversity & Inclusion
- Actively encourage employees to update their equality information within the HR system
- Review its tenant database to ensure it holds accurate equality information that will assist with the customer experience and provide data for future publishing periods.
- Ensure that data collected is used to inform decision making and helps shape service delivery and policy

This should help to provide a more accurate picture of the equality landscape within the organisation and support our employees in feeling empowered when talking about equality and diversity issues.

7. Activities Underway

- Reviewing our operational and employment policies and completing Equality Impact Assessments for each final document.
- Equality, Diversity and Inclusion training e-learning is available for all employees.
- Bespoke workshops and training have been offered in topics such as Mental Health First Aid, Suicide Awareness and Suicide First Aid.
- All employees are being provided with personal safety training
- The recently formed in house People team continues to run our equality data campaign to encourage all our employees to provide or update their personal details within our self-service HR function.
- Development of an intranet site with a dedicated page for Health and Wellbeing and a section for Equality and Diversity provides employees with our commitment to Equality and Diversity, our policy and access to a wide range of resources including those

available from Cornwall Council.

8. Employee Data

Workforce profile by gender (based on 100% of workforce data)

Year	Total Headcount	Female	%	Male	%
2023	239	152	63.6%	87	36.4%
2022	146	87	59.9%	59	40.4%
2021	400	197	49.2%	203	50.8%
2020	425	204	48%	221	52%

Following the reduction in the last reporting period due to a significant restructure, this reporting period has seen the workforce headcount increase by 93.

Headcount by area of business

	Female	Male	Total
Heads of Service	5	3	8
Manager	15	18	29
Skilled/Trade	5	33	38
*Support	127	33	160
Total	152	87	239

*Includes tenant support, technical, financial, lettings and property support roles. There is a clear gender segregation in the support and skilled/trade roles within the company.

Age representation

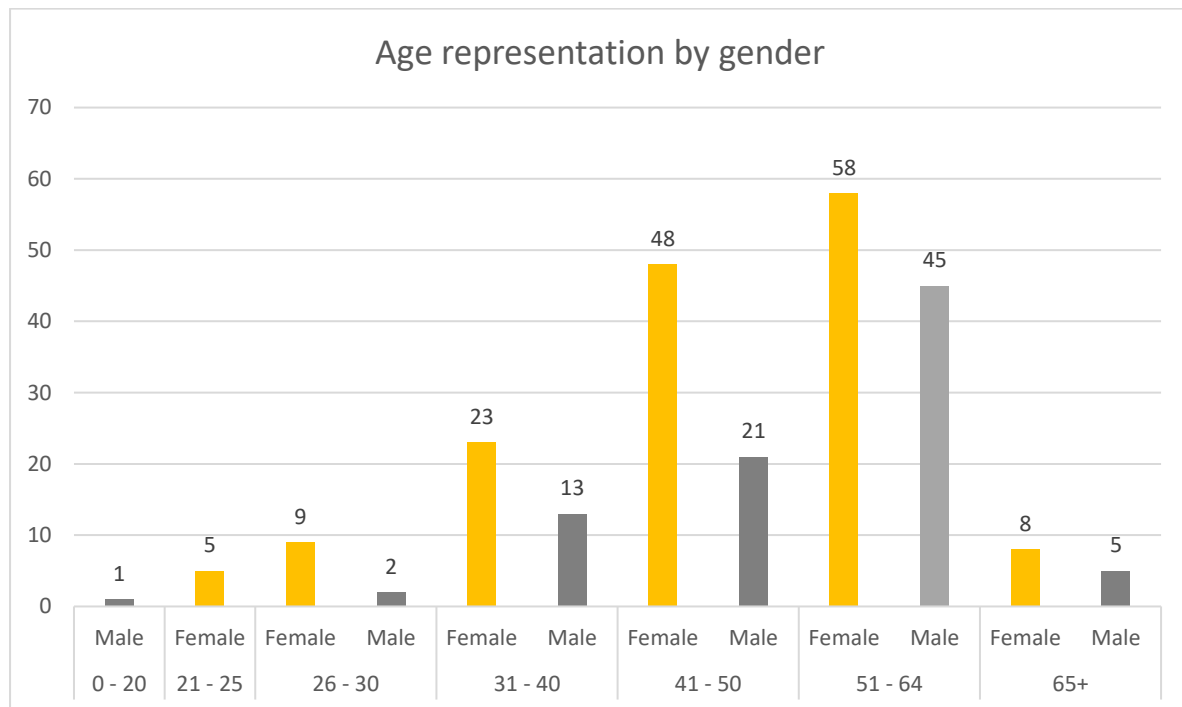
Year	Age Category	0-20	21-25	26-30	31-40	41-50	51-64	65+
2023	#	1	5	11	36	69	103	14
	%	0.4%	2.1%	4.6%	15.1%	28.9%	43.1%	5.9%
2022	#	0	1	5	21	41	69	9
	%	0.0%	0.7%	3.4%	14.4%	28.1%	47.3%	6.2%

CHL continues to have a greater proportion of the workforce above the age of 41 years old. 77.9% of the workforce are in the 41+ age range, with 7.1% representation of under 30-year-olds. Whilst this number has increased since the last reporting period, there is still significant work to be done with succession planning, development and retention of the younger workforce, as well as a renewed approach to attract a younger workforce to the company. The enhanced benefits in CHL do mean that people tend to stay longer in the business creating a potential talent block.

There has been an increase in joiners that are under 40 but the trend remains that the

majority of those joining are over 40, suggesting that more work needs to be done to attract talent across the age categories.

There are a diverse range of interesting career pathways in the organisation and there are continued efforts to look to provide opportunities locally and to the younger workforce.



63.5% of the CHL workforce is female. Across the majority of the age ranges there are more females than males within the organisation.

Average age vs Continuous service

Year	Average Age	Average Length of Service
2023	48.8	6.7
2022	50.7	11
2021	48.8	10.7
2020	48	10.4

The average age versus the length of continuous service has decreased in 2023. CHL underwent a restructure in 2022 and with the change of role and new structure being recruited to has had an impact on this.

Workforce data – Full-time vs Part-time

Year	Headcount	Full-time	%	Part-time	%
2023	239	202	84.5%	37	15.5%
2022	146	117	80.1%	29	19.9%
2021	400	325	81.3%	75	18.8%

2020	425	341	80.2%	84	19.8%
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Workforce Data – Full-time vs Part-time (by gender)

Year	Full-time				Part-time			
	Female	%	Male	%	Female	%	Male	%
2023	120	50.2%	82	34.3%	32	13.4%	5	2.1%
2022	62	42.5%	55	37.7%	25	17.1%	4	2.7%
2021	137	34.3%	188	47%	60	15%	15	3.8%
2020	140	32.9%	201	47.3%	64	15.1%	20	4.7%

The data for full-time versus part-time has remained constant.

Workforce Data – Permanent vs Temporary

Year	Headcount	Permanent	%	Temporary	%
2023	239	230	96.2%	9	3.8%
2022	146	140	95.9%	6	4.1%
2021	400	379	94.8%	21	5.3%
2020	425	364	85.7%	61	14.3%

In the main the majority of the workforce at CHL are in permanent employment. However, due to the impact of the restructure there has been the need for temporary workers to cover vacancies and to cover absences/extra workload.

Workforce Data – Protected characteristics

There has been an increase in number of those ‘Not stated’ in the criteria areas across all protected characteristics. All staff have access to update this information in the self-service HR system. The information regarding this functionality needs to be better communicated to employees on a regular basis and encouraged during induction.

Set out below is the completion rate against each criteria area:

Marital Status

Marital Status	Headcount	%
Married	39	16.3%
In a registered Civil Partnership	1	0.4%
Divorced	5	2.1%
Legally separated	1	0.4%
Separated but still legally married	0	0.0%
Never married and never registered a Civil Partnership	10	4.2%
Widowed	1	0.4%
Others (Common law)	1	0.4%
Not Stated	179	74.9%
Prefer not to say	2	0.8%

Ethnic Origin

Ethnic Origin	Headcount	%
Asian	0	0.0%
Black	0	0.0%
Mixed	1	0.4%
White	86	36.0%
Other	0	0.0%
Refused	1	0.4%
Not Stated	151	63.2%

Gender and sexual orientation

The options for gender include Female, Male, Gender fluid, Intersex, Nonbinary, Not specified, Other and Prefer not to say. The options for sexual orientation include Asexual, Bisexual, Gay man, Heterosexual/Straight, Lesbian/Gay woman, Other, Prefer not to say and withheld. Cornwall Housing offers the option for everyone who would like to provide more information on their gender or sexual orientation to do so, however in 2023 no data has been provided for either of these fields.

Religion

Religion	Headcount	%
Christianity	24	10.0%
Hinduism	0	0.0%
Muslim	0	0.0%
Paganism	0	0.0
Sikhism	0	0.0%
No religion	19	7.9%
Other	3	1.3%
Prefer not to say	2	0.8%
Not stated	191	79.9%

Disability

Disability	Headcount	%
Long standing illness or health condition (cancer, HIV, diabetes, chronic heart disease)	2	0.8%
Physical or mobility impairment	3	1.3%
Learning disability/difficulty	0	0.0%
Sensory impairment	3	1.3%
Not applicable	0	0.0%
Other	1	0.4%
Not Stated	230	96.2%

9. Demographical Challenges

According to the 2021 Census

- The population size of Cornwall has increased by 7.1%, from around 532,300 in 2011 to 570,300 in 2021. This is higher than the overall increase for England (6.6%).
- In Cornwall there has been an increase of 25.1% in people aged 65 years and over, an increase of 1.7% in people aged 15 to 64 years, and an increase of 4.3% in children aged under 15 years.

Cornwall represents an ageing population which reflects the workforce at Cornwall Housing. This may limit young people's opportunities to gain meaningful work experience and helping them make informed decisions about future careers.

- Ethnic group representation is low in Cornwall with 96.8% of the population identifying as white. 0.7% of people are Asian, British or Asian Welsh 0.2% of people are Black, Black British, Black Welsh, Caribbean or African 1.2% of people are from mixed or multiple ethnic groups 1.1% of people are from any other ethnic group.

This indicates that the organisation is representative for the county; whilst we would expect to see a change in this as we expand our talent pool to tackle skill shortages and to adapt to a more technologically mobile work environment, we advocate for providing opportunities for local people where possible. Unless the diversity landscape in the county changes, we may continue to see lower levels of ethnic group representation. What we can do is challenge diversity in other areas.

10. Resident Data

According to the 2021 Census

Contact us:

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Telephone: **0300 1234 161**

By letter, to **Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR**

Alternative formats:

If you would like this information on audio CD, Braille, large print or other please email the address above.