



## Highlights from Annual Diversity Report 2021-22

### Residents and People Who Use Our Services

- 91% of residents in General Needs Housing were age 59 or younger, compared to 72% across the general population and 78% in Care and Supported Housing.
- 67% of residents were female, with differences across General Needs Housing (72%) and Care and Supported Housing (36%).
- 75% of all residents were from a White British background, while the local population is 82% White British.

### Lettings

- 99% of new lead tenants in General Needs Housing were below age 59, while in Care and Supported Housing, 75% were age 59 or younger.
- 72% of General Needs lead tenants were female, compared to 44% in Care and Supported Housing.
- 71% of lettings were to lead tenants from a White British background, similar to 72% in Care and Supported Housing.

### Complaints

- 98% of complaints were made by residents aged 59 and below, reflecting the general age demographic of residents. Lead tenants aged 30-44 accounted for 45% of all complaints.
- 95% of complaints came from male residents, a higher proportion compared to the overall female resident population (67%). This trend has been observed in previous years.
- 78% of complaints were from residents with a White British background, in line with the overall resident demographic.

### Staff

- 72% of all staff were female.
- 49% of all staff were from an ethnic background.
- 72% of staff were aged between 30 and 59.
- 3% of staff declared a disability.

Compared to the general population in the areas where **People Living** operates, the organization has a higher proportion of female staff, a higher percentage of staff from Black/African/Caribbean/Black British backgrounds, and a higher proportion of staff aged between 35 and 64.

### Equality and Diversity Forum

The Equality and Diversity Forum was created to advance equality and diversity within the organization. Over the past year, the Forum has achieved the following:

- Ensured the Rooney Rule was applied during recruitment for a new Director vacancy.
- Established an Equality Hub on the Intranet, providing all staff access to the Forum's work.
- Set up a dedicated email address for staff to contact the group.
- Raised awareness of the 9 protected characteristics as outlined in the Equality Act 2010, through videos and articles on the platform MyTown.

The Equality and Diversity Forum has brought attention to the following topics:

- Challenging Gender Stereotypes for International Women's Day 2021
  - What is Ramadan?
  - Celebrating Pride Day (June 2021)
  - Promoting Equality and Diversity through the Equality Hub at **People Living**
  - Disability and Reasonable Adjustments
  - Marriage
  - International Older Person's Day
  - Black History Month
  - Suggested Books for Black History Month
  - World Menopause Day
  - Diwali – The Festival of Lights
  - Shared Parental Leave – Focus on Maternity and Pregnancy
  - Gender Reassignment
  - UK LGBT+ History Month
  - International Women's Day – Break the Bias
  - Celebrating Women's Achievements at Work for International Women's Day
  - World Autism Acceptance Week
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