

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. This is compared to 72% across the general population¹ and 78% across Care and Supported Housing.
- 67% of residents were female however proportions vary across General Needs Housing (72%) and Care and Supported Housing (36%).
- 75% of all residents were from a White British background (local population is 82% White British).



Lettings

- 99% of new lead tenants in General Needs Housing were below the age of 59. In contrast, Care and Supported Housing 75% proportion of tenants 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 compared to 72% in Care and Supported Housing.



Complaints

- 98% of complaints were made by residents age 59 and below; this is comparable to the proportion observed across all residents. Lead tenants age 30-44 accounted for 45% of all complaints made.
- 95% of complaints were from male residents, this is high compared to the proportion of females (67%) across all residents. The prevalence of male residents making complaints has also been observed in previous years.
- 78% of complaints were from residents from a White British background, which is broadly similar to proportion across all residents.



Staff

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

¹ Census 2011 data for the areas in which Hightown operate.

Compared to the population of the areas in which Hightown operates, Hightown has a higher proportion of females, a higher proportion of staff from a Black/African/Caribbean/Black British background and a higher proportion of staff between the ages of 35 and 64.

Equality and Diversity Forum



The Equality and Diversity Forum was formed to drive further change in relation to equality and diversity within the organisation. In the last year, the Equality and Diversity Forum have been able to achieve the following:

- Monitor that the Rooney Rule has been applied when recruiting to a new Director vacancy.
- Set up an Equality Hub on our Intranet providing all staff with access to the Forum and our work.
- Set up a dedicated email address to the group which staff can use if they wish to contact the group.
- Highlighted the 9 protected characteristics as set out by the Equality Act 2010. This has been done using videos and articles on MyTown to raise awareness.

The Equality and Diversity Forum has raised awareness of the following topics:

- ✓ Challenging Gender Stereotypes for International Women's Day 2021
- ✓ What is Ramadan?
- ✓ Celebrating Pride Day June 2021
- ✓ Driving Equality and Diversity within Hightown publicizing the Equality Hub
- ✓ Disability and Reasonable Adjustments
- ✓ Marriage
- ✓ International Older Person's Day
- ✓ Black History Month
- ✓ Black History Month Suggested Books
- ✓ World Menopause Day
- ✓ Diwali – the festival of Lights
- ✓ Focus on Maternity and Pregnancy – Shared Parental Leave
- ✓ Gender Reassignment
- ✓ UK LGBT+ History Month
- ✓ International Women's Day – Break the Bias
- ✓ International Women's Day - celebrating women's achievements at work
- ✓ World Autism Acceptance Week