

# Diversity & Inclusion monitoring report 2022

# Introduction

This report measures the impact of our D&I Strategy (everyone), People Strategy and Customer Engagement Strategy on the colleagues and customers of The Guinness Partnership.

Each year we carry out comprehensive analysis on the data available to us about our customers, colleagues and Board and Committee members, covering all Protected Characteristics covered by the Equality Act 2010. In certain areas, particularly in respect of our customers, we have some gaps in our data which we will be looking to close as part of the implementation of our Strategy.

Unless otherwise stated, the analysis considers undeclared data (ie. data fields which have been left blank). We have looked at trends over time and compared our data to the UK overall and to the housing sector, where possible, to form a picture of diversity and inclusion at Guinness.

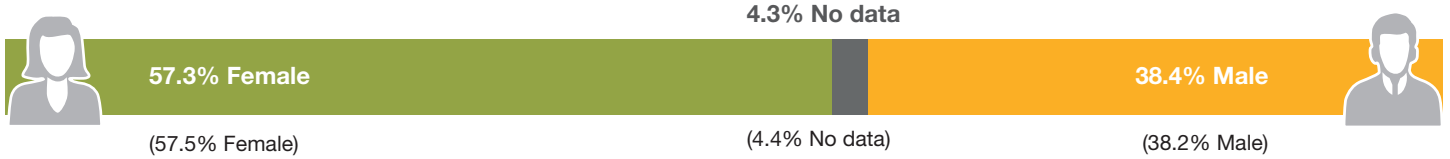
This monitoring report presents the key findings from the analysis, which this year shows an overall increase in the proportion of customers, colleagues and applicants completing their diversity data.

For comparison purposes, 2021 figures are provided in brackets.

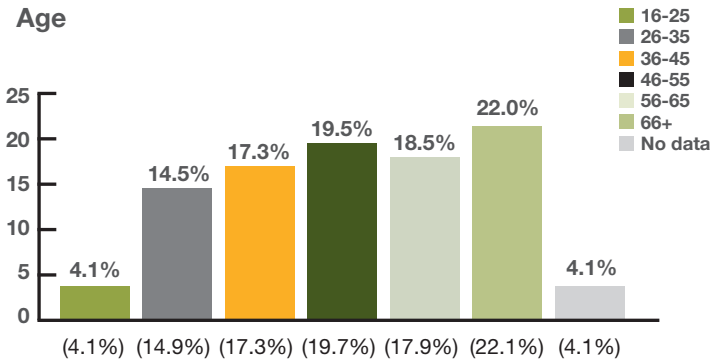
# Our Customers

Part of being a customer service organisation means knowing our customers. We use the data we have about our residents to provide relevant services that feel personal.

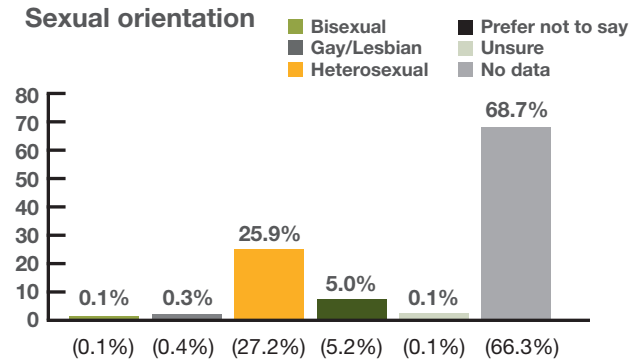
## Gender



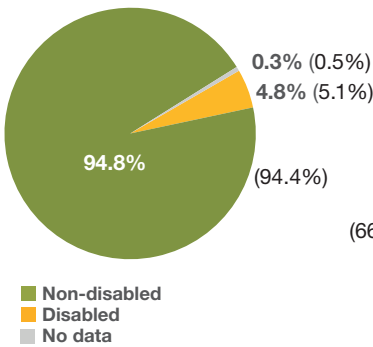
## Age



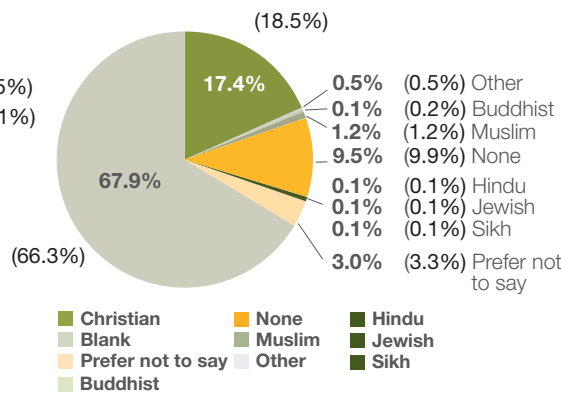
## Sexual orientation



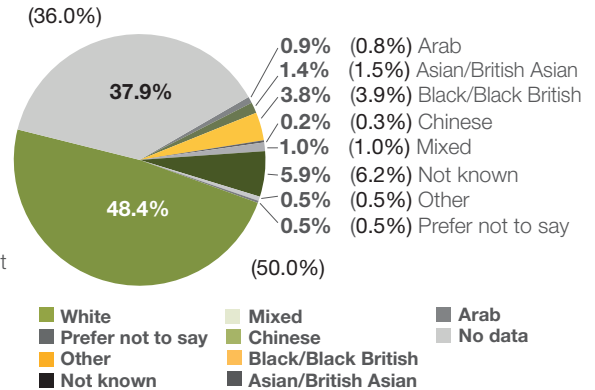
## Disability



## Religion or belief



## Ethnicity



There have been some changes to the age profile of our customer base, but otherwise there are no significant differences since last year. This is not surprising given the relatively low turnover of our homes.

## Age

- In previous editions of this report, we have reported an increase in the proportion of the youngest age group (16-25) within our new tenant base. The trend has not continued into this year; instead, this proportion has dipped for the first time in four years.
- There has been a significant increase in the proportion of those aged 56 or over.
- Our age distribution is broadly similar to the figures reported in the English Housing Survey, although we have more customers aged 36-45.
- The age profile of our homeowners has not changed significantly since last year; in the longer term (over past four years), there has been a gradual ageing of the customer base, with the proportion in the 55+ age cohorts increasing incrementally.

## Ethnicity

- The proportion of current tenants who are White is not significantly different from the sector (Guinness tenants: 86%; social housing tenants nationally: 85%)<sup>1</sup>
- There has been no change in proportion of White tenants over the past five years, after blank/unknown records are removed.
- The largest minority groups of tenants are Black or Black British (7.4%), White Other (4.0%), Asian or Asian British (2.8%), Mixed (1.8%).
- The percentage of tenants who are Asian or Asian British, Black, or Black British, Chinese, Mixed or from another ethnic group has not changed significantly over the past five years.
- In terms of lettings, the largest non-White group of new tenants were Black or Black British. This group has been the largest non-White group to whom we have let for the past five years.
- As for homeowners, across England as a whole, 93% of owner occupiers are White, which is similar to Guinness where 91% are White.<sup>2</sup>

## Gender

- The gender mix among new Guinness tenants correlates with the national average, with 60% being female.
- There is no difference in the gender balance between new tenants and main tenants.
- There is a fairly even split between male (51%) and female (49%) homeowners, (where we have this data).
- There are no meaningful trends in the gender balance of our customer base.

## Are some groups of customers more satisfied than others?

- Our tenant satisfaction for 2021/22 was 72%, two points lower than the previous year. This reflects challenges meeting responsive repairs demand following the Covid lockdown in January to April 2021.
- The reduction in satisfaction was seen across different genders and ethnicities, with no group reporting a deterioration in satisfaction that was disproportionate to the overall trend.
- Although there were no significant trends in satisfaction by ethnicity, tenants from ethnic minority groups are less satisfied than White British tenants. The introduction of Tenant Satisfaction Measures by the Regulator of Social Housing should allow us to benchmark our performance, analysed by ethnicity, compared to other providers.
- We did, however, see a significant drop in satisfaction among those aged 25-34 (from 74% to 63%). This returns the score for this group to close to the 2019/20 average, suggesting last year's score may have been the outlier. This corresponds with national data on life satisfaction.
- The satisfaction profile of homeowners is very similar to renters, with no significant differences by gender or ethnicity. There is a pattern of lower scores in the middle age groups (specifically those aged 45-64) but the differences are not as broad as for tenants.

## Access to the internet

As we extend our digital offer, we have checked whether the data suggests we are potentially excluding groups of people.

- Homeowners are more likely than tenants to have access to the internet (tenants: 79%; homeowners: 95%). These figures are on a par with the national average (which is encouraging as last year internet access among our renters was lower than average).
- Although internet access varies by age group, with older groups less likely to access, there has been a significant increase over the last year for customers aged 65 or over, continuing the trend from previous years.

<sup>1</sup> In order to compare national data with Guinness data, those tenants for whom we do not have data have been removed.

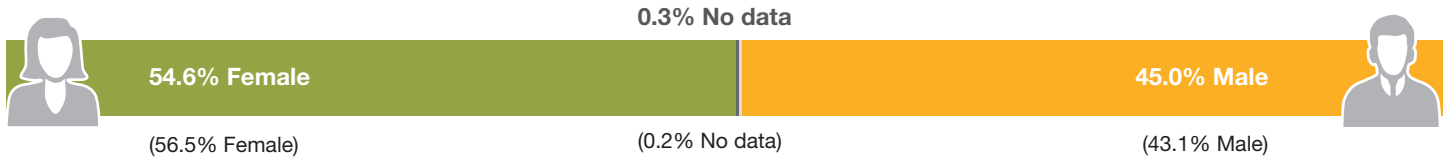
<sup>2</sup> In order to compare national data with Guinness data, the customers for whom we do not have data have been removed from the base.

# Our People

On 1 April 2022 Guinness employed 2,501 people. This is a slight decrease in overall headcount from the year before. Both GC and TGPL decreased in headcount however GP increased.

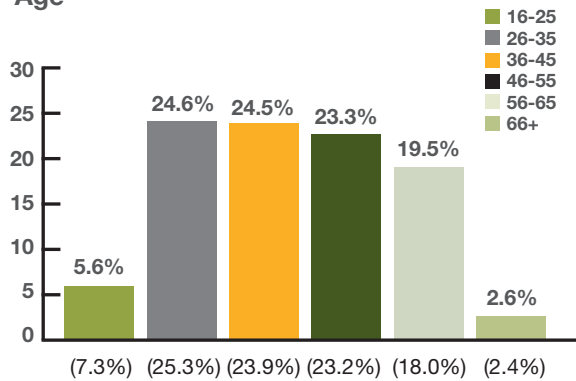
Understanding the diverse characteristics of our people helps to support our ambition to be a Great Place to Work. We continue to encourage colleagues to complete their diversity data to allow for more accurate insightful reporting.

## Gender

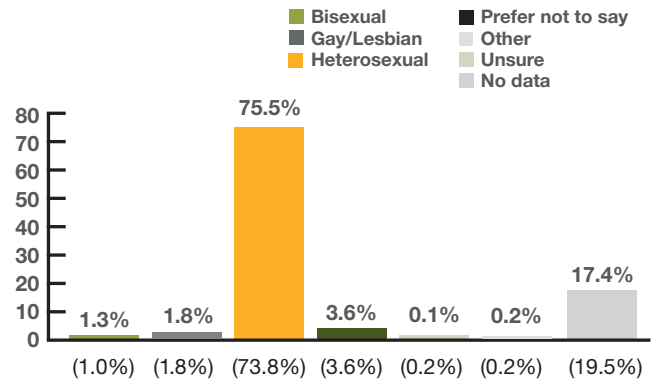


\* 0.1% of Guinness colleagues disclose as transgender. (0.2%)

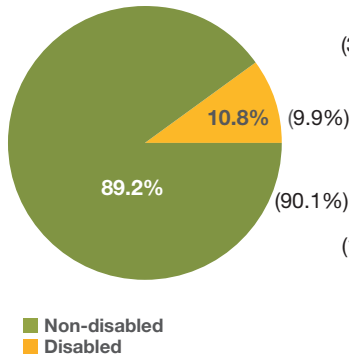
## Age



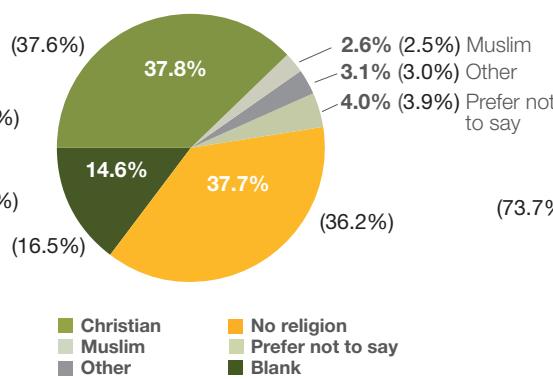
## Sexual orientation



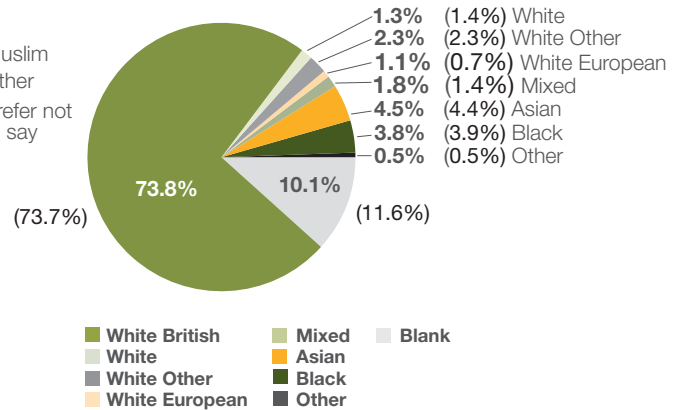
## Disability



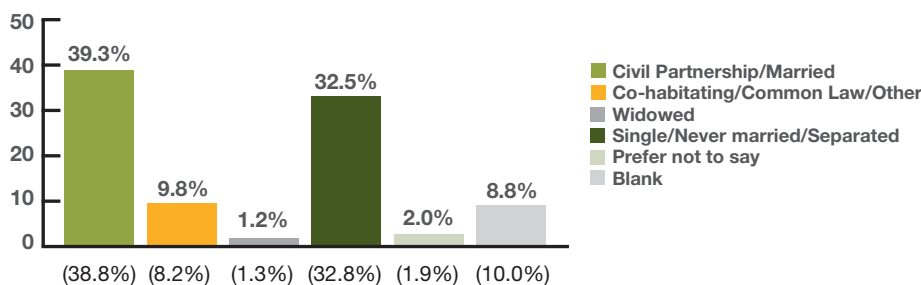
## Religion or belief



## Ethnicity



## Marriage and Civil Partnership



## Gender

The organisation employs more women than men, a trend that has continued for the last five years, however the proportion of women has decreased by 1.9% in the last year due to an increase in men at GP (0.8%) and GC (0.3%). Guinness Property still has a predominantly male workforce at 88.6% and Guinness Care is predominantly female at 88.3%. The leadership team is 54.5% male a decrease of 3.8% from last year. Colleagues in the most junior roles (grades A and B) are predominantly female (69.1%), however there are more male colleagues in grade C and D roles (59.1%). At more senior roles (grades E and F), the gender split is more even, with 50% women and 49.5% male (and 0.5% transgender).

## Age

There has been a slight decrease of 1.7% in the percentage of 16-25-year-olds employed by Guinness and an increase of 1.5% in colleagues aged 56-65. Within each entity of the Group, the largest age group is as follows: 26-35 in TGPL at 27.4%; 36-45 in GP at 27.3%; and 56-65 in GC at 25.3%. GC also has the largest portion of 66+ colleagues at 5.1% compared to GP at 1.2% and TGPL at 2%. The age groups to which the largest percentage of colleagues belong to are 26-35, 36-45 and 46-55. 45.5% of colleagues at grade G (Director) upwards are in the 46-55 bracket. 22% of our customers are aged 65+ however only 2.6% of our people are in that age group.

## Sexual orientation

In the last year, the proportion of colleagues who identify as heterosexual has increased by 1.7% to 75.5% to April 2022. 17.4% of colleagues have not completed this data, although this is an improvement of 2.1% from 19.5% incomplete in 2021. The percentage of colleagues who identify as gay/lesbian remains the same. This year, we have seen a 0.3% increase of colleagues who identify as bisexual. Grades E and F have the highest proportion of colleagues who are heterosexual at 85.2% and Grades C and D the lowest at 71.6%, (although grades C and D have the highest incompleteness rate at 22.1%).

## Disability

There has been a statistically significant increase in the percentage of colleagues who report a disability (from 9.9% in 2021 to 10.8% in 2022). TGPL has seen a decrease of 1.5% in colleagues with a disability, while GP and GC have both seen an increase (of 1.8% and 5.4% respectively). Over the last 2 years the proportion of GC colleagues with a disability has increased by a total of 7.5%. The highest proportion of colleagues with a disability is in grades C and D roles (at 10.4%), and the lowest in grade G roles where there are no colleagues with recorded disabilities.

## Religion or belief

There has been a 1.9% increase in the completion rates for this data over the last year. Across all entities there has been an increase in colleagues reporting no religion leading to an overall increase of 1.5% across the organisation. In Guinness Care we have seen a 2.9% increase in colleagues who identify as Christian. This may be attributed to the 4.9% increase in completion rates for GC. In GP we have seen increases in colleagues identifying as Christian (1.1%), Muslim (0.4%), or as having no religion (1%) - as well as a completion increase of 3.9%. Grade G has the highest proportion of colleagues with no religion (at 50%). The highest proportion of Christian colleagues are in grades E and F at 38.8% and the highest proportion of Muslim colleagues are in grades A and B at 3.6%.

## Ethnicity

In the last year we have seen a slight increase of 1.2% in colleagues identifying as being from a White ethnic background, as well as a 0.4% increase in colleagues who identify as being from an ethnic minority. Completion rates in this area increased by 1.5% across the organisation with the biggest increase of 4.4% in GC. TGPL has the largest proportion of ethnic minority colleagues at 13.6% (a decrease of 0.3% from last year), which is significantly higher than GC at 6.7% (which increased by 0.9%) and GP at 7.2% (which increased by 1.2%). The largest ethnic minority representation is at roles in grades C and D (11.4%), a slight increase of 0.3% from last year, however, there has been a decrease of 3.8% in ethnic minority representation in grade G (this represents one colleague who left during the year).

## Marriage and Civil Partnership

There has been an increase of 1.6% in colleagues who identify as cohabiting, common law or other across all entities of Guinness (and this proportion has been increasing since 2020). The proportion of colleagues who are

married or in a civil partnership has increased by 0.5%. Those who are single/never married has remained broadly the same at approximately a third of the organisation (32.5%). Grades A and B have the lowest proportion of colleagues who are married/civil partnered (at 32.4%) compared to grades E and F where 56.6% of colleagues are married or in a civil partnership.

### **Pregnancy and maternity**

In the last year, across the Group, there was a 0.4% increase to 1.7% in colleagues who took maternity leave.

### **Gender reassignment**

Of those who have disclosed this information, there has been no change in the number of colleagues whose gender is different to that assigned at birth (two) and both colleagues are employed in TGPL.

## **Recruitment**

We want to be attractive to a diverse range of talented people. We have analysed our general recruitment, as well as our recruitment for senior roles grades, (Heads of Service and Directors). We have looked at each stage of the process (application, interview, hire).

In this section we have focused on gender, ethnicity, age, sexual orientation, marriage and civil partnership, religion or belief and disability. Gender reassignment and pregnancy/maternity have not been included as data was not collected for these Protected Characteristics. More broadly, it should be noted that we have significant gaps in the data collected during the recruitment process. The analysis provided is based on known data, but should be viewed with caution.

### **Age**

- Guinness saw a slight increase in hires from younger age groups in 2021/22 (12.4% under 35, compared to 11.8% the year prior).
- Across age groups over 36 years old, the difference in the percentage of applications and hires is less than 1%. A positive sign indicating that age discrimination is not present within Guinness's recruitment process.
- Within senior roles, a higher percentage of hires (15.8%) come from 46-55 year olds than any other age group. This is followed by 26 – 35 year olds (12.3%) and 36 – 45 year olds (8.8%).

### **Disability**

- The percentage of people hired who had a disability has increased compared to 2019/20 (0.8%) and 2021/22 (1.1%) and now accounts for 1.5% of hires.
- Within senior roles, the percentage of applications with a disability was 2.5% and the percentage of hires was 2.0%.

### **Ethnicity**

- In 2021-22, a lower percentage of people from White backgrounds were hired (30.8%) than were interviewed (38.5%). This pattern is the same for people from BAME backgrounds (11.6% interviewed, 7.5% hired). This is due to an increasing proportion of "Prefer not to say" (4.6% interviewed, 5.4% hired) and "Not asked to provide" (45.3% interviewed, 56.3% hired) at each stage of the recruitment process. This trend is seen across recruitment for all grades of staff.
- The number of people from BAME backgrounds hired in 2021/22 (7.5%) was higher than in 2020/21 (3.2%) or 2019-2020 (0.8%)

### **Gender**

- Across Guinness, every year between 2018 and 2021, more females were hired than males. In 2021/22 this trend changed as Guinness hired more males (22.5%) than females (15.8%) - however it should be noted that this analysis is based on the data available, and 61.7% of hires did not provide their gender at the recruitment stage.

## Marriage and Civil Partnership

- Excluding “Prefer not to say” and “Not asked to provide”, the highest percentage of applications (18.2%) and hires (14.2%) come from single people. This was also the case in 2020/21 and 2019/20.

## Religion or belief

- When looking at the religion or belief of applicants, most applications in 2021-22 had stated were ‘Not asked to provide’ (51.1%) or they had No Religion (20.1%).
- Between 2019/20 and 2020/21 there was a decline in the number of hires who identified as Muslim (-0.9%). In 2021/22 there has been an increase compared to the previous year (+0.7%).
- In senior roles, Christians make up a smaller percentage of hires than applications (-14.8%) as do Muslims (-4.7%).

## Sexual orientation

- Since 2019-20 there has been an increase in the percentage of hires who identified as LGB each year, rising from 0.1% to 2.5%.
- Within senior roles, 1.8% of hires identified as LGB. This is an improvement on 2020/21 where 0% of hires identified themselves as LGB. However, 61.5% of hires to senior roles chose not to disclose this information during the application process, with 100% of hires to roles grade G and above choosing not to.

## Our Staff Forums

TGPL, GP and GC each has a Staff Forum. We monitor the diversity of these groups to ensure they are as representative of our colleague base as possible.

### Age

- The age profile of TGPL Staff Forum members is broadly similar to the TGPL colleague population they represent. The age profile of GP Staff Forum members is more middle to older aged than the GP employee population. The age profile of GC Staff Forum members has a higher proportion of colleagues in both the younger and older age ranges compared to the GC population.

### Disability

- 3.2% of members have a disability as of April 2022 (this represents one person, who is a member of the TGPL Forum). This is lower than the percentage of colleagues overall with a disability (10.8%).

### Ethnicity

- There has been an increase in members from ethnic minorities over the past five years. 12.9% of members overall report as being from a minority ethnic group as of April 2022. This is higher than the percentage of colleagues overall (10.6%).

### Gender

- Continuing the pattern seen over the past five years, more members were female than male at April 2022 (58.1%). This is higher than the overall percentage of female colleagues (54.6%).
- TGPL and GP Staff Forum members are predominantly male; GC has an all-female Staff Forum, which has been the case over the past five years.
- There is an over-representation of males on the TGPL Staff Forum and an over-representation of females on the GP and GC Staff Forum.

### Gender reassignment

- No Staff Forum members reported that their gender was not the same as at birth.

### Marriage and civil partnership

- 29.0% of Staff Forum members overall reported that they were married or in a civil partnership. This is lower than colleagues overall (39.3%).



### **Pregnancy and maternity**

- One Forum member was pregnant or on maternity leave.

### **Religion or belief**

- Overall the number of members who identified as Christian was 41.9%. This is slightly higher than the proportion of colleagues overall who report as Christian (37.8%).
- 2.6% of colleagues overall are Muslim. There is no disclosed Muslim representation on the Staff Forums.

### **Sexual orientation**

- 12.9% of members overall identified as LGB as at April 2022; this is higher than colleagues overall who identified as LGB (3.2%).
- Only TGPL Staff Forum had members who identified as LGB. 28.5% of TGPL Staff Forum members identified as LGB, higher than the TGPL colleague population (3.8%).

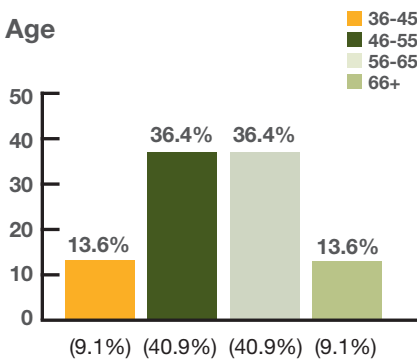
# Our Board and Committee Members

The data below looks at the diversity data of the Board and Committee members at 1 April 2022. Board membership is predominantly male. This differs from our colleagues and customers both of whom are predominantly female. Membership from ethnic minorities closely resembles our employee and customer population. There has been an increase of 4.5% in the proportion of members who report having a disability. This is lower than colleagues overall where 10.8% report having a disability but similar to our customers (4.8%).

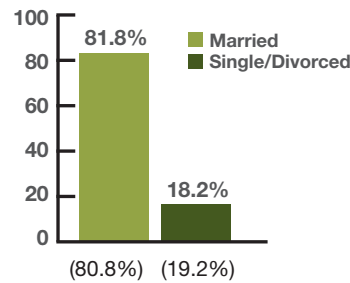
## Gender



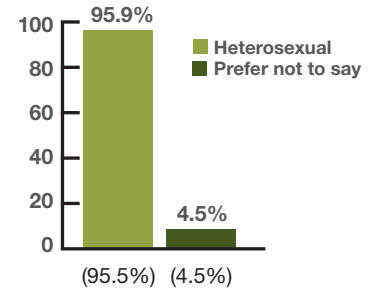
## Age



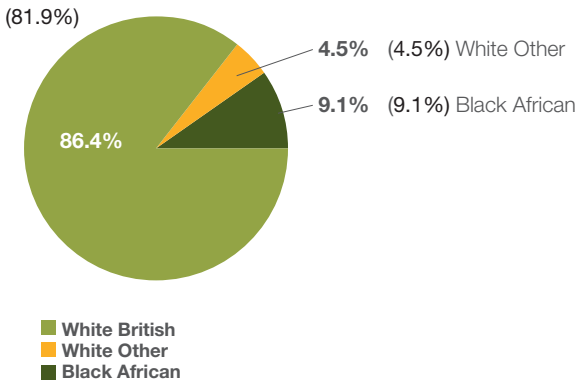
## Marriage and Civil Partnership



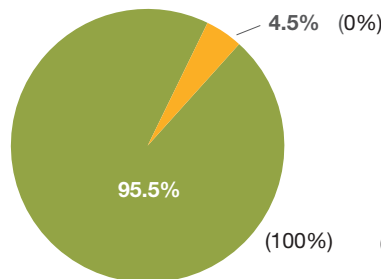
## Sexual Orientation



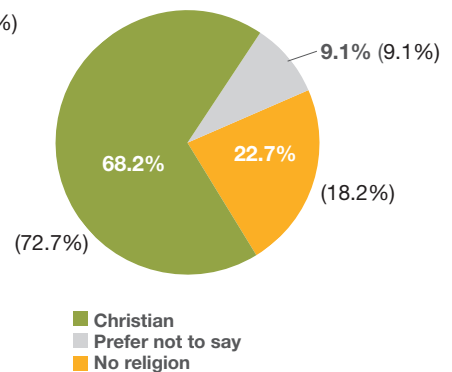
## Ethnicity



## Disability



## Religion or belief



## Gender

There has been a decrease of 4.6% in the proportion of female members from 36.4% to 31.8%. This is different to the gender composition of the workforce where 45% of colleagues are male and 54.6% are female. It is also different to customers where 38.4% are male and 57.3% are female.

## Age

The age profile of Board and Committee members has changed slightly in the last year. There has been a slight increase of members in the 36-45 age group and the 66+ age group - with decreases in the two age groups covering 46 to 65. The age profile of members is different to workforce picture where 54.7% are aged under 45 years and only 22.1% are aged over 56. It is also different to customers profile where a higher proportion (35.9%) are aged under 45 years and a lower proportion (40.5%) are in the 56+ age group.

### **Marriage and Civil Partnership**

Data relating to marriage and civil partnership remains fairly static (other than a slight movement caused by there being one fewer member in this year's dataset). The percentage who are married or in a civil partnership is very different to that of colleagues (39.3%).

### **Sexual orientation**

Sexual orientation data is unchanged compared to last year. The percentage of heterosexual members is higher than that of colleagues (75.5%).

### **Ethnicity**

In the last year there has been a slight increase of 4.5% in the proportion of White British members - this is due to a complete dataset being achieved this year.

The proportion of Board Members from ethnic minorities (9.1% Black African) closely resembles the overall colleague ethnic minority population of 10.6%.

### **Disability**

There has been an increase of 4.5% in the proportion of members who report having a disability. This is lower than colleagues overall where 10.8% state they have a disability. However, it is similar to our customer profile where 4.8% of people have told us they have a disability.

### **Religion or belief**

There has been a 4.5% decrease in members who identify as Christian to 68.2%. This is much higher than is seen in the profile of our workforce (37.8%) - whilst noting that 14.6% of colleagues have not disclosed their religion or belief.

### **Pregnancy and maternity and gender reassignment**

There was no data to report on either pregnancy and maternity or gender reassignment among members in April 2022.

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great homes  
a great place to work  
and a great business**



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