

Equality & Diversity Report

2021/22

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Executive Summary

This report is to collect together the Equality and Diversity data for 2021/22, with summaries of the current customer profile by the equality strands, along with a breakdown of those who have logged a complaint and are in arrears. Customer satisfaction is also included to demonstrate the perception from each equality strand.

This part of the report is to provide a brief summary of anything which we deem significant, and provide any background which is required.

Please see below for further details.

Complaints

On reviewing the data from 2021/22, the following can be determined:

- 70% of complaints were raised by females this year. In terms of profiling, 60% of customers fall into this category. 30% were from Males, falling beneath the OVH profile of 40% for this gender.
- 43% of the complaints were received from the 25 - 44 age group. This group accounts for 33% of OVH customers, so is a little higher than expected.
- Only a small percentage - 13% in total - was logged by the 65+ age group.
- 90% were received from Non-BME customers (7% identified themselves as BME).

Apart from gender and age, which will be reviewed, there are no other areas of concern. In general, the number of complaints received by the various different strands falls within what we would expect to see based on our customer profile.

As mentioned, there is lower number of complaints from the 65+ age group. The Performance and Customer Insight Team have already arranged to visit schemes, and work with this group of customers in the 2022/23 financial year.

Lettings

There is a higher proportion of lets to the 25-44 and 45-64 age groups. This is in line with the customer profiling, as these are the age groups with the largest number of people in.

Lets is slightly higher for BME customers, when compared to the profiling data. It was 16% in 2021/22, compared to 12% of customers who are a part of OVH.

Other E&D strands are generally in line with the customer profiling data.

Rent Arrears

There is a higher proportion of younger tenants in the 16-24 and 25-44 who are in the higher arrears brackets.

Satisfaction Survey Results

A full breakdown of customers satisfaction for each service area is provided on page 14, but a summary of the most noteworthy results are provided below:

- Complaint Feedback Survey - 59.6% satisfaction for Disabled customers. This is below the 21/22 satisfaction of 69.2% for this survey. This group filled in 47 surveys out of the 158 received for this service (28 satisfied).
- ASB Survey - 77.8% satisfaction for BME customers. This is below the 21/22 satisfaction of 88.5%. This diversity strand filled in 9 out of the 113 surveys received overall for this service (with 7/9 customers satisfied).
- For 'Sexual Orientation' the results look quite variable, including 33% satisfaction for Complaint Feedback, from customers who identify as Bisexual. However, only 5 customers responded from this diversity strand, which is the case for others too.
- Gas Repair Survey had 50% satisfaction from 2 customers who identified as a 'Gay Woman / Lesbian'. As with the example above, this makes it difficult when determining potential improvements.
- In general, though, the 25-44 age group registered lower overall satisfaction with services, including Day to Day Repairs (93.1%), Aids & Adaptations (83.3%), ASB (84.2%), and Complaint Feedback (62.5%).

OVH Customer Profile Compared to Sefton Profile

Please see the next two pages for the full breakdown of customer profile by the diversity strands. Where available, the Sefton E&D profile data is also included, for comparison purposes.

Gender

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Female	7835	60%	142553	52%
Male	5161	40%	131237	48%
Unknown / No Data	21	0%	-	-

Age

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
16 - 24	484	4%	29243	11%
25 - 44	4245	33%	62521	23%
45 - 64	5030	39%	77660	28%
65+	3224	25%	57011	21%
Unknown / No Data	34	0%	-	-
Other (0 - 15)	-	-	47355	17%

BME

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
BME	1614	12%	7049	3%
Non-BME	10961	84%	266741	97%
Prefer Not To Say	427	3%	-	-
Unknown/No Data	15	0%	-	-

Religious Belief

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Christian	6873	53%	210184	77%
Muslim	118	1%	1189	0.4%
No Religion	2939	23%	43196	16%
Other - Specify Below	271	2%	2188	1%
Prefer Not To Say	1504	12%	17033	6%
Unknown/No Data	1312	10%	-	-

Disability

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Yes	3670	28%	62061	23%
No disability	7356	57%	211729	77%
Unknown/No Data	1991	15%	-	-

Sexual Orientation

	OVH Profile	Percentage (OVH)
Bisexual	68	1%
Gay Man/Homosexual	65	0%
Gay Woman/Lesbian	62	0%
Heterosexual/Straight	10031	77%
Other - Specify Below	14	0%
Prefer Not To Say	1441	11%
Unknown/No Data	1336	10%

Transgender

	OVH Profile	Percentage (OVH)
No	4662	36%
Yes	18	0%
Unknown/No Data	8337	64%

Staff Profile

Gender

	Female		Male	
	Number	%	Number	%
One Vision Housing	110	63%	66	38%
Other Sovini Companies	129	21%	488	79%
Total	239	30%	554	70%

Average Age

	Number	Average Age
One Vision Housing	176	43
Total	793	42

BME

	White British		White		BME	
	Number	%	Number	%	Number	%
One Vision Housing	123	70%	27	15%	26	15%
Other Sovini Companies	367	59%	78	13%	172	28%
Total	490	62%	105	13%	198	25%

Sexual Orientation

	Asexual		Bisexual		Declined		Gay Man / Homosexual		Gay Woman / Lesbian		Heterosexual / Straight		Prefer Not to say		Queer		No Data	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
One Vision Housing	-	0%	1	1%	-	0%	1	1%	3	2%	164	93%	4	2%	-	0%	3	2%
Other Sovini Companies	4	1%	3	0%	4	1%	3	0%	3	0%	568	92%	17	3%	1	0%	14	2%
Total	4	1%	4	1%	4	1%	4	1%	6	1%	732	92%	21	3%	1	0%	17	2%

Disability

	No Disability		Disability	
	Number	%	Number	%
One Vision Housing	157	89%	19	11%
Other Sovini Companies	564	91%	53	9%
Total	721	91%	72	9%

Complaints Compared to OVH Customer Profile

Please see the next two pages for a breakdown of complainants in 2021/22 by each of the equality and diversity strands. This includes customer profile data for all tenants, for comparison purposes.

Gender

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
Female	278	69.8%	7,835	60%
Male	120	30.2%	5,161	40%

Age

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
16 - 24	20	5%	484	4%
25 - 44	170	43%	4,245	33%
45 - 64	158	40%	5,030	39%
65+	50	13%	3,224	25%

BME

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
BME	28	7%	1,614	12%
Non-BME	360	90%	10,961	84%
Prefer Not To Say	10	3%	427	3%
Unknown/No Data	0	0%	15	0%

Religious Belief

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
Christian	202	41%	6,873	53%
Muslim	2	1%	118	1%
No Religion	117	23%	2,939	23%
Other	7	2%	271	2%
Prefer Not To Say	46	12%	1,504	12%
Unknown/No Data	24	6%	1,312	10%

Disability

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
Yes	129	32%	3,670	28%
No disability	215	54%	7,356	57%
Unknown/No Data	54	14%	1,991	15%

Sexual Orientation

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
Bisexual	4	1%	68	1%
Gay Man/Homosexual	3	1%	65	0%
Gay Woman/Lesbian	10	3%	62	0%
Heterosexual/Straight	315	79%	10,031	77%
Other	0	0%	14	0%
Prefer Not To Say	34	9%	1,441	11%
Unknown/No Data	32	8%	1,336	10%

Transgender

	Number of Complaints	% of All Complaints	Customer Profile	Customer Profile %
No	179	45%	4,662	36%
Yes	0	0%	18	0%
Unknown/No Data	219	55%	8,337	64%

Lettings Compared to the OVH Customer Profile

Please see the next two pages for a breakdown of lettings made in 2021/22 by each of the equality and diversity strands. This includes customer profile data for all tenants, for comparison purposes.

Gender

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Female	801	63%	7,835	60%
Male	468	37%	5,161	40%
Unknown/No Data	12	1%	-	-

Age

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
16 - 24	220	17%	484	4%
25 - 44	668	52%	4,245	33%
45 - 64	285	22%	5,030	39%
65+	106	8%	3,224	25%
Unknown/No Data	2	0.2%	-	-

BME

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
BME	208	16%	1,614	12%
Non-BME	1053	82%	10,961	84%
Prefer Not To Say	12	1%	427	3%
Unknown/No Data	8	1%	15	0%

Religious Belief

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Christian	519	41%	6,873	53%
Muslim	11	1%	118	1%
No Religion	383	30%	2,939	23%
Other	8	1%	271	2%
Prefer Not To Say	212	17%	1,504	12%
Unknown/No Data	148	12%	1,312	10%

Disability

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Yes	337	26%	3,670	28%
No disability	817	64%	7,356	57%
Unknown/No Data	127	10%	1,991	15%

Sexual Orientation

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Bisexual	7	1%	68	1%
Gay Man/Homosexual	10	1%	65	0%
Gay Woman/Lesbian	10	1%	62	0%
Heterosexual/Straight	996	78%	10,031	77%
Other	0	0%	14	0%
Prefer Not To Say	117	9%	1,441	11%
Unknown/No Data	141	11%	1,336	10%

Transgender

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
No	1088	85%	4,662	36%
Yes	2	0.2%	18	0%
Unknown/No Data	191	15%	8,337	64%

Rent Arrears Compared to OVH Customer Profile

Gender

	Female	Male	Unknown / No Data	Total
Clear	69%	68%	73%	68%
£0-£250	11%	13%	0%	12%
£250-500	6%	5%	5%	6%
£500-£1000	6%	5%	9%	6%
£1000-£2000	4%	4%	9%	4%
£2000-£5000	3%	4%	5%	3%
Over 5k	0%	0%	0%	0%
Unknown/No Data	0%	0%	0%	0%
Number	7864	5210	22	13096

Age

	16 - 24	25 - 44	45 - 64	65+	Unknown / No Data	Total
Clear	40%	56%	69%	87%	71%	68%
£0-£250	13%	13%	13%	8%	26%	12%
£250-500	11%	8%	5%	2%	0%	6%
£500-£1000	12%	8%	5%	1%	3%	6%
£1000-£2000	9%	7%	4%	1%	0%	4%
£2000-£5000	12%	6%	2%	0%	0%	3%
Over 5k	2%	1%	0%	0%	0%	0%
No Data	2%	1%	0%	0%	0%	0%
Number	485	4260	5060	3257	34	13096

BME

	BME	Non-BME	Prefer Not To Say	Unknown/ No Data	Total
Clear	68%	68%	78%	60%	68%
£0-£250	10%	12%	11%	20%	12%
£250-500	6%	6%	3%	13%	6%
£500-£1000	6%	6%	3%	0%	6%
£1000-£2000	6%	4%	2%	7%	4%
£2000-£5000	4%	3%	1%	0%	3%
Over 5k	1%	0%	0%	0%	0%
No Data	0%	0%	0%	0%	0%
Number	1621	11028	432	15	13096

Religion

	Bahai	Buddhist	Christian	Hindu	Jewish	Muslim	No Religion	Other	Prefer Not To Say	Sikh	Unknown / No Data	Total
Clear	67%	63%	72%	47%	25%	47%	60%	67%	66%	50%	74%	68%
£0-£250	33%	11%	12%	27%	75%	14%	13%	14%	12%	0%	11%	12%
£250-500	0%	7%	5%	7%	0%	8%	8%	6%	6%	0%	4%	6%
£500-£1000	0%	11%	5%	13%	0%	9%	7%	5%	7%	0%	4%	6%
£1000-£2000	0%	0%	4%	0%	0%	8%	6%	5%	4%	50%	4%	4%
£2000-£5000	0%	7%	3%	7%	0%	12%	5%	3%	3%	0%	2%	3%
Over 5k	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%
No Data	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%
Number	3	27	6912	15	4	118	2953	220	1518	2	1324	13096

Sexual Orientation

	Bisexual	Gay Man	Gay Man / Homo-sexual	Gay Woman / Lesbian	Hetero-sexual	Hetero-sexual / Straight	Other	Prefer Not To Say	Unknown / No Data	Total
Clear	60%	74%	48%	61%	75%	50%	64%	73%	73%	68%
£0-£250	18%	20%	16%	11%	12%	12%	0%	11%	11%	12%
£250-500	3%	3%	6%	10%	4%	9%	14%	5%	5%	6%
£500-£1000	7%	3%	0%	5%	4%	10%	7%	5%	5%	6%
£1000-£2000	6%	0%	6%	8%	3%	8%	7%	3%	4%	4%
£2000-£5000	4%	0%	19%	2%	2%	8%	0%	2%	2%	3%
Over 5k	1%	0%	3%	3%	0%	1%	0%	1%	0%	0%
No Data	0%	0%	0%	0%	0%	1%	7%	0%	0%	0%
Number	68	35	31	62	6872	3216	14	1450	1348	13096

Disability

	No	Yes	Total
Clear	66%	72%	68%
£0-£250	11%	13%	12%
£250-500	6%	5%	6%
£500-£1000	6%	4%	6%
£1000-£2000	5%	4%	4%
£2000-£5000	4%	2%	3%
Over 5k	0%	0%	0%
No Data	0%	0%	0%
Number	7395	5701	13096

Transgender

	No	Yes	Unknown / No Data	Total
Clear	51%	50%	78%	68%
£0-£250	12%	28%	11%	12%
£250-500	9%	6%	4%	6%
£500-£1000	10%	11%	3%	6%
£1000-£2000	8%	0%	2%	4%
£2000-£5000	8%	6%	1%	3%
Over 5k	1%	0%	0%	0%
No Data	1%	0%	0%	0%
Number	4681	18	8397	13096

Satisfaction Survey Results

The tables on the next few pages show the results from each One Vision Housing transactional survey, broken down by the equality and diversity strands. The overall result is included too, for comparison purposes.

If there is anything which has fallen below the PI target for the survey, this has been highlighted so it can be clearly identified. This will help identify whether there is a potential area of concern, which may have impacted on the overall results. Please see the key below for further details. Anything which has seen a decrease of within 2% is within an expected variance, and not seen as a concern at this time.

A full commentary is provided in the Executive Summary.

Key:

Falls Below Survey Performance	
No Surveys for this E&D Strand	-

Gender

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
Female	96.2%	94.2%	98.0%	99.1%	95.0%	89.6%	95.3%	93.0%	99.0%	90.6%	67.5%
Male	100.0%	97.6%	98.1%	100.0%	93.8%	91.7%	97.5%	100.0%	100.0%	86.2%	46.8%
Unknown	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	91.7%	100.0%	100.0%	85.0%	67.9%
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158

Disability

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
Disabled	96.8%	94.1%	98.2%	100.0%	94.3%	94.0%	97.9%	93.8%	100.0%	97.0%	59.6%
No Disability	95.9%	95.9%	97.4%	98.5%	94.2%	89.0%	94.6%	96.3%	98.3%	85.4%	62.3%
Unknown	97.9%	100.0%	100.0%	100.0%	96.2%	85.3%	97.1%	100.0%	100.0%	84.4%	62.0%
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158

BME

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
BME	97.6%	90.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	96.0%	77.8%	75.0%
Non-BME	96.3%	95.6%	98.0%	99.1%	94.8%	90.1%	96.2%	95.1%	99.2%	91.5%	58.8%
Prefer Not To Say	96.7%	100.0%	95.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	50.0%	66.7%
Unknown	-	-	-	-	-	-	-	100.0%	-	-	-
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158

Religion

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
Buddhist	100.0%	100.0%	100.0%	-	-	-	-	-	100.0%	-	-
Christian	97.1%	95.0%	98.6%	99.4%	94.5%	89.7%	97.4%	99.0%	99.5%	88.9%	62.3%
Jewish	100.0%	-	100.0%	-	-	-	-	-	-	-	-
Muslim	-	100.0%	-	-	-	-	-	100.0%	100.0%	100.0%	-
No Religion	92.1%	93.8%	95.2%	97.5%	94.2%	87.5%	94.9%	94.7%	96.3%	88.2%	55.2%
Other	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Prefer Not To Say	95.8%	95.8%	98.3%	100.0%	93.2%	100.0%	90.2%	85.7%	100.0%	92.9%	61.1%
Unknown	98.7%	100.0%	100.0%	100.0%	96.6%	100.0%	96.3%	100.0%	100.0%	84.6%	61.5%
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158

Sexual Orientation

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
Bisexual	80.0%	100.0%	-	100.0%	100.0%	100.0%	50.0%	-	100.0%	100.0%	33.3%
Gay Man/Homosexual	-	-	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%
Gay Woman/Lesbian	100.0%	100.0%	50.0%	-	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%
Heterosexual/Straight	96.6%	95.3%	98.3%	99.0%	94.4%	90.0%	97.0%	95.9%	98.9%	90.5%	61.7%
Other - Specify Below	100.0%	-	-	-	-	-	-	-	-	-	-
Prefer Not To Say	95.4%	94.9%	96.6%	100.0%	92.9%	91.5%	95.5%	90.5%	100.0%	81.8%	46.2%
Unknown	97.4%	100.0%	100.0%	100.0%	96.7%	100.0%	96.2%	100.0%	100.0%	84.0%	62.8%
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158

Transgender

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
Yes	100.0%	-	-	-	-	100.0%	66.7%	-	-	-	-
No	95.3%	93.3%	96.8%	99.0%	91.1%	92.8%	95.0%	95.3%	99.2%	91.7%	70.2%
Unknown	96.9%	96.3%	98.5%	99.2%	95.9%	90.0%	97.2%	100.0%	99.1%	87.5%	57.7%
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158

Age

	Day to Day Repairs Target = 99%	Aids & Adaptations Target = 98%	Gas Repair Target = 98%	Gas Servicing Target = 99%	Home Improvement Target = 99%	Cleaning Services Target = 92%	Grounds Maintenance Target = 95%	New Tenant Target = 100%	Customer Service Centre Target = 96%	ASB Target = 94%	Complaint Feedback Target = 75%
16-24	100.0%	100.0%	100.0%	90.0%	60.0%	100.0%	100.0%	93.8%	100.0%	80.0%	80.0%
25-44	93.1%	83.3%	93.9%	99.0%	90.7%	90.2%	95.3%	96.6%	97.1%	84.2%	62.5%
45-64	94.7%	95.9%	98.1%	98.1%	97.2%	86.9%	95.6%	95.5%	98.4%	93.9%	59.0%
65+	98.8%	96.1%	99.6%	100.0%	95.3%	92.4%	97.0%	94.4%	100.0%	94.1%	54.2%
Unknown	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	90.9%	100.0%	100.0%	85.0%	67.9%
Overall (All Customers)	96.4%	95.6%	98.1%	99.2%	94.7%	90.9%	96.3%	95.8%	99.1%	88.5%	69.2%
Total Surveys	873	250	466	499	322	428	405	215	573	113	158