

Equality and Diversity Report

2023/24

Customer Experience Team

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Executive Summary

This report summarises the Equality and Diversity Data for 2023/24. It includes an analysis of current customer profiles against various equality strands, as well as a breakdown of those customers who have made a complaint, signed a new tenancy, or experienced financial hardship.

Complaints

On reviewing the data from 2023/24, the following can be determined:

- 61% of Customers are Female and 39% of Customers are Male. 58% of Complaints raised were by Females with 27% from Males. The remaining 15% of customer profile data is unknown due to complaints received from third parties.
- The 65+ age group appear to log proportionally fewer complaints at 14%. This age group makes up 25% of our customer profile. This is a trend that follows on from last year.
- Customers with a disability logged fewer complaints, with 25.1%, against customers with no disability who have logged 48.8% of complaints. The remaining complaints were from customers with an unknown profile.

Apart from gender, age and disability there are no other areas of significance to highlight. In general, the number of complaints received by the various strands falls within what we would expect to see, based on our customer profile.

Lettings

There was a lower proportion of lets to 16-24 age group of 12.5%, compared to 2022/2023 when it was 16.9%.

Lets to customers aged 25-44 was 48.6% in 2022/2023, this has increased in 2023/2024 to 51.7%.

Total Lets are slightly higher for BME customers with 13.2% of our properties let to BME customers in 23/24. Our total BME profile is 8.7%.

Rent Arrears

The highest proportion of tenants in arrears fall into the age categories 25-44 and 45-64. However, these age categories make up over 72% of our customer profile.

- The 16-24 age group are more likely to have low level arrears.
- The 65+ age group are more likely to have clear rent accounts.

Satisfaction Survey Results

A full breakdown of customer satisfaction for each service area in 2023/24 is provided in the report, but a summary of the most noteworthy results is provided below:

Ethnicity:

- BME customers were very satisfied with the majority of services they received in 2023/24. This includes 100% satisfaction with ASB case handling, the Customer Service Centre, and Grounds Maintenance.
- However, Cleaning Services received 66.7% satisfaction, with 10/15 customers satisfied with the service they received (this is below the overall satisfaction figure of 81.1%). Also, the Complaint Feedback Survey received 0% satisfaction from BME customers, though only 4 BME customers were surveyed.

Gender:

- Female customers were less satisfied than Males throughout 8 out of the 11 surveys conducted. Though in many of the cases there was only a minor difference. For instance, the Gas Repair Survey highlighted Male satisfaction at 100% and Female satisfaction at 96.9%.
- It should be noted, however, that Females completed significantly more surveys than Males in 2023/24. Males completed approximately 25% of surveys with Females completing 75%.

Sexual Orientation:

- A small cohort of customers who identified as LGBTQ+ completed the surveys in 2023/24, with many services receiving 100% satisfaction. This included Aids & Adaptations, ASB, Customer Service Centre Survey and Gas Repairs / Servicing.
- LGBTQ+ customers were less satisfied with Cleaning Services, with 44.4% satisfaction for this service (4/9 in total). The Day-to-Day Repair Survey received 10 satisfied responses out of 11 surveys in total for this strand (90.9%).

Disability:

- For customers with a disability, only four surveys showed lower satisfaction results when compared to those with no disability. These included Cleaning Services, Day to Day Repairs, Grounds Maintenance and New Tenant Survey.
- In terms of the surveys mentioned above, the difference in satisfaction was within a few percentage points. Apart from Cleaning Services, however, which was 79.5% satisfied for Disabled Customers, and 86.4% for those with No Disability.

Transgender:

- All Transgender customers surveyed were satisfied with the services they received.

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	8976	61.06%	142553	48%
Male	5687	38.68%	131237	52%
Unknown	38	0.26%	-	-

Age

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
16 - 24	489	3.3%	29243	15.3%
25 - 44	4870	33.1%	31261	16.3%
45 - 64	5623	38.2%	77660	40.6%
65+	3715	25.3%	53248	27.8
Unknown	4	0.03%	-	-

Ethnicity

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
BME	1284	8.73%	7049	3%
Non-BME	12627	85.89%	266741	97%
Prefer Not to Say	434	2.95%	N/A	N/A
Unknown	356	2.42%	N/A	N/A

Religion

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Bahai	3	0.02%	0	0.0%
Buddhist	31	0.2%	504	0.2%
Christian	7444	50.6%	210184	76.8%
Hindu	20	0.1%	525	0.2%
Jain	1	0.01%	0	0.0%
Jewish	4	0.03%	486	0.2%
Muslim	174	1.2%	1189	0.4%
Sikh	4	0.03%	105	0.04%
No Religion	3392	23.1%	43196	15.8%
Other	228	1.6%	568	0.2%
Prefer Not to Say	1705	11.6%	17033	6.2%
Unknown	1695	11.5%	0	0.0%

Sexual Orientation

	OVH Profile	Percentage (OVH)
Bisexual	72	0.5%
Gay Man	68	0.5%
Gay Woman/Lesbian	73	0.5%
Heterosexual	11187	76.1%
Other	13	0.1%
Prefer Not to Say	1583	10.8%
Unknown	1705	11.6%

Transgender

	OVH Profile	Percentage (OVH)
Yes	17	0.1%
No	5916	40.2%
Unknown	8768	59.6%

Disability

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Yes	3857	26.24%	62061	23%
No	8455	57.51%	211729	77%
Unknown	2389	16.25%	N/A	N/A

Complaints Compared to OVH Customer Profile

Please see the next two pages for a breakdown of complainants in 2023/24 by each of the equality and diversity strands. This includes customer profile data for all tenants, for comparison purposes.

Gender

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
Female	398	58.2%	8976	61.1%
Male	186	27.2%	5687	38.7%
Unknown	100	14.6%	38	0.3%

Age

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
16 - 24	25	3.7%	489	3.3%
25 - 44	237	34.6%	4870	33.1%
45 - 64	228	33.3%	5623	38.2%
65+	95	13.9%	3715	25.3%
Unknown	99	14.5%	4	0.0%

Ethnicity

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
BME	44	6.4%	1284	8.7%
Non-BME	520	76.0%	12627	85.9%
Prefer Not to Say	13	1.9%	434	3.0%
Unknown	107	15.6%	356	2.4%

Religion

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
Bahai	0	0.0%	3	0.0%
Buddhist	3	0.4%	31	0.2%
Christian	306	44.7%	7444	50.6%
Hindu	1	0.1%	20	0.1%
Jain	0	0.0%	1	0.0%
Jewish	0	0.0%	4	0.0%
Muslim	9	1.3%	174	1.2%
Sikh	0	0.0%	4	0.0%
No Religion	154	22.5%	3392	23.1%
Other	9	1.3%	228	1.6%
Prefer Not to Say	49	7.2%	1705	11.6%
Unknown	153	22.4%	1695	11.5%

Sexual Orientation

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
Bisexual	4	0.6%	72	0.5%
Gay Man	4	0.6%	68	0.5%
Gay Woman/Lesbian	3	0.4%	73	0.5%
Heterosexual	463	67.7%	11187	76.1%
Other	0	0.0%	13	0.1%
Prefer Not to Say	52	7.6%	1583	10.8%
Unknown	158	23.1%	1705	11.6%

Transgender

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
Yes	2	0.3%	17	0.1%
No	278	40.6%	5916	40.2%
Unknown	404	59.1%	8768	59.6%

Disability

	Number of Complaints	% of Complaints	Customer Profile	% of Customer Profile
Yes	172	25.1%	3857	26.2%
No	334	48.8%	8455	57.5%
Unknown	178	26.0%	2389	16.3%

Lettings Compared to OVH Customer Profile

Please see the next two pages for a breakdown of lettings made in 2023/24 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	% of Customer Profile
Female	682	59.4%	8976	61.1%
Male	454	39.6%	5687	38.7%
Unknown	12	1.1%	38	0.3%

Age

	Number of New Lettings	% of New Lettings	Customer Profile	% of Customer Profile
16 - 24	144	12.5%	489	3.3%
25 - 44	593	51.7%	4870	33.1%
45 - 64	293	25.5%	5623	38.2%
65+	118	10.3%	3715	25.3%
Unknown	0	0.0%	4	0.0%

Ethnicity

	Number of New Lettings	% of New Lettings	Customer Profile	% of Customer Profile
BME	152	13.2%	1284	8.7%
Non-BME	915	79.7%	12627	85.9%
Prefer Not to Say	12	1.0%	434	3.0%
Unknown	69	6.0%	356	2.4%

Religion

	Number of New Lettings	% of New Lettings	Customer Profile	% of Customer Profile
Bahai	0	0.0%	3	0.0%
Buddhist	6	0.5%	31	0.2%
Christian	355	30.9%	7444	50.6%
Hindu	1	0.1%	20	0.1%
Jain	0	0.0%	1	0.0%
Jewish	0	0.0%	4	0.0%
Muslim	16	1.4%	174	1.2%
Sikh	0	0.0%	4	0.0%
No Religion	359	31.3%	3392	23.1%
Other	8	0.7%	228	1.6%
Prefer Not to Say	127	11.1%	1705	11.6%
Unknown	276	24.0%	1695	11.5%

Sexual Orientation

	Number of New Lettings	% of New Lettings	Customer Profile	% of Customer Profile
Bisexual	8	0.7%	72	0.5%
Gay Man	4	0.3%	68	0.5%
Gay Woman/Lesbian	4	0.3%	73	0.5%
Heterosexual	734	63.9%	11187	76.1%
Other	0	0.0%	13	0.1%
Prefer Not to Say	127	11.1%	1583	10.8%
Unknown	271	23.6%	1705	11.6%

Transgender

	Number of New Lettings	% of Complaints	Customer Profile	% of Customer Profile
Yes	1	0.1%	17	0.1%
No	806	70.2%	5916	40.2%
Unknown	341	29.7%	8768	59.6%

Disability

	Number of New Lettings	% of Complaints	Customer Profile	% of Customer Profile
Yes	281	24.5%	3857	26.2%
No	598	52.1%	8455	57.5%
Unknown	269	23.4%	2389	16.3%

Customer Satisfaction

Overall Satisfaction

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
Overall Satisfaction (All Strands)	154 / 158	97.5%	105 / 117	89.7%	297 / 366	81.1%	67 / 114	58.8%	361 / 373	96.8%	733 / 771	95.1%	393 / 402	97.8%	412 / 413	99.8%	235 / 265	88.7%	87 / 88	98.9%	187 / 199	94.0%

Gender

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
Female	95.7%	90 / 94	90.3%	65 / 72	80.1%	137 / 171	54.3%	38 / 70	98.2%	275 / 280	94.8%	615 / 649	96.9%	278 / 287	99.7%	333 / 334	86.9%	106 / 122	100.0%	47 / 47	94.1%	111 / 118
Male	100.0%	54 / 54	85.2%	23 / 27	85.4%	140 / 164	62.5%	15 / 24	94.0%	63 / 67	96.2%	75 / 78	100.0%	87 / 87	100.0%	66 / 66	89.5%	111 / 124	97.2%	35 / 36	93.4%	57 / 61
Unknown	100.0%	10 / 10	94.4%	17 / 18	64.5%	20 / 31	70.0%	14 / 20	88.5%	23 / 26	97.7%	43 / 44	100.0%	28 / 28	100.0%	13 / 13	94.7%	18 / 19	100.0%	5 / 5	95.0%	19 / 20

Age

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
16 - 24	100.0%	1 / 1	100.0%	8 / 8	72.7%	8 / 11	25.0%	1 / 4	100.0%	6 / 6	96.4%	27 / 28	100.0%	10 / 10	100.0%	4 / 4	100.0%	7 / 7	100.0%	3 / 3	96.8%	30 / 31
25 - 44	100.0%	12 / 12	93.0%	40 / 43	81.7%	76 / 93	60.7%	17 / 28	98.1%	53 / 54	92.8%	232 / 250	97.2%	104 / 107	100.0%	77 / 77	90.7%	49 / 54	95.8%	23 / 24	93.9%	92 / 98
45 - 64	92.9%	39 / 42	86.5%	32 / 37	79.7%	110 / 138	51.2%	22 / 43	92.6%	88 / 95	93.4%	198 / 212	96.6%	112 / 116	100.0%	75 / 75	88.8%	95 / 107	100.0%	33 / 33	95.1%	39 / 41
65+	98.9%	92 / 93	72.7%	8 / 11	89.2%	83 / 93	70.0%	14 / 20	99.5%	191 / 192	98.3%	233 / 237	98.6%	139 / 141	99.6%	243 / 244	84.6%	66 / 78	100.0%	23 / 23	77.8%	7 / 9
Unknown	100.0%	10 / 10	94.4%	17 / 18	64.5%	20 / 31	68.4%	13 / 19	88.5%	23 / 26	97.7%	43 / 44	100.0%	28 / 28	100.0%	13 / 13	94.7%	18 / 19	100.0%	5 / 5	95.0%	19 / 20

Ethnicity

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
BME	3 / 3	100.0%	1 / 1	100.0%	10 / 15	66.7%	0 / 4	0.0%	11 / 11	100.0%	24 / 24	100.0%	10 / 11	90.9%	11 / 11	100.0%	9 / 9	100.0%	7 / 7	100.0%	21 / 23	91.3%
Non-BME	128 / 132	97.0%	86 / 96	89.6%	257 / 307	83.7%	52 / 86	60.5%	318 / 326	97.5%	646 / 683	94.6%	340 / 348	97.7%	373 / 374	99.7%	198 / 226	87.6%	71 / 72	98.6%	143 / 152	94.1%
Prefer Not To Say	11 / 11	100.0%	0 / 1	0.0%	6 / 9	66.7%	1 / 3	33.3%	5 / 6	83.3%	14 / 14	100.0%	10 / 10	100.0%	12 / 12	100.0%	9 / 10	90.0%	2 / 2	100.0%	0 / 0	-
Unknown	12 / 12	100.0%	18 / 19	94.7%	24 / 35	68.6%	14 / 21	66.7%	27 / 30	90.0%	49 / 50	98.0%	33 / 33	100.0%	16 / 16	100.0%	19 / 20	95.0%	7 / 7	100.0%	23 / 24	95.8%

Religion

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
Buddhist	-	0 / 0	100.0%	1 / 1	0.0%	0 / 2	-	0 / 0	-	0 / 0	66.7%	2 / 3	-	0 / 0	100.0%	1 / 1	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1
Christian	98.9%	87 / 88	93.0%	40 / 43	84.4%	146 / 173	57.8%	30 / 50	97.4%	221 / 227	95.7%	398 / 416	97.3%	215 / 221	100.0%	246 / 246	90.7%	127 / 140	97.9%	46 / 47	89.1%	49 / 55
Muslim	-	0 / 0	-	0 / 0	100.0%	4 / 4	-	1 / 1	100.0%	1 / 1	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0
Other	100.0%	3 / 3	100.0%	3 / 3	81.8%	9 / 11	0.0%	0 / 1	100.0%	9 / 9	90.0%	9 / 10	100.0%	5 / 5	100.0%	10 / 10	100.0%	5 / 5	100.0%	1 / 1	100.0%	2 / 2
Prefer Not To Say	100.0%	22 / 22	86.4%	19 / 22	73.2%	30 / 41	41.7%	5 / 12	100.0%	33 / 33	97.2%	70 / 72	97.4%	37 / 38	100.0%	53 / 53	81.3%	26 / 32	100.0%	13 / 13	95.2%	20 / 21
No Religion	87.5%	21 / 24	82.1%	23 / 28	84.9%	73 / 86	58.3%	14 / 24	95.1%	58 / 61	93.3%	180 / 193	98.9%	89 / 90	98.5%	67 / 68	84.2%	48 / 57	100.0%	16 / 16	96.2%	76 / 79
Unknown	100.0%	21 / 21	95.0%	19 / 20	71.4%	35 / 49	65.4%	17 / 26	92.9%	39 / 42	96.1%	73 / 76	97.9%	46 / 47	100.0%	35 / 35	93.3%	28 / 30	100.0%	9 / 9	95.1%	39 / 41

Sexual Orientation

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
Heterosexual	98.2%	108 / 110	85.9%	67 / 78	85.6%	231 / 270	58.7%	44 / 75	97.1%	270 / 278	95.0%	570 / 600	97.7%	293 / 300	99.7%	315 / 316	89.0%	178 / 200	98.5%	66 / 67	93.9%	124 / 132
LGBTQ+	100.0%	1 / 1	100.0%	2 / 2	44.4%	4 / 9	-	0 / 0	100.0%	4 / 4	90.9%	10 / 11	100.0%	7 / 7	100.0%	6 / 6	100.0%	2 / 2	100.0%	1 / 1	0.0%	0 / 1
Prefer Not To Say	93.1%	27 / 29	100.0%	15 / 15	73.0%	27 / 37	50.0%	7 / 14	97.8%	45 / 46	96.1%	74 / 77	98.0%	48 / 49	100.0%	55 / 55	84.4%	27 / 32	100.0%	9 / 9	95.8%	23 / 24
Unknown	100.0%	18 / 18	95.5%	21 / 22	70.0%	35 / 50	64.0%	16 / 25	93.3%	42 / 45	95.2%	79 / 83	97.8%	45 / 46	100.0%	36 / 36	90.3%	28 / 31	100.0%	11 / 11	95.2%	40 / 42

Transgender

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
Yes	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	0.0%	0 / 0	-	0 / 0	-	0 / 0
No	94.3%	50 / 53	88.2%	60 / 68	81.9%	136 / 166	48.6%	18 / 37	97.9%	95 / 97	95.8%	271 / 283	96.4%	134 / 139	100.0%	102 / 102	88.0%	103 / 117	100.0%	31 / 31	94.4%	135 / 143
Unknown	99.0%	103 / 104	91.8%	45 / 49	80.5%	161 / 200	63.6%	49 / 77	96.4%	266 / 276	94.7%	462 / 488	98.5%	258 / 262	99.7%	310 / 311	89.2%	132 / 148	98.2%	56 / 57	92.9%	52 / 56

Disability

	Aids & Adaptations		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair Survey		Gas Servicing Survey		Grounds Maintenance		Home Improvement		New Tenant Survey	
Disability	97.1%	68 / 70	90.9%	30 / 33	79.5%	89 / 112	69.6%	16 / 23	97.1%	133 / 137	94.5%	206 / 218	98.3%	115 / 117	100.0%	142 / 142	88.6%	78 / 88	100.0%	28 / 28	92.0%	46 / 50
No disability	96.9%	63 / 65	87.1%	54 / 62	86.4%	152 / 176	53.1%	34 / 64	97.1%	168 / 173	95.6%	408 / 427	97.2%	211 / 217	100.0%	214 / 214	91.3%	116 / 127	100.0%	47 / 47	94.5%	103 / 109
Unknown	100.0%	23 / 23	95.5%	21 / 22	71.8%	56 / 78	63.0%	17 / 27	95.2%	60 / 63	94.4%	119 / 126	98.5%	67 / 68	98.2%	56 / 57	82.0%	41 / 50	92.3%	12 / 13	95.0%	38 / 40

Rent Arrears Compared to OVH Customer Profile

Gender

Gender	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
	66.67%	15.38%	5.13%		10.26%		2.56%		100.00%
Female	68.01%	15.82%	7.12%	5.82%	2.37%	0.63%	0.02%	0.20%	100.00%
Male	69.02%	15.76%	6.49%	5.24%	2.21%	0.95%	0.09%	0.25%	100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%

Age

AgeBand	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
16 - 24	55.69%	19.25%	10.77%	9.11%	3.93%	0.83%		0.41%	100.00%
25 - 34	62.24%	17.04%	9.01%	7.88%	2.76%	0.98%		0.10%	100.00%
35 - 44	59.31%	18.10%	8.61%	8.36%	4.04%	1.30%	0.07%	0.21%	100.00%
45 - 54	62.93%	17.01%	8.16%	6.69%	3.34%	1.40%	0.04%	0.44%	100.00%
55 - 59	67.98%	17.95%	7.07%	4.76%	1.70%	0.48%	0.07%		100.00%
60 - 64	70.20%	17.10%	6.84%	4.19%	1.19%	0.21%	0.07%	0.21%	100.00%
65 - 74	80.56%	12.19%	4.03%	2.30%	0.62%	0.10%	0.05%	0.14%	100.00%
75 - 84	88.49%	8.53%	1.41%	0.91%	0.25%		0.08%	0.33%	100.00%
85+	86.08%	9.51%	1.39%	1.86%	0.93%		0.23%		100.00%
Unknown/No Data	100.00%								100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%

Ethnicity

BME	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
BME	75.59%	11.00%	5.46%	5.15%	1.87%	0.78%		0.16%	100.00%
Non-BME	67.66%	16.22%	7.05%	5.70%	2.36%	0.73%	0.06%	0.22%	100.00%
Prefer Not To Say	71.93%	13.92%	6.03%	5.10%	1.62%	1.16%		0.23%	100.00%
Unknown/No Data	64.25%	20.11%	6.70%	3.35%	3.91%	1.12%	0.28%	0.28%	100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%

Disability

DisabilityCategory	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
No	64.94%	16.58%	7.48%	6.80%	2.93%	0.99%	0.05%	0.22%	100.00%
Unknown/No Data	75.43%	12.30%	6.02%	3.56%	1.99%	0.51%	0.04%	0.13%	100.00%
Yes	71.65%	16.20%	6.05%	4.15%	1.24%	0.39%	0.08%	0.26%	100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%

Sexual Orientation

SexualOrientation	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
Bisexual	64.29%	20.00%	5.71%	10.00%					100.00%
Gay Man	68.12%	15.94%	5.80%	4.35%	1.45%	2.90%		1.45%	100.00%
Gay Woman/Lesbian	60.56%	21.13%	7.04%	8.45%	2.82%				100.00%
Heterosexual	66.98%	16.50%	7.09%	5.89%	2.51%	0.78%	0.04%	0.22%	100.00%
Other - Specify Below	38.46%	46.15%		15.38%					100.00%
Prefer Not To Say	70.09%	15.34%	6.97%	4.88%	1.52%	0.82%	0.13%	0.25%	100.00%
Unknown/No Data	76.93%	10.91%	5.49%	3.83%	2.06%	0.53%	0.12%	0.12%	100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%

Transgender

Transgender	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
No	61.38%	17.96%	8.45%	7.79%	3.02%	1.14%	0.07%	0.18%	100.00%
Unknown/No Data	73.19%	14.32%	5.79%	4.07%	1.85%	0.49%	0.05%	0.24%	100.00%
Yes	58.82%	17.65%	11.76%	5.88%	5.88%				100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%

Religion

Religion	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
Bahai	100.00%								100.00%
Buddhist	68.75%	15.63%	9.38%	6.25%					100.00%
Christian	69.96%	15.95%	6.07%	4.95%	2.16%	0.62%	0.04%	0.25%	100.00%
Hindu	65.00%	10.00%	10.00%	15.00%					100.00%
Jain		100.00%							100.00%
Jewish	75.00%		25.00%						100.00%
Muslim	54.49%	23.60%	10.67%	7.87%	2.81%	0.56%			100.00%
No Religion	62.03%	17.69%	8.93%	7.28%	2.77%	1.06%	0.06%	0.18%	100.00%
Other - Specify Below	70.61%	14.04%	7.02%	6.58%	1.75%				100.00%
Prefer Not To Say	66.33%	16.33%	7.23%	6.35%	2.29%	1.06%	0.12%	0.29%	100.00%
Sikh	100.00%								100.00%
Unknown/No Data	77.42%	10.31%	5.39%	3.73%	2.37%	0.59%	0.06%	0.12%	100.00%
Total	68.39%	15.80%	6.87%	5.58%	2.33%	0.75%	0.05%	0.22%	100.00%