

Equality, Diversity, and Inclusion Annual Report April 2023- March 2024 Data Appendix

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South Tyneside Borough data

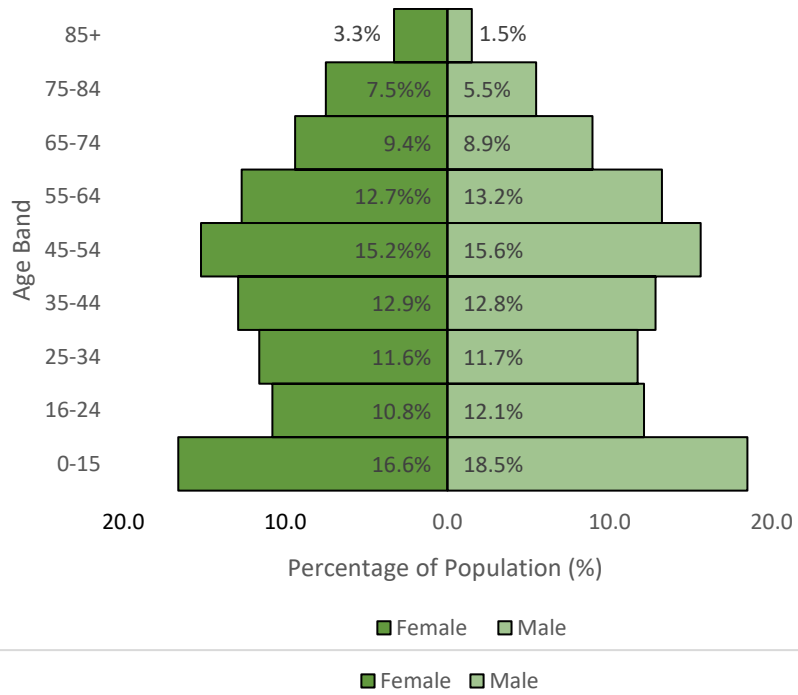
As some of our services are delivered to both South Tyneside Homes (STH) customers as well as South Tyneside residents who privately own or rent it is important for us to consider data from both our own customers as well as the make-up of the wider Borough as a whole. Much of the data we have about the Borough of South Tyneside is from the 2021 census.

Age and sex¹

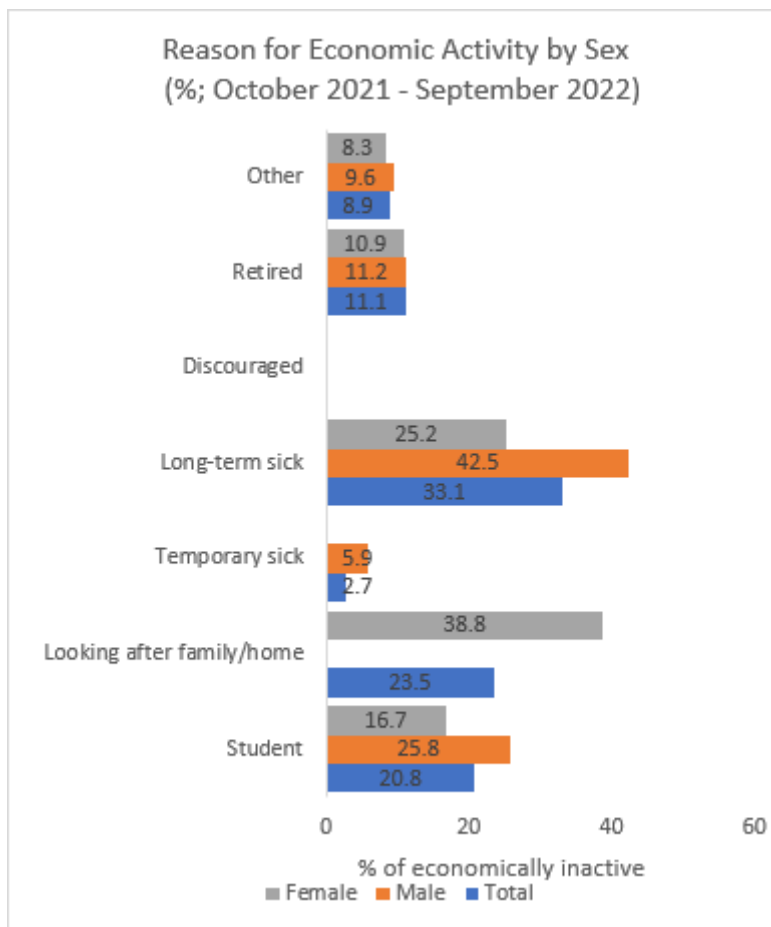
- On Census Day 2021, 147,776 people lived in South Tyneside – 51.5% people were recorded as female and 48.5% were recorded as male.
- The largest proportion of South Tyneside's population are aged 15 and under and the smallest proportion of the population are 85+.
- Between 2011-2021, census estimates show that:
 - South Tyneside's total population decreased by 0.2% (351 people).
 - The 16-24 population decreased by 22.2% (3773 people).
 - The 65-74 population increased by 25.8% (3518 people).
 - The working age (16-64) population decreased by 5.1% (4894 people).
 - The 65+ population increased by 14.8% (3985 people).

¹ [Ethnic group - Census Maps. ONS](#)

Total Population by Age Band
(%; 2011 Census)



Economic activity by sex

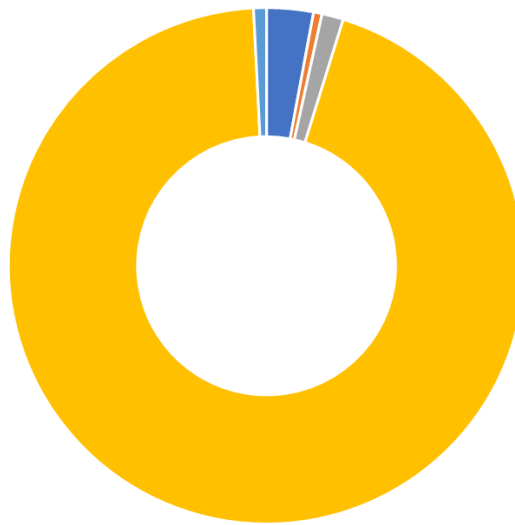


Ethnicity²

- The vast majority (94.4%) of South Tyneside residents identified themselves as white in the 2021 Census. This is similar to the North East percentage (93%), but 13.4 percentage points higher than the England-wide percentage (81%).
- The second most common Ethnic Group identified with in South Tyneside is Asian/Asian British/Asian Welsh. The largest proportion of this community's members live in South Shields East, followed by South Shields West.

² [Ethnic group - Census Maps, ONS](#)

Ethnic Group Identified With (Number of People; Census 2021)						
	Asian, Asian British or Asian Welsh	Black, Black British, Black Welsh, Caribbean or African	Mixed or Multiple Ethnic Groups	White	Other Ethnic Group	Total
South Tyneside	4317	786	1995	139483	1196	147777



- Asian, Asian British or Asian Welsh (2.9%)
- Black, Black British, Black Welsh, Caribbean or African (0.5%)
- Mixed or Multiple Ethnic Groups (1.4%)
- White (94.4%)
- Other Ethnic Group (0.8%)

Ethnicity, migration and identity³

95.6% of people in South Tyneside were born in the UK and 92.7% of people's address on Census Day 2021 was the same as the year prior.

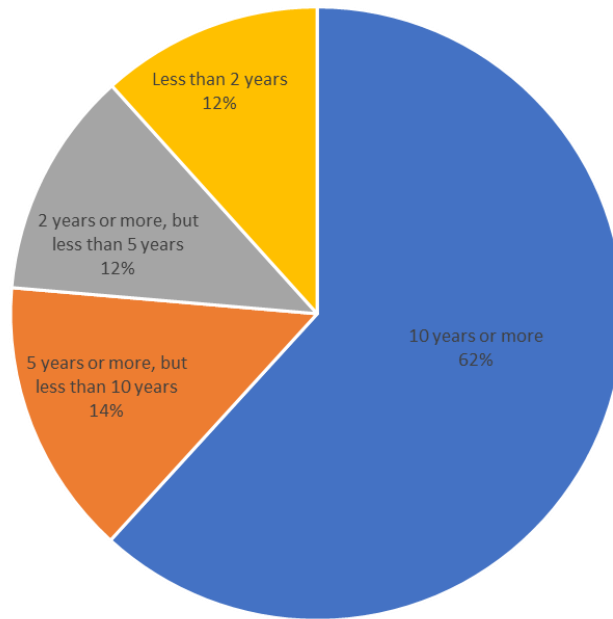
Out of those people not born in the UK, the majority have lived in the UK 10 years or more.

In terms of where people they feel they belong or could think of as home (national identity):

³ [National identity - Census Maps, ONS](#) [Length of residence in the UK - Census Maps, ONS](#) [Migrant indicator - Census Maps, ONS](#)

- 97.1% of people said they have one or more UK identity.
- 0.5% of people said they have a UK identity and a non-UK identity.
- 2.4% of people said they had a non-UK identity only.

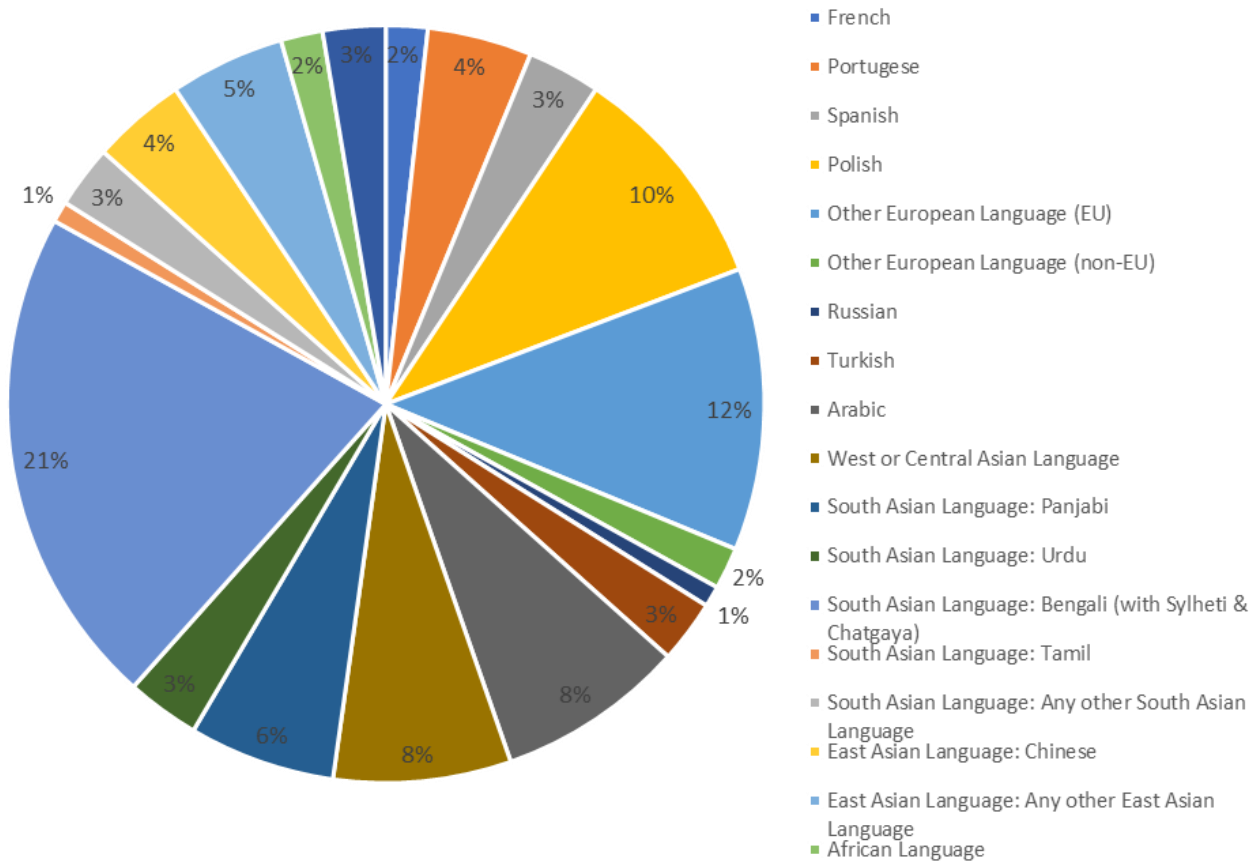
Length of Residence of People Born Outside the UK
(%; Census 2021)



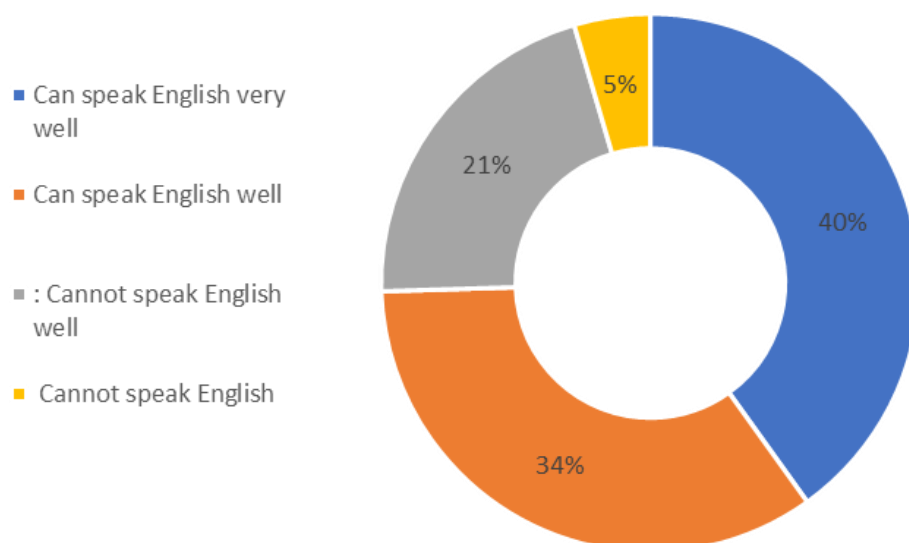
Ethnicity and language⁴

- There are at least 77 different languages spoken throughout South Tyneside!
- In 2021, English was the first language of 97.74% of people across the borough.
- The graph below shows the main languages spoken by the 2.26% of the population whose first or preferred language is not English.
- Nearly 3 in 4 people whose main language is not English can speak it well or very well.

⁴ [Main language detailed, Census Maps, ONS](#) [Proficiency in English language - Census Maps, ONS](#) [Siled - Census Maps, ONS](#)



English Language Proficiency of People Whose Main Language is not English
(% ; Census 2021)



Top 10 First/Preferred Languages in South Tyneside		
Main Language Spoken (Population Aged 3+)	Number of People	Percentage of Population (%)
English	140074	97.74
Bengali (with Sylheti and Chatgaya)	693	0.48
Polish	317	0.22
Arabic	262	0.18
Panjabi	202	0.14
Portuguese	146	0.10
Persian or Farsi	114	0.08
Kurdish	110	0.08
Urdu	102	0.07
Romanian	98	0.07

Religion and belief⁵

- Just over half (52.6%) of South Tyneside residents identify as Christian – this is slightly higher than the England-wide percentage of 46.3%.
- The population of Cleadon and East Boldon has the highest proportion of people that identify as Christian (64.7%).
- People who identify as Muslim make up the second largest religious group in the borough (2.5%) – this is smaller than the England-wide percentage of 6.7%.
- The population of South Shields East has the highest proportion of people that identify as Muslim (17.3%), followed by South Shields West (11.6%).
- Around 2 in 5 people in South Tyneside do not identify with any religion.

Religion in South Tyneside		
	Number of People	Percentage of Population (%)
No religion	58045	39.3
Christian	77783	52.6
Buddhist	264	0.2
Hindu	259	0.2
Jewish	36	0.0
Muslim	3736	2.5
Sikh	461	0.3
Other religion	520	0.4
Not answered	6672	4.5

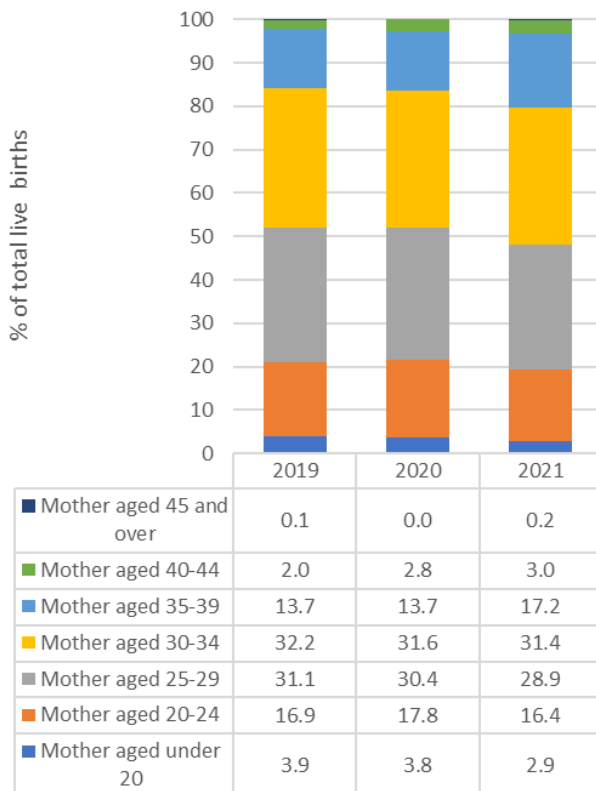
Religion in England		
	Number of People	Percentage of Population (%)
No religion	20715664	36.7
Christian	26167899	46.3
Buddhist	262433	0.5
Hindu	1020533	1.8
Jewish	269283	0.5
Muslim	3801186	6.7
Sikh	520092	0.9
Other religion	332410	0.6
Not answered	3400548	6.0

⁵ [Religion - Census Maps, ONS](#)

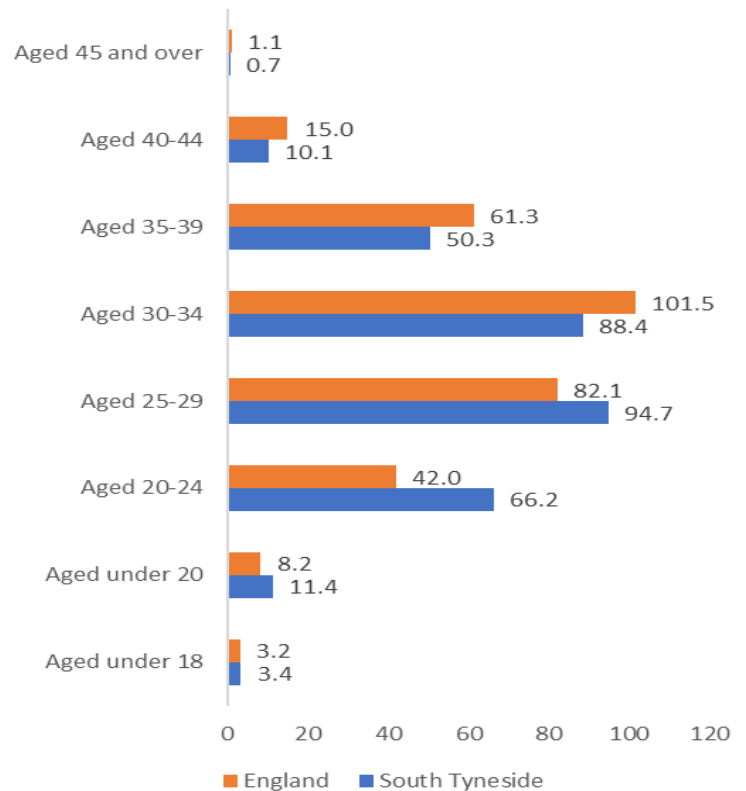
Pregnancy and maternity⁶

- 2021 data shows that the General Fertility Rate (GFR) in South Tyneside was 55.5, compared to 54.3 England wide. This is the number of live births per 1000 female population.
- The average age of mother was 29.6 in South Tyneside, and 30.9 in England.
- The age-specific fertility rate in mothers under 29 is higher in South Tyneside than across England, but lower for mothers 30+.
- The greatest proportion of live births were to women aged between 25-34.

Live Births by Age of Mother in South Tyneside (%)



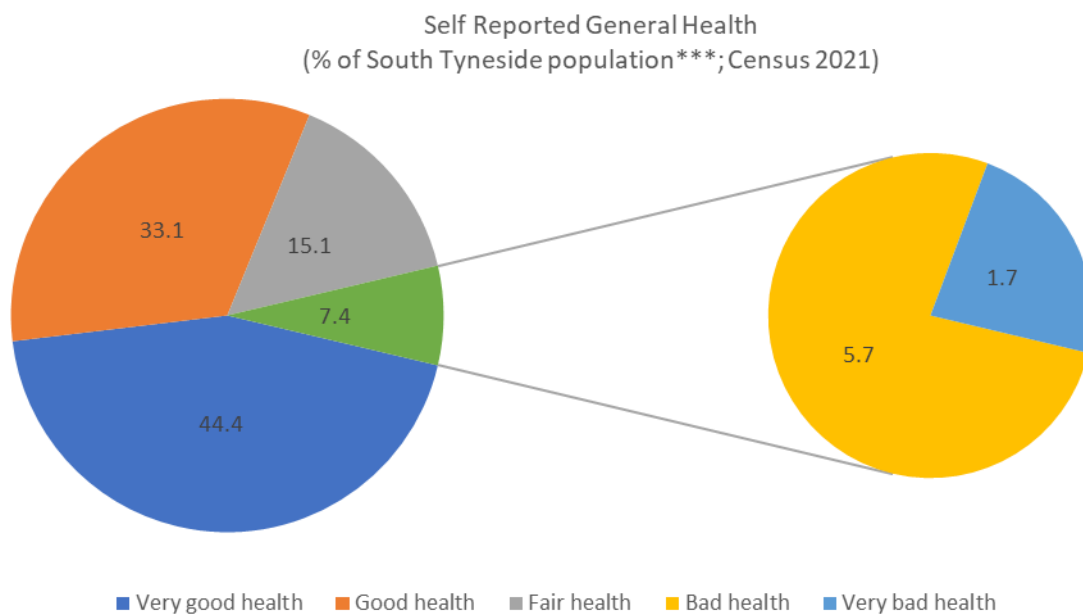
Age Specific Fertility Rate (live births per 1000 mothers; 2021)



⁶ [Your Data - Nomis - Official Census and Labour Market Statistics \(nomisweb.co.uk\)](https://www.nomisweb.co.uk)

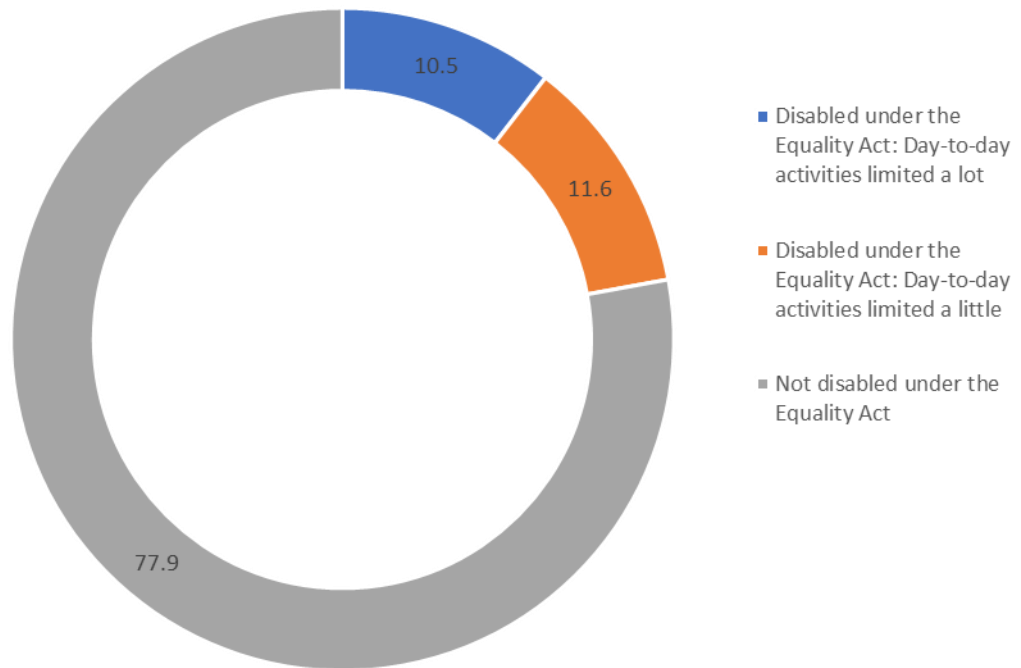
Disability and health⁷

- On Census Day 2021, just over 1 in 5 residents in South Tyneside identified themselves as having a disability under the Equality Act.
- Over three quarters of residents considered themselves to be in good or very good health.
- 7.4% of South Tyneside residents considered themselves to be in bad or very bad health. This is higher than the North East (6.9%) and England-wide percentage (5.3%).
- In 2021, 21.9% of South Tyneside residents aged 16+ reported a long-term musculoskeletal problem (arthritis or ongoing problem with their back or joints).
- Around 1 in 5 (19.1%) South Tyneside residents aged 16+ and just over 1 in 10 people (12%) aged 65+ are estimated to suffer from depression or anxiety.
- In 2019/20, 0.7% of the population in South Tyneside had a learning disability.
- In 2020 – 3.98% of the population aged 65+ had dementia.
- In 2019/20, 440 people aged 65+ were registered blind or partially sighted.
- In 2021/21, 8.1% of the population aged 17+ were diabetic.



⁷ [Disability age standardised - Census Maps, ONS](#) [General health age standardised - Census Maps, ONS](#) [Public health profiles - OHID \(phe.org.uk\)](#)

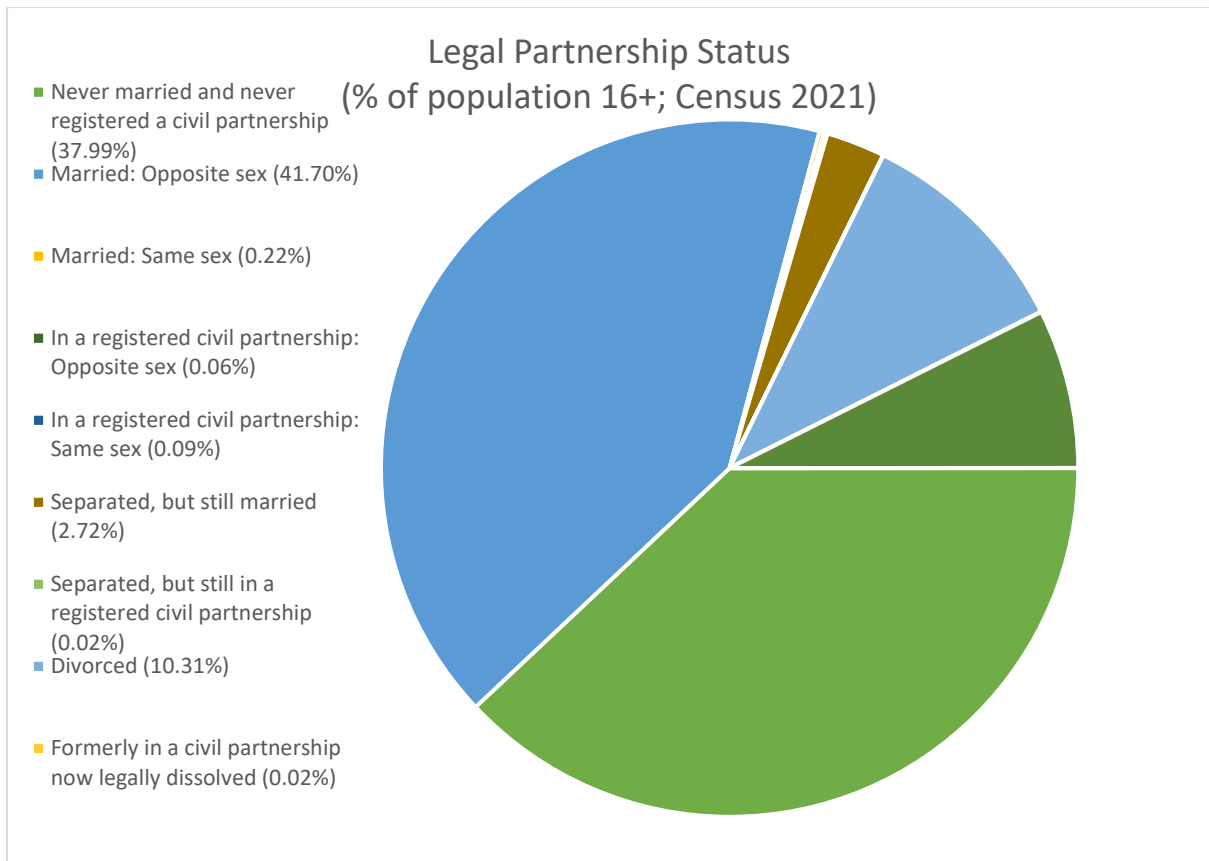
Disability under The Equality Act**
(% of South Tyneside population***; Census 2021)



Marriage and civil partnership⁸

- In the 2021 Census, legal partnership questions were not applicable to 17.9% of the population in South Tyneside (26,484 people).
- Of the remaining 121,293 people this question did apply to:
 - Around 4 in 10 people had never been married and had never registered a civil partnership.
 - Just over 4 in 10 people were married to someone of the opposite sex.
 - Approximately 1 in 10 people were divorced.

⁸ [Legal partnership status - Census Maps, ONS](#)

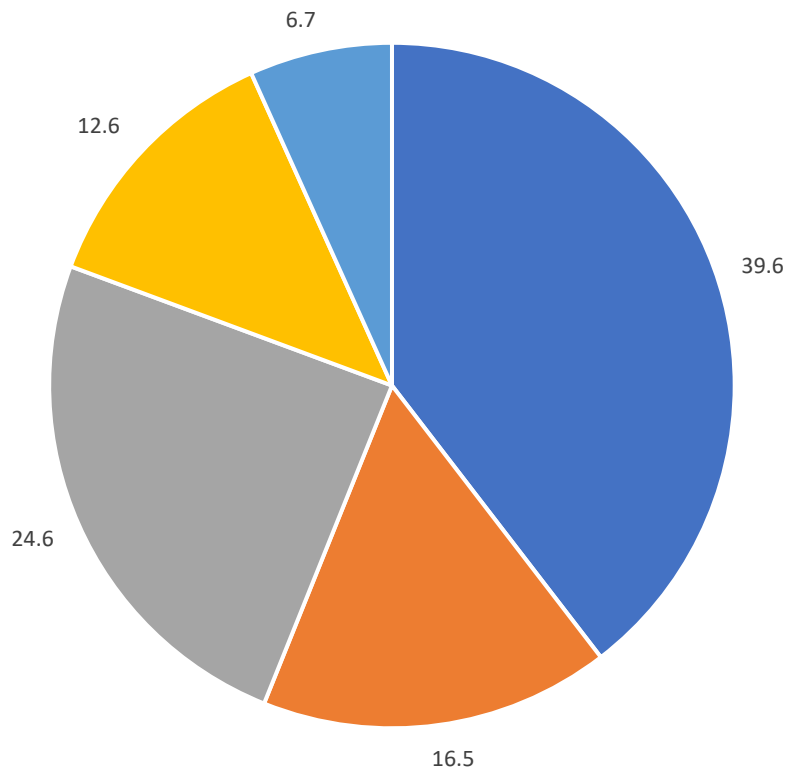


Gender identity⁹

- For 95.31% of people in South Tyneside, their gender identity is the same as the sex that was assigned at their birth.
- 4.31% declined to answer this question, while 0.38% of people stated said that their gender identity was different to the one assigned at birth.
- The graph below shows the gender identities of people whose gender identity is different from the sex registered at their birth.

⁹ [Gender identity - Census Maps, ONS](#)

Gender Identity **Different** from Sex Registered at Birth (% of people; Census 2021)

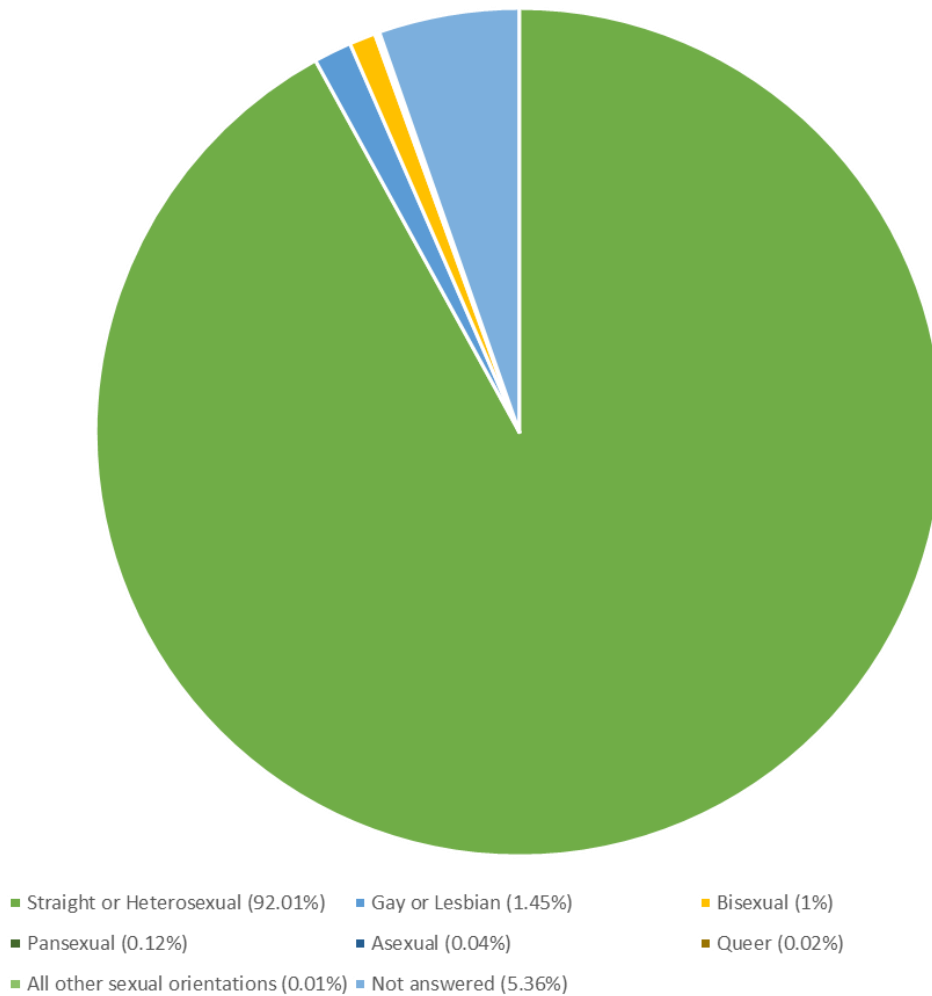


■ No specific identity given ■ Trans woman ■ Trans man ■ Non-binary ■ All other gender identities

Sexual orientation¹⁰

There were no huge changes in LGBTQ statistics in South Tyneside from 2011 to 2021. Whilst we have marginally fewer LGBTQ residents they are broadly in line with the regional and national figures.

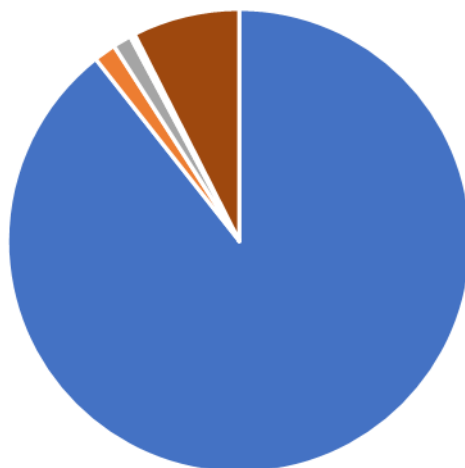
Sexual Orientation
(% of population 16+; Census 2021)



	Straight or Heterosexual	Gay or Lesbian	Bisexual	Pansexual	Asexual	Queer	All other sexual orientations	Not answered
South Tyneside	92.01	1.45	1.00	0.12	0.04	0.02	0.01	5.36
North East	91.03	1.56	1.19	0.18	0.06	0.02	0.01	5.95
England	89.37	1.54	1.29	0.23	0.06	0.03	0.02	7.46

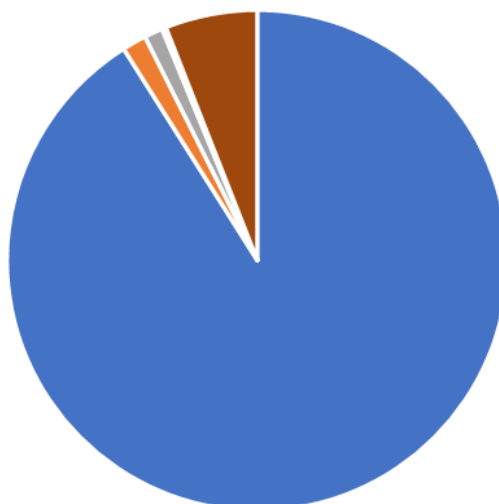
¹⁰ [Sexual orientation - Census Maps, ONS](#)

Sexual Orientation - England (% of population 16+; Census 2021)



- Straight or Heterosexual (89.37%)
- Gay or Lesbian (1.54%)
- Bisexual (1.29%)
- Pansexual (0.23%)
- Asexual (0.06%)
- Queer (0.03%)
- All other sexual orientations (0.02%)
- Not answered (7.46%)

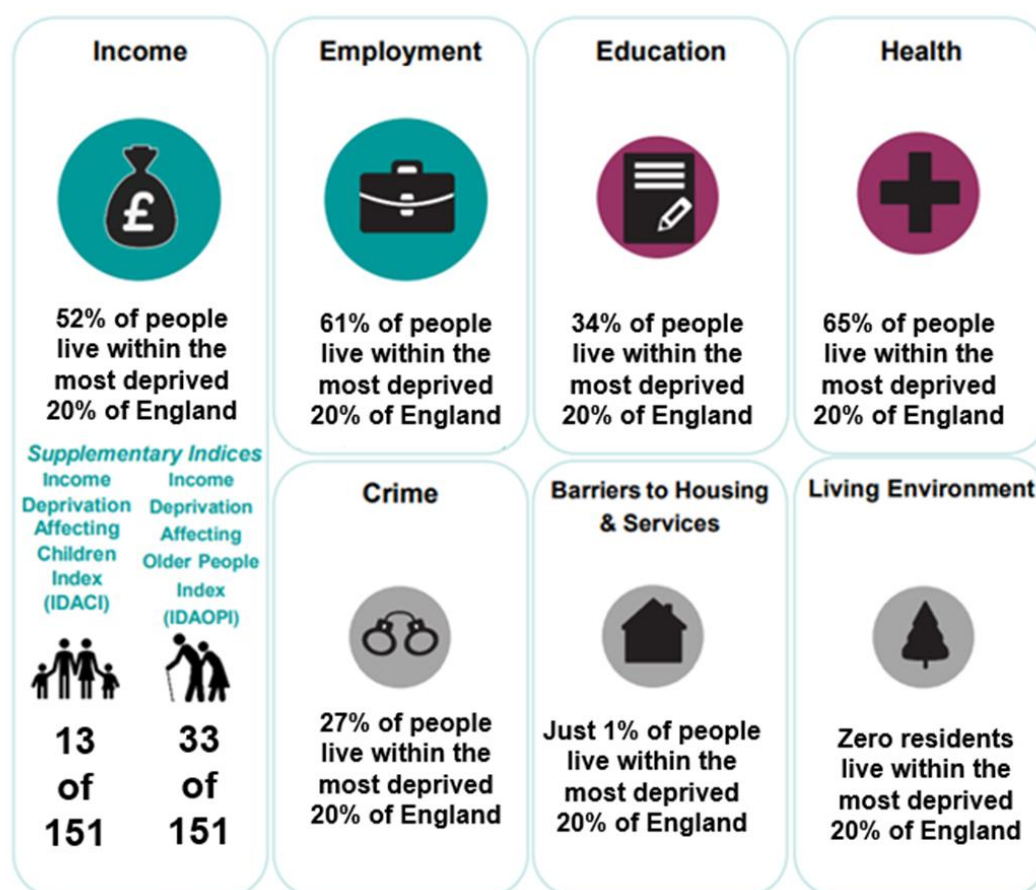
Sexual Orientation - North East (% of population 16+; Census 2021)



- Straight or Heterosexual (91.03%)
- Gay or Lesbian (1.56%)
- Bisexual (1.19%)
- Pansexual (0.18%)
- Asexual (0.06%)
- Queer (0.02%)
- All other sexual orientations (0.01%)
- Not answered (5.95%)

Deprivation¹¹

- In 2020/21, 10,353 children (39.1%) in South Tyneside were living in poverty. **This is an increase of 11.7% since 2015.**
- In 2020, 14.5% of households were fuel poor the wards with the highest fuel poverty rates were Cleadon Park (18.9%), Bede (17.7%) and Primrose (16.7%).
- In January 2021:
 - An estimated 4.41% of adults in South Tyneside were experiencing hunger because they did not have enough to eat.
 - An estimated 12.27% of adults struggled to have food (sought help to access food; skipped or shrank meal; gave a reason for not having enough food).
 - An estimated 13.79% of adults worried about having enough food.



¹¹ [Household deprivation - Census Maps, ONS](#) [Local-child-poverty-indicators-report-2022_FINAL.pdf \(endchildpoverty.org.uk\)](#) [Fuel poverty statistics - GOV.UK \(www.gov.uk\)](#) [UK local food insecurity of Adults Jan 2021 \(arctis.com\)](#) [English indices of deprivation 2019 - GOV.UK \(www.gov.uk\)](#)

Armed Forces Veterans

- On Census Day 2021, an estimated 6464 people in South Tyneside had previously served in the UK regular armed forces and/or reserved armed forces.
- This is around 5.3% of the borough's 16+ population - a slightly higher percentage than regionally (5%) and nationally (3.8%).
- After the South West, the North East had the highest percentage of veterans out of all other English regions.
- The majority of veterans have previously served in the UK regular armed forces only.
- Compared to regionally and nationally, a larger percentage of veterans in South Tyneside had served in both the regular and reserved UK armed forces, and the UK reserved armed forces only.
- Reported their health as being bad or very bad: Served (11.4%) vs adjusted not served (adjusted population) (11%)
- Reported their health as being good or very good: Served (64.5%) vs adjusted not served (64.4%).

People affected by our policies and practices

We know everyone is different and has different needs. Thus, providing the same services, in the same way, does not always mean that everyone has equal access to our services. A key priority is to understand the needs of our individual residents and diverse communities to enable us to tailor services to meet individual needs as far as possible. Therefore, we collect profiling data about our residents. Information is gathered when new tenants join South Tyneside Homes (STH), when existing tenants contact us, and we aim to visit each household once a year and update their information during those visits so it is always up to date.

Our customers

STH have three distinct sets of customers, current tenants of STH, customers who are looking to rent a home via the Housing Options service and the customers who we encounter via our 'tenure blind services'.

The first two sets of customers we hold some data on, the customers who use our tenure blind services we may not hold any equality and diversity information on.

Current tenants and leaseholders

37.8% of tenants are male and 59.9% are female. The gender of the tenant is not recorded for 2.2% of tenants. This shows a slight increase in the number of female tenants, and a slight reduction in the number of male tenants from that reported in 2022. In the 2021 Census, South Tyneside had a gender split of 51.5% female to 48.5% male. Given the longer life expectancy in females the gender split widens as the population ages.¹²

There are a number of potential reasons for the significant disparity between male and female tenants. Further analysis is required to determine what the reasons are and whether any additional action is required to address the disparity.

The tables below set out the diversity breakdown of current tenants:

Age range	Number of tenants	Percentage of tenants	Comparison to 2022	Community Comparison (South Tyneside Census 2021)
16-24	419	2.2%	↓	8.9%
25-34	2304	12.2%	↑	12.5%
35-44	3316	17.5%	↑	12.1%
45-54	2912	15.4%	↑	13.0%

¹² Data from Customer and Housing Register Applicant Profile report to SMT, 31 March 2023

55-64	3616	19.1%	↑	14.7%
65-74	3176	16.8%	↑	11.6%
75-84	2196	16.4%		6.7%
85+	913	4.8%		2.6%
no details held	67	0.3%	↑	

Table 1: age profile of tenants

The age profile of tenants is broadly evenly spread across each age banding, with the exception of the younger age groups up to age 34. This is perhaps surprising as young people may be less likely to afford home ownership or a private rented tenancy. Although it could be an indication that more young people are choosing to live with family due to affordability issues or could reflect the stock profile of South Tyneside Council's housing stock.

This is also in contrast to the age profile of applicants on the Housing Register, which is referenced further in the report, where the biggest proportion of applicants are in the 25-34 age category.

There are also a small number of tenant's whose ages are recorded incorrectly under the age of 16 that are not included.

Disability	Number of tenants	Percentage of tenants	Comparison to 2022
None	7855	41.5%	↑
Mobility	1845	9.7%	↓
Other	969	5.1%	↓
Mental health	844	4.5%	↓
Multiple disabilities	392	2.0%	↓
Deaf	159	0.8%	↓
Learning disability	174	0.9%	↓
Hearing impairment	116	0.6%	↓
Didn't say	189	1.0%	↑
Wheelchair user	61	0.3%	↑
Visual impairment	75	0.4%	↓
Blind	69	0.4%	↓
Literacy issues	36	0.2%	↓
Not recorded	6152	32.6%	

Table 2: Number of tenants with a disability

The 2021 Census information is not broken down by type of disability, however, just over 1 in 5 residents in South Tyneside identified themselves as having a disability under the Equality Act 2010. Our Customer Profile indicates that 41.5% of

current tenants have answered 'none' to the question, however, it is worth noting that disability information is 'not recorded' for just over a third of our tenants.

This table also includes a comparison to figures provided in 2022 and shows that there has been a reduction in the number of tenants with certain disabilities and increases in others. Interestingly, this shows that the number of tenants with a Mental Health related disability has reduced, whereas research indicates that nationally there has been significant increases in those seeking support for Mental Health related conditions.

Ethnicity	Number of tenants	Percentage of tenants	Comparison to 2022 (Number of tenants)	Community Comparison (South Tyneside Census 2021)
White British	16449	86.9%	↑	94.4%
No details held	971	5.1%	↑	N/A
Prefer not to say	766	4.0%	↑	N/A
Asian/Asian British	268	1.4%	↑	2.9%
White other	157	0.8%	↓	n/a
Black/Black British	86	0.5%	↓	0.5%
Other Ethnic Group	74	0.4%	↑	0.8%
Mixed / multiple ethnic groups	38	0.2%	→	1.4%

Table 3: ethnicity profile of tenants

As there are a high number of tenants where the tenant has not provided their ethnicity, it is difficult to draw a meaningful comparison. However, there is the potential that some ethnic groups are under-represented in our tenant profile.

Religion or belief	Number of tenants	Percentage of tenants	Comparison to 2022 (Number of tenants)	Community Comparison (South Tyneside, Census 2021)
Christian	7308	38.6%	↑	52.6%
None	7243	38.2%	↑	39.3%
No details held	3079	16.3%	↑	4.5%
Didn't want to say	664	3.5%	↑	
Other	337	1.8%	↑	0.4%
Muslim	261	1.4%	↑	2.5%
Buddhist	19	0.1%	↑	0.2%
Sikh	8	0.04%	↑	0.3%
Hindu	7	0.03%	↑	0.2%

Jewish	1	0.004%	➡	0.0%
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Table 4: profile of tenants' religion or belief

As there are a high number of tenants where the tenant has not provided their religion or belief, it is difficult to draw a meaningful comparison. However, there is the potential that some religious groups are under-represented in our tenant profile.

For comparison purposes, the table also includes information on whether the numbers have increased on the data provided in 2022 and it indicates that all Religions with the exception of Jewish, have increased.

Sexual orientation	Number of tenants	Percentage of tenants	Comparison to 2022 (Number of tenants)	Community Comparison (South Tyneside, Census 2021)
Heterosexual	10089	53.3%	⬆	92%
Details not held	5842	30.9%	⬇	5.4%
Prefer not to say	1434	7.6%	⬆	
Lesbian	68	0.4%	⬆	1.4%
Gay man	32	0.2%	⬇	
Bisexual	55	0.3%	⬆	1%

Table 5: profile of tenants' sexual orientation

There is again an even higher number of tenants where either details aren't held of their sexual orientation or they have actively chosen not to provide this information.

Profile of applicants on the housing register

The profile of applicants on the housing register has been analysed, as follows:

	Number of applicants	Percentage of applicants	Community comparison (South Tyneside, Census 2021)
Female	5442	58.4%	51.5%
Male	3856	41.2%	48.5%
Trans-gender (male)	14	0.15%	0.1%
Trans-gender (Female)	10	0.11%	0.1%

Table 6: gender profile of the housing register

There has been an increase of over 6000 active applications compared to the total number in 2022. This is in part due to the split of Tyne and Wear Homes, and a large number of applicants who had not necessarily indicated a preference to live in South Tyneside, but who have at some stage bid for a property in the borough, therefore they are included whilst additional checks and a re-registering process takes place.

There are significantly higher number of females on the housing register than males. This potentially could relate to higher number of females falling into a priority need category due to caring responsibilities, fleeing domestic abuse, or females having a higher life expectancy, but further analysis would be required to determine if this is the case.

Age banding	Number of applicants	Percentage of applicants	Community comparison (South Tyneside, Census 2021)
16-24	1172	12.5%	8.9%
25-34	2825	30.3%	12.5%
35-44	2171	23.3%	12.1%
45-54	1291	13.8%	13.0%
55-64	982	10.5%	14.7%
65-74	554	5.9%	11.6%
75-84	237	2.5%	6.7%
85+	90	0.1%	2.6%

Table 7: age profile of the housing register

The age profile of applicants on the housing register has a much greater proportion of younger applicants. This is in contrast to the age profile of tenants. Further analysis is suggested to understand the reasons for the disparity, but this could result in significant changes to the age profile of our tenants in the coming years if more younger people are granted tenancies.

Ethnicity	Number of applicants	Percentage of applicants	Community Comparison (South Tyneside, Census 2021)
White British	7227	77.5%	94.4%
White Other	484	5.2%	
Not stated/no details held	145	1.5%	N/A
Prefer not to say	73	0.8%	N/A
Asian/Asian British	525	5.6%	2.9%
Black/Black British	485	5.2%	0.5%
Other Ethnic	223	2.4%	0.8%
Mixed / multiple ethnic groups	160	1.7%	1.4%

Table 8: ethnicity profile of the housing register

The housing register has a greater proportion of applicants from a Black, Asian or Minority Ethnic (BAME) group than either the local population or the current tenant profile. Further analysis is required to understand why this is the cause and whether there are any barriers or unmet housing need.

Religion or belief	Number of applicants	Percentage of applicants	Community Comparison (South Tyneside, Census 2021)
None	3401	36.5%	39.3%
Atheist	433	4.6%	N/A
Christian	2671	28.6%	52.6%
Not known	1107	11.9%	4.5%
Prefer not to say	588	6.3%	
Muslim	620	6.6%	2.5%
Other	282	3.0%	0.4%
Agnostic	91	1.0%	N/A
Sikh	7	0.1%	0.3%
Buddhist	23	0.2%	0.2%
Humanist	8	0.1%	N/A
Hindu	6	0.1%	0.2%
Judaism	3	0.03%	0.0%

Table 9: housing register profile broken down by religion or belief

There is a high proportion of applicants on the housing register who have not provided their religion or belief, which makes it difficult to draw meaningful conclusions from the data above. The highest proportion of the housing register responded with 'none' to the question about their religion or belief.

Sexual orientation	Number of applicants	Percentage of applicants	Community Comparison (South Tyneside, 2021)
Bisexual	169	1.8%	1%
Gay Man	129	1.4%	1.4%
Gay Woman/Lesbian	100	1.1%	
Heterosexual	7283	78.1%	92%
Not known	927	9.9%	5.4%
Prefer not to say	630	6.7%	
Blank	84	0.1%	

Table 10: housing register profile broken down by sexual orientation

There is a high proportion of applicants on the housing register who have not provided their sexual orientation, but this is much lower compared to the profile of existing tenants.

Customer satisfaction data 2023

A tenant satisfaction survey (TSM) was conducted in 2023 by an independent company. In total 1,058 tenant households took part in the survey, which comprised 548 from the main postal sample, and 510 online completions.

The survey results continue to demonstrate how important it is for South Tyneside Homes (STH) to distinguish between different customer segments when considering how it delivers its services. From an equality, diversity and inclusion (EDI) perspective, the survey largely identified discrepancies based on age and race. In general, older tenants and BAME customers are more satisfied than younger and white British customers.

A clear signifier of overall tenant satisfaction was the rating of whether STH treats tenants fairly and with respect (albeit no longer the strongest key driver it was in 2022). Unfortunately, in this case the rating has fallen by ten points since last year to 71%, although it is important to note that this is because a higher proportion than before picked the middle ambivalent point of the scale (19% v 9%). Indeed, the proportion of tenants that actively disagreed with this statement is unchanged (10%).

Age

- The most influential demographic category in most tenant surveys is age group, with similar patterns across most results.
- Overall satisfaction continues to be highest amongst retirement age tenants (79%, over 65s) and significantly lower than average amongst the under 50s (62%).
- There are substantial disparities between the oldest and youngest tenants on a range of different issues, including a new finding this year that the decline in satisfaction with the communication scores is particularly pronounced among those aged under 35. On the communication questions the under 35s have demonstrated greater drops in satisfaction than other age groups.
- Once again, the greatest influence on overall satisfaction can therefore be had by in catering to the requirements of those aged under 50, with a special emphasis on the under 35 demographic, especially on the central themes of repairs and the overall customer experience.
- Respondents aged under 35 are less likely to agree that they are treated fairly and with respect than any other age group (63%). They are also the least

likely to feel that their views are listened to and acted upon (51%) or that they are kept informed (52%).

- For all three communications questions, retirement age respondents are significantly more positive than average by at least ten percentage points.
- Satisfaction with STH's contribution to the neighbourhood is rated significantly higher than average for those aged 65 or over (63%), with this group also the most satisfied with how ASB is dealt with (60%).
- Respondents aged 35-49 are significantly less satisfied than average with STH's contribution to their neighbourhood as well as being the least satisfied with how they deal with ASB (43% and 46% respectively).
- The group of sheltered respondents are more satisfied than general needs tenants with STH's contribution to their neighbourhood (60% v 51%) and the approach to handling ASB (63% v 51%).
- Respondents aged under 35 are also significantly less satisfied with complaint handling (13%), compared to 27% of the next oldest age group (35–49-year-olds). However, please note that the base sizes are small (50-59 people).
- Younger tenants aged under 35 are more likely to have complained to STH than those of retirement age (32% v 22%).

Race

- The small group of BAME respondents are again significantly more satisfied than White British tenants (81% v 68%), a pattern that is evident throughout most of the core findings.
- Respondents from ethnically diverse backgrounds are significantly more satisfied with every rating in the communications section than White British respondents.
- Respondents from an ethnically diverse background are significantly more satisfied than white British respondents with STH's approach to handling ASB (66% and 51% respectively) as well as STH's contribution to where they live (also 66% and 51% respectively).
- The small group of BAME respondents are far more satisfied than White British respondents with how STH handle complaints (38% v 31%), despite being slightly more likely to have made a complaint (29% v 25%).

People who work for us

An exercise to refresh the company's staff profile took place between November 2023 and January 2024. The results were as follows.

Ethnicity

A breakdown of the workforce composition by ethnicity can be found in **Table 1**.

Ethnicity	2019/20	2020/21	October 2022	February 2024	Community Comparison (South Tyneside Census 2021)
White British	96.20%	95.58%	94.58%	94.22%	94.4%
All other white	0.16%	0.31%	0.15%	0.17%	N/A
Mixed / Multiple ethnic groups	0.16%	0.16%	0.46%	0.34%	1.4%
Asian / Asian British	0.63%	0.79%	0.15%	0.68%	2.9%
Black / African / Caribbean / Black British	0.63%	0.63%	0.46%	0.85%	0.5%
Other Ethnic group	0.16%	0.16%	1.70%	1.02%	0.8%
Prefer not to say	2.06%	2.37%	2.48%	2.72%	N/A

Table 1 – staff breakdown by ethnicity

There has again been an increase in staff who are Black, Asian or Minority Ethnic (BAME), 3.06% compared to 2.92% last year. However, this remains lower than the local community which has 5.60% whose ethnicity is BAME. There has been an increase in “Asian/Asian British” compared to the last exercise. The organisation is now much closer to the community comparison for “White British” from staff who have provided their ethnicity, but 2.72% staff did not answer this question in the survey.

Disability

A breakdown of the workforce composition by disability can be found in **Table 3**.

Disability	2019/20	2020/21	October 2022	February 2024	Community Comparison (South Tyneside)
Yes	3.17%	3.32%	4.49%	5.26%	10.5% - day to day activities limited a lot
No	86.03%	86.25%	91.64%	91.85%	89.5% - day to day activities limited a little or not at all
Prefer not to say	10.80%	10.43%	3.87%	2.89%	-

Table 3 – staff breakdown by disability

The 2021 Census information is not broken down by type of disability, however, just over 1 in 5 residents in South Tyneside identified themselves as having a disability under the Equality Act 2010.

The percentage of staff with disabilities has increased since the last exercise by 0.77%. It is difficult to gain an accurate picture of the number of residents of working age in the borough who have a disability, the percentage who responded to the census saying that their health impacted that their day-to-day activities has been used to provide some local context.

Since the last exercise was completed, there has again been a reduction in staff either not disclosing or preferring not to say, with this coming down to 2.89%. This may illustrate that staff are more comfortable disclosing this information to the organisation which can only be seen as a positive statistic from an EDI perspective.

Gender

A breakdown of the workforce composition by gender can be found in **Table 5**.

Gender	2019/20	2020/21	October 2022	February 2024	Community Comparison (South Tyneside)
Male	68.73%	68.88%	68.89%	64.01%	48.5%
Female	31.27%	31.12%	31.11%	34.80%	51.5%
Transgender, non-binary or other	0%	0%	0%	0.34%	
Prefer not to say	0%	0%	0%	0.85%	

Table 5 – staff breakdown by gender

The gender split across the organisation continues to remain broadly static in percentage terms with a significantly higher level of male and lower level of female staff when compared to the borough as a whole.

The table below provides a breakdown per directorate of staff gender. This highlights significant gender disparities across directorates, with Assets and Property Services having 89.94% male staff, although this percentage has decreased by nearly 3% on the figure in 2022. In both the Housing Services and Corporate Services Directorates, the majority of staff are female. There are also a small percentage in both Asset and Property Services and Housing Services who 'prefer not to say'.

	Executive Directorate	Assets & Property Services Directorate	Housing Services Directorate	Corporate Services Directorate	South Tyneside Homes
Male	78.95%	89.94%	24.04%	33.33%	64.01%
Female	21.05%	8.58%	75%	66.67%	34.80%
Transgender, non-binary or other	0	0.59%	0		0.34%
Prefer not to say	0	0.89%	0.96%	0	0.85%

Table 6: gender profile by directorate

Age

A breakdown of the workforce composition by age can be found in **Table 7**.

Age Range	2019/20	2020/21	October 2022	February 2024
16-25	8.10%	9.16%	12.38%	13.07%
26-35	16.51%	17.38%	17.03%	18.68%
36-45	22.54%	22.27%	21.05%	22.75%
46-55	26.35%	26.38%	27.09%	24.45%
56-65	24.6%	23.70%	21.98%	19.86%
65+	1.9%	1.11%	0.46%	1.19%

Table 7 – staff breakdown by age

There has been a year-on-year increase in the percentage of staff in the youngest age group (16-25). In comparison there has been a year-on-year decrease in the 56-65 age group (falling by nearly 2% in this year) but interestingly the 65+ age bracket has saw an increase for the first time, with the other groups remaining broadly consistent since the last exercise.

Some of the changes to the age profile of the workforce are positive in that they may help to mitigate business risks associated with an aging workforce such as loss of knowledge through retirement.

However, there is still a relatively high proportion of staff who are aged over 56 across the company, with 1 in 4 staff within Corporate Services, close to 1 in 3 staff in the Executive and 1 in 5 staff across the workforce over 56 which poses a potential challenge in terms of succession planning.

Sexual Orientation

A breakdown of the workforce composition by sexual orientation can be found in **Table 9**.

Sexual Orientation	2019/20	2020/21	October 2022	February 2024	Community Comparison (South Tyneside Census 2021)
Lesbian, gay, bisexual or other	0.48%	0.32%	1.86%	2.04%	2.4%
Heterosexual	83.65%	84.04%	91.49%	92.36%	92%
Prefer not to say	15.87%	15.64%	6.6%	5.60%	5.4%

Table 9 – staff breakdown by sexual orientation

There has again been an increase in the number of staff who have provided details of their sexual orientation, compared to previous years, which potentially indicates a positive direction in culture that staff understand why we ask this question and feel confident to disclose this.

The 2021 Census indicates that 2.4% of the population of South Tyneside are lesbian, gay or bisexual, with the workforce sitting at 2.04%, and this is an increase on the percentage in 2022.

The table below provides a breakdown on sexual orientation by directorate:

	Executive Directorate	Assets & Property Services Directorate	Housing Services Directorate	Corporate Services Directorate	South Tyneside Homes
LGBTQ+	0	1.18%	2.88%	8.33%	2.04%
Heterosexual	100%	91.71%	93.27%	87.5%	92.36%
Prefer not to say	0	7.10%	3.85%	4.17%	5.60%

Table 10: directorate broken down by sexual orientation

Faith

A breakdown of the workforce composition by faith can be found in **Table 11**.

Faith	2019/20	2020/21	October 2022	February 2024	Community Comparison (South Tyneside Census 2021)
Christian	53.65%	52.3%	50.93%	48.39%	52.6%
Buddhist	0.32%	0.32%	0%	0%	0.2%
Hindu	0%	0%	0%	0%	0.2%
Jewish	0%	0%	0%	0%	0.0%
Muslim	0.16%	0.16%	0.77%	0.68%	2.5%
Sikh	0%	0.16%	0.31%	0.34%	0.3%
Other	1.27%	1.26%	2.79%	1.87%	0.4%
No religion	44.60%	45.81%	35.45%	39.73%	39.3%
Not stated	(grouped)	(grouped)	9.91%	8.99%	4.5%

Table 11 – staff breakdown by faith

There has been a reduction in “Christian” year on year and a reduction in the “Other” category, despite this increasing in 2022.

Comparison to the 2021 Census data shows that the percentage who indicate “no religion” is very similar and the percentage who have not stated their religion is almost double the Census comparison, but this has reduced on the number in 2022.

Staff satisfaction data by EDI

In October/November 2023 we ran a satisfaction survey with our staff. The results pertinent to EDI include:

- 89% of staff agree that ‘**South Tyneside Homes is dedicated to equality, diversity and inclusion**’, (with over a third of staff strongly agreeing with this statement). This is a 3% increase compared to the staff survey results from 2022, with the number of those that agreed similar, however a 4% increase in those that strongly agreed with the statement has mainly impacted the increase in the score.
- 82% of staff agree ‘**South Tyneside Homes takes mental health seriously and I would be comfortable in seeking help**’ and this has increased marginally from last year and shows that the majority of staff are happy with the approach of South Tyneside Homes to mental health.
- This year was the first year we asked staff about our corporate values in our staff survey. 84% of staff believe South Tyneside Homes is ethical and 83% believe South Tyneside Homes is an inclusive organisation.
- In 2022 the flexible working satisfaction rate had decreased from the previous survey significantly, however this changed in direction again, this time

positively with 79% of respondents happy with the flexible working arrangements. Some staff would like more flexibility still.

- 9% of respondents said that they had a mental disability and 3% had a physical or mobility disability. Respondents with physical/mobility and mental health disabilities were less generally satisfied than those without (86% and 76% versus 92%).
- 9% of staff said they had responsibility for caring for an adult and 42% said they has responsibility for caring for a child.
- 2% of respondents to the survey had been pregnant or taken maternity leave in the last 12 months.

Gender Pay Gap

On 5th April 2023 South Tyneside Homes had a mean (average) gender pay gap of 8.1% (which is the difference between the mean (average) hourly rate of pay of male and female full pay relevant employees). Although this is an increase from 4.4% in April 2022, the company understands that the reason for this rise is as a result of 72 employees transferring their employment from South Tyneside Homes to South Tyneside Council during April 2023 as well as the market forces supplement for trade staff, which was agreed by Board in November 2022. The median gender pay gap is the difference between the median hourly rate of male and female full pay relevant employees and is 7.4% which has increased from 0% in April 2022. The annual survey of hours and earnings (ASHE) gender pay gap tables released by the Office of National Statistics Great Britain in October 2022 shows an average mean gender pay gap across all employers in the Public Sector of 13.6% and a median gender pay gap of 15.9% therefore the Company remains well below the national average.

You can read our full [Gender Pay Gap for 2023 here](#).

Pay information for our top 10% of earners by diversity strands

All of our top earners are 'White British'.

Ethnicity	2021/22	2021/22	2022/23	2022/23	2023/24
	Top 5%	Top 10%	Top 5%	Top 10%	Top 10%
White British	25	45	24	44	47
All other white	0	0	0	0	0
Mixed/Multiple ethnic groups	0	0	0	0	0
Asian/Asian British	0	0	0	0	1
Black /African / Caribbean / British	0	0	0	0	0
Other Ethnic group	0	0	0	0	0
Prefer not to say	0	0	0	0	0

Only 1 of our top earners has declared a disability.

Disability	2021/22	2021/22	2022/23	2022/23	2023/24
	Top 5%	Top 10%	Top 5%	Top 10%	Top 10%
Yes	1	1	1	2	1
No	22	41	21	40	47
Prefer not to say	2	3	2	2	0

Double our top earners are male than female.

Gender	2021/22	2021/22	2022/23	2022/23	2023/24
	Top 5%	Top 10%	Top 5%	Top 10%	Top 10%
Male	17	30	16	29	32
Female	8	15	8	15	16
Prefer not to say	0	0	0	0	0

Most of our top earners are aged 35-64.

Age Range	2021/22	2021/22	2022/23	2022/23	2023/24
	Top 5%	Top 10%	Top 5%	Top 10%	Top 10%
16-19	0	0	0	0	0
20-24	0	0	0	0	0
25-34	3	6	2	4	3
35-49	12	25	8	21	27
50-64	10	14	14	19	18
65+	0	0	0	0	0

All but one of our top earners are heterosexual with an additional one top earner preferring not to disclose.

Sexual Orientation	2021/22	2021/22	2022/23	2022/23	2023/24
	Top 5%	Top 10%	Top 5%	Top 10%	Top 10%
LGBTQ+	0	1	0	1	1
Heterosexual	22	38	24	42	46
Prefer not to say	3	6	0	1	1

Most of our top earners are Christian.

Faith	2021/22	2021/22	2022/23	2022/23	2023/24
	Top 5%	Top 10%	Top 5%	Top 10%	Top 10%
Christian	17	29	15	27	28
Buddhist	0	0	0	0	0
Hindu	0	0	0	0	0
Jewish	0	0	0	0	0
Muslim	0	0	0	0	0
Sikh	0	0	0	0	1
Other	0	2	0	2	1
None/not stated	8	14	9	15	18

We have not yet broken-down pay information by ‘gender reassignment’, ‘marriage and civil partnership’ or ‘pregnancy and maternity’.

Recruitment data¹³

The following is the latest EDI data from our Web Recruit system that we now use for recruitment.

Gender

Of all applications received between January to December 2023, 58.4% were male, with 41% from females, and a small number who preferred not to disclose, to self-describe or did not answer this question.

The percentage of males increased at the shortlist stage but then decreased between shortlist and appointed stage, which is also the case for those who preferred not to disclose, whereas this reduces for females between application and shortlist stage, but then increases between shortlist and appointed stage which is also the case for those who prefer not to disclose.

This shows that in the period, women have been more successful than men when applying for roles with STH.

¹³ From Web Recruit analysis report to SMT, January 2024

Gender	All Applications (number and overall % of applications)	Shortlisted (number and overall % of applications)	Appointed (number and overall % of applications)
Male	782 (58.4%)	369 (63%)	11 (52.9%)
Female	548 (41%)	215 (36.7%)	40 (46%)
Prefer not to disclose	4 (0.3%)	1 (0.17%)	1 (1.1%)
Prefer to self-describe	1 (0.07)	1 (0.17)	0 (0%)
Blank	2 (0.15%)	0 (0%)	0 (0%)

Table: Gender of applicants

Analysis shows that the vacancy with the most female applications was that of Housing Officer. Interestingly, this was a 66% increase from when the role was previously advertised under the job title of Neighbourhood Officer.

The job role with the most applications from males was that of Apprentice Electrician. This was also the only trade apprenticeship to receive more than one application from females.

Job Vacancies with most Male/Female Applications	Gender	Number of Applications
Housing Officer	Female	35
Apprentice Electrician	Male	99

Table: Applicants – most applications per gender

Analysis shows that there were a range of vacancies across the organisation where there were no applications from females. 5 out of 6 of these were in the Asset and Property Services Directorate, with the remaining role being an internal vacancy in the Housing Services Directorate.

There was only 1 role where there were no male applications, and this was an internal vacancy in the Housing Services Directorate.

Job Vacancies with least Male/Female Applications	Gender	Number of Applications
Apprentice Joiner, Apprentice Plasterer, Area Surveyor, Assistant Building Surveyor, Plasterer, Senior Income Officer (internal)	Female	0
Community Safety and Tenancy Enforcement Manager (internal)	Male	0

Table: Applicants – least applications per gender

Sexual orientation

The majority of applications (91%) were from applicants who listed their Sexual Orientation as Heterosexual/Straight, with 2.5% from gay men and 1.3% from Gay Women/Lesbian, 2.2% bisexual, 0.7% selecting Other and 2.5% preferring not to say, with 1 applicant leaving this question blank.

There are no categories where the percentage increases in every stage, however the overall percentage of Heterosexual/Straight and Gay Woman/ Lesbian increases between application and shortlist but then decreases slightly between shortlist and appointment.

This is the opposite for Gay Man, Bisexual and those who prefer not to say, where the percentage decreases between application and shortlist but increases between shortlist and appointment.

Sexual Orientation	All Applications (number and overall % of applications)	Shortlisted (number and overall % of applications)	Appointed (number and overall % of applications)	Community Comparison (South Tyneside, 2021)
Heterosexual / Straight	1214 (91%)	547 (93.3%)	80 (92%)	92%
Gay Man	33 (2.5%)	11 (1.9%)	0 (0%)	1.4%
Gay Woman / Lesbian	17 (1.3%)	8 (1.4%)	1 (1.1%)	
Bisexual	29 (2.2%)	9 (1.5%)	2 (2.3%)	1%
Prefer not to say	34 (2.5%)	11 (1.8%)	4 (4.6%)	5.4%
Blank	1 (0.07%)	0 (0%)	0 (0%)	
Other	9 (0.7%)	0 (0%)	0 (0%)	

Table: Sexual Orientation of applicants

Religion/belief

For the question on Religion/Belief, the most common answer was No Faith/belief, with over half (54.8%) of all applicants selecting this, 35% being Christian, with the remaining 8.2% made up of Buddhist, Hindu, Muslim, Other, Sikh, Prefer not to Say and Blank.

The percentage increases between each stage for Christians, with the remaining religions either decreasing between stages, increasing between application and shortlist and then decreasing between shortlist and appointment, or decreasing between application and shortlist and then increasing between shortlist and appointment.

Religion or Belief	All Applications (number and overall % of applications)	Shortlisted (number and overall % of applications)	Appointed (number and overall % of applications)	Community comparison (South Tyneside, Census 2021)
Christian	469 (35%)	233 (39.8%)	38 (43.7%)	52.6%
Buddhist	6 (0.4%)	1 (0.17%)	0 (0%)	0.2%
Hindu	16 (1.2%)	3 (0.5%)	0 (0%)	0.2%
Muslim	41 (3.1%)	9 (1.5%)	1 (1.1%)	2.5%
No faith / belief	733 (54.8%)	313 (53.4%)	44 (50.6%)	39.3%
Other faith / belief	19 (1.4%)	9 (1.5%)	0 (0%)	0.4%
Sikh	1 (0.07%)	1 (0.17%)	0 (0%)	0.3%
Prefer not to say	51 (3.8%)	17 (2.9%)	4 (5.6%)	4.5%
Blank	1 (0.07%)	0 (0%)	0 (0%)	

Table: Religion or Belief of applicants

Ethnicity

The results on Ethnicity showed that applicants who listed their ethnicity as 'White' had a greater chance of being shortlisted for interview and appointed, with the overall percentage increasing throughout the recruitment process, this was also the case for 'Mixed / Multiple ethnic groups'.

Whilst the percentage of applicants who listed 'Asian/Asian British' or 'Other Ethnic Group' as their ethnicity reduced between each stage. All other ethnic groups percentages reduced between application and shortlist and then increased between shortlist and appointment.

Ethnicity	All Applications (number and overall % of applications)	Shortlisted (number and overall % of applications)	Appointed (number and overall % of applications)	Community Comparison (South Tyneside, Census 2021)
White	1177 (88%)	548 (93.5%)	82 (94.3%)	94.4%
Asian / Asian British	56 (4.2%)	13 (2.2%)	0 (0%)	2.9%
Black / African / Caribbean / Black British	58 (4.3%)	11 (1.9%)	2 (2.3%)	0.5%
Mixed / Multiple ethnic groups	20 (1.5%)	10 (1.7%)	2 (2.3%)	1.4%
Other Ethnic Group	12 (0.9%)	1 (0.17%)	0 (0%)	0.8%
Prefer not to disclose	11 (0.8%)	3 (0.5%)	1 (1.1%)	
Blank	3 (0.2%)	0 (0%)	0 (0%)	

Table: Ethnicity of applicants

Age

Of the respondents to the question regarding age, the largest proportion were from the 16-24 age bracket, followed by the 25-34 and 35-44 age brackets.

Interestingly, the majority of age brackets that saw a percentage reduction between application and shortlist, but those aged between 16-24 and 55-64 increased, with the 55-64 age bracket also then increasing between shortlisting and appointment. Some of the age brackets then decrease between application and shortlist then increased between shortlist and appointment.

Age	All Applications (number and overall % of applications)	Shortlisted (number and overall % of applications)	Appointed (number and overall % of applications)	Community comparison (South Tyneside, Census 2021)
16-24	439 (32.8%)	224 (38.2%)	20 (23%)	8.9%
25-34	333 (25%)	130 (22.2%)	22 (25.3%)	12.5%
35-44	292 (21.8%)	110 (18.8%)	22 (25.3%)	12.1%
45-54	190 (14.2%)	74 (12.6%)	9 (10.3%)	13.0%
55-64	78 (5.8%)	46 (7.8%)	14 (16.1%)	14.7%
65+	2 (0.1%)	0 (0%)	0 (0%)	20.9%
Blank	3 (0.2%)	2 (0.3%)	0 (0%)	

Table: Age of applicants

Disability

All but one applicant responded to the question ‘Under the Disability Discrimination Act 1995, a disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day to day activities’. Do you consider yourself to be a disabled person?’ with 5.2% indicating that they had a disability.

The percentage of Disabled persons increases between application and shortlist but then decreases between shortlist and appointment stage, this is the opposite for those who don’t have a disability, where the percentage decreases and then increases between stages.

Disabled Person?	All Applications (number and overall % of applications)	Shortlisted (number and overall % of applications)	Appointed (number and overall % of applications)
Yes	69 (5.2%)	32 (5.5%)	2 (2.3%)
No	1267 (94.8%)	554 (94.5%)	55 (97.7%)
Blank	1 (0.07%)	0 (0%)	0 (0%)

Table: Applicants – Disabled Persons

Additional work has taken place with WebRecruit to improve the system and overall applicant and manager experience. This includes a facility which will see CV's and supporting statements automatically anonymised by the system. Currently the system prompts the applicant to do so, but applicants do not always do this.

There has been engagement work with underrepresented groups by the Involvement Team to discuss the barriers to applying for roles and promote the organisation as an Employer of Choice

As a reminder, job adverts often include that the organisation welcomes applications from underrepresented groups. Examples of this include recent trade apprenticeships.

Board of Directors diversity profile

South Tyneside Homes' Board of Directors oversees housing services provided to Council tenants. The Board of 12 includes Council nominees, tenants, and independent members. As of February 2024:

- There are currently four board member posts vacant.
- 3 Board Members are female, and 5 Board Members are male.
- The age range for the board is from 45 up to 65+ with the majority of board members falling in the 45-59 age bracket.
- 1 Board Member has declared a disability. We do not have the disability status of 1 board member.
- All members are 'White British'.
- 4 representatives are Christian and 3 have no religious faith. We do not have the religion or belief for 1 Board Member.
- In terms of sexual orientation, the majority of Board Members are heterosexual.
- We currently hold no Board level data on the following: pregnancy and maternity, marriage and civil partnerships and gender reassignment.