

One Group, Many Voices

Group Annual Equality Report
November 2023

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This report can be requested at no cost, in large print, in Braille, translated, or on another non-written format.

Foreword

Jo Armstrong, Wheatley Group Chair

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Equality, Diversity and Inclusion (“EDI”) and Human Rights go to the heart of the common values shared by all members of the Wheatley Group (“the Group”), and are championed by our Group and partner Boards.

This report details the data collected over 2022 and 2023, what this data informed, what actions have been put in place as a result and what benefits we have seen, or expect to see, as a result; this is the first report of its type published by the Group.

Our Group and partner Boards and Executive Team are fully committed to EDI and human rights and recognise the importance of role-modelling this commitment through our decision-making and governance.

We want to ensure that our policies, procedures and services are inclusive and reflect the diversity of our customers and staff in how they are designed and applied.

To support this, in 2022 we significantly expanded the collection of equality data, including a customer and staff equalities survey; our customer engagement activities, through our allocation process, and in our recruitment processes.

Foreword

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Jo Armstrong, Wheatley Group Chair

We will publish this report on our website and provide this report on request at no cost, in large print, in Braille, translated, or in another non-written format.

In future, we will align the timing of this with our financial year reporting meaning our next report will be published in Summer 2024.

You can read about our EDI approach in our [EDI and human rights policy](#), on our [website](#) and in our [EDI Action Plan](#).

Our Group values

- **Excellence**
to deliver quality in everything we do
- **Community**
to build more sustainable communities where customers have a real say in decisions affecting them
- **Ambition**
to do more for our customers and to provide more opportunities for our employees and stakeholders
- **Trust**
to be trusted by our employees, customers and partners

Our commitment

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To achieve our EDI outcomes, we work closely with our workforce, boards, trade unions, other stakeholders and customers. At every level, we are committed to EDI – you can read our [Statement of Commitment](#) which has been signed by our Chief Executive and our Group Board Chair. This statement was developed with staff and reviewed externally by the Employer's Network for Equality and Inclusion (“enei”).

Here is a statement from each business area detailing how EDI is achieved for them. We will review our progress against achieving this annually.



“We will work to tailor our services to the needs of our customers and ensure those with different characteristics are treated fairly and have access to equality of opportunity in regards to our housing and property management services.”

Group Director of Housing and Property Management



“We respect and value individual differences and unique characteristics within our communities. We want to make sure our customers feel comfortable and supported in being themselves, and that they feel valued, respected and heard.”

Group Director of Communities.



“Our new-build programme will be informed by equality information so that the needs of our customers and prospective customers are incorporated into planning. We will continue to develop and deliver a repairs service that meets the needs of each individual and ensures no customer is left behind.”

Group Director of Assets and Repairs



“We will communicate with customers in a way that is inclusive and meets their needs, having a range of options such as braille, audio or translation available. The Foundation will continue to provide support for access to education, training and employment.”

Group Director of Corporate Affairs
and Wheatley Foundation



“We will ensure our decision-making is informed by equalities, which will include equality impact assessing relevant policies and services. Equality, diversity and inclusion will be threaded through our staff training and learning.”

Group Director of Governance
and Business Solutions

Our customers – equality survey result

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In Autumn 2022, we undertook an extensive anonymous customer equality data collection exercise¹ and received over **10,300** responses from our customers across Group. This was the first time we collected this data and the high number of responses provides customer insight to help inform how we design services, such as engagement, repairs or allocations, by considering the demographic of our current customers, for example, in Equality Impact Assessments (“EIAs”). This data collection exercise will be carried out every three years.

We developed the approach to this equality data collection with customers through focus groups and our Group Scrutiny Panel. **Customers helped create a guide to data collection and chose our Different Together imagery.**

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Why do you need to know that?

Your guide to equality data collection

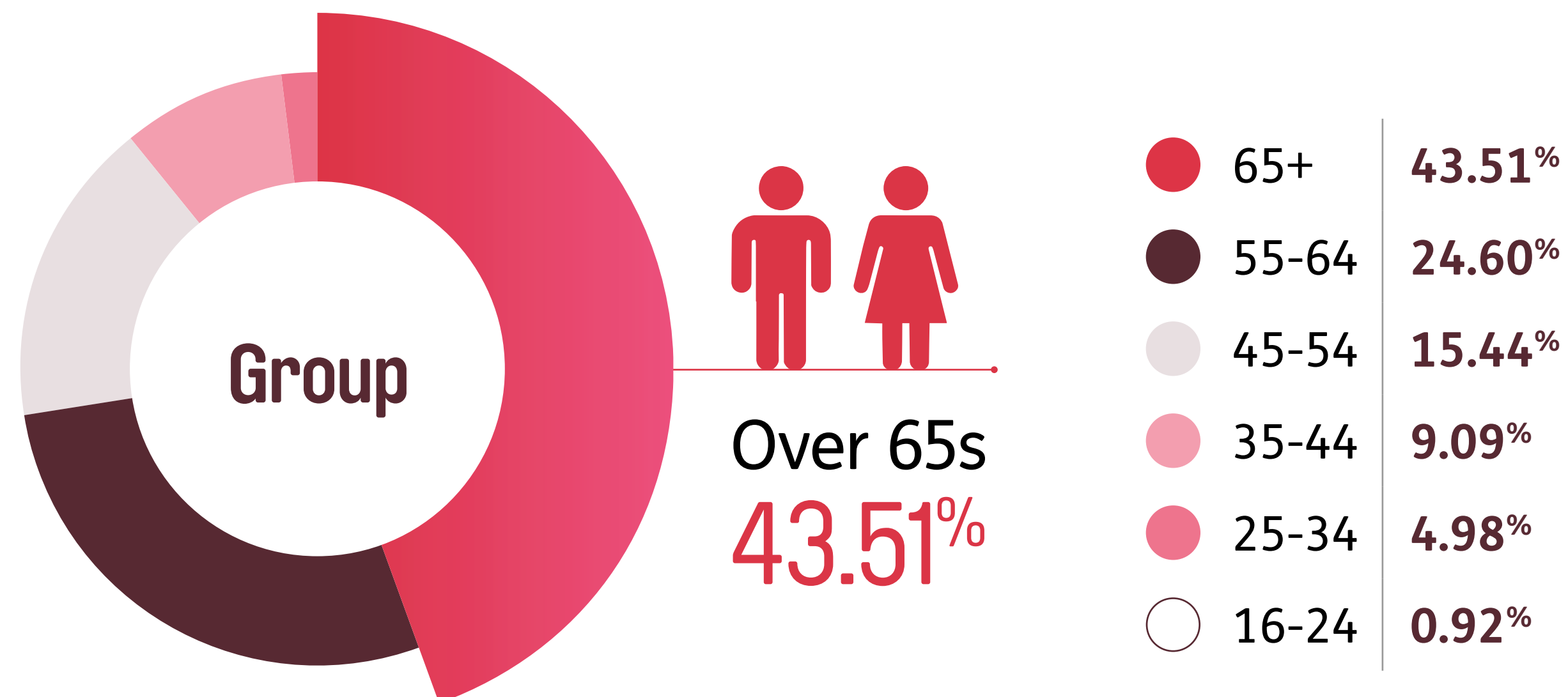
W Wheatley
Homes
Glasgow



¹ Requesting information related to the protected characteristics as defined by the Equality Act 2019 being age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation

Our customers – equality survey result

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Age	WHG	WHE	WHS	Loretto
65+	42.18%	36.5%	49.45%	34.01%
55-64	25.16%	23.42%	22.58%	28.34%
45-54	15.85%	18.98%	13.55%	16.19%
35-44	9.66%	10.46%	6.93%	11.74%
25-34	5.1%	5.92%	4.78%	5.67%
16-24	0.65%	3.13%	1.32%	1.62%

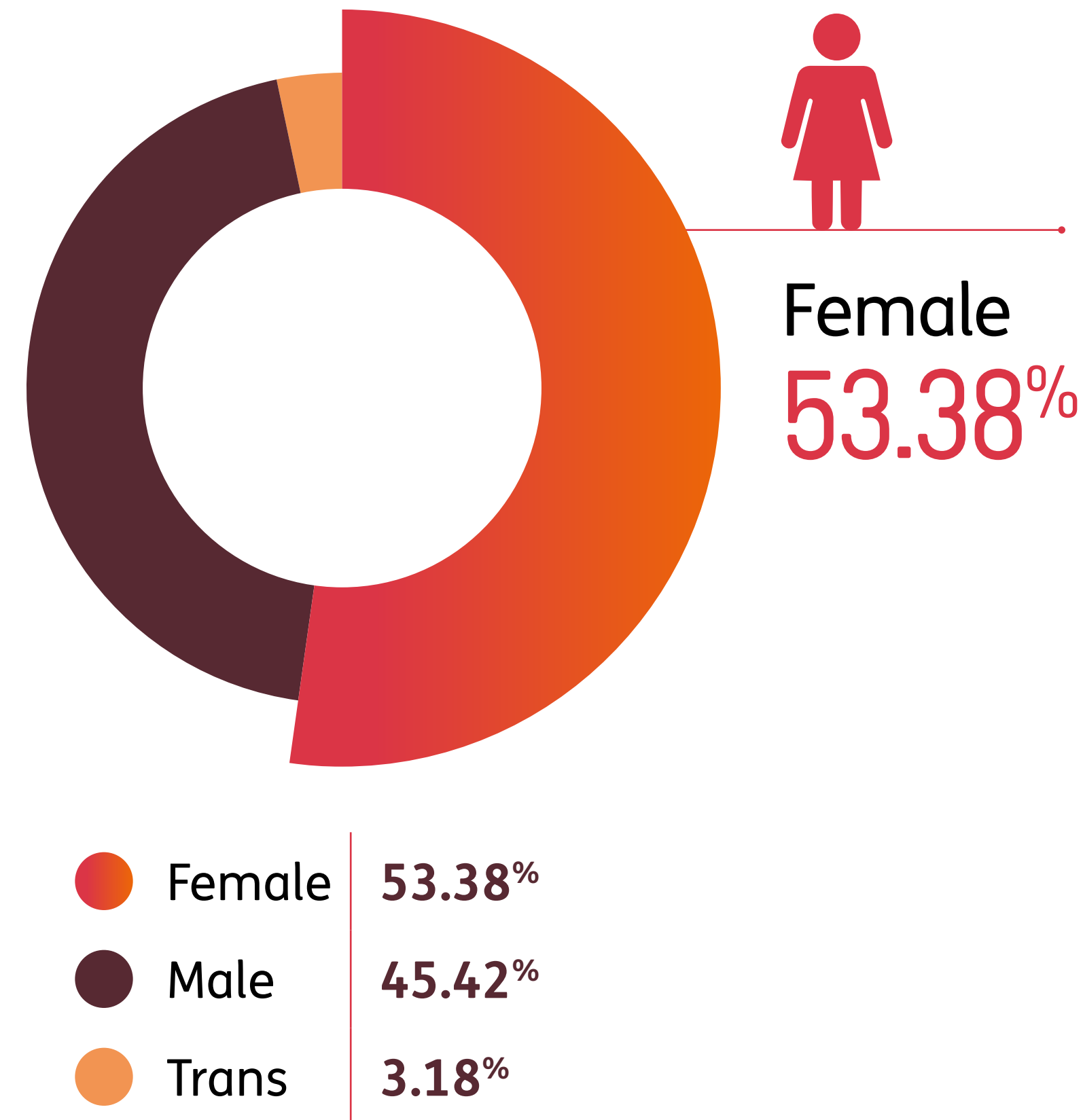
Some groups may be over/under represented in the customer responses to our equality survey. Once census data has been released, we will undertake a comparison exercise.

Our equality data survey was issued to customers of Wheatley Homes Glasgow (WHG), Wheatley Homes East (WHE), Wheatley Homes South (WHS) and Loretto Housing.

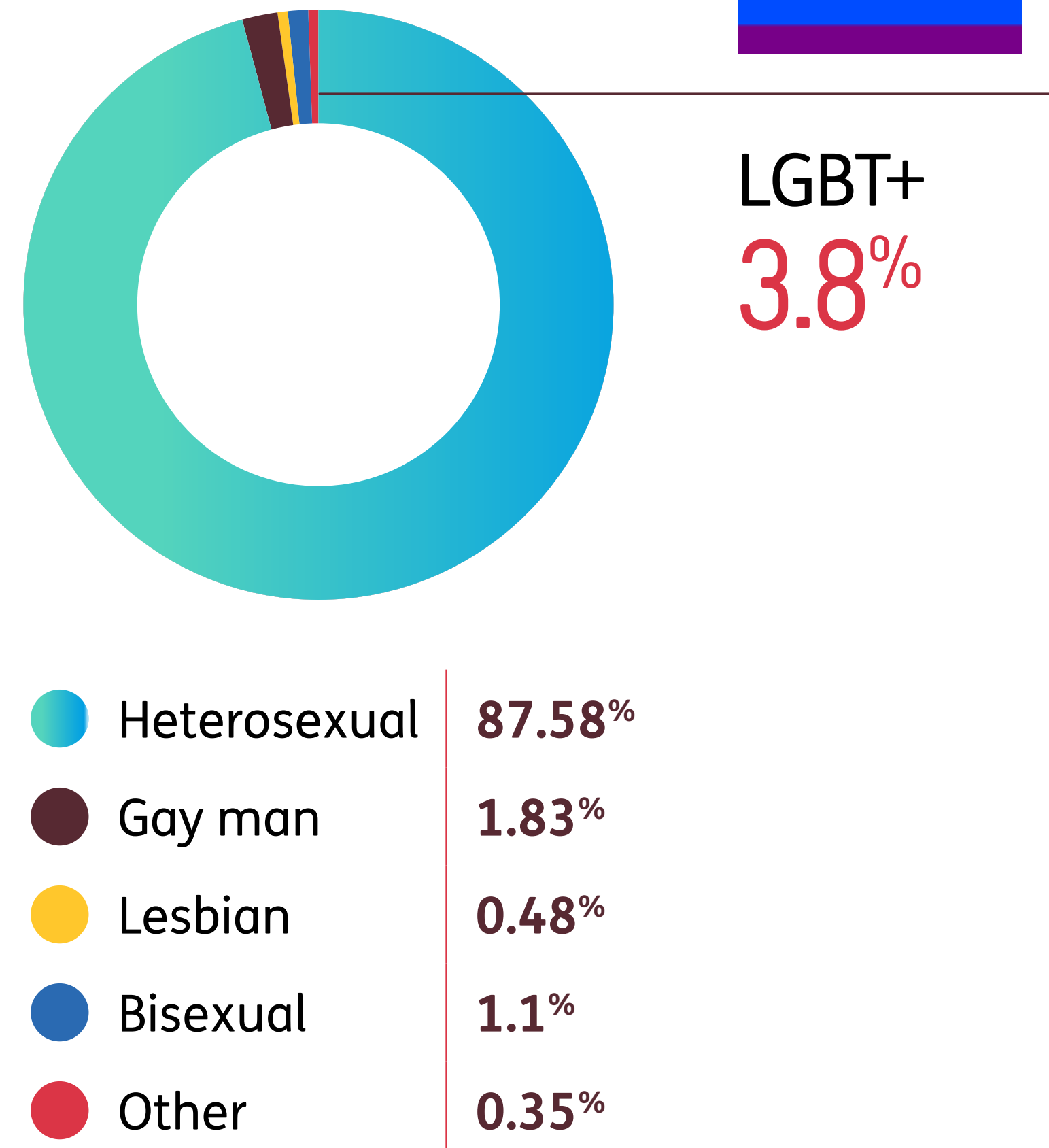
Our customers – equality survey result

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Sex/gender reassignment



Sexual orientation



Nearly 4% of our customer returns were LGBT+. We use this information, for example recently in our Group Hate Crime policy Equality Impact Assessment (EIA) as this group is identified as more at risk by hate crime legislation.

Ethnicity	Group	WHG
White Scottish, British	85%	82.45%
African Scottish, African or British African	3%	4.38%
Polish	1.35%	0.93%
Asian background	1.14%	1.54%

In our customer survey, Wheatley Homes Glasgow had the most ethnically diverse returns; we continue to see this through our housing applicant data. As a Group, we introduced a New Scots approach in 2022, including developing training for staff. We continue to support 'flip flats' for temporary accommodation, which will also include housing refugees.

Customer equality data was reported to our Boards at the end of 2022.

Our customers – equality survey result

Approx. 1 in 4 people in the UK are disabled so we know this group is over-represented in our customer base. We use this information to understand needs and accessibility requirements

Disabilities

Disability	Yes	No
Are you a disabled person?	45%	50%
Is any of your household disabled?	26%	69%

Disabilities declared

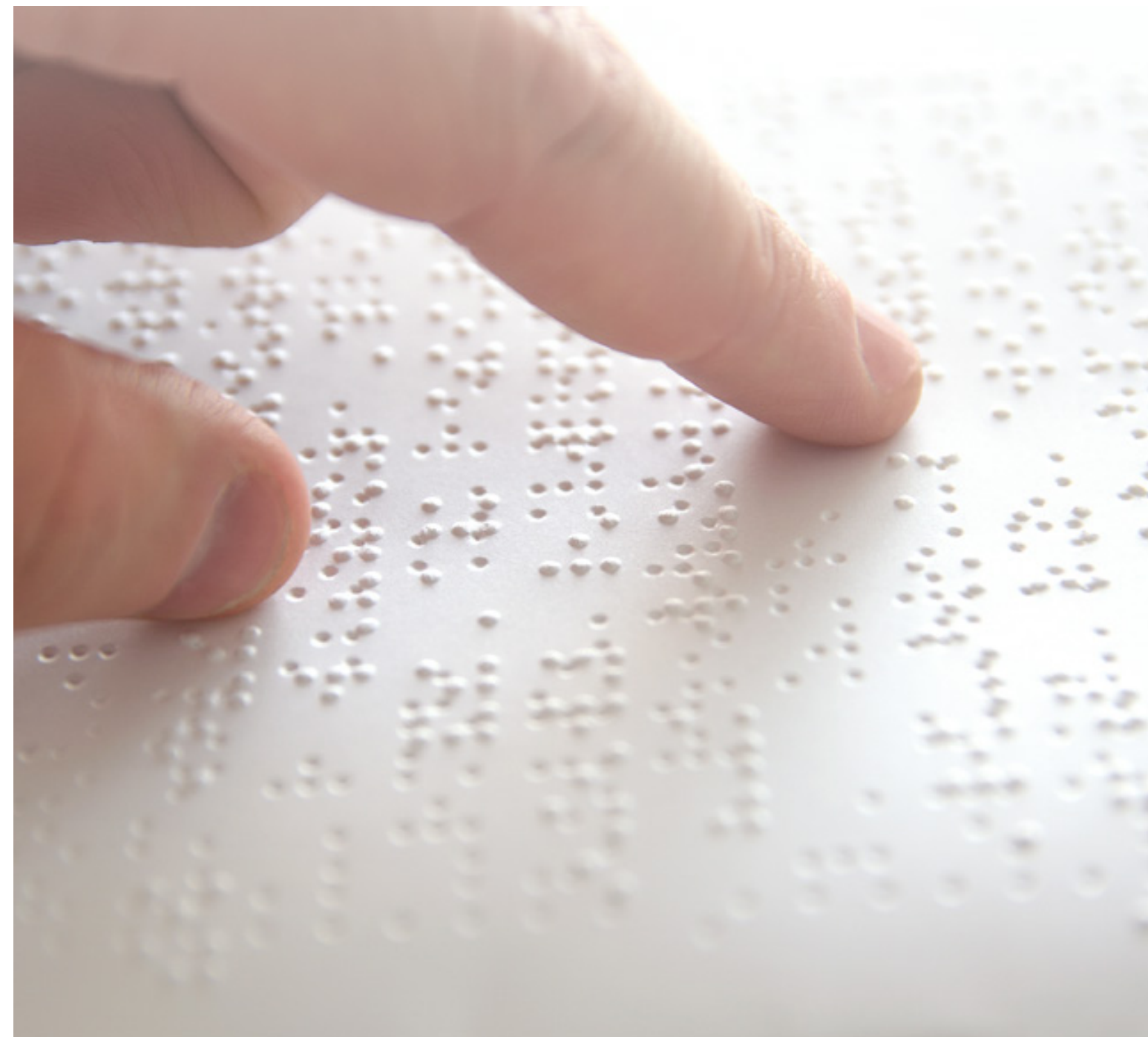
Top disabilities declared	Yes
Long term illness, disease or condition	29%
Physical disability	26%
Mental health condition	22%
Deafness or partial hearing loss	14%
Learning difficulty	7%
Blindness or partial sight loss	6%
Neurodivergent	5%

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45%



Mental health condition
22%



Our customers – equality survey result

We used data to inform our EDI calendar – this is helpful for our staff to be aware of in terms of religious and belief celebrations, as well as other important equality-related events, for example when engaging with customers or planning events.



Religion/belief

Religion/belief	Group
Church of Scotland	36.92%
Roman Catholic	22.87%
No specific belief/atheism	18.72%
Other Christian	6.79%
Muslim	4.1%
Buddhist	1.57%

remaining 10% of responses were ‘prefer not to say’ and other religions each representing <1%



Language	Group
English	88.73%
Arabic	1.05%
Polish	0.95%
Urdu	0.22%
Portuguese	0.17%

We use translation and interpretation services, and our documents can be requested in a translated or other format at no extra cost.

We have key documents available in the most requested languages as business as usual. For example, currently we have tenancy agreements available in over 15 languages.

Our websites can be translated and are fully accessible. You can read more about here: www.wheatley-group.com/home

MyHousing

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Following the collection through our customer equalities data survey, we introduced equality data collection for all prospective tenants.

This data is collected through our allocations system, MyHousing and is monitored and reported quarterly to inform our allocations process. Homes4D&G launched for Wheatley Homes South in summer 2023 and in Edinburgh for Wheatley Homes East, the Edindex system is used – equalities information for these applications are therefore not yet included.



Since October 2022, over **8000** people applied for a home through MyHousing – this is the equality data from those prospective customers.

Disability	Yes	No
Are you a disabled person?	23%	74%
Top disabilities declared		Yes
Mental health condition		67%
Long term illness, disease or condition		47%
Physical disability		43%
Neurodivergent		13%
Learning difficulty		11%
Deafness or hearing loss		8%
Autoimmune disease		5%
Blindness or partial sight loss		4%

23%



8000

people applied for a home
through MyHousing

MyHousing

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Analysis shows that **67%** of applicants that have a disability also have a **mental health condition**.



In response to this we have strengthened our signposting to resources available for mental health support on our MyHousing website, with the below resource link appearing at several sections on the site:



My Housing

Wheatley Group's housing information, advice and letting service

Housing advice Search for a home **Apply for a home** Ways we can help About us Contact us

Login Register

How we rent homes

Homes are advertised on the MyHousing website twice a week.

The [search for a home](#) section is updated every Tuesday and Friday at 8am.

It's easy to note an interest – and you have three days to do so from the day the home is advertised.

You can note interest in three homes in each advertising cycle. You should note interest in homes advertised in your priority [Band](#) which suits you and your household.

Priority is given to applicants who are in the same Band that the home was advertised for.

Once the closing date has passed, the home will be offered in the first instance to the applicant who has noted an interest and has been in the applicant band the longest.

Our 'Fast lets' – homes which are immediately available to all Bands – are added daily.

You can only note an interest in [one](#) Fast Let home in each advertising cycle.

[View 'Fast lets'](#)

Struggling with your mental health?
Moving home, or applying for a home, can be stressful and have an impact on your mental wellbeing.

If you're struggling with your mental health, you can find out about the resources available to you by [clicking here](#).

Our 5-year strategy to 2026 – ‘Your Home, Your Community, Your Future’ – envisages a significant development pipeline of 4000 homes alongside a commitment to make 10,000 lets to homeless applicants. Our development teams consider equalities to help inform the mix of housing we design and build, eg. ensuring a supply of homes designed for Whole Families.



Diversity

We see greater ethnic diversity in our applications compared to our customer survey. Other than British, we had over **60 nationalities** declared with Nigerian, Polish and

Ukrainian having the highest representation.

This tells us that we are serving an increasingly diverse population and highlights the importance of developing our EDI approach to ensure we can be open and inclusive to all our customers.

Ethnicity	Group	WHG	WHE	LHA
White Scottish, British	73%	73%	75%	74%
African Scottish, African or British African	8%	9%	7%	6%
Polish	3%	3%	4%	2%
Arab Scottish, Arab or British Arab	2%	2%	2%	2%
Pakistani	2%	3%	0.5%	2%
Indian and any other Asian background	2%	3%	3%	3%

MyHousing

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Since October 2022, **18%** of MyHousing applicants were non-UK nationals; out of this **73%** were refugees, **18%** migrant workers and **8%** asylum seekers.

We continue to show our commitment to supporting refugees, increasing plans to house Ukrainian refugees from 300 to more than 700 across the Group. In the last year, as a Group we supported temporary accommodation and reported 214 lets to local authorities in Edinburgh, Glasgow, Dumfries and Galloway, West Lothian and South Lanarkshire for Ukrainian families. We continue to monitor and track the number of all refugees housed, including capturing first/second languages.

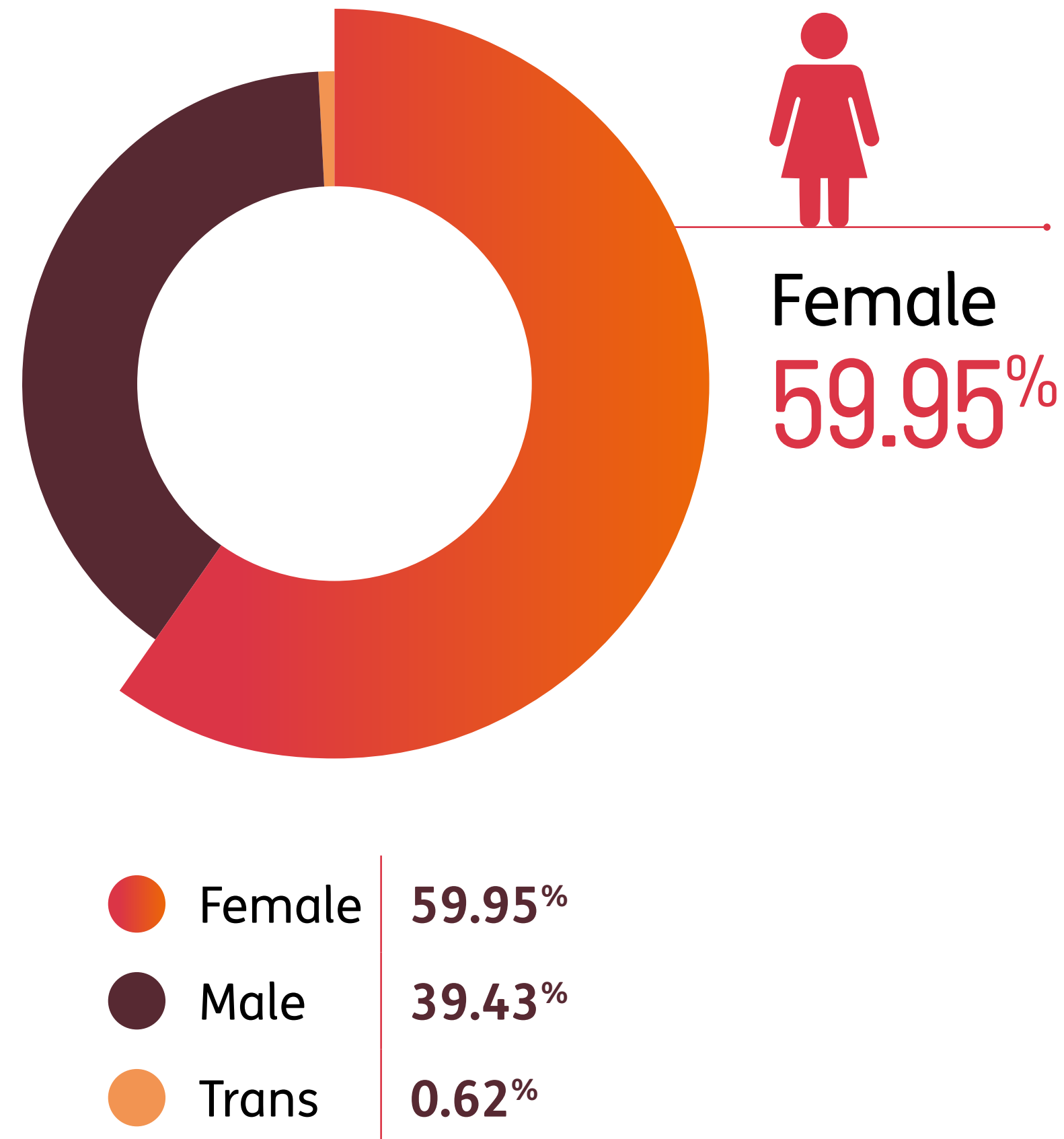
Religion/belief

Religion/belief	MyHousing Group
No specific belief/atheism	40.94%
Roman Catholic	16.88%
Other Christian	9.91%
Church of Scotland	8.80%
Muslim	8.45%
Hindu	0.35%
Other religion or belief	1.14%

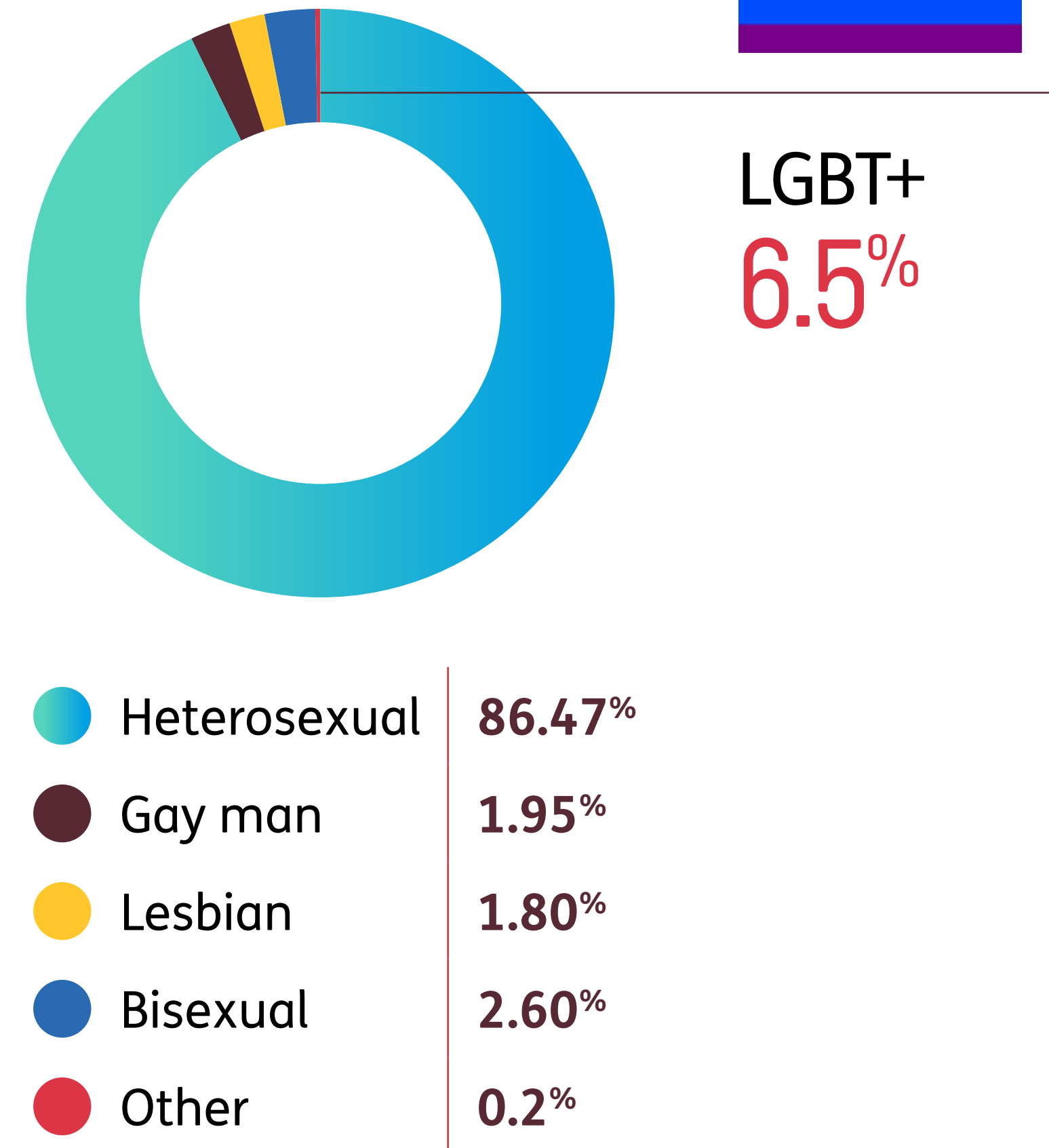


MyHousing

Sex/gender reassignment



Sexual orientation



LGBT+
6.5%

We have a staff LGBT+ network group – the group had a successful Pride campaign, attending events in Glasgow and Edinburgh.



MyHousing

From the last year of our MyHousing EDI data, we know that **8%** of applicants are in a civil partnership; **21%** are married; **6%** were currently pregnant and **5%** had taken maternity/paternity leave in the previous 12 months. We saw roughly the same trends repeated across quarters and geographies.

In our customer survey, only 2% of returns indicated that they were currently pregnant – this shows the need for family housing as a reason for applying for a home emphasising the importance of our Whole Families approach.



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Customer voices

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We have a strong commitment to customer engagement which is reflected in our Customer Voice programme. To ensure our register of Customer Voice members is up-to-date, we invite them to re-register each year. As part of this year's re-registration we've been collecting equality data, with around **1000** customers having provided this so far. We have compared this against our customer survey, staff have considered the data and our Stronger Voices Officers have been trained on how to use this to inform our local engagement plans in an inclusive and accessible way.

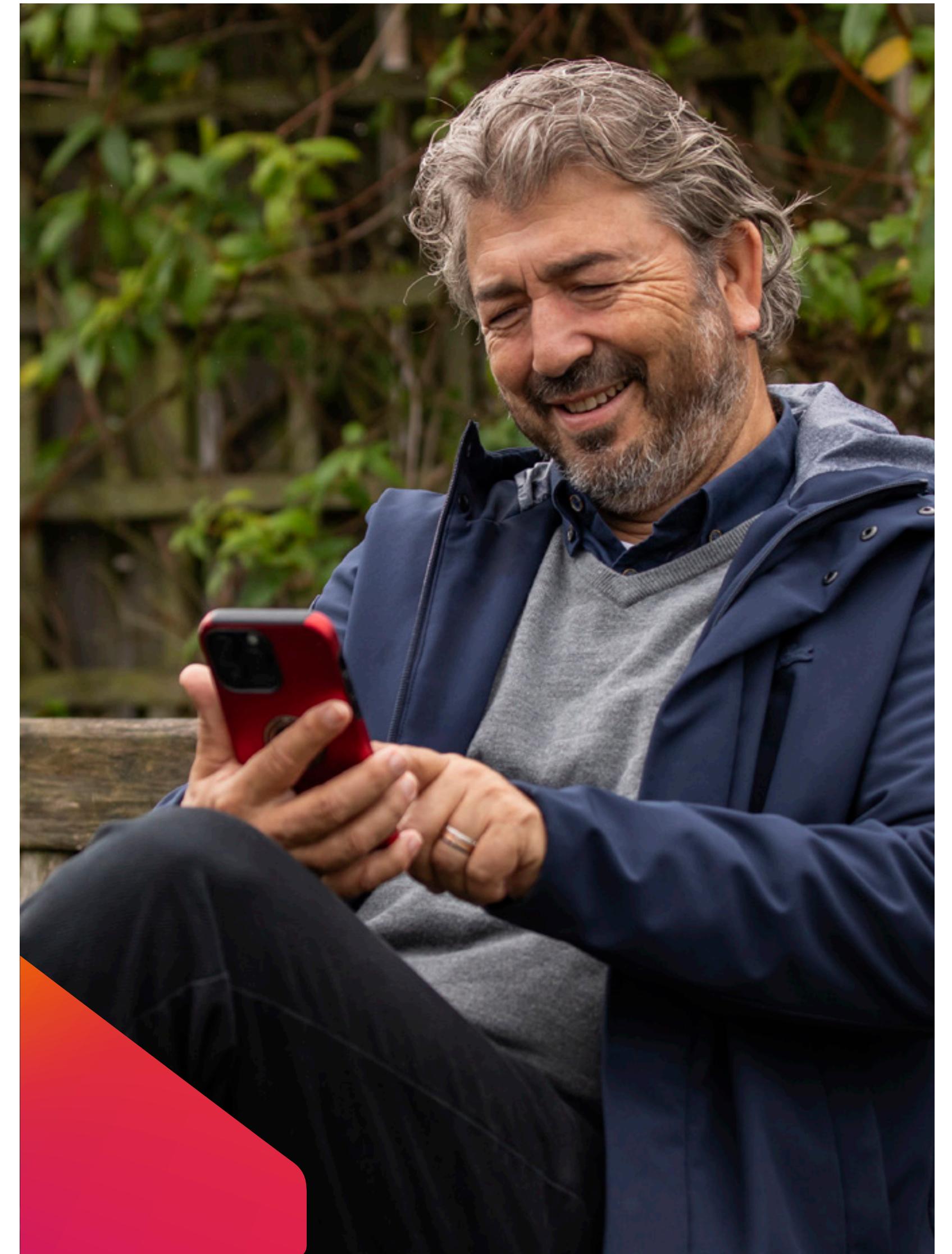
In recognition that **62%** of our Customer Voices who have disclosed themselves as disabled indicated they have a mental health condition, we held an event in celebration of Mental Health Awareness Week. This wellbeing drop-in was an opportunity for customers to have a chat and link in with local mental health services and local community groups. Events such as this will help us promote and signpost the support we have available for customers.

Customer voices

Our engagement framework itself is designed to be flexible, offering different methods of being involved to maximise the diversity of those who can and do participate, such as in-person, online, neighbourhood walkabouts or panel events. We are currently reviewing our engagement framework and will use the Customer Voice equality data to inform the Equality Impact Assessment (EIA).

We know from feedback that customers can face barriers to engagement mainly due to medical and health concerns, for example becoming unable to attend events due to hospital appointments. The EIA is therefore a key process to inform the inclusivity and diversity of our engagement approach.

Disability	Yes	No
Are you or is any of your household a disabled person?	42%	45%
If 'yes', top disabilities declared		
Long term illness, disease or condition		80%
Physical disability		63%
Mental health condition		62%
Neurodivergent		24%
Learning difficulty		19%
Deafness or hearing loss		26%
Autoimmune disease		8%
Blindness or partial sight loss		6%



Customer voices

Ethnicity	Customer Voices Group
White Scottish, British	79.6%
African Scottish, African or British African	2.5%
Other ethnicity	8.6%

Our Stronger Voices officers work closely with our Customer Voices and can assist with accessing IT courses and support, language skills and other development opportunities to ensure accessibility to engaging with us.

We are working to increase the ethnic diversity within our Customer Voice programme, for example one of our Stronger Voices Officer in Glasgow attends an ethnic women's group that meets weekly; we helped secure funding and a space in a local community hall for English classes and sewing classes. This has also led to some customers signing up to our Customer Voice programme.

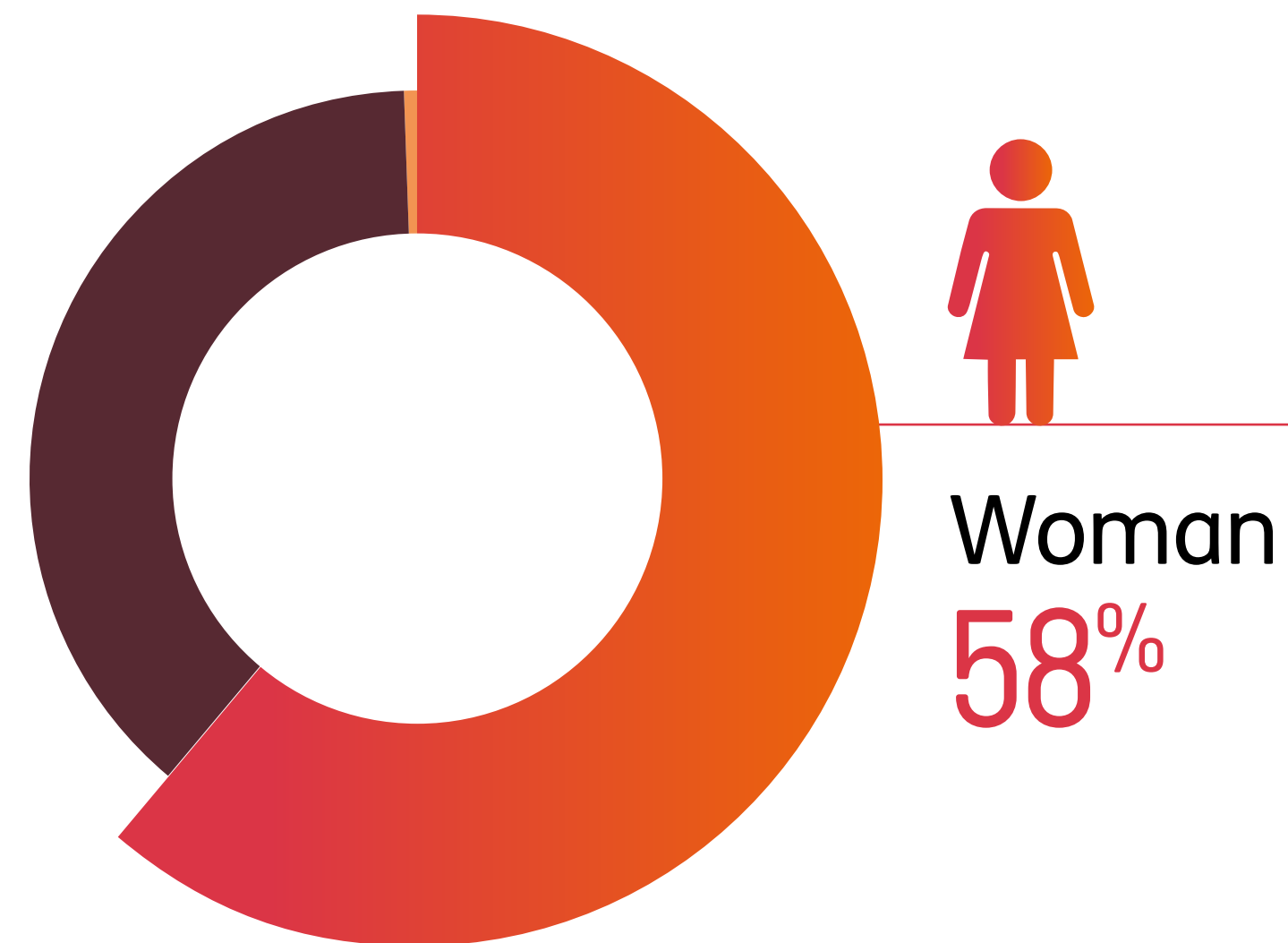
To inform the development of our recently launched [Group Hate Crime policy](#) and accompanying EIA. We used our Customer Voice EDI data to engage with ethnic minority groups ensuring their experience shapes our policy and approach. We also facilitated a women-only focus group to help increase participation from ethnic minority women. Our Group Hate Crime policy helps strengthen our overall approach which we developed in 2019, established a strategic partnership with Police Scotland's National Equality and Diversity Unit. Additionally, we developed Hate Crime training with Police Scotland.

We are also working with Shelter following the publication of their report: Minoritised ethnic groups' access to social housing in Scotland in June 2023.



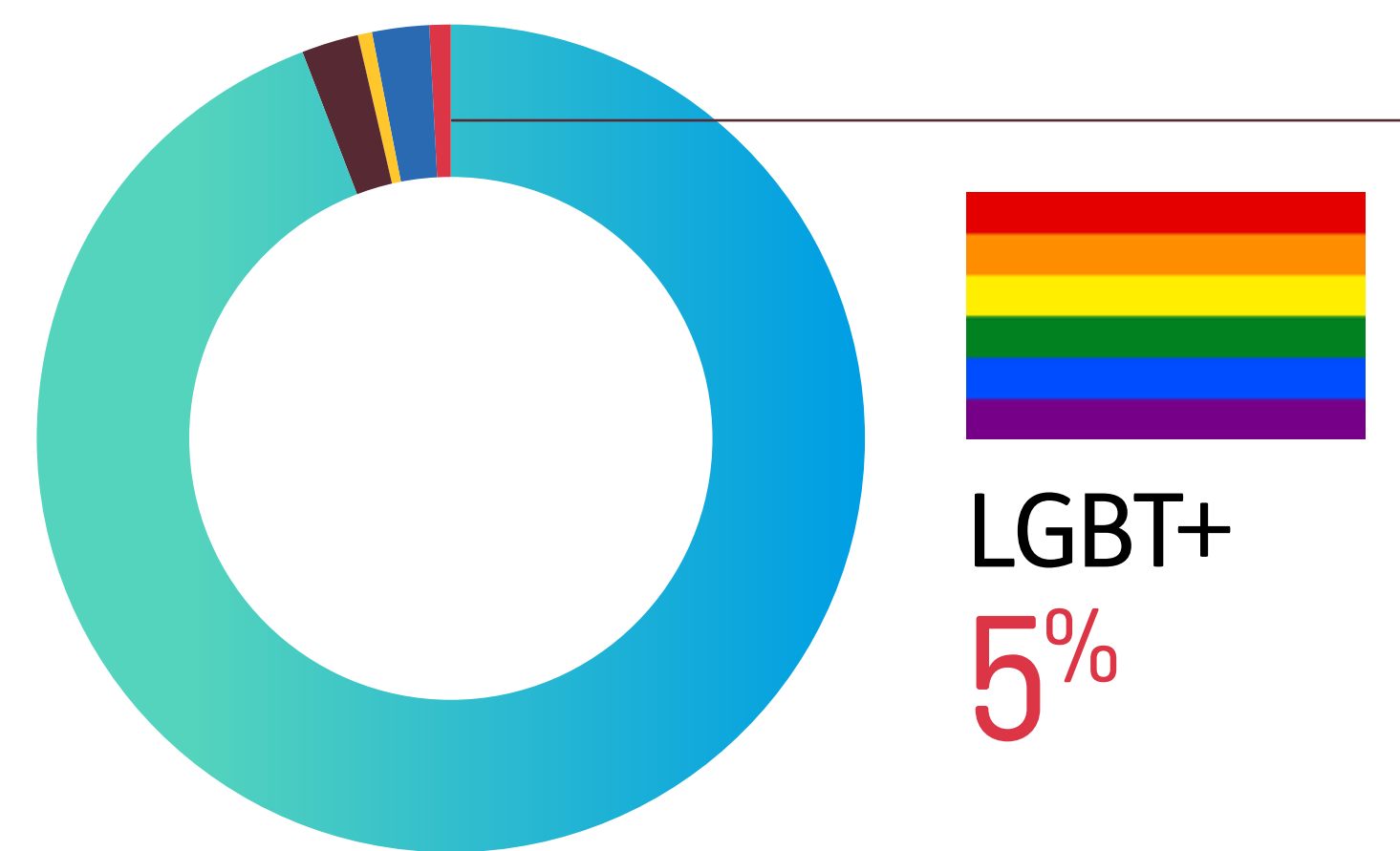
Customer voices

Gender identity



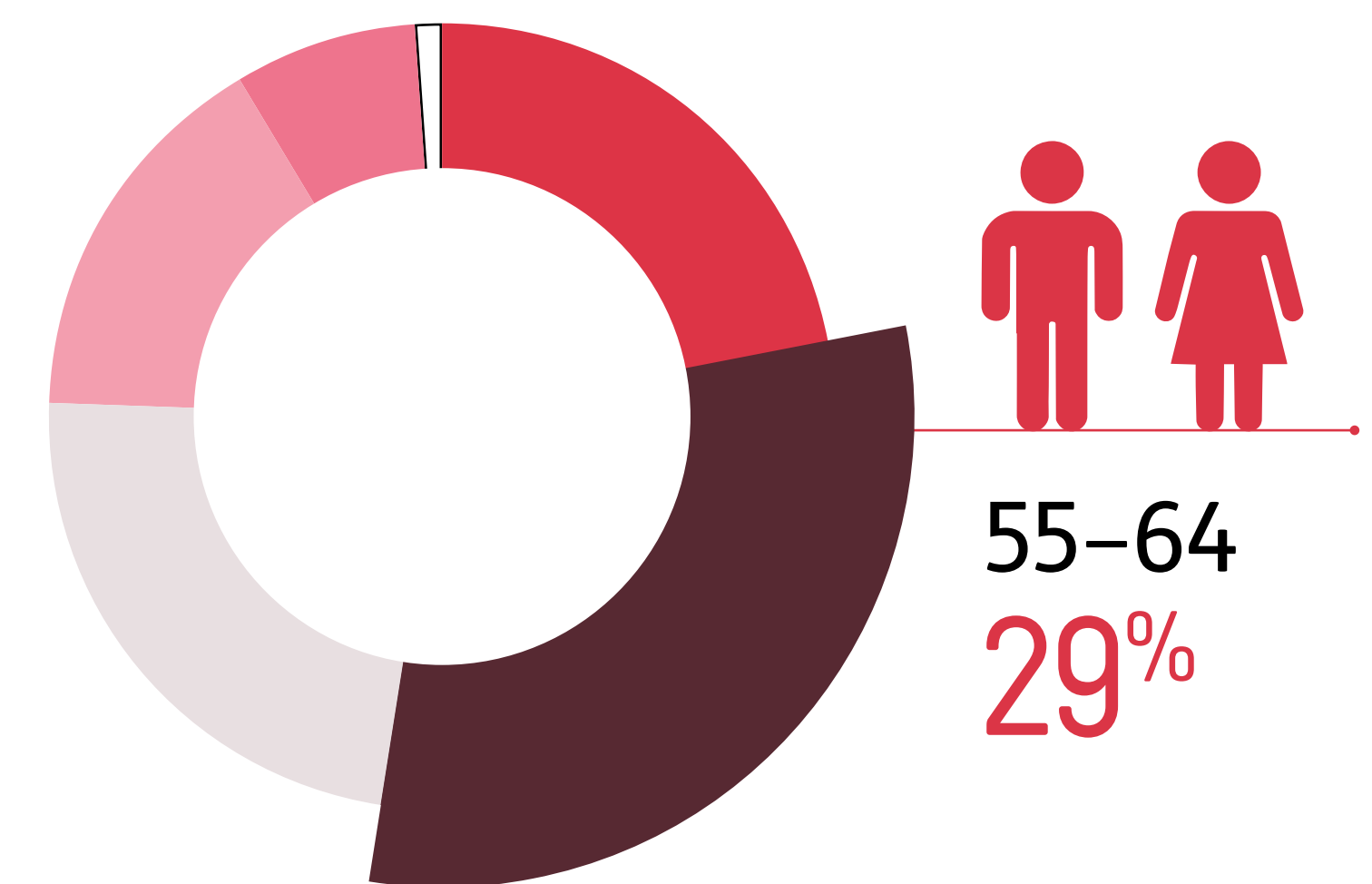
Woman	58%
Man	36%
Non-binary	0.5%

Sexual orientation



Heterosexual	82%
Gay man	2%
Lesbian	0.5%
Bisexual	2%
Other	0.5%

Age



65+	21%
55-64	29%
45-54	22%
35-44	15%
25-34	7%
16-24	1%

Wheatley Foundation

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The Wheatley Foundation delivers projects to improve access to education, employment opportunities as well as social and community activities. In the last year, we expanded the collection of equality data to inform this and quarterly analysis is now underway. It is important we monitor access to these services to help us identify and then mitigate any potential barriers.

Employability programmes

The Foundation supports employability programmes for example, No One Left Behind (NOLB), which is a Scottish Government funded programme currently based only in Edinburgh – this is focussed on employability for younger people and had 234 referrals in 22/23 and 16 referrals in 23/24 quarter one alone. Way Ahead, based in Glasgow, is a general employability project focussed on providing a single point of entry; with 24 referrals in the first quarter of the year and 47 in 22/23 Q4.

Age	WA	NOLB
Under 16		2%
16–24	16%	98%
25–34	34%	
35–44	23%	
45–54	17%	
55–64	10%	

Sex	WA	NOLB
Male	89%	55%
Female	11%	45%

Disability	WA	NOLB
Yes	30%	59%
No	70%	41%



Wheatley Foundation



We see a younger age profile as we would expect for these projects.

We have also seen an increase in disability declarations, an increase from 10% to 50% for Way Ahead in Q4 to Q1 – we expect this to be due to working with partners in our communities to reach more diverse groups and improve access to our projects. This has included CEMVO Scotland, a strategic partner of the Scottish Government Equality Unit and Enable Scotland, an organisation that supports people who have a learning disability. Our new partnership employability contract aims to support disabled parents with children under 5 to begin to prepare for work in the future. This project will be delivered in partnership with Enable, Parents in Trauma and One Parent Families.

Ethnic Group	WA	NOLB
White Scottish, British	81%	87%
White, Other	1%	4.5%
Other/not specified	6%	7.5%
Black Scottish/African	11%	0.5%
Asian	1%	0.5%

Disability	WA	NOLB
Mental health	60%	19%
Blindness/partial sight	2%	1%
Deafness/partial hearing	4.5%	2%
Learning disability	14%	28.5%
Neurodiversity	9%	12.5%
Long term illness	4%	26.5%
Physical disability	2%	3%

Wheatley Foundation

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Bursary – 2023/24 programme

This programme provides people living in our homes with financial support to attend university or college. Bursaries are awarded based on specific criteria including prioritising people who are carers, care experienced, or live in areas of multiple deprivation. This year, we received 125 applicants from our customers and 50 were successful in receiving a bursary.

This is the first time we have undertaken EDI data analysis of our bursaries; analysing this data will inform next year's programme as we look to identify and mitigate any barriers to advance equality of opportunity.

Disability	Applicants	Awards
Physical disability	9.8%	8.1%
Asthma	1.1%	
Autoimmune	3.3%	8.1%
Deafness or partial hearing loss	5.4%	5.4%
Learning difficulty	6.5%	10.8%
Long term illness or condition	17.4%	16.2%
Mental health condition	27.2%	29.7%
Neurodivergent	19.6%	10.8%
Blindness or partial sight loss	2.2%	2.7%
Other	5.4%	8.1%

Ethnic Group	Applicants	Awards
White (British)	54.1%	62.2%
White (Other)	9.4%	8.9%
Black, Black Scottish/ British/African	11.8%	2.2%
Other or not specified	15.3%	22.2%
Asian/Indian	9.4%	4.4%

Age range	Applicants	Awards
16–24	37.6%	46.7%
25–34	31.8%	28.9%
35–44	18.8%	20.0%
45–54	9.4%	2.2%
55–64	2.4%	2.2%

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Bursary – 2023/24 programme

From the results we recognise some groups have high representation in the awards. There is strict criteria in scoring applications and we ensure the number of bursaries awarded is proportionate to the customer size of each of our subsidiaries. If requested, we do provide support for filling out an application, however next year we will more proactively offer support to customers, particularly those whose first language is not English.

Disability	Applicants	Awards
Yes	20.0%	25.6%
No	75.3%	58.1%

Sex	Applicants	Awards
Male	37.6%	47.8%
Female	62.4%	52.2%

Disability household	Applicants	Awards
Yes	22.4%	32.0%
No	64.7%	50.0%

Main language	Applicants	Awards
English	75.9%	83.0%
Arabic	2.4%	4.3%
Kurdish	1.2%	2.1%
Farsi	1.2%	2.1%
Latvian	1.2%	2.1%
Polish	2.4%	2.1%



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Fuel advice, Welfare Benefits Advice and EatWell

Our Wheatley Foundation programmes support our customers, particularly those facing economic disadvantage. To monitor access to these, we have expanded our data analysis to include fuel advice, welfare benefits advice and EatWell. It is important that we monitor access to these services to help us identify and then mitigate any potential barriers. Equality data analysis for these services will be included in our next equalities report.



Our people

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Our ambitions

We want to ensure Wheatley Group is a brilliant place to work and are passionate about creating an environment where everyone can thrive and be themselves. We are eager to build a workforce that is as diverse and vibrant as the communities we serve.

Understanding our workforce

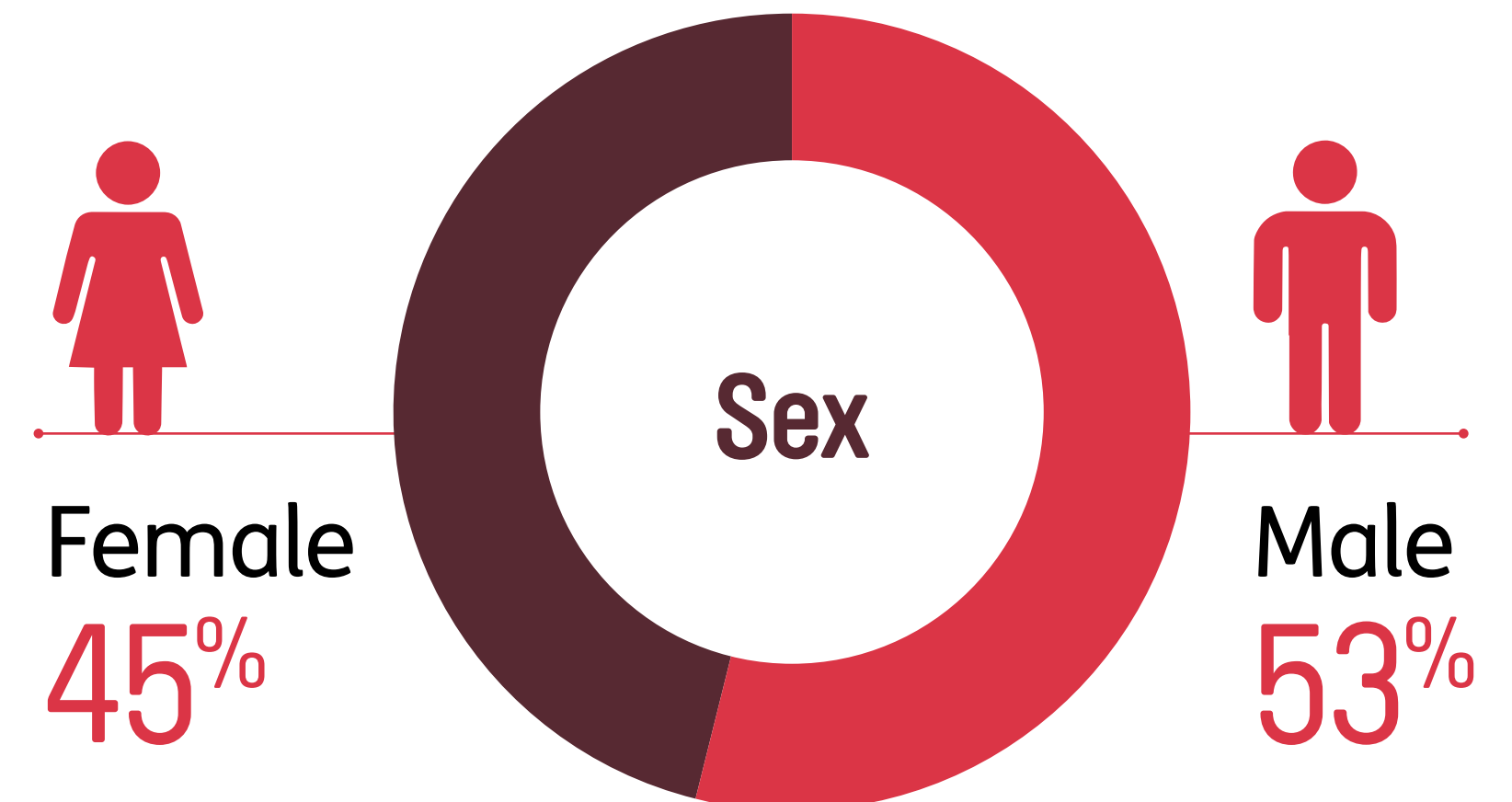
We understand that EDI is about a lot more than data and statistics, but we wanted to get a better understanding of our employees, which is why we launched our first employee diversity survey in 2022. We had a **60%** response rate and are keen that this will improve in future surveys as our 'Different Together' ethos is further embedded across our organisation.

Workforce profile

We have shared a summary of our workforce profile based on the survey respondents.

Age	
16–19	1%
20–24	7%
25–34	18.7%
35–44	22.6%
45–54	26.2%
55–64	21.2%
65–74	2.1%
75 or over	0.1%
Prefer not to say	1%

Our results showed that the organisation has a good representation across all age groups. However we recognise that the 16–19 age group is lower than we would like. We are hopeful to see the number of employees increase within this age group following the re-introduction of our modern apprenticeship programmes.



Overall, the Group employs a fairly even gender balance, with slightly more men than women. Within different divisions of the group however there are different proportions, for example there are more women than men in our care services, and more men than women in our repairs services.

Our people



Sexual orientation

We found that **89.7%** of staff identified themselves as heterosexual/straight and **5%** were gay, lesbian, bisexual or other.

Sexual orientation	
Heterosexual/Straight	89.7%
Gay/Lesbian	2.8%
Bisexual	2%
Other	0.2%

Ethnicity

From the survey, we found that **94.6%** of responders, considered themselves to be white. The remaining **3.5%** were from Asian, African, Caribbean/black, mixed or other ethnicities.

Ethnicity	
White	94.6%
Asian	1.4%
From other ethnic backgrounds	0.8%
Prefer not to say	1.9%

Religion

The two largest groups from the survey respondents were those with **no religion (47%)** and **Christians (46%)**.

Religion/belief	
None	47%
Christian	46%
Muslim	1%
Other	1%
Prefer not to say	5%

Our people

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Disability

We found that **7.6%** of staff consider themselves to have a disability. However, **31.1%** of staff declared that they have a difference or condition that would be considered a disability under the equalities act.

Disability	Responses
Auto immune	40
Deafness/partial hearing	84
Blindness/partial sight loss	17
Physical disability	67
Neuro-divergent	62
Learning difference/disability	21
Mental health	222
Long-term illness/disease	155

Carers

We found that **41.7%** of staff have caring responsibilities outside of work, principally children under the age of 18 but also older and/or disabled relatives.

Care giver type	Total
Child (under 18)	23.3%
Disabled adult	1.7%
Disabled child	2%
Older person	4.7%
Secondary carer	6.9%
Multiple caring responsibilities	3.1%
Not a carer	53.8%
Prefer not to say	4.5%

Customer status

In total **15.8%** of respondents confirmed they were a Wheatley Group customer in addition to being a member of staff.



Our people

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Equality, Diversity and Inclusion Reporting

Our staff survey results gave us a deeper understanding of our people and allowed us to enhance our EDI reporting and share this information with our Executive Team and Boards. In addition to this, we modernised and expanded our diversity categories allowing us to compare and bench-mark with external sources, for example, the Scottish Census, and other relevant workforce comparators.



Creating an inclusive culture

We are passionate about creating an inclusive environment for our staff, and through the launch of our Different Together campaign, we further promoted equality, diversity and inclusion across Wheatley Group.

We also created our 'Different Together' Resource Hub on our intranet for staff to access EDI resources including staff stories of their experiences and other regularly shared content.

We wanted to equip staff with the knowledge and understanding of EDI and introduced an online suite of mandatory EDI training with links to external learning and webinars. We also worked in partnership with Business in the Community to deliver an inclusive leadership training programme. This was delivered to

the People Services team, including our trade union representatives, and over 250 people managers across Group.

We carried out a full review of HR policies to ensure gender neutral and inclusive language and examples were used throughout.



Our people

People networks

We have launched our Community of Excellence and six network groups, each of which has an Executive Sponsor from our Executive and Senior Leadership teams. The groups are colleague-led, ensuring that their voices and lived experiences help us achieve our ambitions and change the way we do things. Our groups are:

- ▶ Race and Multi-Cultural;
- ▶ Disability and Neurodiversity;
- ▶ Age Networking;
- ▶ LGBTQ+;
- ▶ Carer's; and
- ▶ Menopause and Perimenopause.

Combined with listening directly to our colleagues we also obtain feedback from other more formal channels, such as from our recognised trade unions.

Our colleagues have been key in shaping and developing our EDI activity and helped us formulate areas of focus for this year. As part of this, we introduced our first Different Together calendar, which outlines the key diversity events of the year.

An example of an area of focus was the Neurodiversity Week, which our Disability and Neurodiversity Group wanted to raise awareness of and celebrate. They arranged an in-person staff event for colleagues across Group to learn, share experiences and celebrate people's differences. During Neurodiversity Week we also launched bespoke training for managers to educate and allow them to support neurodiverse staff better.



Our applicants

We reviewed our approach to recruitment to attract a more diverse group of applicants for our jobs.

Recruitment

To enable us to attract and support diverse candidates, we reviewed advert wording to ensure the language used is inclusive. We also offer reasonable adjustments to candidates throughout our recruitment process, for example, on one occasion we provided interview themes in advance. Each advert includes details of a named People Services contact who can agree adaptations to the selection process. We want to increase diversity of our people and have therefore published adverts on specialist job boards to encourage people from an LGBTQ+ or ethnic minority background to apply.

We launched our new Group wide recruitment portal which provides us with a greater understanding of our recruitment trends. The new portal allows us to analyse every stage of the recruitment process from application through to outcome.

We developed online training on interview and selection skills which includes EDI themes, such as unconscious bias. This training is now mandatory for hiring managers.

Following the launch of our new recruitment portal, we can now record and report EDI equality data, which allows us to monitor and understand our applicant profile. In 2022/2023, **335** job vacancies were advertised and we received a total of **2,780** applications.



Our applicants

We have shared a summary of our 2022/2023 applicant profiles based on our data from our new recruitment portal:

► Age

Total candidates	
16-19	4% (113)
20-24	18% (487)
25-34	31% (865)
34-44	20% (549)
45-54	14% (381)
55-64	6% (170)
65-74	0% (10)
Prefer not to say	7% (205)

Total successful	
16-19	4% (19)
20-24	17% (85)
25-34	30% (149)
34-44	20% (96)
45-54	15% (76)
55-64	6% (31)
65-74	0% (2)
Prefer not to say	8% (37)

- Whilst there is age representation across applicants, we recognise from our staff survey results that the number of employees within the 16–19 grouping is lower than we would like. We have therefore reintroduced our modern apprentices to increase employees in this age category.

Our applicants

➤ Sex

Total candidates	
Female	49%
Male	50%
Prefer not to say	1%

Total successful	
Female	58%
Male	42%
Prefer not to say	0%

- ▶ We recognise that we have a fairly equal gender balance following the results of our staff survey, however from our applicant data we can see there are more females being employed.

➤ Ethnicity

Total candidates	
White	81%
African	9%
Asian	6%
Mixed ethnic	2%
Prefer not to say	1%

Total successful	
White	81%
African	9%
Asian	6%
Mixed ethnic	2%
Prefer not to say	1%

- ▶ This is an area where would like to increase diversity and we are actively pursuing alternative ways to increase a diverse talent pool at each stage of the recruitment process.

Our applicants



➤ Disability

Total candidates	2780
No	96% (2667)
Yes	4% (113)

Total successful	491
No	96% (469)
Yes	4% (22)

➤ From the applicant data, it is encouraging to see disabled applicants apply and also be successful for roles within group.

The 2022/2023 applicant data gives a strong foundation on our applicant profiling in relation to age, sex, disability and ethnicity at each stage of the process. We will continue to encourage and expand underrepresented groups to apply with us through a variety of EDI focussed initiatives.



Accreditation

We want to show staff and applicants that we are actively looking to make the workplace inclusive for all and we want people to feel confident working for us. At Wheatley, we have been recognised by various organisations for the good work we are doing to champion Equality, Diversity and Inclusion.

As an organisation, we are proud to be a member of the Employers' Network for Equality and Inclusion (ENEI), who are a leading employer network promoting equality and inclusion in the workplace.

At Wheatley, we are committed to removing barriers to disabled people and those with long-term health conditions. This is reflected by our ongoing Disability Confident Employer commitment to best practice, which includes providing a guaranteed interview to disabled applicants who meet the minimum criteria for a role.

Over the last few years, we recognise the importance of attaining meaningful accreditations that reflect our values and we are proud to have successfully attained the following recognised awards:

- ▶ ENEI's Talent Inclusion and Diversity Evaluation (TIDE) – Silver award in 2023, up from Bronze in 2022
- ▶ Menopause Friendly Accreditation.

Accredited Employer

We have successfully retained the following accreditations:

- ▶ Disability Positive
- ▶ Carer Positive
- ▶ Mindful Employer
- ▶ IIP Platinum.



INVESTORS IN PEOPLE®
We invest in people Platinum



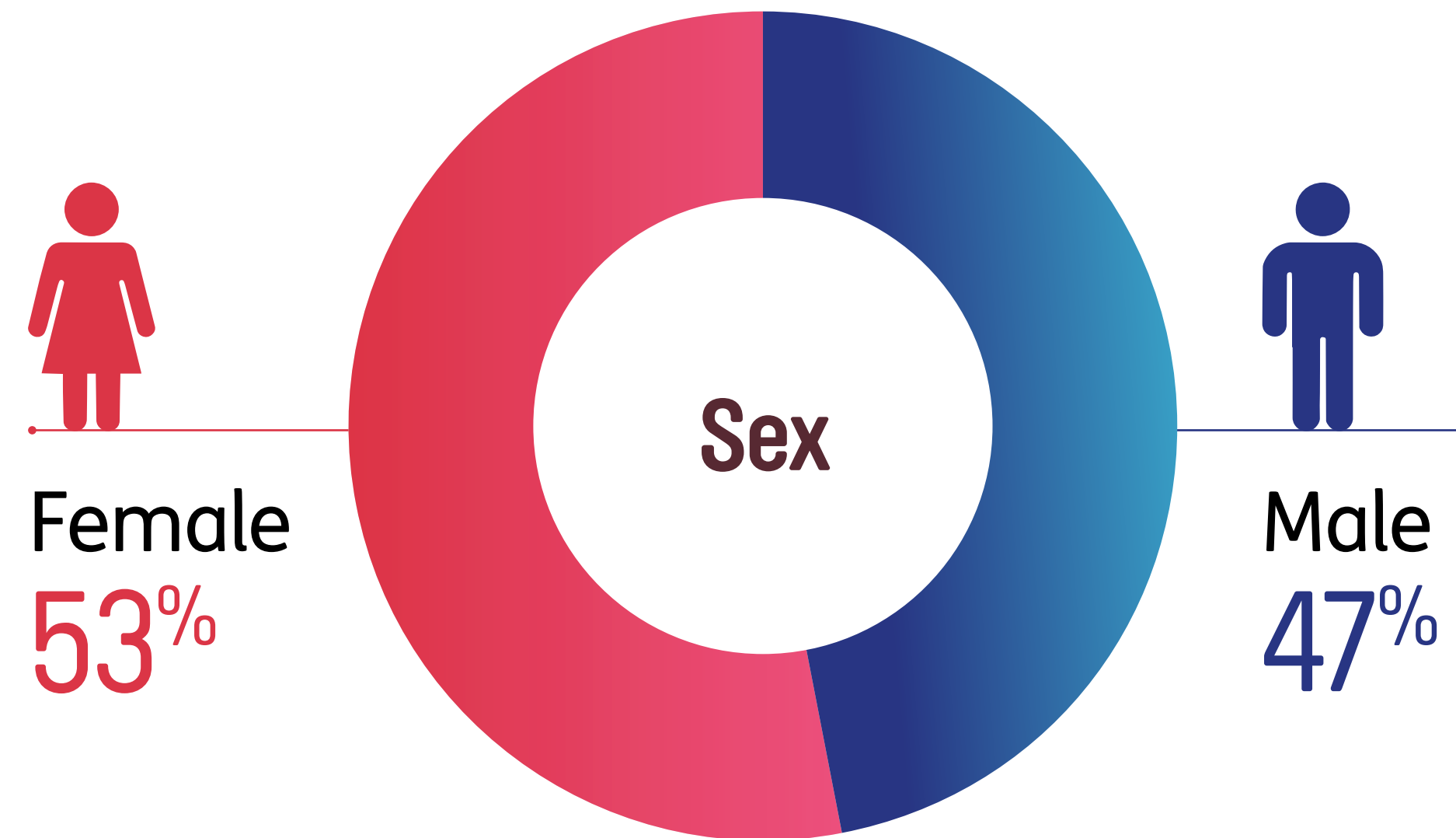
As a group, we will continue on our journey to improve our Equality and Inclusion.

Board members

We now undertake Board diversity monitoring; this has also been formalised as part of our recruitment process and we have undertaken a baseline of diversity across the wider Group.

The results of this indicate that we have a good balance of gender, individuals with disabilities, ethnicity and age range across our governing bodies. The results also indicate a diverse range of socio-economic backgrounds. We already know that we have strong diversity of skills and experience from our Board skills self assessments.

It is intended that we will undertake benchmarking of our Board diversity relative to the wider sector and the national census results where and when the data is available. Board member EDI survey response 2022/23 – 60 respondents:



Disability	
Learning difficulty (autism, dyslexia, dyspraxia)	25%
Mental health condition	37.5%
Physical disability	50%
Long-term illness, disease or condition	62.5%
Deafness or partial hearing loss	25%
Blindness or partial sight loss	12.5%
Neuro-divergent condition	12.5%



13% of Board members indicated a disability



Age	Total
25-34	2%
35-44	11%
45-54	28%
55-64	39%
65+	20%

Ethnicity	Total
White Scottish, British or Irish	78%
African, Scottish African or British African	2%
Indian, Scottish Indian or British Indian	2%

What was the occupation of your main household earner when you were about 14?

Senior, middle or junior managers or administrators such as finance manager, chief executive, large business owner, office manager, retail manager, bank manager, restaurant manager, warehouse manager	30%
Clerical and intermediate occupations such as secretary, personal assistant, call centre agent, clerical worker, nursery nurse	7%
Long-term unemployed (claimed Jobseeker’s Allowance or earlier unemployment benefit for more than a year)	3%
Modern professional and traditional professional occupations such as teacher, nurse, physiotherapist, social worker, musician, police officer (sergeant or above), software designer, accountant, solicitor, medical practitioner, scientist, civil/mechanical engineer	15%
Routine, semi-routine manual and service occupations such as postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, sales assistant, HGV driver, cleaner, porter, packer, labourer, waiter/waitress, bar staff	15%
Small business owners who employed fewer than 20 people such as corner shops, small plumbing companies, retail shop owner, single restaurant or café owner, taxi owner, garage owner	5%
Technical and craft occupations such as motor mechanic, plumber, printer, electrician, gardener, train driver	15%

Next steps

We continue to be committed to equality, diversity and inclusion and will work to further embed all the foundations we have laid over the last year, with a continued focus on equity and improving access to our services. This will include the continuation of monitoring, reporting, and analysing our equality data to inform how we do our business and ensure we take account of our customers and staff needs.

Next year we will publish our second annual equality report which will detail progress since this publication.

We are developing a second iteration of our Group EDI Action Plan; this will be published and progress against this will be monitored quarterly by the Wheatley Solutions Boards.



Want more details?

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different
together

