

# Elmore's Client Equality Report

FY 2022-23



**Elmore**  
Community Services





**Elmore**

**Equality, Diversity,  
and Inclusion**

# **Client Equality Report**

## **FY22-FY23**

As of 20th October 2022

1 February 2023

## Foreword

We are pleased to present our first annual Client Equality Report covering the financial year 2022-23.

This report is based on a snapshot of the diversity profile of our client base on 20<sup>th</sup> October 2022. Our data forms part of the equality information that Elmore Community Services use to promote equality and serve as an anti-discriminatory service provider and employer.

It is supplemented by a Trustee Equality Report and a Workforce Equality Report.

The publication of this report is voluntary and done to improve the equality, diversity, and inclusion of our organisation, and become a more inclusive employer, service provider, and partner, in line with our strategy 'Holding the Hope,' approved by the Board of Trustees in February 2022.

The publication of this report, our first ever, is more important than ever as we respond to the significant health, social, and equality impacts that we all face.



### Tom Hayes

Chief Executive of Elmore Community Services

## Contents

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
<b>2</b>	<b>Uses of this report .....</b>	<b>1</b>
<b>3</b>	<b>Client Equality Monitoring.....</b>	<b>1</b>
3.1	Sources of data.....	1
3.2	Presentation of the data .....	1
3.3	Non-disclosure .....	2
3.4	Gender .....	3
3.5	Age .....	5
3.6	Ethnicity .....	7
3.7	Disability.....	8
3.8	Sexual Orientation.....	8
3.9	Religion/Belief .....	9
<b>4</b>	<b>Recommendations.....</b>	<b>10</b>
<b>5</b>	<b>References.....</b>	<b>11</b>

## 1 Introduction

This Client Equality Report is based on a snapshot of the diversity profile of our client base on 20<sup>th</sup> October 2022.

It is supplemented by a Trustee Equality Report and a Workforce Equality Report.

The publication of this report is voluntary and done to improve the equality, diversity, and inclusion of our organisation, and become a more inclusive employer, service provider, and partner. The ambition to be an anti-discrimination employer and service provider was set by the team in our strategy 'Holding the Hope,' approved by the Board of Trustees in February 2022.

## 2 Uses of this report

As Elmore's first annual Client Equality Report, the information will be used along with other workforce data to:

- establish a baseline for annual analysis of our data across the protected characteristics
- monitor and measure progress in achieving our action plans, which include ensuring our support is fully accessible to all
- assess how all our policies and practices impact on equality and diversity for Elmore clients
- report annually to our Board of Trustees, service user forum, and team, and to external stakeholders including commissioners, partners, and the wider community

## 3 Client Equality Monitoring

### 3.1 Sources of data

- The data about the diversity profile of Elmore's clients is derived from a snapshot of up to 254 clients for whom data is present on Elmore's Salesforce database on 20<sup>th</sup> October 2022.
- The clients present on this database are receiving support from the following Elmore services:
  - Complex needs floating support (116)
  - Mental health floating support (64)
  - New Beginnings for adult survivors of CSE service (22)
  - Rise & Shine (16)
  - Fresh Start Homelessness service (13)
  - High Intensity User Project (HIU) (9)
  - Oxford Safe Haven support (7)
  - Tenancy Sustainment (7)
- Diversity data for clients supported by Family Solutions Plus (FSP) domestic abuse service, Elmore's structured psychological support (SPS), and assistant team therapist (ATT) services were unavailable.
- The 2021 Census Data provides information about the demography of the population in Oxfordshire.

### 3.2 Presentation of the data

- Most of the information in the report has been presented in number format, accompanied by percentages.

### 3.3 Non-disclosure

- The 'disability' category was not provided on the database to record data, but it is fair to assume that people qualify to be clients because they had a disability under at least one available option: 'mental health'.
- For the 'gender' category, the database has the following options to record data against:
  - 'Male'
  - 'Female'
  - 'Agendered'
  - 'Genderfluid'
  - 'Genderqueer'
  - 'Gender non-conforming'
  - 'Intersex'
  - 'Non-binary'
  - Third gender
  - 'Did not ask'
  - 'Client did not wish to disclose'

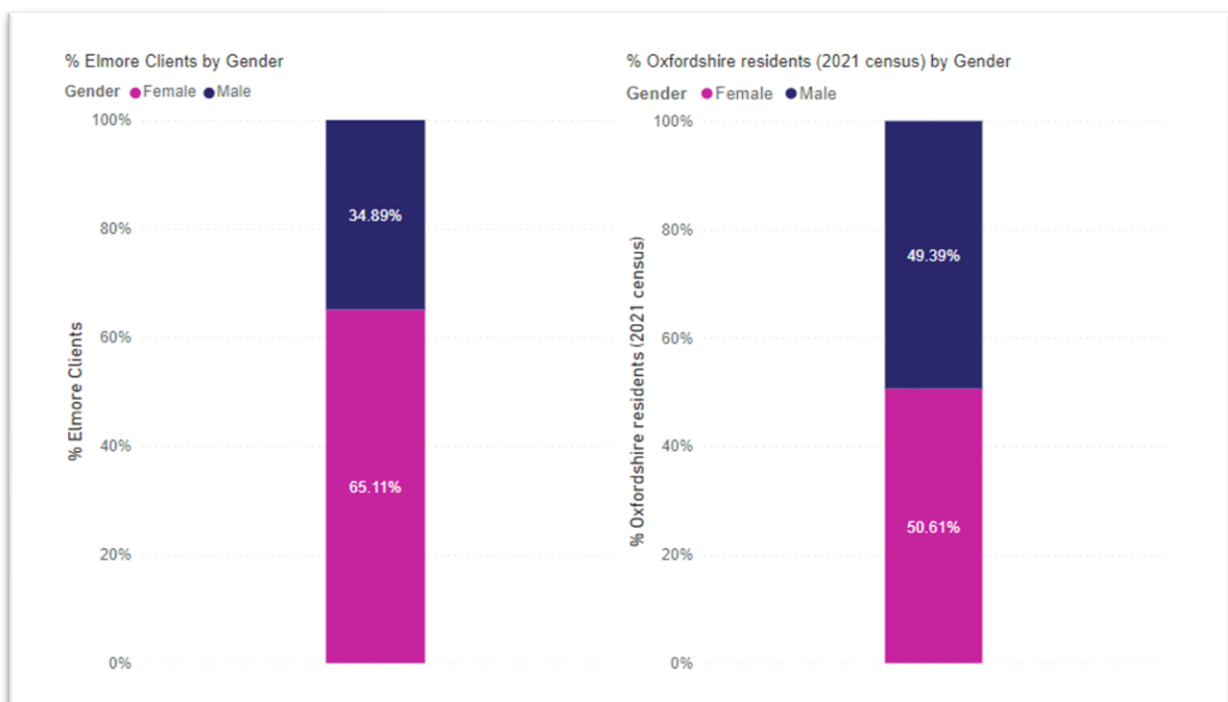
However, possibly due to constraints in the referrals forms where client data is first collected, only male and female (or undefined) options have historically been recorded.

- A 'gender identity' field is available, but often not filled in. It currently includes:
  - 'Cisgender'
  - 'Transgender'
  - 'Did not ask'
  - 'Client did not wish to disclose'
- For the 'sexual orientation' category, the following options are provided on the database to record data against:
  - 'Asexual / Ace'
  - 'Bisexual'
  - 'Gay'
  - 'Heterosexual'
  - 'Lesbian'
  - 'Pansexual / Pan'
  - 'Queer'
  - 'Unsure'
  - 'Other'
  - 'Did not ask'
  - 'Client did not wish to disclose'
- For the 'religion/belief' category, the following options were not provided on the database to record data against:
  - 'Spiritualism'
  - 'Paganism'
  - 'Jainism'

### 3.4 Gender

The following table shows the gender of Elmore clients, compared with the 2021 census data for Oxfordshire (1):

Gender (Largest first)	Elmore Clients 20/10/2022		Oxfordshire (2021) (1)	
Female	153	60.24%	367,100	50.61%
Male	82	32.28%	358,200	49.39%
Undefined	19	7.48%	n/a	n/a
Prefer not to say	0	0	n/a	n/a
<b>Total</b>	<b>254</b>	<b>100.0%</b>	<b>725,300</b>	<b>100%</b>



- The gender profile is unbalanced:
  - Almost 2 thirds of clients for whom gender is recorded on Elmore’s database are women (65%), which is above that of the population of Oxfordshire at 51%.
  - Just over a third of clients for whom gender is recorded are men (35%), which is below that of the population of Oxfordshire at 49%.
  - Data has not been entered for anything other than male or female in the gender field, with not clients being recorded as any of the other available options:
    - ‘Agendered’
    - ‘Genderfluid’
    - ‘Genderqueer’
    - ‘Gender non-conforming’
    - ‘Intersex’
    - Non-binary’



- Third gender

The following tables and charts show the gender identity of Elmore’s clients compared to the 2021 Oxfordshire census data (1):

Gender Identity	Elmore		Oxfordshire	
	20/10/2022		(2)	
Undefined	214	84%	36,171	6%
Cisgender	34	13%	555,387	93%
Client did not wish to disclose	2	1%	0	0%
Transgender	4	2%	2,566	0%
Non-binary	-	-	616	0%
All other gender identities	-	-	295	0%
<b>Total</b>	<b>254</b>	<b>100%</b>	<b>595,035</b>	<b>100%</b>

These are the categories included in the 2021 census, which could be adopted by Elmore as options in their database:

- Does not apply
- Gender identity the same as sex registered at birth
- Gender identity different from sex registered at birth but no specific identity given
- Trans woman
- Trans man
- Non-binary
- All other gender identities
- Not answered

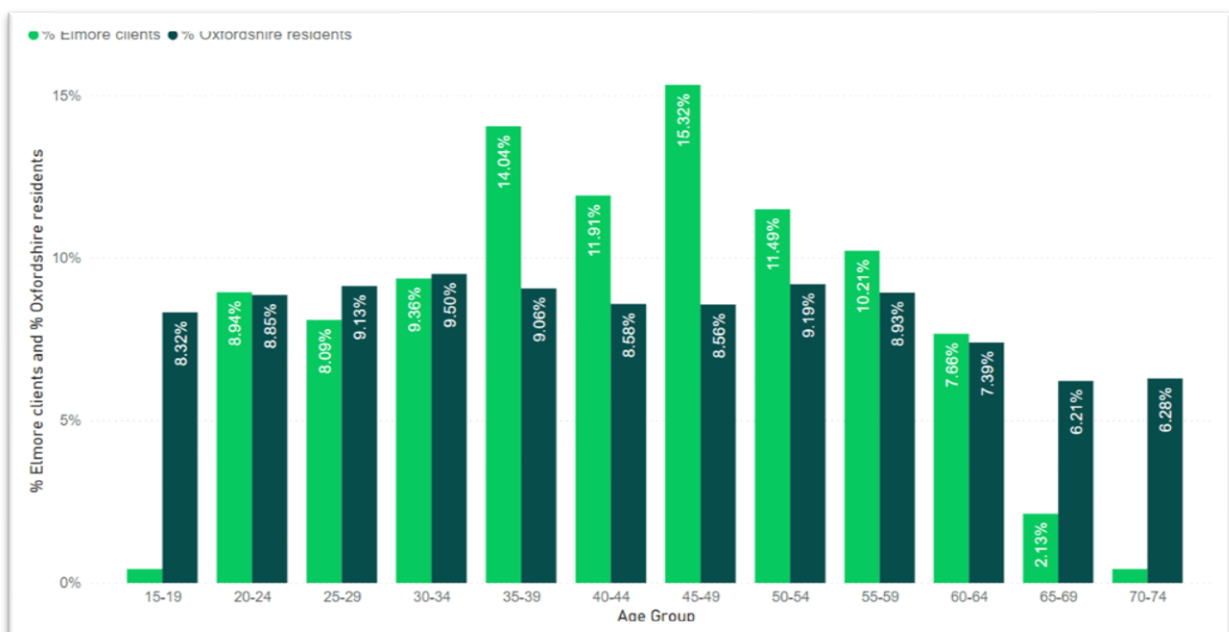
**The main observations are:**

- 99% of the defined census data identify as cisgender, compared to 89% of defined data from Elmore clients, 11% of whom are transgender.
- The client sample is small, as much of the data is undefined. Elmore will endeavour to record this more fully.
- These are the categories included in the 2021 census, which could be adopted by Elmore as options in their database:
  - Does not apply
  - Gender identity the same as sex registered at birth
  - Gender identity different from sex registered at birth but no specific identity given
  - Trans woman
  - Trans man
  - Non-binary
  - All other gender identities
  - Not answered

### 3.5 Age

The following table shows the age ranges of Elmore clients, compared with the 2021 census data for Oxfordshire (1):

Age Group	Elmore 20/10/2022	Oxfordshire (1)	
15-19	1.85%	45,000	8.31%
20-24	5.55%	47,900	8.85%
25-29	18.51%	49,400	9.13%
30-34	18.51%	51,400	9.50%
35-39	12.96%	49,000	9.05%
40-44	9.25%	46,400	8.55%
45-49	12.96%	46,300	8.55%
50-54	9.25%	49,700	9.18%
55-59	9.25%	48,300	7.39%
60-64	1.85%	40,000	7.39%
65-69	0%	33,600	6.21%
70-74	0%	34,000	6.28%
Prefer not to say	0%	n/a	n/a
<b>Total</b>	<b>100%</b>	<b>541,000</b>	<b>100%</b>



**The main observations are:**

- The largest age group for clients, for which date of birth is recorded, is 45-49 (15%), followed by 35-39 (14%). The next largest age group for clients is 40-44 (11%), then 50-54 (11%).
- Elmore has a higher representation of clients recorded on the database aged 35-39, 40-44, 45-49, 50-54, 55-59, and 60-64 than the population of Oxfordshire in the same age groups. Elmore has a lower representation of clients than the population of Oxfordshire in all other age groups.

### 3.6 Ethnicity

The following table shows the ethnicity of Elmore clients, compared with the 2021 Oxfordshire census data (3):

Ethnicity	Elmore 20/10/2022		Oxfordshire 21/03/2021 (3)	
<b>Asian or Asian British</b>				
Bangladeshi	0	0%	3,030	0.4%
Chinese	1	0.39%	8,249	1.1%
Indian	3	1.18%	12,530	1.7%
Pakistani	0	0%	10,992	1.5%
Other Asian	3	1.18%	11,585	1.6%
<b>Black African, Caribbean, or Black British</b>				
African	4	1.57%	9,616	1.3%
Caribbean	4	1.57%	3,327	0.5%
Other Black	4	1.57%	1,941	0.3%
<b>Mixed or Multiple Ethnic Groups</b>				
White and Asian	0	0.00%	8,008	1.1%
White and Black African	1	0.39%	2,927	0.4%
White and Black Caribbean	4	1.57%	5,144	0.7%
Other Mixed or Multiple ethnic groups	1	0.39%	6,535	0.9%
<b>White</b>				
English, Welsh, Scottish, Northern Irish or British	160	62.99%	557,149	76.8%
Irish	1	0.39%	6,906	1.0%
Gypsy or Irish Traveller	1	0.39%	652	0.1%
Roma	0	0%	1,229	0.2%
Other White	5	1.97%	64,118	8.8%
<b>Other</b>				
Arab	0	0%	2,517	0.3%
Any other ethnic group	0	0%	8,837	1.2%
Prefer not to say	3	1.18%	n/a	n/a
Undefined	59	23.23%	n/a	n/a
<b>Total</b>	<b>254</b>	<b>100.0%</b>	<b>725,292</b>	<b>100%</b>

The main observations are:

- Most clients for which ethnicity is recorded are ‘White English, Welsh, Scottish, Northern Irish, British’ (63% or 160 in headcount).
- The total for ‘White’ is 66% or 167 in headcount.
- The proportion of clients that is ‘Asian or Asian British’ is 3% (7 clients); ‘Black African, Caribbean, or Black British’ is 5% (12 clients); ‘Mixed or Multiple Ethnic Groups’ is 2% (6 clients).
- The percentage of white people in Oxfordshire is 86%, which is very similar to the total percentage of white Elmore clients when you take only the defined data into account (85%).

### 3.7 Disability

The ‘disability’ category was not provided on the database to record data, but it is fair to assume that the majority of clients have a mental health diagnosis and /or issues with mental health. However, the proportion of clients with a mental health condition which limits their day-to-day activities, which would classify them as having a disability, is not currently known.

Disability (Largest first)	Elmore		Oxfordshire	
	20/10/2022		(4)	
No	0	0%	619,809	85%
Yes	0	0%	105,482	15%
Undefined	0	0%	0	0%
Prefer not to say	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>725,291</b>	<b>100%</b>

### 3.8 Sexual Orientation

The following table shows the sexual orientation of Elmore clients, compared with the 2021 Oxfordshire census data (5):

Sexual orientation	Elmore		Oxfordshire	
	20/10/2022		(5)	
Heterosexual	48	18.90%	526,306	88.45%
Bisexual	5	1.97%	10,009	1.68%
Lesbian	0	0%	8,828	1.48%
Gay	0	0%		
Pansexual	0	0%	1,601	0.27%
Undecided	0	0%	0	0.00%
Asexual	1	0.39%	47,299	7.95%
Prefer not to say	0	0%	156	0.03%
Undefined	200	78.74%	547	0.09%
Queer	-	-	287	0.05%
<b>Total</b>	<b>254</b>	<b>100.0%</b>	<b>595,033</b>	<b>100%</b>

**The main observations are:**

- Over 75% of clients have blank or undefined for the sexual orientation field.
- 'Heterosexual' is the largest proportion of clients for which this data is available at 19% (48 clients), or 89% of the defined data.
- The next largest proportion of respondents is 'Bisexual' at 2% (5 clients), or 9% of the defined data.
- Other sexual orientations disclosed by respondents are 'Asexual' at 2% (1 client) of the defined data.
- No clients have been recorded with the following sexual orientation options:
  - 'Lesbian'
  - 'Gay'
  - 'Pansexual'
  - 'Undecided'
  - 'Prefer not to say'
- Elmore's clients have almost the same % of heterosexuals as the Oxfordshire census data (88%).
- The census recorded Queer as an option for sexual orientation which could be added to Elmore's client database (amongst other relevant option's).

### 3.9 Religion/Belief

The following chart shows the religion/belief of Elmore clients, compared with the 2021 census data for Oxfordshire (6):

Religion/Belief	Elmore 20/10/2022		Oxfordshire (6)	
Atheism	9	3.54%	290,118	40%
Undefined	223	87.80%	0	0%
Christianity	13	5%	343,313	47%
Agnosticism	2	1%	0	0%
Islam	1	0%	23,479	3%
Spiritualism	0	0%	0	0%
Other	4	2%	4,229	1%
Prefer not to say	1	0%	50,016	7%
Paganism	0	0%	0	0%
Buddhism	0	0%	3,901	1%
Hinduism	0	0%	6,332	1%
Judaism	0	0%	2,117	0%
Sikhism	0	0%	1,785	0%
Jainism	0	0%	0	0%
<b>Total</b>	<b>253</b>	<b>8.26%</b>	<b>725,290</b>	<b>100%</b>

**The main observations are:**

- Nearly 90% of clients have blank or undefined for religion/belief.
- For those clients where a religion is recorded, the most common religion is Christianity (5.12%, 13 clients). This is 47% of the defined client data, which is the same proportion as the Oxfordshire census.
- 3.54%, or 30% of the defined data, have no religion/are atheist.
- Less than one percent are agnostic or Muslim.

## **4 Recommendations**

- To improve the integrity and quality of diversity data being collected for:
  - all new services and Family Solutions Plus (FSP) domestic abuse service, Elmore's structured psychological support (SPS), and assistant team therapist (ATT) services by recording data on the existing Salesforce database or, if other means are used, by recording data for the diversity categories and options.
  - all categories and options by requiring data inputters to complete the same set of categories and options utilised in annual Workforce Equality Reports and Trustee Equality Reports.
  - the 'disability' category for all services by adding these as mandatory fields to complete in the Salesforce database.
  - ensure information is collected for the 'non-binary' and 'intersex' options in the 'gender' category.
  - making the 'lesbian', 'gay', 'pansexual', 'undecided', and 'prefer not to say' options for the 'sexual orientation' category mandatory fields to complete in the Salesforce database.

## 5 References

1. **ONS.** Population and household estimates, England and Wales: Census 2021. *ons.gov.uk*. [Online] 28 6 2022.  
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