

# Equality Report 2015-2016

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Company Secretary  
June 2016



SPLITZ  
Support Service

At Splitz we take our responsibility to people very seriously. This applies equally to our team as well as to our beneficiaries.

This year we invested over £35,000 in developing our team. All staff and volunteers are given the opportunity to achieve a broad range of nationally recognised qualifications.

Excellence in how we manage both paid staff and volunteers is demonstrated by our commitment to retaining Investing in Volunteers and PQASSO accreditation.

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February 2016: PQASSO level 2 accreditation review



- **113 paid staff and 40 volunteers**
- **£35,000 spent on training**
- **10,430 referrals to 9 service types in 3 counties**

## **Introduction**

The purpose of this report is to examine whether our HR policies and procedures are delivering equality of opportunity in fulfilment of our duties under various equality and discrimination legislation.

This report sets out the results of monitoring between 1 April 2015 and 31 March 2016. Age and age group is determined at the end of the reporting period.

We have sub-divided the report to reflect data for each of the counties we work in and each of the service types we deliver (eg outreach, perpetrator programmes).

## **Staff**

There has been a higher turnover (29%) than normal this year. This is expected given the number of changes to funding streams and services.

We have reshaped services in Devon and Wiltshire in line with funder requirements. Our other services remained

steady with minimal change in staffing levels. We have fewer volunteers as our volunteer programmes in Devon and Gloucestershire did not develop as expected, mainly due to other more pressing demands.

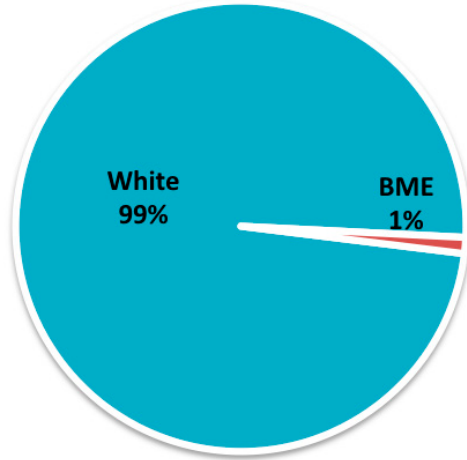
## **Beneficiaries**

The range of data collected on our management systems allows us to provide useful demographic information about our beneficiaries. This year we analysed our data to identify gaps in our services.

Our services are delivered in rural shire counties with high concentrations of white British residents, each with a main town or city with a more diverse population. We have used our analysis to map our beneficiaries against the expected diversity for each county.

# THE TEAM

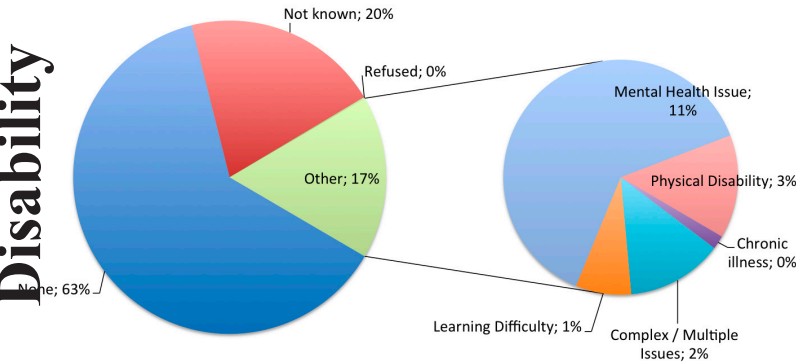
## Ethnicity



## Ethnicity

The ethnic mix of our team fell to 1% BME (2014-15: 4%). Vacancies are advertised across a range of recruitment sites and by word of mouth. We have seen a steady number of applications from BME candidates for all vacancies and are content we have reached a wide range of the local population.

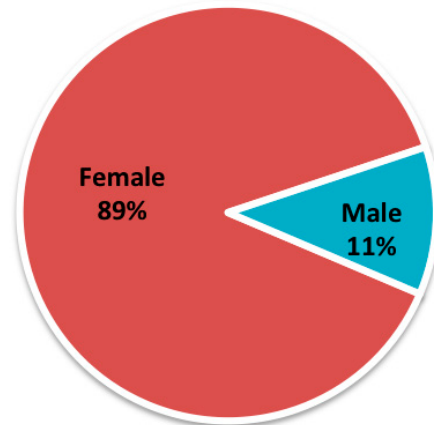
## Disability



## Disability

The number of staff reporting a disability also fell to 1% (2014-15: 4%). The % of 'not known' data is very high and not acceptable. We have introduced a new online HR management system and expect this information will be completely up to date before the next report.

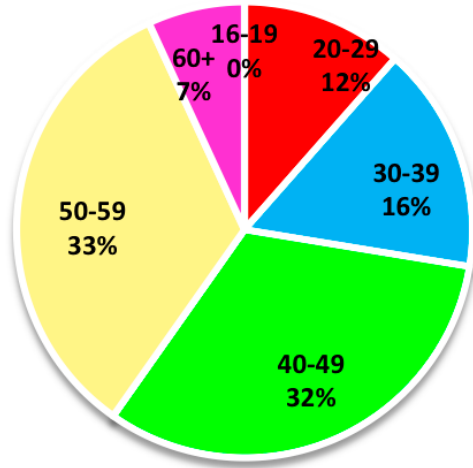
## Gender



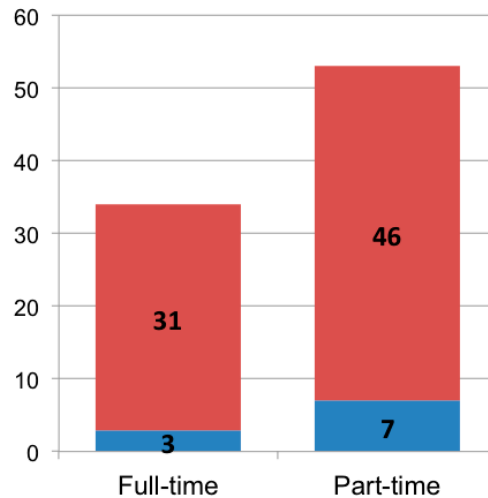
## Gender

We now have 11% male employees (2014-15: 13%). We continue to employ female workers for our DV outreach services in accordance with exemptions in the Equality Act. Male workers are welcome in all our other roles, including volunteers and trustees.

## Age group



## Work pattern



## Age Group

More of our team are over 50 years old (33%), and the number of staff between 30-49 years (48%) has reduced (2014-15: 26%, 53%). We recruited 29 new team members (17 staff and 12 volunteers), of whom 42% were over 50 years old. The oldest employee is in their mid-60s. The youngest is in their early-20s.

## Working Pattern

We count anyone working 35 hrs or more per week as full-time. This year we had 34 full-time staff, compared to 24 full-time staff last year, accounting for 40% of all staff (2014-15: 25%). Having more full-time staff has improved our capacity and capability and reduced overheads in some areas.

- **13 vacancies**
- **77 applicants: 37 people interviewed**
- **11 appointments: 3 staff added through TUPE**

## Recruitment

In 2015-16 we recruited for 13 vacancies and made 11 appointments. 2 post remain unfilled. We also took on 3 new staff through TUPE when we won a tender to provide IDVA services in the Wiltshire local authority area.

Splitz advertises locally and aims to have employee representation that reflects the communities where we work. Adverts for vacancies were placed on a number of websites including Charity Job, Devon Jobs, Glos Jobs and Women's Aid. We have since stopped using Women's Aid as we have had a poor response.

We collect monitoring data for all applicants for paid roles. Information is collected at the application stage, interview stage and at appointment. This is analysed to help ensure there is no conscious or sub-conscious bias in our recruitment process.

## Age Group

There is a fair mix of ages represented at all stages of the recruitment process. This year we appointed a higher than average number of staff over 50 years old.

## Disability

No applicants declared a disability at the application stage. Only 3% of applicants declared a disability at the interview stage. Of those employed none declared a disability. This is well below our target and historical norm, where 8% of interviewees and 13% of appointees have a known disability.

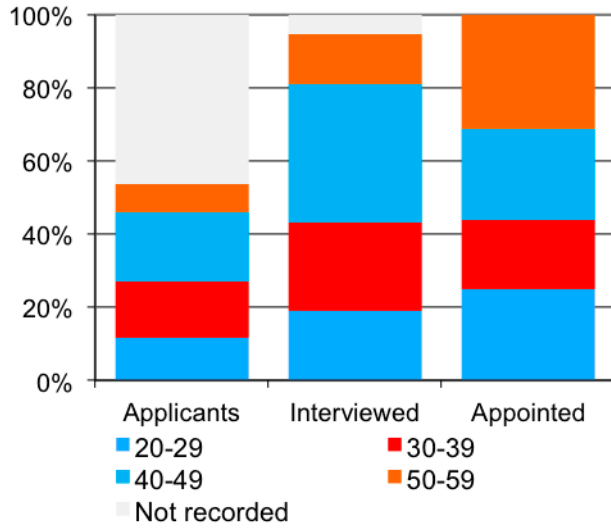
## Ethnicity

16% of applicants interviewed and 13% of appointees were from a BME background. This is higher than the BME mix of the communities where we work.

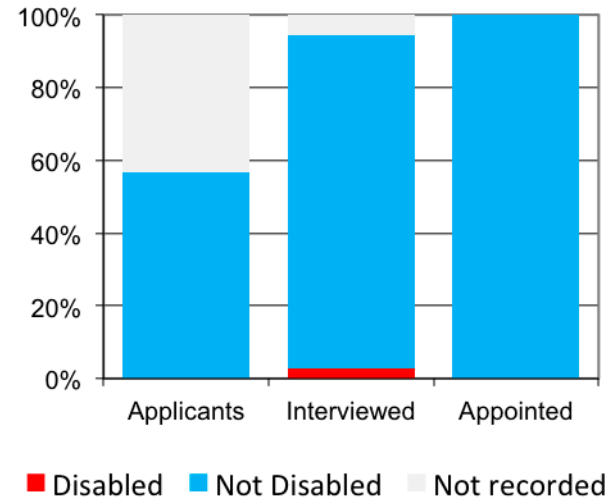
## Gender

Although only 6% of applicants were male, 11% of interviewees were male. This is quite high given many of the roles advertised were for females only, and perhaps explains why no males were appointed.

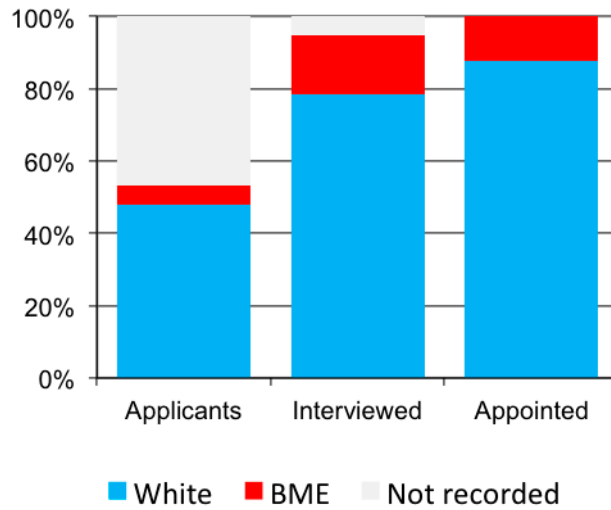
## Age group



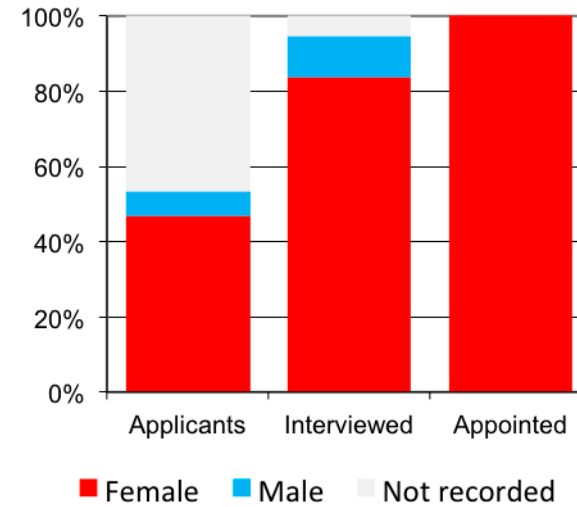
## Disability



## Ethnicity



## Gender



- Overall retention 80% (target: 80%)
- Overall turnover 29% (target: 20%)

## Retention

Retention is measured as:

number of staff with more than 1 yr service / total number of staff 1 year ago

Retention of paid staff: 78%  
Retention of volunteers: 83%  
Retention of trustees: 91%

**Overall retention: 80%** (target: 80%)

Overall retention is within our target. Staff retention is below target, which is a reflection of the changes taking place within the organisation as a result of funding changes and uncertainties. This year we also had a few staff leave to return to their home countries or begin a new life abroad.

## Turnover

Turnover is measured as:

number of posts vacated / average number of posts during the year

Turnover of paid staff: 29%  
Turnover of volunteers: 41%  
Turnover of trustees: 9%

**Overall turnover: 29%** (target: 20%)

Overall turnover is higher than our target. The reasons people left were:

17 resigned (5 moved overseas)  
2 retired  
7 were made redundant



## Targets

Overall the age and gender mix is fairly balanced given the range of services we deliver. However, there may be scope to recruit more male volunteers, but given the roles available we may not be able to encourage many new male recruits. We are developing other volunteering roles to support the core work of the charity that may appeal more to male volunteers.

## Challenges

We are conscious that many of the areas we work in have an exceptionally high white British population (97-99%), but we are also aware of the large pockets where there is a higher BME population (eg Gloucester City, Exeter City, Trowbridge), and work closely with all relevant agencies in these areas.

<b>Recruitment 2016-2017</b>				
	Volunteers %	Paid staff %	Trustees %	<b>Overall %</b>
Male applicants	>10	>25	>33	<b>20-25</b>
BME applicants	>10	>10	>15	<b>5-15</b>
Disabled applicants	>10	>10	>15	<b>5-15</b>

<b>Staff mix 2016-2017</b>				
	Volunteers %	Paid staff %	Trustees %	<b>Overall %</b>
Male	>10	>12	>33	<b>20-25</b>
BME	>5	>5	> 5	<b>8-12</b>
Disabled	>10	>5	> 5	<b>8-15</b>

- 9,818 adult referrals
- 612 child referrals
- 9 service types: 7 adult and 2 CYP services
- 3 counties

## Referrals

The figures used in this section are for referrals to our services. While it is possible to provide data on those who take up a service with us, we still have work to do for every referral and feel this gives a better indication of the amount of work undertaken by each service.

## Services

This year we operated services across 3 counties, delivering 9 service types:

- Domestic abuse helpdesk
- Adult domestic abuse outreach
- Independent domestic violence advisers (IDVA)
- Workshops for women affected by domestic abuse
- Domestic abuse support to children and young people
- Workshops for young people
- Male perpetrator programme
- Women's safety service
- Mentoring/befriending service

## Counties

Our services were mainly delivered in:

- Wiltshire
- Gloucestershire
- Devon

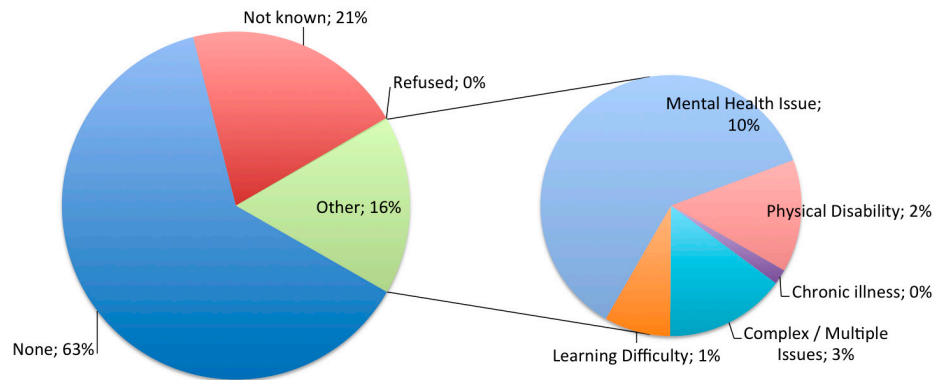
In all cases our services are provided in the local authority area called Wiltshire, Gloucestershire and Devon and not the whole ceremonial county area.

## Demographics

The majority of our services are for adults; however, our services for children and young people have increased considerably, and look set to increase again next year.

We are able to provide a range of demographic data about the adults who use our services. However measuring protected characteristics is proving slightly more difficult for ethnicity and disability than for age and gender.

# Disability



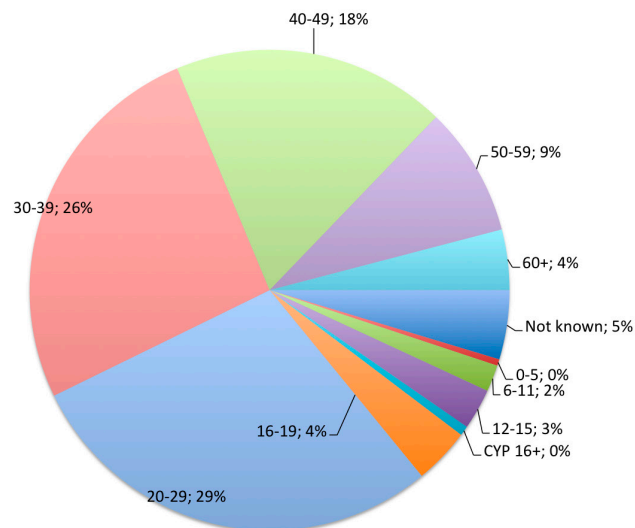
## Disability

The % of service users declaring a disability (16%) is comparable with last year (19%). This year we have provided a breakdown of the nature of the disability. Mental health represents 65% of all declared disabilities.

The extent of the disability is not examined as we are not competent to do so: we accept each service user at face value and work with them to establish how we can meet their needs as an individual.

There are 21% of cases 'not known' compared to last year when we had 25% 'not known'. This consists of 20% of adult cases and 24% of children/young people (CYP) cases.

# Age Group

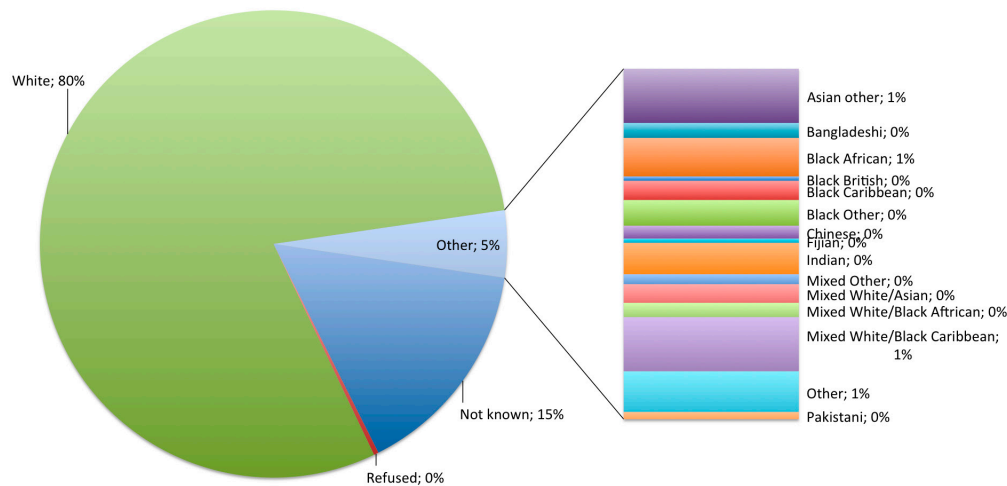


## Age Group

The age group for adults covers service users from age 16 years right up to those in their 90s. The oldest service user was 95.

There are only 5% 'not known' compared to 7% last year. There will always be unknowns as not every referral comes with full data and some service users disengage before we are able to collect data. This consists of 5% of adult cases and 4% of CYP cases.

# Ethnicity



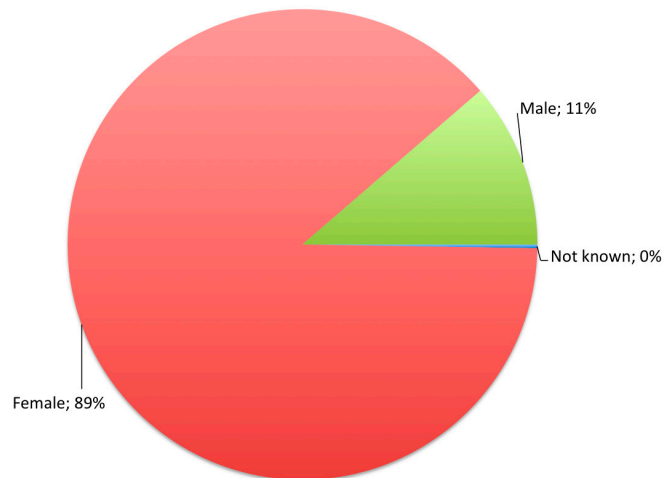
## Ethnicity

The % of service users with a BME background (5%) is comparable with last year (5%). This year we have provided a breakdown of the ethnicity using standard ethnic groupings. No ethnic group was more than 1% of the total.

The extent of the disability is not examined as we are not competent to do so: we accept each service user at face value and work with them to establish how we can meet their needs as an individual.

The % of not known data (15%) remains comparable to last year. This consists of 15% of adult cases and 18% of CYP cases.

# Gender



## Gender

The gender mix shows a reduction in the number of men (11%) compared to last year (16%). This is partly due to a reduction in the number of male only perpetrator programmes being delivered.

The % of 'not known' data (0%) remains comparable to last year. This consists of 0% of adult cases and 0% of CYP cases.

## Referrals by service type and county

Service type	Devon	Gloucestershire	Wiltshire	Total
Helpdesk	1363	2659	0	4022
IDVA	301	1365	303	1969
DV outreach	1150	1107	704	2961
DV workshop	136	103	131	370
CYP outreach	285	0	126	413
CYP workshop	0	20	179	199
DVPP	64	102	161	327
Women's safety service	21	25	49	95
Mentoring & befriending	0	0	74	74
Total	3320	5383	1727	

The total number of referrals is 10,430, representing a 17% increase over last year (8,915).

Demand by county also shows an change in demand. The large increase in Gloucestershire may be related to the way cases now progress within the system, and not represent such a significant change in demand. This figure will be reviewed and restated next year if necessary.

	2014-15	2015-16	Change
Devon	3018	3320	10% ↑
Gloucestershire	3750	5383	43% ↑
Wiltshire	1983	1727	13% ↓

## Service user mix 2016-2017

	Disability %	BME %	Gender % male
Devon	15-25	5-10	5-10
Gloucestershire	10-15	10-15	5-10
Wiltshire	15-25	5-10	10-15
<b>Total</b>	<b>10-20</b>	<b>5-15</b>	<b>5-15</b>

## 'Not known' data 2016-2017

	Disability %	BME %	Gender %
Devon	< 15	< 15	< 1
Gloucestershire	< 10	< 5	< 1
Wiltshire	< 15	< 10	< 1
<b>Total</b>	<b>&lt; 10</b>	<b>&lt; 10</b>	<b>&lt; 1</b>