

Crawley Borough Council Workforce Monitoring Report – 2023/24



Foreword

This report and accompanying tables provide data on diversity declaration rates and the workforce profile of Crawley Borough Council in the 2023/24 financial year.

This document outlines the key data that the Council is able to provide about its workforce, although the data is dependent on employees disclosing their personal information so there may be gaps in the data where employees and job applicants have chosen not to do so.

The data within this report is based on our workforce of 583 employees as at the 31st of March 2024.

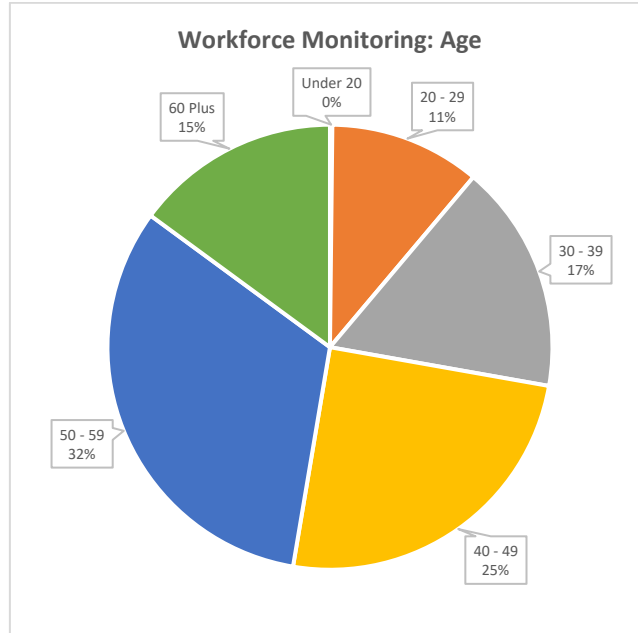
** For those figures that are displayed as a 0 within a chart or graph, this is due to our figures being rounded to the nearest whole number for reporting purposes. Therefore, the exact figure as a percentage, in these instances will be less than 0.5.*

Contents

The workforce monitoring information outlined on subsequent pages covers the following areas:

1. Age
2. Disability
3. Gender
4. Race
5. Religious Beliefs
6. Sexual Identity
7. Working Patterns
8. New Starters
9. Leavers
10. Recruitment
11. Gender Pay Gap
12. Moving Forward
13. List of References

1. Age



Most employees fall into the 50-59 age bracket, accounting for 32% of our workforce, with the second largest proportion of employees falling into the 40-49 age bracket.

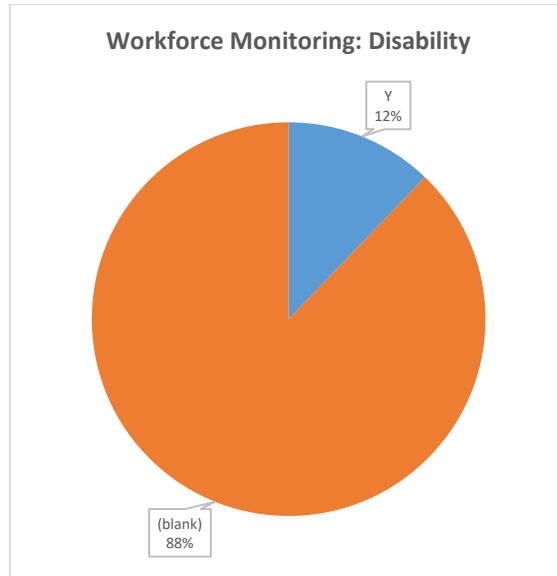
The percentage of Under 20's employed by the council is 0.2% of the workforce which equates to 1 employee. Looking at applications for roles in 2023/24, 18 individuals under 20 applied for roles, 6 of those were invited for interview and 2 applicants were offered roles, both start dates will fall into the 2024/25 financial year. 12 applicants did not meet the criteria to progress to interview.

Age	Number of Employees	% of Employees
Under 20	1	0%
20 - 29	64	11%
30 - 39	97	17%
40 - 49	145	25%
50 - 59	189	32%
60 Plus	87	15%
Grand Total	583	100%

2. Disability

We have the accreditation as a disability confident employer, as we are committed to the recruitment, retention, and career development of all employees with a declared disability.

Currently 12% of our workforce have a declared disability:



Disability	Number of Employees	% of Employees
Y	71	12%
(blank)	512	88%
Grand Total	583	100%

3. Gender

The male/female gender split remains stable, our workforce is made up of 300 males (50%) and 283 females (49%). No one has declared a gender outside of these categories within our 2023/24 workforce.

Gender	Number of Employees	% of Employees
F	283	49%
M	300	51%
Grand Total	583	100%

4. Race

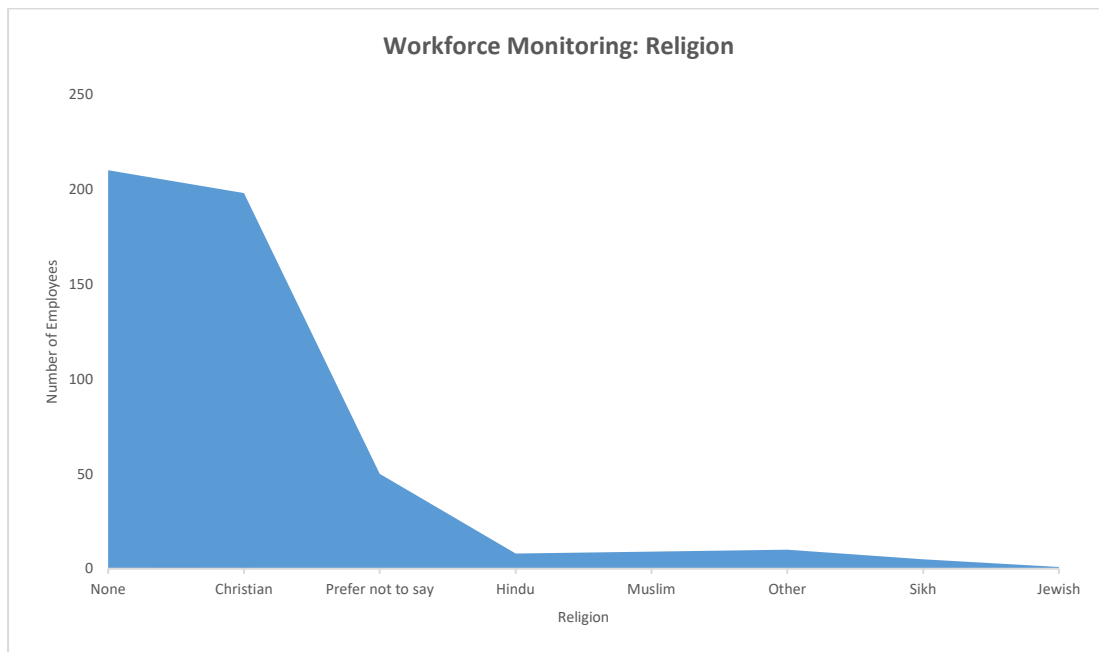
Ethnicity	Number of Employees	% of Employees
WHITE-BRITISH	434	81%
REFUSED TO SPECIFY	14	3%
WHITE-OTHER	19	4%
ASIAN-INDIAN	11	2%
ASIAN-OTHER	12	2%
NOT REQUIRED	9	2%
WHITE-IRISH	3	1%
MIXED-WHITE & ASIAN	4	1%
MIXED-WHITE/BLACK CARIB.	3	1%
MIXED-OTHER	5	1%

BLACK-OTHER	10	2%
ASIAN-PAKISTANI	6	1%
MIXED-WHITE/BLK AFRICAN	2	0%
CHINESE-OTHER	1	0%
CHINESE	2	0%
BLACK-BLACK AFRICAN	3	1%
Grand Total	538	100.0%

We continue to practice bias-free recruitment to expand our inclusive and diverse workforce.

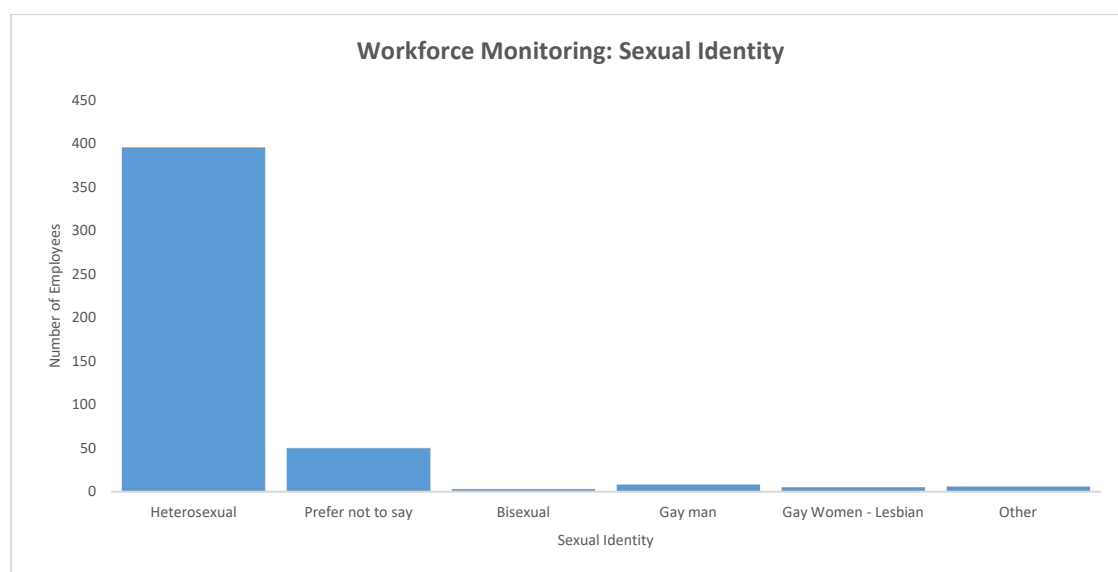
5. Religious Beliefs

Religion	Number of Employees	% of Employees
None	210	43%
Christian	198	40%
Prefer not to say	50	10%
Hindu	8	2%
Muslim	9	2%
Other	10	2%
Sikh	5	1%
Jewish	1	0%
Grand Total	491	100%



43% of employees declared that they have no religious beliefs, closely followed by 40% of the workforce who are Christian, 10% of the workforce. 'Prefer not to Say'. 7% of the workforce have religious beliefs including Muslim, Hindu, Jewish and Sikh. There is also a proportion of people that haven't shared this information.

6. Sexual Identity



Sexual Identity	Number of Employees	% of Employees
Heterosexual	395	85%
Prefer not to say	50	11%
Bisexual	3	1%
Gay man	8	2%
Gay Women - Lesbian	5	1%
Other	6	1%
Grand Total	467	100%

The majority (85%) of our employees above have declared they identify as heterosexual, with 11% of the workforce 'preferring not to say' what their sexual identity is. The remaining 5% of our workforce are bisexual, gay and other.

7. Working Patterns

Working Hours	Number of Employees	% of Employees
Part Time	107	18%
Full Time	476	82%
Grand Total	583	100%

**Data captured recognises contractual status of either a full time or part time employees. The majority of employees work on a hybrid basis (where the role allows), and there are employees working 9-day fortnights, condensed hours and various rota patterns, these are not currently recorded centrally as working patterns are managed locally within the department.*

8. New Starters

Division	Number of Employees	% of Employees
COMMUNITY SERVICES	25	29%
CORPORATE FINANCE	6	7%
CORPORATE MANAGEMENT	1	1%
CRAWLEY HOMES	21	25%
DIGITAL & TRANSFORMATION	9	11%
ECONOMY & PLANNING	3	4%
MAJOR PROJECTS & COMM SE	7	8%
STRATEGIC HOUSING	9	11%
GOVERNANCE PEOPLE & PERF	2	2%
COMMUNICATIONS	2	2%
Grand Total	85	100%

85 employees were recruited from the 92 recruitment campaigns run in the 2023-24 financial year, this is 23 more employees recruited than in 2022-23 and it is slightly above the average figure of 75 employees, which is the average figure of new starters for the past 5 years.

9. Leavers

By Division

A total of 85 employees left the council in 2023-24, these figures are broken down below by Division:

Division	Number of Employees	% of Employees
COMMUNITY SERVICES	25	29%
CORPORATE FINANCE	6	7%
CORPORATE MANAGEMENT	1	1%
CRAWLEY HOMES	21	25%
DIGITAL & TRANSFORMATION	9	11%
ECONOMY & PLANNING	3	4%
MAJOR PROJECTS & COMM SE	7	8%
STRATEGIC HOUSING	9	11%
GOVERNANCE PEOPLE & PERF	2	2%
COMMUNICATIONS	2	2%
Grand Total	85	100%

Reason for Leaving

Reason for Leaving	Number of Leavers	% of Leavers
PERSONAL	22	26%
RETIREMENT	12	14%
LOCAL GOVERNMENT	11	13%
PRIVATE SECTOR	13	15%
DISMISSED	7	8%
END OF TEMP. CONTRACT	3	4%
ILL HEALTH RETIREMENT	1	1%
NO REASON GIVEN	8	9%
NON-STARTER	2	2%

EMIGRATING	3	4%
DEATH IN SERVICE	1	1%
ABSENCE DUE TO ILLNESS	1	1%
MOVING OUT OF AREA	1	1%
Grand Total	85	100%

The main reason for people leaving with 26% overall is 'Personal' which identifies that people are leaving due to their own personal circumstances, but for further insight we have broken this down below.

Of the 26% of employees that left for 'PERSONAL' reasons, whilst not recorded centrally for reporting purposes, we have identified the following to be the more targeted areas within this category:

- Breakdown in working relationship
- Lack of Job satisfaction
- Health reasons
- Family circumstances
- Improved pay and conditions
- Role not as expected
- Location (commute too far)
- Prefer not to say
- Career break
- Relocation
- No reason given

We continue to review the questions going into our leaver questionnaires, to better capture the reason for leaving.

Turnover Rate

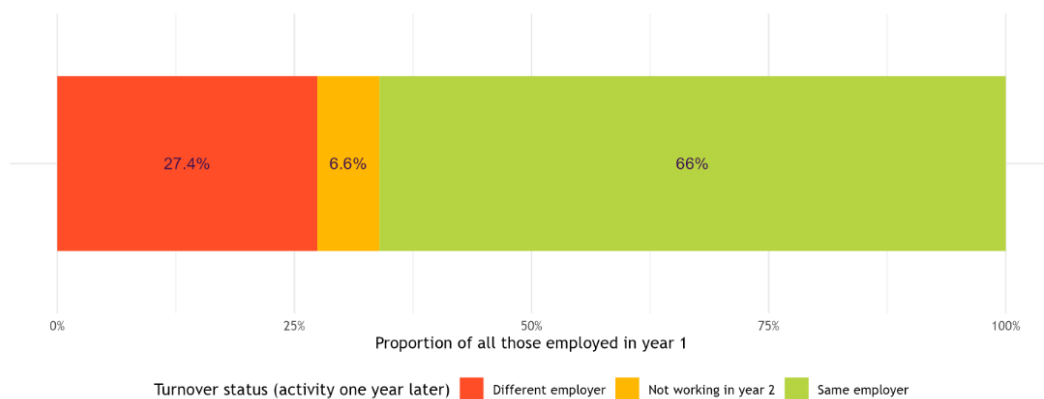
The turnover rate for Crawley Borough Council in the 2024/25 financial year was 14.7%.

The National Picture (Turnover)

The average turnover - or churn - for UK workers is 34%. This splits into 27.4% who move to a new employer and 6.6% who are not working one year later (year 2), which could be due to study, retirement or long-term sickness, for example. Most employees (two-thirds) remain in the same organisation from one year to the next. (CIPD, 2024)

Three in ten UK employees leave to join another organisation each year

Average UK turnover rate (Jan 2022–Dec 2023)

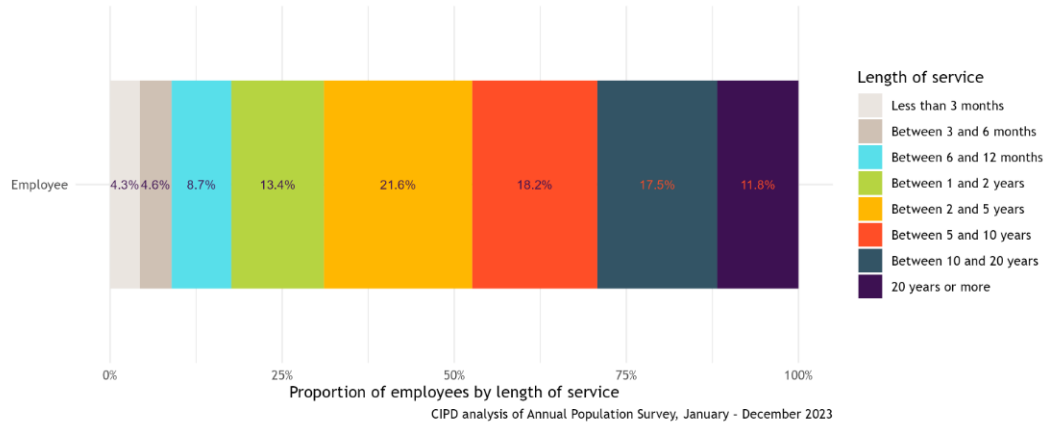


The National Picture (Turnover vs Tenure)

A similar benchmarking tool to turnover is tenure. This is how long someone has worked for an organisation. Turnover helps you understand the rate at which people leave while tenure helps you understand your wider workforce. The national tenure figures for 2023 are shown in the chart below.

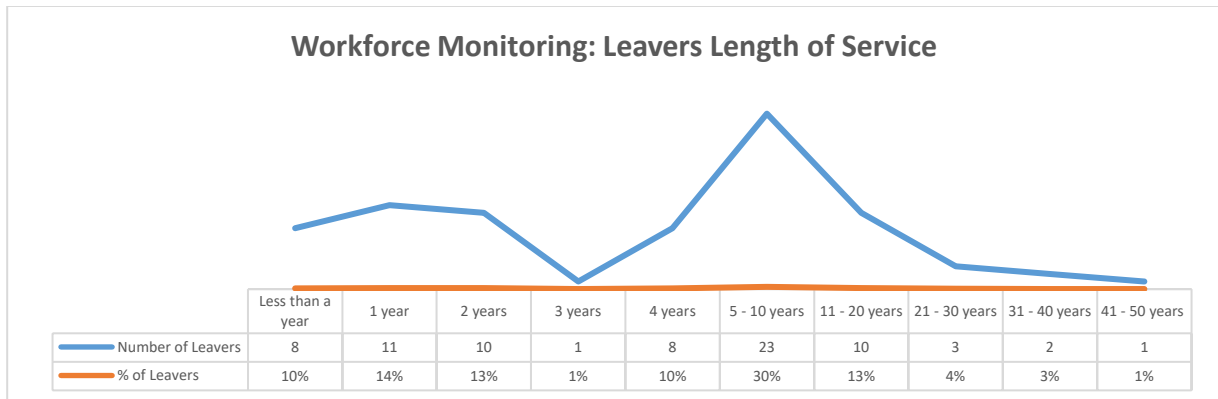
Most common length of service is between two and five years

Tenure of UK employees (Jan-Dec 2023)



Tenure can also be broken down by industry and, as with turnover, not all industries are the same. While there have been small changes in both employee turnover and tenure over the last couple of years, because unemployment has remained low in this period, these changes have been minute. As reported in the [Labour Market Outlook – Spring 2024](#), the proportion of employees with a tenure of less than 12 months has reverted to the pre-pandemic level of around 16%. It had risen to a high of 18% in early 2022. (CIPD, 2024)

Length of Service CBC (Tenure)



We continue to see a proportion of employees leaving within their first year of service, 10% of leavers had less than a years' service when they left and 14% of leavers had only 1 years' service when they left, both figures are slightly higher than the national average.

We continue to issue exit questionnaires and we offer the option for an exit interview if the employee wishes to have one, this way we can continue to understand the reasons why our employees are leaving and manage these appropriately.

10. Recruitment

Looking at the equal opportunities data from our job applicants is a helpful way to understand the range of individuals, characteristics, and qualities we are attracting as an organisation.

These are broken down by category below:

Age

Age	Number of Applications	% of Applications
Under 20	18	1%
20 - 25 years	190	14%
26 - 30 years	178	13%
31 - 35 years	180	14%
36 - 40 years	217	16%
41 - 45 years	168	13%
46 - 50 years	105	8%
51 - 55 years	122	9%
56 - 60 years	104	8%
60 plus	49	4%
Grand Total	1331	100%

Disability

Disability (Yes/No)	Number of Applications	% of Applications
No	1250	94%
Yes	81	6%
Grand Total	1331	100%

6 of the 81 applications submitted with a declared disability were successful at interview and translated into an appointment for Crawley Borough Council.

**As part of the recruitment process and to align with our obligations as a disability confident employer, all applicants have the option to flag their disability on their application form and if their application meets the essential criteria of the role then they will be shortlisted and invited for interview. The disability flag will not ask applicants to go into any detail or specify what their disability is.*

Gender

Gender	Number of Applications	% of Applications
Female	695	52%
Male	630	47%
Unspecified	6	0%
Grand Total	1331	100%

Ethnicity

Ethnicity	Number of Applications	% of applications
African	53	4%
All_other	23	2%
Asian other	29	2%
Asian_British	55	4%
Bangladeshi	8	1%
Black British	44	3%
Black_other	10	1%

Caribbean	12	1%
Chinese	12	1%
Indian	73	5%
Mixed _ Any other	20	2%
Pakistani	33	2%
Prefer_not_say	31	2%
White _ and_African	7	1%
White _ and_Asian	20	2%
White _ and_Caribbean	11	1%
White _ British	771	58%
White _ Irish	6	0%
White _ Other	113	8%
Grand Total	1331	100%

Religion

Religion	Number of Applications	% of Applications
Buddhist	9	1%
Christian	369	34%
Hindu	68	6%
Jewish	1	0%
Muslim	79	7%
Sikh	2	0%
None	444	41%
Other	24	2%
Prefer not to say	76	7%
Grand Total	1072	100.0%

Veterans Interview Programme (VIP)

We support the Veterans Interview Programme by guaranteeing an interview to any applicant who has served in the Armed Forces in the last 3 years and who meets the essential requirements of the post.

This year 5 applications were received from veterans, 4 of these unfortunately weren't progressed to interview as their applications did not meet the essential requirements of the roles, 1 applicant did secure an interview but wasn't appointed following the interview process.

11. Gender Pay Gap

Under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 employers with 250 or more employees are now required to publish statutory gender pay gap calculations on an annual basis.

The data published is based upon the snapshot date of 30 March for the previous year i.e. the data for 2023 is published in 2024. This data can be accessed on the Crawley Borough Council website, and it is updated each year for the relevant financial year: <https://crawley.gov.uk/council-information/access-information/publication-scheme-and-other-data/gender-pay-data>

The data shows that we have no current issues to address when it comes to Gender Pay.

12. Moving Forward

The Council is fully committed to equality and diversity and performing strongly as an employer of choice in representing employees with all protected characteristics at all levels in the organisation.

To improve representation in our workforce for those who have a disability, the Council is a Disability Confident Employer.

The Council will continue to seek to encourage a younger workforce by supporting work experience placements where possible and by building on the existing apprenticeship schemes to offer apprenticeships in a variety of services areas.

In addition, we continue to upskill existing employees with our essential training for manager programme and using our apprenticeship levy to upskill employees with apprenticeship courses to develop and retain our valued employees. We have now welcomed a People Development Advisor, who will support employer commitments to ensure employees have the necessary skills, knowledge, and tools to deliver excellent services across the organisation by designing and rolling out the necessary training and learning programmes.

The Council continue to review its policies to create wider opportunities for our agile workforce with its move to our new purpose-built town hall and our hybrid working arrangements.

In March we hosted a successful wellbeing week to support employee wellbeing and promote our benefits offering, whilst launching our new wellbeing toolkit and disability passport to employees.

Several of our priorities and initiatives are contained within the council's transformation plan under the People Strategy: [Transformation Plan 2020-2022.pdf \(crawley.gov.uk\)](#)

13. List of References

[Benchmarking employee turnover: What are the latest trends and insights? | CIPD](#) (CIPD,2024)