



Gender Pay Gap | March 2024

Reporting statement



A CORNWALL
COUNCIL COMPANY

Everyone should have equal opportunities to learn, progress and follow their chosen path no matter what their gender, age, race, sexuality or background. Equal opportunities for everyone is something very important to us at the Corserv Group – and reducing the Gender Pay Gap is just one small part of that.



Within the Corserv Group, we operate in a wide range of industries and offer a number of services, which each present their own challenges. I appreciate that some of the industries we work in have a strong

gender bias, but that doesn't mean we shouldn't be striving to change this. We want to recruit and retain the best people to work with the Corserv Group and support, empower and train them to their highest potential.

Within our workforce, we are also investing in more ways to develop and grow individuals, so they can progress and achieve. We are consistently investing in employee training and development and apprenticeship programmes and we continue to pay the Foundation Living Wage as an investment in our people.

We will continue to work closely with key business partners, to explore more ways to enhance our diverse workforce and reduce the Gender Pay Gap. I am proud of the dedicated and highly skilled workforce that make up the Corserv Solutions Ltd and am committed to making sure they have the best opportunities available to them, ultimately delivering our services at the highest level to improve the lives of people in Cornwall.

Neil Edmond

Chief Executive Officer

Our Equality Statement

Across the business we continue to work closely with our colleagues in all divisions to ensure that we demonstrate not only an awareness of the importance of Equality, Diversity and Inclusion in promoting fairness and opportunity but also that we strive to improving the quality of life for local communities, embed an inclusive culture and help to eliminate discrimination and deliver best practice day to day.

Our aim is to empower our teams to make positive decisions about people's abilities and deliver a fair and consistent process. Although we face some unique challenges in this area, we have a dedicated teams looking to innovate our approach and continue the great work we have started by sharing good practice and work towards further developing our equality, diversity and inclusion outcomes.

Who are we?

Corserv Solutions Ltd is a diverse business, owned by Cornwall Council and established to improve the lives of people in Cornwall by generating growth and opportunity.

We deliver high-quality services across all our businesses that provide infrastructure, engineering, social care, facilities management, inward investment, transport and other essential services to Cornwall and beyond.

Across the Corserv there are different challenges regarding equality and inclusion due to services being so diverse. Corserv has a strategic Equality and Diversity and Inclusion Forum with representation from each of the divisions to ensure equality, diversity and inclusion practices are consistent across the workforce. Their aim is to ensure that there are clear lines of accountability, ownership and consistency.

Gender Pay Gap: background

Corserv is a trading business of Cornwall Council. The Gender Pay Gap identifies differences in pay between the female and male workforce.

Our strategic themes



What do we report on?

An employer must publish six calculations showing;

- Percentage of men and women in each hourly pay quarter
- Mean (average) gender pay gap using hourly pay
- Median gender pay gap using hourly pay
- Percentage of men and women receiving bonus pay
- Mean (average) gender pay gap using bonus pay
- Median gender pay gap using bonus pay

The figures

The overall Gender Pay Gap is defined as the difference between the median or mean (average) basic annual earnings of men and women as a percentage of the median or mean basic annual earnings of men.

Quartile pay band data

The quartile pay band data show the proportions of male and females whose full pay sits within the lower, lower middle, upper middle and upper quartile pay bands.

The Gender Pay Gap calculation

Median pay men

Midpoint of pay
between the lowest
paid male employee
and the highest
= Median pay men

Median pay woman

Midpoint of pay
between the lowest
paid female employee
and the highest
= Median pay women

$$\frac{\text{Median pay men} - \text{Median pay women}}{\text{Median pay men}} \times 100$$



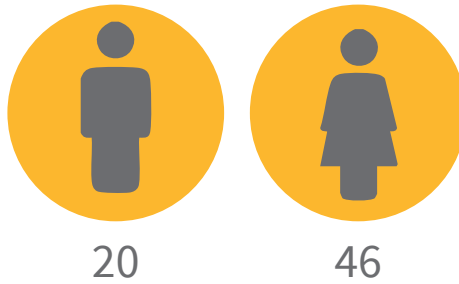
Summary data: background

Corserv Support

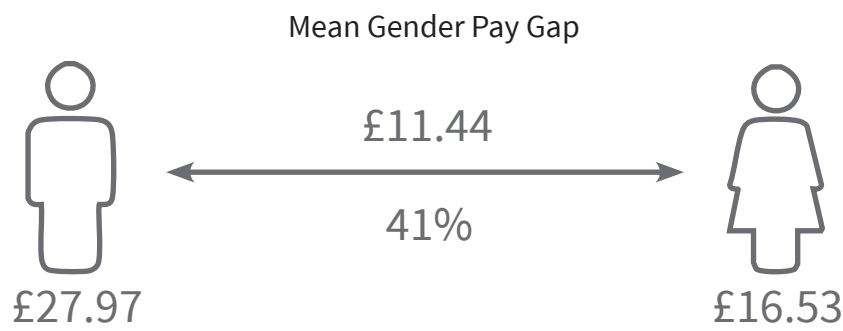
Corserv Support provides support services across the business. These include the executive leadership team, HR, finance, procurement, IT business systems, communications & engagement, customer services) and company secretarial and legal.



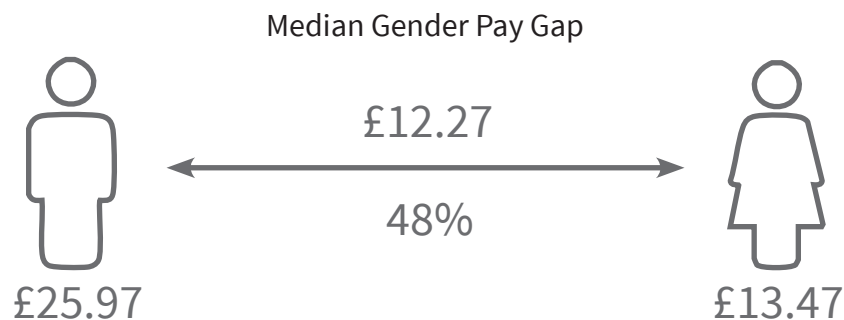
Summary data and Gender Pay Gap calculations across Corserv Limited



Corserv has a total of 66 employees across the workforce. From the previous reporting period, Corserv has had a decrease of 28 males and decrease of 61 females following an number of internal transfers.



In this reporting period, Corserv has an overall gap of 41% or £11.44 for male and female employees. In comparison to the previous reporting period, Corserv has seen a increase in the mean Gender Pay Gap, from 11% to 41%. This is due to there being a £0.61 decrease in the female mean hourly rate from £17.14 to £16.53 compared to a £8.89 increase in the male mean hourly rate from £19.08 to £27.97.



There has been a 26% increase in the Corserv median Gender Pay Gap since the last reporting period with £8.62 increase in the male median hourly rate and a £0.13p increase in the female median hourly rate. In comparison to the previous year, the median Gender Pay Gap has increased from a gap of £3.78 or 22% last year to a gap of £12.27 or 48% this year.

Bonus Pay Gap 2024

% of male and female employees receiving a bonus

Male	Female
3.57%	5.45%

Mean and median Bonus Pay Gap

Mean	Median
100%	100%

Bonus pay is calculated to include any rewards relating to productivity, incentives, commission payments and performance related pay awards, which are allocated according to individuals meeting performance targets.

Corserv has a 100% mean gender pay gap using bonus pay. This means that on average women at Corserv are paid 100% less in bonus pay than men. Corserv has an 100% median bonus gender pay gap. This means that when using the median, women at Corserv receive 100% less bonus pay than men.

Quartile pay band data 2023

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	20	19	52%	48%
Q3. Upper middle	9	29	24%	76%
Q2. Lower middle	11	28	28%	72%
Q1. Lower	8	31	21%	79%

Quartile pay band data 2024

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	11	6	65%	45%
Q3. Upper middle	6	10	37%	62%
Q2. Lower middle	3	14	18%	82%
Q1. Lower	0	16	0%	100%

Analysis

In this reporting period, Quartile 4 (Q4) demonstrates slight increase in the male majority. In Q3 and Q2 the balance shifts towards more female representation. Whilst in Q1 female dominates entirely and there is no male representation. The data shows that there is work needed to improve the balance of male and females, and to close the gender pay gap across all quartiles, in particular for Q1.

Conclusion

Corserv recognises that there continues to be heavily gendered industry sectors with occupational segregation within the support function of the business, with a high number of females taking up the positions in areas such as IT, finance, HR and admin.

However, we continue to promote career paths for both male and females and ensure fair selection processes to enable representation at all levels of the organisation.



CORMAC



A DIVISION OF
CORSERV
A CORNWALL
COUNCIL COMPANY

Summary data: background

Cormac

Cormac employs 963 skilled individuals across a variety of different services. Employees work across a number of sites with work spread across hundreds of different locations in Cornwall.

Highways, Environment and Civil Engineering

Cormac manages and maintains approximately 7500km of Cornwall's highways as well as providing environmental asset management, maintenance, design and construction services to public and private sector clients.

We deliver integrated maintenance services with local focus to build community relationships and to plan, design and build key public infrastructure to enable economic growth and development.

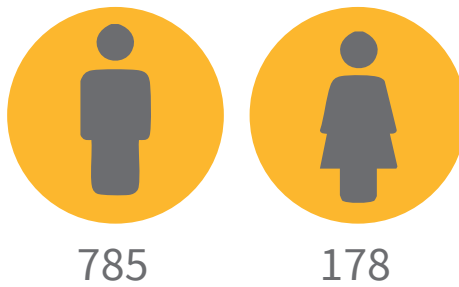
Our services include:

- Integrated maintenance solutions for highway and environmental assets
- Technical consultancy specialising in transport planning, geotechnical services and infrastructure design
- Integrated turn-key infrastructure solutions for environmental assets, highways, transportation and public infrastructure
- Highway surface treatments and renewals including technical specifications, material production and construction

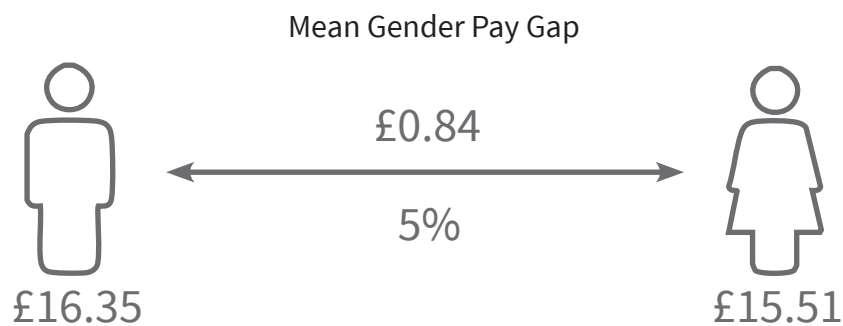
Cormac Contracting

The purpose of Cormac Contracting is to generate revenues by winning work in a competitive environment, partnering with other public or private sector companies to deliver cost effective and sustainable solutions to complex engineering challenges.

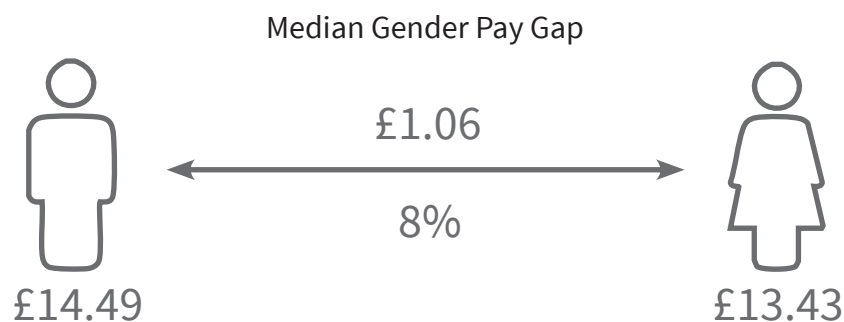
Summary data and Gender Pay Gap calculations across Cormac



Cormac has a total of 963 employees across the workforce. From the previous reporting period Cormac has had a decrease of 28 men and an increase of 13 women resulting in an overall decrease of 15 employees across the workforce.



In this reporting period, Cormac has an overall gap of 5% or £0.84 for male and female employees. In comparison to the previous reporting period, Cormac has seen a decrease in the mean Gender Pay Gap, by 6% from 11% to 5%.



There has been a 7% decrease in the Cormac median Gender Pay Gap since the last reporting period with £0.56 increase in the male median hourly rate and a £1.67 increase in the female median hourly rate. In comparison to the previous year the median Gender Pay Gap has decreased from a gap of £2.17 or 15.58% last year to a gap of £1.06 or 8% this year.

Bonus Pay Gap 2024

% of male and female employees receiving a bonus

Male	Female
3.94%	1.56%

Mean and median Bonus Pay Gap

Mean	Median
47%	33.3%

Bonus pay is calculated to include any rewards relating to productivity, incentives, commission payments and performance related pay awards, which are allocated according to individuals meeting performance targets.

Cormac has a 47% mean gender pay gap using bonus pay. This means that on average women at Cormac are paid 47% less in bonus pay than men. Cormac has an 33.3% median bonus gender pay gap. This means that when using the median, women at Cormac receive 14% less bonus pay than men.

Quartile pay band data 2023

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	206	30	87%	13%
Q3. Upper middle	214	21	90%	10%
Q2. Lower middle	206	29	88%	12%
Q1. Lower	163	73	69%	31%

Quartile pay band data 2024

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	195	45	81%	19%
Q3. Upper middle	216	25	90%	10%
Q2. Lower middle	206	35	85%	15%
Q1. Lower	168	73	70%	30%

Analysis

There has been a continual decrease of females across Q2 to Q4 with a slight increase in Q1. It is recognised that there is further work to do in particular quartiles.

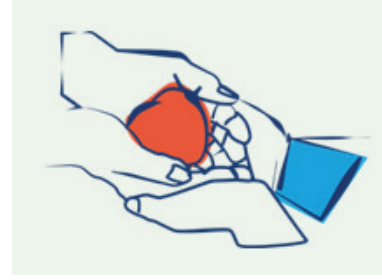
Conclusion

Corserv continues to pay the foundation living wage and we recognise that these are heavily gendered industry sectors within roles such as operatives, skilled labour and engineering or similar and with occupational segregation nationally and this profile is replicated within the Group. This would also indicate why less females are in the upper quartiles, with less females in business overall.

However, we continue to promote career paths for females and ensure fair selection processes to enable representation at all levels of the organisation.



CORSERV CARE



Summary data: background

Corserv Care

Community Care Services continue to play a vital role in improving the lives of people in Cornwall. We help people maximise their independence and enable them to remain living in their own homes.

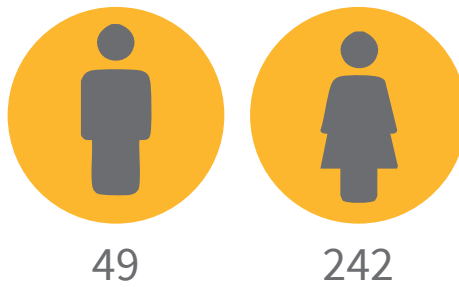
Our Community Care Services comprises of two different services:

- STEPS (Short-Term Enablement and Planning Service) provide support to adults of all ages who are returning from hospital and who need extra support to enable them to continue life in their own homes. In 2023/2024, the STEPS team made over 102,000 visits to over 3000 people.
- Care & Support provides a domiciliary care service to adults with assessed social care needs. In 2023/2024, the Care and Support service made over 92,000 visits to around 200 people.

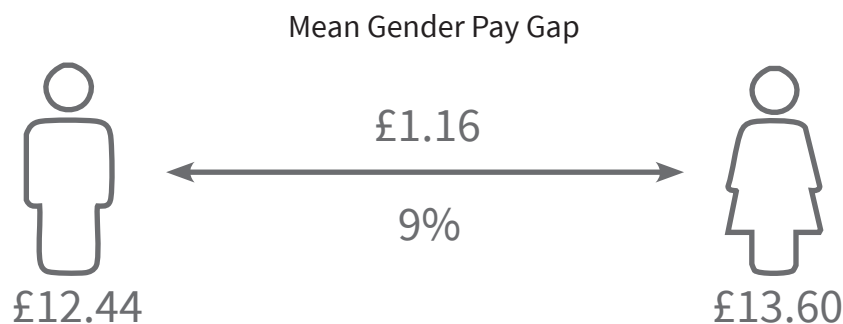
The Care Services also provide specialist dementia care services at Trefula House Nursing Home in St. Day, Redruth. A team of about 32 staff support the 28 residents who live at Trefula with every aspect of their daily lives, aiming to help each resident achieve the best quality of life possible.

Corserv Care have been managing the Lifeline and Assisted Living Service since it's transfer from Cornwall Council in August 2022. Lifeline provides equipment and an alarm response centre for 5500 Cornish residents and a further 6000 people are covered by external contracts, these are based in Cornwall and beyond and on behalf of other local authorities or telecare providers. On average, the team handle and support 4,000 calls and alarm responses a week with over 97.5% of calls being answered within 60 seconds.

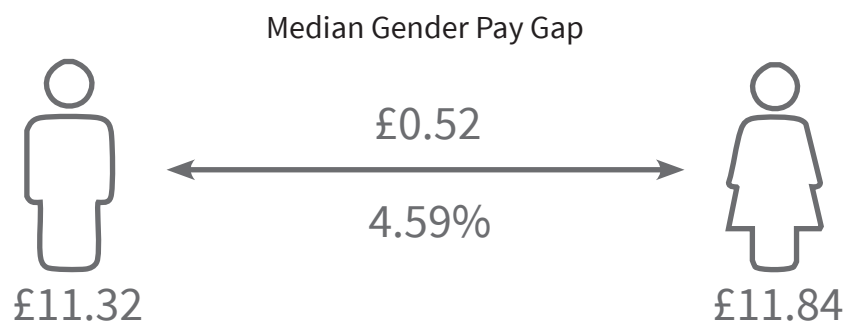
Summary data and Gender Pay Gap calculations across Corserv Care



Corserv Care has a total of 291 employees across the workforce. From the previous reporting period, Corserv Care has had an increase of 7 males and a decrease of 30 females.



In this reporting period, Corserv Care has an overall gap of 9% or £1.16 for male and female employees. In comparison to the previous reporting period, Corserv Care has seen an increase in the mean Gender Pay Gap, from 2% to 9%. This is due to there being a £1.47 increase in the female mean hourly rate from £12.13 to £13.60 compared to a £0.66 increase in the male mean hourly rate from £11.88 to £12.44.



There has been a 0% increase in the Corserv Care median Gender Pay Gap since the last reporting period with £0.67 increase in the male median hourly rate and a £0.15 increase in the female median hourly rate. The median Gender Pay Gap has increased to a gap of £0.00 or 0% this year.

Bonus Pay Gap 2024

% of male and female employees receiving a bonus

Male	Female
4.08%	5.78%

Mean and median Bonus Pay Gap

Mean	Median
75.43%	0%

Bonus pay is calculated to include any rewards relating to productivity, incentives, commission payments and performance related pay awards, which are allocated according to individuals meeting performance targets.

Care has a 75.43% mean gender pay gap using bonus pay. This means that on average women at Care are paid 75.43% more in bonus pay than men. Care has an 0% median bonus gender pay gap. This means that when using the median, women at Care receive 0% less bonus pay than men.

Quartile pay band data 2023

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	11	67	14%	86%
Q3. Upper middle	7	71	8%	92%
Q2. Lower middle	14	65	18%	82%
Q1. Lower	10	69	13%	87%

Quartile pay band data 2024

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	12	60	16%	84%
Q3. Upper middle	19	54	26%	74%
Q2. Lower middle	6	67	8%	92%
Q1. Lower	12	61	16%	84%

Analysis

In this reporting period there is a clear segregation across all quartiles (Q1-Q4) with female's representations as the majority. Q3 shows more of an increase in males.

Conclusion

There continues to be heavy occupational segregation towards females and its positive to see the gender pay gap reduce.



CORSERV FACILITIES

Summary data: background

Corserv Facilities

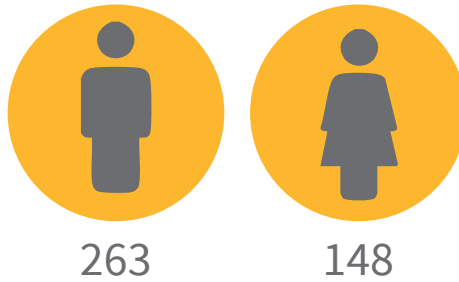
We provide a range of hard and soft Facilities Management services to Cornwall Council and a wide range of external customers.

Our property maintenance service provides reactive maintenance, planned maintenance and statutory compliance across fabric, mechanical and electrical trades. We also deliver capital projects including commercial refurbishments, extensions and new builds.

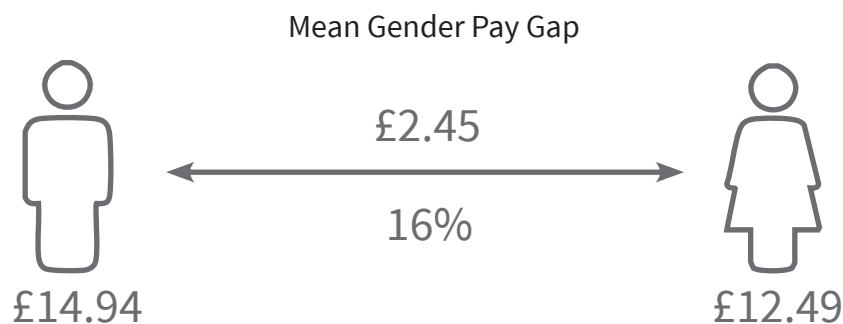
Our cleaning service is Cornwall's largest cleaning company delivering all aspects of commercial cleaning. Our premises coordination service helps our customers ensure their buildings are compliant and well managed offering a full facilities management service.



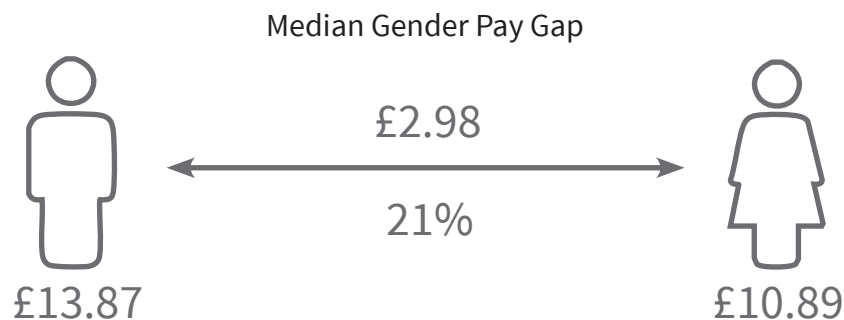
Summary data and Gender Pay Gap calculations across Corserv Facilities



Corserv has a total of 411 employees across the workforce. From the previous reporting period, Corserv has had a decrease 3 males and a decrease of 31 females.



In this reporting period, Corserv Facilities has an overall gap of 16% or £2.45 for male and female employees. In comparison to the previous reporting period, Corserv Facilities has seen a decrease in the mean Gender Pay Gap, from 24% to 16%. This is due to there being a £1.19 increase in the female mean hourly rate from £10.51 to £12.49 compared to a £1.12 increase in the male mean hourly rate from £13.82 to £14.94.



There has been a 5% decrease in the Corserv Facilities median Gender Pay Gap since the last reporting period with £0.53 increase in the male median hourly rate and a £0.99 increase in the female median hourly rate. In comparison to the previous year, the median Gender Pay Gap has decreased from a gap of £0.46p or 26% last year to a gap of £2.98 or 21% this year.

Bonus Pay Gap 2024

% of male and female employees receiving a bonus

Male	Female
0.75%	0%

Mean and median Bonus Pay Gap

Mean	Median
100%	100%

Bonus pay is calculated to include any rewards relating to productivity, incentives, commission payments and performance related pay awards, which are allocated according to individuals meeting performance targets.

CFL has a 100% mean gender pay gap using bonus pay. This means that on average women at CFL are paid 100% less in bonus pay than men. CFL has an 100% median bonus gender pay gap. This means that when using the median, women at CFL receive 100% less bonus pay than men.

Quartile pay band data 2023

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	101	11	90%	10%
Q3. Upper middle	75	36	68%	32%
Q2. Lower middle	75	36	68%	32%
Q1. Lower	15	96	14%	86%

Quartile pay band data 2024

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	83	19	81%	19%
Q3. Upper middle	92	11	89%	11%
Q2. Lower middle	64	39	62%	38%
Q1. Lower	24	70	23%	77%

Analysis

In this reporting period Quartile 4 (Q4) and Q3 shows a strong male majority, where in Q2 the gender gap narrows slightly, with males still forming the majority. Q1, shows an opposite in trend with an increase in female representation over males. The data shows that work is needed to improve the balance and closing the gender pay gap across all quartiles.

Conclusion

We recognise that there continues to be heavily gendered industry sectors with occupational segregation within Corserv Facilities.

However, we continue to promote career paths for both male and females and ensure fair selection processes to enable representation at all levels of the organisation



Evaluation

Corserv is fully committed to equality, fairness and creating inclusive working environments. Going forward we will continue to increase our activity in the community promoting our opportunities and work closely with our divisional HR teams to support development opportunities for our existing teams and new employees.

We continue our commitment to regularly review our recruitment processes to ensure our roles are accessible to a wide range of candidates and support best practice recruitment. It is vital that we evolve with the changing job market and occupational landscape to be able to attract the right candidates and to ensure we are offering our teams the very best opportunities. We dedicated to providing a fair and transparent process to ensure opportunities promote development and careers within the Group. Where possible, we strive to offer flexible working to enable people to fit work with their home life and other responsibilities. We continue to work closely with our managers to look more broadly at our career and benefit offering as we navigate the current market challenges to ensure we are an inclusive employer of choice.

We continue to innovate our approach to development within the business including expanding our offering to apprentices and graduates and delivering our own in- house apprenticeship programmes. We recognise the importance of giving people opportunities to grow within our business and strive to make these available to our wider teams by delivering bespoke development programmes to aid skills development and career progression.

Our internal HR system in place allows for an improved workforce gender profiling to be recorded and reported.

Through the Equality, Diversity & Inclusion forum, the introduction of risk assessments and action plans and through the collaborative HR approach, we believe that we are taking positive steps to ensure equity for all colleagues where reducing the gender pay gap is a key priority.

Over the last 12 months we have begun to embed our EDI strategy and this has included introducing an EDI glossary, analysis and comparison of our EDI demographic, updates to our policies and the rollout of EDI training.