



Gender Pay Gap | March 2023

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.

Since the pandemic, we have opened new avenues to diversify our workforce and bring in talent from an increased variety of industries, backgrounds and experience levels.

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, apprenticeship and graduate programmes and we continue to pay the Foundation Living Wage as an investment in our people.

We will continue to work closely with the Council and 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 Group 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.

A handwritten signature in black ink that reads "Cath Robinson". The signature is written in a cursive style and is positioned above a horizontal line.

Cath Robinson,

Chief Executive Officer

Our Equality Statement

As a Group we continue to work closely with our colleagues across all divisions in Senior Leadership and Human Resources 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, supporting its workforce 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 team 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?

The Corserv Group is a diverse group of businesses, 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, housing, social care, facilities management, inward investment, transport and other essential services to Cornwall and beyond.

Our divisions are Corserv Ltd, Cormac, Corserv Facilities, Corserv Care and Cornwall Airport Newquay.

Across the Corserv Group 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 and each division within the Group are trading businesses 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

Median pay men
-
Median pay women

Median pay men
x 100

CORSERV

Summary data: background

Corserv Limited

Corserv Limited is the parent company of the Group and provides support services to the companies within it. The support services that are managed by the central Corserv executive team include: HR, finance, procurement, IT business systems, marketing communications, customer services, health, safety, environment and quality (HSEQ), company secretarial and legal.



Summary data and Gender Pay Gap calculations across Corserv Limited

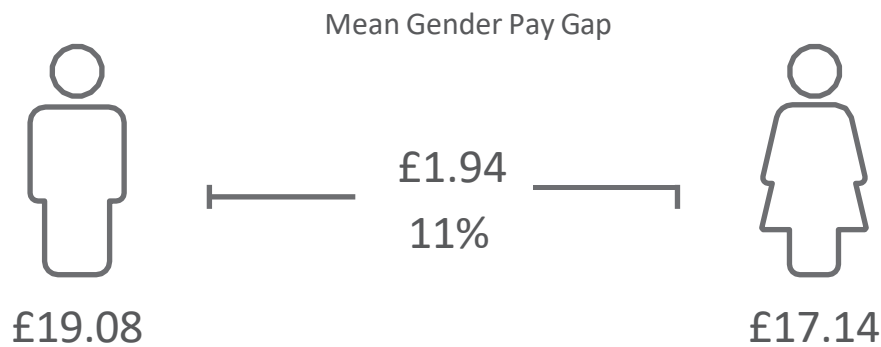


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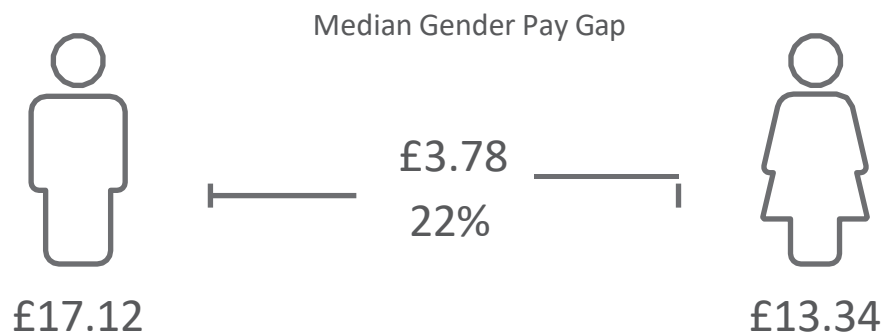


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Corserv has a total of 155 employees across the workforce. From the previous reporting period, Corserv has had a decrease of 5 males and an increase of 2 females.



In this reporting period, Corserv has an overall gap of 11% or £3.17 for male and female employees. In comparison to the previous reporting period, Corserv has seen a decrease in the mean Gender Pay Gap, from 25% to 11%. This is due to there being a £1.76 increase in the female mean hourly rate from £15.38 to £17.14 compared to a £1.41 decrease in the male mean hourly rate from £20.49 to £19.08.



There has been a 14% decrease in the Corserv median Gender Pay Gap since the last reporting period with £2.16 decrease in the male median hourly rate and a £0 increase in the female median hourly rate. In comparison to the previous year, the median Gender Pay Gap has decreased from a gap of £6.39 or 36% last year to a gap of £3.78 or 22% this year.

Bonus Pay Gap 2023

% of male and female employees receiving a bonus

Male	Female
0%	0%

Mean and median Bonus Pay Gap

Mean	Median
0%	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. During this period bonuses were not paid in Corserv Ltd.

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 2022

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	24	16	60%	40%
Q3. Upper middle	11	29	28%	72%
Q2. Lower middle	10	29	26%	74%
Q1. Lower	8	31	21%	79%

Analysis

In this reporting period quartile 4 continues to show a fairly even representation across males and females compared to all the other quartiles. For Q1, 2 and 3 there is a clear segregation of more females than males in all quartiles. This shows that there is work to be carried out to support the closing of the gender pay gap in all these three quartiles.

Conclusion

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
CORSEV
A CORNWALL
COUNCIL COMPANY

Summary data: background

Cormac

Cormac employs 978 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.

Cormac also delivers training services and supports graduates, trainees and apprentices.

Summary data and Gender Pay Gap calculations across Cormac

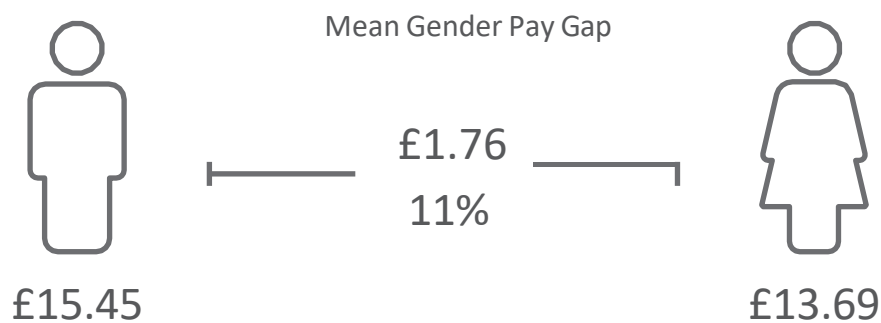


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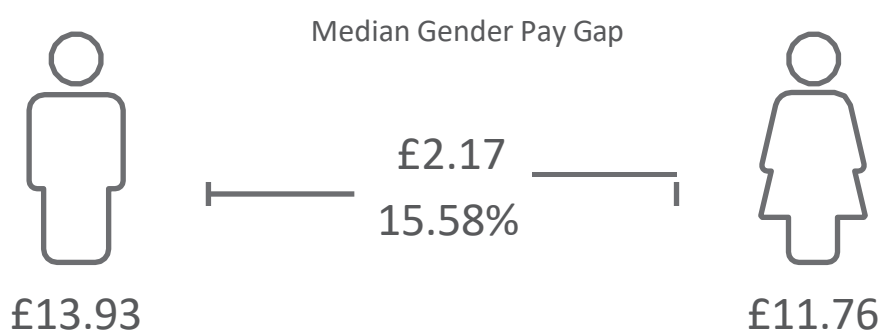


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Cormac has a total of 978 employees across the workforce. From the previous reporting period Cormac has had a increase of 71 men and a increase of 23 women resulting in an overall increase of 94 employees across the workforce.



In this reporting period, Cormac has an overall gap of 11% or £1.76 for male and female employees. In comparison to the previous reporting period, Cormac has seen a slight decrease in the mean Gender Pay Gap, by 4% from 15% to 11%.



There has been a 0.96% decrease in the Cormac median Gender Pay Gap since the last reporting period with £0.57 decrease in the male median hourly rate and a £0.61 increase in the female median hourly rate. In comparison to the previous year the median Gender Pay Gap has decreased from a gap of £2.21 or 16.54% last year to a gap of £2.17 or 15.58% this year.

Bonus Pay Gap 2023

% of male and female employees receiving a bonus

Male	Female
2.46%	8.84%

Mean and median Bonus Pay Gap

Mean	Median
63%	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 63% mean gender pay gap using bonus pay. This means that on average women at Cormac are paid 63% 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 33.3% 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	91%	9%
Q2. Lower middle	206	29	88%	12%
Q1. Lower	163	73	69%	31%

Quartile pay band data 2022

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	195	26	88%	12%
Q3. Upper middle	202	19	91%	9%
Q2. Lower middle	181	40	82%	18%
Q1. Lower	164	57	74%	26%

Analysis

There has been a continual decrease of females across Q1 to Q3 with a slight increase in Q4. It is recognised that there is further work to do in particular quartiles.

Conclusion

The Group 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.





Summary data:

Cornwall Airport Newquay

Keeping Cornwall connected, Cornwall Airport Newquay is a vital transport infrastructure asset for the region. The fastest growing airport in the UK, the airport provides access to and from key business and leisure markets and is home to vital rescue and critical care flight services such as Coastguard Search & Rescue and Air Ambulance operations.

Cornwall Airport helps local residents fly to global destinations and brings visitors from far and wide to enjoy our county. The main purpose of the Airport is to drive economic benefit to Cornwall.



Summary data and Gender Pay Gap calculations across Cornwall Airport Newquay



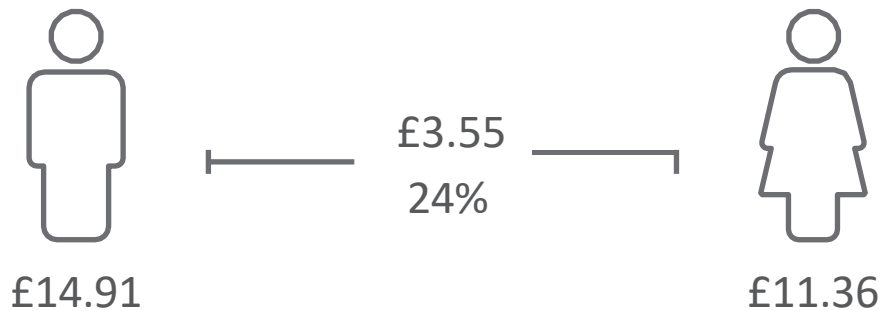
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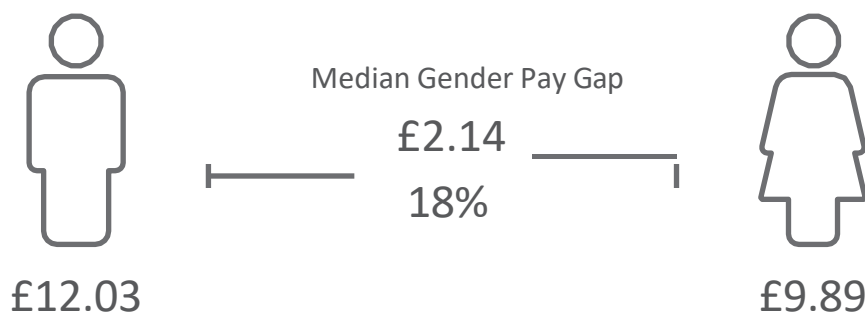
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Cornwall Airport has a total of 164 employees across the workforce. Males have increased by 18 and females have increased by 23.

Mean Gender Pay Gap



In this reporting period, Cornwall Airport has an overall gap of 24% or £3.55 for male and female employees. In comparison to the previous reporting period, the airport has seen a slight decrease in the mean Gender Pay Gap, by 1% from 25% to 24%.



In this reporting period, Cornwall Airport has an overall gap of 18% or £2.14 for male and female employees for the median Gender Pay Gap. Since the last reporting period with £0.73 decrease in the male median hourly rate and a £0.10 increase in the female median hourly rate. In comparison to the previous year the median Gender Pay Gap has decreased from a gap of £2.97 or 23.28% last year to a gap of £2.14 or 18% this year.

Bonus Pay Gap 2023

% of male and female employees receiving a bonus

Male	Female
1.8%	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.

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

Quartile pay band data 2023

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	36	5	87%	13%
Q3. Upper middle	33	8	80%	20%
Q2. Lower middle	30	11	73%	27%
Q1. Lower	12	29	29%	71%

Quartile pay band data 2022

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	27	4	87%	13%
Q3. Upper middle	28	3	90%	10%
Q2. Lower middle	22	9	71%	29%
Q1. Lower	16	14	53%	47%

Analysis

In this reporting period there has been a continual decrease in females from Q1 to Q4. This shows that there is work to be carried out to support the closing of the gender pay gap in all quartiles.

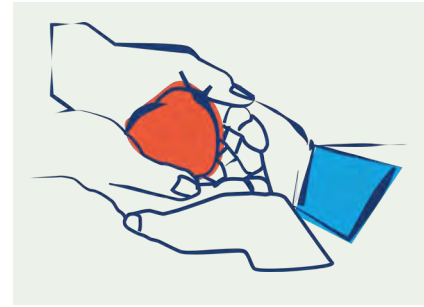
Conclusion

We recognise that in some areas there are heavily gendered industry sectors within roles such as security, air traffic and the fire service. However, on the lower quartile there is a good split across genders for roles such as customer service, retail, admin and support .

This shows that there is work to be carried out to support the closing of the gender pay gap in all these remaining three quartiles.



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.

STEPS Visits completed = 85,761 and STEPS People Supported = 1982

Corcare visits completed (For March 2022 – July 2022 when service ended) = 3896,
Corcare people supported (For March 2022 – July 2022 when service ended) = 91

In 2022/2023, the STEPS team made nearly 90,000 visits to nearly 3000 people. In March 2023, the Care & Support team was established and completed over 3600 visits to 66 people in their own homes during the first month of operation

Care & Support provides a domiciliary care service to adults with assessed social care needs.

In 2022/23 Care & Support visits completed (For March 2023 only when service started) and 3617 Care & Support People supported (For March 2023 only when service started) = 66

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 5000 Cornish residents and a further 5000 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 3,500 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

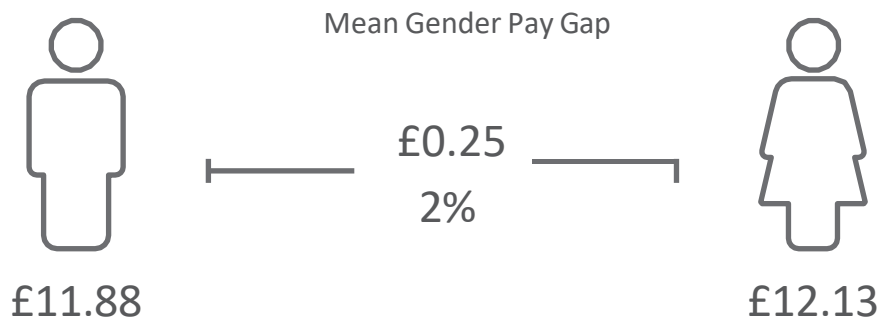


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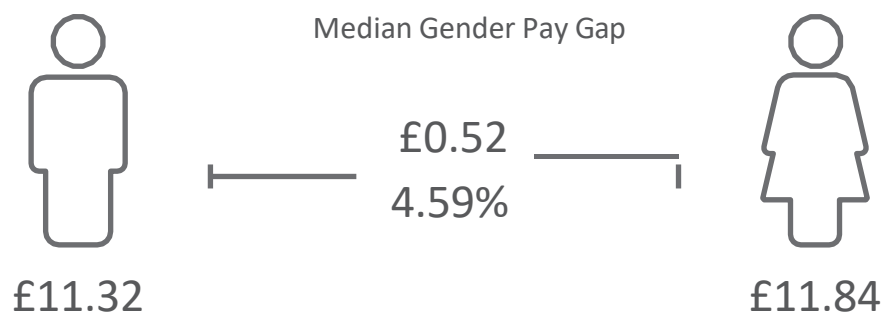


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Corserv has a total of 314 employees across the workforce. From the previous reporting period, Corserv has had an increase of 19 males and an increase of 85 females.



In this reporting period, Corserv Care has an overall gap of 2% or £0.25 for male and female employees. In comparison to the previous reporting period, Corserv Care has seen a decrease in the mean Gender Pay Gap, from 9% to 2%. This is due to there being a £0.58 increase in the female mean hourly rate from £11.55 to £12.13 compared to a £1.40 increase in the male mean hourly rate from £10.48 to £11.88.



There has been a 4.59% increase in the Corserv Care median Gender Pay Gap since the last reporting period with a £1.83 increase in the male median hourly rate and a £2.35 increase in the female median hourly rate. The median Gender Pay Gap has increased to a gap of £0.52 or 4.59% this year.

Bonus Pay Gap 2023

% of male and female employees receiving a bonus

Male	Female
50%	58.45%

Mean and median Bonus Pay Gap

Mean	Median
9.70%	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 9.7% mean gender pay gap using bonus pay. This means that on average women at Care are paid 9.7% 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 2022

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	4	48	8%	92%
Q3. Upper middle	7	46	13%	87%
Q2. Lower middle	6	47	11%	89%
Q1. Lower	6	46	12%	88%

Analysis

In this reporting period there continues to be clear segregation of more females than males in all quartiles.

Conclusion

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



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

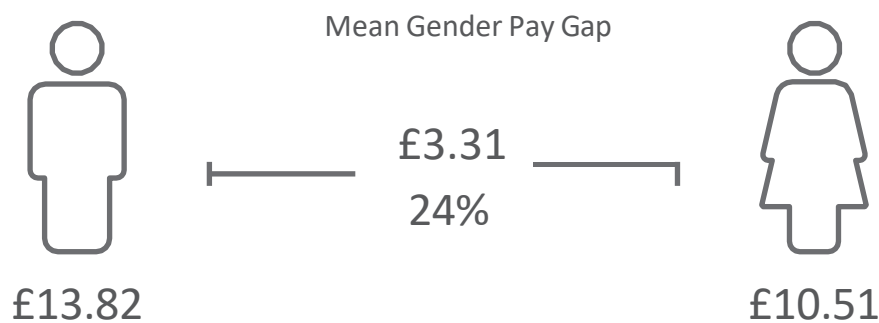


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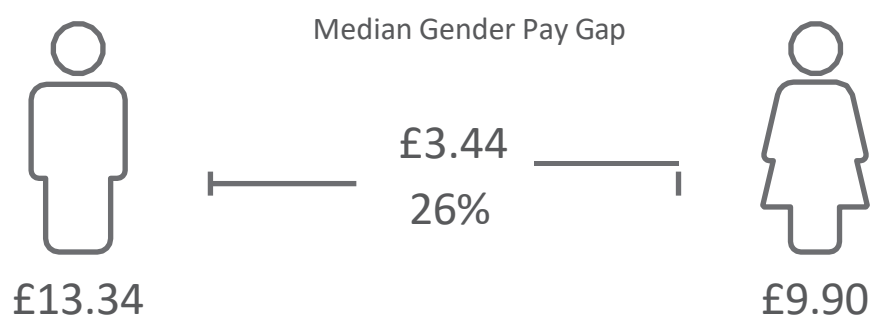


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Corserv has a total of 445 employees across the workforce. From the previous reporting period, Corserv has had an increase of 50 males and the number of females has remained the same.



In this reporting period, Corserv Facilities has an overall gap of 24% or £3.31 for male and female employees. In comparison to the previous reporting period, Corserv Facilities has seen an increase in the mean Gender Pay Gap, from 17% to 24%. This is due to there being a £0.12 decrease in the female mean hourly rate from £10.63 to £10.51 compared to a £0.95 increase in the male mean hourly rate from £12.87 to £13.82.



There has been a 1% increase in the Corserv Facilities median Gender Pay Gap since the last reporting period with £0.74 increase in the male median hourly rate and a £0.40 increase in the female median hourly rate. In comparison to the previous year, the median Gender Pay Gap has increased from a gap of £3.10 or 25% last year to a gap of £3.44 or 26% this year.

Bonus Pay Gap 2023

% of male and female employees receiving a bonus

Male	Female
0.38%	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 2022

Quartile	Number		Percentage	
	Male	Female	Male	Female
Q4. Upper	78	20	80%	20%
Q3. Upper middle	62	37	63%	37%
Q2. Lower middle	33	66	33%	67%
Q1. Lower	43	56	43%	57%

Analysis

In this reporting period Q1 shows an increase in females followed by a clear segregation of more males across Q2 to Q4. This shows that there is work to be carried out to support the closing of the gender pay gap across all quartiles.

Conclusion

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

The Corserv Group 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.