TO:	**CHAIR AND MEMBERS** **CORPORATE SERVICES COMMITTEE** **MEETING ON JANUARY 23, 2018**
FROM:	**WILLIAM C. COXHEAD** **MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN** **RESOURCES OFFICER**
SUBJECT:	**WORKFORCE CENSUS & COMMUNITY COMPARATORS**

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services & Chief Human Resources Officer, the following Report **BE RECEIVED** for information purposes.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- November 21, 2017 - Report on Data Collection for New Employees
- May 9, 2017- Report on Workplace Diversity and Inclusion

BACKGROUND

This Report provides updated metrics and results associated with workforce diversity/demographics based on the analysis from the 2017 Workforce Census Report. The report offers insight into the almost 60 percent of the workforce that chose to respond to the Workforce Census Questionnaire. Although we do not have a 100 percent accurate view of our workforce demographics, based on the 59% response rate, we can gain some sense of Corporation's movement towards creating a workforce more reflective of the communities we serve.

Workforce Census –Updated December 2017:

As part of the planned metrics in the Workplace Diversity and Inclusion Plan, the Corporation completed a Workforce Census in February 2017. All full-time, part-time and casual employees of the Corporation were provided an opportunity to participate, with 1729 choosing to do so. An overview of this data was provided in the May 9, 2017 report to Corporate Services Committee.

Since Civic Administration's initial reporting of the 2017 Workforce Census information, Statistics Canada has updated their census information to include the data specific to Census Metropolitan Area for London. Civic Administration has updated the 2017 Workforce Census information to reflect these updates (see Appendix A). Furthermore, Civic Administration has undertaken additional work to further understand our workforce by breaking down the 2017 Workforce Census by Service Area and employment level in the organization (see Appendix B).

Analysis of Workforce Census Data:

The objectives of the Workforce Census are:

- To determine the extent to which the workforce compares with the community.
- To allow for a better understanding of the Corporation and how programs, resources and supports are created to recruit and build an even more inclusive, welcoming, and supportive environment for everyone

Diversity at all levels of the organization allows the Corporation to be responsive to the needs of the community it serves in three defined areas of service impact:

- At the *strategy level* where strategic decisions about organizational direction and service delivery are made,
- At the design level where service design decisions are made, and
- At the service level, which is the point-of-contact between the Corporation and residents, clients, and service users.

2,907 employees had the opportunity to complete the Workforce Census, and 1,729 employees participated in the Workforce Census by completing at least one question. The Workforce Census had a participation rate of 59%.

While the results of the Census can't provide a complete picture of the diversity of the Corporation's workforce, it can provide a glimpse into the diversity of the workforce.

The survey response rate varied greatly by employment status. Permanent full-time employees had the highest response rate (66%) while casual and temporary employees had the lowest (46%).

The key findings from the workforce census analysis report provide us with implications that the Corporation needs to take into consideration as we move forward advancing action items for creation of a more diverse and inclusive workplace.

Findings & Analysis:

Age:

Finding: 45% of the staff who responded to the Workforce Census are aged 45 and over.

Implications:
1) Consider the implications of an ageing workforce including upcoming retirements and the need for succession planning and knowledge retention.
2) Provide younger worker and generations which follow the baby boomers with access to developmental opportunities that will prepare the next generation to replace those who will be retiring.
3) Offer training programs to help employees work across intergenerational differences.
4) Consider part time options for those looking to not fully retire.
5) Review and prepare for accommodations based on age-related disabilities.

Immigration Status:

Finding: Newcomer Canadians are underrepresented in the workforce in comparison to the representation in the 2016 Census Data for the City of London.

Implications:
1) Examine ways to continue to ensure lessening of barriers to the hiring of the recent immigrants.
2) Promote immigrant mentoring program that supports newcomers to gain experience in the Canadian Labour market and secure permanent positions with local employers.

Disability:

Finding: Persons with Disabilities (physical and visible) are underrepresented in the workforce in comparison to the representation in the 2006 Data for the Province of Ontario.
Overall, personal with disabilities are represented well in the workforce in comparison to the representation in the 2006 data for the province of Ontario (2006 being the latest data documentation available to date).

Implications:
1) Continue to ensure employees and manages are equipped to support employees with mental health needs. Note: Response on mental health question is a strong indicator that the City of London Mental Health Strategy, "Stop the Silence" is achieving its objectives.
2) Examine ways to secure lessening of barriers for persons with disabilities in recruitment processes.
3) Corporation is looking at an ageing population at work, and with that accommodation requirements based on age related disabilities may change.

Race/Ethnicity:

Finding: Racialized communities are underrepresented in the workforce in comparison to the representation in the 2016 Census Data for the City of London.

Implications:
1) Increase the representation of Indigenous and racialized people in the workforce.
2) Support the retention of the increased number of employees by continuing to ensure that inclusive, respectful work environments that are responsive to the needs of people from diverse backgrounds are maintained.

Religion/Faith/Creed:

Finding: Certain creed based communities are underrepresented in the workforce in comparison to the representation in the 2016 Census Data for the City of London.

Implications:
1) Continue to ensure appropriate processes are in place for religious accommodations, including for religious observance, dress, prayer space, and adjusting shifts.
2) Continue to ensure that employees are aware of their right to religious accommodation.

Gender:

Finding: Percentage of Women and Men are generally reflective of the London data on Sex and gender Identity/gender expression.

Implications:
1) While the data shows a workforce with a higher proportion of women, a more in-depth analysis of how women are distributed across the organization is needed (e.g. which Service Areas are predominantly male versus female), as well as their representation among management and senior leadership positions.
2) A small number of employees identify as transgender and gender non-conforming, highlighting the need to increase awareness within the workplace to ensure that an inclusive work environment is being created for all employees and that it has an established policy on Transitioning at Work.
3) The need for gender neutral washrooms and change rooms also needs to be considered.

Sexual Orientation:

Finding: LQBT+ community members are at 10 % of the workforce; the 2016 Census Data for the City of London indicate the number at 5 % of the population.

Implication:
1) With close to 10% of its workforce report being LGBT+, the Corporation needs to continue to ensure that a welcoming and inclusive work environment is being created for all employees.

Next Steps:

Based on the above analysis of the 2017 Workforce Census, Civic Administration will be undertaking the following:

1) Conduct more analysis and further develop strategies/activities to enhance inclusion of underrepresented populations in the workforce: in particular Indigenous Peoples, Persons with Disabilities, Newcomer Canadians, Racialized Persons.
2) Use the information from the Census data as the benchmark for comparing the workforce demographics to the community demographics.
3) Consider the implications of the 2017 Workforce Census in future action plans. Program creation and identify resources to help build an even more inclusive, welcoming and supportive environment for all at the Corporation of the City of London.

PREPARED BY:	PREPARED BY:
SALEHA KHAN, ORGANIZATIONAL DEVELOPMENT SPECIALIST – DIVERSITY & INCLUSION, HUMAN RESOURCES	**GARY BRIDGE MANAGER, HUMAN RESOUCES AND CORPORATE SERVICES**
RECOMMENDED BY:	
WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER	

Corporation of the City of London

2017 Workforce Census

Data Overview

This report compares the composition of the workforce with the newly released 2016 Census data for the City of London. Where 2016 Census data is not available (e.g., for religion, disability, labour market by age) the most recent data is used and is footnoted.

Employment Status: What is your employment status with the City of London?

Employment Status		
	2017 Workforce Census	
	Response #	**Response %**
Permanent Full-time	1224	66%
Permanent Part-time	98	48%
Temporary / Casual	388	46%
No Answer	19	--
TOTAL	**1729**	**59%**

Length of Service: How long have you been employed with the City of London?

Employment Status	
	%
Less than 1 year	11.9%
1 to 5 years	26.8%
6 to 10 years	16.2%
11 to 20 years	21.8%
21 to 30 years	176%
More than 30 years	4.0%
No Answer	1.6%
TOTAL	**100%**

Education: What is the highest level of schooling you have completed?

Level of Education	
	%
Elementary school / Some high school	4.3%
High school graduate or equivalent	7.6%
Some college or technical school	8.8%
College graduate / technical training program	33.0%
Some university	6.8%
University graduate	21.7%
Post graduate or professional designation	14.5%
Other	0.9%
No Answer	2.0%
TOTAL	**100%**

Age Group: Which of the following age categories do you fall into?

Age Profile
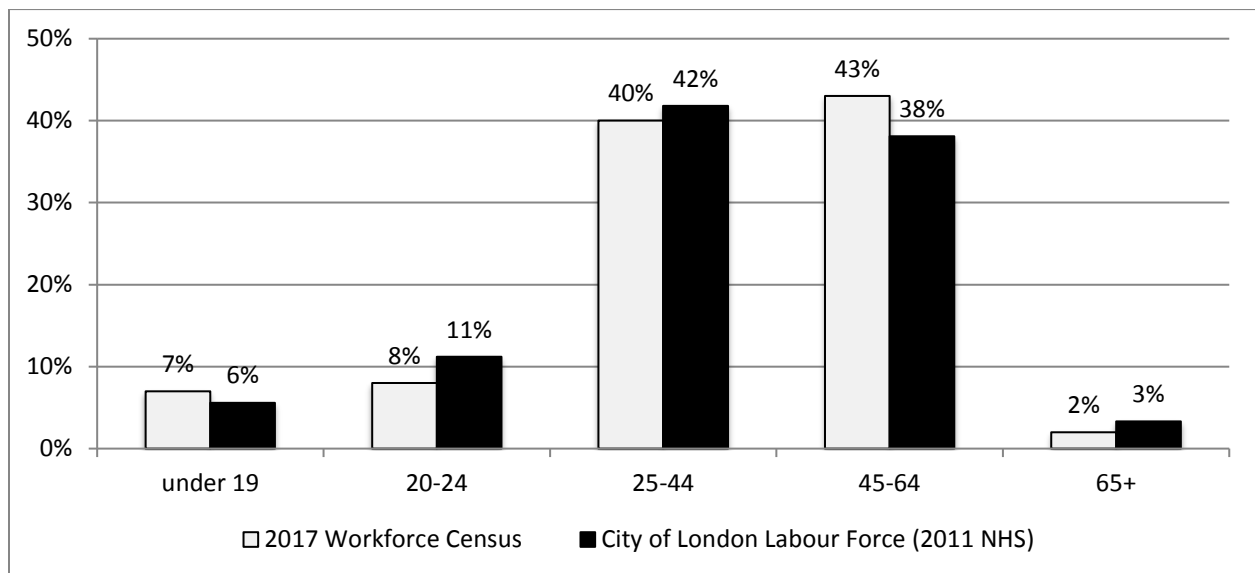
2011 NHS. Retrieved from

Immigration Status: Where you born in Canada? If not, when did you arrive in Canada?

Immigrants by Year of Immigration		
Immigration Status / Year	**2017 Workforce Census**	**City of London (2016 Census)[a]**
	%	**%**
Non-Immigrant	82.7%	75.7%
Immigrant	14.0%	22.2%
No answer	3.3%	--
Year of Immigration		
2011 to 2017	7.0%	13.8%
2006 to 2010	8.7%	12.3%
2001 to 2005	15.7%	10.8%
Before 2000	68.6%	63.1%
Total Immigrants	**100%**	**100%**

Disability: Based on the provided definition, do you have a disability?

Persons with Disabilities		
	2017 Workforce Census	**Ontario 15-64 years[b]**
Persons with disabilities	9.5%	5.5%

If yes, please tell us which type of disability you have.

Type of Disability	
Physical disability or health condition (e.g. visual impairment, hearing impairment, require the use of a wheelchair or guide dog or other support animal)	39%
Mental health disability (e.g. depression, bipolar, anxiety)	45%
Learning disability (e.g. dyslexia, attention deficit disorder)	27%
Any other disability affecting your ability to work, such as epilepsy, amputation, etc.)	7%
Total Identifying a Disability	**165***
* Percentages total to more than 100 due to identification of multiple responses.	

[a] Statistics Canada. 2016 Census of Canada. Retrieved from: http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E
[b] Statistics Canada. Employment Equity Data Report. Retrieved from: https://www.canada.ca/en/employment-social-development/services/labour-standards/reports/employment-equity-data-report/tables/table01.html

Race / Ethnicity: Please identify the race/ethnicity with which you most strongly identify.

Race / Ethnicity		
Race / Ethnicity	2017 Workforce Census	City of London[c] (2016 Census)
	%	%
Aboriginal / Indigenous (e.g. member of a First Nation, Métis, or Inuit)	1.1%	2.6%
Arab(e.g. Iraqi, Lebanese, including those born in Canada and other countries)	1.1%	3.6%
Black / African (e.g. African origin including those born in Canada and other countries such as Jamaica, Trinidad, Somalia, Nigeria, Italy, etc.)	2.0%	3.0%
East Asian (e.g. Chinese, Japanese, Korean, including those born in Canada and other countries)	1.0%	3.8%
Latin and South American (e.g. Mexican, Cuban, including those born in Canada and other countries)	2.3%	2.4%
South Asian / East Indian (e.g. Indian, Bangladeshi, Pakistani, Napalese, Tamil including those born in Canada and other countries such as Guyana, Trinidad, East Africa, etc.)	1.9%	3.1%
Southeast Asian (e.g. Burmese, Cambodian, Filipino, Laotian, Thai, Vietnamese, including those born in Canada and other countries)	1.6%	2.1%
West Asian (e.g. Afghan, Iranian, including those born in Canada and other countries)	<1%	0.9%
White (e.g. English, French, Russian, Polish, Italian, Irish, Portuguese, German, etc., including those born in Canada and other countries)	81.1%	77.6%
Other / Persons of mixed origin (with parents in multiple groups listed above, including those born in Canada and other countries)	3.6%	1.1%
I do not wish to answer	4.5%	--
TOTAL	**100%**	**100%**

[c] Statistics Canada. 2016 Census of Canada. Retrieved from: http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E

Aboriginal/Indigenous and Visible Minority (Racialized)		
	2017 Workforce Census	**City of London[d] (2016 Census)**
	%	**%**
Aboriginal/Indigenous	1.1%	2.6%
Visible Minority (Racialized)	14%	19.9%

Religion / Faith: Please select which you most strongly identify with.

Religion / Faith		
Religion / Faith	**2017 Workforce Census**	**City of London[e] (2011 NHS)**
	%	**%**
Aboriginal / Indigenous spirituality	0.6%	0.1%
Buddhist	0.7%	0.8%
Christian	50.4%	62.8%
Hindu	0.9%	0.8%
Jewish	0.6%	0.5%
Muslim	2.0%	4.4%
Sikh	0%	0.2%
No religious affiliation	34.2%	29.9%
Other	1.4%	0.6%
No answer	9.2%	--
TOTAL	**100%**	**100%**

Gender: Please indicate your gender.

Gender		
Gender	**2017 Workforce Census**	**City of London Total Population[f]**
	%	**%**
Female	51.2%	51.7%
Male	43.6%	48.4%
Transgender / Gender Non-Conforming	0.8%	--
No answer	4.4%	--
TOTAL	**100%**	**100%**

Sexual Orientation: Please indicate your sexual orientation.

Sexual Orientation	
Sexual Orientation	**2017 Workforce Census**
	%
Bisexual	2.8%
Gay	1.6%
Heterosexual	80.2%
Lesbian	1.3%
Pansexual	1.1%
Other	1.0%
No answer	12.0%
TOTAL	**100%**

A Forum Research poll conducted in 2012 found that 5% of Canadians identify as lesbian, gay, bisexual or transgender.[g] This is the best estimate of the LGBTQ population in Canada as Statistics Canada does not collect this data.

[g] http://news.nationalpost.com/news/canada/the-true-north-lgbt-new-poll-reveals-landscape-of-gay-canada

Corporation of the City of London

Workforce Census Results by Work Area

2017 Workforce Census

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	1125	57.0%	12.8%	9.7%	7.6%	0.7%
Supervisor / Manager	453	16.5%	5.9%	3.7%	3.6%	0.5%
Senior Manager	55	2.0%	0.6%	0.5%	0.8%	0.2%
Do not wish to answer	96	3.3%	1.2%	0.7%	0.5%	0.2%
Total	1729	51.7%	14.0%	9.5%	7.8%	1.1%

City Manager's Office

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	13	<10	<10	<10	<10	0
Supervisor / Manager	<10	<10	0	0	0	0
Senior Manager	<10	<10	0	0	0	0
Do not wish to answer	0	0	0	0	0	0
Total	**20**	**10 (50%)**	**<10 (<50%)**	**<10 (<50%)**	**<10 (<50%)**	**0**

Planning

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	30	17	<10	<10	<10	0
Supervisor / Manager	<10	<10	0	0	0	0
Senior Manager	<10	0	0	0	0	0
Do not wish to answer	0	0	0	0	0	0
Total	38	**19 (50%)**	**<10 (<26%)**	**<10 (<26%)**	**<10 (<26%)**	**0**

Development and Compliance Services

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	54	20	<10	<10	<10	0
Supervisor / Manager	17	<10	<10	<10	0	0
Senior Manager	<10	<10	0	0	0	0
Do not wish to answer	<10	<10	0	0	0	0
Total	**76**	**29 (38%)**	**11 (14%)**	**<10 (<13%)**	**<10 (<13%)**	**0**

Human Resources & Corporate Services

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	36	29	<10	<10	<10	0
Supervisor / Manager	14	<10	<10	<10	0	0
Senior Manager	<10	<10	0	0	0	0
Do not wish to answer	<10	0	<10	0	<10	0
Total	**54**	**38 (70%)**	**<10 (<26%)**	**<10 (<26%)**	**<10 (<26%)**	**0**

Legal & Corporate Services

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	23	22	0	<10	0	0
Supervisor / Manager	<10	<10	<10	0	0	0
Senior Manager	<10	<10	0	0	0	0
Do not wish to answer	<10	<10	0	0	0	0
Total	**33**	**28 (85%)**	**<10 (<30%)**	**<10 (<30%)**	**0**	**0**

- These five work areas are smaller work areas, with less than 100 employees each.
- All but two of these work areas are less than 50% female. The number of members of other groups working in these work areas is under 10 in each but one case.
- None of the survey respondents identified as being Indigenous.

Housing, Social Services & Dearness Home

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	213	193	38	29	16	<10
Supervisor / Manager	81	63	15	<10	<10	<10
Senior Manager	<10	<10	0	0	0	<10
Do not wish to answer	12	10	<10	<10	<10	<10
Total	310	270 (87%)	57 (18%)	39 (13%)	24 (8%)	<10 (<3%)

Environmental and Engineering Services

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	176	28	14	17	<10	<10
Supervisor / Manager	77	<10	<10	<10	<10	0
Senior Manager	16	<10	0	<10	<10	0
Do not wish to answer	<10	<10	<10	0	<10	0
Total	277	41 (15%)	23 (8%)	27 (10%)	15 (5%)	<10 (<4%)

Finance and Corporate Services

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	75	36	<10	<10	<10	0
Supervisor / Manager	62	17	<10	<10	<10	<10
Senior Manager	<10	<10	<10	<10	<10	0
Do not wish to answer	<10	<10	<10	<10	0	0
Total	153	59 (39%)	16 (10%)	16 (10%)	<10 (<7%)	<10 (<7%)

Parks & Recreation

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	205	112	25	18	15	<10
Supervisor / Manager	66	32	<10	<10	<10	<10
Senior Manager	<10	0	0	0	0	0
Do not wish to answer	14	<10	0	<10	<10	0
Total	287	150 (52%)	30 (11%)	24 (8%)	23 (8%)	<10 (<3%)

Neighbourhood, Children & Fire Services

Level	Total Respondents	Women	Racialized People	Persons with Disabilities	LGBTQ	Indigenous People
Employees with no direct reports	219	133	27	18	20	<10
Supervisor / Manager	86	32	16	<10	<10	<10
Senior Manager	<10	<10	<10	<10	<10	0
Do not wish to answer	15	<10	<10	<10	0	0
Total	**327**	**173 (53%)**	**47 (14%)**	**28 (9%)**	**29 (9%)**	**<10 (<3%)**

- The remaining five work areas are larger, each with over 100 employees. These departments are also more diverse than the smaller work areas.

- One work area, Housing, Social Services and Dearness Homes is female dominated. 87% of those who completed the Workforce Census identified as female. In addition, 18% identified as being racialized, 13% as having a disability, and 8% as being LGBTQ. Less than 10 identified as Indigenous (e.g., less than 3%).

- Two work areas are predominantly male: 85% of those in Environmental and Engineering Services are male; 61% of Finance and Corporate Services. Each of the other groups represent less than 10% of the workforce of both these departments.

- The other two work areas are more balanced in their gender composition: about 52% of Parks and Recreation, and Neighbourhood, Children and Fire Services are women. Racialized employees in these divisions comprise 11% and 14% of the workforce respectively, with the other groups representing less than 10% of the workforce.