

St Edmund Hall Equality and Diversity Report



Introduction

This report provides an overview of the activities of St Edmund Hall (the 'College') in support of equality and diversity during the academic year 2019/2020 and planned activity in the forthcoming year.

Responsibilities

The Equality Act 2010 places all public bodies under an active duty to promote equality, which includes:

- Having due regard to the aims of the General Equality Duty 'in the exercise of their functions';
- Carrying out equality analysis;
- Setting at least one equality objective; and
- Publishing information and data to demonstrate their compliance with the Equality Duty.

As a public body, the College must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people who share a protected characteristic and those who do not, by
 - a. Removing or minimising disadvantages suffered by people due to their protected characteristics;
 - b. Taking steps to meet the needs of people from protected groups where these are different from the needs of other people; and
 - c. Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low; and
- Foster good relations between people who share a protected characteristic and those who do not, by
 - a. Tackling prejudice, and
 - b. Promoting understanding between people from different groups

Governance

The Governance of the College is the responsibility of the Governing Body, which comprises the Principal and elected Fellows. The Governing Body is responsible for the strategic direction of St Edmund Hall and is chaired by the Principal, Professor Katherine Willis.

The Equality & Diversity Officer for the College is the **Domestic Bursar**.

This report has been prepared by the Equality & Diversity Officer under the direction of the Governing Body to ensure that the Hall's goals in pursuit of excellence go hand in hand with ensuring equality of opportunity and freedom from discrimination for all.

St Edmund Hall works in partnership with the University to promote equality and diversity and is a member of the Equality and Diversity Forum of the Conference of Colleges which was established in 2016.

Equality Objectives: Progress Report

Progress on the Hall's equality objectives for 2016-2020 has been detailed below.

Objectives	Responsibility	Current Status
Training		
Complete a full review of staff training with regard to equality and introduce a schedule of training where necessary.	Domestic Bursar / HR Manager	Equality and diversity training is given to all staff via online training and in person, where necessary. A regular training plan will continue every three years or on appointment.
Develop training and guidance requirements with the JCR and MCR to deliver to the student body.	Domestic Bursar / Senior Tutor	Equality and diversity training has been received by JCR and MCR at Committee level.
Develop training and guidance requirements to deliver to academic staff of the College.	Senior Tutor / HR Manager	Training programmes and materials for Fellows, students and staff continue to be developed.
Recruitment & Selection		
Non-academic staff: The College will keep under review its procedures for the recruitment and selection of staff to ensure equality of opportunity. The College will conduct a job evaluation assessment for all non-academic staff to ensure fairness of treatment.	HR Manager	Ongoing
Academic staff: The College recruits to approved standards in line with the University's policy.	Senior Tutor / HR Manager	Ongoing
All staff: The College will develop a process to gather all required protected characteristic information at point of recruitment.	HR Manager	Complete. A review of process was undertaken.

Student Support		
The College will ensure that its criteria for allocating student accommodation are fair and equitable.	Accommodation Manager, ST	All UG Freshers are housed in College accommodation. Rooms are allocated on a random basis, with care being taken to ensure variation in school background, nationality in accommodation blocks. Students studying the same subjects are not exclusively housed together, although some of them are within reach of each other. Students enter an accommodation ballot when they are in their 2nd year for 3rd year accommodation, and if they are staying on for a 4th year, they also ballot in their 3rd year for 4th year accommodation.
The College will ensure that its criteria for distributing bursaries, prizes, scholarships and hardship funds are fair and equitable, taking due account of the relevant trust provisions where appropriate. Applications will be monitored to ensure that data is collected and reviewed	Academic Registrar, Senior Tutor	Complete. Results of monitoring were assessed during 2017/18. Tracking is no longer needed. Numbers of people completing the data collection forms meant that individuals were always identifiable and therefore the data could not be published, for sake of privacy. Wording of all award advertisements remains as inclusive as possible.
The College will ensure that its provision of student pastoral support and welfare services are equally accessible to all College members.	Dean, Welfare Officer	The variety of resources available are detailed in the College's Grey Book which is made available to all student members on joining the college.
Consultation		
The College will ensure consultation of all relevant groups in connection with its Equality Policy. The consultation process is included within the College Equality Policy – PSED001.	Equality Officers	Maintenance and review of the consultation process in place.
A process will be developed that will ensure that staff have, and are reminded of, a process by which they can raise issues of equality with relevant personnel.	HR Manager	Plans have been implemented to ensure staff are fully aware and reminded of how to raise issues of equality in addition to those already undertaken i.e., E&D policy included within employee handbook.

Admissions		
The College will work in partnership with the Admissions Executive in support of the University's common frameworks on admissions and access for admissions.	Senior Tutor	Ongoing work, following guidelines and frameworks developed by the University's Admissions Executive.
The College will continue to implement the Code of Practice on Admissions as agreed by Conference of Colleges and the Admissions Executive.	Senior Tutor	Ongoing work, following guidelines and frameworks developed by the University's Admissions Executive.
The College will ensure that all those involved in admissions have received appropriate briefing on the implications of equality issues in the selection of students.	Senior Tutor	Ongoing work, following guidelines and frameworks developed by the University's Admissions Executive. The College has investigated additional unconscious bias training and staff are now mandated to complete Equality and Diversity training.

Covid-19

In March 2020 the world was completely disrupted by the Covid-19 pandemic and the restrictions that were imposed by the government. Although we were all affected, the College recognised that some groups and individuals would face more serious challenges to their health and wellbeing than others. We committed to providing a safe and supportive environment for all students who were unable to travel home or who did not have a safe home to return to whilst supporting staff who were affected by the illness or had caring responsibilities. The College continues to work to support those most affected.

Black Lives Matter: St Edmund Hall Public Statement on commitment to Inclusivity, Equality and Diversity

On 8 June 2020, in response to the death of George Floyd, St Edmund Hall published a statement in support of fighting institutional racism. Furthermore, the Hall re-stated its commitment to being a college where "inclusivity, equality and diversity are understood, recognised and celebrated across the community as agreed in the 10-year strategy launched in 2019. See statement below:

A Statement from St Edmund Hall

As a college community, we are horrified by circumstances that led to the death of George Floyd two weeks ago and the widespread institutional racism from which this emerged. Institutional racism affects all institutions, including academia. It is a sad time in the world when we feel that we need to make public a statement such as this, but we feel we must state clearly and loudly that our college will never tolerate any racist behaviour in any shape or form and that we strive always to be a safe and fully respectful space for BAME students and staff. We are, however, acutely aware that we must also never be complacent in these actions; there is much more we can and should do. In our 10-year strategy launched late last year, which emerged from consultation across the entire college community, we made a commitment to be a college where "inclusivity, equality and diversity are understood, recognised and celebrated across the community" and we agreed to undertake [specific actions to achieve this](#). Since then, we have set up new structures and working groups to examine all aspects of our communications, activities and training across the entire college to ensure that these actions are delivered and that we are a fully inclusive community where no-one should – or will ever – feel excluded.

Principal – Professor Katherine Willis
MCR President – Freddie Soerensen
JCR President – Benjamin Penny

College Committees which focus on Equality & Diversity

College & Welfare Sub-Committee

The St Edmund Hall College & Welfare Sub-Committee ('CWC') considers equality and diversity matters and meets once a term.

Information from this Committee flows to both the College's General Purposes and Bursarial Committee ('GPBC'), and then on to the Governing Body each term.

CWC's remit is to ensure that:

- Equality issues are appropriately addressed
- There are nominated advisors for cases of Harassment
- There are nominated disability advisors (The College Office handles educational adjustments for students with disabilities, and the College Disability Advisor is the Domestic Bursar)
- These advisors receive appropriate training and their contact details are well advertised

CWC has wide-ranging representation from the College community, and membership comprises:

Principal (Chair)	Communications Manager
GB Fellow (Secretary)	Academic Registrar
Dean	Senior Academic Officer
Finance Bursar	Conference Manager
Domestic Bursar	Head Porter
Tutor for Undergraduates	Junior Dean
Tutor for Graduates	JCR President
Treasurer of Amalgamated Clubs	JCR Vice-President
College Doctor	JCR Welfare Officer x 2
College Nurse/ Welfare Officer	MCR President
Link & College Counsellor	MCR Vice-President
College Nurse/ Welfare Officer	MCR Welfare Officer x 2
Link & College Counsellor	
Director of Student Welfare & Support Services	

Examples of Equality & Diversity-related business which go through CWC:

- Raising awareness of:
 - University services, e.g. the Sexual Harassment and Violence Support Service, Counselling services
 - Cultural events provided by the University
 - Mental health awareness tools e.g. talks and podcasts
 - LGBTQ+ and Trans awareness
 - BAME awareness
 - Implicit bias
 - Consideration of gendered language in tandem with the GPBC and IDEAS and CACES sub-committees

IDEAS (Inclusivity, Diversity, Equality & Access Sub-Committee)

IDEAS was formed following the launch of the College Strategy in October 2019 and reports to the Academic Committee.

The remit of the IDEAS Sub-Committee is to raise issues concerning inclusivity, diversity, equality and access, and to produce text for the College website and for College publications.

Ideas and topics discussed at IDEAS include the following:

Inclusivity: how well do we make people who might feel excluded feel at home and that St Edmund Hall is their College as much as anybody else's? This might include (but is not limited to) LGBTQ+ individuals, people of colour, students with disabilities etc.

Where might we have unconscious bias *as a community*?

Diversity: how do we demonstrate that we are a diverse community, at the same time as continuing to foster and advance that diversity? e.g. do the photos on the website and in College prospectuses show and quote from a diverse range of students? Are 'IDEA' issues addressed with sufficient explicitness on the website, and in the official and unofficial prospectuses?

Equality: What does this mean in practice?

Access: are we sufficiently welcoming to students from less privileged and non-traditional backgrounds? How much of that is financial? Is the support the College *can* give appropriately advertised via the MCR and JCR? How much outreach are we doing to less-privileged schools?

CACES (Communication, Academic & Cultural Events Sub-Committee)

CACES was formed following the launch of the College Strategy in October 2019 and reports to the Academic Committee.

CACES considers matters relating to actions from the College's strategy that relate to communications, events, and culture, making recommendations to the Academic Committee.

In addition, CACES might be tasked with relevant considerations beyond the specific Strategy actions. The remit of CACES includes:

- College events (including member, alumni, and public events)
- Internal and external college communications
- Organisational culture of the College

College Committees and Representation

- The gender balance of the College's committees varies, but women continue to be well-represented across the range of committees.
- Women also continue to be well represented among the senior management of the College's non-academic workforce.
- Most College Committee meetings are held in the middle of the day to assist colleagues with childcare commitments

How the College meets its Equality and Diversity responsibilities

Supporting our students, both new and current

Admissions

- A number of reports are published annually, including an overview of each year's admissions round and undergraduate intake, as well as findings of a survey of incoming undergraduates. Alongside this, analyses of student exam performance and subject-level admissions demographic performance have been developed, in order to establish a baseline and monitor these in future years
- St Edmund Hall takes part in the University's flagship summer schools programme (UNIQ), where candidates are selected using verifiable contextual information about their attainment, their school's history of sending students to Oxford, socio-economic data and whether or not they have been in care. Applicants are not selected on the basis of their protected characteristics, but these are monitored closely. Further details may be found on the [University of Oxford Equality Report](#).
- The College ensures that all those involved in admissions have received appropriate training on the implications of equality in selection of students.

Freshers' Week

- Equality and Diversity informative sessions play a large role in Freshers' week; and students are encouraged to attend race, trans, and sexual consent awareness workshops, some of which are compulsory.

Supporting Current Students

- There has been a significant increase in the number of students requesting special examination arrangements over recent years. The College responds to those requests with which it can help and is considering ways to ensure that support structures are in place to help all students in the future.
- The Welfare team is made up of both staff and students, to ensure that there are a variety of ways for students to obtain support. The Welfare team undergoes rigorous training.
- The College works closely with the Disability Advisory Service, Student Welfare & Support Services, and the University Counselling Service
- Special dietary requirements are accommodated where possible

Disability Awareness and Accessibility

St Edmund Hall is one of only six colleges who have a full entry in the University Access Guide.

- Access Guide: <https://www.accessguide.ox.ac.uk/st-edmund-hall>
- In 2019/2020, the College had 54 (2018/19 41) students with Student Support Plans, equating to 5 % (810) (2017/18 2.8%) of the overall student population.
- The College accommodates students and staff with special requirements wherever possible, for example, a student room at the William Miller Building was adapted for a wheelchair user.
- The College and has two wheelchair-accessible toilets and has also introduced several gender-neutral toilets
- Plans are in place for a step free access to the Old Dining Hall

JCR/MCR Executive

- The JCR and MCR Committees have a range of fully trained officers who support Equality and Diversity related matters within the College:
 - Access & Outreach Officers
 - Arts and Culture Officers
 - BME Officers
 - Disabilities Officer
 - Environment and Ethics Officer
 - Female Welfare Officers, female*identifying (where female*=female and minority gender identities)
 - Gender & Sexual Diversity Officers
 - International and VS Officers
 - Male Welfare Officers male*identifying (where male* = male and minority gender identities)

- Welfare Officers and Representatives
- Women's and Men's Officers

Supporting Staff and Fellows

- St Edmund Hall continues to be a supportive and inclusive workplace. The HR Manager strengthens the College's practice in areas including recruitment and selection, staff communication and engagement. She has completed extensive training related to equality and diversity, including mental health, implicit bias and race awareness.
- The College launched [Care First](#) – an Employee Assistance Programme to assist with personal problems that might adversely impact their work performance, health and well-being. The counselling service helpline can be accessed 24-hours a day free of charge. All staff have access to this.
- The College ensures that the University's termly Equality & Diversity Newsletter is available to all.
- Vacancies are advertised internally, via email, noticeboards, social media and staff newsletters.
- Vacancies are distributed widely to attract the best candidates.
- The College has solid procedures for managing absence and providing support for staff with long-term health issues. Support has included providing alternative work, temporary light duties or phased returns. Some staff members have also been funded to receive physiotherapy or counselling, as appropriate.
- An inclusive weekly college E-letter was started in 2018/19, and is sent to all Fellows, staff and students.
- The College provides free English language training to non-native English speakers
- College events are well publicised, and all fellows, staff and students are encouraged to participate, wherever possible.
- In line with the University, after October 2017, the College followed approved changes to the age and scope of the EJRA, which removed the set retirement age for academic-related staff at grades 6 and 7.

Policies

- The Hall has a comprehensive Harassment Policy that is in line with the University provision and has two senior Harassment Officers: one male and one female.
- The Hall also has a comprehensive Equality and Diversity Policy that is in line with the University provision.

Training

- All staff are required to undertake the University's online Equality and Diversity Training modules including Equality and Diversity Briefing, Implicit Bias, Race Awareness and Harassment and Bullying every three years and within the first week of employment for new staff. Identify further appropriate diversity awareness training or materials to assist all staff to be confident in supporting colleagues and students from diverse groups.
- Staff training took place on transgender awareness during 2019/20

Embracing all Cultures at the Hall

St Edmund Hall celebrates different cultures across the community, believing that culture is intertwined with diversity.

Here are details of some events which were organised in the academic year 2019-2020 which represent the breadth of inclusion and diversity within the Hall.

Special Events

- King Arthur & St Edmund Exhibition – 28 to 29 October 2019
- Meet the Poet: A Poetry Reading by Ilya Kaminsky – 29 October 2019 (an online event, free and open to the public)
- Medieval Music and Merry Making – 6 December 2019
- Books by and from Terry Jones: Old Library Exhibition, 2 February 2020
- A celebration of the life of Terry Jones's (1961, BA English Language & Literature) with a display of his work both comic and academic alongside books he donated to the Hall as well as some items from the archive from his time as a student and afterwards.
- Q&A – In Conversation with Sophie Jai (TORCH-St Edmund Hall Writer-in-Residence for HT20), 13 March 2020

Regular Termly & Annual Events

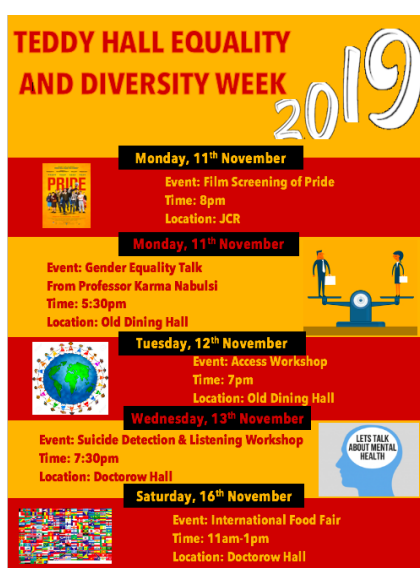
- The Great Teddy Hall Bake Off and the Macmillan Cake sale – September 2019
- Equality and Diversity Week – 11 to 16 November 2019
- Lunchtime music concerts run by Music Director – bringing Teddy Hall musicians together online for solo recitals and Choir Chapel Performances.
- Chapel Services throughout the term (in person and on-line) – all welcome
- Carols in the Quad
- Philip Geddes Memorial Lecture 2020, 6 March 2020 . Given by Michael Crick on “Defending impartiality: the Devil’s right of reply”
- A B Emden Lecture 2020, 12 May 2020, Online
Given in 2020 by Professor Yuri Slezkine, Visiting Fellow and scholar of Russian and World History who spoke on the subject: ‘The Bolsheviks in Isolation: Loneliness and Autonomy in a Collectivist Society’
- Teddy Talks – talks by visiting speakers covering diverse topics. In 2019 the event took place in London when the talk was about the complexities of delivering aid in the poorest countries in the world



Holidays and Awareness Days Celebrated or Recognised through our events and/or social media

- Christmas
- Easter
- New Year
- Chinese New Year
- LGBTQ+ History Month – February 2020
- Ramadan – April 2020
- World Mental Health Day – October 2019
- Black History Month – October 2019
- Remembrance Day

From the JCR & MCR



Equality and Diversity Week

The JCR and MCR participated in an annual Equality and Diversity Week from 11 to 16 November 2019.

Students led events such as thought-provoking workshops, discussions, a film screening and the popular International Food Fair. The aim of the week is for students to discover and learn about other people's backgrounds, to celebrate the diversity of the St Edmund Hall community and to discuss the major issues around equality.

LGBTQ+ history month

In February 2020 the MCR celebrated LGBTQ+ history month with a themed quiz via Zoom, including famous LGBTQ+ movie scenes, famous LGBTQ+ icons, flags, and of course, LGBTQ+ history.

There were also talks to mark this month by a current member of the MCR and an alumna.

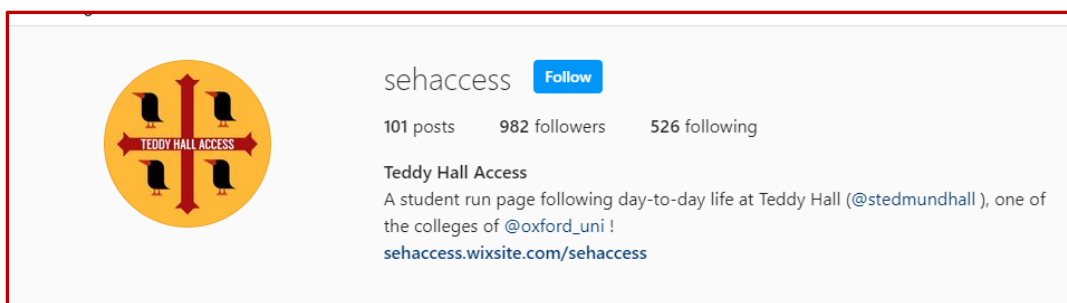
Teddy Hall LGBT+ History Month Talks

Fleur MacInnes
'Introducing transgender women's experiences into the historiography of the Women's Liberation Movement'

Caine Lewin-Turner
'Queering the 'New Negro': questions of gender and sexuality in urban black identity 1918-1930'

19th February 6pm

Website and Social Media Content



- Regular sharing and promotion of content from the student ambassador run @sehaccess Instagram channel.
- 21st Century Hall profiles: profiles of alumni from different backgrounds and careers.
- Celebration of Teddy Hall students who are successful in music, sport, arts and other achievements.
- Teddy Hall Student Q&As Video Series – range of subjects and students from different backgrounds featured in the series.
- When possible – sharing of stories/achievements of students from minority backgrounds. For example, Teddy Hall alumna Grace Mzumara (2018, International Health & Tropical Medicine) talked to Malawian poet Tendai Shaba about the importance of her college community and her dream to make a difference to health systems and policies in Malawi.
- Day in the Life Video Series: representing students from different backgrounds.
- Joining in Oxford cultural celebration campaigns e.g. 100 Year Anniversary of the Admission of Women



Website Accessibility

SEH has published a website accessibility statement:

<https://www.seh.ox.ac.uk/accessibility-statement> as part of a legal requirement to show how far we comply with the new Web Content Accessibility Guidelines version 2.1 level AA (WCAG) and that we are regularly reviewing it to ensure we're up-to-date with regulations.

Accessibility improvements means that anyone with a disability will be able to read and navigate around St Edmund Hall's website.

In order to publish this, we were legally obliged to carry out an audit of our website to test how much of the site is accessible and then fix the problems. SEH is currently working on fixing the last parts of the site which do not comply.

The same exercise has been applied to the Hall's other key website: Aularian Connect, Aularian Connect (old version), the JCR Website, MCR Website. All of these have published website accessibility statements. Furthermore, the new Hall campaign website will have an accessibility statement.

This shows a firm commitment from the Hall of ensuring its online services are accessible to all. This will be reviewed in July 21 and there remains areas to improve e.g. the EPOS system.

Website Access Statement

All 'How do I apply' webpages now have an access and diversity statement to show our commitment to welcoming any student from any background.

St Edmund Hall is a friendly and inclusive college. We welcome and select students purely on the basis of academic ability and potential, without regard to social, regional, educational, gender, sexual diversity or ethnic background. Like all Oxford colleges, we have high but achievable standards and we have no entry requirements beyond those in the University Prospectus.

See: <https://www.seh.ox.ac.uk/study/undergraduate/apply>

Website – Our Community Updates

The Our Community Page: <https://www.seh.ox.ac.uk/college-life/our-community> is currently being updated to include more information on under-represented communities at Teddy Hall such as BAME students, LGBTQ+ students and International students. New copy is likely to be published TT21.

A new Equality and Diversity Statement was published in June 2020 on the 'Our Community Page' <https://www.seh.ox.ac.uk/college-life/our-community> - however, this is being reviewed again in the above task.

Equality and Diversity

We are proud to be an international community that both welcomes and celebrates diversity. St Edmund Hall aims to be a place where each and every student feels confident and is respected, as this enhances the social and academic experience of everyone here. We recognise that there is always more to be done to improve diversity across the whole University, and we are continuing to work hard to ensure that everyone feels that this college is their home and can thrive socially and academically.

We organise regular events, such as our Equality and Diversity Week and International Formal. Moreover, we are going beyond this to ensure that a firm commitment to equality and diversity is embodied in everything we do, and all of our staff receive Equality and Diversity training from the highly regarded Peninsula Group every year. The College, staff, and students work in partnership to make these events and initiatives successful, and many students are actively involved as JCR and MCR officers or as Student Ambassadors on our Access and Outreach Programme.

Principal

Professor Katherine J. Willis, CBE

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Published by St Edmund Hall – 2020

St Edmund Hall is a Registered Charity No. 1137470

Appendix 1

St Edmund Hall Application and Offer Metrics for 2019 – 2020

By gender

		2019		
		Applications	Offers	Offer Rate
SEH	Female	51%	50%	20%
	Male	49%	50%	22%
University	Female	51%	51%	17%
	Male	49%	49%	17%

		2020		
		Applications	Offers	Offer Rate
SEH	Female	50%	50%	20%
	Male	50%	50%	21%
University	Female	50%	52%	18%
	Male	50%	48%	16%

By origin

		2019		
		Applications	Offers	Offer Rate
SEH	Home	52%	74%	27%
	EU	12%	6%	9%
	Overseas	35%	20%	11%
University	Home	60%	79%	22%
	EU	12%	7%	10%
	Overseas	28%	15%	9%

		2020		
		Applications	Offers	Offer Rate
SEH	Home	52%	72%	28%
	EU	14%	5%	8%
	Overseas	34%	23%	13%
University	Home	60%	78%	22%
	EU	12%	7%	11%
	Overseas	28%	15%	9%

By ethnicity

		2019		
		Applications	Offers	Offer Rate
SEH	BME	15%	19%	24%
	White	35%	52%	29%
	Unknown	3%	3%	24%
	None (EU/Overseas)	48%	26%	10%
University	BME	16%	17%	19%
	White	42%	59%	24%
	Unknown	3%	2%	12%
	None (EU/Overseas)	40%	21%	9%

		2020		
		Applications	Offers	Offer Rate
SEH	BME	14%	13%	18%
	White	36%	59%	33%
	Unknown	2%	1%	7%
	None (EU/Overseas)	48%	28%	12%
University	BME	17%	18%	18%
	White	41%	58%	24%
	Unknown	2%	2%	11%
	None (EU/Overseas)	40%	22%	9%

By school

		2019		
		Applications	Offers	Offer Rate
SEH	State	30%	46%	30%
	Independent	23%	26%	22%
	Other (inc. EU/Overseas)	47%	28%	11%
University	State	39%	49%	21%

	Independent	22%	29%	22%
	Other (inc. EU/Overseas)	38%	22%	10%

		2020		
		Applications	Offers	Offer Rate
SEH	State	30%	44%	30%
	Independent	23%	29%	26%
	Other (inc. EU/Overseas)	47%	26%	11%
University	State	41%	52%	21%
	Independent	20%	25%	21%
	Other (inc. EU/Overseas)	39%	23%	10%

Appendix 2

Offer Results in Comparison to the University

St Edmund Hall Admissions Statistics (2015-2019)										
Year	Female Offers		Male Offers		BME Offers		White Offers		Declared Disability Offers	
	SEH	Ox Uni	SEH	Ox Uni	SEH	Ox Uni	SEH	Ox Uni	SEH	Ox Uni
2015	39.2%	47.6%	60.8%	52.4%	9.2%	11.1%	63.8%	65.3%	6.9%	5.8%
2016	42.0%	48.3%	58.0%	51.7%	6.5%	13.1%	65.9%	64.6%	5.1%	6.5%
2017	45.3%	50.3%	54.7%	49.7%	8.6%	13.8%	64.8%	61.3%	5.5%	6.9%
2018	45.1%	50.5%	54.9%	49.5%	12.3%	14.3%	59.8%	60.0%	8.2%	8.5%
2019	53.6%	53.1%	46.4%	46.9%	19.2%	17.2%	52.0%	59.1%	7.2%	8.4%
Trends										