Ongo Partnership Ltd.
Equality Diversity & Inclusion Steering Group
Agenda

Date: Thursday 18th March 2021
Time: 9:30am-11:30pm
Venue: Virtual Meeting, MS Teams

1.	Welcome & apologies (Karen)	For note	9:30am
2.	Notes and actions from previous meeting (Karen)	For note	9:35am
3.	Leaders in Diversity update (Erica)	Information	9:45am
4.	EDI Calendar for 2021 (Leah)	Information / Discussion	9:55am
5.	Board / LT update – EDI (Karen)	Information	10:05am
6.	Race action plan update (Karen)	Information	10:15am
7.	Round-table / breakout session to discuss the 2021 / 22 EDI action plan (Erica)	Discussion	10:25am
8.	Ten minute break		10:45am
9.	Updates from other groups - NLEDIF (Karen) - E&D Humber Practitioners Network (Erica) - HQN EDI Network (Erica) - HDN North Group (Erica)	Information	10:55am
10.	AOB (All) - Future training for the EDI Steering Group - Unconscious Bias	Information	11:05am
11.	Reflection of today's meeting (all)	Discussion	11:15am
12.	Date & time of next meeting **17th June 2021 – 9:30am (MS Teams)**	Information	11:25am

EQUALITY, DIVERSITY & INCLUSION STEERING GROUP MEETING
17th December 2020
Microsoft Team Meeting

MINUTES

1.   Welcome & apologies (Chair)

1.1   KC welcomed everyone to the meeting

1.2   Present: Karen Cowan (Chair) (KC), Colin Boyce (CB), Dawn Warwick (DW), Lauren Robinson (LR), Leah Gillott (LG), Mazen Abd Alhak (MAA), Pauline Smith (PS), Wendy Wolf (WW), Katie Herron (KH), Matt Kelly (MK), Erica Sanderson (ES), Emma Kershaw (EK), Aaron Simpson King (ASK), Grace Fixter (GF), Jo Sugden (JS), Michael Taurone (MT), Olivia Minaudo (OM), Paige Whittingham (PW)

1.3   Apologies: Claire Coyle (CC) Jane Crookes (JC) Margaret Slingsby (MS) Tim Mills (TM) Lisa Smith (LS) Jessica White (JW) Julie Collins (JC) Nayeema Choudhury (NC); Rabul Ibrahim (RI)

2.   Notes and actions from the previous meeting (Chair)

2.1   Agreed as true & accurate record by all.

	Action	Who	Progress
1.	Share Terms of Reference with the group for feedback	Erica Sanderson	Today's agenda item 7.
2.	Provide feedback to ES on the Gender Reassignment Guidance by Friday 9th October 2020	All	No feedback received so all approved

3.   Looking back at the last meeting (Chair)
- Presentation from Darwin Bernado RE Race Equality
- Race Action Plan

3.1   Feedback on Darwin's presentation - all attendees were very quiet during the presentation, not posing many questions or observations, therefore members were asked for feedback as to why. Responses were:
- One member was worried about saying 'the wrong thing'
- A few members felt it would have been nice to hear more from Darwin rather than going straight into the group discussions

It was re-iterated that this meeting structure was a safe environment to speak honestly and reassurance was provided that all should not be worried to do that. Learning was identified that future presentations of this type should commence with more real life experience/scenarios.

3.2   The meeting considered and discussed progress against the Race Action Plan.

3.2.1   Some members put themselves forward to take an active part in the delivery of the action plan.

3.2.2   A Board Diversity Profile Report went to the Governance & Remuneration Committee. This report generated discussion and recommendations that will now be presented to Group Common Board for consideration. Any approved actions will then be fed into the action plan.

3.3.3   Discussed the celebration of different occasions which have taken place via awareness articles, competitions, screensaver posters and policy awareness. **Action -** LG will produce a yearly plan which she will bring to the meeting.

3.3.4   Customer Engagement Team explained about how they have been using bulk texts to get younger tenants involved.

3.3.5   LR explained that the HR team have just fully rolled out the new Recruitment portal. Isobel will be looking at this in January to identify where we can connect our HR recruitment system to so that we can reach out further than just the big known recruitment websites such as Indeed. This issue has been added as an agenda item at the next service review meeting with the system provider and research will take place on the various platforms we can reach out and connect to.

3.3.6   MK has been identifying BAME related considerations prior to sending out a survey to show what and who and why people are, or are not, bidding on certain properties. Considerations include race, Halal shops nearby, religious places to pray, communities etc.

3.3.7   Discussed E learning being available to staff volunteers and tenants. **Action -** LR will compile a list of what e learning is available to tenants on learning pool.

3.3.8   Helen P and LR run HR surgeries that can include running training / discussions to get people involved with some sessions on this for colleagues.

3.3.9   LG spoke to Jemma (Youth Mentor) and Kerry (Community Development Manager). They spoke about how they run events open to everyone and celebrate different cultures and characteristics. A couple of examples are that they celebrated PRIDE and also had a Japanese themed event not long ago where they made sushi.

4.   **Presentation – NLC's Ally to all programme (Erica)**
4.1   Erica shared North Lincolnshire Council's Ally to All programme. She explained what the programme was, where it came from and how it links into their wider Strategic Plan.

4.2   A discussion followed the presentation as to whether it was something Ongo wanted to take forward. The consensus was that the issue is around the culture of the organisation and that there is a need for us to call out when colleagues don't work to our values and behaviours and that we don't need to create separate groups to do this. Instead, we should all be allies to each other.

4.3   <u>Discussion should we do something similar at Ongo?</u>
- *It should already be that way regardless and should be all-encompassing*
- *Allyship is very important indeed, however all members of staff should be an ally and do we really need a group for it? All should be aware of the importance of allyship and should be part of the culture*
- *We should deal with the people who don't do what we all should, rather than create groups*
- ***Action – ES.** Ongo is reviewing its code of conduct and we should include something that alludes that we should all be allies*
- *Talk more to HR and have more mentors*
- *Use & strengthen awareness around FREDIE*
- *Include things in PDRs & 1:2:1s*

5.   Disability Confident (Karen on behalf of Lauren)
5.1   The HR Team would like to integrate Disability Confident into the activities of the EDI Group so that Disability Confident is not just HR-led.
   a) We would like staff members of the EDI Group to become internal champions for Disability Confident – Would anyone be willing? If anyone would be happy to put their name forward please contact Helen or Lauren in HR.
   b) We would like to arrange a Disability Confident focus group with any EDI group members. Would anyone be willing? If anyone would be happy to put their name forward please contact Helen or Lauren in HR. It was noted that Colin would be happy to help
   c) We would like your help in assessing our performance against each of the core actions and against the activities. Where do you think we meet these actions, how we can best evidence this and what else we can do to improve? – Would anyone be willing? ES and MK happy to help with this.
   d) We would also like help (any) in reviewing our self-assessment regularly – Would anyone be willing? ES and MK happy to help with this. It was noted that Colin would also be happy to help
   e) We already have some staff volunteers who have offered to help test out our new recruitment process but any further staff volunteers would be welcome. Anyone else want to volunteer? If anyone would be happy to put their name forward please contact Helen or Lauren in HR.

6.   STAR survey profile breakdown (Karen)

6.1   KC presented her report that demonstrates that there is no disparity in customer satisfaction generally when compared to the different diversity profile groups. This is pleasing to recognise.

7.   Terms of reference (Erica)

7.1   The draft terms of reference (ToR) was considered. ES confirmed that Board believe EDI to be all Board Members' responsibility and therefore don't require a specific Board member seat to be detailed within the TOR. It was also noted that Tim Mills is already a member of the group and he is a Board Member. **Action -** ES confirmed that she will make this amendment to the final version.

7.2   ToR approved with this amendment.

8.   HR Update (Karen on behalf of Lauren)

8.1   KC presented the HR Recruitment monitoring report on behalf of LR. We are now able to report on EDI data for commercial enterprises, Ongo Roofing and Ongo Heating and Plumbing, so their data forms part of this report.

8.2   The report now includes Marital Status for new starters, and has been added for Recruitment EDI data so going forward this will be reported on.

8.3   Overall findings:
   a) Quite a range across the ages of our new starters which coincides with the applications received. Good age range received and .appointed
   b) Not many applicants stating a Disability but 4% of those appointed do state after appointment that they have a disability. This will form part of the work we do with being Disability Confident – looking at how we can reach more disabled people, looking at our recruitment process and how easy it is for those who have disabilities to access, and how we can make this better. We also need to look at why people don't feel they can state they have a disability at application stage.
   c) There were more starters that stated they were female but there were also a lot more female applicants so no concerns in terms of EDI with the recruitment interviewing process.
   d) We predominantly received applications from those of a White British race / ethnic origin - but it's positive that we do have 8% of new starters from minority backgrounds. It was noted that in the next report this data will be compared against the geographical area so we can assess representation levels in terms of gaps.

8.4   KC presented the Investors in People report on behalf of LR. There were no questions and KC complimented LR on a great report.

9. Updates from Other Groups:
- North Lincolnshire Equality & Inclusion Forum (NL E&IF) (Karen)
- Humber EDI Practitioners Network (Erica)
- Housing Quality Network (HQN) EDI Network (Erica)

9.1 KC provided an update from the North Lincolnshire EDI Forum. This group is made up mostly of North Lincolnshire statutory agencies (e.g. NLC, CCG, public health, police, Ongo etc). It was reported that there has been some difficulty getting out the Covid-19 and different tiers information out to non-English speaking residents. MAA stated that google translate is no good for him when using Arabic. **ACTION -** KC to feedback to the forum. Talked about and agreed how the different organisations can help each other to advertise vacancies to get better BAME representation at board and management levels. Most large statutory organisations like councils and police have developed BAME staff networks that they are happy for us to tap into.

9.2 ES provided an update from the Humber EDI Network that she attended. This group is predominantly made up around enforcement across the boundaries of E.Riding, Hull and N.Lincs plus a couple of other agencies (e.g. police, fire, prison service, office for the police & crime commissioner, education establishments and Ongo).

9.3 ES provided an update from the HQN EDI Network on Disability Confident that Helen Pearce attended recently.

10. AOB
10.1 Learning from today for future agendas is that timings for each agenda item should be indicated and that a break should be scheduled in to the middle of the meeting. **Action** – EK to arrange.

10.2 **MK ACTION -** to speak with IT regarding rent statements being sent in CB's formatting. The reason it has changed (as this had never been an issue before) is that now we are working from home due to Covid-19, we don't have the same systems available to us that we have in the office.

10.3 KC wished members a very merry Christmas.

11. Date and time of next meeting
11.1 **ACTION –** EK to organise the 2021 EDI group meetings.

ACTIONS:

	Action	Who	Progress
1	Yearly plan of celebrations to put in every month and report to group	LG	
2	To make a list of what e learning is available to tenants on learning pool and share with group	LR	
3	Review Ongo staff code of conduct to include something that alludes that we should all be allies	ES	Sent request to Mo for this to be included in Code of Conduct review.
4	Terms of Reference to be revised	ES	Completed.
5	Feedback the issues with using Google Translate for some languages – specifically Arabic – to the NL EDI Forum.	KC	
6	Future agendas to include timings for each agenda item and a break should be scheduled in to the middle of the meeting.	EK	
7	To speak with IT regarding rent statements being sent in Collins Formatting	MK	
8	Next year's EDI meetings to be booked in and sent out	EK	

Calendar of Events 2021

Calendar of Events 2021	EDI	Well-being/ Awareness days	Ongo Events	Eco Awareness	Customer Engagement	Development	Competition internal/ external
February	LGBTQ history month	4 - Time to talk 4 - World cancer day 17 - Random acts of kindness	Ongo birthday	Ongo Recruitment campaign #placeshapersaregreen	Key news (digi copy)	Northolme View, Gainsborough Phase 3 Completion	External: Random acts of Kindness Internal: kindess comp & comp for kids
March	Women's history month 28 - Holi festival (Hindu)	8 - International women's day 4 - World book day	21 March Home Ownership Expo Leaders in diversity	27 - Earth Hour @ 8.30pm		Start on Falkland Way, Barton upon Humber	International Women's day
April	2 - World autism day 4 - Easter 12 - Ramadan (Muslim)	National stress awareness month	New financial year		Deadline to give Ollie Key news update	Start on Chaucer & Bridges Road Garages (Carbon Neutral)	Comp to win Easter egg
May	3 - Deaf awareness week: 12 - Eid (Muslim)	National walking month 10-16 - Mental health awareness week	The Arc 3rd Birthday: Virtual celebrations	Link to NWM	Key news (print copy)	East Lane, Corringham (outright sale)	
June	Pride Month 8 - Carers week 20 - World refugee day	Men's health month 1-7 - Volunteers week 26 - Armed forces day:	Armed forces flag raising			Queensway (estimated completion) Myos House (estimated completion)	Yammer post competition: Share your pride pictures
July	North Lincolnshire pride (TBC) 19 - Eid al-adha (Muslim)	12 - Disability awareness day	Pride event		Key news (digi copy)	Froddingham Road Trent View House	
August	Faith & religion month 19 - World humanitarian day	Cycle to work day (TBC)	Ongo Carnival Non payment week				International day of friendship
September	6 - Rosh Hashanah (Jewish New Year)	10 - World suicide prevention day 25 - Macmillan coffee morning	Annual report				
October	Black history month 1 - International day of older persons	Stoptober month 10 - World mental health day 18 - World menopause day	Viking Centre birthday Halloween Strategies (12 month review)	8 - National clean air day	Key news (print copy)		Internal comp for Halloween Arc/VC external comp
November	4 - Diwali (Hindu & Sikh) 11 - Armistice day	13 - World kindness day: 16-20 - Anti-bullying week 16 – 22 - Alcohol awareness week 19 - International men's day 25 Nov-10 Dec - Action against domestic violence		Summit for climate change	Volunteer awards		19 - International Men's day: World Kindness day
December	Disability history month 25 - Christmas (Christian)	1 - World Aids day 25 Nov-10 Dec - Action against domestic violence	Dine & dance Non payment weeks x2	Eco roundup	Key news (digi copy)	Round up of the year	

Race Action Plan

Action owners – Karen Cowan, Erica Sanderson, Lauren Robinson, Leah Gillott & Matt Kelly

Theme Action	Sub Actions	Lead	Progress
Diversity profiles	Contact networks to establish position of whether to include White Other within White British or BAME categories) - HDN, NCFD, NLC	ES	**Complete.** No real feedback on this from networks as all pretty much in the same boat. Asked some staff members using an article on the NCFD website and they confirmed that they understand the need to use a 'catch-all' for monitoring but would like to see this broken down to ensure all ethnicities and race are captured. The conversation is still happening on this and there is still no real answer. Continue as we are is the direction until something changes nationally.
	Produce profiling report, providing context re White Other, illustrating the two realities (using White Other within White British but also within BAME)	KC	**Complete.**
	Present report to Leadership Team and EDI Steering Group	KC	**Complete.** Presented to LT – 26/8/20. Presented to EDI group – 01/10/20.
	Use BAME profiling information for our staff to target to ask open questions re promotion / barriers to moving up the career ladder within Ongo.	LR	This is to establish what barriers, if any, there are within the business. Requested BAME staff names from HR to go direct to them and ask if they are happy to speak to us in confidence either face to face, in a group or through a survey.

			Agreed that this action plan and the survey would be taken to the EDI Group for discussion and agreement before taking this action forward. The objectives that are to be set by the GCB will help us to push this agenda forward. Nobody should feel they are unable to progress within the organisation. Recently appointed first BAME manager from within the organisation, which is really positive. Next step, **Survey to be sent out to BAME colleagues to establish if they feel there are barriers to progression within the organisation and, if so, what are the reasons for this?**
	Present report and action plan to Board	KC	**Part Complete.** Presented report to Gov & Rem – 09/12/20. Agreement to take report to GCB – 25/03/20.
	Monitor race pay gap	MM	Need to obtain all race profiles from staff to report on this accurately. **Action – need to get the information from HR on the % of profiling information provided for colleagues now**
Series of promotions internally & externally	Focus on different celebrations (do something right now on Eid?)	ES/LG	**Complete** Black History Month (BHM) for October. Emma Kershaw is starting to look at the different resources available to promote BHM throughout October.

			ACTION: EK to work with PR Team to get the information out on the Intranet etc. Really positive awareness raising completed internally for BHM. A competition was held and there were lots of facts, figures and stories shared via the intranet and Jabber. Next step, **Awareness campaigns to be targeted externally as well as internally**
Conversations with all staff re Let's talk about race	Focus groups (based on ideas labs)	KC/ES/LR	No focus groups have taken place as yet. Surveyed BAME colleagues and was a 50 / 50 split in terms of focus group to carry on the conversation and then more informal surveys. Need to revisit the survey to include a question on, "do you think a specific group to discuss Race on Yammer would be beneficial?" To roll over to 2021 / 22 action plan.
	Yammer Group	ES/LR	Yammer Group will only be set up if the focus groups/surveys identify that this is wanted.
Engage with young people	Use text messaging to engage young people in conversations	KC/ES	**Complete.** Initiative commenced re texting our 1,430 younger tenants. At Nov 2020 the percentage of total tenants engaged that were younger voices were 22.6%. This is an unnaturally high figure due to this particular consultation exercise carried out. Text

			messaging young people is now a mainstream activity.
Advertising our job roles	Speak to Isobel to use the new Recruitment module within the HR system to get more breadth in our advertising for jobs – currently very local.	LR	**Complete** LR has taken this upon herself to ensure wider reach for advertising of jobs roles. Linked in with Carla at the Housing Diversity Network (HDN) to make sure our roles are advertised through them – first example being Head of Landlord Services. Rich Green also linked with HDN for advertisement of roles. Including in adverts that applications are welcome from all people, particularly those from BAME background where we are currently underrepresented at management and leadership levels. Working with Marcus at REDEverywhere, a local business that has links with the national Black and Asian Leadership Institute to enable us to advertise our roles nationally with them. Next steps, **possibly include in adverts going forward "where candidates that represent a particular diversity profile where we are underrepresented, if they meet the criteria of the role, will be interviewed"**
	Speak to Mo regarding discussions prior to advertising for management levels up, what are the best places to advertise – add this into the process.	KC	**Complete.** See above.
Listening to our tenants / applicants for housing and other customers	We need to find out what is stopping people who fall into the BAME category bidding on our properties.	MK	Discussed sending out a survey to HCL / other CBL platforms where necessary for applicants to complete to find out what the

			barriers / issues are around BAME applicants not bidding for Ongo Homes.
	Are the activities we put on accessible to all ethnicities? Discussion with Communities as to how they ensure they are.	LG	**Complete.** Leah has spoken with the leads for projects within Communities and they have confirmed that they are open to everyone and do have activities aimed at certain diverse topics, e.g. a sushi night on the topic of Japanese culture.
Equality Impact Assessments	Consider carrying out Impact Assessments on all our services	ES/KC	**Complete.** Impact assessments will continue to be carried out on all policies that are relating to customers or HR. KC discussed at Head of Service level the impact assessments being used in all major reviews/projects.
Training and Development	Roll out mandatory training to all staff at all levels in respect of race equality for Ongo.	LR/KC	Refresher EDI training to be rolled out on a cyclical basis