

EQUALITY, DIVERSITY & INCLUSION STEERING GROUP MEETING

22nd July 2021

Microsoft Teams Meeting 9:30am-12:00pm

MINUTES

1. Welcome & apologies (Chair)

1.1 KC welcomed all to the meeting.

1.2 Present: Karen Cowan (Chair) (KC), Colin Boyce (CB), Lauren Robinson (LR), Leah Gillott (LG) Erica Sanderson (ES), Emma Kershaw (EK), Paige Whittingham (PW), Becky Johns (BJ), Jane Crookes (JC), Jess White (JW), Michaela Paxton (MP), Kerry Copson (KCo), Tim Mills (TM), Tracy Graham (TG), Rick Morfett (RM), Rabul Ibrahim (RI), Julie Collins (JC) Paul Grimley (PG), Nayeema Choudhury (NC)

1.3 Observer: Zipporah Kruse (ZK, guest from Futures Housing Group)

1.4 Apologies: Dawn Warwick (DW), Pauline Smith (PS), Katie Herron (KH), Matt Kelly (MK), Aaron Simpson King (ASK), Jo Sugden (JS), Olivia Minaudo (OM), Wendy Wolfe (WW), Helen Wright (HW), Claire Coyle (CC), Lisa Smith (LS)

2. Notes and actions from the previous meeting

2.1 All agreed minutes were true reflection of last meeting.

2.2 All actions from last meeting have been completed.

3. Presentation – Hate Crime during the last year (Paul Grimley)

3.1 PG presented to the group on the topic of Hate Crime, a copy of the presentation was included with the meeting papers prior to the meeting.

3.2 PG invited questions and comments from the group:

Question	Answer
How often is the Hate Crime reporting centre used?	It has been used once or twice but we should communicate this out more, Cole Street can be used, any Ongo building can be used but the police have it down as Ongo HQ. *ACTION- KCo- Request to the police that the Arc be listed as another official Hate Crime reporting building & also consider whether the Viking Centre should be added.
If Hate Crime is reported anywhere other than Ongo House, which is a recognised Hate Crime reporting centre, would the	Yes we would carry out all Hate Crime reports in the same way regardless of where they are reported to us.

Question	Answer
process be the same for reporting to the relevant agencies?	
If someone is fully convicted of a Hate Crime would they be automatically evicted?	We haven't had a fully convicted case yet. Other housing associations have and yes they have gone for a mandatory eviction. The courts do not like evictions and making someone homeless. Judges will also pick fault at anything even down to spelling in an application so we have to complete perfectly to avoid the case being thrown out and having to reapply. Here at Ongo we have ZERO tolerance to Hate Crime.

3.3 The group discussed the language people use which can be seen as 'old fashioned' and once considered acceptable. It's great we are challenging people about the language they are using no matter someone's age or how long "they've been that way", we are pushing that it is not acceptable. Ongo are leaders and we will challenge.

3.4 A conversation was held around the racial hate that followed the Euro's 2020 final and how the England team stood up and spoke out about racism and how it's utterly wrong and not acceptable.

3.5 KC informed the group that Steve Hepworth had communicated how appalled he was about the racism that followed the final, which emphasises how Ongo operate a zero tolerance approach from the top.

3.6 Even on digital platforms and telephones we challenge anything Hate related and report it immediately. We encourage and let all people now they must challenge it and they must report it. We have a great golden thread throughout all contacts.

3.7 PG receives all Health & Safety Hate related incidents and thorough investigations are carried out. KC explained that health & safety incidents at board meetings are reported in categories such as verbal or physical abuse but she hadn't heard any Hate Crime during these meetings - is this because there hasn't been any or it's not categorised? PG explained there have been reports of Hate Crime so there should be a category within the Board reports.

***ACTION - KC to ensure there is a split between full ASB and Hate Crime figures for Board level separation with Natalie / Janine.**

3.8 This is an article in the Macpherson report for information re. Hate Crime:
<https://www.theguardian.com/uk-news/2019/feb/22/macpherson-report-what-was-it-and-what-impact-did-it-have>

- 3.9 Hate crime lead officer for Humberside Police is Manny Gul PC 1264, Community Cohesion Officer, North Lincolnshire.
- 3.10 KC thanked PG for great presentation. PG confirmed he will send EK updated figures for sharing.

4. National Centre for Diversity Update (Karen)

- 4.1 We have been successful in our reaccreditation for Leaders in Diversity through the National Centre for Diversity (NCfD). We were also shortlisted for EDI Steering Group of the Year at the annual NCfD awards. At the awards we were announced as number 33 in the top 100 inclusive organisations. This is a real achievement as this list is cross sector and not just housing, with over 300 organisations participating in total. KC thanked all for the work and effort in our achievements.
- 4.2 CB questioned if we could potentially try and achieve a higher award as we consistently meet the requirements of Leaders in Diversity to which KC said there is a Masters which KC & ES will look into.

***ACTION - KC & ES– Should we consider Masters in Diversity?**

5. Recruitment update (Lauren)

- 5.1 LR shared her recruitment papers which were included in the EDI group pack; its purpose being to provide an overview of our equality and diversity recruitment monitoring data, covering the period January 2021 to May 2021. LR invited questions from the group:

Question	Answer
Can we make sure our recruitment portal has all the relevant agencies to advertise our roles through within?	The portal is limited to where we reach to. The responsibility is with the manager, built in prompts are there but HR need to make sure managers are doing what they need to do. It is a work in progress as there are barriers to how far it currently gets.

- 5.2 The group discussed at length points of views around disability and how Ongo has been very positive around hiring people with disabilities. Members in the group shared personal experiences all of which were positive around our recruitment processes and transparency at Ongo.
- 5.3 Further discussion around not being able to visually see a disability therefore people assuming they do not have one and the stigma around that. RM volunteered to be part of a case study so we can get this message out and promote it. Discussions around defibrillators potentially being added in the Ongo building.
- 5.4 There was a suggestion to find out if there is a local / regional disability forum.

***ACTION- ES to contact Liesel Dickinson from NLC to enquire about disability forum.**

5.5 Discussion held around making use of our buildings to advertise vacancies; not just promoting recruitment digitally. MP suggested the Arc could provide extra support and it might be worth looking at employment support coach being available down there more often, potentially a morning each week or daily. We do occasional drop-in sessions with coaches there but this could be something more permanent as we do already work with recruitment to advertise some of the roles our clients could be suitable for.

***ACTION KCo to look at our other buildings becoming recruitment centres and how to make use of the Arc drop-in sessions for feedback next time.**

6. EDI Action Plan update (Karen)

6.1 KC picked out key actions for discussion from the EDI Action Plan and confirmed that updates would be required from the action owners prior to each meeting to ensure progression is monitored.

6.2 The following amendments were confirmed:

- Add two new actions following section 1 the gender action plan - produce a race pay gap, produce a disability pay gap
- EDI14.2 Core Brief isn't the right method to promote EDI monthly. Delete this action
- EDI14.4 move from diversity section to engagement section EDI16
- EDI14.9 remove personal name due to confidentiality
- EDI17.1 add this into notes - Leaders commitment - board statement, EDI roadmap of objectives published on Internet
- EDI17 full section to be moved to EDI16 which is engagement

***ACTION EK to make changes on EDI action plan**

6.3 ES raised that two actions do not have an owner – EDI 6.8 and EDI 6.9. The actions are for leading on the awareness events for later this year. Would like volunteers to take ownership of them. We do have an EDI budget so can put some resources into these. Please contact ES if interested.

6.4 Web Accessibility (Erica on behalf of Chloe Sanderson)

6.4.1 ES referred members to the detail within the papers regarding Web Accessibility from Chloe Sanderson in the Technology and Innovation Team. The issue is updating all PDF documents on the Ongo Website initially (the other Ongo Websites will also need updating) to an accessible format. This is a huge piece of

work and Chloe requires support from across the business to get the documents updated. Ideally she would like to set a project group up but understands this is something that would take time and all teams are stretched to capacity. Agreed for KC to discuss with Mat Ashmore (MA) for the potential of a project group being set up with possibility of bringing in outside resource if required due to amount of work.

***ACTION – KC – pick up accessibility project with MA and way forward.**

7. Open discussion – keeping women & girls safe

- 7.1 Recent incidents have brought this conversation to the forefront, particularly Sarah Everard in London and Libby Squires in Hull
- 7.2 Group discussion included covering how males can help women feel safe, what can they do or assist in enabling this and what makes women feel nervous. Personal stories were shared with lots of past experiences and concerns for children by group members.
- 7.3 Discussion on how Ongo could potentially do more in schools to help educate younger generations more than just “the big talk” around puberty and sex. Usually when children have reached secondary school the way they speak and express themselves or how they treat others is already imprinted in them, so gaining access to children at a younger age may be beneficial.
- 7.4 Ongo do have access to young people and have mentors around life coaching, role modelling and have lots of conversations with children. If we had more youth mentors we would be in schools even more but we have limited resources. PW to be involved in some work with KCo at the Arc around this.
- 7.5 Discussion around parenting techniques and how we could change men’s attitude towards women. Self-defence classes, how the onus shouldn’t always be on women, figures around how a woman is more likely to be attacked than a male, a black woman is more likely to be attacked than a white woman etc. needs addressing by making people aware of this huge issue.
- 7.6 Discussion around Ongo’s responsibility to staff, we need better induction, to inform staff what we will and will not stand for, and we need to educate our staff, embedding what we should be doing to keep staff safe and confident.

***ACTION LR to take this back and look more into this**

- 7.7 ES closed the discussion by confirming that the Health and Wellbeing Forum would take responsibility for setting up a women’s forum, the Head of Landlord Services would be picking up on Domestic Abuse and White Ribbon Accreditation and the EDI Steering Group would be responsible for Gender Equality within the group and our services.

Ten minute comfort break

8. Impact assessment quality check – Lettings Policy (Erica)

8.1 ES presented the Impact Assessment for the Lettings Policy which has now been approved, for quality checking by the EDI group. She confirmed that going forward the Impact Assessment would include all the risks relevant to the organisation but the EDI group would be responsible for quality checking the EDI specific section. The purpose of quality checking is to ensure nothing has been missed in respect of FREDIE. It was agreed there were no issues with the impact assessment and it was signed off by the group. ES reiterated the importance of Impact Assessments being completed on all changes within the organisation – not just policies.

8.2 ES asked for volunteers to be involved in completing Impact Assessments going forward.

8.3 BJ suggested completing impact assessments on the triage service and the customer centre opening.

***ACTION – ES – set up impact assessment session with BJ, JC and MP. Following the meeting, ZP contacted ES to confirm she would be happy to be involved in the process as a critical friend from external.**

9. Updates from other groups

9.1 NLEDIF (Karen)

9.1.1 CCG to become Integrated Care System from April 2022. There will be engagement exercises to feed into how the partnership/collaboration working will look.

9.1.2 There is also a proposal in place to consult on a crisis house service that will be in addition to the crisis cafe that MIND runs currently. This will give an alternative to going to A&E when in crisis. It is proposed to have a staffed service with beds for people to stay a while if required. Views are needed of those who have lived experience of crisis and crisis management, and the views of those who fall within the protected characteristics.

9.1.3 At the meeting Ongo shared our position on board diversity programme which is progressing to the next stage.

9.1.4 NLC are commissioning for advocacy services, which are under represented by BME, they will be sharing the survey with us.

9.2 HDN North Group (Karen)

9.2.1 Impact of Covid-19 & Black Lives Matter has resulted in lots more work taken on by dedicated EDI staff. Almost a year for BLM with suggestion that members could send email out to people to say what they have done during the year and asking what is different for them a year later.

- 9.2.2 Suggested that members of the forum could put a blog out to colleagues over what they have done in last year regarding race, showing ongoing work.
- 9.2.3 BME action log - diverse group of people from different organisations made up of individuals each take it in turn to take the stage to talk about a challenge and others will use coaching to ask how they dealt with that situation, or could deal with it in the future.
- 9.3 E&D Humber Practitioners Network (Erica)
 - 9.3.1 An in-depth discussion was held at this meeting re. keeping women safe. The Office of the Police and Crime Commissioner are working on setting up a sub-group, “Night Safe”, working with hospitality venues and cab firms encouraging the employees to take responsibility if they see something that’s not quite right, e.g. a drunk woman turning up to a hotel with a sober man is a key issue at the minute with them being taken advantage of.
 - 9.3.2 Humberside Police have recently carried out a survey with their employees around misogyny, domestic abuse and coercive control, which was really well responded to. Hayley Pickard-Jones is happy to share if we would like.
 - 9.3.3 North Lincolnshire Council are looking at publishing Disability, Race and LGBTQ+ pay gap information in addition to the required Gender Pay Gap reporting.

10. AOB

- 10.1 Guest Zip thanked the EDI group for inviting her to attend; she has taken lots of notes that she will take back to her meetings and gave thanks for the sharing of this space.
- 10.2 Great engagement today. KC thanked everyone for their positive contributions.
- 10.3 RM would like to be involved in future disability forums, engagement or interviewing. He is welcome at our group.

11. Date & time of next meeting

30th September 2021 – 9:30am (MS Teams)

ACTIONS:

	Action	Who	Progress
1	Request to the police that the Arc be listed as another official Hate Crime reporting building & also consider whether the Viking Centre should be added	KCo	

2	Ensure there is a split between full ASB and Hate Crime figures for Board level separation with Natalie / Janine	KC	
3	Consider Masters in Diversity	KC / ES	
4	Contact Liesel Dickinson from NLC to enquire about local Disability Forum / group	ES	
5	Look at our other buildings becoming recruitment centres and how to make use of the Arc drop-in sessions for feedback next time.	KCo	
6	Make changes on the EDI action plan	EK	
7	Pick up the accessibility project with MA and discuss the way forward	KC	
8	Look at ways Ongo can communicate to colleagues, especially at induction – what expectations are around keeping each other safe	LR	
10	Set up impact assessment session with BJ, JC, MP and ZP (post note - following the meeting ZP contacted ES to confirm she would be happy to be involved in the process as an external critical friend)	ES	Complete