

**Ongo Partnership Ltd.  
Equality Diversity & Inclusion Steering Group  
Agenda**

**Date:** Thursday 16<sup>th</sup> December 2021

**Time:** 9:30am-12:00pm

**Venue:** Virtual Meeting, MS Teams

1.	Welcome & apologies (Erica)	For note	9:30am
2.	Disability & Employment (Liesel Dickinson, NLC)	Presentation	9:35am
3.	Notes and actions from previous meeting (Erica)	For note	10:05am
4.	Recruitment update (Lauren)	Information / discussion	10:15am
5.	EDI Action Plan update (Erica)	Information / Discussion	10:25am
6.	STAR survey (Erica)	Information / Discussion	10:40am
	<b>Ten minute break</b>		10:50am
7.	EDI Calendar for 2022 (Leah)	Discussion / decision	11:00am
8.	HDN Board Trainee Programme (Erica)	Information	11:10am
9.	Updates from other groups: - North Lincolnshire EDI Forum – 2/11/21 (Erica) - HQN EDI Best Practice Network – 12/11/21 (Erica) - HDN North – 7/11/21 (Erica)	Information	11:20am
10.	AOB (All)	Information	11:30am
11.	Reflection of today's meeting (all)	Discussion	11:45am
12.	Date & time of next meeting		11:55am
	<b>Meeting close</b>		12noon

**Ongo Partnership Ltd.  
Equality Diversity & Inclusion Steering Group  
Meeting Minutes**

**Date:** Thursday 30<sup>th</sup> September 2021

**Time:** 9:30am-12:00pm

**Venue:** Virtual Meeting, MS Teams

**1. Welcome and apologies**

- 1.1 KC welcomed all to the meeting, Dan North is a new starter in the PR team and joined us as part of his induction
- 1.2 Present: Karen Cowan (Chair) (KC), Colin Boyce (CB), Lauren Robinson (LR), Leah Gillott (LG), Pauline Smith (PS), Wendy Wolfe (WW), Matt Kelly (MK), Erica Sanderson (ES), Emma Kershaw (EK), Aaron Simpson-King (ASK), Grace Fixter (GF), Michael Taurone (MT), Paige Whittingham (PW), Rabul Ibrahim (RI), Tanya Brookes (TB), Helen Wright (HW), Claire Sparrow (CS), Jessica White (JW) Dawn Warwick (DW), Nayeema Choudhry (NC), Laura Dodsworth (LD) Richard Morfitt (RM) Stacey Hammond (SH), Michaela Paxton (MP), Dan North (DN), Christine Fowler (CF)
- 1.3 Apologies: Katie Herron (KH), Lisa Smith (LS) Julie Collins (JC) Mazen Abd-Alhak (MAA), Jo Sugden (JS), Tim Mills (TM), Jane Crookes (JC), Kerry Copson (KCo), Becky Johns (BJ), Claire Coyle (CC)
- 1.4 Laura Dodsworth attended on behalf of Lisa Smith, Aaron Simpson-King attended on behalf of Becky Johns and Stacey Hammond attended on behalf of Jane Crookes.

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

- 2.1 All agreed minutes were accurate and true reflection of meeting
- 2.2 Actions from last meeting

	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	Complete 1 <sup>st</sup> July - September 420 ASB cases but only 1 was hate crime, we do not have a major hate crime issue in our area
3	Consider Masters in Diversity	KC/ES	Complete Discussed and agreed that we would consider the move to

	Action	Who	Progress
			Masters in Diversity in the future. Not the right time to move forward with it at the moment. Need to do work on improving representation at senior leadership and board before moving forward with Masters
4	Contact Liesel Dickinson from NLC to enquire about local Disability Forum / group	ES	Actioned but no response back as yet
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	<p>Complete</p> <p>Ongo roles are regularly promoted to all customers through the Arc, Viking Centre and Cole Street. We've had some recent success with Westcliff residents gaining roles with us – 1 lady gaining a Kickstart role within the Arc café, 1 lady gaining an apprenticeship within Ongo and another man gaining the horticulture apprenticeship with John Cavill. Really happy for them and the team, will also provide ongoing support to them throughout their roles too.</p> <p>For note: Customer Engagement are looking to go out to other venues as well could recruitment come to those drop in as well?</p>
6	Make changes on the EDI action plan	EK	Complete
7	Pick up the accessibility project with MA and discuss the way forward	KC	<p>Complete</p> <p>Chloe Sanderson has provided an update on this and she is leading a project and has started to set individuals up with the training for the software that will be used to manage the web accessibility</p>

	Action	Who	Progress
			for PDF documents on all our websites
8	Look at ways Ongo can communicate to colleagues, especially at induction – what expectations are around keeping each other safe	LR	Complete This will be built in to the Positive Workplace training that all new starters undertake – Lauren has already had discussions with the trainer on building this in. The HR team will produce an e-leaflet to summarise some key points of the training before a new starter gets chance to go on the course which will be added to the induction.  Then in terms of the safe walking routes between office and parking, the HR team suggest putting together some tips around keeping safe as part of the remit of the Women’s Forum.
9	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

### 3. Yorkshire & Humberside Equality Diversity and inclusion report (Karen)

- 3.1 Karen presented the report from the Yorkshire & Humberside Chief Executives Forum. Housing associations have been asking what more they could do to improve outcomes for Black & Minority ethnic communities to improve EDI within their organisations and across the sector.
- 3.2 The National Housing Federation (NHF) led on this, conducting an EDI insight review survey into housing association staff. The CEO forum commissioned the NHF report to establish a baseline performance on EDI for 22 housing providers in the Yorkshire & Humber region, Ongo being one them.
- 3.3 The following findings of this survey showed that in March of 2021, out of the 22 Housing Associations in the region:
- Most organisations had an EDI forum, group or champion (77%)

- Most were signed up to EDI charters, frameworks of benchmarking schemes (73%), e.g. Disability Confident Employer, Investors in Diversity and HDN- these being the most frequent
- Only a small number felt their organisations boards, leadership teams and workforces were representative in terms of gender and less than half felt they were representative in terms of ethnicity
- Benchmarking data shows that boards and leadership teams tended to be disproportionately older, male, white, non-disabled, relative to the workforce, customer base and population.
- Most organisations are taking steps to improve diversity at board, leadership and workforce levels using positive diversity recruitment practices and some have gender and ethnicity targets in place
- Many organisations report challenges in collecting data such as leaving “no comment”

#### 3.4 Recommendations:

- Organisations to set ambitious targets for diverse representations within Leadership Teams and on boards
- Organisations to adopt policies and practices that work towards delivering on EDI commitments
- Organisations to work to improve the quality and use of data
- Organisations to commit to sharing best practice and learning from across the housing sector
- Organisations to collaborate with organisations across the region

#### 3.5 Questions:

Question	Answer
Out of the 22 Housing Associations where are we ranked roughly?	We are around 10 <sup>th</sup> – it was a 3.5 hour survey to complete so a large piece of work by all Housing associations involved, well done KC

- 3.6 It was suggested that a reminder be sent to teams via managers to remind everyone to update their personal information on the HR portal so we have a real accurate up to date profile of our employees.
- 3.7 Neighbourhood services do not currently have access to the HR portal so within the meeting chat JW informed all that IT are aware of this and are designing a mobile version which is pending HR testing at the moment.
- 3.8 A discussion was held around the NHF new diversity profiling tool. KC to discuss benefits of us making use of it with Annie Akande.

**\*Action\* KC- NHF have a profiling diversity tool, KC to liaise with Annie Akande to see if this is worthwhile.**

#### **4. EDI Action plan update (Karen)**

- 4.1 Karen gave background to the group on the EDI action plan and provided updates:
- 4.2 **EDI1.5** The Leaders in Diversity survey feedback highlighted that some people were favoured when recruited so the assessor said we needed to look into this. KC reassured all when looked into, all recruitment follows the approved process. If a member of the interview / recruitment panel knew any applicant on a personal level or who could potentially be favoured they would not be involved in the process. If anyone wanted to question an appointee then formal notes of the interview could be shown as evidence and if there were issues around this they would be addressed as and when presented. HR have not been approached about this issue, it's usually something brought up in anonymous surveys.
- 4.3 **EDI1.6** Survey tenants to gain insight into the fairness of the organisation in respect of the protected characteristics: There has been little movement on this so far as actions need to be planned in but WW is going to be doing some work with Dawn Hill to include this kind of information within current surveys.
- 4.4 **EDI1.7** Partners and suppliers to demonstrate a commitment to EDI, in line with our own policy: John Baker is going to be doing some training with managers and some specific teams in what we expect of our contractors in terms of fairness. Contractors will then be monitored at contract management meetings throughout the year.
- 4.5 **EDI4.2** Implement the HDN board trainee programme to ensure board succession planning takes into account underrepresented groups: Lincolnshire Housing Partnership and Acis have now had approval to join the HDN board development programme with us so we can progress this action.
- 4.6 **EDI4.9** Advertise all vacancies by targeting and sharing information via local or National Diversity Networks by including positive statements within job adverts: This can be moved to 100% complete from the current 50% as we have really improved and done all we said we would and there is no more we can do. We will continue to monitor but at this moment in time happy to complete to 100%.
- 4.7 **EDI6 Engagement:** This is all about awareness raising such as Black History Month. LG has done a great events awareness calendar which EK will circulate. LG is currently working with RM on hidden disability awareness. We would really appreciate some more volunteers for things such as upcoming Diwali and events such as Armistice Day and Christmas. In our action plan we also have International Men's Day. JW is in conversations within the Health and Wellbeing Group so we have some cross over, JW will feed back to us regarding International Men's Day.
- 4.8 EK has covered Octobers Black History Month with digital screen savers for the weeks over BHM as well as posters around Ongo HQ.

4.9 All the group were invited to have a think about what we want to do next year and to volunteer ideas around events awareness.

**\*Action\* JW to feed back to EDI group around work on International Men’s Day from the Health and Wellbeing Group**

**\*Action\* WW to discuss with Dawn Hill around incorporating information of fairness around protected characteristics in current surveys**

**\*Action\* EK to circulate events calendar to EDI group with minutes**

**\*Action\* EK to update action plan on Pentana**

**5. Open Discussion – Bridging the diversity gap - why is inclusive leadership so important?**

5.1 ES facilitated this session to discuss in an open discussion to consider the following things:

- Why is inclusive leadership important?
- What can our leaders do to help foster inclusive leadership?
- What are the top five things to help us get an inclusive leadership?

5.2 A lengthy discussion was held around appearances, e.g. tattoos, piercings, hair colours, extreme body changes like tongue splitting and nose removal and alienating people based on first judgments & impressions. The group discussed what is professional and that ‘professional’ is individual to everyone. It is more important to have the core values of respect, loyalty, support, being a good listener.

5.3 ES rounded up the open discussion with, professionalism is an attitude and to repeat another members quote, “Aspire to inspire, inside and out of work”. It is the way you come across in your attitude not how you look on the outside and being an inclusive leader. Agreed that what we can do is listen to understand and educate ourselves. Not having a hierarchy culture, we all bring experience and perspectives, it doesn’t matter what job role we do. We can include everyone in the conversations we have at Ongo. Ongo are very good at inclusion but we need to do more listening so we can make informed choices and decisions.

5.4 Questions:

Question	Answer
Is this going to be raised and discussed at leadership level?	KC to ask ELT if they would like a group discussion at that level

**\*Action\* KC to ask ELT if they would like a group discussion around inclusive leadership at leadership level**

**Ten minute break**

**6. Impact assessment quality check- Annual Leave Policy (Erica) Changes to the Customer Service Directorate (Becky)**

- 6.1 Erica updated the group that the annual leave policy impact assessment was carried out as part of the full review in the focus group, it was evident that people felt it was not fair around different leave allowances being allocated dependant on when they were employed, for example a new starter joining now would only receive 25 days with no opportunity to increase. A proposal was made that the people who only receive 25 days would be able to gain 1 additional days leave per year for 5 years however we cannot move forward with this as this is all part of the pay and benefits review, this is currently taking place with an external company reviewing all our benefits, annual leave entitlement, pay and benchmarking us against other housing associations.
- 6.2 Christmas leave was also discussed around colleagues who do not celebrate Christmas however celebrate at other times of the year. We will now refer to this period of time as “agreed company shutdown” if the business closes between Christmas and New Year.
- 6.3 All agreed and happy to sign off quality check for impact assessment.

Question	Answer
Would the proposal apply to 2 year or non-fixed permanent contracts?	We are unsure as yet so LR will get back to us on this.
If someone who has worked here for a long while on the 25 day allowance would they jump straight to 30 days?	
When is this report due and when will we know?	Timescale - we hope to have this ready for April 2022, as soon as the report is ready it will go to board and whatever outcome it will reflect in April 2022 pay.

- 6.4 Erica Sanderson, Becky Johns, Jane Crookes and Michaela Paxton carried out an impact assessment on the changes to the customer service directorate which aims to improve the customer experience for our tenants and customers. A lot of consultation took place ASK gave the group a whistle-stop tour of the changes to the service, we are getting a new IVR system on the phones with more detailed options and specialised operators to give a more tailored experienced.
- 6.5 There was some impact identified around disability for people with visual impairments and the IVR but there is always going to be a real person available also. In the pods at Ongo House HQ reception area there is going to be an iPad with access to Microsoft Teams for tenants and customers.
- 6.6 All happy with quality check and signed of impact assessment.

**\*Action\* LR to check around annual leave allowances if all colleagues will increase to 30 days and how it will be given and to whom**

**7. Updates from other groups**

**-HDN Northern Diversity Forum 14/09/21 (Erica)**

**-NHF Chief Executives and Chair's EDI Forum (Erica)**

7.1 Erica presented her feedback after attending the HDN North Network meeting:

- 7.1.1 The CIH have introduced a new set of tailored characteristics of the modern housing professional that help to self-reflect and guide individuals on their professional journeys.
- 7.1.2 Eidos Consulting, specifically, Debbie Larner, who worked on the development of the standards at the CIH whilst in her role there, and Paul Marston shared their new project with the group. They have created and completed a self-assessment with some Housing Associations (HAs) on the standards to establish what training / development is required for HAs. The next step is to pull together a working group for the housing sector to understand the types of learning to inform the development of the e-learn on the standards. They will be working with the HDN on the rollout of the programme when it's developed.
- 7.1.3 A network member shared what South Yorkshire Housing Association (SYHA) have been doing around addressing the issue surrounding use of the term "BAME". She agreed, whilst there is no right or wrong, the term is deemed amongst her colleagues as derogatory and something else should be used. SYHA have consulted across the organisation and have agreed they will replace the term BAME with racially and ethnically diverse. This removes the negative "minority" reference, which causes individuals to feel other'd.
- 7.1.4 Two colleagues from Penningtons Law Firm shared their free policy template for HDN members to access when reviewing their EDI policy. The template is aligned to the Equality Act 2010 and also the new NHF Code of Governance. HDN will share the template with members and Erica will use this template in the next review of the Ongo EDI Policy
- 7.1.5 The HDN Health and Wellbeing Network will take place on the 22<sup>nd</sup> September 2021. Jo-Anne in HR will be attending representing Ongo.
- 7.1.6 There will be a Black History Month webinar – In conversation with Louis Julienne – on 14<sup>th</sup> October. Information will be shared on this.
- 7.1.7 The HDN Autumn Conference is being held in Birmingham on the 18<sup>th</sup> October 2021. Erica and Karen are booked to attend
- 7.1.8 A new Policy Officer at the HDN is busy updating the webinar programme. Coming up in the next few months:
  - Refugees
  - Homelessness

- Black History Month
- Tackling Islamophobia
- Tackling Transphobia

## 7.2 **NHF Yorks & Humberside Chief Execs & Chairs Forum 14/09/21 (Erica)**

7.2.1 Erica attended this virtual meeting with Steve Hepworth and our Chair of the Group Common Board, Bob Walder, launching the Yorkshire & Humber EDI Baseline Survey Report.

7.2.2 The report was developed following research carried out with 22 HAs in the region completing a survey and 18 providing benchmarking data. All in all, the report was really positive, bringing with it 5 recommendations for social landlords to improve EDI across the sector. The first three being what organisations can do internally and the last 2 about how organisations can collaborate across the sector. A few things that were noted:

- Really important to publish race and disability pay gap information
- Really strong consensus that HAs set targets for gender balanced boards and leadership teams to ensure representation of racially and ethnically diverse colleagues and those with disabilities. Our Board have been really strong on not setting targets, although we can't revisit that now, it may be worth raising as part of the annual EDI report that is shared with the Board and including the recommendation in this report as a push to reconsider.
- We don't have representation of racially and ethnically diverse colleagues in Leadership roles or on the Board, which impacts on our colleagues' aspirations to develop and grow into those roles. It's important to have role models. White, non-disabled men and women have lots of people to look up to who are 'just like me' in those roles which is great but what about our colleagues who are disabled or who are different races / from different cultures?
- There were discussions around having EDI strategies in place. At Ongo, we have the roadmap in place, which shows where we are and where we're going. The EDI action plan will link to the roadmap to make sure we achieve the aims
- A recruitment consultant recommended that organisations consider the wording they put out on their job adverts. She said to avoid generic statements such as 'We welcome applications from everyone, particularly those from underrepresented communities and disabled people' for example. The reason behind this is that research suggests it actually puts people off because people who 'fit into the box' could be seen as a 'token' or 'to tick a box'. She recommended that the language we use in these statements is considered and includes a 'why' and detail what the issue is. So be open and honest that "we are underrepresented at LT and / or Board by racially and ethnically diverse colleagues, disabled colleagues and younger colleagues; we want to change this to

make our leadership more inclusive and to give our people and customers leaders they can relate to and wo inspire them'

- The final point was that colleagues in the group need to consider this report and discuss at their Leadership / Board levels and treat the recommendations as catalysts for change and, in turn, manage as a change project within organisations. The priorities for collective action as a group were:
  - Consider the data we hold, why we hold it, what we do with it and does it add value?
  - Set ambitious targets
  - Have a dedicated EDI Officer. This was cited as being key to ensuring embedding and continuous improvement within the organisation in respect of EDI

**8. AOB – N/A**

**9. Reflection of today's meeting (all)**

9.1 Everyone agreed today's meeting went well and we will continue holding our EDI group via Microsoft teams the majority of the time for value for money purposes. However the next EDI group will be a blended meeting, so if you anyone would like to attend in person they are welcome to or instead join via teams.

9.2 All agreed agenda items are suitable and we will alternate between guest speakers and large group discussions.

9.3 If anyone wants something adding to the agenda just get in touch with EK ES or KC.

9.4 KC thanked everyone for great attendance and input and closed the meeting.

**\*Action\* EK to look into booking suitable venue and re send team link for Decembers meeting.**

**10. Date and time of next meeting**

**Thursday December 16<sup>th</sup> 2021 blended meeting between Microsoft Teams and a meeting room TBC**

## 11. Actions

	Action	Who	By when?	Progress
1	KC- NHF have a profiling diversity tool now, KC to liaise with Annie Akande if this is a worthwhile.	<b>KC</b>	ASAP	COMPLETE Response from Annie - having spoken to Erica and Mo on this, we did not feel that the tool was of use to us just yet. Mo has said she is not in a position to provide the required data and at present they are not sharing the analytics with us. So our thoughts on this was that we want to collate the data but just not at present
2	WW to discuss with Dawn Hill around incorporating information of fairness around protected characteristics in current surveys	<b>WW</b>	ASAP	Details have been included in the STAR response plan that Dawn is working on
3	JW to feed back to EDI around work on Interational Mens Day from the Health and Wellbeing Group	<b>JW</b>	December's meeting	Helen Pearce circulated some information on Yammer for the wider business, but in terms of doing anything further Helen mentioned struggling for capacity during November and has plans to share the workload among other group members next time around
4	EK to circulate events calendar to EDI group	<b>EK</b>		COMPLETE
5	EK to update action plan on Pentana	<b>EK</b>		COMPLETE
6	KC & ES to do a group discussion around inclusive leadership at leadership level	<b>KC/ES</b>		COMPLETE Response being that this is something they would like to consider at a later stage

	<b>Action</b>	<b>Who</b>	<b>By when?</b>	<b>Progress</b>
7	LR to check around annual leave allowances if all colleagues will go to 30 days leave and how will it be given and to whom.	<b>LR</b>		This will be confirmed as part of the pay and benefit review outcome which is due to be communicated around March/April 2022 once all agreed
8	EK to look into booking suitable venue and re send team link for December's meeting.	<b>EK</b>		COMPLETE/CANCELLED

**E & D Recruitment Monitoring**

**1.0 PURPOSE OF REPORT**

1.1 To provide an overview of our equality and diversity recruitment monitoring data, covering the period June 2021 to November 2021. This data relates to all new starters including commercial enterprises but excluding agency workers.

1.2 This report will also focus on an audit sample taken in June 2021 for applications HR received in the period June 2021 to November 2021. It will cover age, disability, gender reassignment, marriage or civil partnership status, race, religion or belief, sex and sexual orientation.

**2.0 SUMMARY OF FINDINGS**

**2.1 New starters**

2.1.1 There have been 47 new appointments since 1 June 2021 on a mixture of permanent and temporary contracts.

**2.2 Our findings:**

**Age**

- 21% of new starters are aged below 25
- 25% of new starter's ages range from 25 to 29
- 4% of new starter's ages range from 30 to 34
- 14% of new starter's ages range from 35 to 39
- 12% of new starters ages range from 40 to 44
- 8% of new starter's ages range from 45 to 49
- 4% of new starter's ages range from 50 to 54
- 12% of new starter's ages range from 55 – 59
- 0% of new starters are aged above 65

**Disability**

- 19% of new starters describe themselves as having a disability

**Sexual Orientation**

- 9% of new starters state they are Gay or Lesbian
- 91% of new starters state they are Heterosexual

**Gender**

- 55% of new starters state they are female
- 45% of new starters state they are male

**Gender reassignment**

- 2% of new starters identified as transgender

### Marriage or civil partnership status

- 17% of new starters state they are married
- 5% of new starters stated they are separated
- 29% of new starters stated they have a partner
- 29% of new starters stated they are single
- 20% of new starters preferred not to say

### Religion or belief

- 21% of new starters state their religious belief is Christianity
- 2% of new starters state their religious belief is Muslim
- 72% of new starters state they do not have a religious belief
- 5% of new starters stated 'other' as their religious belief

### Race / Ethnic Origin

- 95% of new starters stated their race as British (White – English or British)
- 5% of new starts stated their race as White – Other (Bangladeshi)

**June 2021 to November 2021 monitoring findings are detailed in Appendix 1.**

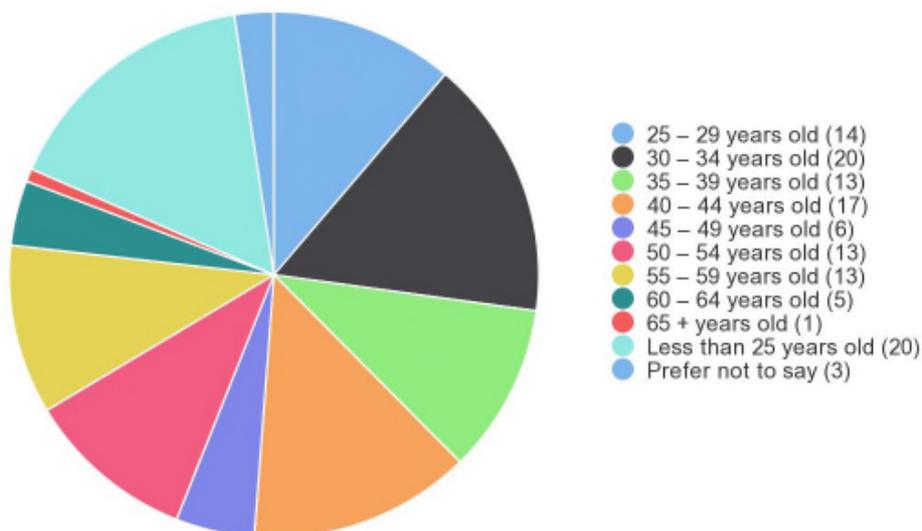
## 2.3 Job Applications/CV's

2.3.1 The audit is based on all job applications/CV received externally over the period of June 2021 to November 2021. Please note that the equality monitoring form is not mandatory therefore not all applicants will have completed the survey and this data does not include vacancies that have only been advertised internally.

### 2.3.2 Our findings:

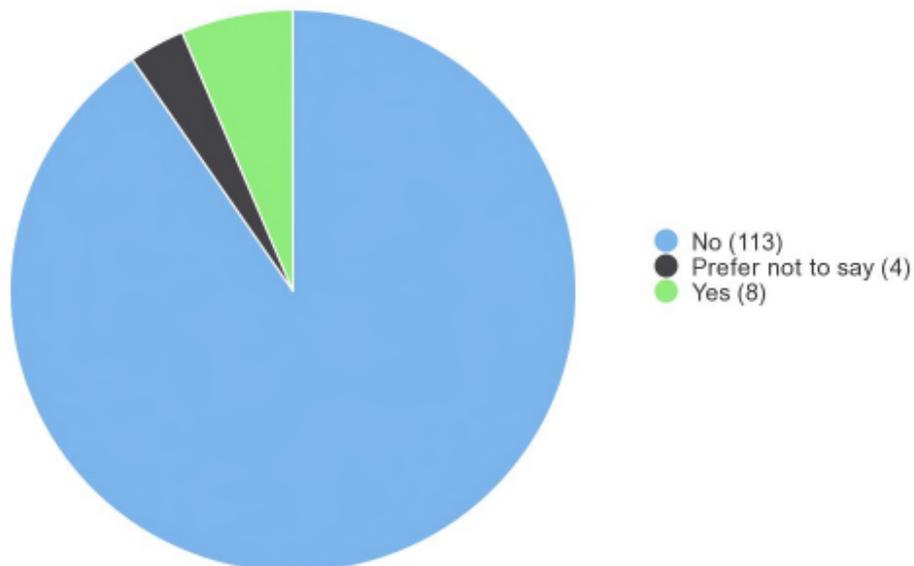
#### Age

Diversity Summary, Age, Application Date from 01 June 2021 to 30 November 2021



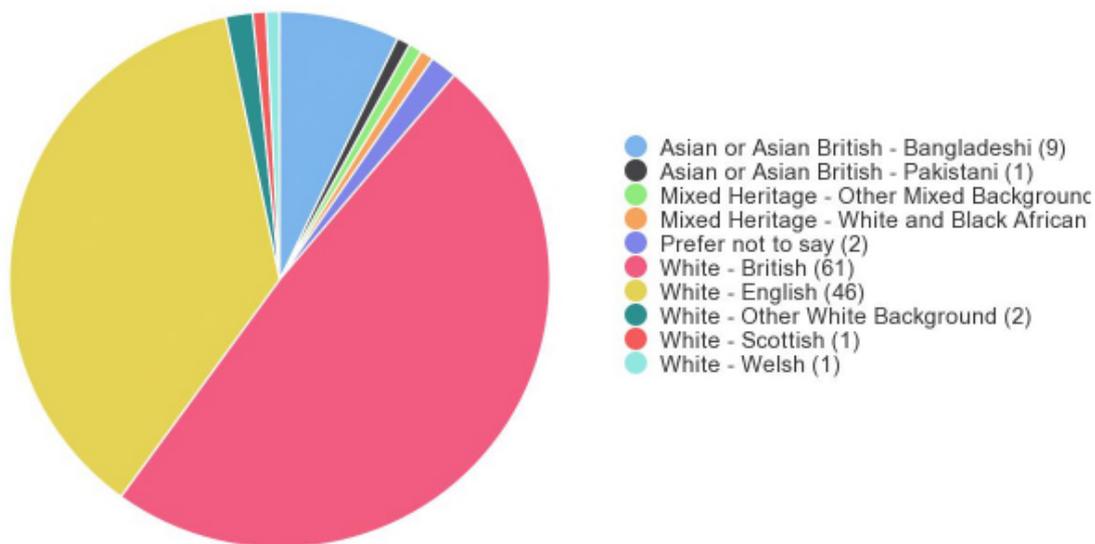
## Disability

Diversity Summary, Disability, Application Date from 01 June 2021 to 30 November 2021



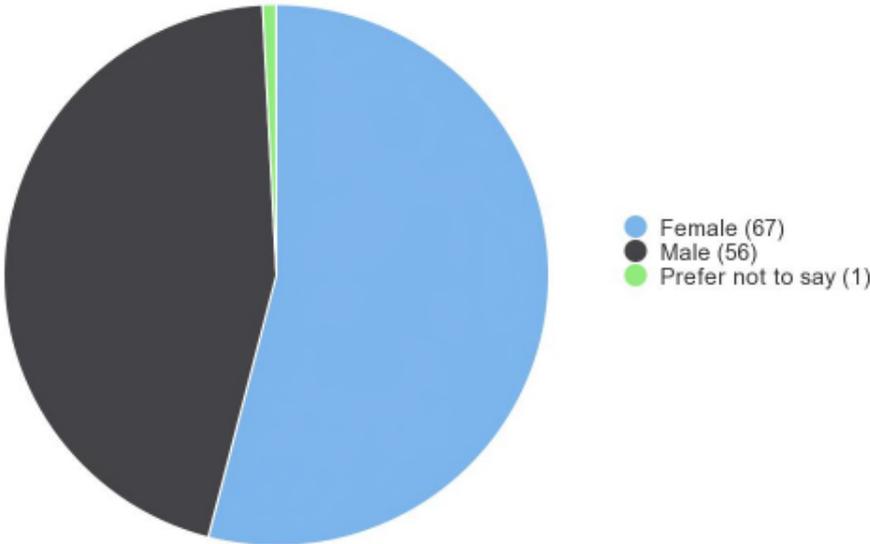
## Race / Ethnic Origin

Diversity Summary, Ethnic Origin, Application Date from 01 June 2021 to 30 November 2021



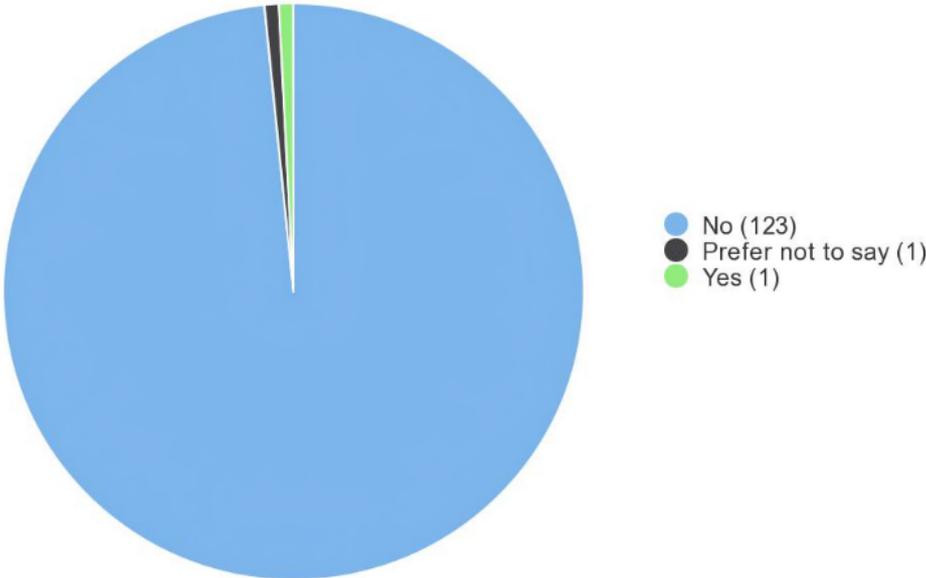
# Gender

Diversity Summary, Gender, Application Date from 01 June 2021 to 30 November 2021



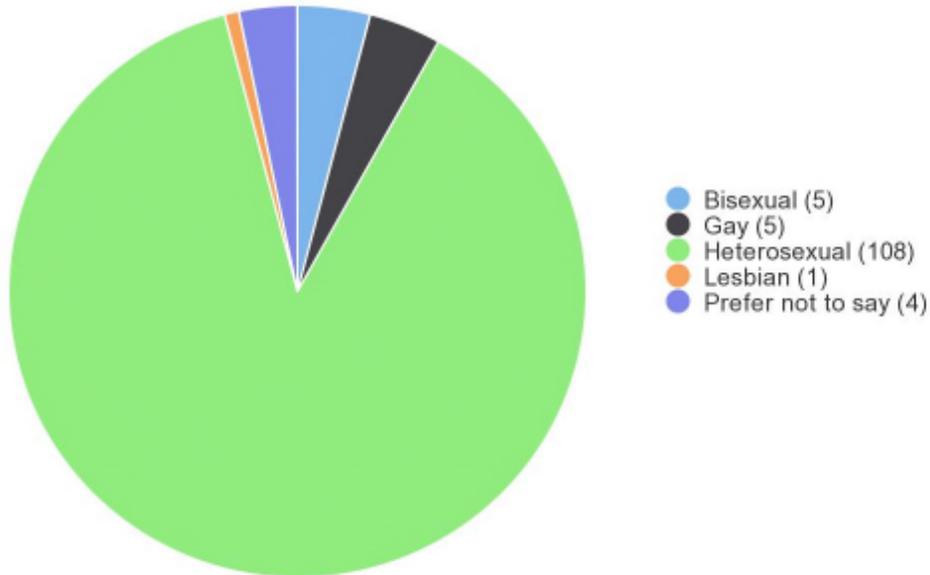
# Gender reassignment

Diversity Summary, Gender Reassignment, Application Date from 01 June 2021 to 30 November 2021



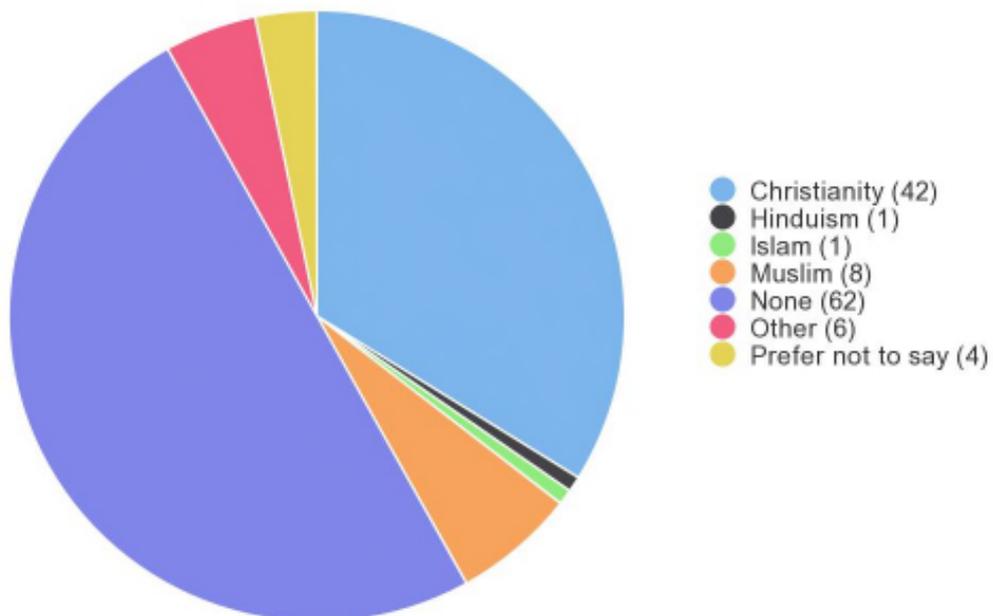
## Sexual Orientation

Diversity Summary, Sexual Orientation, Application Date from 01 June 2021 to 30 November 2021



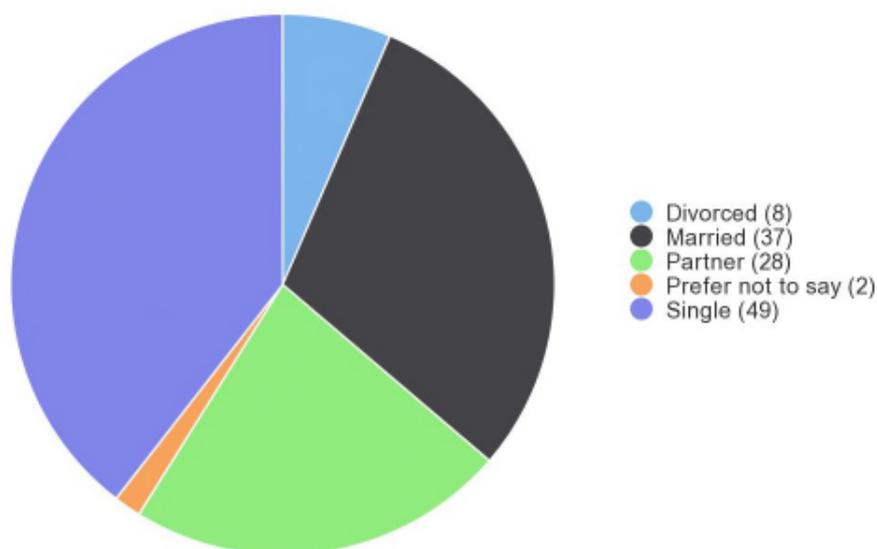
## Religion or belief

Diversity Summary, Religion or Belief, Application Date from 01 June 2021 to 30 November 2021



## Marriage or civil partnership status

Diversity Summary, Marital Status, Application Date from 01 June 2021 to 30 November 2021



### 3.0 OVERALL FINDINGS

- We continue to receive applications, interview and appoint individuals of varying ages from the age of 18 to 58.
- There has been a positive increase in our job adverts and vacancies reaching individuals who consider themselves to have a disability who are applying for roles at Ongo. There is also a positive increase in shortlisting, interviewing and appointing these individuals. The HR team and disability confident steering group will continue to work on this to ensure our recruitment processes and procedures are as easy and transparent as they can be to make the process as smooth and easy as possible for everyone.
- There have been more female appointments made during this audit period, this is a positive finding to ensure a good gender balance amongst our colleagues as compared to the previous audit reports which have showed more males appointed.
- One individual confirmed they had gender reassignment which is a really positive representation within the audit. The one person who confirmed gender reassignment as part of the recruitment process was also appointed. The HR team will research safe platforms where our vacancies can be linked to encourage people who have undergone gender reassignment in feeling comfortable to apply for roles at Ongo with a view to continuing to receive applications and make appointments.
- There is a positive increase in applications and new starters having different sexual orientations, both applying for vacancies and being appointed. There is a positive increase in particular amongst the new starters within this audit.

- The findings regarding religious belief show us that there is some work to do to ensure we're reaching platforms that targets those of all different beliefs. We have maintained a steady stream of applications and appointments with those whose religious belief is either Christianity or none at all.

#### **4. ISSUES TO BE ADDRESSED**

4.1 Covered in the body of the report.

#### **4.0 RECOMMENDATIONS**

4.1 Group to note the content of this report for discussion at the next steering group.

**Lauren Robinson**  
**HR & Organisational Development Officer**

**Email:** lauren.robinson@ongo.co.uk

**Telephone:** (01724) 298896

**Date Report Written:** 30<sup>th</sup> November 2021

## FREDIE - current actions

**Report Author:** Erica Sanderson

**Generated on:** 01 December 2021

### E&D Equality and Diversity

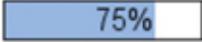
Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI21/22	Ongo's F.R.E.D.I.E Action Plan 2021/22		31-Mar-2022	<div style="width: 54%;"><div style="width: 54%;"></div></div> 54%				

### EDI1 Fairness

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI1.2	Race pay gap reporting	Maureen Mathieson	31-Mar-2022	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%		Race Pay Gap reporting requested.	16-Sep-2021	Erica Sanderson
EDI1.3	Disability pay gap reporting	Maureen Mathieson	31-Mar-2022	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%		Disability Pay Gap reporting requested from HR	16-Sep-2021	Erica Sanderson
EDI1.4	Review of the rewards and recognition options available to colleagues	Maureen Mathieson	31-Mar-2022	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%		Paper to go to GCB with proposals following review 1/12/21.	01-Dec-2021	Erica Sanderson
						Appointed a company to carry out full salary package benchmarking	06-Jul-2021	Erica Sanderson

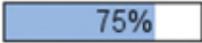
Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						exercise looking at 190 different roles. Their results will go to board for consideration, together with report asking whether we want to move away from current job - evaluation process or not.		
EDI1.6	Survey tenants to gain insight into the fairness of the organisation in respect of the protected characteristics	Wendy Wolfe	31-Mar-2022	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: white; display: flex; align-items: center; justify-content: center;">0%</div>		EDI1.6 Survey tenants to gain insight into the fairness of the organisation in respect of the protected characteristics: There has been little movement on this so far as actions need to be planned in but WW is going to be doing some work with Dawn Hill to include this kind of information within current surveys	07-Oct-2021	Emma Kershaw
EDI1.9	Utilise Best Companies survey findings to gain insight into the fairness of the organisation in respect of the protected characteristics	Maureen Mathieson	31-Mar-2022	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4a86e8; display: flex; align-items: center; justify-content: center;">50%</div>		Best Companies survey responses collected. Closed now for analysis. Next update to be given of outcome at next EDI meeting in March 2022.	29-Nov-2021	Erica Sanderson
						Best Companies survey to go out November 2021 to colleagues	16-Sep-2021	Erica Sanderson

**EDI2 Respect**

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI2.1	Develop Menopause Guidance and provide support for colleagues	Helen Prydderch	31-Mar-2022			Externally facilitated presentation on Menopause delivered to Leadership Team in November to raise awareness	01-Dec-2021	Erica Sanderson
						Draft in place - to share with volunteers who have come forward to read through and provide feedback. To go for approval by the end of February.	29-Nov-2021	Erica Sanderson
						This is in the Policy Review Schedule to develop this financial year  Update from Helen - currently discussing this with our Health and Wellbeing Champions as regards interest in a support group. Some colleagues have expressed interest in a jabber group to share experiences. We have also run menopause awareness workshops for managers and colleagues	02-Jun-2021	Emma Kershaw

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						previously so could run this again as required.		
EDI2.3	Ensure Mental Health First Aiders (MHFA) are representative of the workforce	Lauren Robinson	31-Oct-2021			Update from LU on MHFAs – discussed with current First Aiders to establish if they would be happy to also be MHFAs and they have confirmed yes they would. Training is being arranged. Once complete, will need to establish how representative of the workforce our MHFAs are.	14-Sep-2021	Emma Kershaw
						Lauren to provide the information mid-end of August on current MHFAs.	08-Jul-2021	Erica Sanderson
						HR to provide a list of MHFA's to establish the profiling of those with this qualification across the business.	06-Jul-2021	Erica Sanderson

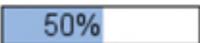
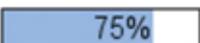
**EDI3 Equality**

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI3.1	Increase awareness and understanding of Equality in respect of Race, Gender, Disability, Age	Erica Sanderson	31-Mar-2022			Black History Month awareness through information in buildings, screensavers and information on Yammer.	29-Nov-2021	Erica Sanderson
						Disability Awareness Month coming in December. Leah and Richard leading on this - survey to go out, case studies and information with a suggestion to have a support / focus group made up of colleagues from across the business, which Richard will lead on.		
						Black History Month coming in October, requested that IT change the screensavers for October and will share information with colleagues and tenants over social media and through internal comms.	14-Sep-2021	Emma Kershaw
						Video to be produced, headlined by Steve, to get the message out about safety when out running, showing the differences between men and women.	30-Jun-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						<p>Discuss the possibility of a women's forum - to discuss topical subjects. To be led by Christine Fowler, who is the women's officer for Unison.</p> <p>Looking into pursuing the White Ribbon UK accreditation. KC to provide an update once she has had meetin with Dawn Hill and NLC Domestic Abuse Coordinator.</p> <p>Look at holding a 'Reclaim the night' walk from The Arc to Ongo House. Angela Whitehead to lead possibly.</p>		
EDI3.2	Complete quality checks on the Equality Impact Assessments (EIA) completed throughout the year	Erica Sanderson	31-Mar-2022		▶	<p>Impact Assessment for the new Customer Service Directorate completed and quality checked at the last EDI meeting in September 2021. Agreed.</p> <p>No other IA's completed since.</p>	29-Nov-2021	Erica Sanderson
						<p>Lettings Policy Impact Assessment complete and quality checked at July's EDI group.</p>	14-Sep-2021	Emma Kershaw

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						Impact assessment for Annual Leave Policy and the changes to the customer service directorate to be presented at the EDI steering group in September.		

**EDI4 Diversity**

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI4.1	Increase the diversity on our boards – specifically around Race and Age	Jo Sugden	31-Mar-2022		▶	Board succession and recruitment policy approved.	01-Dec-2021	Erica Sanderson
						Currently have vacancies on our board. Board succession and recruitment policy currently being reviewed and will be approved by the board. Proposal to include specific wording around the diversity of the board within the policy.	06-Jul-2021	Erica Sanderson
EDI4.2	Implement the HDN board trainee	Karen Cowan	31-Mar-2022		▶	Project all systems go. Adverts for board trainees will run during	01-Dec-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
	programme to ensure board succession planning takes into account underrepresented groups					December 2021 (via Key News, social media and head hunting). Plans to interview during January		
						EDI4.2 Implement the HDN board trainee programme to ensure board succession planning takes into account underrepresented groups: Lincolnshire Housing Partnership and Acis have now had approval to join the HDN board development programme to progress this action.	07-Oct-2021	Emma Kershaw
						Confirm if this action to be deleted with ES & KC after comments- Core Brief isn't the right method to promote EDI monthly	15-Sep-2021	Emma Kershaw
						Ongo is committed to signing up to the HDN Board Diversity Programme. Currently in discussions with LHP and ACIS to see if they want to join to sign-up collectively. This will develop a pool of potential board members for the organisations.	06-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						Signing up to the HDN's Board Diversity Programme and have other organisations on board with it too.	02-Jun-2021	Emma Kershaw
EDI4.3	Pro-actively encourage colleagues from across the business to update their EDI profile information on the HR portal	Isobel Sheppard	31-Mar-2022			Piece in Core Brief asking colleagues to update their profile information – August 2021.	14-Sep-2021	Emma Kershaw
						To put a piece in Core Brief to encourage colleagues to update their information and ask all managers and Team Leaders to ask their team members to update their information, explaining that without this we are unable to accurately report on pay gap in relation to race and disability status.	06-Jul-2021	Erica Sanderson
						Isobel confirmed that 1/4ly updates of the profiling information will be set up as workflows within the HR system. Current % of staff responses:  Nationality - 94%	06-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						Sexual orientation - 99% Religion - 83% Disability status - 98% Gender - 100% Age - 100% Marital status - 70% Gender reassignment - 68%		
						Isobel to build in the workflow to the HR system – as per discussion at Disability Confident meeting	17-Jun-2021	Erica Sanderson
EDI4.7	Complete annual diversity profiling exercise for colleagues, tenants, Board / Leadership	Karen Cowan	31-Mar-2022	0%		To pick up early 2022.	06-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI4.8	Submit EDI reports to Board	Karen Cowan	31-Mar-2022	0%		Report on diversity profile data to the Governance & Remuneration Committee on an annual basis for detailed discussion and agreeing any recommendations to go to the Group Common Board	28-Jun-2021	Erica Sanderson

**EDI5 Inclusion**

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI5.1	Address the issues around accessibility for the Ongo Website	Chloe Sanderson	31-Mar-2022	50%		Training for software shared with relevant teams to be able to complete the checks required for documents to be uploaded to the website. The software just needs to be made available now to these individuals.	29-Nov-2021	Erica Sanderson
						Chloe Sanderson is leading on this project from an ICT perspective but it's a big ask for what needs to be done in respect of accessibility and really needs a project group to get the work required done.	06-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						<p>PDF accessibility is the main concern for the website as they are currently not in an accessible format for people with sight impairments. Requirement to review all PDFs on the website and make them accessible. All new documents (i.e. policies) that are uploaded are produced in the accessible format but the historical documents need to be revised.</p> <p>Also an issue surrounding PDFs that are created by external sources (i.e. Lettable Standard). We need to include in all briefs that they are developed to the accessibility requirements.</p>		
						Put solution in place to address limitations of some functions on our websites (ongo.co.uk, the arc, commercial etc.)	17-Jun-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI5.3	Work to open up the conversation around mental health in men		31-Mar-2022	<input type="text" value="0%"/>		We don't have this action assigned to anyone, is anything happening internally? Leah may know.	14-Sep-2021	Emma Kershaw
EDI5.5	Promote our existing EDI e-learning to our tenant volunteers	Lauren Robinson; Wendy Wolfe	31-Mar-2022	<input type="text" value="0%"/>				

### EDI6 Engagement

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI6.11	Women's History Month – March 2022	Erica Sanderson	31-Mar-2022	<input type="text" value="0%"/>				
EDI6.12	Implement initiative to ensure a diverse tenant voice that is representative of our tenant population	Wendy Wolfe	31-Mar-2022	<input type="text" value="0%"/>				
EDI6.13	Share directory of diversity-profile specific agencies external to Ongo that we can work	Erica Sanderson	31-Mar-2022	<input type="text" value="0%"/>		To start work on this in the new year.	29-Nov-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
	and collaborate with the promote initiatives etc.							
EDI6.14	Capture feedback from partners and others we work with regarding the support provided by Ongo regarding the commitment to FREDIE	Julie Collins	31-Mar-2022	<input type="text" value="0%"/>				
EDI6.4	Item in Key News each edition around one / 2 of the themes of FREDIE	Wendy Wolfe	31-Mar-2022	<input type="text" value="0%"/>				

**EDI21/22 Ongo's F.R.E.D.I.E Action Plan 2021/22**

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI1	Fairness		31-Mar-2022	<input type="text" value="55%"/>				
EDI2	Respect		31-Mar-2022	<input type="text" value="42%"/>				
EDI3	Equality		31-Mar-2022	<input type="text" value="62%"/>				

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI4	Diversity		31-Mar-2022	<div style="width: 56%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">56%</div></div>				
EDI5	Inclusion		31-Mar-2022	<div style="width: 50%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">50%</div></div>				
EDI6	Engagement		31-Mar-2022	<div style="width: 61%;"><div style="background-color: #4f81bd; color: white; padding: 2px;">61%</div></div>		EDI6 Engagement: This is all about awareness raising such as Black History Month, LG has done a great events awareness calendar which EK will circulate, LG is currently working with RM on hidden disability awareness, we would really appreciate some more volunteers for things such as upcoming Diwali and events such as Armistice Day and Christmas. In our action plan we also have International Mens Day JW is in conversations within the Health and Wellbeing Group so we have some cross over JW will feed back to us regarding International Mens Day	07-Oct-2021	Emma Kershaw

Action Status

	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

Equality and Diversity Inclusion Group

**STAR Results 2020-21**

All results for STAR survey have now been compiled, 1800 customers have been contacted to discuss their experiences in regards to the service and quality provided by Ongo Homes.

The survey is collated through random selection, and aims to provide a variety of customer profiling to ensure there is a transparent perspective of customer satisfaction.

Questions	UQ 20/21	Sector UQ 20/21	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15
Satisfaction with the overall service provided	90.60%	88.40%	92.50%	90.70%	94.00%	93.80%	92.70%	94.20%	89.40%
Satisfaction with the overall quality of your home	86.10%	87.50%	92.07%	91.60%	94.20%	93.50%	93.10%	94.00%	91.00%
Satisfaction with being treated fairly	Not Recorded		94.33%	93.60%	96.10%	94.30%	95.60%	94.2%Fe	90.70%
(New) Satisfaction that Ongo provides a home that is safe and secure	TBC		94.77%	-	-	-	-	-	-
Satisfaction with neighbourhood as a place to live	86.10%	87.50%	87.27%	84.20%	88.80%	89.70%	88.30%	91.90%	90.80%
Satisfaction rent provides value for money	90.40%	89.40%	94.73%	92.40%	95.90%	94.10%	92.80%	91.80%	89.10%
(New) Satisfaction that Ongo Homes is easy to deal with	TBC		92.17%	-	-	-	-	-	-
Satisfaction that Ongo homes has friendly and approachable staff	Not Recorded		96.43%	94.70%	97.00%	96.90%	96.60%	95.90%	90.80%
Satisfaction that their views are being listened to and acted upon	79.00%	75.70%	88.60%	94.70%	97.00%	96.90%	96.60%	95.90%	90.80%
Satisfaction that they are kept informed	Not Recorded		92.10%	89.10%	94.20%	92.30%	93.30%	92.10%	89.20%

Questions	UQ 20/21	Sector UQ 20/21	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15
Satisfaction with repairs and maintenance overall	85.00%	84.10%	86.07%	81.50%	87.20%	88.30%	-	-	-
(New) Thinking of the last time you had a repair was you satisfied with the service provided	TBC		87.73%	-	-	-	-	-	-
How likely would you be to recommend Ongo Homes to family or friends	56.30%	45.70%	64.43%	63.80%	63.60%	66.30%	-	-	-

The STAR has included a variety of demographics to capture a solid picture of overall customer satisfaction. All surveys were conducted through an external telephone surveying system (Voluntas) where 1800 customers were surveyed, **62% of customers were female and 38% were male**. Within the metrics, tenancy length has also been contrasted, to demonstrate a range of how long customers have been with Ongo. There are tenancy start dates backdating to 1957, to new customers who have joined us 2020. This helps to provide a range of views and also allows customers new and old to express their opinions in regards to their experience of Ongo's Services. Overall 92.5% of customers have stated that they are satisfied with the service provided by Ongo.

### Equality and Diversity Snapshot

#### **Satisfaction that Ongo treats you fairly**

94.33% of customer expressed they was fairly/very satisfied that Ongo Treated them fairly. There was no definitive indication based upon comments that were made where customers felt they were treated unfairly due to their age. Based upon the results it would seem those customers who were dissatisfied were of the age of 40-85, all of which had a varied tenancy length from 1 – 10+ years, **none of these customers identified as disabled**. There are **no indicators from the data to suggest that minority groups have been subject to unfair treatment**.

### **Satisfaction with your neighbourhood as a place to live**

Satisfaction within neighbourhoods has increased by 3.07%, from 84.20% (2019/20) to 87.27% (20/21), 12.7% of customers have stated they are neither nor satisfied/fairly dissatisfied and very dissatisfied. Of those 12.7% of customers that were not satisfied with their home 76.38% stated they were satisfied with the quality of their home and 79.86% were satisfied that their home that was provided by Ongo homes was safe and secure.

8% of customers expressed they were fairly/very dissatisfied with their neighbourhood. All customers who expressed their dissatisfaction were mixed age's from 20- 80, predominantly White/White British, of the 8%, 50% were female, 31% were male, 19% no known background and **14.6% of those who were dissatisfied were disabled**. These figures reflect the demographic profiles of our customers, therefore the higher percentages within certain areas are to be expected.

### **Satisfaction that Ongo Homes listens and acts upon your views**

Satisfaction that customers views are being listen to and acted upon has significantly reduced by 6.1% from 94.70% in 19/20 to 88.60% in 20/21.

11.11% of females felt that their views were not listened to or acted upon and 3.4% of males expressed the same level of dissatisfaction. Out of all the age ranges, the category that had the highest level of dissatisfaction was 40 – 80 with the average age of people dissatisfied at the age of 53. All the other categories had similar levels of satisfaction/dissatisfaction. Based upon previous years it is the same trend that is occurring; however there are no themes within the recommendations of how to improve ways in which Ongo can improve their service to make customers feel that they are listened to.

Only 3.4% of customers who are registered disabled expressed dissatisfaction that Ongo doesn't listen to them, again these figures are not a concern in comparison to the result from customers who are not disabled, they have a similar level of dissatisfaction therefore demonstrating again that there are no key themes identified against the selected groups.

Customers may be feeling less satisfied as we have not been thorough enough in our communications. We may be approachable and easy to deal with, however, we may not be as considerate to their views around our existing services, thus resulting in a lower satisfaction score. However this has no correlation towards equality and diversity characteristics.

### **Satisfaction that Ongo keeps you informed**

It would seem that customers of all ages from 18 years – 80 years have expressed that they were dissatisfied that Ongo Homes kept them informed. This supports the recommendation that Ongo needs to improve communications regarding any outstanding queries. With a multi-cultural customer profile, a range of different ethnic groups expressed their dissatisfaction that Ongo keeps them informed, these include white British, white other and any mixed background.

### **Satisfaction with Repairs and Maintenance**

Satisfaction with repairs and maintenance overall has increased by 1.97% from 84.140% (19/20) to 86.07% (20/21).

Housemark had introduced a new question asking customers about the last time a repair was completed and was the service satisfactory, this is to drill down further to those who have had a repair completed within the last 12 months. 87.73% customers stated they were satisfied with the service they received on that occasion, which is slightly higher than the overall perception of repairs and maintenance overall. Customers have expressed there's a need to improve the time it takes for a repair to completed as well as the need to reduce the number of repeat repairs. Customers of all ages seem to have a combined dissatisfaction rate of 8.6%. Of those who were classified as disabled only 16.5% of these customers expressed dissatisfaction with the repairs and maintenance service.

### **Recommendations from Customers**

Customers are asked to provide comments around ways in which Ongo can improve its services, the following themes came from the comments received from customers.

- Improve communication and keep customers updated
- Listen to customers
- Improve out of hours services
- Reduce fly-tipping and ASB
- Resolve ASB quicker
- Resolve complaints quicker
- Reduce the length of time it takes to complete repairs

- Resolve repeat repair issues
- Improve the neighbourhoods they live in by reducing ASB and Investing into the community

Communication, reduction in ASB, resolving complaints and reducing the time it takes to complete repairs were the key themes identified. There is no direct link between the recommendations made by customers and protected characteristics.

### **Summary**

Based upon the data provided there is no major outlier regarding any inequality between different characteristics, and no customer highlighted any E&D issues within the comments box.

It would seem that there is a shared consensus across all of our customers where improvement is required especially around listening to customers' views. Ongo will continue to aim to provide a high satisfactory service and treat customers fairly based upon their individual circumstances which can be reflected in the highly rated results from the STAR survey.

If any further information is required, please contact Natalie Davies, Data Analyst. [natalie.davies@ongo.co.uk](mailto:natalie.davies@ongo.co.uk)

# EDI CALENDAR 2022

## January

16	World religion day	Ideas:
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## February

February	LGBT history month	Ideas:
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1-15	Chinese new year	Ideas:
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## March

7-12	Carers week	Ideas:
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8	International Women's day	Ideas:
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17	Holi festival (Hindu)	Ideas:
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## April

2	World autism awareness day	Ideas:
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2	Ramadan (Muslim)	Ideas:
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## May

4-9	Deaf awareness week	Ideas:
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9-15	Mental health awareness week	Ideas:
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## June

June	Pride month	Ideas:
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20	World refugee day	Ideas:
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25	Armed forces day	Ideas:
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## July

	Disability awareness day	Ideas:
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TBC	North Lincolnshire Pride	Ideas:
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9	Eid al-Adha (Muslim)	Ideas:
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## August

7	International day of friendship	Ideas:
19	World Humanitarian Day	Ideas:
<b>September</b>		
10	World suicide prevention day	Ideas:
24	Macmillan coffee morning	Ideas:
25-27	Jewish New Year	Ideas:
<b>October</b>		
October	Black history month	Ideas:
1	International day of older persons	Ideas:
25	Diwali (Hindu and Sikh)	Ideas:
<b>November</b>		
11	Armistice day	Ideas:
13	World kindness day	Ideas:
19	International Men's day	Ideas:
<b>December</b>		
December	Disability History Month	Ideas:
25	Christmas (Christian)	Ideas: