

Ongo Partnership Ltd.
Equality Diversity & Inclusion Steering Group
Agenda

Date: Wednesday 27th April 2022

Time: 9:30am-12:00pm

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.	EDI Action Plan update and the year ahead (break out session to discuss the year ahead) (Karen)	Information / Discussion	09:45am
4.	Draft EDI Policy – consultation (Erica)	Discussion / feedback	10:30am
5.	Leaders in Diversity (Erica)	Information	10:45am
	15 minute break		10:55am
6.	HDN Board Trainee Programme update (Karen)	Information	11:10am
7.	Updates from other groups: <ul style="list-style-type: none"> - NLEDI Forum – Karen - HDN North – Erica - NCfD Patrons meeting - Karen 	Information	11:20am
8.	AOB (All)	Information	11:30am
9.	Reflection of today’s meeting (all)	Discussion	11:40am
10.	Date & time of next meeting	28 th July – 9:30am – 12noon	
	Meeting close		12noon

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

Date: Thursday 16th December 2021

Time: 9:30am-12:00pm

Venue: Virtual Meeting, MS Teams

1. Welcome and apologies

1.1 KC welcomed all to the meeting

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) Paige Whittingham (PW), Rabul Ibrahim (RI), Jessica White (JW) Laura Dodsworth (LD) Richard Morfitt (RM), Jane Crookes (JC), Kerry Copson (KCo)

1.3 Apologies: Julie Collins (JC), Jo Sugden (JS), Tim Mills (TM), Christine Fowler (CF), Michaela Paxton (MP), Nayeema Choudhry (NC), Helen Wright (HW), Aaron Simpson-King (ASK), Dawn Warwick (DW), Tim Mills (TM) Eddie Stringer (ES), Michaela Paxton (MP)

1.4 Guest speaker Liesel Dickinson from North Lincolnshire Council (NLC), Sally Senior, Director of Safeguarding and Inclusion, observing from DN Colleges Group.

2. Disability & Employment (Liesel Dickinson, NLC)

2.1 Liesel Dickinson, EDI lead at North Lincolnshire Council presented to us on the barriers experienced by disabled people in employment. Liesel herself is a disabled person and so as well as professional experience, she has lived experience too.

2.2 Liesel provided facts and figures around the number of people of working age that are disabled and that the pandemic has exacerbated this, specifically with Long Covid creating even more disabled people.

2.3 Liesel explained that through lockdown, there had been a lot of positives come out of it for disabled people in the workplace, with all kinds of accommodations being made, remote access to employment, education and entertainment, health and other appointments and much more. These accommodations made things more accessible for many disabled people and now, disabled people fear and are experiencing some of them disappearing as a world rushes back to normal.

2.4 Liesel explained that on a personal level, her work-life balance has been immeasurably improved by the availability for home working, with her energy no

longer needing to be focussed on anticipating barriers both attitudinal and physical – for example in the winter weather and having access to a blue badge parking bay, if the lift will be working and if a desk will be available. These are the small things that some non-disabled people can take for granted.

2.5 Liesel’s presentation has been attached to these minutes.

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

3.1 All agreed minutes were accurate and true reflection of meeting

3.2 Actions from last meeting

	Action	Who	Progress
1	KC- NHF have a profiling diversity tool now, KC to liaise with Annie Akande if this is a worthwhile.	KC	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	WW	COMPLETE Details have been included in the STAR response plan that Dawn is working on
3	JW to feed back to EDI around work on International Men’s Day from the Health and Wellbeing Group	JW	COMPLETE Helen Pearce circulated some information on Yammer for the wider business, link below. https://web.yammer.com/main/threads/eyJfdHlwZSI6IlRocmVhZCIsImkljoiMTQ3OTc4Mzg3NDI4MTQ3MiJ9

	Action	Who	Progress
4	EK to circulate events calendar to EDI group	EK	COMPLETE
5	EK to update action plan on Pentana	EK	COMPLETE
6	KC & ES to do a group discussion around inclusive leadership at leadership level	KC/ES	COMPLETE Response being that this is something they would like to consider at a later stage
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.	LR	COMPLETE 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.	EK	COMPLETE

4. Recruitment update

4.1 Lauren Robinson gave the recruitment update which shows the following key points

- 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

- 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
- Arrangements made to include internal applications and appointments so the next report will include data of both external and internal vacancies
- Next report to include comparison to the new census and tenant EDI monitoring audit, these reports are done every six months and Lauren will present us with this in our June EDI Group 2022

5. EDI Action plan update (Karen)

- 5.1 Karen went through the items on the EDI action plan that were identified as the bigger issues.
- 5.2 EDI1.4 The review of the rewards and recognition options available to colleagues. Consultant employed to look at this, their recommendations were approved at Group Common Board on the 1st December 2021. The next stage is to consult with Trade Unions. This can be moved to 100%.
- 5.3 EDI1.9 Utilise Best Companies Survey findings to gain insight into the fairness of the organisation in respect of the protected characteristics, this has been completed and the results are with HR now. This can be moved to 100%.
- 5.4 EDI4.2 Implement the HDN board trainee programme to ensure board succession planning takes into account underrepresented groups. This is all in place adverts for board trainees will run during December 2021 (Key news, social media and head hunting) with plans to interview in January 2022 for this two year programme.
- 5.5 EDI4.3 pro actively encourage colleagues from across the business to update their EDI profile information on the HR Portal. We have continued to promote this and are going to start asking staff when applying for internal jobs to complete their diversity profile too so this will help. Move this to 100%
- 5.6 EDI4.8 Submit EDI reports to Board. The next one is due for June 2022 so this financial year is completed to 100%.
- 5.7 EDI6.12 Implement initiative to ensure a diverse tenant voice that is representative of our tenant population. This can be moved forward to 100% as we are now routinely getting views from younger people and our new Qualtrix digital survey system is receiving feedback from greater numbers of our tenants.

- 5.8 EDI6.4 Item in Key News each edition around one/two of the themes of FREDIE. This can be moved to 66% as each edition is to have at least one article on one of the diversity themes from FREDIE.

Ten minute break

6. Star survey (Karen)

- 6.1 The STAR survey is a periodic survey for customer satisfaction. In terms of fairness, the results are broken down into the tenants' diversity profile characteristics to see if there are any disparities or differences between minority groups and currently there is nothing we need to do differently which is great.

7. EDI calendar 2022 (Leah)

- 7.1 Leah Gillott shared the proposed 2022 EDI calendar that was included in the EDI group pack, we had a lot of volunteers kindly adding themselves to different events which Leah will share and to be included in the minutes.
- 7.2 Sally Senior & Liesel Dickinson both offered to co-ordinate, share ideas and resources with us and to make each event the best it can be.

8. HDN Board Trainee Programme (Karen)

- 8.1 We have been looking at the HDN board trainee programme which is a two year programme that will see new recruits shadow our board members in readiness for a Board role in the future. It's a really innovative piece of work and is going out to advert with the aim to recruit in April 2022.

9. Updates from other groups

9.1 North Lincolnshire EDI Forum (NLEDIF) (Erica) 2/11/21

- 9.1.1 A member gave an update to the group on The People Focused Group, who they have contracted in to provide mental health peer support services across the Rotherham, Doncaster and South Humber locality. More information will be provided on this at February's NLEDIF by one of the leads for the project.
- 9.1.2 A new member from the Humber Outreach Project at North Lincolnshire Council provided an update on a project they have led on, raising the aspirations of young people and their families in BAME communities. They have had brilliant outcomes from the funded project with 16 people moving on to formal training and / or work.
- 9.1.3 The annual impact assessment of the NLEDIF was completed and the findings presented to the group. It was agreed that the impact assessment evidenced the aims of the Terms of Reference of the group were being achieved.

9.2 NHF Chief Executives and Chair's EDI Forum (Erica) 12/11/21

- 9.2.1 Erica attended this session, which was to discuss the outcomes of the report on the NHF's EDI Data Tool. Registered Providers were invited to input their EDI data

for tenants and employees and the tool is able to identify areas of underrepresentation. The main themes pulled from the report as areas for focus were lack of representation of disabled people in Housing Association workforces, a lack of representation of ethnic diversity in leadership positions, lack of representation of women in leadership positions and / or on boards and representation of LGBT+ in Housing Association workforces. More information will follow when the NHF publishes further detail and analysis. The survey will be completed again towards the end of 2023.

10. AOB (All)

10.1 Erica confirmed Ongo have had the green light to go forward with the White Ribbon Accreditation. This is a three year accreditation to encourage organisations and their employees to support ending male violence against women. Paul Grimley will be leading on this.

11. Reflection of today's meeting (all)

11.1 Everyone agreed today's meeting went well with special praise to Liesel for her presentation.

11.2 Colin stated that due to all the good work the EDI group has achieved over time, today's meeting has made him feel that he is more of an onlooker, and not so much a participant. This is because most things discussed today have been of a staff / organisation nature. This point was understood and Colin and other tenant members of the group were encouraged to put forward agenda items they would like to be included in the future that would be of more interest to them. Karen assured Colin that he is a valued and appreciated part of this EDI group and we encourage and appreciate his non-bias opinions.

11.3 Thanks to all guest speakers and if at any point they want to come to future meetings they are more than welcome as we have an open door policy in our EDI group

11.4 Richard Morfitt volunteered to ask someone from the, "One for the Lads" initiative to attend the group next year which all agreed would be great. Lauren Robinson also has a connection she will speak to there also. **ACTION**

11.5 Kerry Copson suggested the "Endeavour" project attend the EDI group to explain their project and get the word out. **ACTION**

11.6 Merry Christmas wished to all and meeting closed.

12. Date and time of next meeting

Wednesday 27th April 2022 9:30am-12:00pm via Microsoft Teams.

13. Actions

	Action	Who	By when?	Progress
13.1	Update Pentana actions as per section 5 of these minutes	EK	ASAP	Complete
13.2	Make contact with 'One for the Lads' to come and speak to us about the group at April's meeting (27/04/2022)	RM / LR	ASAP	Attending in person in a future EDI group
13.3	Ask someone from the Endeavour Project to attend and speak to us about the work going on at our June 2022 meeting (30/06/2022)	KC (Kerry Copson)	End April 2022	

FREDIE Action Plan 21/22

Report Author: Erica Sanderson

Generated on: 05 April 2022

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: 85%;"><div style="width: 85%;"></div></div> 85%				

EDI1 Fairness

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI1.1	Gender Pay Gap reporting	Maureen Mathieson	31-Mar-2022	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		Gender Pay gap report for 2019/2020 published and available on the Ongo website. Next GPG report for 2020/2021 to be published by 5/4/2022. MM advised this action is now complete and that next year's EDI action plan should pick up the action for 2020/2021.	06-Jul-2021	Erica Sanderson
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 report requested from HR who have advised this will be made available for inclusion in the Diversity Report to the June Gov & Rem committee meeting.	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 who have advised this will be made available for inclusion in the Diversity Report to the June Gov & Rem committee meeting.	16-Sep-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI1.4	Review of the rewards and recognition options available to colleagues	Maureen Mathieson	31-Mar-2022	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		EDI Group update - Consultant forwarded recommendations which were approved at Group Common Board on the 1st December 2021, consultation was then carried out with Trade Unions. Positive outcome achieved with the project now complete and implemented.	21-Dec-2021	Karen Cowan
						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 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.	06-Jul-2021	Erica Sanderson
EDI1.5	Address issues raised in relation to fairness across the organisation from the Leaders in Diversity surveys	Maureen Mathieson	31-Mar-2022	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		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 someone was to know someone on a personal level or could potentially be favoured, they would not be involved in the process. If anyone wanted to question an appointee, 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 never formally been approached about this	07-Oct-2021	Emma Kershaw

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						issue, it's usually something brought up in anonymous surveys.		
						The NCfD suggested to hold focus groups with colleagues from across the business to understand and get to the root cause of issues around favouritism (consider fetching in an external independent organisation to facilitate this and consider whether the feedback could be anonymous as people more likely to provide further insight with only recommendations being reported back to Ongo	17-Jun-2021	Erica Sanderson
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="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Satisfaction with being treated fairly is one of the standard questions asked within the STAR customer satisfaction survey. Feedback themes from all questions within the STAR satisfaction survey are analysed to identify whether there are any indicators from the data to suggest that minority groups have been subject to unfair treatment. The findings to date is that there is no unfair treatment.	22-Dec-2021	Emma Kershaw
						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
EDI1.7	Partners and suppliers to	Julie	31-Mar-	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		EDI1.7 Partners and suppliers	07-Oct-2021	Emma Kershaw

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
	demonstrate a commitment to EDI, in line with our own policy	Collins	2022			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 and are our contractors being fair to our people, contractor framework meetings ongoing throughout the year.		
EDI1.8	Introduce exit interview for transferring colleagues within the organisation	Maureen Mathieson	30-Sep-2021	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		This is already in place. Action complete.	14-Sep-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="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		EDI group update - Utilise Best Companies Survey findings to gain insight into the fairness of the organisation in respect of the protected characteristics. The survey has been completed and results assessed by HR. Focus groups set up with colleagues to drill down further into the results. An action plan will flow from this.	21-Dec-2021	Karen Cowan
						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	Helen Prydderch	31-Mar-2022	<div style="width: 90%;"><div style="width: 90%; background-color: #4f81bd; color: white; text-align: center;">90%</div></div>		Menopause guidance going to HoST for formal approval in April 2022.	04-Apr-2022	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
	support for colleagues					P&C Business Partner leading on this is currently off sick so no further update as of yet.	22-Feb-2022	Erica Sanderson
						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 previously so could run this again as required.	02-Jun-2021	Emma Kershaw
EDI2.3	Ensure Mental Health First Aiders (MHFA) are representative of the workforce	Lauren Robinson	31-Oct-2021	<div style="border: 1px solid black; width: 100px; height: 15px; background-color: #4F81BD; display: flex; align-items: center; justify-content: center;">60%</div>		Requested update from LU on this. Discussion at last H&S Office Forum meeting and suggested that the way forward was for anyone who had been on the 2-day MHFA course to be given the option to be recognised as a MHFA in the same way as First Aiders and Fire Wardens are. Requested update to establish if anything else has progressed since.	22-Feb-2022	Erica Sanderson
						Update from LU on MHFAs – discussed	14-Sep-2021	Emma Kershaw

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						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.		
						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	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Disability survey completed and results analysed. WW and RM to open up Disability Support Group to colleagues going forward, a number of those who responded to the survey have registered an interest in being involved. Focus for the coming year on awareness raising around all protected characteristics.	22-Feb-2022	Erica Sanderson
						Black History Month awareness through information in buildings, screensavers and information on Yammer.		
						Disability Awareness Month coming in December. Leah and Richard leading on this - survey to go out, case studies and information with a suggestion to	29-Nov-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						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
						<p>Video to be produced, headlined by Steve, to get the message out about safety when out running, showing the differences between men and women.</p> <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>	30-Jun-2021	Erica Sanderson
EDI3.2	Complete quality checks on the Equality Impact Assessments (EIA) completed throughout the year	Erica Sanderson	31-Mar-2022	<div style="background-color: #4f81bd; color: white; padding: 2px;">100%</div>		No new impact assessments have been completed to date. Currently working on a new impact assessment template, which will include EIA within. Action complete as no further impact assessments will be completed for	22-Feb-2022	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						2021/2022.		
						EDI Group update, Complete quality checks on the Equality Impact Assessments (EIA) completed throughout the year. A completed impact assessment will be brought to the March 2022 EDI group for scrutiny	19-Dec-2021	Emma Kershaw
						Impact Assessment for the new Customer Service Directorate completed and quality checked at the last EDI meeting in September 2021. Agreed.	29-Nov-2021	Erica Sanderson
						No other IA's completed since.		
						Lettings Policy Impact Assessment complete and quality checked at July's EDI group.	14-Sep-2021	Emma Kershaw
						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	<div style="width: 66%;"><div style="width: 66%;"></div></div> 66%		Board vacancy adverts include statement re actively encourage applications from underrepresented groups and a Board Diversity Trainee programme is also underway.	11-Mar-2022	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						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 programme to ensure board succession planning considers underrepresented groups	Karen Cowan	31-Mar-2022	<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center; padding: 2px;">100%</div>		Project all systems go. Adverts for board trainees out during December 2021 (via Key News, social media and head hunting). Shortlisting complete and interviews set up.	01-Dec-2021	Erica Sanderson
						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	 100%		We do all we can to encourage colleagues to share this data with us through the HR portal. Managers are encouraged to remind team members to update their data at 6 monthly PDRs and P&C team will send out reminders throughout the year, Complete.	11-Mar-2022	Erica Sanderson
						Request for current % of EDI data held for colleagues requested from HR. Sporadic requests for this data have gone out and continue to go out throughout the year to encourage colleagues to provide information - even if choose 'prefer not to say'.	22-Feb-2022	Erica Sanderson
						Will start to ask staff for their profile information when they apply internally for other jobs	21-Dec-2021	Karen Cowan
						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 quarterly updates of the profiling information will be set up	06-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						as workflows within the HR system. Current % of staff responses: Nationality - 94% 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
EDI4.5	Promote access to our housing to BAME communities in the areas that we operate	Jane Crookes	31-Mar-2022	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Our housing is advertised to everyone via the local authority Choice Based Lettings systems and now, since October, through the internal MyMove system, via RightMove and the Ongo website. Where there is a need, for any specific groups, appropriate advertisement and promotion will take place.	29-Nov-2021	Erica Sanderson
EDI4.6	Address the disparities in respect of race and the COVID-19 and health in general	Leah Gilliott	31-Mar-2022	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Shared information internally with colleagues who work with our tenants and customers about the importance of the vaccine due to a lack of take-up from minority communities. Work with colleagues from the NHS to share information and advice to our minority communities regarding COVID-19.	06-Jul-2021	Erica Sanderson
						Raise awareness of the COVID vaccine programme amongst minority communities to encourage take-up	17-Jun-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI4.7	Complete annual diversity profiling exercise for colleagues, tenants, Board / Leadership	Karen Cowan	31-Mar-2022	100%	✔	Profiling completed each March and will be available every April. Completed for 2020/2021. Standard action each year.	04-Apr-2022	Erica Sanderson
						Profiling exercise to take place in March 2022, results will be available in April 2022.	11-Mar-2022	Erica Sanderson
						To pick up early 2022.	06-Jul-2021	Erica Sanderson
EDI4.8	Submit EDI reports to Board	Karen Cowan	31-Mar-2022	100%	✔	EDI Group update, Submit EDI reports to Board. The next one is due for June 2022 so this financial year is completed to 100% .	19-Dec-2021	Emma Kershaw
						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
EDI4.9	Advertise all vacancies by targeting and sharing information via local and national Diversity networks and by including positive statements within job adverts	Lauren Robinson	31-Mar-2022	100%	✔	This can be moved to 100% complete from the current 50% we have really improved and done all we said we would but there is not more we can do. We will continue to monitor but at this moment in time happy to complete to 100%.	01-Oct-2021	Emma Kershaw
						All vacancies include wording that welcome applications from underrepresented groups, specifically in respect of race and disability. We can share our job adverts with the National Centre for Diversity to share with the organisations they work with, the Housing Quality Network EDI forum	22-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						<p>and with a colleague from the North Lincolnshire EDI Forum, who is a member of the Black & Asian Leadership Institute to share with that network. This is now standard practice for job adverts.</p> <p>With the option of Agile working with Ongo, our vacancies may have a greater reach and interest more diverse individuals as office-based isn't required as a must.</p>		

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	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #4f81bd; display: flex; align-items: center; justify-content: center;"> 75% </div>		<p>This is an ongoing piece of work, which the Tech & Innovation team are leading on. Unfortunately, the colleague leading on this has left the organisation so will need to be picked up by their replacement. The accessibility of new documents being uploaded is compliant with the accessibility requirements but there is still a lot of information that isn't. This is just PDF not the HTML information on the website.</p>	22-Feb-2022	Erica Sanderson
						<p>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.</p>	29-Nov-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						<p>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.</p> <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>	06-Jul-2021	Erica Sanderson
						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
EDI5.2	Address issues surrounding mental health and social isolation for colleagues and tenants	Helen Prydderch; Jan Williams	31-Mar-2022	<div style="width: 100%; background-color: #4f81bd; color: white; text-align: center; padding: 2px;">100%</div>		Specific work being completed within the Communities team and through the new H&S Forums for office-based colleagues. This action will now be picked up within these individual remits and completed off this action plan.	29-Nov-2021	Erica Sanderson
						Communities working a lot on social	06-Jul-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						isolation. New office H&S forum to have a focus on mental health for internal colleagues. We need to remember that social isolation can be in respect of both colleagues and tenants.		
						There is a high-level mental health plan in place, which is led on by the H&W group. HP update - We will be commencing discussions with the health and wellbeing group on how we bring this to life so will update you as we go. In the comms on Mental Health Awareness Week, we have also shared information on dealing with anxiety as we come out of lockdown.	03-Jun-2021	Emma Kershaw
EDI5.4	Embed EDI training across the business in relation to FREDIE and Unconscious Bias	Erica Sanderson	31-Mar-2022	<div style="background-color: #4f81bd; color: white; padding: 2px;">100%</div>		Training will be updated to include example case around the importance of the freedom of belief, pluralism, tolerance, and the freedom of expression. It noted that the freedom of belief includes the freedom to believe things that others may find shocking and offensive. We do need to strike a balance in terms of those that hold such opposing views but still promoting a culture at Ongo where everyone is respected and valued regardless. We will need to reflect this in the training and any relevant policies such as Dignity at work etc.	04-Apr-2022	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						All UB training has been completed as planned and additional training identified and planned for customer-facing colleagues off the back of the manager training, which is positive. This action can now be completed. EDI training is picked up at induction and forms part of mandatory training and refresher through HR and Learning Pool.	29-Nov-2021	Erica Sanderson
						2 additional sessions for UB training have now taken place. Feedback has been positive from all who attended and is now going to be rolled out to customer facing colleagues, which is positive.	14-Sep-2021	Emma Kershaw
						Unconscious Bias training has been rolled out to Board, Leadership Team, members of the EDI Group and some Managers. 2 further sessions have been planned for managers - 29th July & 9th September	28-Jun-2021	Erica Sanderson
EDI5.5	Promote our existing EDI e-learning to our tenant volunteers	Lauren Robinson; Wendy Wolfe	31-Mar-2022	0%		HR have been developing the eLearning portal and this will be included in the progress work.	01-Apr-2022	Wendy Wolfe
						Update from Wendy & Lauren: <ul style="list-style-type: none"> • No further update on this at present as e-Learning modules need to be looked at for internal colleagues first. • That piece of work is still on-going in terms of the Learning with Ongo project. Next is to re-launch and re-theme the site then look at our course pages, course content and layout then move on 	11-Mar-2022	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
						to this for tenants and potentially board. We're probably looking at another 2-3 months before we get to this. I'll schedule some time in for us to discuss next steps though and set a time frame. The content on Learning with Ongo currently isn't what we want to promote as it's very much aimed at employees rather than tenants but will pop some time in for us.		

EDI6 Engagement

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI6.1	Learn from the experts - Identify colleagues that are willing to engage and share experiences with others	Lauren Robinson	31-Mar-2022	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		<p>As part of Disability Awareness Month, colleagues from across the business are sharing their stories and experiences to raise awareness and to help those they work with understand their disabilities / illnesses better.</p> <p>In terms of other protected characteristics, colleagues have shared their experiences in the round table sessions on Black Lives Matter and through Yammer when questions have been posed around keeping women and girls safe.</p> <p>A colleague has come forward to use their experience of Domestic Abuse to help review the Domestic Abuse Policy and Procedure.</p>	29-Nov-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI6.10	Disability Awareness Month – December 2021	Leah Gilliott	31-Mar-2022	 100%		Leah has worked with Richard and Erica on getting a plan in place to recognise and educate on disability for the month of December. Survey, information, and case studies to go out throughout Disability Awareness Month.	29-Nov-2021	Erica Sanderson
EDI6.11	Women's History Month – March 2022	Erica Sanderson	31-Mar-2022	 100%		Jessica White has led on this and has got lots of information pulled together for International Women's Day throughout the month of March.	03-Mar-2022	Erica Sanderson
EDI6.12	Implement initiative to ensure a diverse tenant voice that is representative of our tenant population	Wendy Wolfe	31-Mar-2022	 100%		This is now done business as usual. Complete.	11-Mar-2022	Erica Sanderson
						EDI Group update, implement initiative to ensure a diverse tenant voice that is representative of our tenant population. This can be moved forward to 50% as we are now routinely getting views from younger people and our new Qualtrix digital survey system is encouraging feedback from greater number and greater diversity of our tenants.	21-Dec-2021	Karen Cowan
EDI6.13	Share directory of diversity-profile specific agencies external to Ongo that we can work and collaborate with the promote initiatives etc.	Erica Sanderson	31-Mar-2022	 100%		North Lincolnshire Council have launched their 'LiveWell North Lincolnshire" website - www.livewellnorthlincolnshire.org.uk which holds details of a whole host of agencies that we can work and collaborate with. I do not want to reinvent the wheel so suggest we promote this internally and externally for colleagues and our tenants and customers.	22-Feb-2022	Erica Sanderson
						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
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	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		Lots of feedback gained from the NLEDI Forum in relation to the support Ongo provides to its customers, staff and its partners and peers in relation to the commitment to FREDIE.	21-Dec-2021	Karen Cowan
EDI6.3	Monthly update of EDI area on the Intranet with a different theme of FREDIE	Emma Kershaw	31-Mar-2022	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		Intranet is kept up to date with information to raise awareness of and improve knowledge around the protected characteristics, FREDIE and current affairs.	29-Nov-2021	Erica Sanderson
						Share blogs from the HQN on the Intranet in the EDI area along with regular newsletters from the Housing diversity Network. Also share information specific to awareness weeks as and when these happen. Recently share lots of info around Pride, the origination of it and an interesting piece on conversion therapy.	06-Jul-2021	Erica Sanderson
EDI6.4	Item in Key News each edition around one / 2 of the themes of FREDIE	Wendy Wolfe	31-Mar-2022	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		This is standard for Key News now and always have at least 1 article in there under the FREDIE theme.	11-Mar-2022	Erica Sanderson
						This can be moved to 66% as each edition is to have at least one article on one of the diversity themes from FREDIE.	19-Dec-2021	Emma Kershaw
EDI6.5	Monthly update on Website in line with what goes on Intranet	Leah Gillott	31-Mar-2022	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		Website kept up to date with EDI initiatives and information throughout the year.	29-Nov-2021	Erica Sanderson
						We have the roadmap set up on the website now, which shows our EDI journey clearly. To post relevant information going forward.	14-Sep-2021	Emma Kershaw

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
EDI6.6	Mental Health Awareness Week – May 2021	Helen Prydderch	30-Mar-2022	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		COMPLETE	28-Jun-2021	Erica Sanderson
EDI6.7	Pride – June 2021	Leah Gilliott	31-Mar-2022	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		COMPLETE	28-Jun-2021	Erica Sanderson
						LG & ES to meet to discuss action plan for raising awareness – 18/5/21.	03-Jun-2021	Emma Kershaw
EDI6.8	Black History Month – October 2021	Emma Kershaw	31-Mar-2022	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		Information shared electronically and in buildings. Complete.	29-Nov-2021	Erica Sanderson
						EK has covered Octobers Black History Month with digital screen savers for the weeks over BHM as well as posters around Ongo HQ.	07-Oct-2021	Emma Kershaw
						https://www.dropbox.com/transfer/AAAALkonX2lipnkfv56t0CYdfARmS0dNQ-Mob6MMStH1sEJqBSsJds	23-Sep-2021	Emma Kershaw
						Posters arrived and digital pack pending - EK to put posters up in ongo HQ for October.	22-Sep-2021	Emma Kershaw
						BLM pack ordered 14/09/21- awaiting delivery.	16-Sep-2021	Emma Kershaw
						Emma to order resource pack and to populate info on EDI area of Intranet, Yammer and work with PR to get info out via social media to tenants and other stakeholders.	14-Sep-2021	Emma Kershaw
Screensavers to be changed to the official Black History Month screen saver – ES has logged a ticket for this. Will just need to provide the graphic when we get it.								
EDI6.9	International Men's Day -		26-Nov-	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%		Recognised over social media.	29-Nov-2021	Erica Sanderson

Code	Action Title	Lead Officer	Due Date	Progress	Status	Progress Update	Date of Note	Author
	November 2021		2021			Need someone to lead this! Is anything already planned? PR may know.	14-Sep-2021	Emma Kershaw

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	<div style="width: 77%;"><div style="width: 77%;"></div></div> 77%				
EDI2	Respect		31-Mar-2022	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%				
EDI3	Equality		31-Mar-2022	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%				
EDI4	Diversity		31-Mar-2022	<div style="width: 95%;"><div style="width: 95%;"></div></div> 95%				
EDI5	Inclusion		31-Mar-2022	<div style="width: 68%;"><div style="width: 68%;"></div></div> 68%				
EDI6	Engagement		31-Mar-2022	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		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. She 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.	07-Oct-2021	Emma Kershaw

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

Ongo's EDI Policy

April 2022

Lead officer: Karen Cowan, Head of Governance & Corporate Services

<u>Version No.</u>	<u>Purpose/Changes</u>	<u>Approval Date</u>	<u>Approved By</u>	<u>Suggested Review Date</u>
V5.0	Health / compliance check		Executive Leadership team	July 2025
V4.1	Compliance update	11/11/2021	Heads of Service	September 2022
V4.0	Health check	13/11/2019	Heads of Service	September 2022
V3.0	Health check	20/07/2016	EMT	August 2019
V2.0	Full Review	04/07/2013	Ongo Partnership Board	June 2015
V1.0	New Policy	Oct 2010	Ongo Homes Board	October 2012

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1. Our policy is...

- 1.1 Ongo is actively committed to promoting and embedding a culture of equality, diversity and inclusion.
- 1.2 We value differences and encourage and support everyone to be their authentic selves. As an organisation, we want to be truly representative of all sections of the communities we serve and for our colleagues, residents, and other stakeholders to feel respected and valued and treated fairly, free from discrimination.
- 1.3 We have responsibilities under legislation, regulation and governance, including, but not limited to:
 - The Equality Act 2010 (incorporating the Public Sector Equality Duty);
 - The Human Rights Act 1998;
 - The National Housing Federation Code of Governance 2020; and
 - The Regulator for Social Housing's Regulatory Framework
 - Any relevant amendments to such legislation or further codes / frameworks of practice.

2. It applies to...

This policy applies to all areas of the Ongo group including Ongo Roofing Ltd. (trading as Ashbridge Roofing Solutions) and Ongo Heating and Plumbing Ltd. (trading as Hales & Coultas).

- 2.1 This policy also applies to our Board Members, volunteers, tenants and potential tenants, committees, partners, customers, stakeholders and to any external organisation supported or engaged by us.

3. Because we want to...

- 3.1 At Ongo, we are committed to meeting our obligations and duties under the Equality Act 2010 and to promoting equal opportunities both in the provision of services and in our employment practices. The Equality Act 2010 (the Act) protects people with 'protected characteristics' from unlawful discrimination, harassment and victimisation (as defined in the Act).
- 3.2 We are mindful of our duties under the Public Sector Equality Duty (section 149 of the Act) so far as it should apply to our organisation as a Registered Provider of Social Housing. Therefore we have regard to the need to achieve the objectives set out under section 149 of the Act.

4. We will...

- 4.1 Our goal is equality of opportunity for everyone who we have contact with and we will deliver our services and employment practices accordingly.
- 4.2 We promote FREDIE amongst everyone we work with and our workforce and the services we provide reflect and are appropriate to the needs of the diverse individuals and communities we serve.

- 4.3 All colleague and customers needs are understood and all services we provide meet individual needs, including in relation to the protected characteristics and customers with additional support needs.
- 4.4 We encourage staff, residents, and all other stakeholders to challenge and eradicate discrimination wherever it is encountered in respect of any of the protected characteristics.
- 4.5 We keep up to date with changes in society, legislation and regulation and put actions in place to ensure we comply with the changes.
- 4.6 Ongo is a Hate Crime reporting centre and we will ensure that when incidents are reported, the victims and their families are supported and that action is taken against the perpetrators by working with partner agencies as well as implementing our own internal practices where appropriate.
- 4.7 **The Board**
- 4.7.1 The Board is committed to taking a clear and active lead in its commitment to achieving equality of opportunity, diversity and inclusion. This is in all of the activities of our organisation, including understanding the needs of our residents and communities as well as the composition of the Board and committees.
- 4.7.2 At Ongo, we recognise that a clear commitment is needed from the Board to ensure equality, diversity and inclusion is embedded throughout the organisation.
- 4.7.3 Our Board have agreed a set of objectives and priorities that will help us to deliver our aims of equality, diversity and inclusion and address inequalities. These objectives and priorities have helped to create a roadmap of where we are and the things we are already doing and where we want to be. This is published and updated on our website.
- 4.7.4 The Board has established effective leadership and implements robust governance arrangements to support us in meeting the objectives and priorities set. In line with the NHF Code of Governance requirement to oversee the organisation's compliance with all legal and regulatory requirements, it shall seek regular updates on how we are meeting our commitments and objectives in relation to equality, diversity and inclusion and how these are being delivered in practice. At least every 12 months, the Board will review the continuing relevance and appropriateness of the commitments and objectives set by the organisation.
- 4.7.5 We are committed to ensuring that our Board and Committee's composition comprise of people from diverse backgrounds and with diverse attributes, having regard to the diversity of the communities that we serve.

4.8 **Our colleagues**

- 4.8.1 All our colleagues and job applicants shall be treated in an equal and fair manner, free from any forms of unlawful discrimination, harassment, bullying or victimisation with regard to the protected characteristics set out in the Equality Act 2010 as well as membership or non-membership of a trade union, spent convictions, any caring responsibilities or part-time employment. We shall also make reasonable adjustments where necessary to overcome any disadvantages due to disabilities.

All our policies, procedures, practices and codes of conduct reflect our values and commitments to equality, diversity and inclusion and our aims to recruit to retain a diverse and inclusive workforce reflecting the communities we serve.

4.9 **Our tenants and customers**

- 4.9.1 At Ongo we are committed to ensuring equality of opportunity in the provision of our services. All our services are designed to be inclusive and meet the needs of all our customers. We aim to remove or reduce barriers to accessing our services.

- 4.9.2 We will recognise and respond to the diverse needs of our customers by providing accessible information in their preferred format to make sure they receive the best from us.

- 4.9.3 All tenants and customers will be treated with fairness and respect and we will consult with them and obtain their views, particularly in relation to our equality, diversity and inclusion commitments and our resident involvement and participation activities will promote involvement from all groups of residents.

- 4.9.4 We will make sure all our customer facing policies and procedures (e.g., complaints) are clear, accessible and simple, and are made available in different languages where required.

- 4.9.5 All forms of information and communication to our tenants and customers are available and accessible where required (e.g., big text, translation, or interpretation services).

- 4.9.6 We will ensure our services consider the sensitivities and needs of our diverse range of tenants and customers, including in relation to the equality strands, social, cultural and religious needs and tenants or customers with additional support needs.

4.10 **External service providers**

- 4.10.1 Any external contractors, sub-contractors, agents or third parties providing services for or on behalf of Ongo are responsible of compliance with this policy and we shall take action against actions of non-compliance as appropriate.

- 4.10.2 During the procurement process:

- We will request information from potential contractors on their Equality & Diversity Policy and/or guidance
- We will ensure equality, diversity and inclusion questions are included in the procurement process
- We will ensure equality, diversity and inclusion requirements are included in contract management reviews

4.11 **Training**

4.11.1 At Ongo, we are committed to ensuring all colleagues receive appropriate equality, diversity and inclusion training and that everyone is aware of this policy.

4.11.2 Equality, diversity and inclusion training forms part of our induction programme and all colleagues receive refresher training at regular intervals.

4.11.3 We are also committed to providing unconscious bias training to all colleagues.

5. Making sure we do what we say...

5.1 The Board are responsible for leading on this policy and delegate authority to the Leadership team to ensure this policy is implemented.

5.2 All managers are responsible for ensuring due regard to this policy is paid by their teams and are responsible for ensuring compliance with it when undertaking the duties of their roles or representing Ongo externally.

5.3 Everyone is responsible for ensuring they champion our values of equality, diversity and inclusion.

5.4 Any actions that are witnessed to be inconsistent with this policy are brought to the relevant manager's attention at the earliest opportunity.

6. Other things to bear in mind...

6.1 This policy links to all our policies, strategies and procedures.

6.2 The main pieces of legislation and regulation relevant to this policy include:

- Equality Act 2010;
- Public Sector Equality Duty
- NHF Code of Governance
- Housing Ombudsman Complaint Handling Code
- RSH Tenant Involvement and Empowerment Standard
- The Prevent Strategy

6.3 In addition to the above, at Ongo we understand that diversity and risks of discrimination can go beyond the protected characteristics set out in the Act and that we have a moral duty to address discrimination as an employer, a landlord and as a provider of services. We are committed to tackling inequality in its widest sense and challenging discrimination based on a variety of social and cultural characteristics, including those set out in the Act but also including:

- Socio-economic background

- Class
- Appearance
- Language
- Accents
- Education
- Learning styles
- Political affiliation

7. We'll look at this again...

7.1 In 3 years time, if anything changes in that time, we will review earlier.

8. What we mean...

Equality	Equality is the fair and unbiased treatment of others, considering systemic and structural inequalities. This ensures equal opportunity and access for all groups which are protected by legislation
Diversity	Diversity refers to the presence of people who, as a group, have a wide range of characteristics, seen and unseen, which they were born with or have acquired. These differences can go beyond the protected groups set out in legislation.
Inclusion	Inclusion goes further and is where people's differences are valued and used to enable everyone to thrive at work. An inclusive working environment is one in which everyone feels that they belong without having to conform, that their contribution matters and they are able to perform to their full potential, no matter their background, identity or circumstances. An inclusive workplace has fair policies and practices in place and enables a diverse range of people to work together effectively.
Protected characteristics of the Equality Act 2010	<ul style="list-style-type: none"> ➤ Age ➤ Disability ➤ Gender reassignment ➤ Marriage and civil partnership ➤ Pregnancy and maternity ➤ Race ➤ Religion/belief ➤ Sex (gender) ➤ Sexual orientation
Public Sector Equality Duty	<p>(a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;</p> <p>(b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it</p> <p>(c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</p>
FREDIE	<ul style="list-style-type: none"> ➤ Fairness ➤ Respect ➤ Equality ➤ Diversity ➤ Inclusion ➤ Engagement