

The Ongo Board EDI Road Map

Theme	Where we are (June 2021)	Where we want to be	Progress @ 19 May 2022
Accountability	Currently we report on diversity profile and EDI data, which is shared with the Leadership Team, and our equality, diversity and inclusion (EDI) steering group	<p>Profiling data is provided to the Governance & Remuneration Committee annually, with agreed recommendations going forward to board</p> <p>EDI profiling is shared annually on our website</p>	<p>Piece in Core Brief asking colleagues to update their profile information August 2021</p> <p>Internal job candidates now complete their profiling information as part of the job application process</p> <p>Annual profiling completed at the end of April 2022. This information will be reported to the EDI Steering Group in July and then to the next Governance & Remuneration Committee meeting (meeting re-arranged for August 2022). The profiling will also be displayed on our public website</p>
Accountability	We share a gender pay gap report on our website each year	We report on the race pay gap and share it annually	<p>Gender pay gap information will be presented to the EDI Steering Group and published on our website in July 2022. A disability pay gap report will also be presented (this will be the first time we have done this).</p> <p>A Race pay gap report will be collated and shared in September 2022 (this will be the first time we have done this)</p>
Accountability	We have an EDI steering group in place who champion FREDIE throughout the organisation		<p>The EDI steering group continues to meet on a quarterly basis with excellent attendance from across the organisation</p> <p>Leaders in Diversity reaccreditation is ongoing and due for completing August 2022. This will reinvigorate members of the Steering Group into pushing the FREDIE agenda out to their teams and colleagues across the business to keep up the momentum</p>
Accountability	Our board set EDI objectives for the organisation		Progress against the board objectives (road map) will be included in the profiling report to the Governance & Remuneration Committee in August

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Accountability	A detailed organisational action plan is in place to ensure continual improvement		<p>The organisational EDI action plan is updated and presented to the EDI steering group quarterly for monitoring, discussion and challenge</p> <p>The action plan for 2021/2022 finished at 87% complete with the outstanding actions being rolled over to the 2022 / 2023 action plan, which is in draft format presently. Any recommendations from the Leaders in Diversity reaccreditation report will be added to the plan in August 2022</p>
Accountability		We have reliable insight in respect of FREDIE through surveying of colleagues and tenants	<p>Satisfaction with being treated fairly is one of the standard questions asked within the STAR customer satisfaction survey</p> <p>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. Findings are reported to the EDI Steering Group; to date there has been no unfair treatment identified</p> <p>Best Companies survey carried out and responses collated. HR analysing data and putting together an action plan to address any areas of inequality identified</p> <p>Work is progressing with colleagues attending Best Companies workshops to identify areas that should be celebrated, and also areas for development (off the back of the most recent Best Companies survey results), including specifics around fairness and inequality</p>
Leadership & Culture	The profiles of our leadership team (Board and Exec teams) in respect of age, gender and race are	Working with the Housing Diversity Network board diversity programme so that people from under-represented groups are	Board succession plan and recruitment policy reviewed to cater for diverse membership

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	<p>significantly lower when compared to the general colleagues base and our tenant base</p>	<p>provided with training to become future board members</p> <p>Improved diversity of our board to better reflect our communities in respect of race age and disability</p> <p>Board and leadership vacancies will be advertised to under-represented groups by targeting and sharing information with local and national minority group networks</p>	<p>Recruitment adverts revised to specify encouragement from under-represented groups (each advert adjusted to reflect any under-representation in that role or level at that time)</p> <p>Recruitment adverts for board vacancies and for board trainee vacancies shared via website, social media posts, HDN, DOST, North Lincolnshire EDI forum, Ongo refugee programme, Humber Outreach programme and article in tenant magazine (Key News)</p> <p>HDN (housing diversity network) board trainee programme approved and implemented. Three individuals from ethnic minority communities recruited to this programme to address under-representation at board level. The programme will commence in June 2022</p> <p>With the option of Agile working, our vacancies may now have a greater reach and generate interest from a wider and more diverse range of people (as being office-based isn't required as a must)</p>
<p>Leadership & Culture</p>	<p>We hold a Leaders in Diversity accreditation, a Disability Confident accreditation, and are signed up to the Armed Forces Covenant</p>		<p>We successfully gained accreditation for Leaders in Diversity once again in 2021 and still hold Disability Confident accreditation and remain signed up to the Armed Forces Covenant</p> <p>Leaders in Diversity reaccreditation commenced and will be reaccredited again in August 2022. Surveys to be shared with leaders, colleagues, tenants and suppliers / partners in June 2022 to support the evidence in becoming a Leader in Diversity again</p>

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Raise Awareness to Educate	All of our board members and colleagues take part in EDI training	Raised awareness of equality across all of the diversity profiles, specifically in respect of race, gender and disability	<p>Externally facilitated unconscious bias training was delivered during 2021 with this training provided to board members, members of the EDI steering group and to tenant volunteers</p> <p>EDI refresher training agreed and rolled out</p> <p>EDI awareness session set up for August 2022 for the EDI Steering Group. This training will be led by the lead EDI Associate through the Housing Quality Network. The topic being on organisational culture and EDI</p>
Raise Awareness to Educate	Our EDI steering group meets on a quarterly basis to monitor progress against our EDI action plan and to plan diversity awareness activities		<p>The EDI steering group continues to meet quarterly where it receives an updated action plan report for discussion and challenge and plans diversity awareness activities</p> <p>A disability sub-group has been set up to raise awareness and educate around all aspects of disability following interest from colleagues in this area through a survey completed at the end of 2021</p>
Raise Awareness to Educate	We utilise an events calendar to prompt us to promote and celebrate a different aspect of diversity each month throughout the year	Topic specific project groups are in place that focus on current issues that impact on particular groups of people or communities	<p>The EDI steering group utilises its agenda to focus in on specific areas, e.g. at the September 2021 meeting a 30-minute open discussion was facilitated to discuss, e.g. Bridging the diversity gap - why is inclusive leadership so important?</p> <p>Lots of promotional activities carried out during the period, e.g. Black history month, disability awareness month, gender promotions, reclaim the night, autism awareness, white ribbon etc.</p> <p>Ongoing awareness events facilitated throughout the year</p>
Raise Awareness to Educate	Each edition of our tenant newsletter (Key News) contains at least one article linked to EDI		Our publications group keeps us on track in ensuring there is always a minimum of one article in each edition that relates to one of the diversity profile themes

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Raise Awareness to Educate	Each year we produce a dedicated EDI staff magazine (known as Staff Bubble)		The EDI Staff Bubble was launched in April 2022. Click here to access
Raise Awareness to Educate		Learning from the experts; working with colleagues and professionals from different backgrounds with lived experience of discrimination	<p>Lots of networks have been maintained or newly established to ensure learning from experience is captured, e.g. at the December 2021 EDI steering group meeting, an individual with lived experience of disability presented to the group</p> <p>An organisational culture and EDI session is scheduled for August 2022 for the EDI Steering Group. This will be led by the lead EDI Associate through the Housing Quality Network</p> <p>Ongo leads and facilitates the North Lincolnshire Equality & Inclusion Forum, which brings together professionals from a variety of public sector organisations to learn, educate and share good practice, e.g. local authority, health, police etc.</p> <p>Ongo colleagues will be presenting on our Cuckooing and County Lines work and our Refugee projects at the UCNL's student conference in May 2022</p>
Our Services	Equality impact assessments are carried out on all of our policies	All projects for the organisation will be equality impact assessed – from policy reviews to full service reviews, and everything in-between	<p>Lettings Policy impact assessment completed and then quality checked by the EDI steering group in July 2021</p> <p>Impact assessment for the customer service directorate presented to EDI steering group in September 2021 for discussion</p> <p>Impact assessment for the Annual Leave policy presented to EDI steering group in September 2021</p>

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			Responsibility for impact assessments now sits with the Strategy & Policy team and will form part of the Change Management Framework that is currently in its early stages of development. This will ensure impact assessments are embedded throughout the business at all levels
Our Services	Specialist housing is available, including retirement living schemes, dementia friendly homes, specialist bungalows for wheelchair users	Minority communities have a greater awareness of Ongo housing opportunities available to them	Our housing is advertised to all via the local authority Choice Based Lettings systems, and now, since October 2021, via Rightmove and the Ongo website. Where there is a need to cater for any specific groups, appropriate advertisement and promotion takes place Our new Dementia extra care scheme - Myos House, is proving to be extremely successful
Our Services	Accessible communication formats available to all	Our online services are accessible to all and are as easy to use as possible	PDF accessibility was a concern for the website as PDF documents are not compatible with Browse Aloud software; hence are not in an accessible format for those with sight difficulties or for those needing translations etc. The short-term solution was to upload all new documents in an accessible format but a small number of the historical documents still needed to be revised New software has now been introduced with training rolled out to relevant teams to be able to complete checks required on their own documents for uploading in the correct format to the website We have now been ranked within the top 5 for UK Housing Authority website accessibility through SilkTide with a score of 90/100, which is above average and a huge success for us as a business
Our Services	Our public buildings are accessible for all		All Ongo public buildings are accessible, e.g. wheelchair access, accessible WCs, hearing loops etc.
Partners & Suppliers	We ensure partners have their own EDI policy, or they sign up to ours	We expect all our partners and suppliers to be able to demonstrate their commitment to	Procurement tenders and contractor selection include EDI questions that are scored

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		EDI by providing examples and case studies of success stories and challenges and how they were overcome	Contract management training is being revisited and rolled out to all those who manage contracts. This will include conversations and expectations to be held with contractors in relation to EDI as part of contract monitoring meetings
Partners & Suppliers	We work with partner agencies locally, regionally and nationally to champion and share best practice on EDI	<p>Best practice will be shared with partners and suppliers to achieve their EDI commitments</p> <p>Our partners and suppliers will be able to ensure they are considering EDI in all they do</p>	Lots of best practice shared with partners and suppliers, e.g. at the North Lincolnshire E&I Forum, Ongo EDI Steering Group, HQN EDI Best Practice Network, HDN Northern Diversity Group, Hull EDI Group Equality & Diversity Practitioners Network etc.