

The Ongo Board EDI Road Map

| Theme | Where we were @ June 2021 | Where we want to be | Progress @ 31 March 2024 |
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| 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>The annual full diversity profile report is shared with the Leadership Team, the EDI steering group and Community Voice. It is also published on the website</p> <p>The annual profiling of board members is included in the annual EDI report to Board</p> <p>An annual breakdown of customer satisfaction measures (previously STAR and going forward TSMs) is reported to Board and presented to the EDI steering group</p> <p>External and internal job candidates complete their profiling information as part of the job application process. Profiling data in relation to recruitment is reported each year to the EDI steering group</p> <p>Monitoring of the percentage of younger tenants that are engaged with Ongo (share their views) ensures that the younger tenant voice is represented. This is detailed in the monthly Balance Scorecard which is shared with the Leadership Team and Community Voice</p> <p>A piece of work has commenced to identify tenant profiles from the main tenant group structures. These will be compared to the tenant base to identify any under representation</p> |

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| 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>The mandatory Gender pay gap report has been produced for 2023 and is published on the website</p> <p>A voluntary Ethnicity pay gap report was produced for 2022 and our second Ethnicity pay gap report has been produced for 2023, and is published on the website</p> <p>Our first ever voluntary Disability pay gap report has been produced for 2023 and is published on the website</p> |
| Accountability | We have an EDI steering group in place who champion FREDIE throughout the organisation | | <p>The EDI steering group continues to meet three times a year with excellent attendance from across the organisation</p> <p>Ongo was successful in being re-awarded the Leaders in Diversity accreditation from the National Centre for Diversity (a 2-year accreditation that runs from August 2022 to July 2024)</p> <p>Ongo also achieved position 24 in the National Centre for Diversity Top 100 inclusive employers (out of 300 plus multi sector organisations)</p> |
| Accountability | Our board set EDI objectives for the organisation | | <p>Progress against the Board's roadmap objectives is monitored regularly with a six monthly monitoring report published on the website</p> <p>Progress against the board objectives (road map) is included in the annual EDI report to Board</p> |
| Accountability | A detailed organisational action plan is in place to | | The organisational EDI action plan is updated and presented to each EDI Steering Group meeting for monitoring, discussion and challenge. This comprehensive action plan helps to ensure that the EDI Steering |

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| | ensure continual improvement | | Group continues to have clear purpose and moves forward in championing FREDIE across the organisation at all levels |
| Accountability | | We have reliable insight in respect of FREDIE through surveying of colleagues and tenants | <p>Feedback from surveys completed by tenants and colleagues as part of the Leaders in Diversity reaccreditation show that almost 90% of respondents agree that Ongo encourages them to consider FREDIE in their daily routine. This is an increase on the previous survey back in 2020 of 86.5%</p> <p>Surveys completed as part of the accreditation are centred around FREDIE and as externally sourced and verified, are a sound, reliable insight into how Ongo embeds FREDIE internally and externally. Ongo achieved every element of the accreditation with the exception of one theme which was partially achieved. This was around people experiencing or witnessing less favourable treatment in respect of age, religion, gender and disability. This was an area of focus for Ongo going forward.</p> <p>A follow up Bullying, Harassment and Discrimination in the Workplace Survey was carried out during 2023 resulting in recommendations being put in place including e.g. more HR surgeries on performance management v bullying, reinforcing the zero tolerance approach etc.</p> |
| Leadership & Culture | The profiles of our leadership team (Board and Exec teams) in respect of age, gender and race are significantly lower when compared to the general | Working with the Housing Diversity Network board diversity programme so that people from under-represented groups are provided with training to become future board members | <p>The Board Succession Plan and Recruitment Policy cater for diverse membership</p> <p>Recruitment adverts specifically encourage under-represented groups and give Ongo's commitment to Disability Confident (each advert is</p> |

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| | colleagues base and our tenant base | <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>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 are routinely shared via the website, social media posts, Housing Diversity Network, North Lincolnshire Equality & Inclusion forum, Ongo Refugee programme, Humber Outreach programme and articles in tenant magazine (Key News). With the option of Agile working, vacancies have a greater reach and generate more interest from a wider and more diverse range of people</p> <p>Four new board members were recruited in the last financial year, one from the ethnically diverse communities and one who identified as having a disability. Two who also had lived experience as an Ongo tenant. Greater diversity at board level was therefore achieved in terms of race and age. Unfortunately one of those with lived experience has since left the area and has withdrawn from the board.</p> <p>Board recruitment is to take place again within the next few months to fill four new board member vacancies (three for Ongo Homes and one for Ongo Commercial). This recruitment will be managed by the external consultancy DTP, with a representative board membership being one of the objectives of the recruitment process.</p> <p>The HDN (housing diversity network) board trainee programme was implemented in the last financial year. Three individuals were recruited onto the initial programme, all identifying as being from ethnically diverse communities (one who also had lived experience as an Ongo tenant). Unfortunately, one individual left the programme part way</p> |

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| | | | <p>through the programme due to personal reasons. The two remaining board trainees have developed well over the course of the programme and will be invited to apply for the next round of Ongo board member vacancies.</p> <p>Board has recently approved a request to appoint a further two new board trainees. These vacancies will be advertised ready for the new HDN board trainee programme commencing in July.</p> |
| Leadership & Culture | We hold a Leaders in Diversity accreditation, a Disability Confident accreditation, and are signed up to the Armed Forces Covenant | | <p>We were successfully awarded accreditation for Leaders in Diversity once again in August 2022, still hold Disability Confident accreditation and remain signed up to the Armed Forces Covenant.</p> <p>During the financial year we also signed up to the White Ribbon campaign.</p> |
| 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>Induction and refresher EDI training is routinely undertaken by all board members and colleagues.</p> <p>We frequently share information and content via our internal message boards to raise awareness on EDI topics and disabilities. E.g. Yammer, Intranet, team meetings via our EDI leads and health and wellbeing champions.</p> <p>Ongo is currently working with the Housing Diversity Network (HDN) to agree new fit for purpose EDI training for Ongo, e.g.</p> <ol style="list-style-type: none"> 1. Housing Context Specific E-Learning |

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| | | | <ul style="list-style-type: none"> 2. A half day EDI essentials course (linked to Tenant Satisfaction Measures/Customer Consumer Measures/In line with CIH/ Comprehensive/EDI Essentials for people in housing) 3. Inclusive leadership, managers/leaders EDI training 4. Short video clips – tailored to the workforce. Want awareness on assessing vulnerability and adapting to audiences and their needs |
| Raise Awareness to Educate | Our EDI steering group meets three times a year to monitor progress against our EDI action plan and to plan diversity awareness activities | | The EDI steering group continues to meet where it receives an updated FREDIE (fairness, respect, equality, diversity, inclusion and engagement) action plan report for discussion and challenge. It also receives presentations on topics related to different aspects of diversity profiles and agrees plans for wider diversity awareness activities |
| 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. The Resettlement Project awareness presentation.</p> <p>Members of the EDI steering group nominate themselves to champion/lead on different awareness months, e.g. Pride. This helps to ensure ongoing awareness events are 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 | | The 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 |
| Raise Awareness to Educate | Each year we produce a dedicated EDI staff magazine (known as Staff Bubble) | | The first EDI Staff Bubble was launched in April 2022, a 2023 edition was produced and the 2024 edition is currently being worked on |

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| Raise Awareness to Educate | | Learning from the experts; working with colleagues and professionals from different backgrounds with lived experience of discrimination | <p>Ongo's Strategy & Assurance Manager has now achieved a CMI Level 7 qualification in Strategic Approach to EDI</p> <p>Ongo facilitates and chairs the North Lincolnshire wide Equality & Inclusion Forum which brings together peers from across the locality, all with responsibility for EDI in their workplaces. Remit being to share best practice and work together to deliver positive outcomes in respect of EDI across North Lincolnshire. Membership includes NLAG, RDaSH, fire service, police, North Lincolnshire Council, UCL College, Healthwatch etc.</p> <p>Lots of networks are currently in place to ensure learning from experience is captured.</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>Responsibility for impact assessments sits with the Strategy & Assurance team</p> <p>Impact assessments are included in the Change Management Framework, ensuring impact assessments are embedded throughout the business at all levels</p> |
| 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 | <p>Our housing is advertised to all via Local Authority Choice Based Lettings systems, via Rightmove and the Ongo website. Where there is a need to cater for any specific groups, appropriate advertisement and promotion takes place</p> <p>Ongo's Dementia extra care scheme - Myos House, is proving to be beneficial and popular to those who live there</p> |

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| Our Services | Accessible communication formats available to all | Our online services are accessible to all and are as easy to use as possible | <p>Our website uses Recite which helps us to improve our accessibility, readability and reach of our website content. It offers a choice of translations, colour contrast and font options along with the ability to read the website aloud, enlarges text and simplifies the web pages to make them accessible for all</p> <p>Ongo is still ranked within the top 5 for UK Housing Authority website accessibility through SilkTide with a score of 93/100 (up from previous score of 90), which is above average and a huge success for us as a business</p> |
| Our Services | Our public buildings are accessible for all | | <p>Entry doors into Ongo public buildings are accessible in terms of wheelchair access. The buildings also have wheelchair friendly WC areas, hearing loops etc.</p> <p>Larger meeting rooms within Ongo House and the Arc have the 'Teams' facility which enables those who don't want to attend meetings in person to instead join meetings digitally</p> <p>An Accessibility Audit was carried out at Ongo House. Findings from the audit were taken to the internal Disability Confident Group who put forward recommendations to the Director of Property for progression. Any outstanding recommendations have now been fed into the new One Ongo Office move project to influence further improvements to be made</p> |
| 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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| | | <p>EDI by providing examples and case studies of success stories and challenges and how they were overcome</p> | <p>Contract management training has been rolled out to all those who manage contracts. This training included conversations and expectations to be delivered to contractors in relation to EDI as part of standard contract monitoring meetings</p> |
| Partners & Suppliers | <p>We work with partner agencies locally, regionally and nationally to champion and share best practice on EDI</p> | <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> | <p>Lots of best practice shared with partners and suppliers, e.g. at the North Lincolnshire Equality & Inclusion Forum, Ongo EDI Steering Group, HQN EDI Best Practice Network, HDN Northern Diversity Group, Yorkshire & Humber Diversity Forum</p> |

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