

## The Ongo Board EDI Road Map

Theme	Where we were @ June 2021	Where we want to be	Progress @ 30 September 2024
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 &amp; 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 tenant satisfaction measures (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 Balanced Scorecard which is shared with the Leadership Team and Community Voice</p> <p>Tenant profiles are captured for the main customer engagement group structures. Areas of under representation are identified with proactive recruitment in place</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 2023 Gender pay gap report was produced and is published on the website</p> <p>A voluntary Ethnicity pay gap report was produced and published on the website for 2022 and 2023</p> <p>Our first ever voluntary Disability pay gap report was produced and published on the website for 2023</p>
Accountability	We have an EDI steering group in place who champion FREDIE throughout the organisation		The EDI steering group continues to meet three times a year with excellent attendance from across the organisation
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 ensure continual improvement		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 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	A 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,

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			<p>reinforcing the zero tolerance approach etc. A further Bullying, Harassment and Discrimination in the Workplace Survey is planned for the new year in 2025</p> <p>The Best Companies survey results announced in 2024 (surveys late 2023) awarded Ongo as a 2 star organisation, an improvement from a 1 star back in 2021). A 2 star accreditation indicates 'outstanding commitment to workplace engagement'. Some of the strengths of the organisation identified in the assessors report being, 'All job levels think the organisation is keen to help people from disadvantaged backgrounds' and 'My manager treats everyone fairly'</p> <p>The June 2024 staff pulse survey results show the three questions with the highest average scores as being:  Q3. My manager supports me fully to do the best I can and gives me regular feedback (8.85)  Q9. Everyone in my team supports one another (8.56)  Q4. Ongo is a great place to work (8.50)</p> <p>Tenant satisfaction measures (TSMs) are captured and monitored throughout the year, with surveys being delivered to a tenant on the anniversary of their tenancy start date. One of the questions within the survey is TPO8 which measures 'Proportion of respondents who report that they agree that their landlord treats them with respect'. Survey results identified 68.5% for the financial year 2023/24, with an improved score of 71.9 for 2024/25 year to date</p>
Leadership & Culture	The profiles of our leadership team (Board and	Working with the Housing Diversity Network board diversity	The Board Succession Plan and Recruitment Policy cater for diverse membership

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	<p>Exec teams) in respect of age, gender and race are significantly lower when compared to the general colleagues base and our tenant base</p>	<p>programme so that people from under-represented groups are 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 specifically encourage under-represented groups and give Ongo’s commitment to Disability Confident (each advert is 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 &amp; 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>Board recruitment has recently taken place to fill new board member vacancies. The recruitment was managed by an external consultancy (DTP), with a representative board membership being one of the objectives of the recruitment process. The interview process identified one individual as being suitable for co-option onto the Ongo Homes Board; a tenant that has lived experience skills to help strengthen the customer voice on the board and enhance links with the wider customer base. An exercise to identify the full diversity profile of the refreshed board is scheduled to be carried out at the end of the next financial year, as per the usual process</p> <p>The HDN (housing diversity network) board trainee programme was implemented two years ago. 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).</p>

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			<p>Unfortunately, one individual left the programme part way through the programme due to personal reasons. The two remaining board trainees developed well over the course of the programme, completed it successfully and were invited to apply for Ongo board member vacancies when they arose - one of them securing a position as an Independent Board Member on our Governance and Remuneration Committee</p> <p>Our second 2 year HDN (housing diversity network) board trainee programme has now commenced with two new board trainees being recruited, both identifying as being from ethnically diverse communities (one who also has lived experience as an Ongo tenant)</p>
Leadership & Culture	We hold a Leaders in Diversity accreditation, a Disability Confident accreditation, and are signed up to the Armed Forces Covenant		<p>Ongo has successfully been awarded Leaders in Diversity accreditation every two years since 2016. However due to recent budget restraints, the decision was taken not to apply for reaccreditation when it was due again in August of this year. It is envisaged that an EDI accreditation will once again be progressed within the next two years</p> <p>Ongo continues to hold Disability Confident accreditation and remains signed up to the Armed Forces Covenant and 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. Intranet, team meetings via our EDI leads and health and wellbeing champions.</p> <p>Ongo is currently looking at new fit for purpose EDI training, e.g.</p> <ol style="list-style-type: none"> <li>1. Housing Context Specific E-Learning</li> </ol>

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			<ul style="list-style-type: none"> <li>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)</li> <li>3. Inclusive leadership, managers/leaders EDI training</li> <li>4. Short video clips – tailored to the workforce. Want awareness on assessing vulnerability and adapting to audiences and their needs</li> </ul>
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 carers support group</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 a 2024 edition has recently been published

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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 &amp; Assurance Manager holds a CMI Level 7 qualification in Strategic Approach to EDI</p> <p>Ongo facilitates and chairs the North Lincolnshire wide Equality &amp; 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 national and regional 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 &amp; 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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			Four new build wheelchair friendly homes have recently been made available to let in the Ulceby area
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> <p>A new contract is in place that provides not only an on line translation service but also an on line sign language service too (via AA Global)</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.</p>

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			Any outstanding recommendations have now been fed into the new One Ongo Office move project to influence further improvements to be made
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 EDI by providing examples and case studies of success stories and challenges and how they were overcome	Procurement tenders and contractor selection include EDI questions that are scored  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
Partners & Suppliers	We work with partner agencies locally, regionally and nationally to champion and share best practice on EDI	Best practice will be shared with partners and suppliers to achieve their EDI commitments  Our partners and suppliers will be able to ensure they are considering EDI in all they do	Lots of best practice is 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

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