

REPORT TO THE BOARD

5th September 2018

Chief Executive

Equalities Analysis

1.0 Purpose of Report

- 1.1 To inform the Board of the results of the annual profiling exercise of the equality strands against the different parts of the business and the objectives that flow from this analysis. This information relates to April 2017 to March 2018.

2.0 Why we collect and analyse Equality Information?

- 2.1 We need good quality data about our customer base in order to know who is accessing and using our services and ensure that service delivery is fair and that no section of the community is discriminated against.
- 2.2 By analysing equality information, we are able:
- To know who is accessing and using services;
 - Assess access barriers for people with protected characteristics;
 - Plan for future needs for services and development;
 - Tailor services;
 - Identify steps which can be taken to improve equality monitoring and customer profiling data.
- 2.3 Tai Pawb launched their QED mark for housing associations last year, which aims to:
- Improve the experiences of diverse tenants, customers and staff
 - Have a clear framework and plan for continuous improvement
 - Have evidence that you comply with regulatory requirements
 - Be able to use QED logo across your communications platforms
 - Have your achievements and good practice highlighted

By undertaking this analysis and having objectives to work towards this will help us in our work towards this accreditation, which will be beginning in January 2019.

3.0 What's the outcome we are looking for?

To broadly match the census information in relation to who we are housing through core services, as well as through our temporary accommodation, lettings and supported housing, and the staff and Board Members we are recruiting.

4.0 How we used our data?

We have analysed the data on the services we offer, to see how they align with the tenant information. We analysed the profile of tenants overall with that of tenants engaging with the service in the following key areas:

- Lettings in the last year
- Rent Arrears (over £100)
- Anti-Social Behaviour (ASB) complainants
- ASB perpetrators
- Realise Your Potential participants
- Targeted Recruitment and Training beneficiaries
- Complainants
- Repairs
- Where tenants had received over 6 repairs
- Where tenant had not received any repairs in the last year
- Tenant participation
- Welfare Reform (Those affected by Universal Credit, Benefit Cap, Bedroom Tax)
- Physical Adaptation Grant (PAG) recipients
- NuLife volunteers

We also analysed the profile of job applicants and those interviewed and selected.

5.0 What is the data telling us?

Generally there is not much discrepancy between the figures, and where there is some further work to be done we have identified these as objectives (see section 7 below).

It is worth noting that where there is a difference between the figures, in some cases the total number of people who access the service is relatively low, so the difference can appear greater.

The main areas for improvement remain with the diversity of our staff and Board Members, and also the way that we record and store data.

The table below shows high level information on our tenants, staff and the Board compared to the Census information for Cardiff (based on the 2011 Census). The detailed analysis can be made available for Board Members if required.

		Cardiff Census	Tenants	Staff	Board
Gender	Female	50.9%	59.8%	56.0%	54.5%
	Male	49.1%	40.2%	44.0%	45.5%
	Transgender				
Age	Under 25	35.7%*	1.5%	2.6%	0%
	25-34	16.1%	13.1%	22.4%	18.2%
	35-44	12.9%	21.1%	38.8%	9.1%
	45-54	12.3%	29.9%	17.2%	36.4%
	55-64	9.8%	20.5%	12.1%	18.2%
	Over 65	13.2%	13.6%	2.6%	18.2%
Disabled		18%	43%	2.6%	9.1%
Ethnic Origin	White British	80.3%	73.2%	94%	100%
	BME	15.3%	20.6%	2.7%	0%
Religion & Belief	Have a religious belief	60%	49.5%	32.9%	36.4%
	None	31.8%	47.3%	57.8%	45.5%
Sexual Orientation	LGBT	Not collected	7%	4.4%	18.2%
	Heterosexual		83.6%	91.4%	81.8%
	Prefer not to say		9.3%	4.3%	

*The census information includes children in this category

6.0 What we said we would do last year and what we have done?

After undertaking this analysis last year, the managers drew up objectives to work on for the forthcoming year and the results can be seen below:

2016/17 Actions	Progress on 2016-17 actions
CanDo Contractors	
None noted	
Calon / TA	
Add additional gender options to OH (Cadwyn's IT system for tenancy related information)	Following investigation and a systems upgrade this is not an option with the current housing management system. Work has started on sourcing a new housing management system.
Review the disabled flags on OH to ensure they are accurate	The vulnerability flags, which include disabled, have been reviewed and updated on IBS.
Staff are completing the equalities data on OH which will be analysed quarterly	<p>All equality information is being collected and analysed quarterly.</p> <p>Data is analysed and services have been tailored to customers needs:</p> <ul style="list-style-type: none"> • All staff trained on internal translation service and all use facility regularly to assist customers • Referrals from HOC include whether a translator is required at the tenancy sign up appointment, and/or advise given to bring a relative/friend to translate • Vulnerable indicators added for any equality data so staff can implement special measures where required eg. Deaf, illiterate, English not first language etc • Properties with a stair lift and adaptations have been acquired to the portfolio for customers with such needs • Suitable allocations are made for people with different needs, e.g. Ground floor for mobility issues etc
HR/Corporate	
<ul style="list-style-type: none"> • Increasing the diversity of our workforce through positive action 	On going
<ul style="list-style-type: none"> • Moving to an online application process to make completion of equalities mandatory. 	Approval for new HR System obtained, implementation commencing in September 2018 with a view to all Recruitment online by end of 2018
<ul style="list-style-type: none"> • To review the actions from the impact assessment carried out with staff in 2017 	This has not been taken forward due to staff changes.
<ul style="list-style-type: none"> • Increasing the ethnic diversity of the Board through positive action 	On going
Supported Housing – Nightingale & Hafan	
<ul style="list-style-type: none"> • To conduct review of provision through Tai Pawb to check for suitability for all 	Did not take forward due to internal changes to both support and infra-structure

2016/17 Actions	Progress on 2016-17 actions
potential referrals	
RYP	
<ul style="list-style-type: none"> To ensure RYP marketing is effective & accessible to female tenants. 	<p>We market our services on a needs basis and have curtailed our marketing activity to focus more on our own tenants.</p>
<ul style="list-style-type: none"> To review the RYP Equal Opps form filled in by Non-tenant members 	<p>All forms have been reviewed within the year.</p>
<ul style="list-style-type: none"> To incorporate recording of Welsh fluency in new RYP system 	<p>New system is still to be procured but this is in the brief.</p>
Housing Services	
<ul style="list-style-type: none"> Add additional gender options to IBS (Cadwyn's IT system for tenancy related information) 	<p>Following investigation and a systems upgrade this is not an option with the current housing management system. Work has started on sourcing a new housing management system.</p>
<ul style="list-style-type: none"> Let to more tenants under 25 (through the Training Tenancies and shared house pilots discussed with Cardiff Council) 	<p>Cadwyn signed up to the Training Tenancies partnership with Cardiff Council and Llamau in 2017. To date 1 tenant has been housed through this scheme. Lettings are based on an applicant's place on the waiting list and the majority of Training Tenancy applicants are in the lower bands which Cadwyn rarely allocates from due to the higher bands being the priority.</p> <p>Shared housing was not pursued following changes in the welfare reforms.</p>
<ul style="list-style-type: none"> Review the disabled flags on IBS to ensure they are accurate 	<p>The vulnerability flags, which include disabled, have been reviewed and updated on IBS.</p>
<ul style="list-style-type: none"> Use "no repairs in past 12 months" and "6+ repairs" data, along with ASB complainant, perpetrator, LGBT tenants and disabled tenant data, to identify vulnerable tenants. 	<p>The intention was for Clearview to produce a universal report that included all the data fields listed. A dashboard was developed in Clearview but it has not provided the data required for this action.</p> <p>Currently Clearview has a '10+ repairs in last year' report that does not include any equalities data. ASB data from the ASBER system is not available in Clearview. This work has been carried forward into 2018/19 and Housing Services and Asset Management are working together to analyse the data.</p>
<ul style="list-style-type: none"> Make contact with the 113 "no contact" tenants, starting with those identified as vulnerable, and assess their needs. 	<p>A desktop exercise was carried out by the officers which reduced the 113 no contacts to 45 as many of the 113 had been in contact with officers. The 45 households were then contacted to assess if they had any needs.</p>
<ul style="list-style-type: none"> Explore why BME tenants experienced higher levels of ASB than average. The same rule generally applies for perpetrators of ASB. Is it race related? 	<p>Further analysis showed that there were not any particular reasons for BME tenants experiencing more ASB or race related ASB. However, to ensure BME tenants can make reports of ASB to Cadwyn</p>

2016/17 Actions	Progress on 2016-17 actions
<p>What more can we do? Are there are other agencies who can assist us in this area?</p>	<p>the ASB document for tenants is available in the 5 main non-English languages spoken by tenants (Arabic, Somali, French, Polish & Farsi).</p> <p>Also, all Muslim tenants were written to in their first language in 2017 with support and advice offered about how to report incidents following an increase in hate crime in Cardiff.</p>

**7.0 What are the objectives for this year?
Housing Services**

NuLife

Calon / TA

1. Work with IT to develop easier reporting functionality for equalities data
 - Collecting the data quarterly can be very time consuming due to the way that open houses reports on data
 - Work with IT to develop a report on Clearview so this information can be extracted and reviewed simply.

2. Open Housing vulnerability indicators interface to One Serve
 - Work with IT and CanDo Contractors to ensure the vulnerability indicators held in Open Housing transfer to One Serve for viewing.
 - CanDo Contractors office staff and operatives need this information so that they are aware of customers' vulnerabilities when scheduling and attending appointments.

HR / Corporate

Staff & Recruitment

- 1) Implementation of an online recruitment system enabling more effective monitoring of equalities data. Subsequent review of data to ascertain whether any barriers to recruitment are occurring.
- 2) Increasing the diversity of our workforce in particular around BAME representation
 - Build further links with Universities to support placements particularly through the Go Wales scheme which includes prioritising applications from Black and/or Minority Ethnic backgrounds
 - Support the building of our employer profile within BAME communities by engaging with community groups and appropriate organisations
- 3) Review the opportunities for implementing Apprenticeships within Cadwyn

Board

- Increasing the diversity of our Board membership through positive action

Supported Housing – Nightingale & Hafan

- Supported Housing Review to bring equality within the scope of the review.

RYP

- On first viewing it appears we are disproportionately dealing with more men than women Vis a Vis the tenant 2018 data. However, on closer inspection when you compare the number of men and women stating they are unemployed, the figures are more or less even 50.4% v 49.6%. This brings the split of RYP genders far more into line with baseline data.
- To increase the focus on our own tenants
- To continue to offer the service under no obligations with the express intention of helping members into employment and thereby improving their finances.
- Deliver service peripatetically across Cardiff to encourage members from all areas within the city.

Housing Services

There are three key areas of work in 2018/19 for Housing Services around equalities:

1. Housing Services and Asset Management will work together to analyse the data which shows the tenants who request high numbers of repairs and check this against all equalities and ASB data. There appears to be a correlation between disabled tenants, general complainants, ASB complainants and tenants requesting multiple repairs that requires greater analysis with the goal being to see if we can do more to address our vulnerable tenants' needs. This will link to our Older Persons Strategy aim of addressing loneliness amongst tenants.
2. Ensure that equalities data is collected by the organisation who successfully bids for the Tenant Engagement tender.
3. To ensure the vulnerability indicators data in Open Housing can also be viewed in OneServe so that CanDo Contractors office staff and operatives are aware of customers' vulnerabilities when speaking to them and when attending appointments.

8.0 Recommendation

This report is for discussion and Board members are invited to identify any further areas they feel need attention.

Contact Details for:-

Chris O'Meara, Chief Exec -

029 2043 4443 // 07792 750 838 // chris.omeara@cadwyn.co.uk