

REPORT TO THE GOVERNANCE, EQUALITY & HR COMMITTEE

15th October 2019

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 2018 to March 2019.

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, 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 November 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%	59.7%	57.0%	55.6%
	Male	49.1%	40.3%	43.0%	44%
	Transgender				
Age	Under 25	35.7%*	1.5%	2.6%	0%
	25-34	16.1%	13.2%	21.1%	11.1%
	35-44	12.9%	20.8%	39.4%	11.1%
	45-54	12.3%	27.5%	19.3%	55.6%
	55-64	9.8%	21.9%	11.4%	11.1%
	Over 65	13.2%	14.8%	3.5%	11.1%
Disabled		18%	42.4%	2.6%	11.1%
Ethnic Origin	White British	80.3%	73.7%	93%	100%
	BME	15.3%	24.5%	5.4%	0%
Religion & Belief	Have a religious belief	60%	47.1%	30.7%	11.1%
	None	31.8%	46.9%	60.5%	88.9%
Sexual Orientation	LGBT	Not collected	7%	4.4%	22.2%
	Heterosexual		81.1%	91.2%	77.8%
	Prefer not to say		11.9%	4.4%	0%

*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:

2018-19 Actions	Progress on 2018-19 actions
CanDo Contractors	
<p>1. In 2018/19 we will be investigate the use of equality data through the in-house systems in relation all maintenance work. This will include Reactive Repairs and Planned Works.</p>	<p>We are able to cross reference equalities data against common fields between Oneserve and IBS. We don't hold E&D data in Oneserve.</p> <p>We have conducted this work and produced data in terms of all characteristics against the repairs completed in the previous year.</p>
<p>2. Work to combine Asset Management with Housing Services profiling information such as Repairs, Rents and ASB. This will enable us to shape the services based on tenant needs.</p>	<p>This information is available through Clearview which combines Oneserve and IBS data.</p> <p>However as with the previous point, we are now able to cross reference against UPRN's to be able to analyse this information.</p>
<p>3. Analyse the profiling data for complaints. Due to an increase of complaints for repairs compared to previous years we can use this information as a tool to help direct our services and increasing the satisfaction of tenants.</p>	
<p>4. 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.</p>	<p>We now have vulnerability information in Oneserve. This information is found as an alert against the properties. This is fed into the 'consideration' field.</p>
Calon / TA	
<p>1. Work with IT to develop easier reporting functionality for equalities data</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • IT have implemented Clearview report for Calon / TA • Equalities data is recorded on Open housing at Tenancy start and can be extracted as and when required.

2018-19 Actions	Progress on 2018-19 actions
<p>2. Open Housing vulnerability indicators interface to One Serve</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • IT have implemented an extract for Vulnerability indicators which is interfaced several times a day • Alerts show on one serve
HR/Corporate	
<ul style="list-style-type: none"> • 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. 	<p>System went 'live' in August 2019.</p> <p>Data will be analysed on a monthly basis going forward.</p>
<ul style="list-style-type: none"> • 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 	<p>No progress has been made so far – see priorities for 2019/20.</p>
<ul style="list-style-type: none"> • Review the opportunities for implementing Apprenticeships within Cadwyn 	<p>No progress has been made so far though I understand apprenticeships have still been offered via Contractors in terms of our 'new builds'.</p>
Supported Housing – Nightingale & Hafan	
<ul style="list-style-type: none"> • Supported Housing Review to bring equality within the scope of the review. 	<p>Review is still in progress and has considered equality data. Info to be shared with our gatekeeper (Cardiff Council). We have enquired whether the Council would wish for us to adapt another of our rooms into becoming fully accessible and provided quotes. The Council did not wish to pursue this at this point in time.</p> <p>All our referrals come from CCC and we are unable to accept self-referrals.</p>
RYP	
<ul style="list-style-type: none"> • To increase the focus on our own tenants 	<p>We have dramatically altered the balance of tenants: non-tenants on the scheme as intended.</p>

2018-19 Actions	Progress on 2018-19 actions
<ul style="list-style-type: none"> To continue to offer the service under no obligations with the express intention of helping members into employment and thereby improving their finances. 	<p>We have re-designed our processes so that there is much greater focus on achieving employment outcomes.</p>
<ul style="list-style-type: none"> Deliver service peripatetically across Cardiff to encourage members from all areas within the city. 	<p>This has not been possible due to one of the two staff being on maternity leave.</p>
Housing Services	
<ul style="list-style-type: none"> 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. 	<p>Completed in August 2019. Heads of Housing and Asset Management met on the 12th September 2019 to discuss the new report and agree the following action:</p> <p>The top 20 'highest demand' tenants will be contacted by the Progress Coach to find out what more Cadwyn can do to meet their needs. This approach will then be evaluated and depending on its success will be taken with more tenants.</p>
<ul style="list-style-type: none"> Ensure that equalities data is collected by the organisation who successfully bids for the Tenant Engagement tender. 	<p>Completed in January 2019. ProMo-Cymru has consulted with a diverse group of tenants on Cadwyn's behalf. For example, at scheme walkabouts at Marl Court and Havelock Place, Grangetown, 50% of the tenants they spoke to were BME and 30% were older tenants.</p>
<ul style="list-style-type: none"> 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. 	<p>Completed in May 2019. The Asset Management can now view the vulnerability indicators.</p> <p>The wording for some of the existing indicators has been updated on Open Housing following advice from Tai Pawb through the disabilities consultation and some new indicators have been added.</p>

7.0 What are the objectives for this year?

Housing Services

1. Complete a consultation with BME tenants. This is part of the ProMo-Cymru contract and is due for completion by January 2020.
2. Contribute to Cadwyn achieving Tai Pawb QED.

3. Implement the approved recommendations from the CSIT disabilities review.

CanDo Contractors

Following the Tenant Survey we need to focus on our BME tenants who were the most dissatisfied with the maintenance service.

We will be conducting further consultation with BME tenants to understand how we can seek to improve the service for their needs.

We know from our previous financial year information that we carried out 16% of the overall repairs to BME tenants. We need to understand the following in terms of this information:

- BME tenants were the most dissatisfied on the most recent Tenant Survey.
- The repairs from BME communities are lower than other characteristics.
- Are we aware enough of the different cultural needs?
- Why is this so much lower?
- What can we do to engage BME communities?

Further information we have gained from this analysis are:

Over 53% of the repairs are logged by females

- Is this because female tenants are the lead tenant?
- Should we engage more with females and support with training to do their own repairs?
- How can we help females get into construction/maintenance as we know these numbers are low nationally?

7% are either LGBTQ+ or other/prefer not to say

- The reported repairs from these characteristics are low
- How can we engage better with LGTBQ+ tenants?

42% of our tenants class themselves as disabled

- How do we know we are providing these tenants with a service they need?
- We've carried out a disability survey in the past few months, what have we learnt from this?

69% of our tenants work

- Is the repairs service suitable for working times?

5% of our tenants have limited English

- How do we support these tenants to share their repairs with us?
- What services do we use to help understand each other?

These are areas we need to understand further in the next 12 months.

Calon / TA

- 54% of CanDo Lettings tenants have not disclosed – objective to decrease this to 10%.

- 69% of Calon tenants speak English as first language. 15% speak Arabic, in order for our service to better serve this demographic, Calon will increase big word interpretation for key information.
- Welcome Infograph to be translated into Arabic
- Damp and condensation advice translated to Arabic.

HR / Corporate

Staff & Recruitment

1. **(younger age bracket)** Apprenticeships / Work experience: Explore Apprenticeships with local training providers such as ACT and local colleges; explore work experience opportunities via Jobs Growth Wales. These options could help us to increase our number of future employees within the 18-25 age bracket (currently under-represented) if they are subsequently offered a permanent position with us.
2. **(under-represented groups)** As per last year's suggestion: Explore work experience opportunities for students via Go Wales.
3. **(older age bracket)** Recruitment Advertising: Promote flexible working opportunities in all adverts. Promoting flexible working such as part time or condensed hours opportunities may attract older people who wish to continue to work but not on a traditional full time basis.
4. **(larger applicant pool)** In relation to 3 above: Promote further our flexible working and family friendly practices, along with our commitment to support the health and wellbeing of our people - to attract a larger pool of applicants.
5. Continue to double check all adverts and job descriptions to eliminate discrimination.
6. Engage in the QED process (final action plan is likely to lead to a commitment to targeting some **under-represented groups**). Review current Equal Ops policy in preparation for this.
7. **(disability)** Encourage staff to update their records regularly on People HR – to ensure we have current / up to date information in relation to: disability, marital status, sexual orientation etc. as we appreciate the position can change for staff. Having up to date information may then change our statistics. In asking for this update we will provide staff with the current definition of disability (as per the definition now used in the Recruitment element of the system) which incorporates mental health. Again, this then may change our current stats.
8. **(disability)** Ensure our Health and Wellbeing Strategy (to be produced following our People Plan) supports mental as well as physical wellbeing and confirms our commitment to supporting people –

reminding them of the services and support that is available, i.e. employee assistance programme, occupational health, counseling, reasonable adjustments and Government programme's such as Access to Work and Able Futures.

Board

- Increasing the diversity of our Board membership through positive action

Supported Housing – Nightingale & Hafan

To take an full and active role in Tai Pawb's QED process. It is expected that this will bring about a raft of recommendations.

RYP

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8.0 Recommendation

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

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