

REPORT TO THE PEOPLE COMMITTEE		
Date: 20th October 2020		
Item Number	Agenda item 9	
Report Author		
Purpose of the report:		
To inform the committee of the results of the annual profiling exercise of the equality strands against the different parts of the business.		
To update the Committee on progress from the actions last year.		
For Decision	For Discussion	For Information
Key Points:		
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 2019 to March 2020.	
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: <ul style="list-style-type: none"> • 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. 	
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: <ul style="list-style-type: none"> • Lettings in the last year • Rent Arrears (over £100) • Anti-Social Behaviour (ASB) complainants • ASB perpetrators • Realise Your Potential participants • Complainants • Repairs • Where tenants had received over 6 repairs • Where tenant had not received any repairs in the last year 	

- Welfare Reform (Those affected by Universal Credit)
- Physical Adaptation Grant (PAG) recipients
- No contact

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 will look to include these in the continued work on equalities.

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%	68%	57.8%	41.7%
	Male	49.1%	39.9%	42.2%	58.3%
	Transgender				
Age	Under 25	35.7%*	3.0%	2.4%	0%
	25-34	16.1%	13%	23%	0%
	35-44	12.9%	20.9%	34.8%	16.7%
	45-54	12.3%	29.5%	24.60%	33.3%
	55-64	9.8%	20.6%	7.9%	41.7%
%	Over 65	13.2%	12.5%	3.2%	8.3%
Disabled		18%	42%	1.6%	8.3%
Ethnic Origin	White British	80.3%	72.4%	87.5%	100%
	BME	15.3%	25.6%	8.7%	0%
Religion & Belief	Have a religious belief	60%	46.9%	32.8%	8.3%
	None	31.8%	47.9%	57%	91.7%
Sexual Orientation	LGBT	Not collected	6.3%	5.5%	16.7%
	Heterosexual		82.9%	89.10%	83.3%
	Prefer not to say		10.8%	5.5%	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:

2019-20 Actions

Progress on actions

<p>Housing Services</p>	
<p>1. Complete a consultation with BME tenants. This is part of the ProMo-Cymru contract and is due for completion by January 2020.</p> <p>2. Contribute to Cadwyn achieving Tai Pawb QED.</p> <p>3. Implement the approved recommendations from the CSIT disabilities review.</p>	<p>Completed and recommendations accepted.</p> <ul style="list-style-type: none"> • EIAs being completed for Rent Collection and ASB policies. • Calon ASB manual adopted (in draft) • Tenants recruited for Equalities Group • Tenant Profiling training undertaken by cross-section of staff • Transparency workshop delivered by TPAS • Disabilities report summary included Summer tenants newsletter • CSIT webpage updated to be more diverse • FAQ developed on website for COVID • Tenant Handbook being reviewed • E&D overview sent to CSIT members • Support providers annual review template updated to include equalities questions <p>Vulnerability fields updated on Open Housing Tenant Profiling training undertaken by cross-section of staff</p> <p>A disabilities page has been set up on the Cadwyn website</p> <p>A mental health webpage has also been developed</p> <p>Partnership set up with Accessible Wales, disabilities organisation to review EIAs, review the website and deliver awareness training.</p>
<p>Property & Maintenance Services</p>	
<p>Following the Tenant Survey we need to focus on our BME tenants who were the most dissatisfied with the maintenance service.</p> <p>We will be conducting further consultation with BME tenants to understand how we can seek to improve the service for their needs.</p>	<p>A survey was undertaken with BME tenants.</p> <p>There were a number of other areas from last year's equality monitoring report that were due to be looked at, however due to CoVid and the bringing back services work, these have not been achieved. Further review of the information from this year's monitoring will feed into the ongoing equality work and formation of the equality strategy.</p>
<p>Calon / TA</p>	
<ul style="list-style-type: none"> • 54% of CanDo Lettings tenants have not 	<p>This has not been achieved although we have</p>

<p>disclosed – objective to decrease this to 10%.</p> <ul style="list-style-type: none"> • 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. 	<p>improved to 65%</p> <p>Done</p> <p>This has been completed.</p> <p>This has been completed.</p>
<p>HR / Corporate</p>	
<p>Staff & Recruitment</p> <ol style="list-style-type: none"> 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 	<p>We are engaging in the DWP's Kick Start Scheme - we will be offering paid work placements to young (vulnerable) people aged 16-24. Due to start in Nov/Dec.</p> <p>No progress on this as yet, though Managers have recently confirmed a commitment to offering non-traditional opportunities such as work placements, opportunities to Interns and Graduates, volunteer and apprenticeship opportunities etc.</p> <p>Most adverts have been quite flexible, recently we advertised for a Surveyor, offering part- or full-time hours to attract more applicants.</p> <p>More work to be done on this. NOTE – Head of People Services will be working with a group of HR Managers from the CHC HR Strategic Development Group in relation to developing</p>

<p>wellbeing of our people - to attract a larger pool of applicants.</p> <p>5. Continue to double check all adverts and job descriptions to eliminate discrimination.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Board</p> <ul style="list-style-type: none"> Increasing the diversity of our Board membership through positive action 	<p>further the 'This is Housing Website' and promoting work within our sector.</p> <p>Ongoing.</p> <p>Still fully engaged in QED process and equality & diversity policy has been updated. E&D Strategy work has commenced, supported by Usha Ladwa-Thomas.</p> <p>Ongoing.</p> <p>Staff are being signposted to services that are available (as listed). Health & Wellbeing Strategy to be produced following agreement of the People Strategy.</p> <p>GENERAL FEEDBACK – agile working will feature highly going forward, learning from the experiences created as a result of Covid – and the need for staff to work from home. In line with the Welsh Government's plan to keep 30% of the Welsh workforce working in a remote way. This approach will help us to clearly offer flexible ways of working that should appeal to a wider pool of applicants.</p> <p>Board Recruitment process is being updated to include positive action and the Rooney Rule. We will include measures within the Equality Strategy. In our forthcoming advert for the Chair, we will ensure that this shared appropriately and that the advert is inclusive.</p>
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Next Steps

As the monitoring has been completed just prior to this meeting, the Governance Manager will work through the information and discuss the findings with the Heads of Service, and make sure that any actions are included within the ongoing work on equalities (QED, Tai Pawb Pledge and formation of the Equalities Strategy).

There is work planned to review the information we hold about our tenants.

We will also share findings on Yammer (our intranet) and via social media to communicate how we use the information and the difference it can make.

Corporate aims this paper relates to:

Existing Homes
 Future Homes
 Our People
 Our Business

Performance Standard this relates to:

- PS1 - Effective Board and executive management with a clear and ambitious vision for the RSL
- PS2 – Effective and appropriate tenant involvement and high quality and improving services

Recommendation:

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

Appendices:

Appendix 1: Equality Report

Implications

Resources	Leadership Team and Usha Ladwa-Thomas will review the information and use this as a basis for the ongoing work on the equality strategy.
Equality & Diversity	-
Risk	If we do not understand and use the information, this could mean that we do not tailor services effectively and we could get more complaints.
Tenant / Resident	This is based on information we know about our tenants, and there is work planned into review this.

Communication

We will communicate specific findings via Yammer and social media to improve the understanding of how we use information.

Committees or meetings where this item has been considered:

Name of meeting	
Date of meeting	