

# CCG's 2016-2017 Equality and Diversity Annual Review

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## Introduction

- Cartrefi Cymunedol Gwynedd's (CCG) Strategic Equality Plan (SEP) for 2015 – 2019 was approved at Board on 20 January 2016.
- The Strategic Equality Plan demonstrates how CCG will achieve its equality objectives and report on progress against the agreed objectives.
- CCG's equality objectives are an important element of this Strategic Equality Plan.
- CCG worked with Tai Pawb, an organisation that promotes equality and social justice in housing in Wales, to identify the 8 equality objectives.
- Each equality objective will have several action points. They will identify improvements to be put in place over four years to benefit our tenants, staff, and communities.
- This plan will ensure that CCG will deliver its statutory obligations under the Equality Act 2010.

## Objective 1: Promote an inclusive culture and show through our work that we celebrate diversity

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Majority of staff have received equality and diversity training in January 2015.
- All new starters receive training as a session is arranged every year to capture new starters.
- Tenant Partnership received equality and diversity training in January 2015. Further training will be arranged for January 2018 especially for those who have recently joined.
- Contractors have to demonstrate their understanding and commitment to equality of opportunity as part of the approved suppliers process.
- CCG are members of the North Wales Equality Network (NWREP), Tai Pawb and Chwarae Teg.
- CCG have signed up to CIH's Presidential Commission on leadership and diversity to deliver against 10 challenges by 2020.
- Tenant newsletter articles have included the promotion of White Ribbon week (campaign against domestic abuse); Junior Warden Scheme; Community Stars; Community Partner of the Year; Safeguarding vulnerable groups.
- CCG's key publication can be made available in large print, and where possible CCG will provide customers with publications in their preferred format or language (e.g. Polish).
- CCG is an accredited 2 ticks employer.

## Objective 2: Make equality a part of our everyday decision making

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Corporate Projects Officer identified as staff equalities lead officer.
- Data capture for all new tenants and residents is business as usual since September 2015.
- Annual reminder sent to tenants to update our records.
- Various campaigns undertaken to capture data as opportunities are available.

- Equality impact assessments has been piloted and implemented.
- Front cover reports have been updated which asks for an equality impact assessment (EIA) as evidence that this has been carried out.
- Training has been provided at Senior Management level.
- EIA guidance has been produced.
- Members of staff have been identified as gatekeepers.
- CCG ensure that equality considerations are part of CCG's procurement process, including contractor management.

### **Objective 3: Work with partners to effectively respond and tackle hate crime / incidents and domestic abuse**

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Relevant policies and procedures have been reviewed.
- Relevant staff have received formal training on safeguarding issues.
- Partners have been identified to share information to better identify and prevent incident and support victims.

### **Objective 4: Improve Access and experience of customers using our services**

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Business Transformation project has identified the need to offer home appointments.
- Office Accommodation project which is part of the Business Transformation project has recently reviewed our officer and facilities to make sure they are accessible.
- PEEPS are available for tenants if required.
- New Tenant Participation framework was launched in 2016. A new task and finish group has been launched as part of the framework.
- The financial inclusion strategy has been approved by Board.
- The digital inclusion strategy is in development and will form part of the Digital Transformation project which will involve Channel Shift as we become more digital in our transactions with customers and supporting them to access our services online.
- Complaints procedure has been reviewed to ensure accessibility and that the complaints service is prompted to all groups.

### **Objective 5: Use equality information for Service planning, and to improve outcomes, Access and satisfaction**

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Complaints are monitored and lessons learnt are being tracked to ensure no customer is discriminated in receiving the best possible service from CCG.

- A report is run every quarter regarding the profile of tenants who make complaints to include ethnicity, disability etc.
- Annual satisfaction survey results also breakdown the findings to age group, ethnicity, religion, disability etc.

### **Objective 6: To have a diverse and well supported workforce**

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Staff and job applicants' information is collated but at present no monitoring occurs.

### **Objective 7: Identify and address any pay gaps related to protected characteristics**

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- A desktop review has been carried out and advice sought from a reward and recognition consultancy. CCG is a low risk organisation in relation to equal pay claim.

### **Objective 8: To have a representative Board that is engaged and actively scrutinises CCG's performance on equality**

Since the approval of CCG's Strategic Equality Plan in January 2016 we have achieved the following:

- Board Equality Champion has been appointed
- Have engaged with 'Come on Board' bus as Board diversity is good at present, CCG felt that it was not appropriate to engage with Come on Board programme in 2015.

### **Activity to be undertaken in the next 12 months ...**

- Further training will be arranged for January 2018 especially for those who have recently joined CCG's Tenant Partnership.
- To deliver the CHC's Presidential Commission on leadership and diversity '10 by 20' campaign.
- Further newsletters articles to be identified.
- Communication promoting respect and tolerance within communities will be an ongoing task
- Ensuring accessibility will be an ongoing task.
- Tenant profiling will be covered as part of the digital transformation project (completed by March 2020) when all front facing staff will be issued with tablets and a new Customer Relations Management System (CRM) is in place.

- Further toolbox talks to be delivered to front line staff on how to identify and prevent incidents and support victims.
- CCG's website and other communication channels will be reviewed as part of the Digital Transformation project.
- Area SLT forums will be arranged for November 2017
- Training requirements have been identified for Board members. A provider will be procured and the training delivered by January 2018.