

CCG's 2017-2018 Equality and Diversity Annual Review

 **0300 123 8084**

 www.ccgwynedd.org

 www.facebook.com/ccgwynedd

 [@CartrefiGwynedd](https://twitter.com/CartrefiGwynedd)



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.
- 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.
- Contractors must 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. The challenges are:
 - Know the make up of your communities and annually consider how you can improve the diversity of your board, leadership and staff teams
 - Compile diversity-related data on the composition of your (1) board (2) executive team and (3) total workforce and publish it in an accessible format in your annual report
 - Challenge all staff (and external agencies) responsible for recruitment to ensure that all shortlists include appropriate candidates from under – represented groups
 - Ensure staff members involved in recruitment have completed mandatory training to ensure fair recruitment processes
 - Set an aspirational target for board / committee recruitment from under – represented groups to ensure that your governance structure is representative of the wider communities you work in
 - Have in place succession and talent management strategies which reflect the principles of inclusion and diversity, so that all staff can succeed and progress, if they have the right skills and values
 - Identify and provide appropriate mentoring and coaching opportunities for staff and board members – within your own organisation and / or with external agencies
 - Make diversity training mandatory for all staff, and use your corporate communications and culture strategies to ensure diversity is embedded within the organisational values

- Champion the business case for a diverse workforce and leadership – encourage your colleagues, peers and partners to sign up to the challenges
- Sign up and work towards the CIH Charter for Equality and Diversity
- 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).
- Process and guidance developed for arranging inclusive communications – large print, braille, easy read etc.
- CCG is an accredited Disability Confident employer.
- A Community Impact Strategy (2018 – 2030) has been developed. We must think in the long term, work with our people and communities, try to prevent problems and respond to needs and aspirations. We will consider the effect our decisions will have on the people who live their lives within our communities, now and in the future.

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 have 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.
- 'Insight' solution from Housing Partners has been purchased and will benefit CCG with its tenant profiling.
- All staff members attended a Mental Health Awareness training session.
- Safeguarding now covered as part of the Corporate Induction.
- Toolbox talks on safeguarding will be an ongoing task.
- CCG's Safeguarding policy is under review.

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.
- CCG attends the monthly Multi Agency Risk Assessment Conference (MARAC).
- CCG attend a weekly Early Intervention Team (EIT) meeting with the police and other partners

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:

- CCG offer home appointment to tenants.
- Our offices and facilities 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 has been approved by Board which will involve a 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.
- Work has begun on identifying the requirements of a new corporate website.

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.
- Gender pay gap report 2017 created and uploaded to the corporate website

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.

Further work to be undertaken in the next 12 months...

- Further training to be arranged for the Tenant Partnership and Board members.
- To deliver the CHC's Presidential Commission on leadership and diversity '10 by 20' campaign.
- Further newsletters articles to be identified.
- Ensuring accessibility to all offices.
- Data Cleansing will be the initial focus of the implementation plan for the new core business system. CCG's current data will be migrated across to the new system before the project team begin work on building the system, the data migrated therefore must not contain any duplication, be in the correct format and is as up to date as possible. Once the initial data cleansing exercise is complete CCG will conduct a gap analysis on our tenant profiling, review and update as necessary. This needs to be continuous exercise during and after the implementation of the new core business system.
- 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.
- Promote equality impact assessments amongst staff
- Ensure that a timescale for the completion of screening EIA's and policy review is set and adhered to.
- Checks will be put in place for all policies to ensure the relevant screening and if required a full EIA has been completed prior to a policy being approved.
- Communicate and share the information obtained from carrying out EIA's
- CCG's Equality and Diversity policy will be reviewed to include Board Members.