

Equality, Diversity & Inclusion Overview



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Dates covered: From - To	July 2011 – September 2011	

Key Performance Improvements made in Q2:

Benchmarking

In the annual progress report for equality, diversity & inclusion there was reference to an E&D benchmarking group which was to be set up using 5 housing associations with similar demographics to GGHT. So far the group has met once and have worked together to create a benchmarking pro-forma which will be used to collate performance information across eleven service areas. There have been 4 returns from housing associations on data so far which means there should be useable benchmarking data by Q3 2011/12 and therefore reported on in the next performance update.

Customer profile:

Q3 onwards 2010/11; GGHT has been carrying out a customer profile data collection exercise with the aim of collecting enough information to enable us to tailor our services to the needs of our customers. GGHT has so far collected 37% customer profile information, an increase from 31.43% in Q1 and has put provisions in place to collect the further 63%.

The current targets for the customer profile have been set using the Warrington demographics as GGHT wants to ensure our customer profile reflects that of the local population.

The data collected so far is as follows; and where there has been positive performance this quarter it has been highlighted in bold:

Performance indicator	Q1	Q2	Target
Total male customers	40.15%	40.98%	49%
Total female customers	59.85	59.02%	51%
Total disabled customers	28.32	28.73%	26%
Total transgender customers	0.71%	0.8	no target
Total LGB customers	1.77%	4.5%	1%
Total BME customers	3.68%	4.23%	4.9%
Total Customers with religious denomination other than Christian (this includes Buddhist, Hindu, Jewish, Muslim, Rastafarian, Sikh and other)	6.15%	6.62%	5%
Customers aged 16 – 24	3.23%	2.77%	11%
Customers aged 25 – 54	30.88%	32.35%	41%
Customers aged 55 – 84	57.47%	56.18%	26%
Customers aged 85 +	8.41%	8.67%	2%

Service Delivery:

GGHT has created a customer insight strategy which is the driver behind the collection of profile data. So far various methods have been used to collect the data including outbound calls from GGD, attracting inbound calls through advertising on rent statements, the Choose a home team filling in profile forms at sign up and also the Tenant Liaison Officer's collecting information during site visits. There has been a 5.57% increase of collected profile data this quarter with the most collected during September through in and outbound calls.

Hate incident reporting continues to rise since the implementation of GGHT becoming a third party hate crime reporting centre in February 2011. This is extremely positive and shows that customers are beginning to feel more comfortable reporting hate crimes to GGHT. 36.4% of hate crimes reported were Race motivated which accounts for the largest percentage; 75% of all race hate crimes were targeted towards Polish people. 27.2% were disability related, 18.2% were Sexual orientation related and 18.2% were faith related. Cam Kinsella will be working with Halina Kelly the Polish member of the Working Together Group (WTG) to raise the profile of the support GGHT can offer to victims of Race hate crime.

Where there has been positive performance this quarter it has been highlighted in bold:

Performance indicator	Q1	Q2	Target
Customer profile data collected so far	31.43%	37%	100%
Number of Hate Crime Incidents reported	15	18	N/A

Translation Services:

GGHT ensures compliance with the Public Sector Equality Duty in a number of ways, one of these ways is to ensure customers are not excluded from our services due to not speaking English as a first language or through having a disability. GGHT offers a translation service, interpreter service and also supplies documents on request in the customers preferred format.

The cost to GGHT for supplying this service through Q2 2011/12 is as follows:

Type of Translation / format change	Times service used Q1	Cost Q1	Times service used Q2	Cost Q2
Applied Language Solutions ; telephone Interpreting	4	£59.60	20	£331.23
Applied Language Solutions ; Face to face interpreter	1	£50	1	£50
Novas Scarman ; translating written documents	32	£887.16	7	£227.04
Transmedia Link ; changing a document into audio format	0	£0	2	£184.43
Deafness Support Network ; BSL Interpreter	0	£0	0	£0
Change People ; Picture format (EasyRead) for people with learning difficulties	1	£350	2	£504
PSL Print Management ; Large print documents are printed by this organisation	29	£136.31	29	£136.31
Total:	67	£1483.07	61	£1433.01

The most commonly requested language in Q2 for written translation in and also telephone interpretation was Polish which accounted for 54.5% of the total requests. GGHT is working in partnership with HDN to reduce the amount we spend on translation and interpretation, progress on these initiatives will be reported on in future reports.

Tenant Participation:

GGHT are keen to ensure that we have representative structures for involvement and set targets to encourage participation from different sections of the community. In Q1 2011/12, an Equality Impact Assessment of Tenant Participation as a service area was carried out. It was found that the service was underrepresented by younger people aged 24 and under, BME people, LGB people and transgender people.

As you can see from the figures in the table on the next page GGHT is now hitting targets for BME people and younger people. This is really positive and was achieved through targeted activities such as vocational activities which usually have a higher intake of BME customers and also 'fun days' targeted at GGHT's younger customers.

Where there has been positive performance this quarter it has been highlighted in bold:

Performance indicator	Q1	Q2	Target
Involved male customers	42.42%	34.8%	49%
Involved female customers	57.58%	65.52%	51%
Involved disabled customers	48.48%	36.21%	26%
Involved transgender customers	0%	0%	no target
Involved LGB customers	0%	0.57%	1%
Involved BME customers	0%	5.75%	4.9%
Involved Customers with religious denomination other than Christian	3.03%	1.15%	5%
Involved Customers aged 16 – 24	0%	8.05%	5.19%
Involved Customers aged 25 – 54	12.12%	41.95%	34.41%
Involved Customers aged 55 – 84	93.94%	49.43%	53.66%
Involved Customers aged 85 +	0%	0.57%	2%

Social Housing Equality Framework (SHEF):

In February 2011, GGHT committed to the Social Housing Equality Framework (SHEF). GGHT has created an overarching E&D action plan for SHEF that sits above eleven service areas within GGHT which are: Neighbourhoods, Tenant Participation, Customer Services, Procurement, Human Resources, Choose a home, Support for All, Governance & Business Improvement, Property services, Property Investment, Income Management.

Each service area has its own equality objectives to work towards and in total there are 44 objectives across the 11 service areas. I will only be reporting below on objectives which have had progression this quarter.

Below is the update for Q2:

Service Area	Objective	What is the positive progression?
Tenant Participation	Ensure all negative impacts from the service area are found & removed	TP carried out an EIA to find negative impacts in the service area. An action plan was created to remove negative impacts and this is being worked through.
Tenant Participation	Ensure there are no barriers to inclusion anywhere in the service	TP carried out an EIA and part of this was to find any barriers to inclusion within the service. As a result an action plan was created to remove the barriers to the service, which is being worked through.
Tenant Participation	Increase tenant participation from minority groups	TP has increased participation from the following minority groups: BME, younger and LGB people
Human Resources	Be a transparent employer	GGHT has put all equality analysis of HR on the GGHT website: http://www.gght.org.uk/TenantServicesLive/Content.aspx?id=263
Governance and the Board	Ensure all negative impacts from the service area / service area policies are found and removed	The Governance service area EIA was completed in September 2011. An action plan was created ensure negative impacts from the service are removed which is already being worked through.

Governance and the Board	Ensure there are no barriers to inclusion anywhere in the service	The Governance service area EIA was completed in September 2011. An action plan was created to remove barriers to the service which is already being worked through
Governance and the Board	Positively increase E&D Performance within the service area	Performance has increased in Governance as both the applicant data and current profile of the Board have increased in their diversity.
Property Services	Encourage best practice within E&D for Contractors	GGHT have had 3 monthly site meetings with contractors this quarter (which happen once a month). Within these site meetings GGHT has been requesting positive practice to be reported from contractors. There have been 9 examples of positive practice from contractors this quarter.

Key Issues / Risks:

- 63% of customer profile information still to be collected which could include information on some customers who may fall into a vulnerable group.
- Failure to identify barriers to services
- Not meeting the requirements of the Equality Act 2010
- Legal action due to failure to manage diversity within the workforce
- Failure to manage diversity within our wards
- Not achieving excellence within SHEF.

How will the Key issues / Risks be resolved?

- GGHT is collecting customer profile data in a variety of ways such as in and outbound calls, Star Survey, Tenant Liaison Officers, through the Longford Project and possible gas servicing.
- A timetable of service area EIA's has been drawn up and 2 EIA's have been completed; Governance and Tenant Participation. Action plans to remove barriers to the service have been drawn up and are being worked through.
- The E&D Officer is putting provisions in place to ensure compliance with the Equality Act 2010 such as EIA's, engaging with diverse groups, being transparent with our practices, monitoring quality performance through a performance management framework, creating objectives / targets for services to work towards; and complying with the Public Sector Equality duty.
- The E&D Officer is working with HR to create guidance for line managers on managing a diverse workforce.
- The E&D Officer is working with the Working Together Group to ensure we understand our communities and work on projects to increase community cohesion
- The E&D Officer created an overarching action plan for SHEF which sits above eleven service areas to help GGHT work towards excellence within SHEF.

Expected outcomes in the next quarter:

- Increased amount of customer profile data collected
- Benchmarking data will be useable
- Hate crime reports will increase
- There will be positive progress with SHEF
- Repairs and maintenance service area EIA will be completed with an action plan to remove barriers o inclusion being implemented
- Working Together Awards will have taken place so positive practice will be collected from partners and tenants
- Compliance with the Public Sector Equality duty