

Equality & Diversity Overview

Report by	Cam Kinsella	
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Dates covered: From - To	January 2011 – March 2011	

Performance Information:

In the Q3 report there was reference to an E&D benchmarking group which was to be set up using 5 housing associations with similar demographics to GGHT. The hope was to have usable benchmarking data by the end of Q4. So far the group has collated usable data across the service area of Human Resources and we have already begun analysing the data, setting targets and creating actions to ensure we reach those targets. The aim is to have collated benchmarking data across service delivery, lettings, Governance, Asset Management and Tenant Participation by the end of Q2 but will give an update to the Board on the progress of this in the next report.

Customer profile:

Q3 onwards; 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 29.33% customer profile information compared to 11% in Q3 and is working on putting provisions in place to collect the further 70.67%. An update on our position on this will be given in the next report.

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:

Performance indicator	New data collected	Target
Total male customers	40.07%	49%
Total female customers	59.78%	51%
Total disabled customers	28.16%	26%
Total transgender customers	0.16%	no target
Total LGB customers	1.71%	1%
Total BME customers	4%	4.9%
Total Customers with religious denomination other than Christian	6%	5%
Customers aged 16 – 24	3.45%	11%
Customers aged 25 – 54	31.01%	41%
Customers aged 55 – 84	57.79%	26%
Customers aged 85 +	7.75%	2%

Service Delivery:

GGHT became a Third Party Hate Crime reporting centre in February 2011. Because of this, we expected an increase in the number of incidents reported. This has happened although there is still more work to be done. During Quarters 1 & 2 in 2011, the E&D officer will be attending various tenants & residents groups around Warrington to train people on understanding and reporting hate crime, this will hopefully also lend itself to an increase in reporting in future quarters.

Performance indicator	Q3	Q4	Target
Customer profile data collected so far	11%	29.33%	100%
Number of Hate Crime Incidents reported	1	8	N/A

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 April 2010 – April 2011 is as follows:

Type of Translation / format change	Times the service was used	Cost for 2010 / 11
Applied Language Solutions; telephone Interpreting	49	£462.28
Applied Language Solutions; Face to face interpreter	1	£50
Novas Scarman; translating written documents	9	£1099.70
Transmedia Link; changing a document into audio format	6	£155.40
Deafness Support Network; BSL Interpreter (video on GGHT website)	1	£750
Change People; Picture format (EasyRead) for people with learning difficulties	1	£498.26
PSL Print Management; Large print documents are printed by this organisation	116	£545.24
Total spend 10/11		£3560.88

Procurement:

From 2010 through to 2015 GGHT's Capital Investment Programme will be investing roughly £70 million in procurement activities.

As a Housing Trust, we take our duty seriously and GGHT recognise our responsibilities to provide equality of opportunity, eliminate discrimination, and promote good relations in our activities as a purchaser under the Equality Act 2010. Because of this, GGHT has put in place a Pre-qualification Questionnaire (PQQ) which rigorously tests how an organisation fairs in E&D practice and will only work with organisations that follow our values and principles in regards to E&D. Since putting the new PQQ in place with accompanying guidance for organisations on our expectations; the quality of the information sent in by the prospective contractors has increased significantly.

GGHT has also recently started to collect workforce diversity information from our *large contractors so that we can begin to use the E&D section of the site visits to give guidance on how the contractor can work on diversifying their workforce and also to hopefully help to break down some of the barriers and stereotypes that are associated with gender and sexual orientation and the construction industry.

The Large Contractor's Workforce Diversity information collected so far is as follows:

Performance indicator	Percentage of Contractors staff (%)
Total male staff	84.69%
Total female staff	15.31%
Total disabled staff	0.4%
Total transgender staff	0%
Total LGB staff	0%
Total BME staff	44.30%
Total staff with religious denomination other than Christian	0.7%
Staff aged 16 – 24	7.44%
Staff aged 25 – 54	74.26%
Staff aged 55 – 84	18.29%
Staff aged 85+	0%

* Contractors with contracts worth over £50'000

Achievements through Q4:

- January 31st - The Working Together Group which is a group made up of 11 local community groups and 8 GGHT staff had their first and second meeting and will meet every 2 months.
(Meeting minutes available after each meeting on <http://www.gght.org.uk/tenantserviceslive/Content.aspx?id=201>)
- February 1st – GGHT Became a Third Party Hate Crime Reporting Centre
- February 1st to February 28th - GGHT had LGB Month for its 307 staff. More information about the activities involved in LGB Month is in the section called 'LGB Month in GGHT.' LGB Month ended in us being publicly thanked by Stonewall for our efforts: http://www.stonewall.org.uk/what_you_can_do/events/2613.asp
- February 2nd - 12 new GGHT staff had E&D Training in the form of a 45 minute interactive E&D Induction which briefly covers; Understanding what equality & diversity is, What GGHT expect from its staff in regards to E&D, Staff members roles and responsibilities, The Equality Act 2010 and understanding the effects of personal bias.
- The new EIA timetable was drawn up ready to start April 1st. The new timetable will cover 11 service areas over the next 11 months and will ensure GGHT explores the service areas for any unconscious bias or negative impacts on any particular groups. The EIA's will also help GGHT create efficiencies by understanding our customer's needs.
- GGHT started to work towards 'Excellence' in the Social Housing Equality Framework (SHEF) – the progress of which will be updated in each report to the Board.

