

NOTTINGHAM CITY HOMES

BUSINESS DEVELOPMENT COMMITTEE

REPORT OF THE DIRECTOR OF STRATEGY & PARTNERSHIPS

3 DECEMBER 2009

REPORT ON EQUALITY AND DIVERSITY PERFORMANCE FOR THE PERIOD 1 APRIL TO 30 NOVEMBER 2009

1 SUMMARY

- 1.1 This report presents an update on NCH Equality and Diversity action and performance for the period 1 April to 30 November 2009. This is a detailed report to the Board as it is intended to inform Board members who are new to our work on Equality and Diversity.
- 1.2 The report is underpinned by actions agreed in the 2009/10 Service Improvement Plan and comments specifically on actions required to galvanise and deliver NCH's priority objective for 2009/10 – 'A Major Push on Equality and Diversity'.

2 RECOMMENDATIONS

- 2.1 The Group is asked to consider and note the report for information.

3 REPORT

3.1 BACKGROUND

- 3.1.1 The Diversity Service Improvement Plan (SIP) was approved by the Executive Management Team (EMT) in March 2009 and agreed with the Board Diversity Champions in April 2009. Performance against the SIP is co-ordinated through the Equality and Diversity Team and monitored quarterly by the Diversity and Community Cohesion Steering Group which is chaired by the Chief Executive, Chris Langstaff.
- 3.1.2 Supplementary objectives are included in the Diversity section of the SIP for all other services. Performance against the SIP is monitored departmentally at divisional team meetings.
- 3.1.3 The 2009/10 SIP (please refer to Appendix 1) comprises eight key objectives which are supported by a number of supporting actions. These are detailed below:
1. Embed a culture that embraces equality, diversity and community cohesion among our board, management team, employees, tenants

and leaseholders. Ensure E&D is at the heart of our seven key priorities.

2. Ensure E&D is at the heart of our seven key priorities
3. Make significant inroads towards 'achieving' status within the Local Government Equality Standards
4. Performance Management (SMART) on 6 Pillars of Equality.
5. The development of partnerships and community links which ensure NCH is playing its full role in Community Cohesion
6. Become a champion for Supplier Diversity – our procurement strategies embrace the principles of this.
7. We are recognised as an Employer of Choice
8. Perceived as credibly able to become a 'Beacon of Excellence' in Equality and Diversity.

3.1.4 Performance against these objectives will ensure that we deliver our partnership commitment with NCH to meet the Local Government Equality Framework Standards and provide evidence to demonstrate that we are meeting minimum standards of performance when assessed against the Audit Commission's Diversity Key Line of Enquiry. Our performance against the SIP is detailed below.

4 PROGRESS AGAINST THE 09/10 SERVICE IMPROVEMENT PLAN OBJECTIVES

4.1 SUMMARY

4.1.1 Progress against the 09/10 SIP was reported to the Diversity and Community Cohesion Champions Steering Group at its meeting held on 11 November 2009.

4.1.2 Members were informed that there has been substantial progress against the actions detailed in the SIP, the majority of which (50%) are now on amber and progressing. 21% of the actions outlined are completed. Actions that are not yet started have been reviewed and will be in the last quarter of the financial year. (Please refer to Appendix 1). A number of strategic issues of relevance to this Committee were discussed and are presented

4.2 CUSTOMER PROFILING

4.2.1 Completing our data sets for customer profiling is a key priority for the major push on equality and diversity. In response, the Diversity and Community Cohesion Champions Group has established a working group to review and coordinate our efforts across the company to collect

customer data and to devise ways in which the information will be used to inform our decision making.

4.2.2 To date, we have achieved an 84% collection rate for gender, race and disability data. Our target is to increase this to 95% by year end but it will be a challenging target to meet. We currently have only 26% data average collected on sexual orientation and religion and belief. We are currently experiencing some resistance from customers in collecting this data and we are currently considering how to develop a culture among customers to raise their information so they will be willing to provide this information.

4.3 EMBEDDING AN EQUALITY AND DIVERSITY CULTURE

4.3.1 Embedding an equality and diversity culture is another key objective to deliver our major push on equality and diversity. Our approach comprises the following objectives

- Update our equality and diversity strategy to a Single Equality Scheme.
- Develop the Employee Induction and Training Plan to include more courses on diversity awareness and skills development.
- Complete Equality Impact Assessments on all policies and procedures and departmental reviews over a three year period.
- Introduce leadership competencies and skills for company managers.
- Compliance with the Disability Discrimination Act 2003.
- Hosting a series of employee and customer conferences.
- Rolling out a range of organisation development scheme.

4.3.2 We are making progress in all the areas outlined above and particular issues relating to some of these objectives is presented below.

4.4 LEARNING AND DEVELOPMENT

4.4.1 Equality and Diversity awareness is now an integral part of the Employee Induction programme and the Organisation and Development (OD) Learning and Development programme. In 2010, the OD team is also rolling out a new Customer Service Awareness course for craft operatives and front line staff which has a strong equality and diversity focus.

4.5 POSITIVE ACTION

4.5.1 The Organisation Development Team have made significant in roads linked to positive action and recruitment to ensure that the workforce represents the community we serve at all levels and within each division. A list of initiatives is highlighted in Appendix 2.

4.5.2 In addition to employment initiatives highlighted in the Appendix, the Team is also revising their marketing and communication strategy to

promote jobs and encourage applications from under represented groups. The details of these will be reported to the Human Resources in context with other communication and marketing initiatives.

4.6 TARGET SETTING AND PERFORMANCE MONITORING

4.6.1 The Statutory duties on race and disability and gender have all highlighted target setting and performance monitoring as an important aspect of Good Practice in equality and diversity.

4.6.2 We currently have a complete suite of targets in place and the Diversity and Community Cohesion Champions Group monitors performance across all equality strands. We are still developing targets to monitor performance on religion and belief and sexual orientation and hope to have these in place at in the next financial year.

4.6.3 We monitor performance (please refer to Appendix 3) in the following areas:

- Leadership and the workforce.
- NCH is recognised as an employer of choice.
- Ensuring Equality and Diversity is at the heart of service delivery with regard to customer access and satisfaction with services.
- Perceived as credibly able to be an 'Employer of Choice'

4.6.4 Key points to note are:

- % of BME Board members has increased from 7% to 38%.
- There has been an overall decrease in female and BME employees from 43.1% to 41.5% and 11.6% to 9.4% respectively. Both of these figures are also below end of year figures for 2008/09 and fall substantially short of targets.
- There has been a net increase of X per cent of BME employees in employment.
- There has been a net increase of X percent of BME employees in employment.
- Promotions have decreased in the following areas:
 - BME employees from 60 to 37.5%
- During quarter 2, 54.5% of disciplinary cases were with BME employees. This is a 12.2% reduction from quarter 1 figures (66.7%) but is still significantly higher than the 2008/9 target year end (39.%) and a long way from of our target of 15%.

- The %age of disciplinary cases made by disabled employees has decreased from 16.% to 9%. However grievances taken out by disabled employees have increased from 18.2% to 26.7%.

4.6.5 We are currently exploring the reasons behind these outcomes and will take corrective action where necessary.

5 SUPPLIER DIVERSITY AND PROCUREMENT

5.1 A consultation event for customers was held at the Ice Arena on 17 November 2009. The purpose of the event was to consult customers on the Procurement contract as part of the required Equality Impact Assessment. We are now co-ordinating responses and action arising from customer feedback will be included in the Equality and Diversity Impact Assessments and included in the Maintenance Service Plans and SIP.

6 TENANT SATISFACTION

6.1 The annual customer satisfaction survey carried out in July 2009, has shown improvements across all diversity strands with overall satisfaction for NCH at 80%. This is an increase of 11 percentage points from 69% in 2008 and also shows NCH has met their target for 2009/10. The key points to note are:

- % of BME tenants that are satisfied with the overall service has increased from 64% to 77%.
- The largest increase in overall satisfaction was with tenants aged 18-24, rising to 75% from 59% although the most satisfied age group are tenants aged 60+ at 92%.
- Disabled tenants satisfaction has risen from 71% to 79%.
- Participation in management and decision making, although below target, has also increased in every area. The most notable rise is with Male tenants increasing from 60% to 71%.
- Other areas, in summary have seen increases for BME tenants by 6% to 65%, disabled tenants by 6% to 67% and tenants aged 18/24 by 8% to 62% in management and decision making.

6.1.2 Reporting for Customer Satisfaction through the Vision Management System is currently under review and satisfaction in respect of disability, gender and race categories will be available in quarter 3.

6.2 Meetings with the OD and Tenant Involvement teams have identified the need to organise several events to raise employee and tenant awareness of our 'Major Push on Equality and Diversity'. Events not already not scheduled in the E&D Service Improvement Plan are:

- Employee Diversity Conference
- Reporting Hate Crime and Harassment Seminar for tenants. (this may be scheduled for the 2010/11)
- Data Protection Training
- Faith in the Workplace Training
- Faith and Islam Awareness Training

6.2.1 The Faith Awareness training courses will be piloted with the EMT and rolled out in the next financial year. This training will inform our work on developing leadership competencies on Equality and Diversity,

7 COMPLAINTS ANALYSIS

7.1 Appendix 3 highlights our complaints performance. Our information indicates that we are providing a fair and equal service to our customers with no areas requiring further investigation. We expect to extend our monitoring from race, age and gender to all equality strands as we procurement new customer relationship software and roll it out in 09/11.

8 OTHER EQUALITY AND DIVERSITY MATTERS

8.1 The EME Forum hosted a stand at the Employee Conference held on 3 - 5 November 2009. The Forum hosted the stand to raise awareness among all NCH members about the Forum and its purpose and to increase members. The stand also had an E&D competition to raise awareness on NCH's customer profile and EME role models.

8.2 The Employee Engagement Survey identified an interest in establishing a LGBT and a Disability and Carers Forum. We are now working with the OD team to establish the demand and to plan the way forward. While we are still discussing how best to respond to LGB employees, we intend to hold the first Disability and Carers forum in January 2009.

8.3 The E&D and OD team recently met with Stonewall to explore ways in which they could support us to develop an organisation culture that supports LGB employees. As a first step, we have agreed to join Stonewall and we are considering the merits of joining their Diversity Champions Scheme. It is important that we develop on our commitment to support but this must be done in a meaningful way. We will be arranging a meeting to explore how we do this with LGB employees in the new year.

9 FINANCIAL AND RISK IMPLICATIONS

9.1 A Tenants Diversity Conference will be funded by Tenant Improvement. Except for the Faith training courses, all training courses are funded

through the OD Training budget. All other training and events will be funded by the Equality and Diversity budget 09/10.

10 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

10.1 The contents of this reports delivers NCH's objective: A major push on Equality and Diversity.

11 VALUE FOR MONEY AND EFFICIENCY ISSUES

11.2 There are no VFM issues that relate to this report.

12 EQUALITY AND DIVERSITY IMPLICATIONS

12.1 This report aims to deliver NCH obligations outlined in Equalities legislation and the relating Statutory Duties.

13 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

13.1 Not applicable for this report.

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