

Appendix 1 Equality and Diversity Policy Progress Update for 2018/19

Purpose of report

To provide Board with a summary of progress on the implementation of Tai Tarian's Equality & Diversity (E&D) Policy during 2018/2019.

This report covers progress in the three main areas of commitment to E&D as set out in the Policy:

- Governance;
- Service Provider; and
- Employer.

Governance

Commitment - the Board will visibly demonstrate its leadership in promoting an organisational culture which values equality and diversity

Our Board members consider equality and diversity in all of their decision making by:

- viewing the associated equality impact assessments when approving policies; and
- considering the E&D implications included with all cover reports they receive.

By having a diverse Board we ensure that a wide range of views are taken into consideration when decision making.

Service Provision

Commitment - We will actively consult people within local communities about what services they need and how accessible and relevant our services are. In the way we consult and involve customers, we will strive to give every customer an equal opportunity to express their views and influence decision-making

We have continued to put tenants at the heart of our service delivery:

- our member partnership group (Academy) have completed a review of our performance against our local outcomes;
- the Community Challenge has taken on a co-design approach by involving tenants in the projects;
- task and finish groups have continued to give tenants an opportunity to shape our services; and
- we were a finalist in the 2019 Housing Hero's Awards in the Equality, Diversity and Inclusion Team of the year for our work on high cost credit.

Employer

Commitment - We aim to provide a working environment which is friendly, supportive, where each person is able to give their best and where discrimination or harassment does not occur and is known to be unacceptable

We have continued to embed our values into our culture:

- by providing staff with various routes to feedback and request support. The 'Speak in Confidence' portal for staff to report any concerns they have anonymously has been well used with 327 dialogues received and responded to since being introduced 3 years ago. None of the dialogues have related to discriminatory behaviour.
- our Making a Difference Dialogue (MADD) for staff and Board Members is fully embedded in the organisation; giving everyone the opportunity to raise their concerns and identify any support needs.
- we have continued to provide support to break down the stigma around mental health with tea and talk sessions and encourage open discussion about the topic.
- E&D training has continued to be mandatory for all staff. Currently 99% of staff have completed the training