

## The Ongo Board EDI Road Map

Objective Number	Theme	Where we were @ June 2021	Responsible Person	Where we want to be	Progress @ 31 December 2024
1	Accountability	Currently we report on diversity profile and EDI data, which is shared with the Leadership Team, and our equality, diversity and inclusion (EDI) steering group	Head of Governance & Corporate	<p>Profiling data is provided to the Governance &amp; Remuneration Committee annually, with agreed recommendations going forward to board</p> <p>EDI profiling is shared annually on our website</p>	<p>The annual full diversity profile report is shared with the Leadership Team, the EDI steering group and Community Voice. It is also published on the website</p> <p>The annual profiling of board members is included in the annual EDI report to Board</p> <p>An annual breakdown of customer satisfaction measures (previously STAR and going forward TSMs) is reported to Board and presented to the EDI steering group</p> <p>External and internal job candidates complete their profiling information as part of the job application process. Profiling data in relation to recruitment is reported each year to the EDI steering group</p> <p>Monitoring of the percentage of younger tenants that are engaged with Ongo (share their views) ensures that the younger tenant voice is represented. This is detailed in the monthly Balance Scorecard which is shared with the Leadership Team and Community Voice. Monitoring identifies we routinely exceed our target for engaging young people</p> <p>Work has taken place to identify tenant profiles from the main customer engagement group structures. These have been compared to the tenant base to</p>

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					identify any under representation with actions agreed and put in place to address
2	Accountability	We share a gender pay gap report on our website each year	People & Culture Manager	We report on the race pay gap and share it annually	<p>The mandatory Gender pay gap report has been produced for 2023 and is published on the website</p> <p>A voluntary Ethnicity pay gap report was produced for 2022 and our second Ethnicity pay gap report has been produced for 2023, and is published on the website</p> <p>Our first ever voluntary Disability pay gap report has been produced for 2023 and is published on the website</p>
3	Accountability	We have an EDI steering group in place who champion FREDIE throughout the organisation	Head of Governance & Corporate		The EDI steering group continues to meet three times a year with excellent attendance from across the organisation
4	Accountability	Our board set EDI objectives for the organisation	Head of Governance & Corporate		<p>Progress against the Board's roadmap objectives is monitored regularly with a six monthly monitoring report published on the website</p> <p>Progress against the board objectives (road map) is included in the annual EDI report to Board</p>
5	Accountability	A detailed organisational action plan is in place to	Head of Governance & Corporate		The organisational EDI action plan is updated and presented to each EDI Steering Group meeting for monitoring, discussion and challenge. This

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		ensure continual improvement			comprehensive action plan helps to ensure that the EDI Steering Group continues to have clear purpose and moves forward in championing FREDIE across the organisation at all levels
6	Accountability		People & Culture Manager and Head of Technology & Innovation	We have reliable insight in respect of FREDIE through surveying of colleagues and tenants	<p>Feedback from previous surveys completed by tenants and colleagues as part of the Leaders in Diversity reaccreditation show that almost 90% of respondents agree that Ongo encourages them to consider FREDIE in their daily routine. This was an increase on the previous survey back in 2020 of 86.5%</p> <p>A breakdown of EDI transactional customer satisfaction surveys was carried out in November 2024. Response rates across all demographic groups being representative of customer profiling, demonstrating a fair level response from all demographics and a good range of understanding of satisfaction</p> <p>The Regulator of Social Housing (RSH) Tenant Satisfaction Measures are facilitated to meet the needs of individuals, e.g. digital surveys for the majority of tenants, posted letter surveys with pre-posted envelopes for those who are not digitally enabled and planned telephone surveys for those who have identified literacy issues</p>
7	Leadership & Culture	The profiles of our leadership team (Board and Exec teams) in	Head of Governance & Corporate	Working with the Housing Diversity Network board diversity programme so that people from under-	The Board Succession Plan and Recruitment Policy cater for diverse membership

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		<p>respect of age, gender and race are significantly lower when compared to the general colleagues base and our tenant base</p>		<p>represented groups are provided with training to become future board members</p> <p>Improved diversity of our board to better reflect our communities in respect of race, age and disability</p> <p>Board and leadership vacancies will be advertised to under-represented groups by targeting and sharing information with local and national minority group networks</p>	<p>Recruitment adverts specifically encourage under-represented groups and give Ongo’s commitment to Disability Confident (each advert is adjusted to reflect any under-representation in that role or level at that time)</p> <p>Recruitment adverts for board vacancies and for board trainee vacancies are routinely shared via the website, social media posts, Housing Diversity Network, North Lincolnshire Equality &amp; Inclusion forum, Ongo Refugee programme, Humber Outreach programme and articles in tenant magazine (Key News). With the option of Agile working, vacancies have a greater reach and generate more interest from a wider and more diverse range of people</p> <p>Board recruitment took place this year to fill four new board member vacancies (three for Ongo Homes and one for Ongo Commercial). This recruitment was managed by the external consultancy DTP, with a representative board membership being one of the objectives of the recruitment process</p> <p>Our first HDN (housing diversity network) board trainee programme concluded this year with two trainees successfully completing the course: with one of these successfully securing a position with Ongo as an Independent Member on the Governance and Remuneration Committee</p>

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					Board approved a request to appoint new board trainees onto our second HDN programme. One new trainee has since been recruited. This individual is a current Ongo tenant and is a person of colour. This recruitment will assist our aim of succession planning for a more diverse board in the future
8	Leadership & Culture	We hold a Leaders in Diversity accreditation, a Disability Confident accreditation, and are signed up to the Armed Forces Covenant	Head of Governance & Corporate and People & Culture Manager		<p><b>Hales and Coultas won a ‘Diversity and Inclusion Champion’ award</b> for their work in promoting diversity and inclusion within everything they do. The Diversity and Inclusion category is part of Quality Plumber Week awards, led by the Association of Plumbing and Heating Contractors. It recognises organisations that have demonstrated outstanding commitment and achievements in promoting diversity, equality, and inclusion</p> <p>We hold Disability Confident accreditation and remain signed up to the Armed Forces Covenant and the White Ribbon campaign</p> <p>Note - Leaders in Diversity Accreditation ceased in July 2024. The decision was taken not to progress with the re-accreditation when it was due again in August 2024 based on a cost saving exercise, and because we were confident that all was in place to ensure the continued success of our equality, diversity and inclusion journey. However, we have budgeted to pick this up again in the new financial</p>

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					year to ensure momentum of commitment and focus is maintained
9	Raise Awareness to Educate	All of our board members and colleagues take part in EDI training	Head of Governance & Corporate	Raised awareness of equality across all of the diversity profiles, specifically in respect of race, gender and disability	<p>Induction and refresher EDI training is routinely undertaken by all board members and colleagues</p> <p>We frequently share information and content via our internal message boards to raise awareness on EDI topics and disabilities. E.g. Yammer, Intranet, team meetings via our EDI leads and health and wellbeing champions</p> <p>The Chartered Institute of Housing (CIH) printed fact sheets on how people are allocated housing, titled 'Dispelling Myths about Migrants and Housing' (available on the CIH website). This article was shared widely and discussions were facilitated with tenant volunteers at a Community Voice meeting and at Ongo's EDI Steering Group</p> <p>Three in house customer care training / awareness videos have been produced starring tenant volunteers and Ongo colleagues. The videos focus on how customer vulnerabilities should be identified and taken into account when planning and delivering our services</p> <p>An agenda item was facilitated at Ongo's EDI Steering Group to look at and discuss the EDI requirements detailed in the RSH Transparency Influence and Accountability consumer standard</p>

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10	Raise Awareness to Educate	Our EDI steering group meets three times a year to monitor progress against our EDI action plan and to plan diversity awareness activities	Head of Governance & Corporate		The EDI steering group continues to meet where it receives an updated FREDIE (fairness, respect, equality, diversity, inclusion and engagement) action plan report for discussion and challenge. It also receives presentations on topics related to different aspects of diversity profiles and agrees plans for wider diversity awareness activities
11	Raise Awareness to Educate	We utilise an events calendar to prompt us to promote and celebrate a different aspect of diversity each month throughout the year	Head of Governance & Corporate	Topic specific project groups are in place that focus on current issues that impact on particular groups of people or communities	The EDI steering group utilises its agenda to focus in on specific areas, e.g. The Resettlement Project awareness presentation  Members of the EDI steering group nominate themselves to champion/lead on different awareness months, e.g. Pride. This helps to ensure ongoing awareness events are facilitated throughout the year
12	Raise Awareness to Educate	Each edition of our tenant newsletter (Key News) contains at least one article linked to EDI	Head of Governance & Corporate		The publications group keeps us on track in ensuring there is always a minimum of one article in each edition that relates to one of the diversity profile themes
13	Raise Awareness to Educate	Each year we produce a dedicated EDI staff magazine (known as Staff Bubble)	Head of Governance & Corporate		The first EDI Staff Bubble was launched in April 2022, a 2023 edition was produced and the latest 2024 edition is available to view on our website

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14	Raise Awareness to Educate		Head of Governance & Corporate	Learning from the experts; working with colleagues and professionals from different backgrounds with lived experience of discrimination	<p>Ongo's Strategy &amp; Assurance Manager achieved a CMI Level 7 qualification in Strategic Approach to EDI</p> <p>Ongo facilitates and chairs the North Lincolnshire wide Equality &amp; Inclusion Forum which brings together peers from across the locality, all with responsibility for EDI in their workplaces. Remit being to share best practice and work together to deliver positive outcomes in respect of EDI across North Lincolnshire. Membership includes NLAG, RDaSH, fire service, police, North Lincolnshire Council, UCL College, Healthwatch etc.</p> <p>Lots of networks are currently in place to ensure learning from experience is captured</p>
15	Our Services	Equality impact assessments are carried out on all of our policies	Head of Compliance	All projects for the organisation will be equality impact assessed – from policy reviews to full service reviews, and everything in-between	<p>Responsibility for impact assessments sits with the Strategy &amp; Assurance team</p> <p>Impact assessments are included in the Change Management Framework, ensuring impact assessments are embedded throughout the business at all levels</p>
16	Our Services	Specialist housing is available, including retirement living schemes, dementia friendly homes,	Head of Landlord Services	Minority communities have a greater awareness of Ongo housing opportunities available to them	Our housing is advertised to all via Local Authority Choice Based Lettings systems, via Rightmove and the Ongo website. Where there is a need to cater for any specific groups, appropriate advertisement and promotion takes place

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		specialist bungalows for wheelchair users			Ongo's Dementia extra care scheme - Myos House, is proving to be beneficial and popular to those who live there
17	Our Services	Accessible communication formats available to all	Head of Governance & Corporate	Our online services are accessible to all and are as easy to use as possible	<p>Our website uses Recite which helps us to improve our accessibility, readability and reach of our website content. It offers a choice of translations, colour contrast and font options along with the ability to read the website aloud, enlarges text and simplifies the web pages to make them accessible for all</p> <p>Ongo is still ranked within the top 5 for UK Housing Authority website accessibility through SilkTide with a score of 93/100 (up from previous score of 90), which is above average and a huge success for us as a business</p>
18	Our Services	Our public buildings are accessible for all	Head of Assets & Sustainability		<p>Entry doors into Ongo public buildings are accessible in terms of wheelchair access. The buildings also have wheelchair friendly WC areas, hearing loops etc.</p> <p>Larger meeting rooms within Ongo House and the Arc have the 'Teams' facility which enables those who don't want to attend meetings in person to instead join meetings digitally</p> <p>An Accessibility Audit was carried out at Ongo House. Findings from the audit were taken to the internal Disability Confident Group who put forward recommendations to the Director of Property for</p>

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					progression. Any outstanding recommendations have now been fed into the new One Ongo Office move project to influence further improvements to be made
19	Partners & Suppliers	We ensure partners have their own EDI policy, or they sign up to ours	Head of Governance & Corporate	We expect all our partners and suppliers to be able to demonstrate their commitment to EDI by providing examples and case studies of success stories and challenges and how they were overcome	Procurement tenders and contractor selection include EDI questions that are scored  Contract management training has been rolled out to all those who manage contracts. This training included conversations and expectations to be delivered to contractors in relation to EDI as part of standard contract monitoring meetings
20	Partners & Suppliers	We work with partner agencies locally, regionally and nationally to champion and share best practice on EDI	Head of Governance & Corporate	Best practice will be shared with partners and suppliers to achieve their EDI commitments  Our partners and suppliers will be able to ensure they are considering EDI in all they do	Lots of best practice shared with partners and suppliers, e.g. at the North Lincolnshire Equality & Inclusion Forum, Ongo EDI Steering Group, HQN EDI Best Practice Network, HDN Northern Diversity Group, Yorkshire & Humber Diversity Forum

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