



Equality & Diversity Report 2019/20

Annual data on our residents and employees



Equality and Diversity at A2Dominion

Introduction

As part of our commitment to the 2010 Equality Act we collect data about the profile of our residents and staff. We use this data to help ensure fair and equal treatment of those we work for, and those who work for us and to promote diversity and inclusion in all we do.

Our goal is to create a culture where equality and diversity is at the heart of everything we do. This report summarises some of the data we collect and how we use it to support this goal.

Background

A2Dominion's Diversity & Inclusion (D&I) Steering Board, chaired by the Chief Executive, exists to champion diversity and inclusion across the organisation, setting and monitoring standards for how we perform. This is one of several reports overseen by the Steering Board to help understand the diversity of our residents and staff, to inform our actions and monitor progress against our ambition.



Equality and Diversity at A2Dominion

Our Equality Objectives

Collecting, analysing, reporting and acting on diversity data about our residents and staff helps us work towards the objectives in our Equality and Diversity Strategy, in particular objectives 1, 4 and 6.

1. To ensure fair access to A2Dominion services and to treat all users with fairness and respect.
2. To promote accessible ways for residents to engage in service scrutiny and improvement.
3. To use customer feedback and other insight to improve and tailor homes and services to meet customers' needs.
4. To ensure reasonable adjustments, where possible and appropriate, are made for those with disabilities to ensure homes and services are fair and accessible.
5. To foster good relations between A2Dominion residents and other stakeholders, tackling harassment and prejudice, and promoting understanding between people from different groups.
6. Embedding diversity and inclusion across the A2Dominion Group.

Equality and Diversity at A2Dominion

Staff and Customer Data - Protected Characteristics

To help understand diversity and develop appropriate actions, we ask staff and customers to provide *Protected Characteristics (PCs)* data in line with the Equality Act. These are Age; Disability; Gender reassignment; Marriage and civil partnership; Pregnancy and maternity; Race; Religion or belief; Sex; and Sexual orientation. In addition we also ask residents about language needs, although this is not a PC.

A person's PCs may change over time so we ask staff and customers to update their records periodically.

How we use the data

The key ways in which we use the data are for:

- **Fair & equal access (all PCs)** – we monitor take up of services by different groups to check that employment opportunities and services are accessible, fairly and equally. We agree follow-up action to investigate or address inequality if issues are highlighted
- **Eligibility & Prioritisation (Selected PCs)** – we assess customers' eligibility and priority for A2D provision
- **Service Development & Improvement** – helping us tailor and deliver A2D services and provision
- To understand and assess progress towards our **Equality and Diversity strategy 2015-2020**

The results provided in this presentation will inform the development/direction of the next strategy period.

A2Dominion Residents

Equality and Diversity at A2Dominion – Residents

Progress this year and future priorities

Objective	Progress 2019/20	Priorities in 2020/21
1. To ensure fair access to A2Dominion services and to treat all users with fairness and respect.	Adoption of a new Vulnerable Persons Policy following a review of our customer profile and service provision.	An evaluation of our Vulnerable Persons Policy and updating of our Customer Experience Strategy. Continuing to provide support and advice for vulnerable and struggling residents during the pandemic.
2. To promote accessible ways for residents to engage in service scrutiny and improvement.	Use of customer and other data to prioritise Community Investment initiatives, including Great Places to Live.	Promoting opportunities to residents through our Community Investment programme.
3. To use customer feedback and other insight to improve and tailor homes and services to meet customers' needs.	We completed an annual self-assessment which demonstrates how D&I issues have shaped the way we respond to our customer's needs.	Asking residents to update us on their disability and support needs so we can serve them better Using customer feedback and other insight to improve and tailor A2Dominion services.
4. To ensure reasonable adjustments, where possible and appropriate, are made for those with disabilities to ensure home and services are fair and accessible.	Increased support for residents impacted by the coronavirus pandemic, including responding to a three-fold increase in requests for financial advice and support, as well as calls to isolated and vulnerable residents.	Compliance with requirements for Personal Evacuation Plans for those unable to reach a place of safety unaided in an emergency.

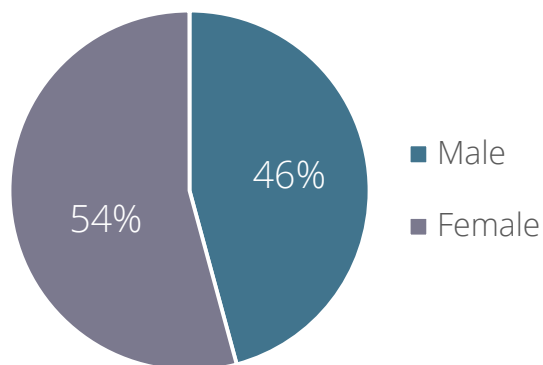
Resident analysis - introduction

Benchmark data and explanations

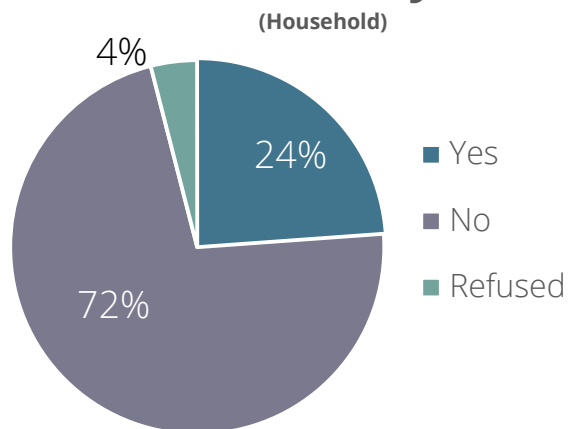
- For the purposes of this report we compare protected characteristics of A2Dominion residents for the year ending March 2020.
- We compare this with the profile of the UK population to understand whether we are consistent with, above or below the national average.
 - UK population data is sourced from the 2011 Census, apart from age and gender which are from 2017 mid-year estimates from the Office for National Statistics (ONS)
 - BAME (Black, Asian, and Minority Ethnic), not White: (English; Welsh; Northern Irish; British)
 - LGBT: Lesbian, gay, bisexual, transgender
 - Disability includes any households with a resident who has a disability
- As our residents and staff (mostly) live in London and the South East, demographic comparators for these regions are likely to be more relevant to the places where we work. In some cases we have included the London benchmark and in future reports we will include benchmarks from London and the South East as a more meaningful comparison.

Customer profile – demographics of all A2Dominion residents

Gender

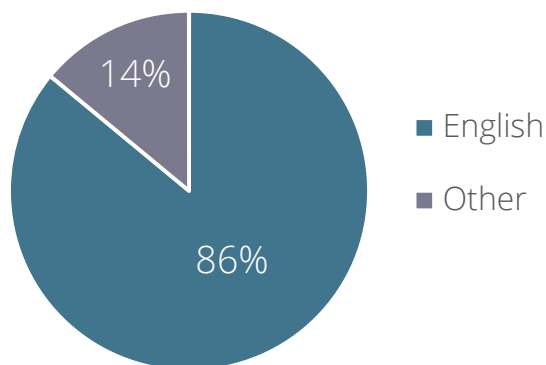


Disability

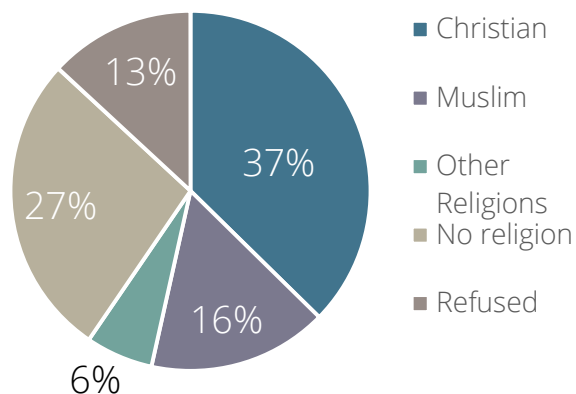


- 54% of our residents are female which is higher than the UK average of 51%.
- 24% of residents have a disability, which is also higher than the UK average of 18%.
- In terms of religion:

Language



Religion

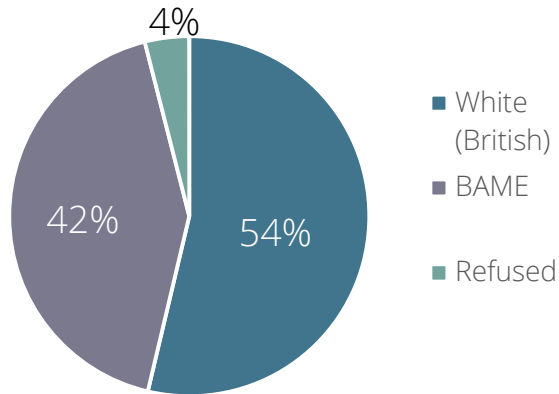


- 37% of residents are Christian compared with 60% at the UK level.
- 16% are Muslim, compared with 4% at UK level.
- 27% have no religion which is broadly consistent with the UK average (25%).

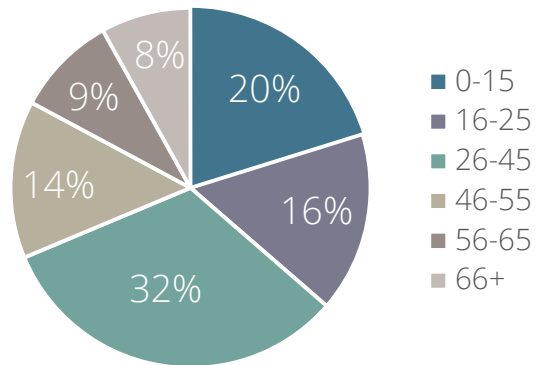
Base: 68,000 residents

Customer profile – demographics of all A2Dominion residents

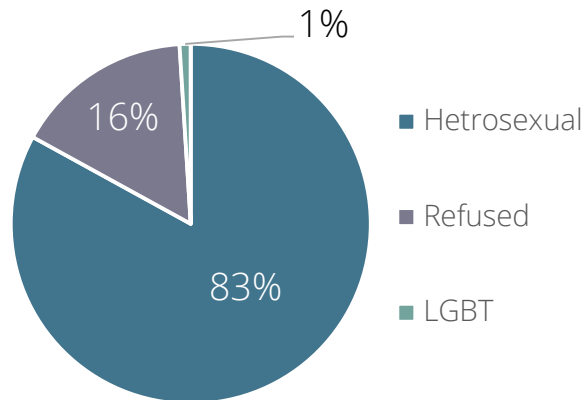
Ethnicity



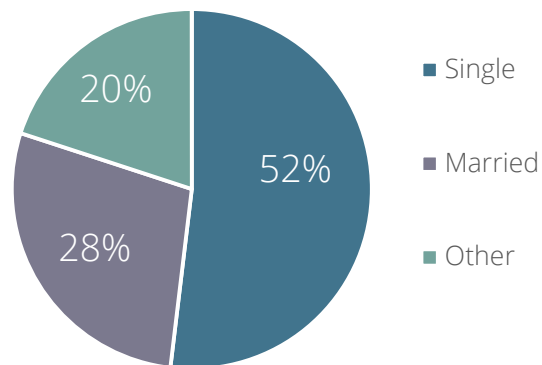
Age



Sexual Orientation



Marital Status

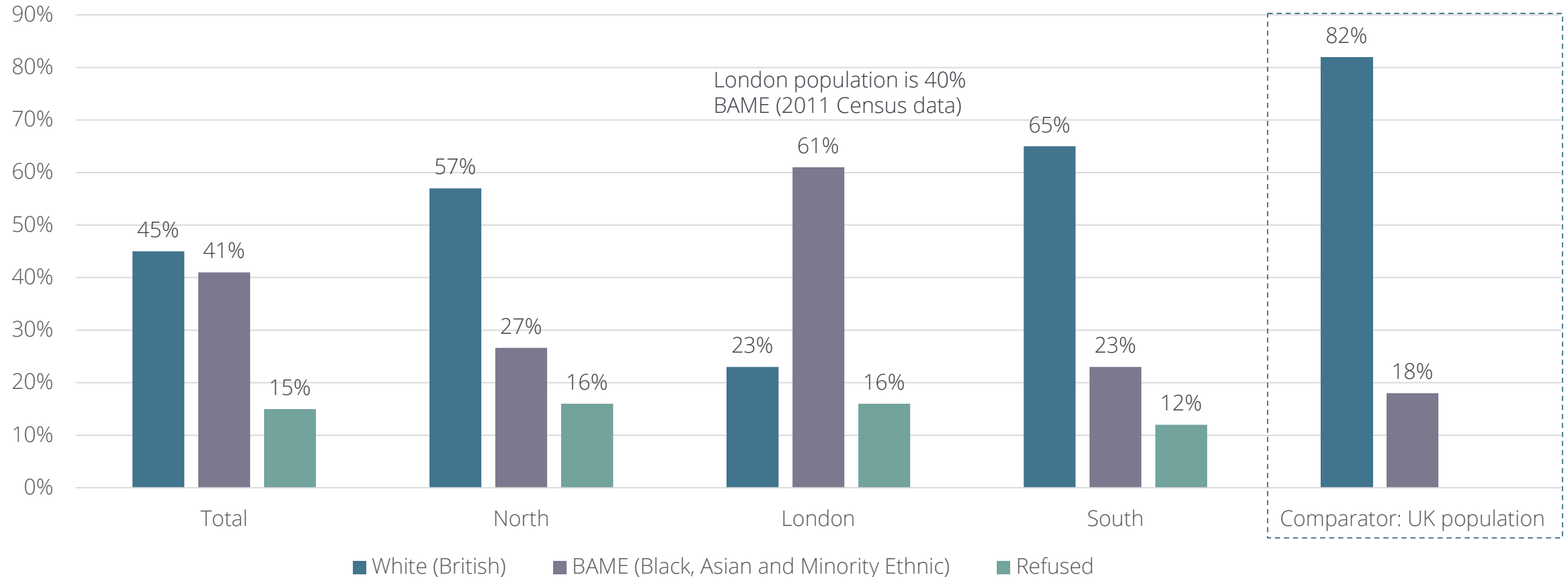


- 42% of our residents are BAME which is higher than the UK average of 18%.
- 17% are aged 56 and over. This is lower than the national level, where 24% of the population is over 60.
- 1% of residents are LGBT which is lower than the national average of 1.8%.
- 52% are single which is higher than the UK average (35%).

Base: 68,000 residents

Access to lettings - one of our objectives is to provide fair access to services; data on ethnicity of our tenants is one of the ways we can understand this

Demographic and regional breakdown of our lettings (by household)



Base: 1,958 head of household

Customer satisfaction data informs us whether we are treating all users with fairness and respect and helps us to use feedback to improve and tailor services

- One of things we measure is how satisfied our residents are with us and with our service and repairs.
- This data helps us to improve and tailor services to residents, and also helps us understand whether we are treating all users with fairness and respect.
- The table opposite shows similar satisfaction levels between different ethnic groups, those with different religions and those with a disability. This is a positive indicator towards our objective of providing fair access to A2Dominion services.

Ethnicity	Overall customer satisfaction%	Satisfaction with service/repairs
White (English, Scottish, Welsh, Northern Irish, British)	74	87
Black, Asian and Minority Ethnic (BAME)	75	88
Religion		
Christian	76	88
Muslim	80	89
No religion	74	86
Household Disability (any member in household)		
Disabled	74	88
Non-disabled	72	87

Source: Customer Anniversary Survey Base: 3,600
Repair Survey Base 4,800

Customer satisfaction continued – age and gender analysis

- Customer satisfaction results are also analysed by age and gender.
- Older respondents scored the highest satisfaction rates and satisfaction levels increase with age. There is a 13 percentage point gap between the lowest satisfaction recorded by the 16-35 age group and the highest satisfaction reported by the 66+ age group.
- Female respondents reported a slightly higher satisfaction rate than male respondents.

Age	Satisfaction with overall experience %
16-35	66
36-45	67
46-55	73
56-65	77
66+	79
Gender	
Female	69
Male	67

Source: Customer Anniversary Survey
Base: 3,600 residents

Our staff

The organisation – progress towards our ambition to embed diversity and inclusion across the A2Dominion Group

Progress in 2019/20

- Gender pay gap analysis published and actions identified.
- New guidance for managers to support employees returning to work after maternity or shared parental leave.
- Our Investors in People Gold Standard re-accreditation.
- Retention of our Good Practice Health and Wellbeing Award.

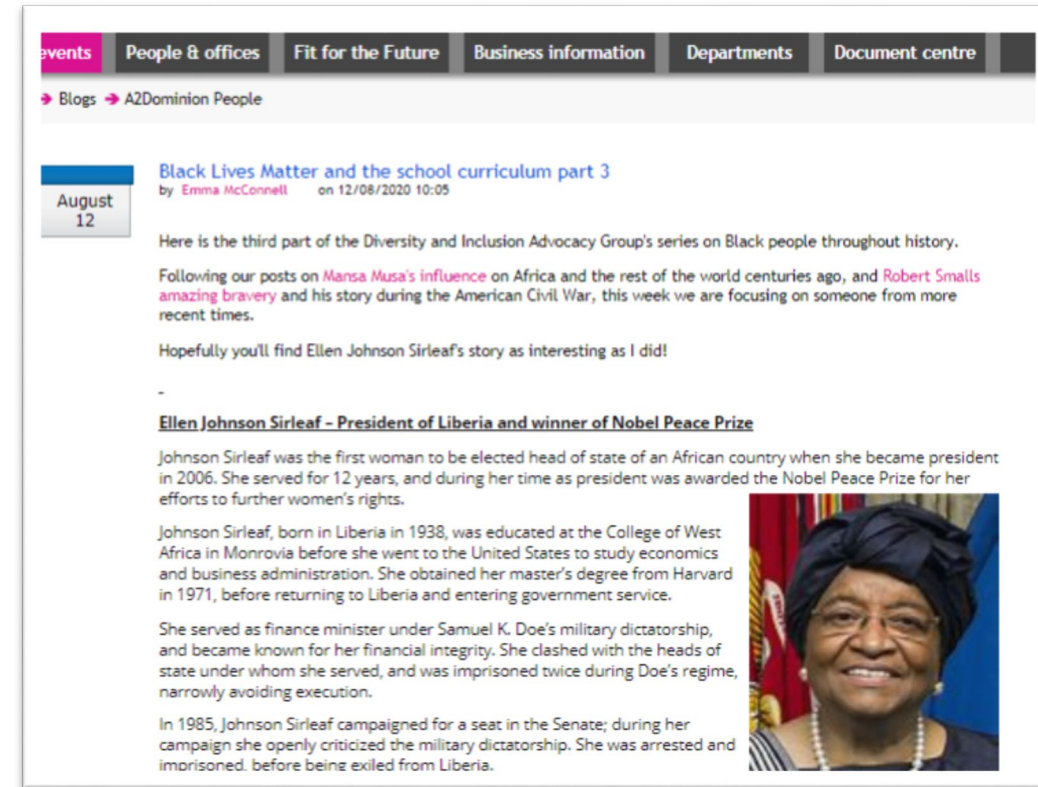
Priorities for 2020/21

- Reduction in our gender pay gap.
- A more consistent approach to Equality Impact Assessments.
- Development of a new Diversity & Inclusion Strategy.
- A review of how we collect, analyse and use staff and customer data, making sure the organisation is fair and equal to all.
- Mandatory training all staff to recognise and mitigate unconscious bias in the workplace and when delivering A2Dominion services.

Diversity and Inclusion Advocacy Group established to help embed diversity and inclusion across the A2Dominion Group

Advocating diversity and inclusion

- Earlier this year, we established a Diversity and Inclusion Advocacy Group (DIAG) with representatives from across A2Dominion. The main purpose of this group is to actively drive the D&I agenda forward across the organisation to help promote an inclusive culture, primarily through a series of events and activities designed to raise awareness.
- We reviewed all D&I e-learning and have added Unconscious Bias training to our new starter curriculum with a view to rolling the training out to all staff in the future.
- We have introduced additional training to enable our staff to identify, advise and support vulnerable and struggling residents.
- The picture opposite shows a screenshot from a DIAG member's blog.



Employee profile – demographic data underpins and informs our ambition to embed diversity and inclusion across the group

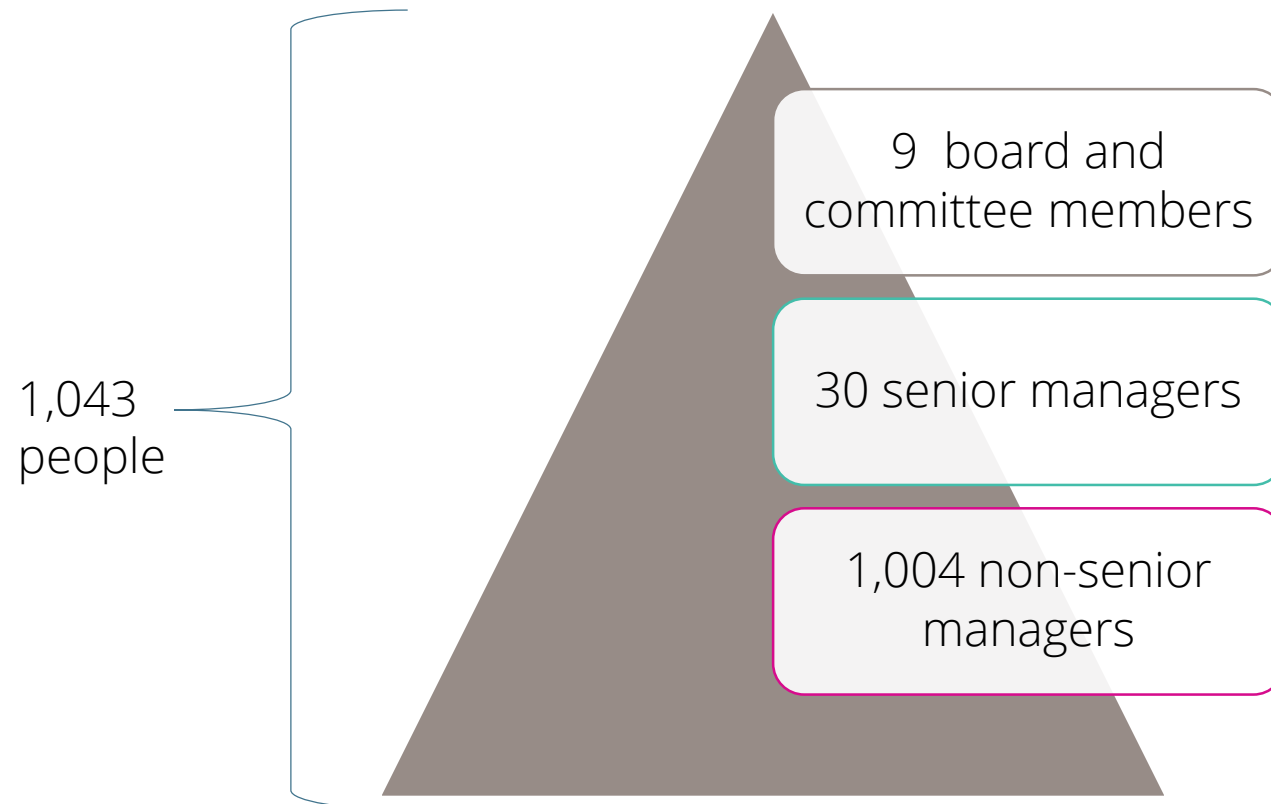
Staff breakdown

In the following pages we look at the data on our employees, focusing on protected characteristics.

The information is presented at the organisational level and broken down by:

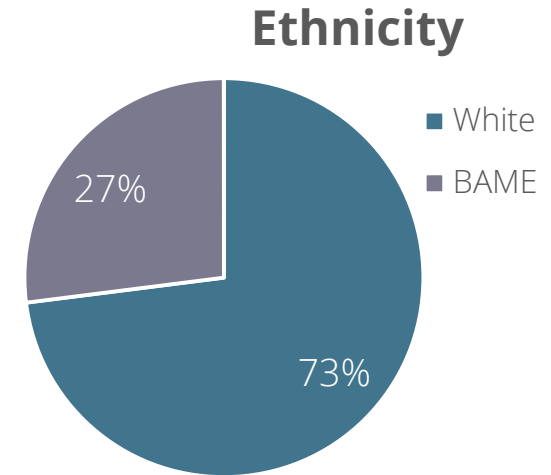
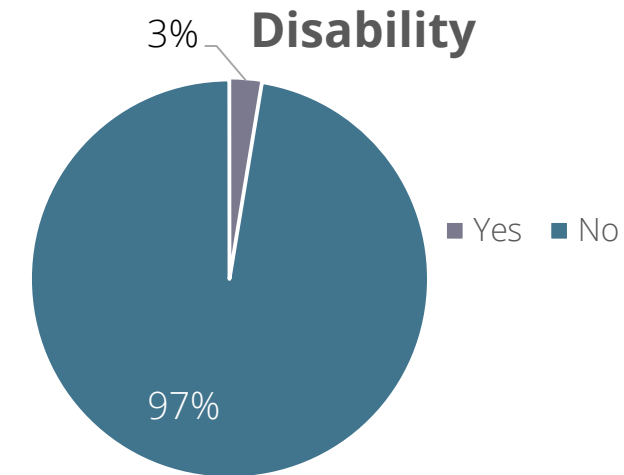
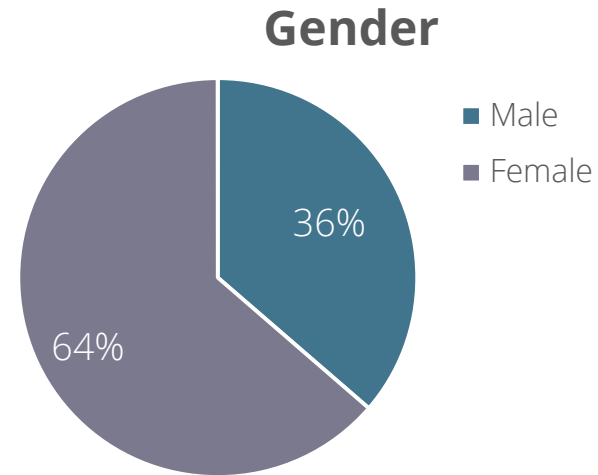
- Board and Committee who steer the organisation.
- Senior management.
- Non-senior managers (i.e. rest of the organisation).

The analysis on the following pages is based on a sample of employees.



Employee profile – data on gender, disability and ethnicity

- **Gender:** A2D has a higher proportion of female employees at 64%, than the national average (51% UK population is female).
- **Ethnicity:** 27% of the workforce is BAME, which is higher than the UK average of 18%, but lower than the London average of 40%.
- **Disability:** at 3%, the proportion of employees who report a disability is notably lower than the UK average (18% UK population has a disability).



Employee profile – data on religion, age and sexual orientation

- Religion

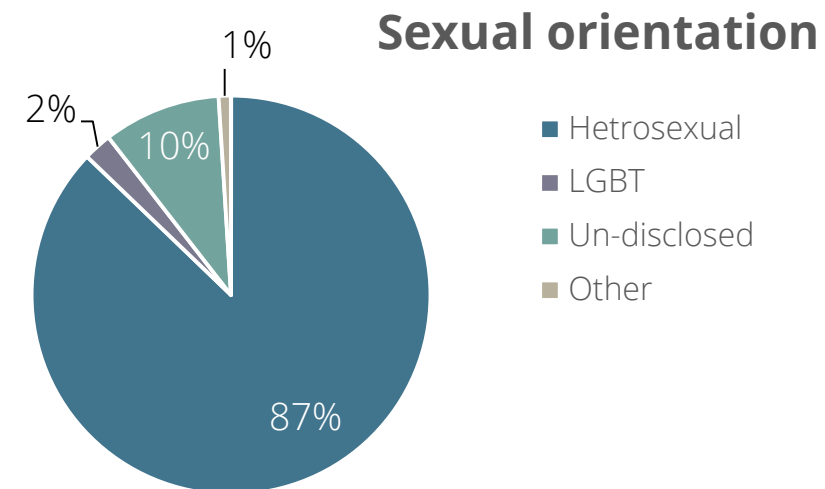
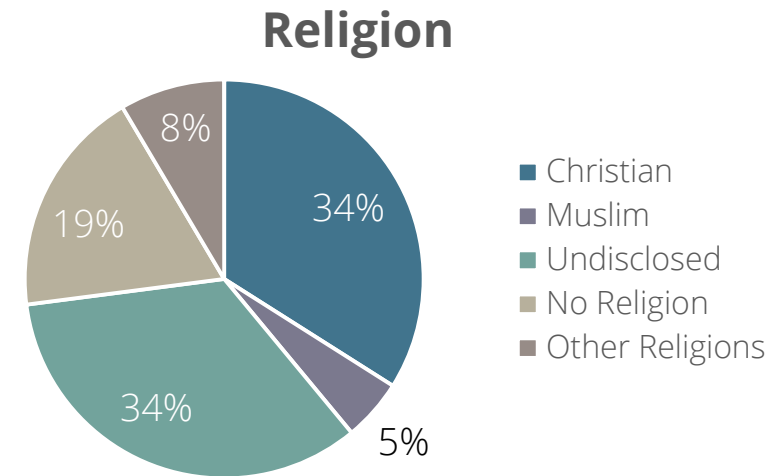
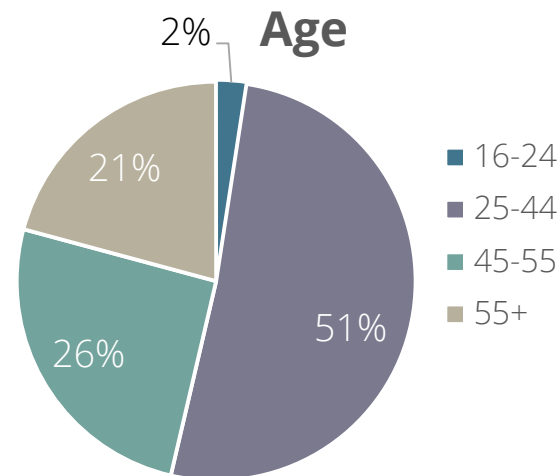
- 34% of staff are Christian, lower than the UK average of 60%.
- 5% Muslim, similar to UK average of 4.4%.
- 34% undisclosed.
- 19% have no religion (UK is 25%).
- 8% other religion.

- Age

- Just over half of staff are aged between 25-44.

- Sexual orientation

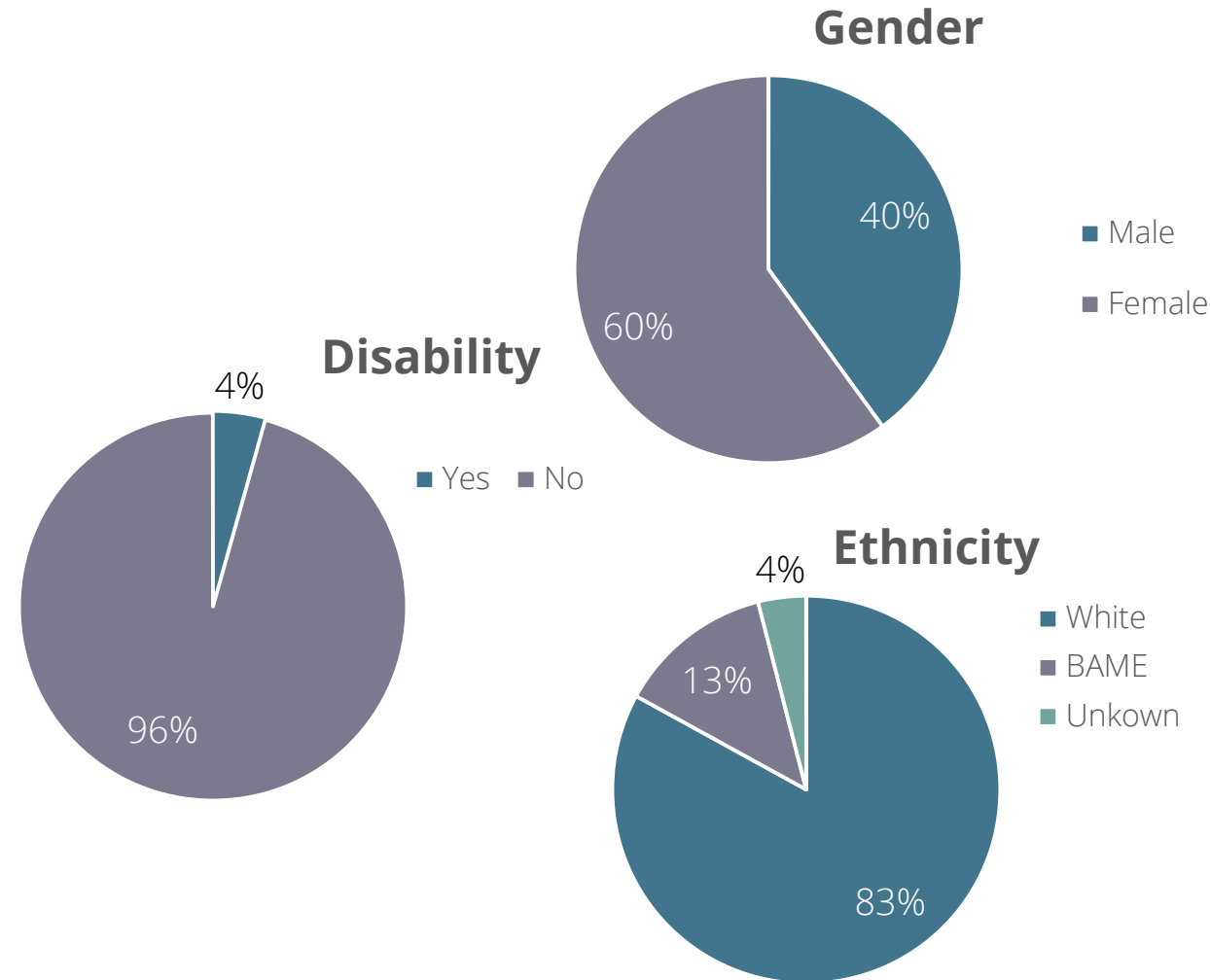
- 87% heterosexual.
- 2% LGBT, which is slightly higher than the UK population (1.8%).
- 10% undisclosed.



Senior managers profile - data on gender, disability and ethnicity

At more senior levels, diversity appears to reduce compared with the overall staff cohort, suggesting that there is higher diversity among more junior grades.

- **Gender:** 60% of senior managers are female, above the national average (51% UK population is female) but below the A2Dominion total (64%).
- **Disability:** 4% of senior managers report having a disability, compared with 3% of all employees, but still notably lower than the national average (18% UK population has a disability).
- **Ethnicity:** only 13% of senior managers are BAME, compared with a national average of 18% and an A2Dominion average of 27%.



Senior managers profile – data on religion, sexual orientation and age

- Religion

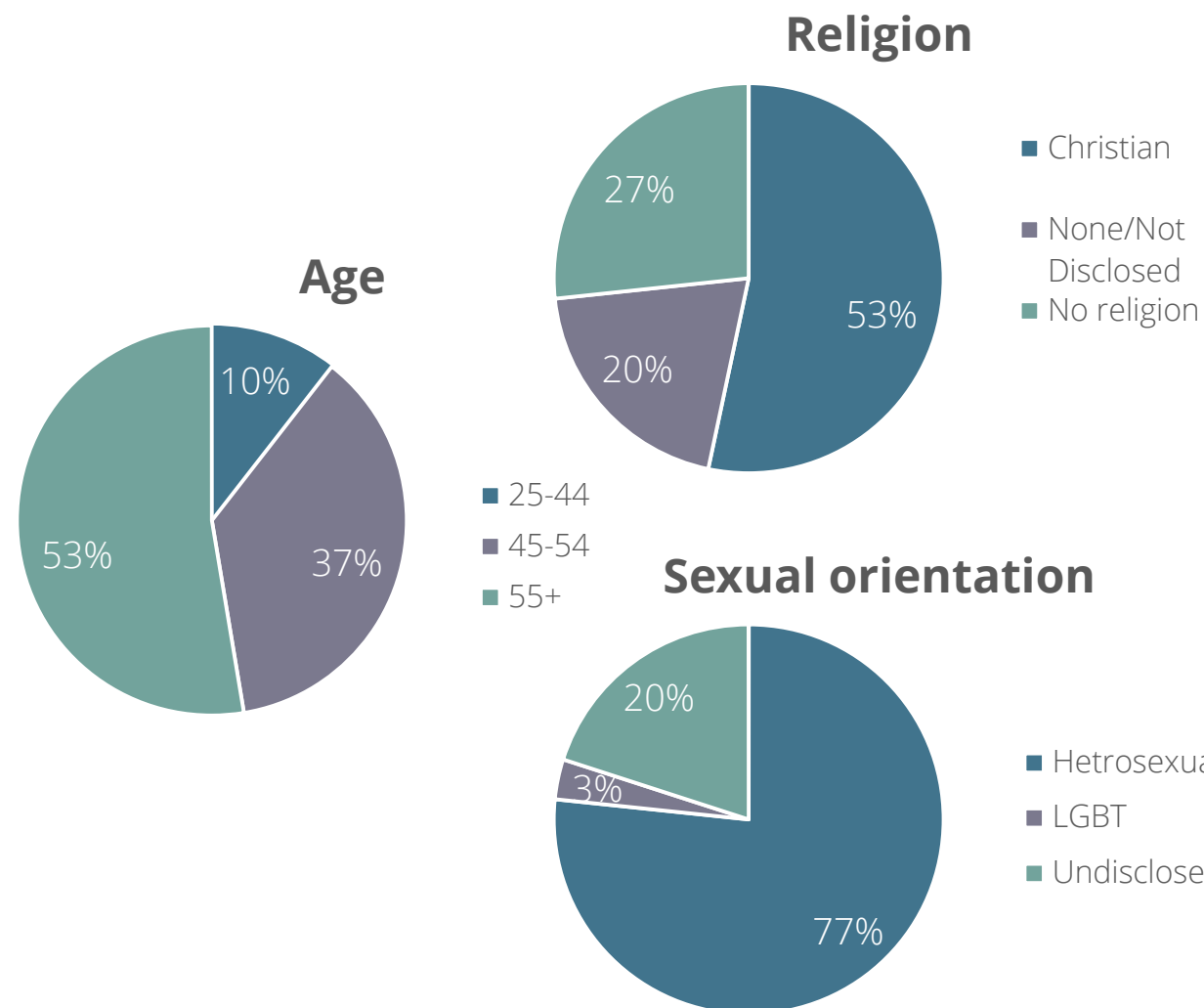
- 53% of staff are Christian, lower than the UK average of 60% and higher than the A2Dominion average of 34%.
- 27% have no religion (UK is 25%).

- Age

- This group is older than the A2Dominion average with 53% over 55 and only 10% between 25 and 44.

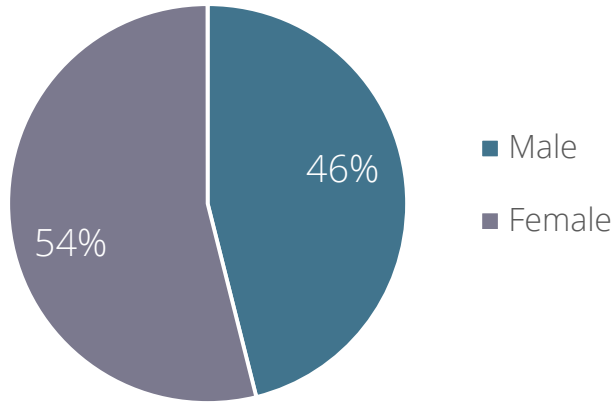
- Sexual orientation

- 77% heterosexual.
- 3% LGBT, above national average (1.8% UK population is LGBT) and above the A2Dominion cohort (2%)
- 20% undisclosed.

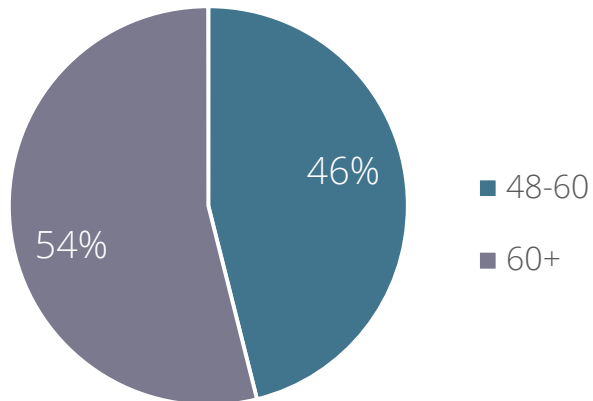


Board and committee members profile

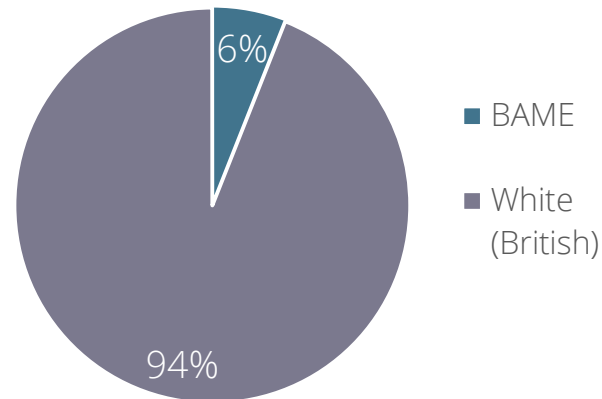
Gender



Age



Ethnicity



Looking at A2Dominion's nine Board and Committee Members:

- 54% are female which is consistent with the national average but lower than the A2Dominion average.
- Age profile is older than the A2Dominion average (national average is not relevant here as it includes people past working age).
- For the period to March 2020 there were no BAME Board and Committee members – this has increased to 6% in April 2020.
- Collection of data on characteristics not currently recorded (disability, religion, sexual orientation) is a priority.

Further Information

Further Information

For more information, visit our corporate website at: www.a2dominiongroup.co.uk If you have any further queries with regard to the E&D report then please send your details to policy@a2dominion.co.uk

Our publications page includes reports on gender pay gap and modern day slavery
<https://www.a2dominiongroup.co.uk/about/reports-and-accounts>

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