



Equality & Diversity Report 2018/19

Performance data on our residents and employees



Equality and Diversity at A2Dominion

Introduction

Our commitment to the Equality Act means that we monitor service provision to our customers and publish customer data on an annual basis.

Our intention is to create a culture where equality and diversity is at the heart of everything we do.



Equality and Diversity at A2Dominion

Summary of achievements

Areas of progress

- Gender pay gap analysis published and actions identified
- A new Diversity & Inclusion Steering Board launched January 2019
- We have created guidance for managers to support employees who are planning to return to work after maternity or shared parental leave
- We have maintained our Investors in People Gold Standard accreditation
- We have retained our Good Practice Health and Wellbeing Award with the assessor stating that “A2Dominion recognises the value of investment in its people which it is actively seeking to improve”

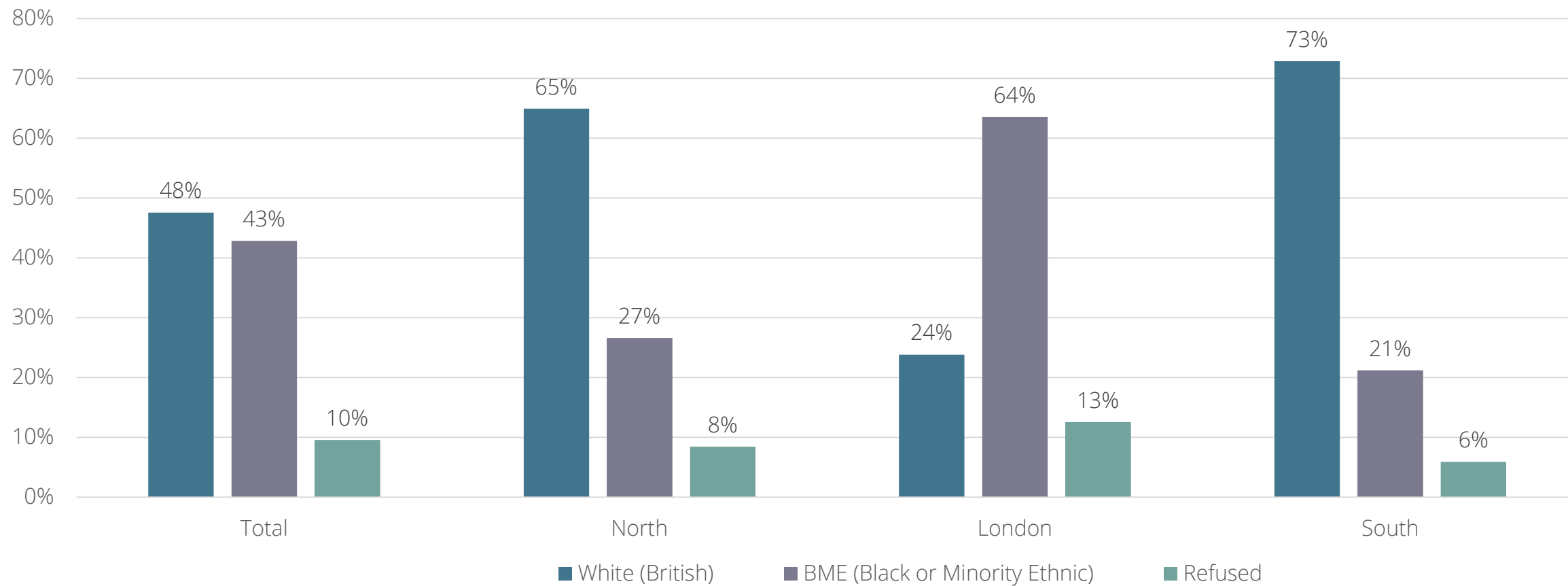
Continued focus for 2019/20

- The Steering Board will be focusing on improving our gender pay gap
- Development of a consistent approach to Equality Impact Assessments
- Development of a new Diversity & Inclusion Strategy and being clear on our aspirational state and developing a maturity model to measure progress towards that.

Our residents

Customer profile - lettings

Demographic and regional breakdown of our lettings



Customer satisfaction – overall experience

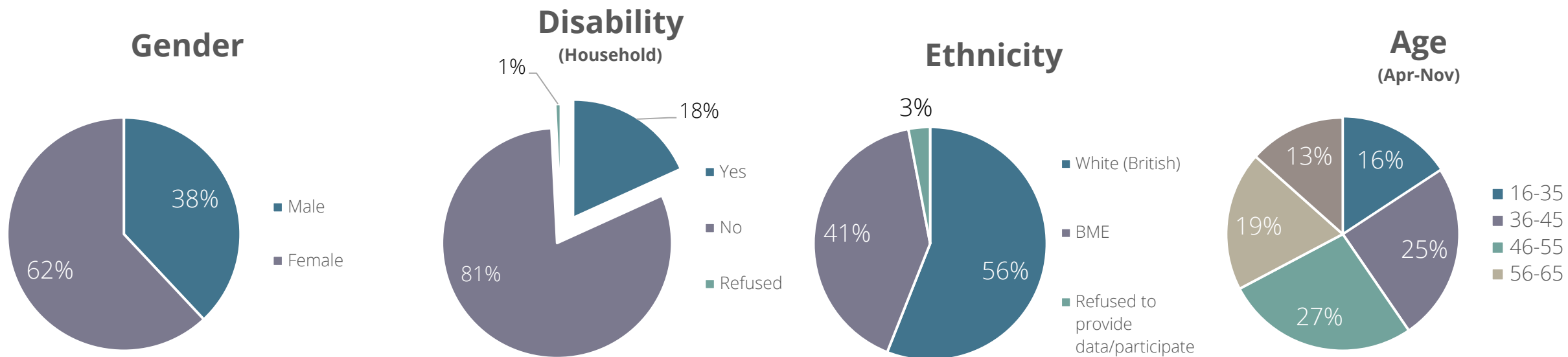
Overall satisfaction with our services

Ethnicity	Satisfied %
White (English, Scottish, Welsh, Northern Irish, British)	72
Black or Minority Ethnic (BME)	63
Refused to provide data/participate	64
Religion	Satisfied %
Christian	73
Muslim	71
No religion	71
Household Disability	Satisfied %
Disabled	72
Non-disabled	67

Source: Customer Anniversary Survey – Head of Household

Customer satisfaction – demographics

Demographic profile of those who participated in the customer satisfaction survey



Source: Overall Experience - Liable Residents

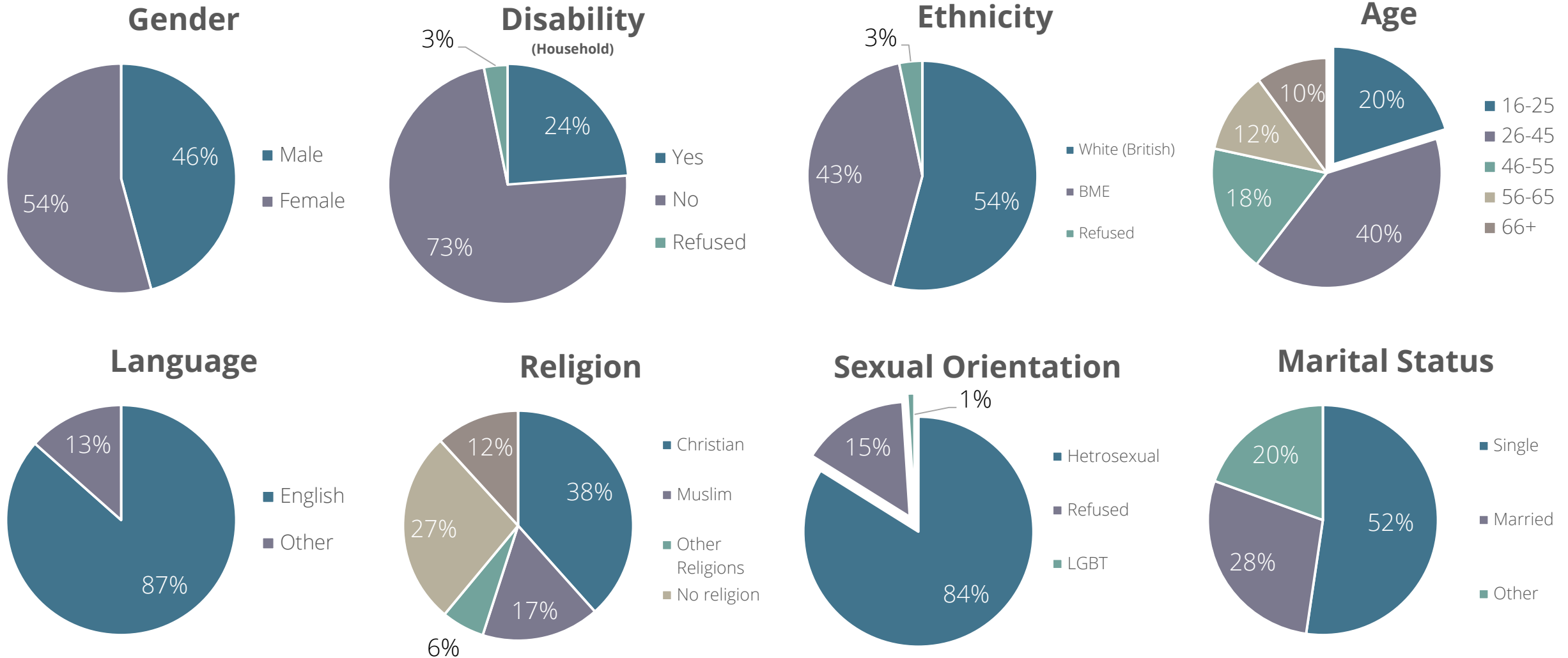
Customer satisfaction – repairs

Overall satisfaction with our responsive repairs and maintenance service

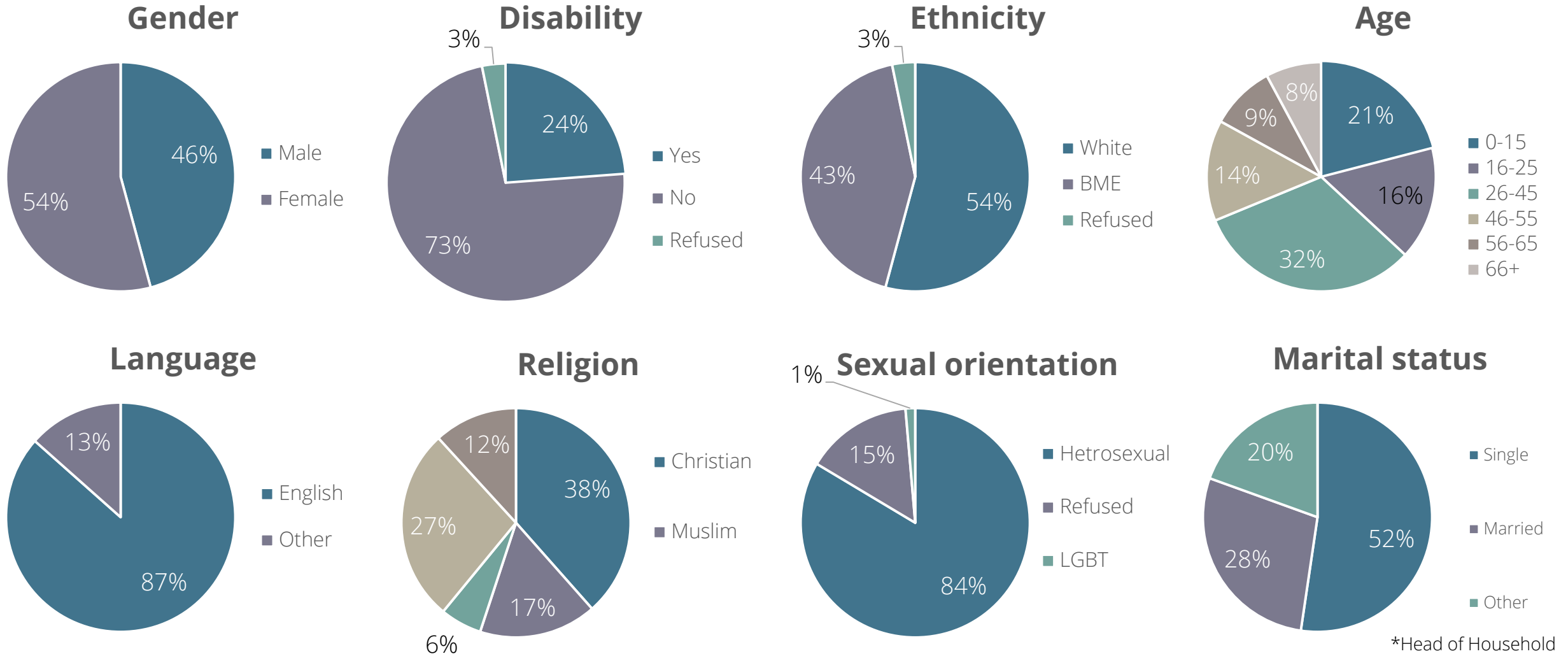
Ethnicity	Satisfied %
White (English, Scottish, Welsh, Northern Irish, British)	89
Black or Minority Ethnic (BME)	89
Refused to provide data/participate	91
Religion	Satisfied %
Christian	90
Muslim	90
No religion	89
Household Disability	Satisfied %
Disabled	91
Non-disabled	89

Source: Repair Survey - Head of household

Customer profile – demographics of all residents



Customer profile – demographics of all households



Our staff

Our staff 2018/19

Introduction

We embrace the diversity of our employees, and continue to monitor the profiles of our staff, board and leadership team.

The monitoring of this information will help ensure that we reflect the communities we serve and have visibility of our performance.



Employee profile

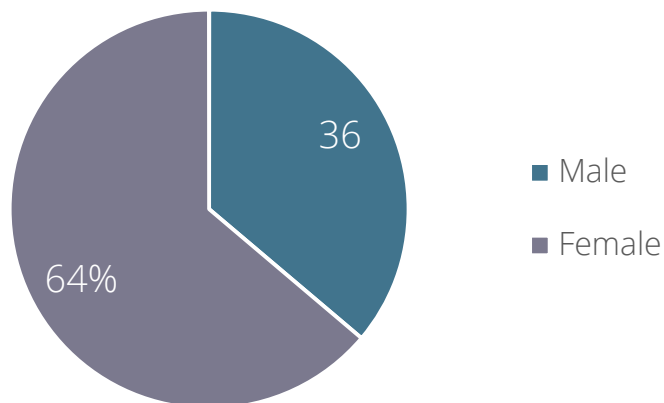
Staff breakdown*



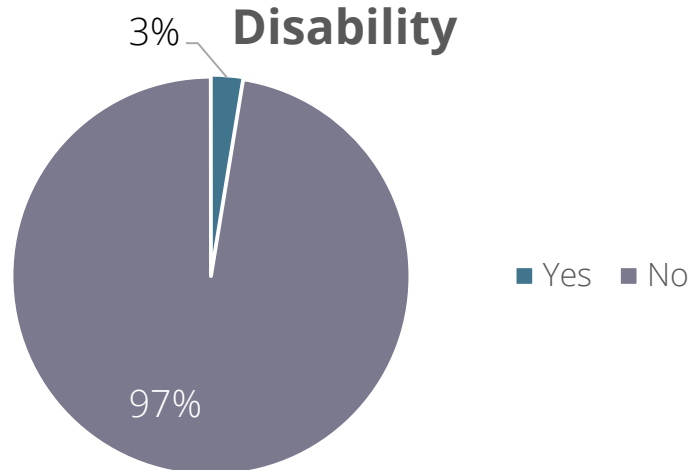
* Excludes Pyramid Plus

Employee profile

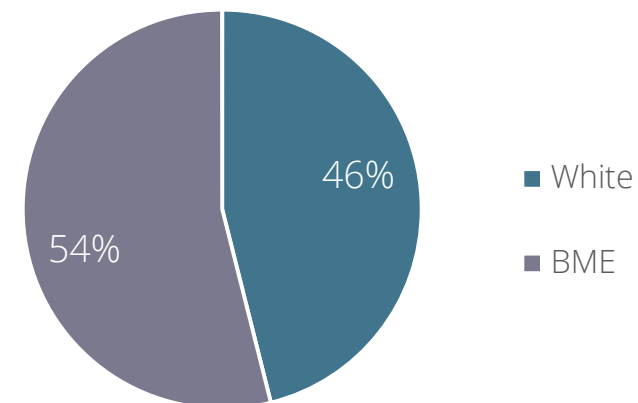
Gender



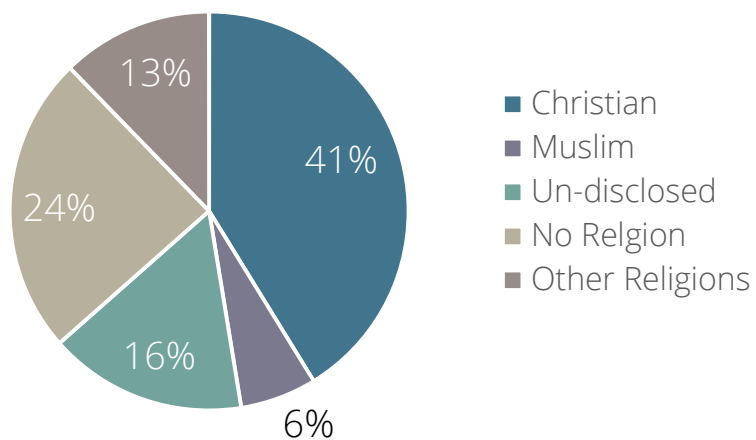
Disability



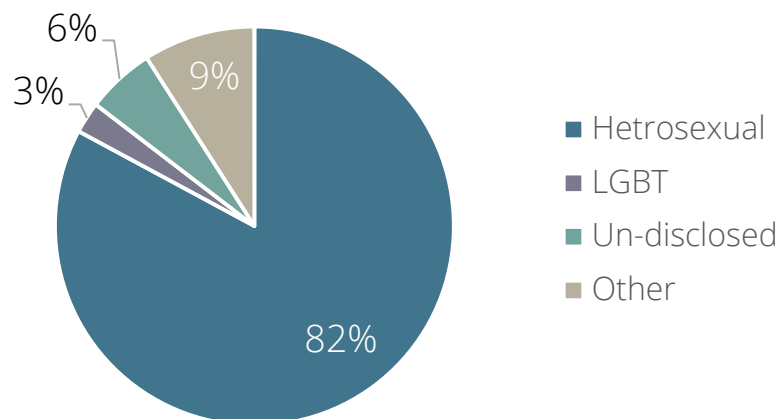
Ethnicity



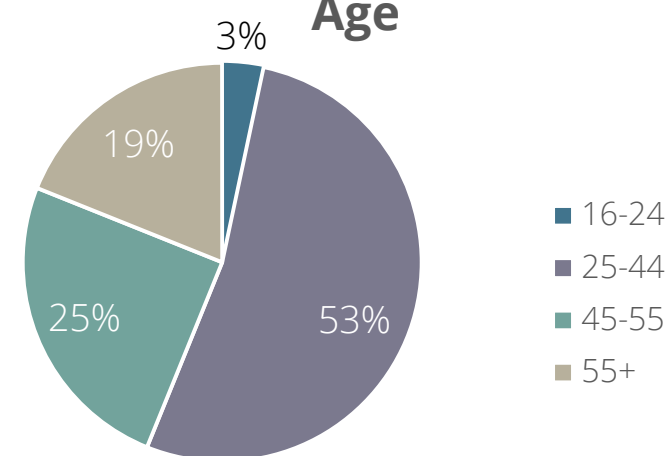
Religion



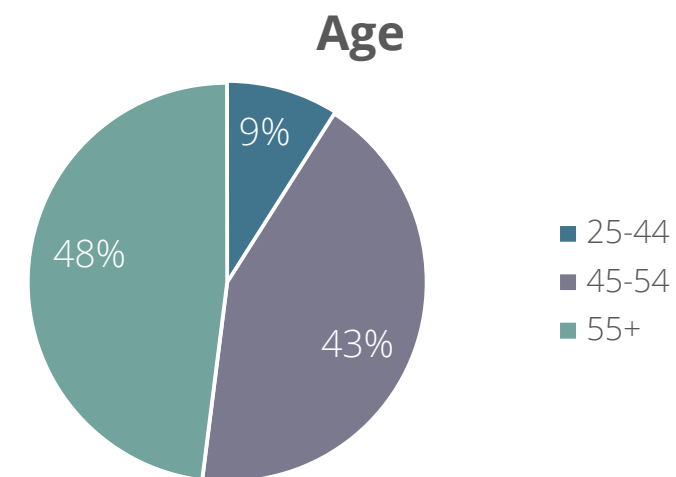
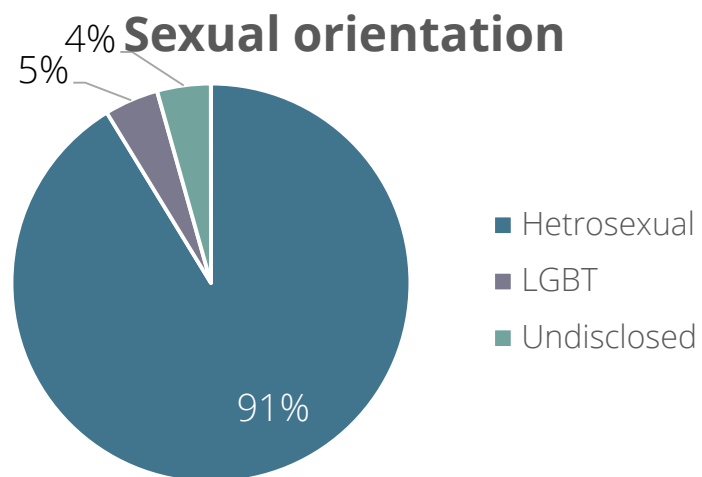
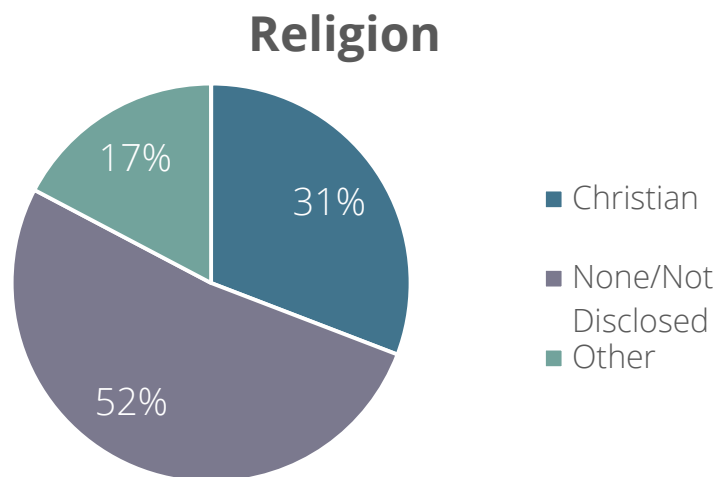
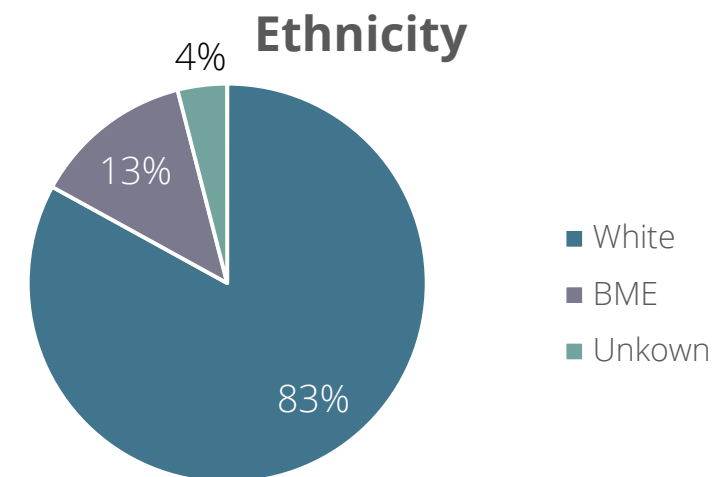
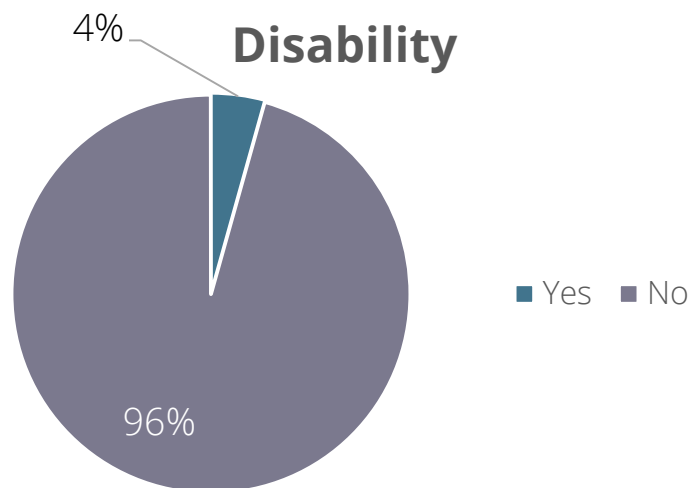
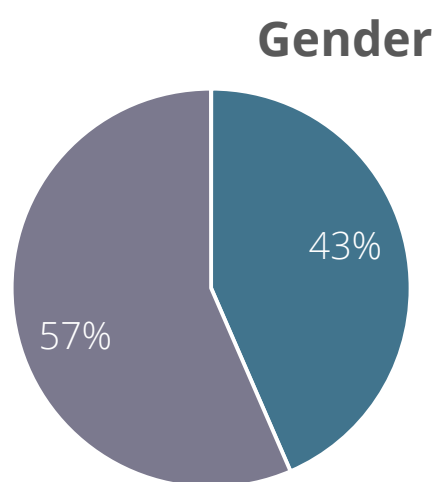
Sexual orientation



Age

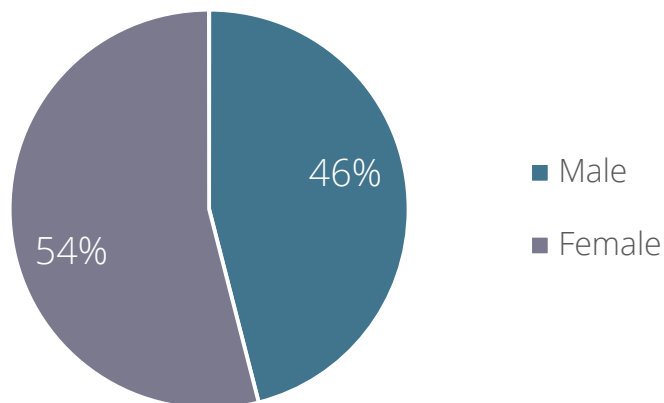


Senior managers profile

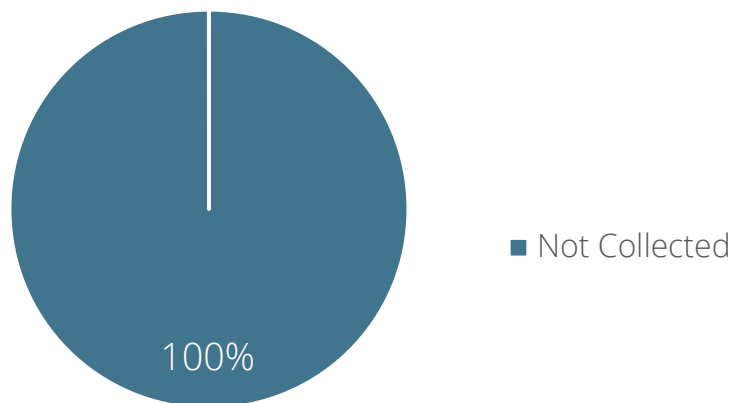


Board members and committees' profile

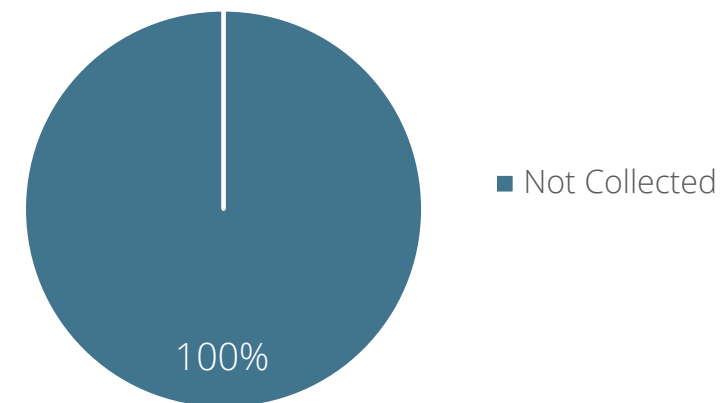
Gender



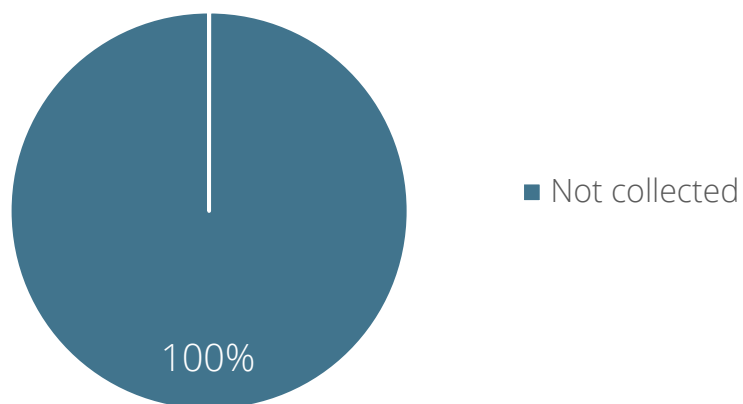
Disability



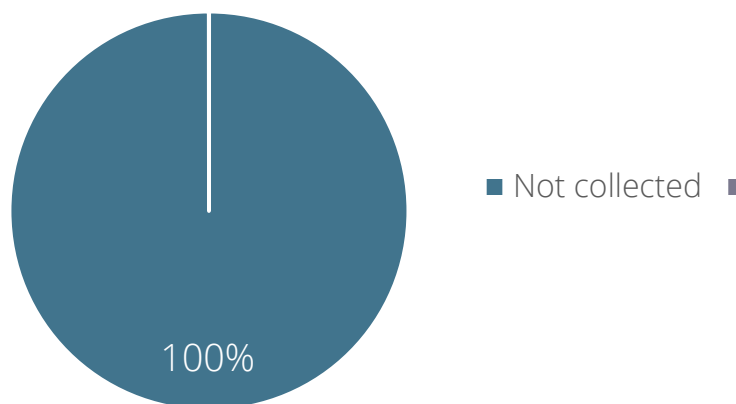
Ethnicity



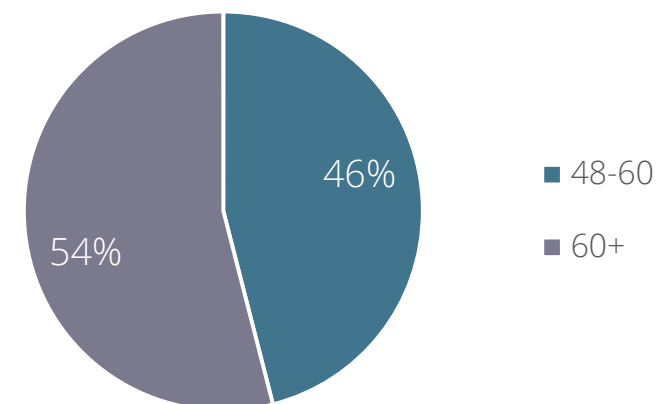
Religion



Sexual orientation



Age



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

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