

Equality, Diversity and Inclusion

The logo for Notting Hill Genesis is a stylized oval shape composed of several overlapping segments in shades of green, blue, and yellow. The text "Notting Hill Genesis" is written in white, sans-serif font across the center of the logo.

Notting Hill
Genesis

Report

2023-24

Chief executive's introduction



Our vision is to provide good quality homes that allow our residents to live their lives well.

To achieve this, we created our Better Together corporate strategy, which is underpinned by our people strategy. Threading through both our customer and people strategies is our approach to equality, diversity and inclusion (ED&I). This approach will support us to achieve our aim of gaining a deep understanding of our customers and what they want from us, and to deliver a service that leaves them feeling they have been treated as individuals, who have a say in their home and their tenancy.

Over the past year we've made good progress towards delivering the six priority outcomes set out in our Better Together strategy. The transformations of our operations and finance directorates place residents more firmly at the heart of the way we work, with internal structures and processes designed to support our customer-facing colleagues to deliver the highest possible standard of service, efficiently and seamlessly. The full impact of this work on customer satisfaction is yet to be seen, but I'm pleased to be able to report early positive feedback from staff working directly with our residents.

Our resident involvement team continues to offer a range of ways for customers to shape, scrutinise and provide feedback on our services. The team has worked hard to provide opportunities for customers to engage with us, including by collaborating with teams such as procurement to open up areas of work that previously had little resident input. I would like to thank the colleagues who worked to provide these opportunities, and all of our customers who gave their time to attend events, provide feedback, and participate in projects. The impact you have had on our services is invaluable, and we are immensely grateful for the role you have played in supporting us to deliver our vision over the past year.

We are increasingly using data to enhance our understanding of ourselves and our residents, to identify issues and to formulate responses to them. Our gender and ethnicity pay gaps, staff satisfaction survey, staff and resident diversity data and resident feedback all shape our internal ways of working and the services we provide. Data will play an increasingly central role over the coming year as we work to improve the quantity and quality of data we hold on our residents and to identify new ways to utilise it to drive service improvement.

Internally, our five staff networks had their most successful year so far, delivering a more comprehensive programme, with a higher level of colleague engagement, than ever before. They have worked behind the scenes to shape policies, procedures and feed in on transformation projects

to ensure that the way we work is inclusive and takes into account the diverse needs of our staff. The networks' varied educational and awareness raising activities bring ED&I to the forefront of our internal culture, making staff from diverse backgrounds feel seen and understood, and offering an essential window into the lived experiences of our equally diverse residents. I would like to thank all of our network chairs and the many other network members who give their time to deliver this very meaningful and important work.

Over the past year, many others have played an increasingly visible role in ED&I. Leading by example, our Group chair is a signatory of the National Housing Federation's Chairs' Challenge. Our inclusion steering group, including our diversity champions, our race allies, and the network's HR, director and executive director sponsors have championed the ED&I agenda, raising awareness and ensuring that ED&I is considered as part of diverse workstreams around the organisation. Our diversity, inclusion and wellbeing lead has supported much of this progress over the past year, but at NHG, ED&I is owned by every colleague, at every level of the organisation, and I am grateful to all who have worked to ensure it sits at the heart of everything we do for both staff and residents.

Patrick Franco
Chief executive

Wellbeing

Wellbeing and ED&I go hand in hand, as wellbeing is intertwined with health and disability, and we can only be a truly inclusive organisation if we take into account the diverse wellbeing needs of our colleagues and residents. Wellbeing is the foundation on which we build in order to access opportunities and achieve our full potential, and so our approach to wellbeing underpins our work to become a more equitable and inclusive organisation.

In 2023-24 we continued our holistic wellbeing programme, addressing the key areas of wellbeing: financial, social, mental health, physical health and fitness, and nutrition, in addition to areas such as sleep, managing screen time, fresh air and daylight, relationships with news and social media, and developing new skills. Throughout the year we provided colleagues with information and tips on specific topics to help them gain a deeper understanding of wellbeing issues and how to increase their personal wellbeing. Individual campaigns such as our series “small steps to boost your wellbeing this January” have provided staff with the knowledge and support to make small, incremental changes to their day to day that can yield significant wellbeing benefits over



time, without requiring unsustainable changes to routines.

Tying in with the annual national campaign, our “Time to Talk” week activities, supported by our mental health first aiders, raised awareness of and reduced stigma around mental health issues. Colleagues shared their experiences and left encouraging words of support for others on our interactive “sharing walls”, engaged with activities promoting mindfulness and connection with others, and enjoyed free daily fruit and sweet treats around our offices.

Through our varied benefits package, we’ve provided opportunities for staff to improve their wellbeing directly. Over the past year, staff participated in our regular live and remote exercise classes, including yoga, pilates, box fit and boot camp. 27 colleagues participated in our spring couch to 5k challenge, using the established NHS programme to return to or take up running in a safe, structured way that minimises risk of injury and maximises chance of success. In response to a survey gathering staff feedback on our wellbeing activities, we also offered a course of tai chi classes,

which we'll be rolling out on a more permanent basis due to the positive take up. Other feedback is being used to inform our 2024-25 wellbeing programme, ensuring that we're providing the services and opportunities that will deliver the greatest benefit to our staff.

Several of our benefits give colleagues the opportunity to get personal advice and support from independent experts. Mind Nourishing has provided group coaching for colleagues on a range of nutritional topics, including links between nutritional and mental health, and nutrition during menopause. Through our partnerships with Octopus Money; Octopus Legacy; and Charles Cameron and Associates; colleagues have received coaching and tailored services relating to personal finances, mortgage options, and wills, leaving them confident on the steps they should take to increase their financial security and wellbeing. Help@Hand, our employee assistance programme, provides colleagues with access to free remote sessions with a personal trainer, physiotherapist or nutritionist in addition to medical consultations and unlimited counselling appointments. All of this is free to our staff, thereby supporting financial wellbeing by removing the need to pay personally for these often expensive services.

In 2023-24 we continued the additional financial support for staff earning less than a full time equivalent gross salary of £40,000 (the median full-time equivalent London wage), in the form of a non-consolidated payment of £100 a month.

Supporting colleagues' social wellbeing, our summer party provided an opportunity to come together, in celebration of our successes as an organisation and recognition of the hard work that our staff put in to delivering improved services for our customers, day after day. Local festive celebrations throughout December brought people together with their immediate team and departmental colleagues, with the cost of participating either supplemented or fully covered by us. Throughout the year we also celebrated a range of cultural and other significant events, both within and outside of the work day. These events represent an opportunity for colleagues to spend time together outside of the formal structure of the regular work day, in a space where they can get to know new faces and strengthen existing cross-organisational relationships, helping to break down the barriers between departments that we know have a negative impact on our customers. Our style of delivering events that mix education and awareness raising with celebration and participation in cultural traditions, enables staff to both celebrate and learn more about traditions important to one another and to our diverse customer base.





Beehive – women's network

The past year saw Beehive branch out to deliver a whole new style of engagement and support for female colleagues, with their first ever career-specific event. Their highly successful Women in Assets Week consisted of a range of events spread across our locations, a format which allowed the network to reach and be accessible to as wide an audience as possible. The week's purposes were to celebrate women in the traditionally male-dominated assets and repairs sector, inspire those working in other areas to consider it as a potential career path, and to equip them with the confidence to take steps towards pursuing that path.

In collaboration with our primary repairs contractor, Beehive delivered a well-attended women in trade panel and practical skills workshop. A "know my strengths" workshop left colleagues feeling empowered, equipping them with a better understanding of the types of roles that would enable them to shine. Over 20 shadowing sessions took place across a variety of roles, providing interested colleagues with the opportunity to get a

taste for repairs and assets and bring clarity to their career ambitions.

Beehive's annual International Women's Day event reflected the increasingly intersectional nature of our organisational approach to ED&I. A panel of internal speakers all working in roles below director level created the opportunity for staff of all genders to hear from colleagues who had never before spoken at such an event. Panellists brought diversity of ethnic background, education and career path, parenthood status, health and disability, and shared a wide range of experiences of navigating self-doubt, pre-judgement by others, changing career path, and external barriers to progression. Audience members came away with a feeling of inspiration and practical tips on how to take the first step towards achieving their ambitions.

Our International Women's Day panel event was preceded by a photo campaign with staff right up including executive board members posing with statements of why they support gender equality, and was followed by a networking event that allowed attendees from across our organisation to build relationships with colleagues and representatives from external partners in an informal setting.

Beehive continued to deliver bi-monthly menopause cafes, creating a welcoming and inclusive space for staff of any gender and at any stage of life to learn more about peri/menopause, share personal experiences and give and receive support. The network's work to raise awareness of and reduce stigma associated with menopause has shifted our workplace culture to one where an



increasing number of women feel able to speak openly about their experiences and request support where needed. The provision of decaf coffee in our offices in response to a request from a staff member experiencing menopause is a small change that has a bit impact on those affected.



Carers Network – network for unpaid carers

Over the past year our Carers Network continued to grow both in terms of membership, activity and presence across the organisation, and took an increasingly intersectional approach.

On the data side, we updated our HR system and began collecting data on staff care responsibilities to enable us to have a better picture of carers in the business, an essential step if we are to provide appropriate support to this often invisible group. Updates to our applicant tracking system mean we can now collect data on care responsibilities at the very start of the employee journey, and so far we've seen a 7% declaration rate.

The network's ongoing "My Life as a Carer" campaign saw contributions from several members, with some speaking about their care responsibilities openly in the workplace for the first time.

This progress on declaration rates and the increasing number of staff willing to speak about their experiences as carers points to the

culture shift around care, from a generally hidden characteristic usually overlooked in discussions around inclusion, to a status that many colleagues declare with pride and an increasing confidence that they'll be supported to fulfil their care responsibilities alongside work. Personal stories from senior leaders enhanced this culture of openness around care responsibilities and highlighted the reality that caring is not a barrier to career progression.

Early 2024 saw the introduction of our first carers policy, produced in consultation with our carers and other staff networks, to ensure the consideration of intersectional needs. The policy includes a "carers passport", an innovation that we have adopted to facilitate smooth transitions when carers or their managers change roles.

We are proud to be a member of Carers UK, which supports us as an organisation through reviewing policies and advising on best practice, in addition to offering a range of online resources and toolkits along with a free care coordination app available to both colleagues and residents with care responsibilities.

To enhance our support offer to carers, we worked with Business in the Community to create the "Let's



Care Together" mentoring programme, providing free mentoring sessions for unpaid carers around the organisation. Our continuing partnership with AKA Life Coaching supports carers on a one to one basis through writing assignments and personalised wellbeing plans, and over 50 colleagues have benefited from this so far. Finally, our partnership with AllBright to support carers on their career journey means our support offer to our carers is more comprehensive than ever.

In recognition of her work raising awareness of working carers both internally and externally, chair of our Carers Network Natalie Quilter was a finalist for Investor's in People's Young Person of Year.

Cultural Energie – ethnically diverse network

2023-24 was another busy year for Cultural Energie. Amongst other significant dates, our largest colleague network marked Stephen Lawrence Day, Ramadan, Diwali, South Asian Heritage Month, Latin Heritage Month, Chinese New Year and various national independence days. Reflecting the incredibly diverse ethnic, religious and national heritages of our workforce, Cultural Energie delivered a range of awareness raising, educational, celebratory and commemorative events and activities, taking a more intersectional approach than ever before, ensuring that more of our colleagues feel seen and represented.

The BAME in Property Workshop used key statistics relating to ethnicity and social housing in London to better understand inequalities and inform discussion of ways to drive positive change.

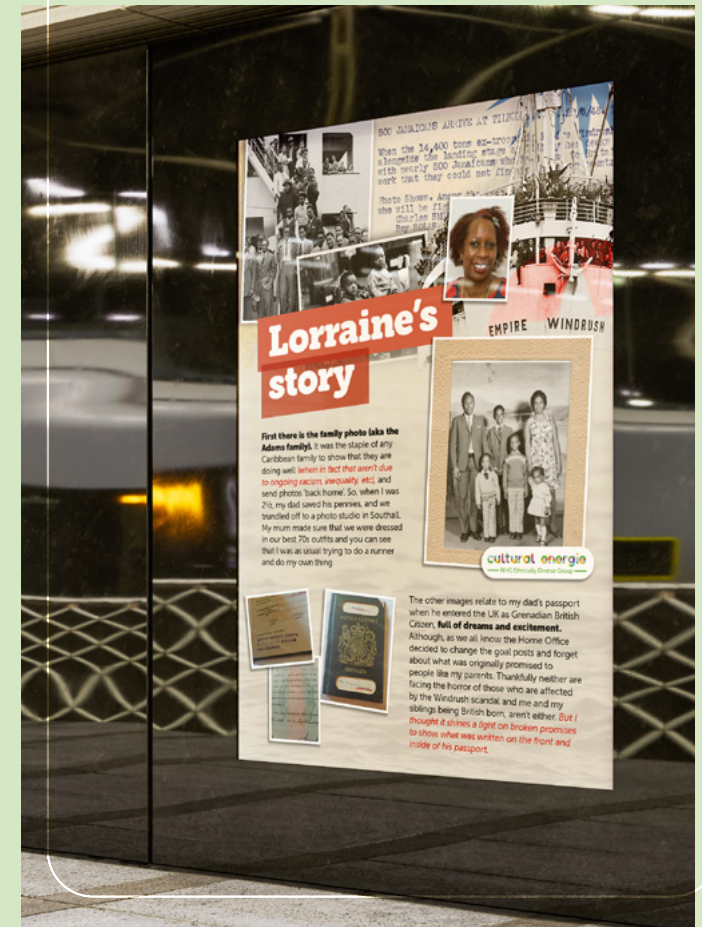
In June, the network collaborated with UNIFY to celebrate the 75th anniversary of Windrush, with panellists sharing their personal stories, allowing attendees to gain a deeper understanding of the heritage of many of our staff and residents and honour the contributions of the Windrush generation.

Black History Month 2023 included a motivational external speaker, educational webinars, a paint and

punch event, weekly quizzes, and a wrap up event featuring steel pans and Afro-Caribbean food and drink. The programme was truly intersectional, with the theme of Saluting our Sisters highlighting the achievements of Black women, and our first ever Latin American Heritage event providing education on Afro-Latino heritage and salsa and Spanish classes and Latin American food bringing an authentic flavour to the celebrations.

As part of Islamophobia Awareness Month, the network launched a series of videos featuring Muslim colleagues addressing misconceptions and stereotypes around Islam, helping to raise awareness of common issues faced by Muslim colleagues and customers.

2023-24 saw our biggest programme of events around Ramadan, including staff intranet articles sharing personal experiences of fasting and explaining the religious significance of the month to our many Muslim colleagues and customers. A “donate your meal deal” campaign raised £450 for our hardship fund, meaning residents of all backgrounds will potentially benefit from Cultural Energie’s awareness raising activities. The network facilitated the supply of prayer mats to our Chelmsford office and we introduced a second, women-only prayer room at Bruce Kenrick House, making it easier and more comfortable for Muslim colleagues to observe their faith when working from these offices. We also held our first ever Iftar



event, with Muslim and non-Muslim colleagues coming together to observe the breaking of the fast.

Cultural Energie’s first quarterly “Chatty Patty” event brought colleagues together over traditional Caribbean patties, creating an opportunity to mix with current members, sign up to join the network, raise concerns and share their views on priorities for action around race and ethnicity. The input gathered has fed into the Cultural Energie’s action plan, shaping their future work.



Parallel – health and disability network

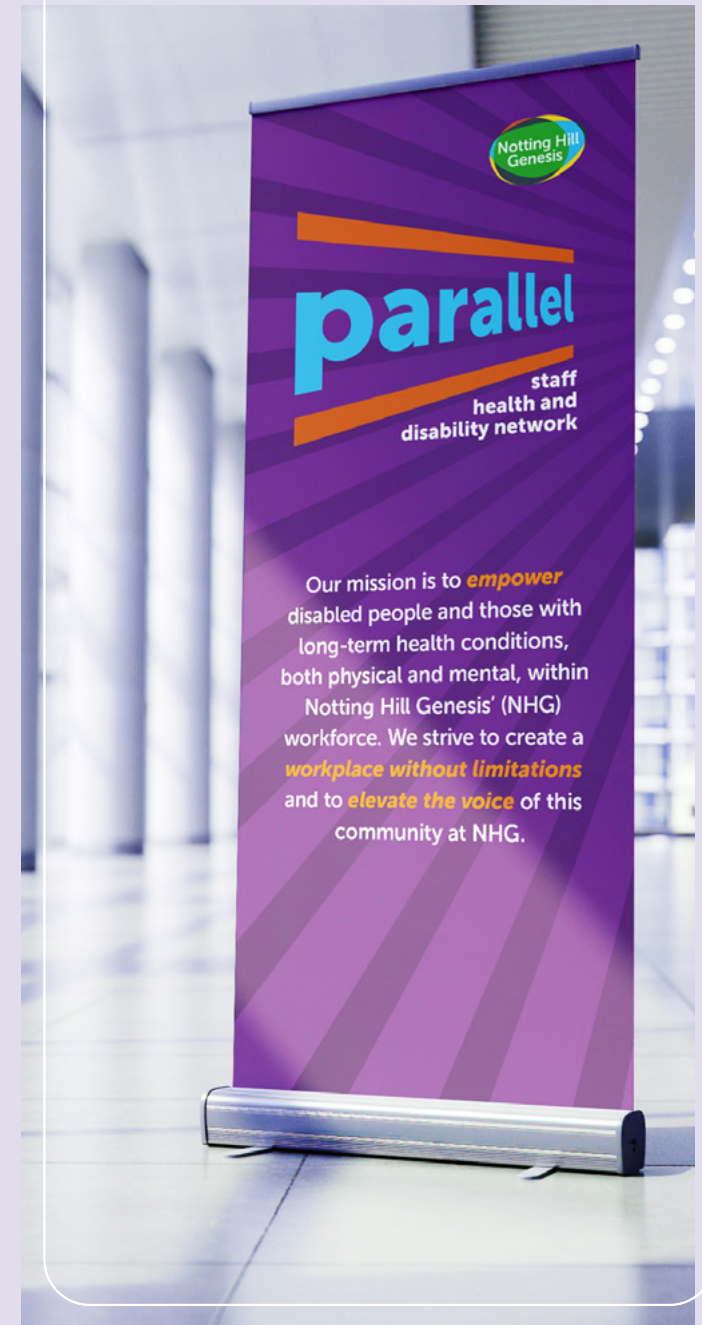
In 2023-24 Parallel gained two new chairs and took the opportunity to restructure and relaunch, delivering a greater number of events and awareness activities than ever before, providing support to members, consultancy to the organisation, and boosting their membership.

The International Day of People with Disabilities fell in the same week as our internal recruitment fair, so Parallel collaborated with the organisers and themed the fair in line with the #PurpleLightUp awareness raising campaign. The network also shared staff stories of living with disabilities and health conditions, and ran a hybrid lunch and learn session with the Royal National Institute of Blind People. The guest speaker presented candidly on her experience of being blind since birth and welcomed questions from attendees, including on personal issues. In this safe space colleagues were able to learn more about the speaker's personal experience, and hear advice on how to respectfully and inclusively offer support to blind people, including residents.

In response to feedback from members, Parallel launched regular "community coffee" events, providing a safe space for colleagues to come together to share their experiences of living and working with a disability or health condition, receive peer support and advice, and raise any issues that should be addressed. The separation of the network's support function into a separate forum has allowed the committee to focus on more formal output based topics, with no obligation for members to get involved in delivering network priorities if they would prefer purely to participate in the support sessions.

With a poster campaign and the introduction of a radar lock, Parallel's work has delivered practical outcomes for staff including improving access to and availability of our accessible toilets. Feedback gathered from network members allowed Parallel to provide advice to managers on planning team events that are inclusive and comfortable for staff with a range of disabilities and health conditions, including those that are invisible or undeclared.

Over the course of the year, Parallel contributed to shaping our guide for managers hiring those with disabilities, and our approach to reasonable adjustments throughout the employee lifecycle, making life at work more comfortable for staff with disabilities and health conditions, and increasing our ability to attract and appoint individuals from this group whose talent often goes untapped in the recruitment market.



PROUD@NHG



PROUD@NHG – LGBTQ+ network

The past year saw PROUD providing safe spaces for LGBTQ+ colleagues and allies to come together around their continuing programme of awareness-raising, education, celebration and commemoration of the LGBTQ+ community and history.

PROUD closed Pride Month 2023 with a well-attended educational visit to the Queer Britain Museum's "Queer Joy" exhibition at Coal Drops Yard followed by an informal networking event, allowing network members and allies to connect outside of the workplace.

In the summer, PROUD collaborated with both Cultural Energie and the Say it Loud Club, a social and support network for LGBTQ+ refugees and asylum seekers, to deliver our first ever Black Pride event. Attendees included members of LGBTQ+

networks from across the G15, and members of Say It Loud Club, alongside staff. The event provided a platform for LGBTQ+ speakers from diverse ethnic backgrounds to share their stories, including personal struggles relating to their intersectional identities, and how they overcame them and grew as individuals. The event received overwhelming positive feedback from attendees, who left feeling moved and inspired, and from speakers, some of whom were sharing their stories publicly for the first time. The presentation portion of the event was followed by informal networking over food and drinks, with attendees forming new connections across the sector and beyond.

The autumn highlight was PROUD's second anniversary party. Members of HouseProud and the Say it Loud Club joined our colleagues in celebrating the network's achievements over the previous year. The event was well attended by Directors from across the organisation, who came to show their support for PROUD's work.

PROUD marked LGBTQ+ history month with a return to the Queer Britain Museum, ensuring that education and understanding of LGBTQ+ history and the context of the issues still being faced today, are not forgotten even as we celebrate how far we've come towards true equality.

Throughout the year, PROUD published a series of articles by LGBTQ+ staff and allies. These were a mix of personal stories shining a light on the diverse experiences of our colleagues, and educational pieces highlighting significant dates in the LGBTQ+ calendar and ongoing campaigns for equality, and their meaning for our colleagues and residents. Topics included Lesbian Visibility Day; LGBTQ+ inclusion in sport; Bi Visibility Day; and Trans Awareness Week.

Key data

Good use of data allows us to identify any issues within the organisation, investigate underlying causes, and informs interventions to address them.

Staff satisfaction

In September and October 2023 1,036 colleagues completed our annual staff satisfaction survey, with 320 of them (31%) also providing written comments in the free text box. 86% of colleagues agreed or strongly agreed that “Considering everything, I think NHG is a good employer and I would recommend to friends and family”, and the satisfaction score was over 80% for each individual directorate.

Analysis of written comments revealed four themes, including one around training, development opportunities and equal opportunity for progression. In this area, there was some belief that at times roles are created for or given to people based on relationships rather than merit. Positively, this was not seen as being linked to diversity characteristics, but it

highlights a need to ensure transparency around restructure and recruitment processes as far as possible.

Analysis of results by diversity strand revealed no issues across several diversity strands, although in some cases numbers were too small to draw meaningful conclusions.

Whilst colleagues who provide unpaid care for either children or adults were as satisfied as those with no care responsibilities, colleagues caring for both were less satisfied than other groups. Our carers network responded to this finding by implementing additional support for colleagues with “sandwich care” responsibilities.

Women were less satisfied than men across 10 of 14 questions, with the greatest discrepancies in relation to wellbeing.

Staff who consider themselves to have a “disability or have a long-term health condition” were less satisfied across all questions, and significantly less satisfied across the majority of those. Parallel, our health and disability network, responded by creating a space for colleagues in this group to share concerns and raise issues that negatively impact their experience at work. These discussions resulted in both changes within the network and across the organisation.

Colleagues from different ethnic backgrounds were generally as satisfied as one another, although “White” staff were more satisfied than “Black/Black British” and “Asian/Asian British” staff across four questions relating to equality and treatment, indicating that there remains work to be done in this area.





Across all questions, the least satisfied group was those who “prefer not to say”, suggesting that our least satisfied colleagues may also lack the trust to share personal information, possibly linked to concerns about anonymity.

Diversity of our staff

We track diversity characteristics of our colleagues over time and benchmark this against GLA and census data, enabling us to identify any issues of concern. Our withdrawal from extra care services in early 2023 meant our workforce included fewer women and fewer Black staff in 2023-24 compared to previous years, but these were the only significant shifts in staff makeup, and we do not currently have any worrying areas of underrepresentation.

Age

Overall, we over-employ those in the middle age groups (25-34 and 35-49), and under-employ staff who are younger and older. This reflects the structure of our organisation, as we have relatively few entry level roles, and the fact that people begin to step out of the workforce for retirement as they age.

Gender identity

Even with our departure from extra care, our workforce remains more female than male, reflecting the make up of the housing sector and the not for profit sector as a whole.

Ethnicity

We slightly under-employ those who identify as being from an Asian or a White background, but overall we have greater representation of those from non-White backgrounds than London as a whole.

Disability and long-term health conditions

In the past year we have seen an almost 2% point increase in the number of colleagues who identify as having a disability or long-term health condition, reflecting a higher number of staff having chosen to share this personal data with us. Whilst we still under-employ individuals with a disability or long-term health condition compared to the general population, the progress in narrowing this gap is positive and a reflection of the excellent work being done by Parallel, our staff network, and of the culture shift around both disclosure and support.

Sexual orientation

With almost 8% of our colleagues choosing “prefer not to say”, there is more work for us to do to encourage disclosure of this characteristic. However, compared to the UK population we employ a higher number of staff who identify as bisexual, gay or lesbian, which is an encouraging barometer of how welcoming our culture is to LGBTQ+ individuals.

Pay gaps 2023

In addition to meeting our legal requirement to report on our gender pay gap, we continue to publish our ethnicity pay gap each year, allowing a deeper insight into the distribution of colleagues of different ethnic backgrounds across the hierarchy of our organisation.

Of the six components of the pay gap, we are pleased to report that five improved compared to 2022. This partly reflects our withdrawal at the start of 2023 from the provision of extra care services, as the staff in those roles, which mainly fell in the lower pay quartile, were predominantly ethnically diverse women.

We saw some improvement to our mean and median pay gaps that was not connected to the withdrawal from extra care services, which indicates that the initiatives we've put in place over the previous years are beginning to impact the ability of women and colleagues from Black, Asian and minority ethnic backgrounds to advance in their careers with us. There is still more work to do, but we know that the constraint of staff turnover rates means progress will be incremental, and that our commitment to narrowing our pay gaps is a long term one.

Our mean bonus pay gaps narrowed significantly between 2022 and 2023, to just 5.4% for gender and 4.8% for ethnicity, and we continue to have a 0% median bonus pay gap. This reflects our approach to bonuses, which is to pay a flat rate to all qualifying staff, with a very small number of staff receiving individual bonuses under specific circumstances, and some as part of the



Gender and ethnicity pay gaps 2023

	Median	Mean
Gender (all NHG)	10.2%	14.1%
Ethnicity (all NHG)	10.1%	14%
Gender (Care & Support only)	-6.2%	1.1%
Ethnicity (Care & Support only)	0.9%	1.8%
Gender (excluding Care & Support)	7.3%	10.6%
Ethnicity (excluding Care & Support)	13.6%	13.5%
Gender bonus	0%	5.4%
Ethnicity bonus	0%	4.8%



performance related pay which is standard for their role.

Representation across quartiles is the most meaningful measure in the formal pay gap reporting, as it provides insight into the driver of the mean and median gaps. The withdrawal from extra care services in the reporting period meant we were a less female and less ethnically diverse

workforce when we came to report our pay gaps in 2023 than we had been the previous year, but we remain a majority female (58.7%) and “majority minority” (58.2%) organisation. Very positively, we have made significant progress in smoothing representation across the four pay quartiles, reflecting greater representation of women and ethnic diversity in our more senior roles compared with 2022. Not only is this achievement a positive

end in itself, but it will pave the way for further progress, as we know that when colleagues see themselves represented by those in senior roles, they feel more inspired to progress their careers with us and feel more confident and supported in doing so.

Our pay gaps are just one measure of diversity, equity and inclusion and we will continue to interpret them in the context of the wider employee experience and external operating environment. For example, we are proud to support many staff to adopt a flexible working arrangement that empowers them to manage work alongside other commitments, and to offer generous family leave and a sabbatical policy. We know that such a combination of generous policies can lead to slower career progress for those who take them up, thereby contributing to pay gaps. However, this flexibility is highly valued by our staff, and we prioritise giving our colleagues choices over how they combine work and life outside of it, especially given the impact this has on retention and the knock on effect on consistency and stability for our residents over time. Our priority now is to dive deeper into our pay gap data to identify barriers to progress for different groups, and understand how these can be addressed. With greater insight and the continuation of successful programmes such as Accelerator, Leadership NOW!, the HDN mentoring programme and others, we are confident that we will continue to narrow our pay gaps over time.

Talent and learning

A high performing workforce is essential if we are to achieve the six objectives set out in our Better Together corporate strategy. For this reason, one of the enablers underpinning the strategy is our people plan, which includes a focus on values and behaviours; people management capability; recruitment; performance management; induction; and professional capability and learning.

A programme of projects and workstreams will deliver the people outcomes that we're striving towards, with many of these falling under the themes of talent and learning, an area where we saw significant progress over the course of the past year.

In 2023, we implemented a new management development programme. By the end of 2023-24, 271 managers had completed a series of workshops, which comprise the first stage of our Better Together management development programme. This operational management programme is complemented by our team leader and supervisory people manager programme, which 54 team leader level people managers had begun by the end of 2023-24. Both programmes include a focus on emotional intelligence, active listening, and performance management, three

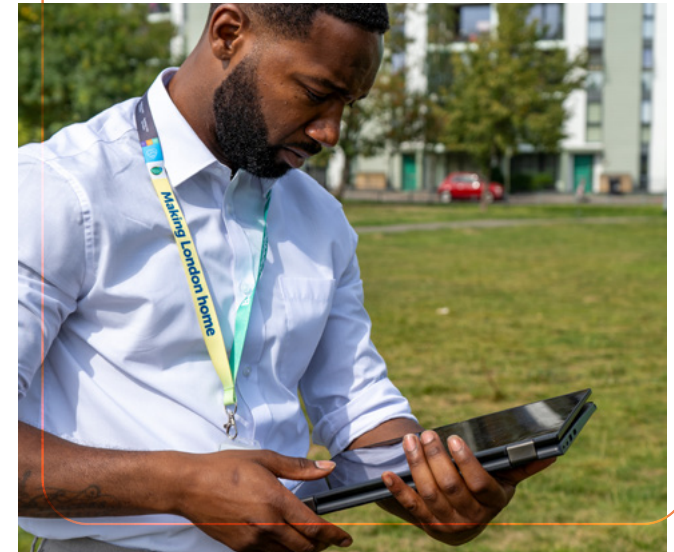
areas where upskilling our leaders will make us a more inclusive organisation for colleagues as well as residents.

The introduction of our graduate building surveyor programme represents the creation of a new career path into the organisation and we are proud to have offered positions to our first four graduates, who are due to join us in June. These new graduates will enter a two-year structured development programme aimed at developing a long-term career leading to professional chartered membership.

We're using apprenticeships to support colleagues around the organisation to develop skills and gain recognised qualifications that could enable them to progress in their careers. In 2023-24 we supported staff to upskill in a range of areas and levels, including data analysis, housing management, and leadership.

Our procurement team undertook bespoke ED&I training with Business in the Community, equipping them to ensure that consideration of ED&I runs through our procurement process, directly benefitting the customers who receive services from our suppliers and contractors. In addition, our diversity, inclusion & wellbeing lead delivered training to colleagues in our assets department to enable them to mark the responses to the ED&I question in our tender process.

In the summer we celebrated colleagues who had completed the Leadership NOW! development programme, delivered by GatenbySanderson in partnership with UNIFY. Earlier this year another seven colleagues joined the 2024 cohort, a record number of participants.



Throughout 2023-24 our race allies delivered a series of recruitment ready sessions, designed to support colleagues to take the next steps in their careers. Topics included successfully leading a team; CV writing tips and tricks; preparing for a successful interview; chairing meetings confidently; report writing; and strategic thinking and planning, and were in such great demand and received such positive feedback that the programme was repeated.

Throughout the year we supported colleagues to participate in various external courses, including the prestigious Future of London programme; the HDN mentoring programme, and also G15 Accelerate, which is designed to equip individuals from ethnically diverse backgrounds to take the next step in their careers as leaders. We also sponsored colleagues to study towards professional qualifications, empowering them to grow in their roles and advance in their careers.

Residents

We remain committed to offering diverse opportunities for residents to get involved in service improvement, ensuring that through both formal and informal engagement, at NHG offices and in the local community, our residents have a meaningful role in shaping our services. Our approach combines structured, ongoing involvement with flexible, project-based activities, allowing residents to contribute in ways that best suit their interests and needs.

Through these varied opportunities, we ensure that resident input is at the heart of our service development and delivery. This collaborative approach not only enhances the quality of our services but also fosters a strong sense of connection.

During the past year, residents have been invited to scrutinise our work, including fire risk assessment communications, contractors' code of conduct, and our planned investment programme. We have continued to work closely with residents around our damp and mould procedures and communications.

Our health and disability panel works to raise awareness of the issues affecting disabled (both

physical and non-physical disabilities) or vulnerable people through collaboration with NHG's disability staff network, focussing on improving services for residents through scrutiny, accountability, and challenge. Last year, panel members shared their insight on how to improve service charge information for residents so that it's more accessible, and gave feedback about annual visits, and improving the accessibility of our website.

From a local engagement perspective, we have sought out and welcomed opportunities to celebrate diversity and promote inclusion. Last year, we collaborated with Brent Council by supporting the "Wembley Mela", a celebration of south Asian culture. At the Mela, our housing and engagement stall provided a wonderful opportunity to speak directly to our residents and further build community relationships.

We collaborated with local resident-led community group Southwark Kaleidoscope to deliver a free Black History Season programme. Activities included an animated historical tour celebrating the diversity and culture of the Elephant and Castle area, and a fun day with theatrical performances about Mary Seacole and African drumming.

In 2023-24 we delivered over 100 involvement and engagement activities which resulted in more than 1,000 residents attending events. Meetings such as our 'Meet the (contractor) Supplier' and the sustainability residents group resulted in more than 140 newly involved residents participating in our activity programme.

Our "Meet the Housing Ombudsman" event was a large-scale resident event with approximately 60 people attending in person at a fully accessible venue, and another 150 people joining us online.



Residents had the opportunity to speak directly with the Ombudsman, our Chief Executive Patrick Franco and members of our Executive Board. Notting Hill Genesis was the first housing association to offer such an event.

Our diverse involvement and engagement approach has enabled us to work closely with our residents around service improvement. Putting residents at the heart of everything that we do is fundamental to our commitment to inclusivity and accessibility and we will continue to work closely with our residents throughout 2024-25 as we continue to work to improve the service we provide to our customers.



Equality, Diversity and Inclusion Report

Bruce Kenrick House
2 Killick Street
London N1 9FL

020 3815 0000
www.nhg.org.uk



**Better
together**