Diversity and Inclusion
Annual Report
2018/2019

Meeting Our Public Sector Equality Duty
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1. Foreword

This is our 13th progress report on equality, diversity and inclusion and covers the period 1 April 2018 to 31 March 2019.

Again, this year we have updated our Business Strategy to ensure that we continue to strive towards our Vision of creating confident communities despite the external challenges we face. This includes clear commitments to continue to support all our tenants in the Wakefield district through the following ambitions.

- **Opportunities for All**: maximise opportunities for our people and those who want to work for us.
- **Building Better Places**: invest in new homes and land to meet the growing need for affordable housing and become a leading regional housing provider.
- **Delivering Customer Excellence**: create excellent customer experience by offering a range of services that maximise choice, opportunity, health and wellbeing.
- **A Digital Future**: become a digital business and enable our tenants to maximise their digital opportunities.

We have continued this year to provide support for ‘hard to reach’ groups in terms of providing ‘Opportunities for All’ and ‘Delivering Excellent Customer Service’. There are examples of how we have done this within the report.

Our Diversity and Inclusion Action Plan continues to develop to include actions recommended in the recent audit. This work includes partnering with Housing Diversity Network to ensure Black, Asian and Minority Ethnic groups have equality of access to all services and opportunities we provide.

Our Total Inclusion Group (TIG), which includes Neighbourhood Panel representatives, is consulted on all proposed changes to services, policies and procedures. TIG provides challenge on ensuring we promote equality opportunity wherever we can and that the work we do is inclusive.

Kevin Dodd
Chief Executive
2. **Introduction**

We have continued this year to focus on ensuring that the most vulnerable in the Wakefield district are supported as we continue to strive to create confident communities.

3. **The Public Sector Equality Duty (PSED)**

The PSED, which came into force on 6 April 2011, places additional duties on public authorities and organisations that carry out public functions, such as WDH. There are general and specific duties, and although we only have a legal obligation to comply with the general duties, we are also committed as an employer who places diversity and inclusion at the heart of its services, to meeting the specific duties as a means of ensuring that equality, diversity and inclusion are embedded in everything we do for customers and employees. This report will explain our PSED obligations and outline the work we have done over the past year to ensure we meet them.

3.1 **The general duty**

The Equality Act 2010 introduced a general equality duty requiring organisations, when carrying out public functions, to consider how to:

- eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the act;
- advance equality of opportunity between people who share a protected characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

By:

- removing or minimising disadvantages suffered by people due to their protected characteristics;
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people; and
- encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

3.2 **The specific duty**

The specific duty requires organisations to:

- publish sufficient information to demonstrate its compliance with the general equality duty across its functions; this must be done annually; and
- prepare and publish equality objectives every four years; these objectives should meet one or more of the aims of the general duty.
3.3 Protected characteristics

The protected characteristics covered by the Equality Act are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnerships;
- pregnancy and maternity;
- race;
- religion or belief;
- sex; and
- sexual orientation.

We have continued this year to increase the Customer Profiling Information we have on our tenants to ensure that we provide the services they need. The overall percentage we now have is 89.5%. However, disability information needs to be regularly updated. Currently we have information on disability for 75% of our customers but some of this will be out of date. We will be updating this information and looking to increase the amount of data we have during 2019/2020.

4. Diversity and inclusion in WDH - how are we meeting the duty?

4.1 Implementing the general equality duty

We already meet the duty in a number of ways.

- Our Diversity and Inclusion Plan 2018 to 2020 has clear actions that support ‘hard to reach groups and relate to the protected characteristics under the Equality Act.
- Our Diversity and Inclusion Policy has recently been reviewed and updated, in consultation with the TIG and employees.
5. Diversity in action

The table below details our obligations under the PSED and gives specific examples of the ways we are meeting those requirements. Also included are some case studies as further illustrations of the work we undertake in this area.

5.1 General duties

<table>
<thead>
<tr>
<th>General duties</th>
<th>How are we meeting these?</th>
</tr>
</thead>
</table>
| Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the act | • All our policies, processes and procedures are equality analysed to ensure they comply with the Equality Act and PSED.  
• Our Diversity and Inclusion Policy and Annual Report sets out our commitment to diversity and inclusion and the responsibility for its implementation.  
• All employees complete equality and diversity training as part of their induction and complete an equality and diversity e-learning course every two years.  
• We provide a range of training modules around specific aspects of diversity and inclusion advertised in our Learning and Development Programme. This year we have looked specifically at ‘banter’ training to ensure that our employees are conscious of what constitutes acceptable and unacceptable ‘banter’. More details of this are in the Case Study section.  
• We work in partnership with UNISON and UCAAT to enhance employee relations.  
• A Hate Crime Policy and Procedure is in place and all our service access points (SAPs) are Hate Crime Reporting Centres. Our SAPs have trained employees who can record and report instances of hate crime.  
• We have a dedicated Tenancy Support Team which works to ensure discrimination, harassment and victimisation are outlawed on our estates. |
| Advance equality of opportunity between people who share a protected characteristic and those who do not | • We ensure barriers to access and opportunity for both customers and employees with protected characteristics are removed through equality analysis of services, policies and procedures.  
• TIG ensures that tenants with protected characteristics have a voice. The group is comprised of both tenants and senior management and is consulted on proposed changes to services or policies. Additional members can be co-opted onto the group through existing members if they have an interest or opinion in an area under discussion and it will make the group more representative of our communities. Work is being carried out to increase the diversity of membership of TIG. |
<table>
<thead>
<tr>
<th>General duties</th>
<th>How are we meeting these?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The Resident Involvement Team ensures that engagement events reach out to tenants with protected characteristics and gather their views on issues that impact on the services we provide.</td>
<td></td>
</tr>
<tr>
<td>• Positive action is being taken to encourage more women into trades apprenticeships and construction, including running taster sessions for local schools as well as more specific promoting of our apprenticeship programme for girls at our local colleges and schools.</td>
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</tr>
<tr>
<td>• We have our own team of Community Employment Advisors working on or near our estates.</td>
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<tr>
<td>• Our Cash Wise Programme continues to support tenants.</td>
<td></td>
</tr>
<tr>
<td>• Our Community Leadership Programme gives young people in the district opportunities to develop confidence and gain new skills through a structured programme including residential courses and outward bound activities.</td>
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</tr>
</tbody>
</table>

| Foster good relations between people who share a protected characteristic and those who do not | • We encourage customers with protected characteristics to take part in our full range of engagement activities and run bespoke events where certain groups are under-represented at mainstream events. Participation in events is monitored through the Resident Involvement Tracker System. |
| • We hold annual Love Where You Live Awards, aimed at celebrating the work of community groups who have made a difference in their area. It also acknowledges individuals who have gone the extra mile to help other tenants and residents. |
| • The Resident Involvement Plan has been revised to place renewed emphasis on our commitment to the inclusion of ‘need to hear’ groups in consultation activities. |
| • TIG actively seeks participation from people with protected characteristics across the district to ensure our services are truly inclusive. |

<p>| Removing or minimising disadvantages suffered by people due to their protected characteristics | • A Diversity and Inclusion Awareness Programme is delivered which is tailored to meet the needs of all our employees. |
| • We are a recognised ‘disability confident employer’. This demonstrates that we are continuing to ensure that disabled people and those with long term health conditions can reach their potential at WDH. It also shows our continued commitment to actively attracting and recruiting disabled people into the business and that we provide a fully inclusive and accessible recruitment process for people with a disability and ensure anyone who meets the minimum criteria gets an interview. |
| • Our Mental Health Navigators have supported tenants with mental health issues. |
| • We provided Care Link packages for both tenants and other people in need. |</p>
<table>
<thead>
<tr>
<th>General duties</th>
<th>How are we meeting these?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Unemployed tenants were recruited onto the Training for Employment Programme.</td>
<td></td>
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<tr>
<td>• Inclusive consultation and involvement methods are employed.</td>
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<tr>
<td>• Equality analysis is carried out on all policies, procedures and services.</td>
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<tr>
<td>• We ensure that the website is WC3 compliant to meet the needs of customers with visual impairments.</td>
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<tr>
<td>• Reasonable adjustments are made for employees with disabilities and health conditions.</td>
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<tr>
<td>• The use of positive action initiatives are considered to ensure we have a representative workforce. Currently we are taking positive action to get ‘Girls into Construction’. In addition, we are consulting on possible positive action to increase the number of female senior managers, based on the Gender Pay Gap Report.</td>
<td></td>
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<tr>
<td>• Exit interviews are undertaken to investigate reasons for employees leaving us.</td>
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<tr>
<td>• We have trained our employees and tenants to become Dementia Friends and raise awareness of dementia in the local community.</td>
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</tr>
<tr>
<td>• We have trained over 50 Mental Health First Aiders, known as “Wellbeing Champions” whose role is to provide independent advice, support and signposting for employees and tenants with mental health issues.</td>
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<tr>
<td>• Periodic Tenancy Visits are carried out with deaf tenants by an employee who is also a British Sign Language interpreter to ensure that they can raise any issues and challenge any problems with access to services.</td>
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</table>
5.2 Specific duties

<table>
<thead>
<tr>
<th>Duties</th>
<th>How are we meeting these?</th>
</tr>
</thead>
</table>
| Publish sufficient information to demonstrate compliance with the general equality duty annually | • This report will be published on our internet and intranet sites on an annual basis.  
• In addition to the diversity and inclusion section on our website, there is also a section on the accessibility of services, documents, and our website.  
• Our website contains a wealth of information on the variety of ways that customers can get involved with us to suit their own preferences.  
• Our Diversity and Inclusion Action Plan is a living document and our specific objectives are detailed in the plan which is published on our website and intranet site.  
• We update progress against our Diversity and Inclusion Action Plan on a quarterly basis. The TIG will monitor and challenge progress against the plan as well as identifying new actions to be included in the plan. |
| Details of the engagement that we undertook, in developing our objectives, with people who we consider to have an interest in furthering the aims of the general equality duty | • Customer profiling data is used to analyse the impact of changes to services, policies or procedures.  
• The TIG meets at least quarterly and is responsible for agreeing diversity objectives and for monitoring progress on these objectives.  
• The Resident Involvement Team runs a range of activities and events throughout the year aimed at ensuring we consult with tenants and residents on the issues that matter to them and their feedback supports evidence based decision making throughout the business.  
• The Resident Involvement Monitoring Group scrutinises the work of the Resident Involvement Team and challenges to ensure engagement is inclusive. |

5.3 Diversity statistics

• Mental Health Navigators have supported 300 tenants with mental health issues.  
• 120 of our tenants have been provided with Care Link packages and 651 customers who are not tenants also purchased Care Link services.  
• 1,840 tenants or prospective tenants have been supported on financial matters by our Cash Wise Team.  
• 141 tenants or young people have attended workshops by our Cash Wise Team as we target our efforts towards those who need it most.  
• 479 struggling tenants have received emergency food parcels. This figure is expected to rise dramatically as the impact of Universal Credit hits home.  
• 46 young people attended WDH for work experience.
• 49 previously unemployed tenants were recruited onto the Training for Employment Programme of which 80% are either still attending the programme or have moved into other employment.

• 48 young people attended the Community Leadership Programme. The programme gives young people the opportunity to improve their confidence, educational attainment and employability through a week long residential and then further activities in the summer. At the end of the most recent programme the results showed that:
  – 97% of participants reported that they felt more confident in themselves;
  – 87% reported that they felt better about themselves;
  – 92% felt that they learned to respect other people more during the programme;
  – 95% reported that they learned how to trust other people more; and
  – 92% of the students agreed that they learned about how the things they do affect the environment around them.
5.4 Case studies of diversity in action for customers

(i) Wellbeing and financial support

The work of the Adaptations and Wellbeing teams continues to positively impact on tenants and residents' lives throughout the district. An example of this can be seen in a recent case where the teams worked together to improve the circumstances of a tenant who has complex needs.

The tenant had been brought to the attention of the Wellbeing Team due to the deteriorating state of his property. On visiting the tenant, the team discovered that he was unable to access the first floor of his property and had therefore not washed or changed his clothes for several weeks. His health concerns meant that he was unable to cook for himself and at the time of visiting, he did not have access to food or money. Further enquiries showed that he was potentially falling victim to financial abuse as local residents were charging him money to bring groceries and he was also at risk of harm from an abusive relative who had recently been released from prison. All these factors led the tenant to feel that he had to carry a knife as personal protection, which made it difficult to decide on the level of intervention we could offer. The poor state of his property and the level of self neglect would normally have meant that the tenant would be in receipt of help from a number of support services, however a lot of other agencies were reluctant to get involved due to him carrying the knife.

Wellbeing, along with Community Safety and Cash Wise continued to support the gentleman. This support included emergency food parcels, taking him to the opticians to get new glasses and to his GP to replace stolen medication. A member of the Wellbeing Team laid out fresh clothes for the tenant to change into and sorted through unopened mail to put bills in order of priority for Cash Wise to look through. Several debt enforcement letters were followed up and in a lot of cases the debts were wiped clean meaning the customer was not living in fear of debt collectors calling. This served as a clear message to local doorstep lenders and to the tenant’s relative that they were not welcome at the property any more.

Eventually the Wellbeing Team encouraged other support services to attend the property with us and after one of these visits, the gentleman agreed to a stay in a local respite centre to be cared for while his home and financial arrangements could be put back on track.

This case highlights how teams across WDH work together to put customer’s safety, health and wellbeing first. Our work also serves to reduce antisocial behaviour, showing the impact that interventions like this can have on the wider community.

(ii) Working in partnership with local agencies and charities

We continue to work closely with local agencies and charities to obtain the best support possible for our tenants. Our Cash Wise and local area teams identify the most vulnerable members of society among our tenants and use a network of contacts to put support in place so each customer identified as needing help benefits from a wide range of services.

An example of this during 2018 was a tenant who received support as he had fallen behind on his rent payments and so was referred to Cash Wise. The team visited the tenant’s property to find a very vulnerable individual; learning difficulties and very poor eyesight meant he had to rely on others who were in some cases taking financial
advantage of him. Cash Wise immediately referred him to Community Action Programme who sourced some more suitable furniture for him given his sight problems, and to Bag Fairies who provided bags full of household items, soft furnishings and bedding. A referral to the RNIB resulted in the gentleman being awarded a talking microwave and a talking watch and negotiations with Wakefield Council’s Council Tax department meant that he was given exemption from having to pay.

Action taken by our teams has ensured this customer can not only maintain his tenancy but that he can confidently deal with individuals who had in the past taken advantage of him. He is very happy that he can live independently and has his finances in order, with Cash Wise encouragement he has even managed to start saving a little money every week.

5.5 Case studies of diversity in action for employees

(i) Gender Pay Gap Reporting

WDH Gender Pay Gap Report 2018

At WDH, diversity and inclusion are at the heart of everything we do. We are committed to equality in all areas of employment and we are confident that we have a robust and equitable pay and grading structure in place. Whilst we pay our colleagues equally for doing work of equal value, we do have a gender pay gap of 13.3% (mean).

Our pay gap is partly due to the performance related pay (PRP) scheme adopted by our trade operatives. This employee group are predominantly male (99.3%) and make up 28.6% of our overall workforce. Our analysis has identified that we have a greater proportion of females in grades 1 to 7 of our pay and grading structure. In roles at grade 8 and above we have a greater proportion of males in these posts. As there are more males in higher paid roles this results in the average male hourly rate being greater than the average female hourly rate which contributes to the gender pay gap.

We are committed to reducing our gender pay gap.

Our diversity and inclusion action plan 2018/2020 will set out our approach to reducing the gap and the specific actions we are taking however we recognise that taking action today will not yield tangible results potentially for a number of years, especially in areas such as attracting more females into construction roles.

We have an under-representation of females in our mid management roles (grade 8 up to but not including our senior management team). Our diversity and inclusion action plan will set out the positive steps we are taking to address this supported by recommendations from our Gender Pay Gap Focus Group.

(ii) Employee Awareness Training: Banter Training

In Summer 2018 we delivered Banter Training to our office-based employees. The aim of the session was to identify what banter sounds and feels like in a work environment and what slight changes can take place
when banter is happening to make it feel more like harassment to the person on the receiving end of it. Our employee satisfaction scores have always been excellent but we wanted to ensure everyone has awareness of what can start out as a light-hearted joke can quickly turn into a real problem for people. We looked at the issues using some real-life case studies that highlighted the fact that what may not cause concern for one person at work can be a real and deeply hurtful scenario for another and that we all have different tolerance levels at different times. Whilst ensuring that everyone is aware that we are not there to tell them what to think at work, the Learning and Development Team sensitively but determinedly visited every office to discuss these issues in what turned out to be lively and interesting awareness sessions.

(iii) Employee Awareness Training: Autism Awareness

In September 2018 we started delivery of a Life Hack on Autism Awareness to be delivered to teams across the organisation to raise awareness of the condition both in the workplace and when interacting with our customers.

The session aims to dispel any myths or confirm knowledge colleagues already have about the condition. We identify the behaviours and difficulties that people with autism can experience and discuss the adjustments we can make to enable them to feel comfortable and access opportunities, both for colleagues we work with and customers we deal with.

The Life Hack was promoted as a voluntary session, which was promoted through our HR Roadshows and on the WDH Intranet. The take up from this has been positive and the session has been delivered mainly to teams in their huddles. One session has also been delivered to a team during their team away day. The sessions have been well received by colleagues who have been engaging in the discussions and willing to share their own experiences of living with or engaging with colleagues and customers who have autism.

The sessions will continue to be promoted to teams and sessions will also be held for individuals to attend.
6. **Information and analysis**

6.1 **Workforce**

This section sets out known data on the protected characteristics of our workforce in relation to recruitment, grievances, disciplinaries and learning and development opportunities and outlines any action to be taken as a result of data analysis.

The data on workforce percentages by protected characteristics is as at 31 March 2019 at which time the total number of people we employed was 1,444.

The data on recruitment, learning and development opportunities, grievances and disciplinaries by protected characteristic relates to the 12 month period from 1 April 2018 to 31 March 2019.

**Diversity and Inclusion Data (April 2019)**

**Gender**

**Gender of Workforce as at 31 March 2019**

A large proportion of our workforce comprises of trades people who are generally male, offset by a high population of females working in office administration roles. The demographic of our workforce contributes towards our Gender Pay Gap and we are actively seeking to reverse the trend in these figures by some of the actions in our Diversity and Inclusion Action Plan 2018 to 2020.

**Gender**

- **Female**: 626 (43%)
- **Male**: 818 (57%)
Part time by gender as at 31 March 2019

We continue to find that it is still mostly females who request part time working arrangements to fulfil caring duties. Next year we will introduce unconscious bias training for all recruiting managers to ensure that they are not unconsciously assuming that more women than men would prefer part time roles and we have also introduced shared parental leave.

Part time by gender summary

Leavers by gender (1 April 2018 to 31 March 2019)

Whilst our employee turnover remains very stable and, in any organisation, a certain amount of turnover is desirable, we have experienced a relatively high turnover in trades people this year. Shortages in labour supply have led to this being a very competitive market which we have responded to by reviewing the trade salary banding scheme, making it possible for trades people to earn higher level salaries quickly when they join WDH.
Disciplinaries by Gender (1 April 2018 to 31 March 2019)

Numbers of both disciplinaries and grievances have fallen considerably from 36 last year, highlighting the great work HR Business partners achieve with Team Leaders across the company.

Grievances by gender (1 April 2018 to 31 March 2019)

Gender

Grievances by gender (1 April 2018 to 31 March 2019)

Gender
Training attended by gender (1 April 2018 to 31 March 2019)

Gender - attended

- Female: 1,934 (38%)
- Male: 3,219 (62%)

Ethnicity

Ethnicity of workforce as at 31 March 2019

The proportion of BAME employees continues to be less than the proportion of BAME residents in the Wakefield district. In 2019 we will consult with Housing Diversity Network to increase initiatives to encourage BAME applicants for our vacancies.
Leavers by ethnicity (1 April 2018 to 31 March 2019)

Disciplinaries by ethnicity (1 April 2018 to 31 March 2019)
Grievances by ethnicity (1 April 2018 to 31 March 2019)

Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>British White</td>
<td>5</td>
</tr>
<tr>
<td>White and Black African Mixed</td>
<td>0</td>
</tr>
<tr>
<td>White and Asian Mixed</td>
<td>0</td>
</tr>
<tr>
<td>Pakistani Asian or Asian British</td>
<td>0</td>
</tr>
<tr>
<td>Irish White</td>
<td>0</td>
</tr>
<tr>
<td>Indian Asian or Asian British</td>
<td>0</td>
</tr>
<tr>
<td>Not Specified</td>
<td>2</td>
</tr>
<tr>
<td>Caribbean Black or Black British</td>
<td>0</td>
</tr>
<tr>
<td>Any other White background</td>
<td>0</td>
</tr>
<tr>
<td>Any other Mixed background</td>
<td>0</td>
</tr>
<tr>
<td>Any other Asian background</td>
<td>0</td>
</tr>
<tr>
<td>African Black or Black British</td>
<td>0</td>
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</tbody>
</table>

Training attended by ethnicity (1 April 2018 to 31 March 2019)

Ethnicity - Attended

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>White and Black African Mixed</td>
<td>0</td>
</tr>
<tr>
<td>White and Asian Mixed</td>
<td>11</td>
</tr>
<tr>
<td>Pakistani Asian or Asian British</td>
<td>43</td>
</tr>
<tr>
<td>Irish White</td>
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<tr>
<td>Indian Asian or Asian British</td>
<td>35</td>
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<tr>
<td>Chinese</td>
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</tr>
<tr>
<td>Any other White background</td>
<td>28</td>
</tr>
<tr>
<td>Any other Mixed background</td>
<td>18</td>
</tr>
<tr>
<td>Any other Asian background</td>
<td>2</td>
</tr>
<tr>
<td>African Black or Black British</td>
<td>5</td>
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</table>
Disability

Disability status of the workforce as at 31 March 2019

The proportion of employees with a self-declared disability still does not reflect the proportion of people with disabilities in the Wakefield district. We are a Disability Confident employer and we promise to interview all applicants with a disability for roles where they meet the essential job criteria. Unconscious bias training will be compulsory for all recruiting managers.

Leavers by Disability Status (1 April 2018 to 31 March 2019)

Disabled Summary

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>49</td>
<td>3%</td>
</tr>
<tr>
<td>Not Disabled</td>
<td>1,395</td>
<td>97%</td>
</tr>
</tbody>
</table>

Disabled Summary

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>8</td>
<td>5%</td>
</tr>
<tr>
<td>Not Disabled</td>
<td>148</td>
<td>95%</td>
</tr>
</tbody>
</table>
Disciplinaries by disability status (1 April 2018 to 31 March 2019)

**Disabled Summary**

- Disabled: 1 (4%)
- Not Disabled: 25 (96%)

Grievances by disability status (1 April 2018 to 31 March 2019)

- Disabled: 0 (0%)
- Not Disabled: 7 (100%)
**Training attended by disability (1 April 2018 to 31 March 2019)**

**Disabled - Attended**

- Disabled: 149 (3%)
- Not Disabled: 5,004 (97%)

**Sexual Orientation**

Sexual orientation of the workforce as at 31 March 2019

**Sexual Orientation**

- Prefer not to say: 14
- Bi-sexual: 6
- Gay man: 7
- Gay woman/Lesbian: 3
- Other: 4
Leavers by sexual orientation (1 April 2018 to 31 March 2019)

Disciplinaries by Sexual Orientation (1 April 2018 to 31 March 2019)
Grievances by sexual orientation (1 April 2018 to 31 March 2019)

Sexual Orientation

[Bar chart showing grievances by sexual orientation]

Training attended by sexual orientation (1 April 2018 to 31 March 2019)

Sexual Orientation - Attended

[Bar chart showing training attended by sexual orientation]
**Age**

Workforce by age group as at 31 March 2019

WDH’s age profile is disproportionately low in the under 21 and under 30 categories. A combination of filling vacancies with apprentices, where appropriate, and our annual intake of construction apprentices is aimed at increasing WDH’s proportion of young workers.

Leavers by age group (1 April 2018 to 31 March 2019)
Disciplinaries by age group (1 April 2018 to 31 March 2019)

Grievances by Age Group (1 April 2018 to 31 March 2019)
Training attended by age group (1 April 2018 to 31 March 2019)

Age Band - Attended

- Under 21: 204
- 21 to 30: 1006
- 31 to 40: 1486
- 41 to 50: 1230
- 51 to 60: 1076
- Over 60: 151
Profile of our tenants

We recognise that the profile of the 37,733 tenants who live in our tenancies is diverse and we aim to tailor the service we provide to accommodate the requirements of our customers. Examples of this are providing written documents in alternative languages, font sizes or in braille and offering a multi channel approach to offer tenants choice in how they communicate with us.

We encourage the development of tenants' and residents' associations (TARAs) who work to improve their area. They campaign for better services, improvements to the environment and tenants’ homes and organise activities that bring people closer together. Our Tenant Involvement Officers work with community groups and engage with our tenants and residents offering the support they need in line with the Resident Involvement Plan and the Communities Together Agreement.

Our Community Employment Advisors work closely with the Job Centre to help our tenants create a CV and find employment, with work clubs held across the district.

We currently have 37,733 tenants living in 30,072 tenancies with the following characteristics.

**Tenant Gender**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>22710</td>
</tr>
<tr>
<td>Male</td>
<td>15023</td>
</tr>
</tbody>
</table>

**Tenant Sexual Orientation**

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bisexual</td>
<td>24608</td>
</tr>
<tr>
<td>Gay Male</td>
<td>176</td>
</tr>
<tr>
<td>Heterosexual</td>
<td>150</td>
</tr>
<tr>
<td>Lesbian</td>
<td>155</td>
</tr>
<tr>
<td>n/a</td>
<td>7680</td>
</tr>
<tr>
<td>Other</td>
<td>595</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>2707</td>
</tr>
<tr>
<td>Refused to Answer</td>
<td>1662</td>
</tr>
</tbody>
</table>
Tenant Disabilities

Tenant Communication Needs
Profile of our 28,860 housing applicants

**Homeseach Members Gender**

- Female: 17,656
- Male: 11,204

**Homeseach Members Disability**

- Anxiety Disorder: 21
- Arthritis: 123
- Attention Deficit: 7
- Autism/Asperger's: 2
- Bipolar Disorder: 3
- Cerebral Palsy: 2
- Diabetes: 951
- Depression: 46
- Epilepsy: 13
- Frail Elderly: 17
- Hearing Difficulties: 7
- Heart Problems: 5
- HIV/AIDS: 12
- Learning Difficulties: 67
- Memory Problems: 13
- Mental Health: 3798
- Mobility Problems: 12
- Mobility Scooter: 17
- Neck/Back/Spine: 12
- Obsessive: 17
- Other Mobility Aid: 2
- Other Sight: 15
- Partially Sighted: 7
- Personaility: 1
- Post Traumatic: 1
- Profoundly Deaf: 1
- Progressive: 1
- Registered Blind: 4
- Suffers Alzheimer's: 1
- Suffers Dementia: 3
- Walking Sticks or: 11
- Wheelchair: 117
7. Achievements Timeline 2018/2019

April 2018

Residents, their families and employees gathered for a coffee morning at Whinney Lane Independent Living Scheme.

May 2018

We have been working in partnership with Castleford Academy to deliver the When Dance Happens programme. The programme, which was jointly funded by the Arts Council and WDH, has allowed young people, who may not otherwise have this opportunity, to develop and reinforce crucial interpersonal skills, whilst opening pathways for enjoyment, education, fitness and possible career opportunities.

June 2018

Training for Employment at The Store.

Our Training for Employment Programme helps adults who are unemployed and living in a WDH property back into work.

The programme provides participants with training, work skills, support and mentoring to assist them to carry out the duties of the role, and to be in a better position when applying for further employment at the end of the programme.
July 2018

The ECO Council at Bell Lane school team up with WDH and Sodexo to renovate their school garden.

August 2018

WDH attended an Open day at Swafia Mosque in Wakefield to ensure local residents are aware of all the opportunities we have to offer.

September 2018

£2000 was raised for charity with employee tag rugby. Colleagues from across the business took part in a charity tag rugby tournament at Upton ARLFC.

The event, which was sponsored by Wolseley’s and Unite, managed to raise funds for four charities. In addition to the sponsorship, participants paid to enter the tournament and a raffle was held, with the top prize kindly donated by Darrington Golf Club.

Including the sponsorship money, £2,000 has been raised and this will be split between the charities SANDS (Stillbirth and Neonatal Death Society), the Laila Milly Foundation, Mind and Turning Point.
October 2018

Angela Thomas won the Community Champion category in WDH’s 2018 Love Where You Live Awards.

Angela set up The Bag Fairies in November 2014 at The Pavilion, South Kirkby. The group supports anyone in need in the local community. Angela and the group have provided clothing for people, ranging from new-borns to older people, as well as providing bedding, towels and homewares for the homeless and vulnerable who are moving into their own accommodation. The Bag Fairies are self-funded and rely solely on donations, there is no referral service and customers can just call in when they need to.

November 2018

Jester’s Gym Club can purchase new equipment with a community grant. The aim of the Community Grant Scheme is to provide small grants for local community and voluntary groups that operate within our communities.

December 2018

We helped fund a new bike team for the West Yorkshire Police. A police bike team, which has caught hundreds of rogue riders, is to operate seven days a week for the first time following major investment from WDH.

The new bikes are set to come into service with all officers trained and in post by December, providing the district with its best off-road capability. The team will comprise of three police officers and three Police Community Support Officers (PSCOs), making West Yorkshire Police one of the first UK police forces to deploy PCSO’s in this way.
January 2019

Residents at Springhill’s ILS move back after the scheme has been refurbished. Our construction apprentices and HomeBuilder Team have built 14 new homes on previously unused land at Springhills ILS in Outwood.

The properties support people to live independently by offering accessible facilities including wet rooms, large kitchen / diners and bedrooms on both the ground and first floor. Outside areas include landscaped gardens and electric car charging points.

The development, which began in May 2018, offers new bungalows for affordable rent and forms part of our independent living service which provides onsite support and access to communal facilities and social events.

February 2019

New digital photo guide introduced for improvements. Tenants in Lupset have been giving their feedback on a new digital photo guide, created by our Improvements Team to help tenants understand what they can expect when having their homes improved.

The guide, which can be shown on an iPad or tablet, will be used by Resident Liaison Officers during the tenant induction process to explain what will happen at every stage of the works and prompt the tenant to ask more questions.

March 2019

The Knottingley Estate Team, The Old Quarry Adventure Playground.

The Knottingley Estate Team acted after an appeal was made by The Old Quarry Adventure Playground on Warwick estate for Easter eggs.

The team asked colleagues to donate a pound or a small egg, totaling in 66 eggs being delivered to the adventure playground. With this generous donation it means every child could leave the centre over the holiday period with an Easter treat.

Abbi Jones, Tenancy Management Officer said: “The playground is a fantastic place and offers free activities for the children not only on Warwick estate but throughout the area. They are loved by their local community and work tirelessly to ensure all children have fun whilst playing.”
8. Future Activities for 2018/2019

- To take action based on the Gender Pay Gap Report.
- Quarterly meetings of TIG for challenge and scrutiny of our services.
- To launch a new unconscious bias awareness e-learning module, primarily for all recruiting managers and subsequently for all employees.
- To deliver dementia awareness sessions throughout Dementia Friends Week 20 to 27 May 2019 and then to all Tradespeople in September 2019.
- A disability questionnaire will be distributed to tenants in 2019 to update our records on tenant disabilities and help with customer profiling.
- Mental health and well-being initiatives throughout Wellbeing Week 13 to 19 May 2019.
- ‘Girls into Construction’ taster sessions.
- Equality analysis training to ensure that our services, policies and procedures are non-discriminatory and promote opportunity.
- Promote employees self-declaring disabilities.
- Transgender awareness training to be given to employees in Organisational Development.
- We are working in partnership with Housing Diversity Network to ensure our services and opportunities are accessible to BAME groups.
- Diversity and Inclusion e-learning will be refreshed and will be compulsory for all employees.
Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

delivering promises, improving lives