



Equality, Diversity and Inclusion Report

2022 - 2023



Better together



Chief executive's introduction

I have been at Notting Hill Genesis for less than six months, but I have been struck by the commitment to being an inclusive and diverse organisation and the determination at all levels to ensure everyone is treated equally regardless of their background..

We have made great strides in a lot of areas over the past 12 months, both since I arrived and before, including earning a silver award from Stonewall and being named one of their top 100 employers in the UK for the first time.

We want our residents to be at the heart of everything we do and to have a great experience of living in a Notting Hill Genesis home, feeling they are being treated as an individual and having a say in their home and tenancy. Our resident involvement team offers a range of opportunities for residents of all tenures to get involved, and I would like to say a huge thank you to everyone who has attended our events, joined our projects and played their part in improving our services.

During 2022/23, involved residents have influenced our approach to defects, damp and mould, our voids standard and sustainability. We have benefited from the lived experience of specific groups too, with our resident health and disability

panel ensuring those with disabilities are always considered and our LGBTQ+ residents scrutinising policies and guidelines, such as those on contractor behaviour and hate incidents.

We also want to provide a great place to work for our colleagues. As well as being the right thing to do as a good employer, a happy, engaged and enthusiastic workforce will also be better placed to meet the needs of our residents. To that end I was delighted to see that staff satisfaction hit 90% this year, a whole 10% above our corporate strategy target.

As well as the award from Stonewall, our efforts to provide a positive environment for our staff have been recognised by Investors in People. They have also given us a silver award, this time for wellbeing, reflecting the efforts we make in supporting the social, physical and psychological wellbeing of colleagues.

We are legally obligated to publish our gender pay gap every year, but we also publish our ethnicity pay gap on a voluntary basis. While we will continue pushing for equal outcomes for all colleagues, we are pleased with the changes we have seen in the past year. The results of our gender pay gap show we are improving the number of women in senior leadership roles, which has been echoed in our ethnicity pay gap, with the largest increase in representation being in the top quartile of earners.

We still have so much to do, but we have initiatives in place to support professional development and

advancement, and even more importantly a deep commitment to fairness and equality throughout the organisation.

One thing that will have an impact on both our gender and ethnicity pay gaps next year is the transfer of our extra care services to new providers. Our extra care staff were overwhelmingly women and from ethnically diverse groups. I want to say thank you to all them for their dedication and professionalism over the years, particularly through the Covid-19 pandemic.

Finally, I wanted to say a huge thank you to the chairs, former chairs and members of our many staff networks. The effort they make to ensure our colleagues are supported and included no matter their background is appreciated every day. Please read about the many successes and challenges faced by Beehive, our Carer's network, Cultural Energie, Parallel and Proud@NHG in the full report. We are extremely proud of everything they do and I'm sure you will be too.

I would also like to take the opportunity to thank Natalie Quilter, our diversity, inclusion and wellbeing lead, and Alex Phillips, our diversity champion at board level, for their commitment over the year.

Patrick Franco
Chief executive

Wellbeing

Supporting colleagues' wellbeing is more important than ever especially with external pressures such as the cost of living affecting us all.

Our mental health first aiders have played a key role in supporting colleagues across the business, which has included more than 30 Time to Talk sessions this year, covering topics including women's safety, the Russia-Ukraine crisis, Türkiye-Syria earthquakes, workload stress and the 16 Days of Activism Against Gender-based Violence campaign. To ensure the support provided was being captured and real action could be taken, we introduced a new monitoring system to review key themes and issues being raised – so matters can be addressed by relevant groups and senior leaders.

This work alongside our amazing staff networks, which you can read more about in this report, played a pivotal role in being awarded our first ever wellbeing award by Investors in People, for which we achieved silver. This accreditation is awarded to businesses who put people first and ensure their employees are supported in three areas of wellbeing - social, physical and psychological.

Following on from the award, while we scored well in physical and mental health, an area

National Housing Federation Chairs Challenge

The challenge has been issued by the National Housing Federation (NHF) who believe "the leadership of chairs is crucial for driving and embedding equality, diversity and inclusion (ED&I)." It is a public commitment to take our board on a journey to understand how diverse and

inclusive we are now, and then develop a vision for the future.

The commitment to ED&I is bolstered even further at board level with Alex Phillips who acts as our diversity champion at board level and has led this role for three years ensuring ED&I is always taken into consideration when making

any decisions at this level. Alex also regularly meets with our Diversity Inclusion and Wellbeing Lead Natalie Quilter so they are kept up to date with initiatives taking place within the organisation and to ensure any matters can be discussed at board level to push the ED&I agenda even further.



"I was very keen to commit to the NHF Chairs Challenge because we need to continually strive to learn and strengthen our performance in this critical aspect of our cultural development."

"I have been enormously impressed by the enthusiasm across the business to embrace equality, diversity, and inclusivity. We need to ensure we continue to develop tools and strategies to harness this energy and maximise the benefit that such change can bring for us, our residents and the wider community."

Ian Ellis, Chair, Notting Hill Genesis

for improvement was the encouragement of healthy eating and the recognition of nutritional importance. To follow up on this recommendation, we partnered with Mind Nourishing, an award winning health consultancy business to give staff the tools to learn and improve their wellbeing through food. This continues to be rolled out through bi-monthly workshops, blogs and group nutritional and mindset coaching. This allows staff to identify any limiting beliefs/barriers that might be preventing them from creating long-term behaviour change and touches on other areas such

as supporting staff through menopause and how to eat healthy on a budget.

Supporting colleagues' financial wellbeing has been a key focus for us during the cost of living crisis. At the end of last year we partnered with Octopus MoneyCoach to allow staff the chance to take a step back and think about their financial life in a holistic way. It provided all staff, irrespective of contract type, a dedicated financial coach to offer one-to-one support and the opportunity to talk through their financial goals, helping to build a full financial picture for them and their family. We have

received fantastic feedback so far with employees rating the service 4.8/5 and with 38% of employees seeing improvement in their savings since working with a coach. Other partnerships through Reward Gateway saw colleagues save over £25,000 in 2022, while our Christmas saving scheme with London Plus Credit Union continues to grow every year.

Our group board also agreed a 5% pay increase for staff for 2023/24 as well as some additional financial support for our lower-paid staff, in the form of a non-consolidated payment of £100 a month for 12 months for anyone earning less than a full time equivalent gross salary of £40,000 (the median full-time equivalent London wage). The payment means a significant number of colleagues, including many of our customer-facing staff, will be paid between eight and 11% more in 2023/24 than they are now, which was warmly welcomed by all employees.

This year we were able to move many of our wellbeing and exercise classes from online only to hybrid – allowing colleagues wherever they are to join. They are a great way for staff to engage and connect with other colleagues and enjoy physical and mental wellbeing including guided meditation, box fitness, bootcamp, Pilates, craft club and staff choir. Our choir performed at some of our extra care schemes over the Christmas holidays and did several Christmas concerts to put colleagues into the festive spirit.

It has been great to offer in person events again and we have held so many it is hard to list them all, but some notable ones were having a Hindu artist come in for Diwali, bhangra dancers for south Asian heritage month, hair wrapping for black history month, attendance by Say it Loud Club residents



supporting LGBTQ+ refugees at our PROUD events, guest speakers for staff networks day and hearing from 12 inspirational speakers across social housing for our International Women's Day event.

Finally, as part of our annual commitment to raising money for our hardship fund by running the London Marathon – this year our incredible runners managed to raise over £40,000. This is the largest amount of money we've ever raised for the Hardship Fund through the marathon. This money will go a long way to supporting hundreds of low-income households experiencing financial hardship with essential items, white goods and more. A massive well done to all 37 people running on our behalf – you have done us proud.





Beehive – women’s network

Beehive focused this year on highlighting areas of opportunities, improving skills and prompting discussions for our members and wider staff group. We do this through workshops, networking sessions and external events. We also share online toolkits, resources and articles.

Beehive exists to support Notting Hill Genesis to be a good employer and develop an inclusive culture for women, which supports an inclusive culture for all.

Beehive operates through three key pillars - skills, voice, and wellbeing - and has had the benefit of three co-chair’s since autumn 2022, as well as the support of Mathew Cornwall-Jones, our executive sponsor, and Charlotte Eveleigh, our deputy sponsor. This approach has been really exciting and given us a new direction and focus.

Our wellbeing and voice leads have supported our regular Menopause Cafes, which have proved a great success, alongside and informative webinar on the menopause and a session on diet and health. You can never have too much information



when either experiencing or supporting someone going through this life event.

We have also continued to highlight important campaigns such as 16 Days of Activism Against Gender-based Violence.

Our skills area of the network hosted a session which discussed cyber security career paths for women. An external speaker from PwC talked about her own career journey and the barriers she faced in a male dominated environment. She expressed the need to close the gender gap and how more women are needed in the industry. This prompted conversation, discussion and provided information for those interested in taking their personal development further.

We held a fantastic event for International Womens Day this year, celebrating powerful emotional stories of challenges that have been faced, how these were experienced, and how they shaped individuals’ lives which were inspirational and heart-warming in equal measure.

Plans for Beehive over the next quarter are to focus on skills, job applications, information and shared stories of females who have succeeded within traditional male roles and environments.

We hope to continue to support our staff across Notting Hill Genesis and welcome new ideas, new members and anyone who wishes to contribute to our network

Key data

Good use of data allows us to better understand issues within our organisation and to inform interventions to address them. In 2022, to ensure diversity data being collected is representative, we continued to work with our staff networks and external organisations to update our diversity options further. This included changes to the data we hold regarding disability, gender, caring responsibilities and sexual orientation. We ran a campaign in January 2023 to begin collecting this revised data so we can better understand the makeup of our organisation.

Staff satisfaction

In September 2022 we held our third annual staff satisfaction survey since we merged, to which 1,176 colleagues responded. This represents a 64% response rate compared to 74% in 2021 – although the 2021 survey ran for an additional two weeks. We have retained a strong overall staff satisfaction of 90%, which exceeds our corporate strategy target of 80% staff satisfaction, and also in part met our ED&I action around staff satisfaction. Our next step is to harness our positive internal culture and use it to improve the experience of our residents.

Delving deeper into the survey, it was found there were minimal differences between each diversity strand, which shows diversity is welcomed and respected here. We have committed in our ED&I action plan that we will investigate whenever there is a difference of satisfaction of more than 3% between diversity strands. Six of the nine diversity groups had satisfaction levels above the organisation-wide 90%. However there were three groups where satisfaction was more than 3% below and we will be working with the relevant networks and groups to help address this.

Some key messages were:

- Ethnically diverse colleagues answered questions around leadership and working with others more favourably, while non-ethnically diverse colleagues answered the questions around wellbeing and development more favourably.
- Satisfaction for female colleagues improved around equal opportunity for development and career progression and they scored marginally higher than men, 82.27% vs 80.17% on achieving a good work/life balance.
- The most notable discrepancies for those with caring responsibilities and disability and long-term health conditions were regarding development and effective people management. However disclosure rates for both groups have increased showing staff feel more comfortable in sharing their diversity characteristics and allowing to bring their whole selves to work.
- Gay and lesbian colleagues answered more favourably on four key areas including overall satisfaction which was scored at 94.29%.

Following on from this feedback, a number of initiatives have already taken place. Firstly, within disability we partnered with Microsoft and launched their accessibility in the workplace training to our ED&I champions and members across our learning and development and communications teams. This was to ensure the work we are producing is accessible for all. We have also recently completed our first ever course on British Sign Language and Deaf Awareness for colleagues across the business so we are better able to support residents whether in their homes or in our offices.

Alongside this we have introduced a new benefit to support colleagues on their fertility, pregnancy and early parenthood journey and last year introduced our first fertility treatment policy. This goes alongside other new policies introduced, including miscarriage and still birth.

Finally, we made updates to our trans inclusion policy to incorporate medical leave, while members from our PROUD network attended the trans allyship programme with Stonewall, as well as their annual conference, to ensure we can better support all those from the LGBTQ+ community.

Diversity of our staff

We track diversity characteristics of the staff who work for us. The table below shows a selection of characteristics and highlights we are a very diverse organisation, and we continue to attract staff of various diversity characteristics. Our leaver statistics help highlight any trends and any areas of concern. We ensure we work with our staff networks and Inclusion Steering Group to understand the drivers behind this to ensure we put plans in place to address any concerns.

Characteristic	Current staff as at 31 March 2023	Starters (12 months)	Leavers (12 months)	Comment
Age	57% below 45	74% below 45	35% below 45	Compared to 2021 we are attracting 24% more younger people to the organisation – showing social housing roles are becoming more attractive for people starting out in their careers – we are also in line with the Greater London Authority (GLA) benchmark.
Disability	9.26% 19.44% unknown	10% 0% unknown	4.82% 3.86% unknown	We have improved disclosure of disability and attracting more people from this group; however, we know there is a way to go to be in line with the GLA benchmark of 18%. Alongside agreed actions, we are looking to work towards Disability confident employer level 3 in 2023-24 to help address this area too.
Ethnicity	Ethnically Diverse – 57.34% White – British, English, Welsh, Northern Irish, Scottish – 29.81%	Ethnically diverse – 71.43% White – British, English, Welsh, Northern Irish, Scottish – 17.14%	Ethnically diverse – 79.74% White – British, English, Welsh, Northern Irish, Scottish – 12.22%	We continue to attract those from ethnically diverse groups which is higher than the population. We did see a large proportion of ethnically diverse leavers too, but this is mainly attributed to the exit of our extra care schemes which accounted for 400 employees of which the majority were ethnically diverse.
Gender	Females – 60.47%	Females – 50%	Females – 86.5%	Number of females who left organisation is higher than the current population, a key driver again is due to the exit of extra care of which 92% were female.
Sexual orientation	84.15% Heterosexual/ Straight 4.89% LGBTQ+	90% Heterosexual/ Straight 5.71% LGBTQ+	82.32% Heterosexual/ Straight 2.25% LGBTQ+	It is very positive to see we are attracting a high proportion of people from the LGBTQ+ community. A driver may be our improvement in the Stonewall Workplace Equality Index moving from Bronze to Silver and also achieving Top 100 employer status.
Religion *due to size of groups the largest 3 religious groups were selected	Christianity – 46.77% Hindu – 3.78% Muslim – 12.92%	Christianity – 48.57% Hindu – 4.29% Muslim -15.71%	Christianity – 70% Hindu – 0.32% Muslim -10.93%	Representation across these religions and beliefs is in line with the GLA benchmarking to 1%. It is good to see we are attracting people from a range of faiths – and also include Buddhists, Jewish, Sikhism and other beliefs accounting for 5% of the business.
Caring responsibilities	16.4% Caring responsibilities for either an adult, child or both	n/a	n/a	We have begun collecting data on caring responsibilities to ensure we are best supporting this group of people. Our next step is to start collating this for starters and leavers and will be a key action for our ED&I action plan 2023 – 24 as this remains one of the lowest reported areas within housing associations.

Pay gaps - 2022

Looking at pay gaps, we went beyond the government mandated approach to calculating our gender pay gap, with in-depth analysis for both gender and ethnicity, allowing us to identify the glass ceilings for different groups.

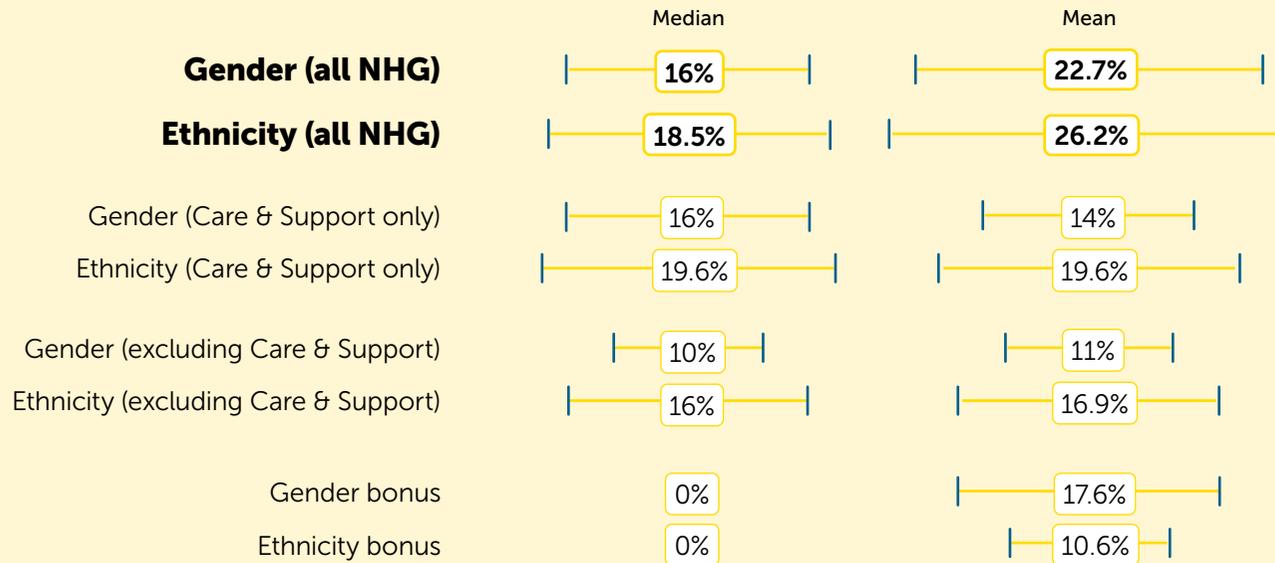
Unlike the gender pay gap, there is no legal requirement for companies to publish ethnicity pay gap, but voluntary reporting is increasing. According to the Women and Equalities Committee report in 2022, 19% of UK employers voluntarily reported on ethnicity pay in 2021, up from 11% in 2018. In 2022, the government accepted the recommendation from the Commission on Race and Ethnic Disparities that ethnicity pay gaps should continue to be reported on a voluntary basis.

The commitment of completing and publishing our ethnicity pay gap is set out in our corporate strategy, our equality, diversity and inclusion (ED&I) action plan, the G15 diversity pledge and in the Confederation of British Industry's Change the Race Ratio pledge.

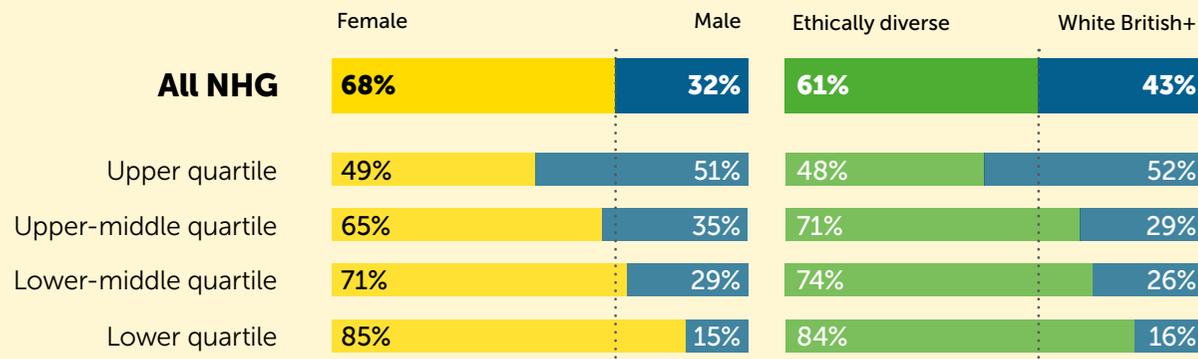
The results of our mean and median gender pay gap does show we are improving the number of women in senior leadership roles, but we continue to strive to be truly proportionate to the female population at senior leadership level. We will monitor initiatives introduced in 2021/22 such as our Women's Development Programme and Stepping Stones programme in care and support to see if the value has been realised and colleagues are progressing.

The results of our ethnicity pay gap analysis were interesting. We observed over-representation of certain ethnic groups in the lower quartiles, but are

Gender and ethnicity pay gaps 2022



Staff composition 2022



pleased we have made significant progress in the upper quartiles. The largest increase of all quartiles was at the top, with an increase of 7.34%, leading to an overall improvement in the ethnicity pay gap. Despite this improvement, we recognise we still have much more work to be done to achieve true equity.

To continue this progress, we have implemented several initiatives aimed at promoting diversity and inclusion in the workplace. These include the development programme for ethnically diverse males, G15 Accelerate, and Leadership 2025. By supporting the professional development and advancement of employees from diverse backgrounds, we hope to see continued improvements in the upper quartiles and an even greater reduction in the overall ethnicity pay gap. We remain committed to promoting diversity and equity in our workplace and will continue to monitor and address any areas in need of improvement.

After reviewing last year's gender and ethnicity pay gap, we are taking action to improve our recruitment practices. As part of our 2022/23 ED&I action plan, we have committed to ensuring all our interview panels are gender and ethnically diverse, and we will strive to include representation from the LGBTQ+ community, those with disabilities, and people with long-term health conditions. Our inclusion steering group provides governance to our plan to ensure measures are being embedded throughout the business. To expand our reach to other under-represented groups and to further our efforts to make our organisation more inclusive, we are currently reviewing our diversity job boards. Our aim is to address our pay gaps at the same time as continuing our journey towards greater inclusivity.

All of this work has been greatly supported and championed by our newly formed inclusion steering group (ISG) which provides governance to our ED&I annual plan and helps ensure ED&I is embedded across the business. To achieve this we have eight diversity champions covering all directorates sitting on the ISG, alongside our diversity inclusion wellbeing lead, head of resident involvement, HR and our group director for central services. Their work has played a vital role in achieving many of our actions from the 2022/23 ED&I action plan along with new initiatives or projects such as updating our sales and marketing materials and website to be more diverse and representative of the communities we serve, new office plans to show placements of key spaces such as gender neutral toilets and prayer rooms and an increase in disclosure across all diversity strands as we continue to see ED&I being more embedded throughout. Their work helps to ensure we continue to be an inclusive organisation for all.



Carers Network – network for unpaid carers

It has been a great 12 months for our network supporting current and previous carers within the business, and giving them the opportunity to be seen.

Last year, Carers were officially added to our Diversity Inclusion Impact Assessments (DIIAs). They are a key tool to help improve the way we do things by looking at the current and/or potential future impact on protected characteristic groups, and other priority groups for Notting Hill Genesis. DIIAs have also been added to the project management methodology, ensuring carers are considered on new projects being rolled out, while already being a key part when reviewing HR policies.

We enhanced the caring responsibilities question further in our staff satisfaction survey to recognise the different groups and

to distinguish between parents and carers. We had a great response which saw over 16% of the business either care for an adult, child or both, meaning more focused support can be given.

We have focused on intersectionality this year and have run various events with Parallel, our health and disability network, most notably raising awareness of autism – where two of our members shared their story of raising an autistic child. This was followed by another staff member sharing their lived experience. We are continuing this partnership and will be looking to other events around multiple sclerosis, mental health and more.

With so many different variations of caring responsibilities, we teamed up with AKA life coaching to deliver bespoke workshops to understand more about carers' rights and how to be heard, and also offered and continue to offer one-to-one coaching to ensure each member can get the personalised support whether it is through writing a carers' assessment or how to juggle caring responsibilities with work. This has helped their wellbeing so they can better support their loved ones.

To support the business a dedicated carers and caring responsibilities resource page was created exploring various books, films and podcasts for those who are not carers to understand more about the lived experience.

Finally, the network chair has raised awareness of supporting carers in the workplace through various talks for the National Housing Federation, Social Housing Round Table, London Build and British Disability Forum to shine a spotlight on this otherwise forgotten group of staff. The work internally and externally also saw the network chair Natalie Quilter be named as a finalist for the Young Person of the Year award by Investors in People.



Cultural Energie – ethnically diverse network

As Cultural Energie continue to be key drivers in ethnic diversity, they started off the year supporting the first ethnically diverse men’s development programme. The aim was to provide support and create opportunities for black and Asian male colleagues and address the current gap of black and Asian male managers in some areas. The programme received an incredibly high calibre of applications from staff ranging from local officers to heads of service, across almost all areas. A panel of directors reviewed all applications and offered a place to 12 candidates, while a further 12 were given the chance to take part in a round table discussion with the panel and chief executive.

Alongside other networks, Cultural Energie were instrumental in delivering our 2023 Ethnic Diversity Report to our executive board, which focused on improving diversity within senior management. As a result, our executive board agreed to work towards all departments reaching at least 40% ethnically diverse representation at senior level over the next two years.

Throughout the year, the network has maintained their focus on the priority areas of career, culture, mentoring and networking by continuing to embed its pillar approach, which has been

reinforced with the recruitment of a full set of new committee members from different levels within the business, with representation from different ethnic cultures.

Cultural Energie also delivered our internal careers fair for the second year running. The two half-day careers fairs saw representation from across the business, providing support, guidance and signposting where appropriate. Again, the overall engagement was high, with more than 100 attendees across the two sessions, creating a general buzz around the event which not only resulted in positive feedback but tangible outcomes for members of staff including new jobs and shadowing opportunities.

The Black History Month theme for 2022 was #MyNameIs and Cultural Energie. They hosted an engaging and thoughtful lunch and learn with former England footballer John Barnes, who spoke about race, social mobility and diversity at the workplace. Other events included:

- Paint and punch
- A trip to the cultural archives in Brixton
- A Sickle Cell webinar
- A private external screening of the movie Hidden Figures
- A policy review session
- Our popular end of Black History Month celebration with music, food, drink, live steel band and pop up stalls.



We also visited a couple of our longest-standing black residents in both care and support and general needs. It was great to hear stories from when they entered the UK in the 50s and they were kindly presented with flowers and a gift voucher as a small token of appreciation.

Jerome Rock who is co-chair of the network has been recognised by the upcoming G15 ethnicity in housing awards, being named a finalist for supportive colleague of the year. Not only does Jerome do an amazing job in his role as co-chair but he raises the profile of all networks and champions colleagues throughout the business to help them realise their full potential.

Talent and learning

We are dedicated to offering development opportunities that remove barriers to career progression, empowering all staff to reach their full potential. We strive to create a workplace that is conducive to growth, learning, and professional development for all our employees.

In July 2022, 11 colleagues completed our internal Emerging Leaders development programme and achieved a level five award from the Institute of Leadership and Management. This programme cohort comprised of 50% ethnically diverse colleagues, with 63% female representation. We received positive feedback from the participants and are delighted to report that 50% of the cohort have since secured leadership roles here.

Last autumn, three colleagues took up their places on the G15 Accelerate Programme, a 15-18 month Chartered Management Institute leadership development programme for ethnically diverse managers who want to speed up their career trajectory. Masterclasses from leaders across the G15, modules on personal development and advanced leadership training as well as exclusive access to thought leaders, executive sponsors and

bespoke events will equip them to take the next steps in their careers.

In February 2023 two colleagues from a previous G15 Accelerate Programme programme successfully achieved the highest award in strategic leadership. We were proud to see them take to the stage and accept their awards as certified chartered managers (CMgr MCMI).

In November 2022 we set in motion a pilot of our new management development programme, in partnership with Accelerator. Together with our executive board, directors and managers, we co-created the programme to ensure its content aligns with our corporate strategy of Better Together and to equip our managers with both skills and understanding of our expectations of them. During the procurement process we chose a learning supplier that is committed to ED&I, both in its policies and in action, evidenced by the diversity of its trainers and our work together on Mental Health First Aider programmes and listening circles. The roll out of the programme is due to launch in April 2023. We're proud to invest in our managers' development and show our commitment to equal opportunities for all leaders, regardless of position.

When creating our various bespoke digital learning solutions, we have prioritised creating characters that accurately represent our resident and colleague base. We have also included diverse voice-overs, as well as our own colleagues' voices/ images/videos. All these efforts are aimed at enhancing the learning experience.

This year, three members of our leasehold team have achieved a professional qualification by passing the Institute of Property Management

exams, acknowledging their expertise in the field. This is essential for them to meet the level four (high performing) PMO criteria, and be placed in a higher salary bracket. They have each gone on to earn a leadership position since finishing the programme. Two of the three were women from ethnically diverse backgrounds.

Finally, throughout the year, we have successfully launched several new apprenticeship programmes, both for new starters and to upskill current staff. A total of 15 candidates were selected, with 40% female representation and 53% from ethnically diverse backgrounds. These programmes aim to offer a pathway to professional qualifications and help us identify and nurture potential talent. Additionally, they assist in utilising the apprenticeship levy to upskill our workforce. A new permanent page has been created on our intranet to provide information on how apprenticeship programmes work, ensuring a growing awareness of their benefits and resulting in more business areas seeking to recruit for apprenticeship roles. We will continue to monitor the use of the apprenticeship levy to ensure that it is utilised to its maximum potential.

Residents

Resident involvement team

We take pride in offering different opportunities for resident participation. We combine 'fixed' membership groups that scrutinise service areas such as repairs or rents and service charges, alongside more flexible participation in one-off task and finish projects, focus groups, consultations and user testing. Residents can give feedback on policies; help score and moderate potential providers as part of our procurement process or undertake user testing on some of our online self-service products. We also have an oversight and scrutiny panel which monitors our performance.

In the last year, residents have been invited to scrutinise work such as our damp and mould communications, our voids standard, and our approach to settling in new residents. Residents have been involved in shaping some key strategic areas for us such as our home standard for maintaining our existing homes and our sustainability and customer strategies.

Our resident health and disability panel works to ensure we are always considering residents with disabilities in our policies, training, and services. It contains representatives of our disability staff

network to help raise awareness of non-physical disabilities among staff and residents alike and to ensure these individuals are heard. Most recently the group has reviewed our hoarding and hate crime policies, developed some guidelines for contractors who operate in residents' homes and communities and an awareness campaign on the sunflower lanyard, which can be used by individuals with unseen disabilities and who may need additional support or more time.

Resident Susan Cinik who chairs the group says: "Our aim is to make sure the wording, colour and presentation of policies (as well as the content) are suitable for people with disabilities, and enable them to engage with what's going on at Notting Hill Genesis, to voice opinions and if anything is wrong, to put it right."

We also currently have a group for our LGBTQ+ residents who meet to also support policy reviews and raise issues that may be affecting the LGBTQ+ community and advocate on their behalf. The LGBTQ+ group has recently scrutinised our ED&I policy, contractor behaviour guidelines and our hate incidents and hate crime policy, to name a few.

They have also started a resident-only Signal group so they could keep in touch outside of meetings and have begun to work more closely with members of our Proud@NHG Staff network as well.

Residents can sign up to our database to be sent one-off opportunities to give feedback. We also target specific residents, for example who may have recent experiences of certain services, such as when reviewing our defects policy. In more local settings, we work closely with local housing teams to run surgeries and engagement days, as well as offering joint estate inspections and the

formation of residents' associations. In 2022/23, 47 group activities, consultation or focus groups took place involving 112 individual residents. In addition, 70 local activities were reported back to us with approximately 900 residents taking part. Since 2020, we have enabled more opportunities for hybrid participation with many consultations work being done digitally alongside face-to-face meetings.

All feedback and insight from our resident engagement and involvement is given to the Resident Voices group – a representative group of residents who commission project work and feed into our governance structure. The resident involvement team are looking to offer more flexible methods to hear from more diverse backgrounds and walks of life.

Regeneration schemes

It is important that we not just support residents but the communities they live in too, below are a few examples of the work which have taken place on our regeneration schemes:

Aylesbury over-55s (Lebanon Street/Plot 18) resident design group - The Aylesbury regeneration team continued to meet with the over-55s group to they informed the design of their future homes, and that housing management services reflected the needs of the group. Information and 'getting to know you' sessions were held with estate management contractors and our energy team.

Capacity building - The Aylesbury Regeneration team commissioned the services of an external training company (Red Ochre) to build the capacity

of emerging small and medium enterprises (SMEs); many of which were ethnically diverse resident-led groups. The programme provided these grass roots groups opportunities to learn new skills, devise business plans, marketing strategies and seek out income generation streams



Young people’s brick design project - The young people’s brick design project culminated in the young artists seeing the bricks that they designed installed into the housing development. The aim of the project was to listen to children/young people’s aspirations about the future of the Aylesbury neighbourhood, harness their skills/talents and provide a lasting physical representation of young people’ voices in the local area.

Young people’s social value workshops - Working with a local secondary school (Walworth Academy), the team worked with contractors to deliver several workshops including creating a fictional visitor centre. The workshops had three main intended outcomes: young people to develop greater awareness and understanding of the built environment, their ability to influence and also to consider as a career option; engage our supply chain in a social value activity that delivers



Parallel – health and disability network

Parallel is made up of staff from all areas of the organisation, each with a unique personal experience of having a long-term health condition or a disability. We have a focus to support our staff and ensure that Notting Hill Genesis is an accessible organisation where people with disabilities want to work.

Through the year, the network continued to drive awareness raising and break down taboos. For example, the Office of National Statistics has published new data that shows just 22% of autistic adults are in any kind of employment. In the summer, one of our autistic members hosted an inspiring lunch and learn event where she talked about her career journey while living with autism, discussing the

obstacles she had to overcome to navigate the educational system and gain employment - and how she has retained and thrived in her role.

In December, to tie in with International Day for People with Disabilities, Parallel’s executive board sponsor, Rajiv Peter, gave a frank interview about his experience of dyslexia and how he has managed with the condition while working at a senior level. A recording of this interview was included in the PurpleLightUp campaign, and it resulted in a significant amount of new interest in Parallel from staff who could relate to Rajiv’s message.

Parallel was involved in launching a new training opportunity for colleagues to learn British Sign Language or become deaf awareness ambassadors. As part of our ongoing commitment

to equality, diversity and inclusion, 16 colleagues now have the opportunity to train as deaf awareness ambassadors.

Furthermore, Parallel has established a strong connection with the residents’ disability panel, identifying areas of overlap between staff and resident needs in relation to disabilities. An immediate focus is on tracking and improving the quality of resident disability data to enable intelligent and effective enhancements in service provision.

We would like to also congratulate Suzanne Barrows, who is co-chair of Parallel and has been nominated as a finalist in the ethnicity allyship award at the upcoming G15 ethnicity housing awards. Suzanne exemplifies the term intersectionality and champions all colleagues across the business.

community benefit; support the school to develop their design and technology curriculum.



World Day: Black History season - Working in partnership with the Southwark Kaleidoscope project, 'World Day' was a celebration of local cultural diversity. Over 500 residents attended the event, which saw a live theatre performance about the life story of the Jamaican nurse 'Mary Seacole', arts projects and dance displays. Following on from World Day, other BHS events included African drumming workshops and a 'sharing event' (February 2022) where residents shared stories about coming to the UK. The programme of events was funded through the Love Where You Live Fund.

Resident support team

The resident support team oversee the Love Where You Live fund, a grant-giving pot funding community projects and events that directly benefit our residents and places. We funded 25 projects in total for 2022-2023 reaching more than 900 residents over the year. These projects were made up of 19 small grants (£5,000 and under) and six large grants

(worth between £5,001 and £20,000). Here are just a few examples of initiatives we funded through the fund:

SPACE Baby Bank - We launched a baby bank at our community centre the Vale Community Centre in South Kilburn, in partnership with SPACE who operate similar projects in our other high stock areas of Kensington and Chelsea and Hammersmith and Fulham. The baby bank supports families with the costs of having a baby and young family by providing good quality, second hand buggies, prams, toys, clothing to low-income households for free, as well as fresh fruit. Staff volunteers are recruited from the local community and help residents access support such as debt and employment advice. They have already provided valuable support to hundreds of local residents. In addition a further 19 residents joined SPACE's volunteering programme in the first year of this project. They received support and training to develop an array of skills including customer services and IT. The experience has helped them build their confidence and has a positive impact on their overall wellbeing.

As well as running drop-in sessions, SPACE held regular coffee mornings with local mums. During these coffee mornings they engage with service users to understand their needs and give an opportunity to shape services. They also set up an online parent group where parents connect to one another and can create solutions together. The group has 43 members.

CASE STUDY FROM SPACE

"Anna" is a tenant in Hammersmith and Fulham who is married and lives with her husband and her two-year-old daughter. She approached us for support when she was heavily pregnant. The household is on Universal Credit,

are struggling financially to meet their energy bill and often cannot afford basic essentials such as food. Anna is a Ukrainian national and extremely anxious at the situation back home where her parents live.

We were able to support her and prepare her for birth. She was referred to the council's early years team and offered emotional support. We provided her with a wealth of baby equipment including a Moses basket, car seat, a baby carrier, baby bottles, clothes and formula. When she gave birth, we provided her with a newborn hamper consisting of baby clothing, toiletries for both mum and baby and provided a food parcel of the equivalent of £60 for three weeks.

The family was able to move forward and feel now more financially resilient. The tenant's wellbeing increased significantly and she recently visited us to donate clothing for other families to benefit from.



Community events

- To support with the cost of living over the winter, SPACE and other local stakeholders including Brent Council, Public Health and Brent Start held a health and wellbeing event at our community centre attended by

more than 100 local residents and supported by local councillor Anthony Molloy. Attendees were treated to a traditional Chinese dragon dance and were able to have important health checks to pick up on early signs of health issues, while our resident support team were on-hand to provide cost of living support around energy support, benefits and debt advice.



PROUD@NHG

PROUD@NHG – LGBTQ+ network

PROUD have had a very successful year, running several events for staff and residents which includes a film night showing Kinky Boots and a second Anniversary party of our rebranding. This was followed up by a visit to the Queer Britain museum in Kings Cross followed by a social evening.

To focus on intersectionality we supported Beehive by part funding their International Women’s Day event, which saw a range of speakers from across the social housing sector

and had trans and non-binary representation, which was key for us.

PROUD have also introduced a number of new committee members, including a new role of allies coordinator. The group also welcomed two new co-Chairs, Anthony Kean who steps us from his role as events organiser, and Harriet Proffit, who has played an active role in raising awareness for Lesbian Visibility Week.

We’d like to thank the former co-chairs, Peter Bettles, Seb Bachou and Catherine Ortlepp for their contribution in revitalising the network over the last few years and helping us to achieve our first ever Stonewall Workplace Equality Index award in 2022, achieving bronze.

Which leads on nicely to announce that for 2023 we have gone one better and won the Silver

Award in the Stonewall index, for the first time entering the Top 100 employers list - rising from 189th in the UK to 58th. This shows our hard work and changes to policies and procedures has been recognised.

Also building on links established through HouseProud and Stonewall, PROUD@NHG are reaching out to other LGBTQ+ networks with the G15 to establish contacts with a view to hosting joint events in the future. In 2023 PROUD@NHG will focus on LGBTQ+ allyship, and expand upon intersectionality activities with our other networks (BeeHive, Parallel, Carers and Cultural Energie)



Cost of living events - Through the winter period the resident support team have helped to host nine cost-of-living events all over London attended by over 500 residents, giving them a chance to meet support partners such as Money A&E in person as well as our staff who can provide benefits advice or referrals to debt and energy help. In addition, our specialist, in-house welfare benefits team have run regular drop-in surgeries in our communities to ensure residents have access to advice and support.

Tutors United - We were able to use the small grants to help primary school-aged children in Camden and Tower Hamlets with maths and English tutoring through Tutors United, a project which uses trained university students to support younger pupils and boost their confidence. The aim of the project was to support children living in our homes with the transition from primary to secondary school, particularly in the aftermath of the pandemic.

Ninety-five per cent of participants come from a household with an income below £35k and 78% are in receipt of means-tested benefits. More than

a quarter speak English as an additional language and 17% of pupils are first or second generation migrants.

The project is halfway through its 30 weeks and already showing incredible results. Pupils are assessed three times during the project - at the start, mid-way and at the end to track progress. At our Camden hub pupils have gone from an average score of 42% in maths to a midpoint score of 61%. One pupil went from 35% at their initial assessment to an outstanding 80% in Maths!

One parent said “my son is making great progress in maths and his confidence has improved. He really enjoys the lessons and the tutor is amazing too.”

Money A+E - We also supported six large grant projects, extending the pilot with Money A+E to provide tailored one-to-one budgeting support to residents from their homes, knowing it is important that people have the necessary financial knowledge and skills to prevent money issues developing or from recurring. This involves supporting people to feel able to take control of their money and financial situations, encouraging them to save so they are prepared for unexpected expenditure and to plan towards future goals. The project has provided more than 120 residents with budgeting support to date.

Residents who participated have fed back how useful they found this information:

“The session was very informative and pleasant. Thank you for not judging me and thank you for all the tips you have passed on to me. I feel that anyone who is in debt like me, if they take on board, all the information you have given will at some point find themselves debt free. Thank you.”

The Good Gym and Re-Engage - In the second round, the Love Where You Live fund agreed to help expand the work Good Gym does with us, supporting older residents with small shopping and prescription runs from joggers. We also invested with Re-Engage who will run a programme to recruit “young older people” volunteers to befriend older people for telephone befriending. These projects have only just kicked off but we plan to share good news stories once we receive them. We also supported the building of a new community centre for High Trees on St Martin’s Estate, a vital resource for residents in Lambeth

Supporting our older residents to improve wellbeing is a priority for us and we have recently agreed funding for a large project in partnership with Croydon Age UK, providing community cafes and activities to help reduce social isolation, identify early signs of dementia and provide chair-based exercise.

We also run a project called Click Silver providing digital inclusion support to residents in partnership with Business in the Community and their network of volunteers. The project offers one-to-one support to residents to upskill and access the internet such as learning how to use email or internet shop. The project also provides a limited number of free tablets to those struggling to buy their own equipment.



Bruce Kenrick House
2 Killick Street
London N1 9FL

020 3815 0000
www.nhg.org.uk