EQUALITY, DIVERSITY & INCLUSION

6 MONTH UPDATE
JULY 2023

Raven's Equality, Diversity and Inclusion (EDI) strategy...

Approved by the Board to set out Raven's ongoing commitments to Equality, Diversity and Inclusion. As we pass that half way point in the year, it is timely to reflect on what has been achieved so far.

Staff survey results

Raven recently completed a survey among its staff on Equality, Diversity and Inclusion

- Our results found that 11% Raven employees consider themselves to have a disability

- The majority of our staff are between the ages of 46 and 65

- Whilst 75% of the workforce state their ethnicity as white British, over 17% come from a diverse range of backgrounds whilst the remaining numbers preferred not to disclose

- Over 85% of staff say that people from different backgrounds are accepted and made to feel welcome at Raven and three quarters believe there is a real commitment at Raven to improving performance around Equality, Diversity and Inclusion

These numbers provide a positive starting point, but we have always acknowledged that our commitment to equality, diversity and inclusion at Raven is an ongoing one that does not have an end. The important thing being that we continue to take positive action to improve.

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We asked our staff to explain why EDI is relevant to them

'It affects my life and that of younger generations'

'It is critical to building a successful business as well as improving society'

'It is the responsible thing to do'

We asked staff what Raven did well in relation to EDI?

'Raven is explicit about its aim and talks about EDI regularly. It has diverse leadership and managers that are committed to diversity'

'Raven respects and embraces everyone and I'm particularly pleased with disability recognition'

'EDI is integrated into all procedures'

And we asked staff what the main areas of improvement were...

'Have better conversations about it'

'Have more cultural awareness in training, catering for different needs'

'Provide better services for those unable to read or write English'

Equality, Diversity & Inclusion
Raven's EDI Strategy 2021–2024

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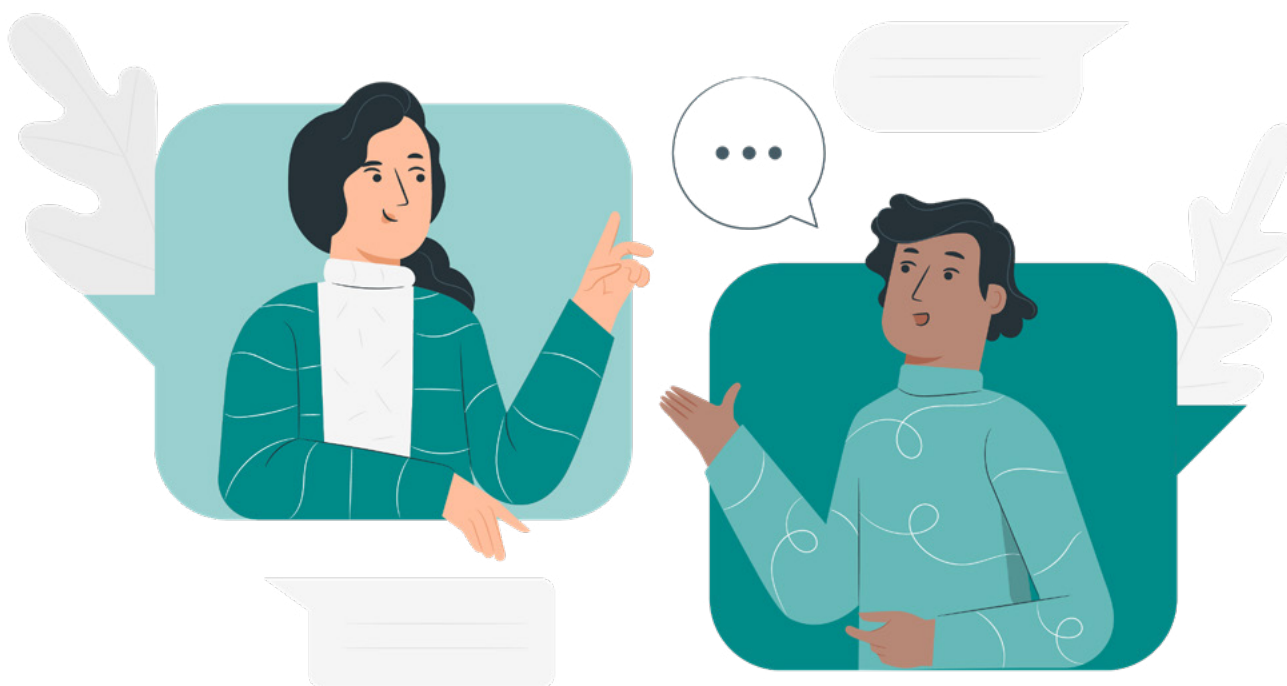
Since refreshing its EDI strategy, Raven has:

- Held focus groups with staff on specific areas such as barriers to progressing at Raven
- Developed 'Equality Impact Assessments', for policies and procedures to understand the impact of policy changes on customers and staff with diverse characteristics
- Improved the quality of diversity data that we hold
- Achieved 'Disability Confident Level 1', guaranteeing interviews for candidates with disabilities who meet essential criteria
- Worked with specialist agencies on Board and Exec recruitment and improved the diversity of Raven's Board
- Improved diversity of imagery on our website
- Held mandatory training for managers on minimising unconscious bias in recruitment
- Consulted to understand the impact of distributed working on different staff groups (e.g. socio economic and disability) and factor that research into the development of Raven's agile working Hub, Home, Roam policy
- Raised awareness and confidence in terms of discussing EDI in the workplace - through Workplace posts, director videos and awareness days
- Completed customer research on their EDI priorities with a research partner
- Joined Networks - Raven are part of the Housing Diversity Network, National Network for ED&I professionals, NHF South East EDI network, Sunflower disability network, Women in Trade
- Continued its cross functional diversity working group - EDIT
- Published gender pay gap report
- Paid all staff Real Living Wage

So what's coming next?

FOR STAFF:
- Introduce a new 'Human Library' concept where staff and managers share their own lived experiences to raise general awareness around the importance of having conversations about Equality, Diversity and Inclusion
- Achieve Disability Confident Level 2
- Continue to build on the existing activity

FOR CUSTOMERS:
- Ensure research outcomes from our research with customers about their lived experience of Raven's services in relation to their protected characteristics, are built into ongoing service design work to improve services
- Learn how to analyse data through an EDI lens e.g. understanding our arrears by protected characteristics
- Compare ethnic diversity of our customer facing workforce compared with our resident population (this was raised by customers in the research)

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