

EQUALITY, DIVERSITY & INCLUSION UPDATE

APRIL 2022

Raven's Equality, Diversity and Inclusion (EDI) strategy, approved by the Board in 2021, set out some commitments and immediate actions to be undertaken across the organisation in 21/22.

An update on those commitments is set out in this document.



EDI and Customers

Raven is working with a research partner to find out more about the real-life experiences of our customers with protected characteristics (such as gender, race and age).

The research will enable us to have a much clearer understanding of the ways in which Raven policies, procedures and services may be positively or negatively impacting particular people. We will use the feedback to give us a baseline position and prioritise the actions and steps we can take to improve services where we need to.

Findings and themes from the research will be shared widely across Raven and with customers -

all data will be anonymous. The research will also help us to understand customer views on providing their sensitive data to Raven, the likelihood of them sharing that data and any concerns that we should address when collecting data.

Then, we hope to update the data that Raven holds about customers' protected characteristics under the Equality Act. This is very important to make sure we have really accurate information so we can then engage with under-represented and vulnerable groups to promote greater inclusion and ensure that our services are tailored to be as accessible and inclusive as possible for all customers.

For example, from the data, we should be able to:

- Assess whether we are seeing under / over representation of some groups in e.g. complaints
- Decide if our translation offer is good enough
- Understand if our services are sufficiently tailored to the needs of older and disabled people.

These are just listed as examples of what we will be able to do; our review will be much wider. In line with our privacy statement, equality and diversity data will only be used to improve our services.

EDI and Staff

EQUALITY

On 8th March 2022, we celebrated International Women's Day and also marked International Women in Construction week 6-12th March 2022.

Joanna Hills, Director of Assets and Services, shared her experiences of working in construction with staff, which is the first in a series of videos that our Directors will be producing to share their experiences of equality, diversity and inclusion in the workplace. We're hoping this will promote ongoing conversations and raise awareness.

RAVEN'S GENDER PAY REPORT was published on our website in April 2022. The report shows that our mean gender pay gap is 0.3% in favour of female employees (reported as -0.3%) which means that average hourly rate is 0.3% higher for female employees than for male.

IN RESPONSE TO THE REPORT, JONATHAN HIGGS, RAVEN'S CHIEF EXECUTIVE SAID:

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We are committed to maintaining a fair and transparent approach to pay and to providing all employees with equal opportunities to progress in their careers and to contribute to Raven's success. These actions are aimed at maintaining a balanced gender pay gap as well as broader equality in our organisation, but we welcome the opportunity to annually review the progress that we make in achieving a diverse and inclusive workforce.

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EDI and Staff

DIVERSITY

Raven's workforce is broadly representative of the communities we work in. However, an area that is noticeably different is disability.

Whereas approximately 19% of Raven's customers state that they have a disability or work-limiting disability, only around 8% of staff say the same.

To affirm our commitment to diversity in recruitment, on the 4th February 2022, we became a 'Disability Confident Committed' employer under level 1 of the Disability Confident Scheme.

Meaning we have committed to the following:

- Ensuring our recruitment process is inclusive and accessible

- Communicating and promoting vacancies

- Offering an interview to disabled people who meet the minimum criteria for the role

- Anticipating and providing reasonable adjustments as required

- Supporting existing employees who acquire a disability or long-term health condition to enable them to stay in work

Raven has now committed to reaching Level 2 of the scheme.



INCLUSION

In the latest staff survey, 81% of staff agreed or strongly agreed that they were comfortable being themselves at work. This is an important measure of inclusion.

Furthermore, Raven's EDI team have produced an equality impact assessment to ensure that the impact of any new policy on groups with protected characteristics is analysed and discussed before that policy is approved. This is intended to ensure all policies and procedures are inclusive and that unintended consequences are avoided as impact has been considered from a broad range of perspectives prior to implementation.

More generally, we have been progressing conversations with partners, such as the Housing Diversity Network to support us with brave conversations, i.e., helping staff to become more confident and comfortable talking about EDI - so that we can ensure all employees are comfortable being themselves at work and are confident speaking up if needed.