

Equality, Diversity & Inclusion

- 2023-24 EDI workplan & targets review. **To note.**
- Client EDI data review. **To note.**
- Employee EDI data review. **To note.**
- Board member EDI data review. **To note.**
- Gender & Ethnicity Pay Gaps. **To note.**
- 2024-25 EDI workplan & targets. **For approval.**

EDI Action Plan Review 2023-24



Recap of our
priorities

Priorities:

1. Inclusive recruitment of staff and volunteers.
2. Embedding an inclusive workplace culture.
3. Demonstrating our commitment to EDI in our communications and events.
4. Accessible client services which deliver outcomes for all.

1. Inclusive recruitment of staff and volunteers.



- We continued to advertise using a wide range of recruitment platforms, resulting in an increase in the ethnic diversity of candidates at application stage.
- We rolled out new in-house training on Inclusive Hiring, resulting in an increase in ethnic diversity of applicants at hiring stage.
- We introduced new initiative to provide interview questions to all candidates in advance of interviews, to help create a more equitable approach to hiring.
- We introduced a new bank of interview questions and templates to foster hiring for potential, giving talented candidates the opportunity to develop.
- We launched a new and improved inclusive careers page on our website.
- We retained our Disability Confident, Mindful employer, Armed Forces Covenant and Expert by Experience statuses.
- We ensured client involvement in recruitment, including on interview panels and in question design.

2. Embedding an inclusive workplace culture



- We ensured all new staff received EDI training at the start of their employment.
- We provided regular training and workshops on EDI topics such as Autism Awareness, Trans Awareness and LGBTQIA+ Women's Inequalities.
- We introduced new Menopause Policy and Menopause Awareness training
- We continued to ensure that all staff received regular supervisions and check-ins which enabled any concerns to be raised.
- We ran workshops on 'having development conversations' to encourage development for all.
- We continued to support our Diversity & Inclusion Champions to make improvements to our policies and practices.
- We carried out annual pay gap reporting for gender and ethnicity.
- We facilitated a range of feedback mechanisms for staff feedback including virtual suggestion box, staff surveys (new starters and exits), staff rep, policy meetings and working groups.
- We introduced new annual staff survey specifically around EDI with positive results:
 - 92% agreed "I feel accepted as I am at Julian House"
 - 89% agreed "People of all cultures and backgrounds are respected and listened to at Julian House"
 - 82% agreed "I believe Julian House would take appropriate action if an instance of harassment/discrimination was reported."

3. Demonstrating our commitment to EDI in our communications and events.



- We used national and international awareness days / weeks to share our clients' stories and promote internal policies on e.g. wellbeing and trans inclusion. This enabled us to talk about the important work that we do to support clients from all backgrounds, as well as profiling Julian House as a great place to work.
- We launched a dedicated page on Equal Opportunities on our Careers mini-site, highlighting what we do internally to ensure all staff and candidates are treated fairly.
- We received a pro-bono audit on how we can make our website more accessible in readiness for change.
- We embedded equality impact assessments in the planning process for all our fundraising events and created an 'inclusive and accessible events' checklist for all event managers to use.

4. Clients services are accessible and deliver outcomes for all.



- We continued to use interpreters and translators wherever needed.
- We improved collection of client EDI data recorded on Inform.
- We analysed client data by equalities characteristics to ensure fair access and outcomes.
- We increased referrals to our services from ethnic minorities from 10% to 13%.
- We continued to collaborate with a wide range of groups working with marginalised people e.g. Hate Crime Partnership and Traveller Reference Group.
- We celebrated a diverse range of events promoting diversity & inclusion including Eid, Pride and International Women's Day.
- We made some of our forms accessible by voice-recognition.
- We onboarded new properties for people with mobility issues.
- We worked on our client involvement workstream and action plan and awarded a number of grants to our projects for client-led activities.

2023-24 Performance against EDI targets

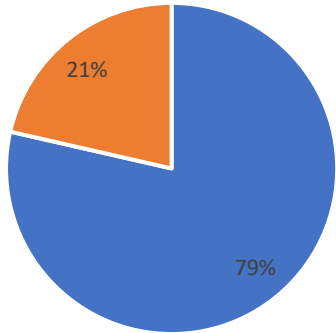


	Target	Actual
Candidates from ethnic minorities applying for roles	15%	41%
Candidates with disabilities applying for roles	5%	7%
Interview panels with client involvement	50%	30% (estimated)
Staff agreeing that diversity is valued at this charity	91%	85%
Referrals into services from ethnic minorities	Increase on previous year	13% compared to 10%
Gender & Ethnicity pay gaps	Reduction on previous year	Gender pay gap has reduced Ethnicity pay gap has increased

Board Members (JH & JHT) Data* Review 2024

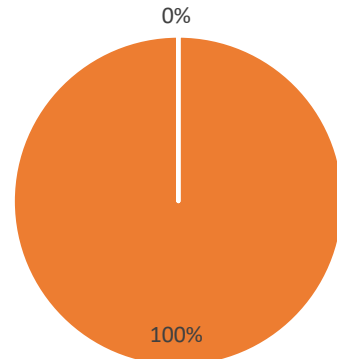
*Excludes non-response options of unknown or prefer not to say.

Board Member Gender



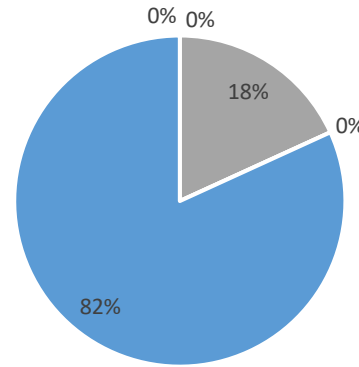
■ Male ■ Female

Board Members with a Disability



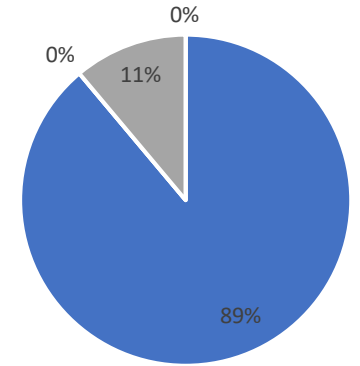
■ Yes ■ No

Board Member Ethnicity



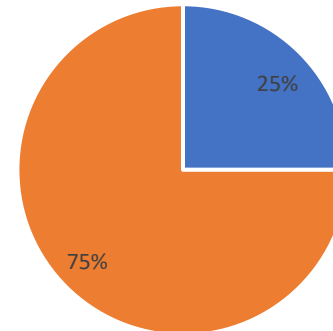
■ Asian/Asian British ■ Black/Black British ■ Mixed (all) ■ Other ■ White (all)

Board Member Sexual Orientation



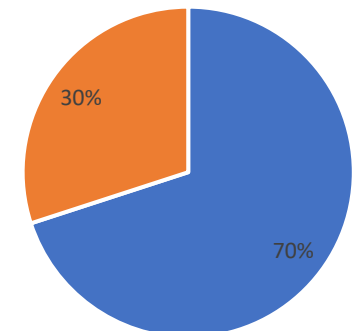
■ Heterosexual ■ Gay or Lesbian ■ Bi-sexual ■ None of above

Board Members Eligible for Free School Meals



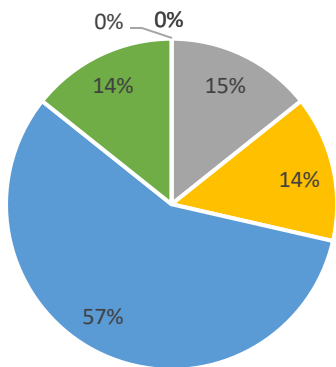
■ Yes ■ No

Board Member Schooling



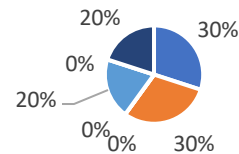
■ State-run or state-funded school ■ Independent fee-paying school

Board Member Age



■ 18-19 ■ 20-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-69 ■ 70 and over

Board Member Social Mobility

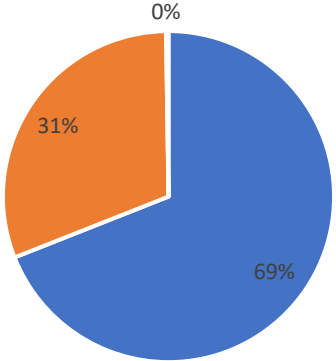


■ Modern professional & traditional professional occupations
 ■ Senior, middle or junior managers or administrators
 ■ Clerical and intermediate occupations
 ■ Technical and craft occupations
 ■ Routine, semi routine manual and service occupations
 ■ Long term unemployed

*Excludes non-response options of unknown or prefer not to say.

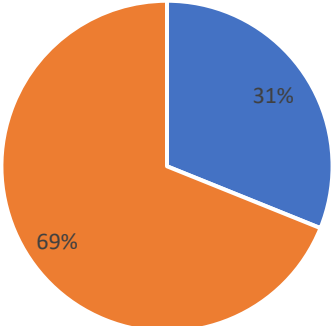
Client Data* Review 2023-24

Client Gender



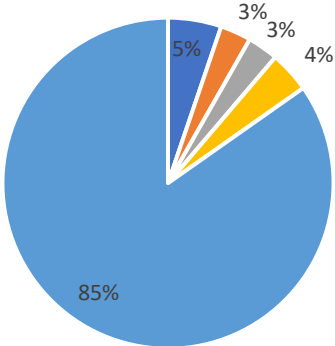
■ Male ■ Female ■ Non-binary

Clients with a Disability



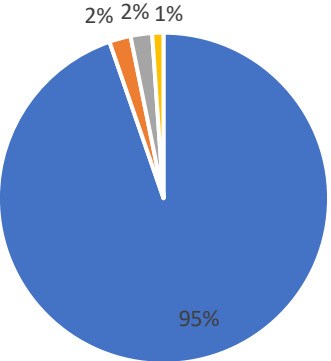
■ Yes ■ No

Client Ethnicity



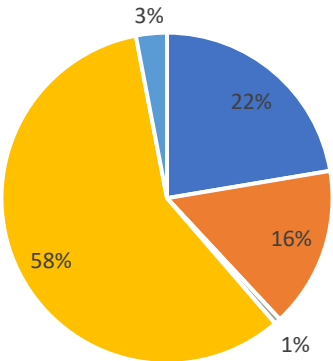
■ Asian/Asian British ■ Black/Black British ■ Mixed (all) ■ Other ■ White (all)

Client Sexual Orientation



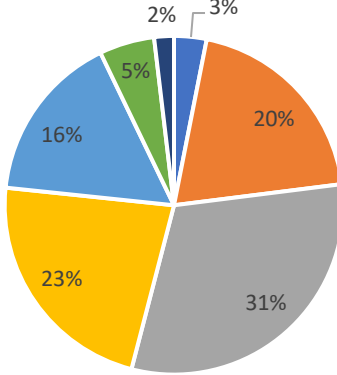
■ Heterosexual ■ Gay or Lesbian ■ Bi-sexual ■ None of above

Client Religious Beliefs



■ Christian ■ Muslim ■ Buddhist ■ None ■ Other

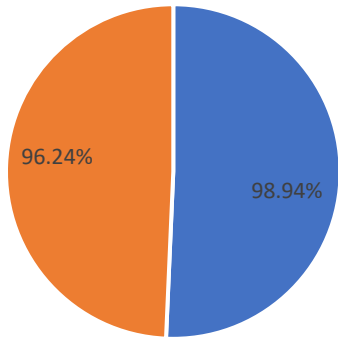
Client Age



■ 18-19 ■ 20-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-69 ■ 70 and over

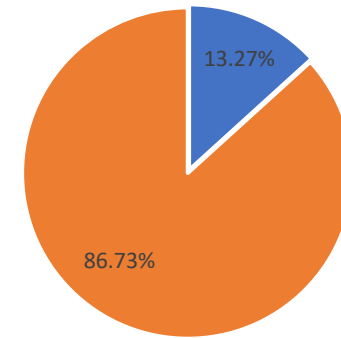
Client Referrals into Services by Ethnicity 2023-24

Referral Acceptances



■ People of colour ■ White

All Referrals



■ People of colour ■ White

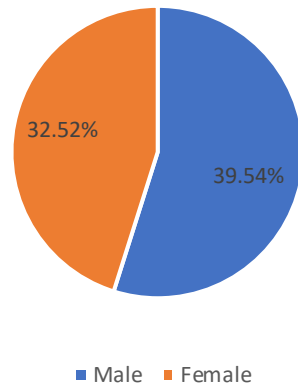
13.27% of all referrals into services were for People of Colour (compared to 10.55% last year).

86.73% of all referrals into services are White (compared to 89.45% last year).

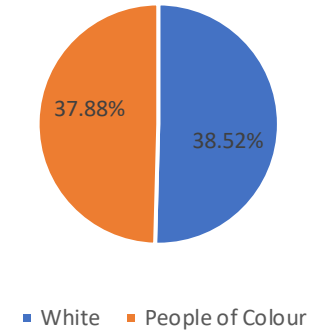
The referral acceptance rate for people of Colour is not significantly different to White people (96.24% and 98.94% respectively).

Clients Warnings by Gender and Ethnicity 2023-24

% of male/females who received warnings, ntq, ABCs or evictions



% of clients who are White/People of Colour who receive warnings, NTQ, ABCs or were evicted

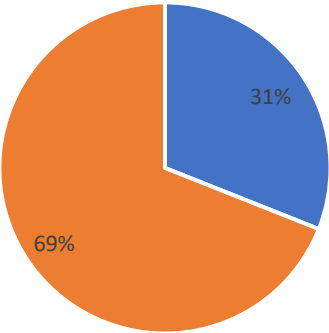


Clients are not receiving warnings at a disproportionate rate according to their gender or whether they are White or a Person of Colour.

*Excludes non-response options of unknown or prefer not to say.

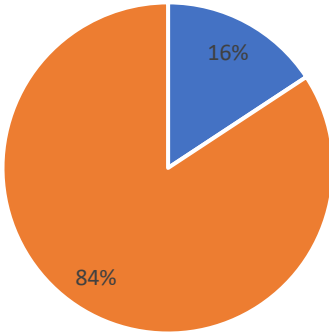
Employee Data* Review 2023-24

Employee Gender



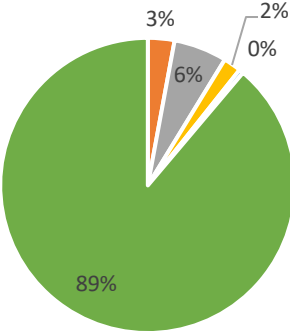
Male Female

Employees with a Disability



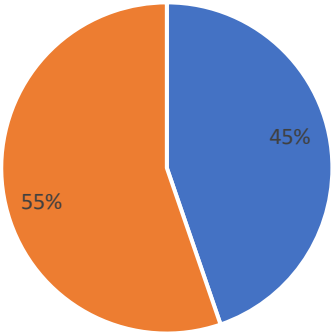
Yes No

Employee Ethnicity



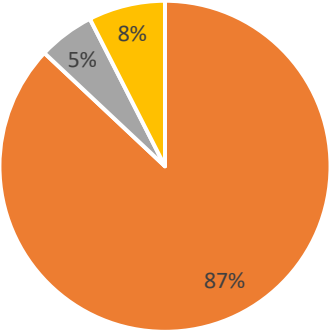
Ethnicity
 Asian/Asian British Black/Black British
 Mixed (all) Other White (all)

Employees with Lived Experience



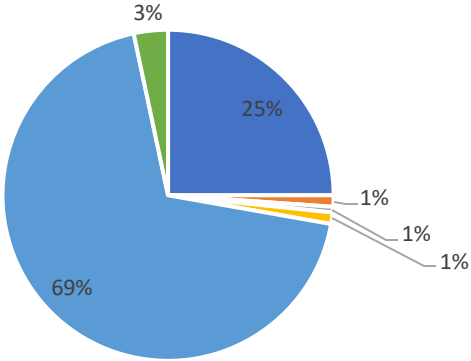
Yes No

Employee Sexual Orientation



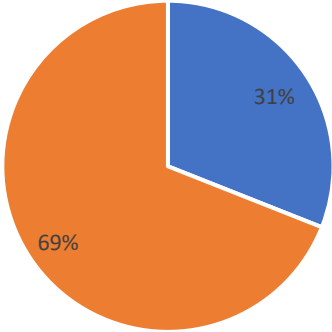
Sexuality
 Heterosexual Gay or Lesbian Bi-sexual

Employee Religious Beliefs



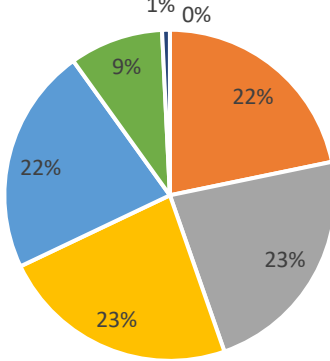
Christian Hindu Jewish Muslim None Other

Employees with Caring Responsibilities



Yes No

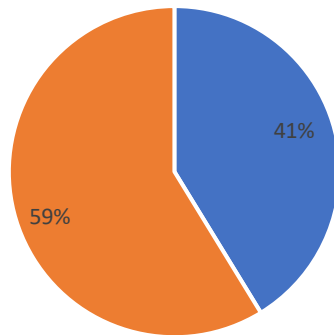
Employee Age



18-19 20-29 30-39 40-49 50-59 60-69 70 and over

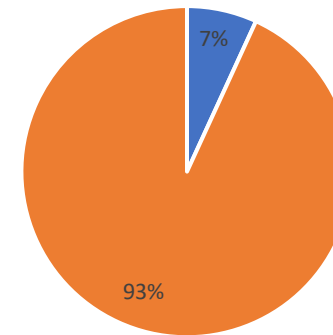
Candidate Data 2023-24

Candidates who are White/People of Colour



■ People of Colour ■ White

Candidates with a Disability



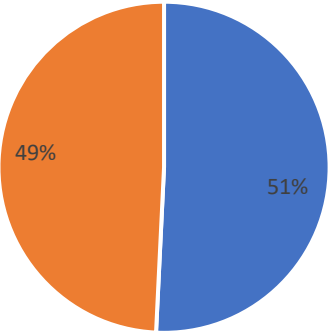
■ Yes ■ No

41% of candidates were People of Colour (compared to 7% last year).

7% of candidates had a disability (compared to 5% last year).

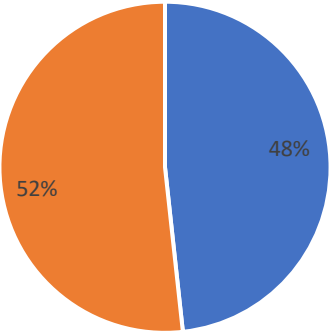
Employees Leaving by Gender, Ethnicity and Disability 2023-24

Male/Female Employees Leaving



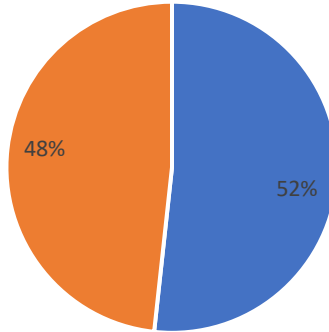
■ Male ■ Female

White/People of Colour Employees Leaving



■ White ■ People of Colour

Disabled/Non-Disabled Employees Leaving

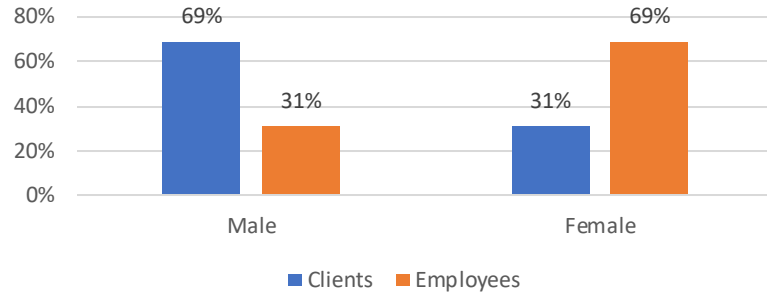


■ Yes ■ No

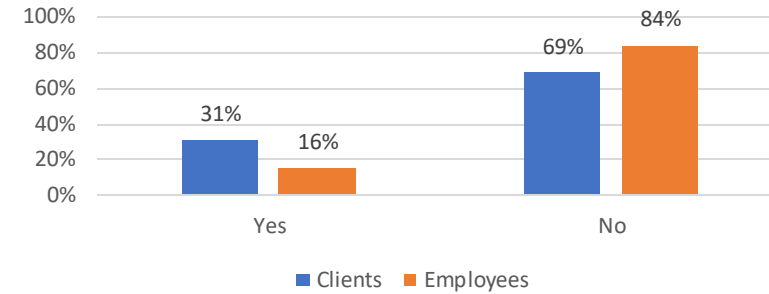
Employees with different characteristics are not leaving at a disproportionate rate to others.

Comparison of Employee and Client Data 2023-24

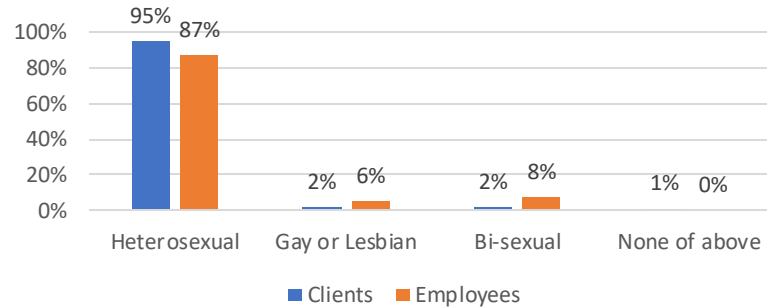
Gender



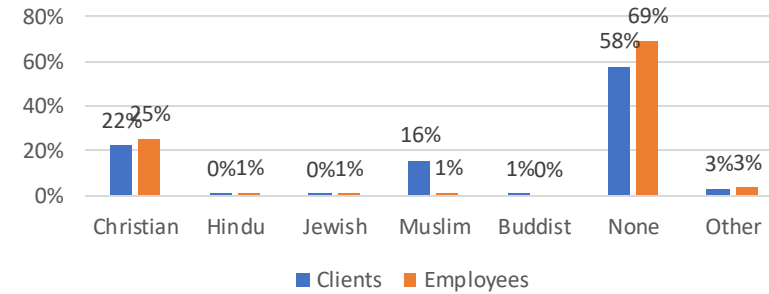
Disability



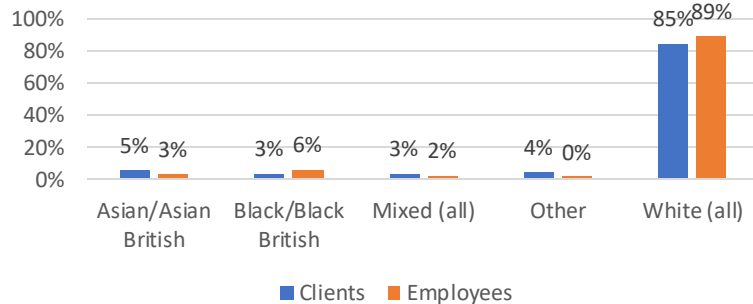
Sexual Orientation



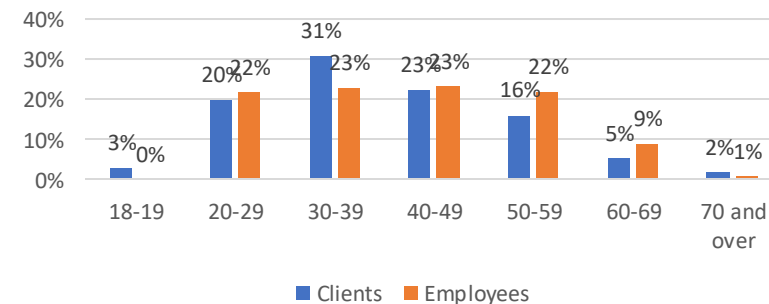
Religious Beliefs



Ethnicity



Age



Gender & Ethnicity Employee Pay Gaps 2024



Gender pay gap:

Median

- 2.13% difference in pay between men and women (compared to 3.85% in the previous year)

Mean

- -0.35% difference in pay between men and women (compared to 2.42% in the previous year)

Ethnicity pay gap:


Median

- 2.2% difference in pay between people from ethnic minority and white population (compared to 2.2% in the previous year)

Mean

- 6.92% difference in pay between people from ethnic minority and white population (compared to 2.2% in the previous year)

Key Findings from Data 2023-24

- 
- 45% of our employees have lived experience.
 - The diversity of our employees closely reflects our clients, apart for gender.
 - Candidate diversity has increased, and we are beginning to see this reflected in our workforce.
 - Diversity of clients referred into our services has increased, and we are beginning to see this reflected in our client profile.
 - Clients with different characteristics are not receiving warnings/evictions at a disproportionate rate to others.
 - Employees with different characteristics are not leaving at a disproportionate rate to others.
 - Our mean Gender Pay Gap has reduced but our mean ethnicity pay gap has increased.

New EDI Action Plan 2024-25



Priorities:

1. Inclusive recruitment of staff and volunteers.
2. Embedding an inclusive workplace culture.
3. Demonstrating our commitment to EDI in our communications and events.
4. Accessible client services which deliver outcomes for all.

The Diversity & Inclusion Champions have been involved in developing this plan.

1. Inclusive recruitment of staff and volunteers.

- Capture and monitor candidate equalities characteristics (staff and volunteers) and take action to target underrepresented groups.
- Focus recruitment on hiring for potential, giving talented candidates the opportunity to develop.
- Continue to embed client involvement in the recruitment process.
- Review and improve our recruitment/onboarding process to ensure its inclusive and that all candidates get a great experience throughout the whole process.
- Continue to provide annual training for hiring managers on Diversity and Recruitment and review further training needs.
- Retain our employer accreditations and research and work towards new ones.
- Review how we support staff from all cultures, for example review how bank holidays are used (religious holidays) etc.

2. Embedding an inclusive workplace culture.

- Continue to provide progression opportunities aimed at underrepresented groups including through our Aspiring Managers programme/promotions.
- Analyse workforce data on a quarterly basis to inform action to address bias/inequalities.
- Carry out annual pay gap reporting for gender and ethnicity and report on agreed actions.
- Maintain and update awareness calendar and organise internal engagement events and speakers to celebrate equality, diversity and inclusion.
- Continue to support our EDI champions group, expand the group and increase representation.
- Develop policies and practices which demonstrate more inclusivity through policy writing, inclusive training sessions, raising awareness and upskilling managers.
- Continue to facilitate, monitor and review a range of staff feedback mechanisms.


3. Demonstrating our commitment to EDI in our communications and events.

- Build on the website's accessibility statement by developing the website to make it more accessible for all users.
- Do more to celebrate diversity and difference through our communications (internal/external).
- Work with expert colleagues to improve the way we talk about clients and their experiences, in line with best practice (e.g. GRTB communities, domestic violence, in response to feedback we've had).
- Launching a brand-new inclusive event for everyone in our fundraising calendar – 'the 300'.
- Continue to use Equality Impact Assessments for events.

4. Clients services are accessible and deliver outcomes for all.

- Ensure that all teams have simple EDI action plans in place which are actively monitored and reviewed.
- Ensure that the new Client Advisory Board has diverse membership.
- Continue work to increase reporting of client EDI data on InForm.
- Work to ensure that our growing property portfolio includes provision for people with disabilities.
- Implement regular reviews of accessibility to buildings and offices.
- Foster positive relationships with other organisations working with underrepresented groups and ensure relevant information is shared to develop best practices and referral pathways.

2024-2025 EDI targets

- 
- 15% candidates shortlisted from ethnic minorities.
 - Increase % candidates with disabilities applying for our roles.
 - Increase % of staff agreeing in annual survey with the statement “Diversity is valued at this charity” from 85%, to 90%.
 - Increase referrals into our services from underrepresented groups.
 - Reduce our gender & ethnicity pay gaps.
 - Secure a disabled access property.
 - Increase support for Julian House from younger age demographic.