

TSAN Minutes

13th November 2014
Stockwell Resource Centre
2pm till 5pm

Attendees:

(SH) Sheila Heard -	Managing Director, Transitions
(JB) Justin Brett -	Director (Monitoring & Evaluation,) Transitions
(KB) Kevin Bowsher -	Diversity & Inclusion Manager, Network Rail
(YD) Yvette Duncan -	Information, Advice & Guidance Officer, Refugee Action Kingston
(FF) Fikre Feleke -	Finance assistant/Economics graduate, Transitions candidate
(SG) Samuel Ghebrehewit -	Degree in Housing, Regeneration & Urban Development, Transitions candidate
(AH) Ali Hamza -	Communications Engineer, Transitions candidate
(SLH) Sarah-Louise Hopkins	Director, Leading Lights Tuition (social enterprise)
(DK) Devan Kanthasamy -	CEO, Tamil Housing
(AL) Alastair Lomas –	UK Programme Officer, Council for Assisting Refugee Academics (CARA)
(RM) Rosie Maguire –	New Economics Foundation
(SP) Shelley Partridge –	Careers Officer, Refugee Health Professionals project - Refugee Assessment & Guidance Unit (RAGU), London Metropolitan University
(PR) Phoenix Ryder –	Communications & Business Development, Transitions candidate
(JS) Jen Smith –	Group Head of Diversity & Inclusion, Circle Housing
(RW) Rosie Ward –	Home Learning Project Coordinator, Metropolitan Housing
(JeB) Jessica Brooks –	Metropolitan Housing

Apologies:

Sharon Goymer -	Resourcing Manager – Entry Level Talent Programmes, National Grid
Chris Rison -	Network Manager (London Emergency,) National Grid
Marcelle Dopwell -	HACT
Philip Mapoma -	Construction Training Initiative Manager, Notting Hill Housing
Mudher Takialdeen -	Engineering Administrator, National Grid , (former Transitions candidate)
Jarina Choudhury -	Volunteer Development Manager Evelyn Oldfield Unit
Eleanor Tomlinson -	Programme, Project Manager, Manor Gardens Health Advocacy

Minutes

- (SH) Gave brief overview of the work of Transitions and asked the room the question “what does Transitions do / what does it mean for them?”
- (SLH) A chance to learn from Transitions, due to it’s evolved stakeholder engagement, unique governance structure, Transitions could act as a model for other Social Enterprise
 - (PR) Networking opportunities, a chance to share experiences and build up confidence
 - (AH) Link to employers, helping candidates understand the market, networking
 - (RW) Referral point, network

(SH) Update on current Transitions outcomes / stats

(JS) Presentation on the work of Circle's Diversity and Inclusion initiatives, stating that Circle was proud of its association with Transitions.

Key Points of Presentation

staff), Purpose of the initiatives were around enabling, understanding individual needs (customer and training and equipping staff to meet the needs of our customers

Talked about specific projects such as Purple Door through partnership with Albert Kennedy Trust (LGBT young persons homelessness support organisation)

Linking with smaller organisations such as Transitions and AKT to deliver meaningful outcomes

As a result of Circle's initiatives, disclosure rates amongst staff has increase dramatically
Circle has won a Race for Opportunity Award

Circle plan significant increase in spend on "Social Dividend" work

Following Circle's participation at 2014 London Pride parade, Circle's recruitment portal received upwards of 1500 hits (way above normal levels)

entire Plan to take forward to try and restart Transitions involvement in recruitment supply chain through Reed (Circle's proffered supplier of temp staff) as well as ensuring inclusive recruitment across supply chain into the full range of work that Circle has.

(RW) What type of placements does Circle offer out?

(JS) Across all business areas, including Finance and Governance

(SH) referred attendees to list of placements in meeting notes

out (DK) Does Circle have targets in terms of placements and inclusive recruitment? Also pointed that there is a real need to convince colleagues at a senior level of the business need and that he finds that this type of work and exposure improves colleagues and there is a real need to be ambitious in approach, wanted (JS) thoughts

targets (JS) Discussions taking place at Senior Board level within group, they aren't keen on also in terms of recruitment and it's still very focussed on "right people for the right job," and that that staff led Diversity Network Groups were against targeted recruitment. Soft targets an option in terms of monitoring, but there needs to be a cultural fit It would have to come from a shared value perspective.

(SH) An issue has always been around Protected Characteristics,

tackling (JS) Circle needed to ensure it was meeting it's obligations under the Act first before needs wider issues and that there is obviously more than can always be done but these significant investment, out network groups need business purpose but that we are

with starting to win the argument with the board especially when it comes to linking it talent acquisition and retention. “being inclusive is a business need”

(KB) Struck by (JS) comments as it being somewhat new as a concept to Circle, has Circle seen an impact on business in current political climate?

(JS) Regulations in Housing Sector removed D&I as a measure from the check list despite this Circle has expanded provision unlike some in the sector who have chopped it, more resources means that we can built a greater story, and get more stats, putting this to use and being named in the top 100 employers for BAME as a result, we always need to be forward thinking.

(RM) Presentation / Workshop from NEF

NEF created as a think tank 28 years ago in order to challenge decision making, especially for funders of projects etc. encouraging them to follow what counts, reshaping how they understand the true nature of social economic value.

please refer to presentation for detailed description of workshop

Key Points of Presentation

- 1) Social Impact isn't about progress it's about a change that sometimes can simply mean holding the line
 - 2) It's about looking at the stakeholder and how they are effected not just based on a one directional "funders" view (i.e. just a job outcome but the bigger picture)
 - 3) Need to understand the start and end point for each outcome
 - 4) Need to understand the measure enough to get the whole picture
 - 5) You can't claim the total change, just a slice of the pie, need to take away the what would have happened naturally, acknowledging what other support might have been accessed (friends, family etc), understanding how "we" are involved
 - 6) It's not an exact science but you need to be clear in terms of what you represent –
Outcomes vs Outputs
Outcomes = Actual event that's worth measuring but not definitive
Output = Chain of events creating change, must follow the line of accountability linked to direct influence
- There are many ways that change happens, how do we measure change that has happened?
 - Looking at the whole story, it could be that the person is satisfied, has a work / life balance, earning Potential or progression within the company
 - Need to be / could be creative with how you record change
 - Case studies – need to have starting point, interventions and then the change
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Theory of Change – Group Exercise

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Please see previous notes

(ALL) General Discussion / Feedback

- Need to turn statutory bodies from preventers to enablers through advocacy and lobbying
- Transitions need to stand out / shout loudest in relation to business case for our work / give employers a real understanding of candidate background

Why is it we do what we do?

(SH) it's been easy to set up placements, difficult to get jobs case in point with Circle and Network Rail where none of the placed candidates have found work with those organisations. The investment by the company is lost (no return in investment) – still good opportunity for the client though

(DK) Needs to have commitment from senior management – no commitment currently, needs business case possibly linked to recruitment costs especially where the employer can “test” the candidate, the candidates will have a natural advantage over candidates recruited from outside.

(KB) Network Rail only chooses preferred recruitment supplier once every 3 years so it's difficult for other organisations to get a look in

(SLH) How much feedback do we get from employers in terms of placement outcome? (SH) online surveys, telephone interview which has been helpful and led to creation of a 10 point plan for candidates to have a successful placement. But we need to have a wider analysis to help shape future

(DK) Mentioned Migrant Foundation Funding as a potential source for Transitions as it is currently being under used and he thinks that Transitions are a good fit (SH) to look into this.

Circle Housing Diversity & Inclusion Video link to be sent round via e-mail