

Equality and Diversity: Action Plan 2010 - 2011

Action	Responsible officer	Target date	Intended change or outcome	Strategy / framework
Corporate Culture and Governance				
<p>1. Respond appropriately to and ensure awareness of changes in legislation and codes of practice. In particular:</p> <ul style="list-style-type: none"> • DDA 2005 • Equality Act 2006 • CRE Code of Practice in Housing • 2009 Equality Bill 	AMD	March 2010	<p>WHP is addressing legislative and good practice requirements.</p> <p>Compliance with CRE CofP</p>	<p>KLOE 31</p> <p>Proposed legislation and regulation</p> <p>CRE CofP</p>
<p>2. Promote our commitment to equality and diversity to our customers and stakeholders through:</p>	Marketing Manager	<p>Quarterly</p> <p>August 2009</p> <p>March 2010</p> <p>March 2010</p> <p>Quarterly</p>	<p>E&D section on the intranet and website updated quarterly</p> <p>Produce a summary leaflet of the E&D strategy</p> <p>Publish 100% of equality impact assessments on website</p> <p>Annual report to contain an equality section</p> <p>Quarterly articles in residents' and staff newsletters</p>	KLOE

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3. Implement a programme of equality impact assessments	Challenge Group	March 2010 March 2010	All policies compatible with equality and diversity requirements. Minimum of 5 EIA reports published on website by April 2010	KLOE Race equality duty Disability duty Gender duty
4. Review Challenge Group membership and terms of reference	MD	August 2009 Quarterly	Membership and ToR reviewed and in place to reflect new E&D priorities Quarterly updates in staff magazines to reflect pro-active approach to E&D	KLOE 31
Access to Services				
6. Utilise the QLx housing management system to better provide information about our customers. Implement system of flagging of support needs.	IT Manager	August 2009	95% resident profiling held on QLx. Vulnerable residents list flagged on QLx.	CRE CofP
7. Prepare a procedure for dealing with visits and access to the homes of female, disabled and BME residents, who are unwilling to deal with certain contractors or staff in their home alone.	SHMO (Allocations)	July 2009	Resident gets preferred contractor of their choice, use of appointment system and accompanied viewings. 95% satisfaction with services from these groups	CRE CofP

E&D Best Value Action Plan 2010/11

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8. Develop, review and monitor lettings and sales targets for BME customers / equality groups	SHMO (Allocations)	August 2009	Lettings reflect profile of borough. To ensure all E&D groups can access services.	TSA KLOE CRE CofP
Consultation and Service User Involvement				
9. Monitor involvement, consultation and feedback by ethnicity, gender, age, disability and location and where applicable widen to other equality and diversity groups	SHMO	June 2009	Increased satisfaction (95%) with involvement opportunities. Improved STATUS results for E&D in line with ethnic majority.	KLOE CRE CofP
10. Review the targets for resident representation in line with customer profile	SHMO	October 2009	Resident involvement is representative of customer profile	TSA KLOE 31
11. Training for residents. Involved residents able to contribute effectively to discussions on E&D and able to judge effectively whether WHP is delivering on equality and diversity	SHMO	November 2009	90% residents in representative panels and forums to have been through E&D training.	KLOE 31
Partnerships and Community Cohesion				
12. Work in partnership with partners and stakeholders on community cohesion and diversity issues	MD	June 2009	Membership of LSP (BDBC), disability forum (BDBC), E&D forum (BDBC & EHDC).	KLOE 31
13. Work in partnership with local authorities and stakeholders on recording and reporting hate crime	TEO	September 2009	100% front line staff trained in recognition and responding to hate crime. Reported quarterly by TEO as part of KPIs.	KLOE 31 Race duty

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Employment and Training				
14. Monitor employment equality targets for recruitment, staff retention and workforce profile	HoHR	Quarterly	Diversity of staff reported quarterly to Boards. Working towards a staff composition that, at all levels, reflects the community it serves	KLOE TSA
15. Identify/implement positive action measures in employment areas where particular groups are under represented	HoHR	March 2010	All groups are reasonably represented at all levels of the workforce and in all areas of work	CRE CofP
16. Conduct research/focus group of women who have recently returned from maternity leave to highlight positive and negative experiences	HoHR	March 2010	The experience of pregnant staff are highlighted and acted upon. Annual summary of feedback reported to Boards.	CRE CofP
17. Devise and launch briefing for managers on key equality and diversity legislation and regulatory requirements	AMD	September 2009	Two briefings per year to all managers so they are able to respond positively to all equality and diversity issues	KLOE CRE CofP
Service Delivery and Customer Care				
18. Carry out equality impact assessments to include procurement and partnership arrangements	AMD	April 2010	Minimum of 5 EIA reports published on website by April 2010 Outcome from EIA's incorporated into service planning	Race duty Disability duty Gender duty CRE CofP

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19. Produce a revised racial harassment policy and procedure to include Stephen Lawrence Inquiry definition of a racist incident or hate crime	HM	September 2009	Appropriately revised racial harassment policy and procedure	CRE CofP Race duty
20. Ensure equality clause is in all new contracts and partnering arrangements	HoPAM	March 2010	100% of new contractors to include equality requirements.	CRE CofP
21. Monitor contracts and partnering arrangements to ensure they deliver equality in employment and service delivery and meet our targets	HoPAM	June 2009	E&D agenda item for all contractor monitoring meetings.	CRE CofP
22. Carry out a range of resident surveys to analyse the results from the STATUS survey which showed that people from ethnic minorities are less satisfied with services explore the reasons and take appropriate action	Challenge Group	December 2009	Ethnic minority residents are equally satisfied with services as the ethnic majority. Figures from STATUS survey.	CRE CofP KLOE