

**NOTTINGHAM COMMUNITY
HOUSING ASSOCIATION**

**EQUALITIES AND DIVERSITY
ANNUAL REPORT
2006-2007**

**BOARD MEETING
4th December 2007**

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N.C.H.A 2006-7 Equalities and Diversity Report

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Equalities and Diversity Annual Report 2006-7

1. Introduction

Staff at Nottingham Community Housing Association have again achieved considerable progress in promoting equality and eliminating unfair discrimination from all aspects of its work during the year April 2006-March 2007.

Staff have worked particularly hard on increasing tenant and service user involvement in the activities of NCHA and are now focusing on encouraging BME and hard to reach groups to become involved in a way that suits them best.

The Equalities and Diversity Forum has met during the twelve month period and has monitored the progress towards meeting Equalities and Diversity Action Plan targets. It has considered new reports and recommended changes and improvements to existing and new policies and procedures. Members of the Forum continue to be effective in raising awareness of the Action Plan across the Association.

The format of this report demonstrates the key achievements of the Association in meeting the Action plan targets in section 2, the key performance improvement targets for 2007-8 in section 3 and identifies, in section 4, the context in which the Association works, the performance it achieved in 2006-7 against the Action plan expected outcomes by Business area, and the full improvement targets for 2007-08.

2: Key Achievements and Impact

Governance

- Having considered the balance of their membership in detail at their Members-only meeting in June 2006 Board agreed to recruit a tenant Board member. A tenant Board member from the Leicester area was selected in May 2007 and appointed to the Board in July.
- The profile of Board members now shows 50% are from BME communities, against a regional target of 30%, 40% are female and 10% have a disability.
- All Board reports identify and highlight any Equalities issues arising from the policy/procedure/strategic proposal.
- All new polices are considered by the Equalities and Diversity Forum.

Impact: Board members increasingly familiar with Equalities issues and are able to question impact of NCHA's services on tenants, service users and local communities and able to

Corporate Commitment and Continuous Improvement

- The staff profile shows the % of staff from BME communities has increased from **19% at 31.03.06 to 22.9% at 31.03.07** against a benchmark target of 18%. This demonstrates a further very encouraging increase in diversity of staff employed across the organisation.
- Excellent work has been demonstrated by the Housing Services team, Design team and HWCS teams to promote and publicise N.C.H.A.'s work in local BME communities and tenants and service users.
- The Tenant Participation Strategy in Housing Services and the Better Lives Strategy in HWCS have both contributed to increasing the involvement of tenants and service users in the activities of the Association. The involvement of our more vulnerable service users has been extended to a range of tasks in the recruitment process, appropriate to their abilities, e.g. welcoming candidates, setting interview questions and being on interview panels, and is particularly welcome.
- Race Equality and Diversity targets have been agreed and monitored in all key areas of service delivery during the year. In many cases these targets have been exceeded during the year 2006-7.
- Guidance and information briefings were issued to managers and staff on the Age Discrimination Act, with particular focus on how to identify potential issues of harassment and discrimination on grounds of age.

Impact: A culture of Equalities Awareness is increasing throughout NCHA with policies and procedures being considered in response to better knowledge of tenant and service user profiles.

Recruitment and Employment

- Analysis shows 30.7% of new employees in 2006-7 were from BME communities, an **increase of 3%** over the previous year, against a target of 30%.
- The Age Profile of staff shows a fairly even spread across the age range 21-50 years, accounting for 79% of staff, with 19% in the 51-65 years range.

Impact: NCHA is attracting and appointing a more diverse workforce that reflects the local communities in which it works

Training and Learning

- All new staff have attended or are booked to attend Equality and Diversity Awareness training within the first 12 months of their employment.

- The take-up of training by BME staff has increased over the 2006-7, to 23% from 15% last year. This is against a target of 16%.
- For the period 2006-7, of NVQ candidates completing their qualification 14% were BME staff, of those eligible staff who registered for an NVQ qualification 21% were BME staff.

Impact: Access to training is available to all staff, resulting in a highly skilled workforce delivering services to customers

Design and Development

- Considerable progress has been made and an agreement reached on a common approach to the principles of “Respect for People” with N.C.H.A.’s major development partners. A “People” sub-group has been set up to further the work of the Clients Charter delivery teams.
- A Design Customer Advisory Panel has been set up to discuss Design issues with tenants from general needs Housing Services.
- Clauses have been added to Employer’s Requirements document obliging contractors to actively demonstrate compliance with NCHA Equalities and Diversity strategy and Equal Opportunities requirements
- Annual Reviews are held with major partner contractors and evidence sought from them towards meeting their Equalities obligations under the Employers Requirements.
- All contractors and consultants who work with N.C.H.A. are routinely asked to confirm their acceptance of the Association’s Equalities and Diversity Policy and have received copies of the Equalities Strategy Statements.

Impact: Standard house types are being revised to be more flexible in accommodating diverse needs. Contractors are monitored against compliance with NCHA’s Equalities and Diversity Policy and complaints monitored.

Housing Services and Maintenance

- Analysis of applications, waiting-lists, offers of accommodation and allocations shows that each area office met or exceeded its targets for the period April 2006 –to March 2007. (See appendix 2)
- The overall tenant profile for general needs tenants shows 15% tenants are from BME communities and each area team either exceeds or meets the general profile of the area it covers.
- Each Area Office has improved and established regular contact with local community groups and has evidence to show discussions of how N.C.H.A.’s services respond to the needs of those communities.

Consultation has taken place with BME and other Community groups to discuss the impact of the “LETS” allocation scheme on access to housing.

- The new Maintenance Customer Advisory Panel (CAP) is monitoring reports on satisfaction with repairs and maintenance and identifying and addressing any equalities and diversity issues that may arise.

Resident and Community Involvement- General Needs Housing Services

- Much work has been carried out by the Tenant Participation Officers in each area team. These officers have surveyed tenants to establish their preferred method of involvement from a menu of options. They will continue to encourage wide and inclusive representation through advertising and promoting access to participation.
- Customer Advisory Panels (CAPS) have been set up for Allocations, Estate Management, Supported Housing, Maintenance and Design. A new CAP has been set up in Leicester These groups are meeting regularly and are contributing to discussion on the activities of NCHA Housing Services. The Tenant Involvement – Impact Assessment paper to Board in July 2007 outlines these achievements in more detail.
- Information and key policies are now available in translation and different formats upon request. This information is on the NCHA website and available as a leaflet in key languages.

Racist Incidents - General Needs Housing Services

- N.C.H.A.'s Racial Harassment Policy has been reviewed, updated and aligned with the Anti-social behaviour policy. Reporting systems on anti-social behaviour and harassment have been amended to allow analysis by BME communities for each type of issue. These are reviewed by Regional Managers on a quarterly basis.
- For the year to date April -March 2006-7, 6 cases of racial harassment have been reported and dealt with, a decrease of 2 against the previous year.
- Two tenancy enforcement officers have been appointed. They are contacting Victim Support Agencies and developing good working relationships.

Complaints - General Needs Housing Services

- Considerable progress has been made in the management and handling of complaints to the Housing Services department. Complaints are now monitored by stage, resolved or ongoing, by team and by ethnic origin of complainant. The implementation of the IBS

Estate Management module has improved monitoring and allowed more detailed analysis of complaints. Current analysis of the statistics presented to Board in July shows that 19% of complaints were from BME tenants during the last 12 months, an increase of 9% from the previous year. Of those complaints resolved during the year 20% were from BME tenants.

Impact: Increasing awareness of the profile of tenants across all regional teams has resulted in more specific strategies and procedures being adopted to meet the needs of tenants from BME communities and those who are vulnerable. Further development of monitoring processes has enabled more detailed analysis of policies and procedures and identification of improvements to services to customers.

Maintenance

- The Maintenance team have had a successful year working with the CAP group addressing all of the Maintenance services. The CAP members have undertaken a range of training including Equalities and Diversity training.
- Satisfaction with the repairs service, contractors' performance and the Customer Services team is high or very high and is shows equal levels between BME and non BME tenants.
- The Maintenance team completed 186 Disabled adaptations during the year, leaving only 6 tenants still on the waiting list.

Impact: The Maintenance CAP has been involved in monitoring service delivery to tenants and revising maintenance procedures.

Property Management Services

- Work has been started to monitor and review compliance with NCHA's Equalities and Diversity Policy by selling and letting agents.
- Annual reviews of performance are held with selling and letting agents, including reference to Equalities performance.

Housing with Care and Support

Access to Housing

- Supporting People quality reviews confirm compliance in relation to all areas identified in the Equalities Action Plan. This includes information distributed to organisations working with individuals from minority and discriminated against groups regarding application criteria and the application process. Successful allocations reflect the identified needs of the local population and of the individual service user groups.

During the period April 06-March 07 analysis shows that 10.5% of service users moving in were from BME communities.

- Progress has been made translating key documents into accessible formats for service users in the projects for Asian elders. Progress has been demonstrated in each of the Action Plan targets on access to information to service user groups and communication with service users.

Service User and Community Involvement – Housing with Care and Support

- Further developments have been made in consulting and involving service users on the services they receive. The “Better Lives” strategy is now in place and consultation with service users has begun on a project by project basis. “Insight” magazine has been established with service users on the editorial panel
- Service users are involved in the block recruitment and block induction processes for new staff. A successful Service User Open Day was held in August 2006.
- HWCS developed more accessible documents in areas of support planning, equality and diversity policy.
- HWCS set up consultation forums actively involving service users from minority and discriminated against groups, organisations and work to obtain feedback and suggestions to improve services.
- Service Users are actively involved in drafting project, service strategies and departmental Better Lives Strategy.
- Project managers have successfully demonstrated their links with BME and other organisations. This has been confirmed by the Supporting People Quality Reviews.

Impact: The “Choosing Staff Group” of service users and staff involved in setting questions and on interview panels for support workers. Highly successful project. See Appendix 8

Complaints, Racial Incidents and Incidents of Harassment– Housing with Care and Support

- All policies have been reviewed to ensure compliance with CRE Code of Practice. This has been confirmed by the Supporting People Quality Reviews. Incidents of racial harassment are identified and progress monitored. Complaints are monitored by complainant type, ongoing or resolved, level of complaint and whether the complaint involves any racist elements.

- The SURE computer data system has been expanded to record, monitor and track accidents, incidents and complaints including those of a racist nature.
- HWCS monitored profile of tenants / residents complaints and satisfaction with outcomes and found satisfaction with outcomes is as high for those from minority and discriminated against service users as for all other service users.

3: Key Equalities and Diversity Performance Improvement Targets 2007-8

	Business Area	Action Plan no.	Target Action 2007-8
1.	Governance	4.4	Board members review Equalities impact of all new /revised policies
		4.4	Board members trained on using Equalities Impact Assessment approach to policies and procedures by March 2008
		4.6	Set up Disabilities Forum of tenants, service users and staff by March 2008
2.	Corporate Commitment and Continuous Improvement	4.8	Launch Tenant and Residents Consortium web-site September 2007, established and run by tenants. Resident Impact Assessment 2007/8 to be done May 2008
		4.9	Include IT and Finance in 2007-8 Action Plan Increased satisfaction levels from general needs tenants in the 2007 status survey as compared to 2005 survey.
		4.10	Demonstrate increased levels of satisfaction among staff with NCHA as an employer, demonstrated by 2008 Staff Survey
3.	Recruitment and Training	4.13	Review and revise; <ul style="list-style-type: none"> - E-mail and Internet usage policy and procedure – Nov. 07 - Whistle-blowing policy and procedure –Jan 08 - Data Protection policy and procedure – June 08 - Continuously review applicants profile and maintain high % of BME applicants for jobs
		4.24	Extend Equalities awareness training to partner contractors and consultants during 2007-8
4.	Technical Services and Development	4.28	Standard house types being revised to be more flexible in accommodating diverse needs.

5.	Energy and Environment	4.32 4.32	Ensure all residents and stakeholders have equal access to information, advice and benefits of the proposed Sustainability Strategy. The Sustainability Strategy will set targets to improve the energy efficiency of the stock, cut down on fuel bills and reduce carbon emissions by all.
6.	Health and Safety	4.35 4.35	Negotiate resources to fund essential accessibility adaptations to Head office/reception spaces All front-line customer service staff to attend Disability Awareness training session by March 2008
7.	Property Management Services	4.37 4.41	Carry out an annual review of letting agents' performance. By March 2008 Review marketing approach to target sales to BME communities. 31 December 2007.
8.	Housing Services- General Needs	4.44 4.45 4.48 4.49 4.50 4.55 4.46	Monitor and review policies and service delivery to tenants with long-term sickness/ disability by Regional Area Office tenant profile, following analysis of 2007 Status Survey. Collect disability information from CORE. Formulate action plans. Consider the effect of choice on allocation process for people with long-term sickness/disability. Extend "Homelink" reporting to include disability specifically during 2008-9 Allocation "Refusal reasons" report to be agreed which includes monitoring by BME tenants data Monitor and report on requests for non-English, non-standard format information for period April 07-March 08 Increase BME involvement in tenant activities to targets agreed in Tenant Involvement Impact Assessment May 2007. Develop the IBS Estate Monitoring system in respect of complaints to ensure complaints are tracked and reports identify leaning points for NCHA on service delivery, policy and procedure review Analyse 2007 Tenant Status Survey data by area team and by BME, family structure, economic status long-term illness/disability, and age to provide more detailed and useful information on tenant profile and inform policy and service delivery
9.	Maintenance - General Needs	4.58 4.60	Increase BME membership of Maintenance Customer Advisory Panel to 15% or higher by March 2008 Complete minimum 75 disabled adaptation jobs.

10. Housing with Care and Support	4.61	Develop benchmark figures for BME, vulnerable service user allocations by Business stream over next year
	4.64	Develop further work needed to make better use of information collected from CORE forms, in relation to policies and procedures
	4.67	Continue to develop Person Centred Services to ensure involvement of service users in recruitment and selection of project staff.

4: N.C.H.A Equalities and Diversity Action Plan – Progress to Date

Introduction

The Association works in 26 Local Authority areas throughout the East Midlands and manages over 7000 properties, 1200 of which provide housing with care and support for residents with additional needs. Included in these totals are some 570 properties developed for market rental. NCHA currently has 'Partner' status with the Housing Corporation and has been awarded £22.6m social housing grant to develop 638 new homes for rent and shared ownership during the period 2004 to 2006.

Nottingham Community Housing Association Ltd is involved with the provision of community training initiatives for local residents and is committed to energy conservation issues across its stock. It employs over 700 staff, has an annual turnover in excess of £35 million and a development programme of over £40 million.

The context within which the Association operates continues to be subject to change. The Association's development shift to the south of the East Midlands region demands that N.C.H.A. considers the needs of the BME communities of that area. The BME populations of both Leicestershire (7%) and Northamptonshire (8%) are nearly 50% higher than that of Nottinghamshire (4.5). Our tenant profile in our three regions of operation shows 23.4% of our tenants in the Southern Region are from a BME background, 19% in the Central Region and 2.3% in our North Region. New lettings made in 2006/07 reflected this profile. We have increased the office staff profile and the lettings targets of the Leicester office to reflect these changes. We will closely monitor access to services and satisfaction levels of tenants in the South area to ensure similar levels of satisfaction across all sections of the communities with whom the Association is working.

The introduction of supporting people funding arrangements has had an impact on the delivery of the Association's equality objectives by reducing its ability to develop and provide new specialist accommodation. The Association has however responded to the challenge by successfully expanding its provisions of "floating support" to more disadvantaged and vulnerable people who may not necessarily live in an Association owned home.

The following Equalities and Diversity Business Improvement Plan indicates progress to date against aims and identifies further action to be undertaken over the next twelve months.

The Equalities and Diversity Forum will continue to meet to monitor and review progress against targets and highlight any additional areas of concern to the Executive Team and to Board where appropriate

Equalities & Diversity Annual Report against Action Plan aims and targets 2006-7

(Source: C = Customer led, M = Management led, R = Regulatory requirement, S =Strategy led)

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.1	Governance: Demonstrate commitment to the highest standards of Governance	R, KLOE 31	Sept. 2007	Board	Improvements in key areas of customer satisfaction	Reviewed 2006-7 Annual Report against targets	100%	Review progress twice yearly May and November and monitor improvements
4.2	Review membership profile annually at members-only meeting,	C, S, KLOE 1 KLOE 31	June 2007	Board PC	Board member BME profile matches or exceeds best local community profile data BME-	Members Profile 07; BME 50% Target 07 30% Women 40% 50% People with disabilities 10% 10%	100% 75% 100%	Consider Board profile when recruiting new member in 2007-8
4.3	Actively consider tenant board membership as part of the Tenant Participation Strategy	C, KLOE 31	Sept. 2007		Appoint Tenant member of the Board during 2007	Appointed July 07	100%	
4.4	Board are proactive in reviewing and monitoring equality and diversity issues through actions of Equalities and Diversity Forum and all relevant race equality and other diversity issues are highlighted in Board reports	R, KLOE 1, KLOE 31			Review Board paper front page by July 2007 All Board reports highlight any potential Equalities and Diversity issues		100%	Board members review Equalities impact of all new/revised policies.
	Arrange further Equalities training for Board following recruitment of new members during 2006-7	M, KLOE 31	March 2007		Equalities Update for Board arranged for Dec. 06	Session attended by 6/10 Board members, including new members.	100%	Board trained on using Equalities Impact Assessment approach by March 2008

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.5	Corporate Commitment and Continuous Improvement Executive team will continue to monitor progress in departments and focus on improvements.	R	Sept. 2007	MA	All new and revised policies and procedures include an equality impact assessment. Directors monitor progress against departmental Action Plans and demonstrate continuous improvement	Revised Equality Impact assessment introduced from September 2007 Many areas of improvement in service delivery and customer satisfaction demonstrated during the year 2006-7	100% 80%	All relevant polices subject to Equalities Impact Assessment and action taken where necessary
4.6	The Equalities Forum will meet regularly to assist and monitor further development on tenant satisfaction feedback	C		SW/AA MA/AA	Equalities Forum to meet 2 xs per year with nominated board member in attendance –review progress to date and agree the Annual report to Board.	2 meeting s held during 2006-7		Set up Disabilities Forum to devise, implement and monitor the Equality Duty Action plan by March 2008
4.7	Review legislative and regulatory requirements and update Action Plans as necessary	R	Sept.07	SW/AA	New legislation, Codes of Practice monitored and action taken	Code of Practice on Racial Equality 2006 distributed to all senior managers and Equality Action plans reviewed and updated	100%	Implement Gender Equality Assessment by April 2008
4.8	Review progress on Tenant Involvement Strategy	C	Feb. 07	HGN	Methods for involvement publicised, BME profile improved	See Tenant Involvement Impact Assessment report to Board July 2007.	100%	Launch Tenant and Residents Consortium web-site September 2007, established and run by tenants. Resident Impact Assessment 2007/8 to be done May 2008

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.9	Develop targets for departments/teams not previously included in the Action Plan e.g. Corporate Services, IT, Finance Proposals for Action Plan targets invited from relevant managers	M,S	Forum review Feb. 07			Targets and Action Plans included for Corporate Services and Property Management Services	50%	To include IT and Finance in 2007-8 Action Plan
4.10	Monitor progress of the association's residents, staff and stakeholders, satisfaction with involvement and communication through results of next surveys	C, KLOE 31	March 2007		Reports to Board demonstrate progress against targets, further tenant and staff surveys undertaken and results assessed against benchmark targets.			2007 Tenant Status Survey sent out August 2007. Analysis due December 2007. Increased levels of satisfaction among staff with NCHA as an employer
4.11	Continue to improve tenant participation through CAPs and other tenant groups.	C, KLOE 31	See Housing Services and HWCS Annual Reports to Board July 2007		Monitor increased involvement and levels of satisfaction for tenants, service users and staff	See Resident Involvement Impact Assessment 2006/7		Increased satisfaction levels in the 2007 status survey as compared to 2005 survey.
4.12	Establish permanent Tenant Resource Centre at Camberley Court	C, KLOE 31	Dec. 06		TRC established at Camberley Court.	TRC action plan agreed monthly meetings.	100%	Meet TRC action plan targets.

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08						
4.13	Recruitment and Employment: Continue to review and revise Staff Handbook to ensure all terms and conditions of employment are fair and represent current best practice Provide briefing sessions for Managers on key aspects of new legislation; Age Discrimination	C/M/R	June 2007 Dec 06	AA	Adoption and Paternity Leave reviewed and changes proposed to SSG and JUNG meeting August 2007. Code of Conduct Stress Policy Drug and Alcohol Abuse policy Smoke-free policy Guidelines sent out to all line managers. Monitor numbers of grievances raised in respect of age discrimination	Approved by JUNG: June 07 April 07 April 07 June 07 Dec.06 No grievances received to March 2007.	100% 100% 100% 100% 100% 100%	Review and revise; E-mail and Internet usage policy and procedure – Nov. 07 Whistle-blowing policy and procedure –Jan 08 Data Protection policy and procedure – June 08						
4.14	Agree and implement a fair and transparent job evaluation system and salary structure that meets the requirements of the organisation and Equal Pay legislation	R/M/S	June 2007	AA	Revised Job Evaluation system proposed to JUNG July 2007.	Implementation date agreed April 2008	75%	Resolve appeals and implement new system from 1 st April 2008						
4.15	Monitor profile of applicants to ensure information about jobs is accessible to all sections of the community	R/C/S	June 2007	AA/PN	Applicants' analysis shows high % of BME applicants for posts.	<table border="0"> <tr> <td></td> <td>Target</td> <td>Outcome</td> </tr> <tr> <td>BME Applicants</td> <td>30%</td> <td>30.7%</td> </tr> </table>		Target	Outcome	BME Applicants	30%	30.7%		Continuously review applicants profile and maintain high % of BME applicants for jobs
	Target	Outcome												
BME Applicants	30%	30.7%												
4.16	Achieve a staff profile at all levels that reflects the diversity of people from the communities within which N.C.H.A. is working.	KLOE 1 KLOE 31			Benchmark target of 18% Benchmark target 65%	22.9% of all staff are from BME communities 69% of managerial posts filled by women	100%							

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.17	Positively encourage and support BME staff to apply for internal promotion to managerial posts.	KLOE 31			Benchmark target 15% At 31.3.07	9.5% managerial posts filled by BME staff BME staff have increased by 3.6% since 2005-6. Women managers exceed target BME managers still below target but 3% over 2005-6	100% 60%	Increase numbers of BME managers to 12%
4.18	Increase numbers of applicants with a disability		Ongoing	PN				
4.19	Offer disability awareness to new line managers and further support to interview panels.		Ongoing	RB/PN	4x Disability Awareness courses available in-house for up to 60 staff	Courses available , take up for first two courses very low leading to cancellation	50%	High take-up of 2 courses Jan-March 08, targeting front-line and direct customer-service staff
4.20	Ensure all staff equipped to challenge racist behaviour and promote race equality Continue to monitor Disciplinary process for potential discrimination. Continue to monitor access to grievance procedure available to all staff.					2006-7 Disciplinaries: Total 25 : BME 10 Grievances Total 25 : BME 7		Analyse origins of disciplinary actions and monitor to ensure no indirect or direct discrimination. Ensure all staff are aware of the grievance procedure and how to use if in cases of harassment. Training / briefing programme in place for 07-08, 08-09

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.21	Training Provide necessary training to enable management and staff to understand and implement their responsibilities under N.C.H.A.'s Equal Opportunities policy Monitor completion of Induction training plans and booking of additional training. 2006-7	R/S/C KLOE 31	March 2007	RB/AA	Equalities and Diversity update course delivered to Board 15 Equality and Diversity courses delivered 3 Cultural Awareness courses delivered 2 Disability Awareness courses delivered 1 Epilepsy Awareness course delivered	6 Board members attended 168 staff attended Equalities and Diversity Awareness training sessions, 25 staff attended Harassment courses, 34 staff Cultural Awareness courses, 20 staff Disability Awareness and 15 staff Epilepsy Awareness	100%	Original targets exceeded. New Induction arrangements for 07/08 include Equalities and Bullying and Harassment Awareness as part of core programme.
4.22	Ensure equal access to training and development opportunities for all staff, with particular reference to BME staff. Line managers and Training services monitor annually	C/M KLOE 31	March 2007	RB	Analysis of annual attendance records show BME and female attendance exceeds the benchmark target	BME staff attendance has increased by 8%. Course Attendance 06-07 Target BME staff 23% 16% Female staff 76% 68% Targets exceeded	100%	Monitor profile of course attendance to maintain high % of BME and female attendees
4.23	Ensure that all employees are given assistance to reach their full potential through fair consideration of their career development needs & promotion opportunities Research further opportunities for BME staff to access personal development through Training, NVQ programmes, Mgmt NVQ, Mgmt Development Programme Other qualifications	C/M/S	March 2007		Demonstrate staff internal promotion and career moves as a result of personal development in their jobs	19.6% of BME staff furthered their careers by internal moves and promotions during 2006-7, against a target of 15%, an increase of 8.7%. 23% of course attendees were BME staff	100% 100%	

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.24	Ensure Board members, staff and members of the Customer Advisory panels are aware of N.C.H.A.'s Equality and Diversity Policy, Strategy Statements and Action Plans, and their implications for the organisation and themselves as individuals.	C/M/R	March 2007	RB/AA	Ensure Equalities training is fully resourced through Core training programme and sufficient range and number of course provided for Board and staff and stake-holders	An Equalities update session for Board members was arranged for December 2006. 6 Board members attended 168 staff attended Equalities and Diversity Awareness training sessions, 25 staff attended Harassment courses, 34 staff Cultural Awareness courses, 20 staff Disability Awareness and 15 staff Epilepsy Awareness		Extend Equalities awareness training to partner contractors and consultants during 2007-8
4.25	Arrange briefing sessions for Managers on revised policies and procedures in relation to Harassment and Disability and Age discrimination	C/M/R	March 2007.	AA/PN	.	This has been delayed. The new roll-out target date is October 2007		
4.26	Technical Services and Development Develop standard contract arrangements with partner Contractors and Consultants which includes adopting "Respect for People" toolkit. Hold a follow-up day with the Lindum Group in June 2006.	C/R/S	March 2007	PM	This group is considering various issues including Respect For People			

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.27	Standard contracts include clauses setting out expectations on equal ops and require Contractors and Consultants to demonstrate how they meet equal ops objectives. Monitor & review performance of Contractors and Consultants	R/C/S	March 2007	PM/MP	Evidence from our contractors on their performance in this area			We will be seeking evidence from our contractors on their performance in this area after a year
4.28	Explore the opportunities created by the Client's Charter to address the issue of equality and diversity in the development process Produce a report to show the approaches to be adopted in delivery of the Client's Charter in relation to equality and diversity.		March 2007	PM/MP	"Accommodating Diversity in Design" report to Board July 2007 Checklist produced to consider diversity requirements of new schemes. Briefing process includes section on Diversity requirements.			Standard house types being revised to be more flexible in accommodating diverse needs.
4.29	Develop positive action initiatives (with other RSLs) to improve ability of BME Contractors and Consultants to compete for contracts. To include equality of opportunity for BME Contractors and Consultants in the tendering process		March 2007	PM/MP				

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.30	To secure clear evidence of performance against E+D action plan items from our contractor partners	S	Ongoing Sept. 07	PM TS RV	Evidence of complaints against contractors from BME tenants/service users/customers raised with contractors at annual review and action taken to improve. Evidence of contractors' compliance with NCHA's Equalities and Diversity Policy.	Report set up via IBS to record all complaints against the ethnicity of the complainant and the nature of the complaint to identify contractors. Issues raised with contractor and recorded on their 'PDR' including any actions taken. The Equality and Diversity policy is included in the Schedule of Rates pack issued annually to contractors who sign to accept it as part of their overall acceptance of the rates.	100% 100%	Contractors demonstrate compliance with NCHA's Equalities Policy
4.31	To include Equality and Diversity as an objective in the Invitation to Tender phase of the European Tendering exercise to ensure that it is one of the areas upon which we select our Panel of contractors.							

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.32	<p>Corporate Services: Energy and Environment</p> <p>Ensure that all residents and stakeholders have equal access to the benefits afforded by the Affordable Warmth Strategy Review and Performance Achieved progress against actions set out in the AWS. Directly link NCHA's stock condition and energy ratings surveys to the actions set out in the AWS. Make key departments aware of their obligations and best practice in respect to energy efficiency and fuel poverty</p>	C	<p>Nov 06</p> <p>Jan 07</p> <p>Feb 07</p>	<p>A G-J</p> <p>A G-J</p> <p>A G-J</p> <p>A G-J</p>	<p>All residents and stakeholders are aware of the Energy and Environmental policies and the Affordable Warmth targets which relate to them. Relate future maintenance programme to improvement in stock condition and energy efficiency measures Reports and publications produced for all departments looking at issues of tackling fuel poverty and achieving energy efficiency</p>	<p>Presentations on NCHA obligations from the Affordable Warmth Strategy given to Housing CAP and Design CAP. Energy & Environmental policies sent to Design CAP and TRC for approval for inclusion in the Housing Management Manual. All new residents receive booklet on how to achieve fuel efficiency & cut down on fuel bills. Energy efficiency Certificates project piloting Energy Certificates for NCHA properties. Research project ongoing Guidelines on renewable energy options produced for all departments & on Sharepoint. Guidelines illustrate different options for renewable energy developments. Will encourage energy efficiency, cut down on fuel costs & reduce the carbon footprint of NCHA and its residents.</p>	<p>100%</p> <p>100%</p> <p>80%</p> <p>100%</p>	<p>Ensure all residents and stakeholders have equal access to information, advice and benefits of the proposed Sustainability Strategy. All targets and actions in the strategy will aim to improve the energy efficiency of the stock, cut down on fuel bills and reduce carbon emissions by all.</p>

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.33	<p>Communications and Marketing:</p> <p>Information produced and distributed is accessible to all sections of the communities within which we operate and reflects the profile of those communities Ensure that all published documents are accessible to all groups through appropriate translation systems.</p> <p>Seek direct feedback from NCHA's tenant participation groups on improvements to accessing information.</p>	C	Feb 07	DR	All documents that the Communications Office produce to afford the opportunity for translation where feasible	All our magazines and our website offer translation opportunities. (Other departments deal with handbooks etc)	100%	
		C	Nov 06	DR	Editorial panels to be set up for all magazines and the website. Where possible, these members to be representative of the target audience.	Separate editorial panels have been set up for all magazines and these are regularly audited for feedback on content. These panels also have members who represent the elderly, the disabled and ethnic minorities to reflect the diversity of our staff and tenants.	100%	
4.34	Monitor Editorial panels for the magazines to ensure they reflect the diversity of our staff, tenants and service-users	C	Dec 2006	DR				

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.35	Health and Safety /Office Services : Ensure that the public areas within our office buildings are accessible to all	R/C	Dec 06	SR	Taking into account recommendations made – access arrangements required are made available for visitors. Disability awareness training for front line staff planned.	Audit undertaken in 2005 and physical recommendations have been put into place where reasonable to do so. Disability Awareness training delivered to front line reception/admin staff Staff aware of facilities available within each office buildings and are able to arrange to meet visitors with access requirements where we have facilities, for example wheelchair ramps – all sites have disabled parking.	100%	Further work for Kingswood House Training and Learning Centre would be advantageous to wheelchair users – (internal ground floor doorways widening) ET to be asked again for funding for this work in year 08/09. ET have been asked again for funding for this work in year 08/09.The Training and Learning centre is a rented site and therefore alterations can only be carried out with the permission of the landlord
	We will invite the consultant to return to conduct a follow-up review of the DDA access report to ensure actions taken where required and compliance achieved.	R/C	Jan 07	SR	Discussions with consultant have concluded that requirements achieved as far as reasonably practicable.		80%	
	Ensure any office alterations or new premises meet DDA access requirements		March 2007	SR	Any alterations or new buildings must take into account disability access to ensure services are not restricted to able bodied customers only.	No alterations to existing premises have been made during the period. No new premises acquired Compliance achieved	100%	

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.36	<p>Property Management Services</p> <p>Obtain policies/ codes of practice on equalities and diversity, where these exist from new letting and selling agents.</p>	C/R	March 2007	DS	Letting and selling agents aware of NCHA equalities and diversity policy.	NCHA Policy and letter issued to all letting and selling agents.		Issue a copy of NCHA's equalities and diversity policy to all new letting and selling agents and require them to adhere to it when contracting for services.
4.37	Carry out an annual review of letting agents' performance.	C/R	March 2007	DS	Agent's performance was satisfactory.	Carried out an annual review of letting agents' and selling agents' performance.		Carry out an annual review of letting agents' performance. By March 2008
4.38	Develop more detailed reporting facility to facilitate better monitoring of letting agents' performance	C/R	March 2007	DS	Agent's performance was satisfactory.	More detailed reports were developed and agents performance was monitored		
4.39	Research and set realistic targets for lettings of market rent properties, taking into account the affordability of rent levels.	C/R	March 2007	DS		Completed research by 31 March 2007		
4.40	Research and set realistic targets for shared ownership sales, on a scheme by scheme basis. Targets must take into account the income level needed to sustain home ownership and the local population profile					Lack of available data linking ethnicity and income meant it was not possible to develop more sophisticated targets for shared ownership sales.		

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.41	Monitor and review the profile of shared ownership applicants and purchasers during initial sales.					Shared ownership sales to BME purchasers were monitored and reviewed. Discussions were held with Charnwood BC and a BME RSL to advise on marketing approach to target BME buyers. Sales to BME purchasers were lower than anticipated. Discussions were held with other RSLs and the Association's solicitors and mortgage advisers regarding Shariah mortgages. General advice was that Shariah mortgages cannot be made to work for shared ownership sales.		Sales function will be brought in-house to enable targeting of sales and monitoring to be better controlled by NCHA. 31 October 2007 Review marketing approach to target sales to BME communities. 31 December 2007.
4.42	Housing Services-General Needs Ensure N.C.H.A.'s allocations and lettings policies and procedures offer equal access to housing and respond to the needs of the local communities in which the Association is working	C/R	March 08	RHMs	Benchmark target profile; South 22% Central 18% North 2%	BME tenant profile by area office 2006-07 South 23.42% Central 19.0% North 2.31%	100% 100% 100%	NB: South target set with reference to 2001 Census data for Leicester City Central; target set with reference to 2001 Census data for Nottingham City. Board Report format being reviewed. Allocations / BME information to be reviewed DR.

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08																										
4.43	Ensure staff implement the Allocations policy to facilitate equal access to prospective tenants	C/R	March 08	RHMs	Allocations made in accordance with Allocation/Lettings Policy	<table border="1"> <thead> <tr> <th>06-07</th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>South</td> <td>22%</td> <td>27.8%</td> </tr> <tr> <td>Central</td> <td>18%</td> <td>22.3%</td> </tr> <tr> <td>North</td> <td>2%</td> <td>3.0%</td> </tr> </tbody> </table>	06-07	Target	Actual	South	22%	27.8%	Central	18%	22.3%	North	2%	3.0%	<table border="1"> <tbody> <tr> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	100%	100%	100%	<table border="1"> <thead> <tr> <th colspan="2">Target 07-08</th> </tr> </thead> <tbody> <tr> <td>South</td> <td>22%</td> </tr> <tr> <td>Central</td> <td>18%</td> </tr> <tr> <td>North</td> <td>2%</td> </tr> </tbody> </table>	Target 07-08		South	22%	Central	18%	North	2%			
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4.44	Ensure that allocations reflect the local population profile of housing need, based on all available data and Local Authority priorities Monitor and review progress against targets on a 6- monthly basis. Targets to be based on 2001 census data as used by the local authorities	C/R	<p>March 08</p> <p>March 08</p>		<p>Target profile for BME tenants</p> <table border="1"> <tbody> <tr> <td>South</td> <td>22%</td> </tr> <tr> <td>Central</td> <td>18%</td> </tr> <tr> <td>North</td> <td>2%</td> </tr> </tbody> </table> <p>Long-term sick or Disability Census data</p> <table border="1"> <tbody> <tr> <td>Leicester</td> <td>19%</td> </tr> <tr> <td>Nottingham</td> <td>19.6%</td> </tr> <tr> <td>North average</td> <td>21.8%</td> </tr> </tbody> </table>	South	22%	Central	18%	North	2%	Leicester	19%	Nottingham	19.6%	North average	21.8%	<p>See 4.43 above</p> <p>From "Core" report – 06-07 allocations : Long term sickness /disability</p> <table border="1"> <tbody> <tr> <td>South –</td> <td>8.2%</td> </tr> <tr> <td>Central –</td> <td>7.0%</td> </tr> <tr> <td>North-</td> <td>13.2%</td> </tr> </tbody> </table> <p>Tenant profile by disability; 49% of tenants reported a long-term illness/disability in the 2005 Tenant Status Survey.</p>	South –	8.2%	Central –	7.0%	North-	13.2%	<table border="1"> <tbody> <tr> <td>100%</td> <td>20%</td> </tr> </tbody> </table>	100%	20%	<p>Target 07-08</p> <table border="1"> <tbody> <tr> <td>South</td> <td>22%</td> </tr> <tr> <td>Central</td> <td>18%</td> </tr> <tr> <td>North</td> <td>2%</td> </tr> </tbody> </table> <p>See 4.42 comments Monitor and set targets for long-term sickness disability by Regional Area Office tenant profile, following analysis of 2007 Status Survey. Collect disability information from CORE. Formulate action plans. Consider the effect of choice on allocation process.</p>	South	22%	Central	18%	North	2%
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AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.45	<p>Incorporate equalities and diversity into lettings strategy and develop coherent marketing strategy that takes account of profile of local communities.</p> <p>Review lettings plan in line with targets to be set in future.</p> <p>Liaise with IT to produce reports to monitor Home-Link Develop Equalities reports on Community Lettings Plans</p>	C/R/S	April 07-08	RHMs	<p>Targets to be set on an individual scheme basis, in line with census data</p> <p>IBS and Homelink produce equality reports.</p>	<p>Impact Assessment carried out with Nottingham CC on "Homelink" and Lets</p> <p>See 4.42 above</p> <p>Reports produced and monitored. Targets being met</p>	100%	Extend to include disability specifically during 2008-9
4.46	<p>Ensure accurate and up to date on tenants held, consistent with all current equal opportunities monitoring forms</p> <p>Ongoing monitoring of data input, review of pre IBS Ethnic codes.</p>		March 2007-08	RHMs	100% complete	Data 99.5% accurate on IBS system. Updates are ongoing	99.5%	Monitor accuracy of data profile of current tenants December 07. Ongoing
4.47	<p>Implement the revised Transfer policy Brief all relevant staff on the revised policy</p>		June 2007	RHMs	Policy agreed and implemented by June 2007.	Policy revised, staff briefed May-June 2007	100%	
4.48	<p>Establish system of quality grading housing stock to ensure equality of access to all types of properties Further development to analyse property refusals based on suitability of property and area, between BME and non-BME.</p>		Dec 07	TS	<p>Reports show correlation between offers made, acceptances and refusals against quality of accommodation offered Sample of lettings analysed every 3 months and reported to Board annually</p>	<p>Information provided to TS for all allocations 2006/07. TS to match BME lets against non decent homes.</p>	<p>50%</p> <p>0%</p>	Refusal reasons report to be agreed which will include BME data

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.49	Information produced and distributed is accessible to all sections of the local communities and reflects the profile of those communities	C/R	March 2007	RHMs	<p>Translation document produced, staff informed and document on the company drive to be sent out with correspondence</p> <p>Produce further articles in tenant/staff magazines that relate to and profile minority groups amongst tenants and staff</p>	<p>Information on translation available on web-site, leaflets sent out and posters in all office reception areas.</p> <p>Link magazine (Tenants) produced involving a tenant group</p>	100%	Monitor and report on requests for non-English, non-standard format information for period April 07-March 08 RHM's to monitor and report to AA Apr 2008.
4.50	Develop a range of methods and opportunities to consult and involve BME residents on services they receive.	C/R	April 07-08	RHMs PC	<p>Increase BME tenant involvement to</p> <p>South 12%. Central 12% North 2%</p>	<p>Increased options available to tenants have resulted in increased activity and involvement amongst BME tenants.</p> <p>Actual March 2007</p> <p>South 29% Central 10% North 0%</p> <p>BME group set up in the South. BME survey carried out in all areas.</p>	95%	To increase BME involved to agreed levels.

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.51	An overall rise in BME tenant satisfaction levels We will further research where satisfaction levels appear to have reduced. We will produce an Action Plan to address any issues raised in response to this research	C/R	April 08	RHMs	BME tenants express similar levels of satisfaction with NCHA services as non-BME tenants	A survey of BME tenants in 2007 had a very low response rate. The data is not statistically significant. More BME tenants are involved with CAP groups now and will be consulted on how to increase the response rate.	50%	The next Status Survey has been sent out in August 2007. The data on levels of satisfaction from that survey will be compared with the 2005 Survey and an action plan developed.
4.52	Review profile of tenant groups to ensure continues to match the best available local community profile and needs of residents, particularly BME residents Continue programme of contacting and promoting tenant participation. Increase BME representation in tenant involvement for Nottingham and Ollerton Monitor the involvement of tenants from hard to reach groups.	C/R/ KLOE 31	April 07-08	PC	Target BME tenants involved in Tenant involvement activities 2006-7 South 29% Central 10% North 0% Quarterly	BME tenant involvement increased in the South area by 17% from 2005-6 and by 1% in the Central area. The Somali community, a "hard to reach community", in Leicester is now involved in the Leicester CAP	95%	To continue to monitor BME involvement and take action to increase. Activity measured in RI Impact Assessment Apr 07/08

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.53	Ensure CRE Code of Practice fully complied with	C/R	June 07	SS	The Code of Practice is fully complied with by Housing Services-General Needs	In compliance with the CRE Code of Practice the Racial Harassment policy has been reviewed, revised and agreed, implemented and staff trained. Housing Services-General Needs policies and procedures have been reviewed against The Code of Practice and found to be fully compliant	100%	Carry out an Equality Impact Assessment, including Disability Assessment, on all new and revised policies and procedures in relation to delivery of general housing services to customers
4.54	Set up effective system of monitoring racist incidents and report to Equality and Diversity Forum on regular basis, to include profile of perpetrator and victim.		June 07		Racial Harassment cases are reported regularly to Board	The system has been set up and monitoring undertaken quarterly. In 2006-7 there was 1 case of racial harassment reported in the North area 4 in the Central area and 1 in the South area.	100%	Continue to report RH to Board.
4.55	Monitor profile of tenants/residents complaints and satisfaction with Outcome expected		April 08	???		In 2006-7 the number of official complaints recorded from BME tenants are as follows; South team 0 Central team 2 North team 0	100%	To develop the IBS EM monitoring system in respect of complaints to ensure that NCHA learns from complaints

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.46	Customer profile (general needs tenants) to include BME, family structure, economic status long-term illness/disability, and age Use data on tenant profile to help shape policies and services and increase knowledge of hard to reach groups.	C/R/ KLOE 31 KLOE 30	Jan 08 April 08	RHMs RHMs	Tenant profile correlates with census profile by Regional Housing Areas Tenant profile known	2005 Tenant Status Survey analysed by all areas: 33% tenants under 60 years. 22% households with children are single parents. 51% tenants have long-term illness and disability. 56% tenants wholly dependant on benefits 56% tenants income under £159. Work in progress to profile tenants in arrears in order to resource & ensure sufficient support given to those who are more vulnerable, & review current Arrears policy and procedures. At Newark Castle Station estate a Community Resource Centre worker offers welfare benefits advice, employment advice & activities for young people. Moorgreen estate tenants group working with other agencies to assist tenants with drug related problems & mental health issues. Activities & fun days organised for young people on the estate.	70% 20% 70%	2007 Tenant Status Survey data to be analysed by area team and by BME, family structure, economic status long-term illness/disability, and age to provide more detailed and useful information on tenant profile and inform policy and service delivery Project group being set up to decide if to carry out full tenant census, DR asked to lead Oct 07.

AIP Ref	Action	Source C/M/R/S KLOE 31	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.56	Maintenance -General Needs Monitor repairs reported by tenant profile to ensure similar levels of satisfaction with service reported from BME and non-BME tenants				Satisfaction with repairs improved to 75%	%Tenant Satisfaction 2006-07 BME 86% Non-BME 87% Tenant satisfaction amongst BME tenants improved from 65% 05-06 to 75% 06-07	100%	Maintain satisfaction ratios BME :non-BME tenants
4.57	Ensure all staff understand and are committed to equality and diversity and staff consistently display the accepted behaviours expected in relation to equality and diversity.				Satisfaction levels with Maintenance call centre service similar between BME and non-BME tenants	2006-7 Survey results indicate satisfaction levels as BME tenants 97% Non-BME tenants 95%	100%	Maintain satisfaction ratios BME :non-BME tenants
4.58	Work with Maintenance CAP members to increase membership from BME tenants and improve consultation/feedback systems with BME tenants.				BME membership of Maintenance CAP in Central area target 15%	At end of 2006-7 BME membership of Central CAP is 14% Membership of the South area CAP which covers all aspects of services is 70% BME tenants	90% 100%	Increase membership to 15% or higher
4.59	Report on contractor's performance by BME tenants				Similar completion rates between BME and non-BME reported jobs	In 2006-7 23% of all jobs were reported by BME tenants. Jobs completed within timescale BME tenants 96% Non-BME tenants 93%	100%	Maintain job completion within timescale ratios BME :non-BME

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress	Target/Action 07-08
4.60	Provide a Disability Access Adaptations programme for tenants, meet the requirements of the Disability Discrimination Act 2005	C/R/S	Ongoing	TN	Rolling programme of disability adaptations in place, progressed through Occupation health Officer recommendations	2004-5 90 jobs completed £322,380 spent 2005-6 100 jobs completed £263,250 spent 2006-7 75 jobs completed £385,950 spent (higher cost adaptations)		Complete minimum 50 adaptation jobs. Reduce waiting list to 10 Spend within annual budget of £300,000
4.61	Housing with Care & Support Ensure HWCS assessment and allocations policies and procedures offer equal access to housing and support services and respond to the diverse needs of people needing housing and support services SURE to be revised to collect information in order to monitor applications against lettings	C	07-08 Jan 07		Information monitored by Head of HWCS and HWCS SMT. Information reported to board on a quarterly basis	SURE now revised and collecting information on BME lettings. Tenant profile as 31/03/07 BME Supported Housing 15.4% Floating Support 2.7% Registered Care 4.8% Agent Managed 11.7% Total BME lettings 10.5%	100%	Develop benchmark figures over next year
4.62	Ensure open and equal access to information regarding the eligibility criteria, application processes and key policy documents.	C				Registered Services have reviewed application & allocation process at a strategic level with social services since all applications go through their assessment process as part of their targets in the Service Strategy. Supported Housing projects send key information to referring agents and community groups. Key documents in symbols & translation template sent out with all documents		

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.63	Develop coherent marketing and referral strategy that takes account of particular service user groups	C			Marketing and referral strategies included as a target in business and Project Strategies	Marketing and Referral Strategies in place at most projects	70%	All projects to be reviewed to ensure marketing and referral strategies in place and working
4.64	Adopt consistent approach to all equal opportunities monitoring forms Review information available from SuRe and CORE	M			SURE now revised and collecting information on BME lettings, tenant profile and evictions.	See 4.60 There were no evictions of BME or non-BME tenants during 2006-7	100%	Further work needed to make better use of information collected on CORE forms
4.65	Complete review of information and key policy documents. Make available in accessible formats e.g. main ethnic languages, large print/Braille etc	C	March 08		HWCS translation template sent out with all documents.	NCHA website now offers translation service and opportunity to provide documents in other languages and formats. Learning disability services have developed information sheets in symbols Service User Survey produced using symbols Feedback to service users who participated in recruitment in symbols.		

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.66	Set up service user satisfaction review of repairs and quality of work, that includes diversity analysis, and report Outcome expected to Equality and Diversity Forum and Board Continue to use IBS system more effectively and refine repairs reporting analysis.	M	March 2007		Service User Survey produced using symbols and plain English requesting feedback on condition of their home in July 07.	85% Supported Housing Service Users reported satisfaction with the condition of their home and 89% Registered Services Service Users	50%	Further work needed on IBS system to monitor repairs by ethnicity
4.67	Service User and Community Involvement Develop range of methods and opportunities to consult and involve people from minority and discriminated against groups on services they receive Further develop opportunities for service user involvement	C	Review Jan 2007		A range of ways of involving and consulting with service users developed and implemented. Service User Survey produced using symbols and plain English in July 07.	In the service User Survey 86% of Supported Housing Service Users and 87% of registered Services service Users felt they were listened to Service Users now on interview panels for Project workers Service Users now fully trained as Quality assessors Service User Speakout held at each Supported Housing project in July to provide an opportunity to give feedback directly to senior managers Insight Magazine is now run by a service user editorial panel from a range of projects.	100%	Further work ongoing through Person Centred services groups

AIP Ref	Action	Source C/M/R/S	Delivery Date	Lead	Outcome expected	Performance Achieved	Progress 0-100%	Target/Action 07-08
4.87	<p>Racial Incidents and Incidents of Harassment</p> <p>Ensure CRE Code of Practice fully complied with Develop feedback from those who have experienced incidents of harassment and discrimination Sure system to be modified to provide better information and reporting</p>	R/M	Jan 2007		Complaints system developed on IBS which records incidents of harassment and discrimination.	<p>IBS system went live in May 07 – no recorded incidents of harassment</p> <p>Formal feedback sought when complaint closed out as part of process.</p>	100%	
4.69	<p>Complaints</p> <p>All complaints are dealt with fairly and in accordance with policy and procedure Review complaints monitoring for non-services specific complaints</p>	M	Jan 2007		Complaints system developed on IBS which records incidents of harassment and discrimination.	<p>Data on complaints reported in Monthly Performance Reports to SMT</p> <p>Formal feedback sought when complaint closed out as part of process.</p>	100%	