

EQUALITIES SCHEME ACTION PLAN

Report of the Director and Company Secretary

1. SUMMARY

This report provides an update on the Equalities Scheme Action Plan 2008 – 2011.

2. RECOMMENDATION

The Board is requested to note the content and detail of the Equalities Scheme Action Plan 2008 – 2011 and actions taken to date.

3. MATTER FOR CONSIDERATION

3.1 The Equalities scheme was approved by the Derby Homes Board in July 2007.

3.2 Derby Homes Equalities scheme aims to:

- achieve parity in satisfaction with the delivery of our functions across all equality groups
- remove any unintended adverse impact from policies and procedures
- achieve a representative workforce and Board.

3.3 The Equalities Scheme Action Plan is a 3 year working document which identifies how Derby Homes will achieve its objectives contained in the Equalities Scheme. Derby Homes has one single Equalities Scheme Action Plan covering all strands of equality.

3.4 The Equalities Scheme Action Plan is reviewed annually by the Change Manager.

3.5 The revised Equalities Scheme Action Plan 2008-2011 with date achieved and updates is attached as Appendix A.

4. CONSULTATION IMPLICATIONS

In producing this original Equalities Scheme Action Plan, the Equalities Champions were involved in gathering information and views of our customers. The Equalities Scheme Action Plan will also be discussed at a multitude of special interest group meetings.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

The cost of implementing the Equalities Scheme Action Plan is contained within the mainstream business planning process.

6. EQUALITIES IMPACT ASSESSMENT

Action 1 of the Equalities Scheme Action Plan identifies that all key service areas are covered by a 3 year programme of Equality Impact Assessments.

7. RISK IMPLICATIONS

The risk of not successfully implementing the Equalities Scheme Action Plan is that Derby Homes may fail to achieve its aims outlined in the Single Equalities Scheme – Appendix B.

8. POLICY REVIEW IMPLICATIONS

This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report

- Legal and Confidentiality
- Personnel
- Environmental
- Health & Safety
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information:

Supporting Information: Equalities Scheme

Equality Scheme Action Plan 2008-2011

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
1.	SMT agree and ensure a programme of Equality Impact Assessments are completed ensuring all key service areas are covered over a three-year cycle. Progress against business plan target is monitored on a quarterly basis. (Business Plan target strategic Objective 6)	<ul style="list-style-type: none"> Yearly programme of equality impact assessments drawn up and agreed with SMT Quarterly monitoring of achievement of programme of EIAs Completion of yearly programme of EIAs contained as targets in the Business Plan under Equalities and Diversity Strategic Objective 	<p>January 2008 2009 and 2010</p> <p>Quarterly</p> <p>March 2008/2009/ 2010</p>	<p>Heads of Service/ Change Manager (Equalities)</p> <p>SMT/ Performance Management Committee</p> <p>SMT/ Service Managers</p>	<p>2008 & 2009 PMC Board reports</p> <p>SMT to Agree 2010/11 EIA's July 2010</p> <p>2008, 2009 & 2010 Verbally at PMC & SMT</p> <p>On Target. 2008/2009 EIA actions incorporated into 2009/10 and 2010/2011 Service plans</p>
2.	Performance Team work with Service Managers to ensure Equality and Diversity issues are incorporated into service planning and service improvement targets cover essential areas for improvement.	<ul style="list-style-type: none"> Performance Team attends service planning days and ensure inclusion of an issues highlighted in the EIAs into Service Improvement Targets Service plans produced 	<p>January/ February 2008/9/10</p> <p>March 2008/9/10 Quarterly</p>	<p>Performance Team/ Service Managers</p>	<p>2008/2009 EIA actions incorporated into 2009/10 and 2010/2011 Service plans</p> <p>Achieved</p>

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
		<ul style="list-style-type: none"> Quarterly monitoring of service plans through team meeting and Performance Management Committee within existing performance framework 			Achieved and on going
3.	Carry out annual review of Equality Scheme action plan (Business Plan target under strategic objective 6)	<ul style="list-style-type: none"> Carry out review. Consult with customers on contents of action plan via meetings and website customer special interest groups Amend plan Present final version to SMT then Derby Homes Board Launch revised scheme and plan at staff briefing and publicise final version on web 	<p>April 2008/9/10 May 2008/9/10</p> <p>June/July 2008/9/10</p> <p>July 2008/0/10</p> <p>September 2008/9/10</p>	SMT Change Manager (Equalities)	<p>Review August 2009 & July 2010</p> <p>Consultation through resident involvement team and Change manager attending meetings</p> <p>Updated Aug 2009 & June 2010</p> <p>Reported verbally to SMT annually</p> <p>ACTION REQ</p>

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
4.	Review Equalities and Diversity Policy	<ul style="list-style-type: none"> Review policy incorporating best practice and ensuring alignment with Equalities Scheme Amend policy Present final version to Derby Homes Senior Management Team, Performance Management Committee and Board Finalise and publicise on the website 	<p>June 2008</p> <p>June 2008 June/July 2008</p> <p>July 2008</p>	<p>Equalities Champions/ SMT</p> <p>ACTION REQ</p>	Not Achieved new target 2010 to incorporate Single Equalities Act
5.	Increase customer profile information, analyse information and use to inform ongoing service improvements (Business Plan target under strategic objective 6)	<ul style="list-style-type: none"> Develop a protocol on collection storage and usage of sensitive equalities information in line with the data protection act (DPA) Carry out related training for all staff to ensure they routinely collect and record information about customer profile and understand the protocol Carry out investigation into and produce report on the impact of customer profile on service provision 	<p>July 2008</p> <p>July 2008</p> <p>October 2008</p>	<p>All Managers/</p>	<p>Project plan being implemented by Customer Service Manager</p> <p>Customer profile project</p> <p>By Dec 2010</p>

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
6.	Carry out a review of Equality and Diversity targets, collection of data and reporting relating to employees, customers and access to services. (Business Plan target under strategic objective 6)	<ul style="list-style-type: none"> Review existing targets and areas covered Consider monitoring arrangements for gypsies/travellers Produce first 6 monthly report on E and D targets Present revised report on Equalities to SMT and Performance Management Committee 	<p>July 2008</p> <p>October 2008</p> <p>September 2008</p> <p>October/November 2008</p>	<p>Equalities Champions/ Change Manager(Equ alities)</p>	<p>Achieved – Quarterly equalities report to PMC</p> <p>DH not currently managing gypsies / travellers site.</p> <p>Achieved – Quarterly equalities report to PMC, extended to include more service areas</p> <p>Report goes Quarterly to PMC.</p> <p>Planned for Main Board in September 2010</p>
7.	We will ensure that all employees are able to undertake their work free from discrimination and harassment. We will ensure that employees have the opportunity to raise concerns and that these are managed in a fair and objective manner.	<ul style="list-style-type: none"> Monitoring of grievance and disciplinary proceedings Report quarterly to Housing and Equalities Report six monthly to Performance Management Committee and SMT as part of proposed 6 monthly report on E and D targets 	<p>Ongoing</p> <p>Quarterly</p> <p>October 2008 and then 6 monthly</p>	<p>SMT/ Personnel</p> <p>Personnel</p> <p>Change Manager (Equalities /Personnel)</p>	<p>Reported to JCC & Exec quarterly</p> <p>Reported Quarterly</p> <p>Reported Quarterly</p> <p>To be included in Main Board Report July 2010.</p>

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
8.	We will carry out audits on accessibility of services	<ul style="list-style-type: none"> We will ask Derby Association of the Blind and CAMTAD to audit our offices every 3 years We will investigate other options for audits to be carried out by organisations with expertise in other areas of disability Ensure audits carried out as part of Mystery Shopping programme Maintenance carry out yearly check to ensure DDA compliance and best practise on accessibility is adhered to in offices Ensure local offices are carrying out checks to common rooms on a consistent basis 	<p>February 2009</p> <p>October 2008</p> <p>Quarterly</p> <p>Annually</p> <p>May 2008</p>	<p>Equalities Champions</p> <p>Maintenance Manager (Equalities Champion)</p> <p>Performance Team</p> <p>Maintenance Manager (Equalities Champion)</p> <p>Maintenance Manager (Equalities Champion)</p>	<p>Little change from 3 years ago and individual needs assessments undertaken</p> <p>To Be arranged if required</p> <p>Equalities questions are included in Mystery shopping</p> <p>Fitted Automated doors at Cardinal square 2009</p> <p>Achieved and ongoing. Weekly checks at all common rooms</p>
9.	Monitor and report on progress against Equality Scheme Action Plan	<ul style="list-style-type: none"> Contain monitoring role within the Equalities Champions Service Improvement Targets 	March 2008	Equalities Champions	Achieved and ongoing

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
		<ul style="list-style-type: none"> Monitor as part of overall service improvement target performance monitoring framework Produce review of actions contained within the scheme Report to SMT and Performance Management Committee Publicise key points from 6 monthly progress on intranet/website/core brief 	<p>November 2008 and thereafter 6 monthly</p> <p>November 2008 and Annually</p> <p>November 2008 and thereafter 6 monthly</p> <p>November 2008 and thereafter 6 monthly</p>	<p>Performance Management Committee/ Performance Team</p> <p>Change Manager (Equalities)</p> <p>Change Manager (Equalities)</p> <p>Change Manager (Equalities)</p>	<p>Quarterly through Performance dashboard</p> <p>August 2009 & June 2010.</p> <p>Nov 2009 – By C Hill</p> <p>ACTION REQ To Do Annually target date 2010</p>
10.	<ul style="list-style-type: none"> Monitor performance of contractors on Equalities and Diversity issues 	<ul style="list-style-type: none"> Review key contracts with service providers to ensure E and D issues are covered Engage with contractors to ensure they understand the requirements of the contract relating to Equalities and Diversity Receive quarterly feed back from key contractors on 	<p>September 2008</p> <p>September 2008</p> <p>Quarterly</p>	<p>Equalities Champion (Maintenance)/ Change Manager (Equalities)</p>	<p>On target. Met with main contractors 2008</p> <p>On target. Met with main contractors 2008</p> <p>Met with main contractors 2008. Workforce profile info reported to PMC 2009</p>

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
		<p>implementation of their E and D policy including workforce targets and statistics.</p> <ul style="list-style-type: none"> Report on contractor performance as part of overall reporting framework to SMT and Performance Management Committee Ensure that performance on Equality and Diversity is taken into account in procurement of suppliers and contractors 	<p>6 monthly</p> <p>Ongoing</p>		<p>Included in Performance committee report 2009</p> <p>Achieved and on going</p>
11.	Review translation and interpreting of information	<ul style="list-style-type: none"> Identify gaps in non verbal communication methods used throughout the organisation Review and publicise list of internal interpreters on the intranet Identify the documents to be offered as translated material 	<p>June 2008</p> <p>April 2008</p> <p>July 2008</p>	<p>Equalities Champions/ Change Manager (Equalities)/ Personnel</p>	<p>Achieved – language line statistics are monitored quarterly</p> <p>Achieved 2008 & reviewed Dec 2009</p> <p>Legal documents such as Tenancy agreements and notices - Customer service Manager</p> <p>Punjab / Urdu / Hindu / Latvian / Lithuanian / Polish</p>

	Action	Key Milestones	Target Deadline	Responsible Officer	Date Achieved
		<ul style="list-style-type: none"> Identify the most common languages used within the city using language line information to inform key languages to be translated into Work with personnel to develop internal resource with BSL expertise Quality control of language line to be introduced Review of commitment to and policy on translation of documentation 	<p>July 2008</p> <p>July 2008</p> <p>July 2008</p> <p>March 2009</p>		<p>Achieved 2008 on internal interpreter list also links with Helping hands org</p> <p>Achieved introduced mystery shopping to language line facility 2009</p> <p>On going</p>
12.	Achieve Level 3 CRE accreditation	<ul style="list-style-type: none"> Identify criteria for achievement and identify improvements required Carry out internal assessment against standard Achieve standard 	<p>July 2008</p> <p>October 2008 March 2009</p>	Change Manager (Equalities)	<p>CRE now defunct replaced with Equality standards</p> <p>Working with DCC on their submission to achieving level 4 Accreditation.</p>

Derby Homes Equalities Scheme

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1 Introduction

- 1.1 Derby Homes is committed to promoting equal opportunities and valuing diversity. Our aim is equality for everyone who uses our services and works for Derby Homes. We recognise that we must have a workforce that is as diverse as the community we live in, so that we can provide the most effective services.
- 1.2 We believe:
 - In a fair society that gives everyone an equal chance to learn, work and live free from discrimination, harassment, bullying and prejudice
 - That the diversity of our workforce and communities we serve is a positive asset in fighting discrimination.

2 Our Equalities Scheme

- 2.1 Derby Homes Ltd is a 3 star ALMO and is responsible for the management of Derby City Council's social housing stock of approximately 14,000 properties. We have a statutory duty to develop a Race, Disability and Gender Scheme to comply with the following general duties.

Race General Duty	<ul style="list-style-type: none">• Eliminate unlawful discrimination• Promote equality of opportunity• Promote good relations between persons of different racial groups
Disability General Duty	<ul style="list-style-type: none">• Promote equality of opportunity between disabled people and other people• Eliminate discrimination that is unlawful under the Disability Discrimination Act• Eliminate harassment of disabled people that is related to their disability• Promote positive attitudes towards disabled people• Encourage participation by disabled people in public life• Take steps to meet disabled peoples needs
Gender General Duty	<ul style="list-style-type: none">• Eliminate unlawful sex discrimination• Promote equality of opportunity between women and men

- 2.2 We have decided to respond to our statutory duties by developing this single Equalities Scheme. It is designed to provide a strategic overview of our approach to our statutory duties in a readable and accessible format. The Scheme is also available, on request, in Audio Spoken Word and many other languages.
- 2.3 This Scheme includes an individual 3 year Action Plan which covers for Gender, Disability and Race. The Action Plan provide more detailed information and complete our Equalities Scheme. Whilst the Plan focuses on our statutory duties we

will widen our responsibilities to include age, sexual orientation and religion / belief.

2.4 The Equality Scheme aims to:

- achieve parity in satisfaction with the delivery of our functions across all equality groups
- remove any unintended adverse impact from policies and procedures
- achieve a representative workforce and Board.

3 Our Approach to Equalities

3.1 Derby Homes has a strong commitment to embed equalities into all of our business activities. Our Business Delivery Plan has eight strategic aims and two of these relate specifically to Equality and Diversity. They are:

- **Excellent Customer Services**
Ensuring that we deliver services that are perceived as “excellent” by the people who use and experience our services.
- **Equality and Diversity**
To continually promote equality of opportunity and value diversity.

3.2 We believe that consultation with different groups is an essential part of our equalities work. Consultation will play a key part in the development of our Action Plan.

We will monitor our performance on equalities through our existing performance framework. This will include monitoring our performance against a suite of indicators across all Derby Homes key service areas including employment, customer satisfaction, allocations, arrears, complaints and maintenance. A comprehensive monitoring report will be presented to the Performance Management Committee on a 6 monthly basis. Progress against Equalities Targets contained in the business plan will be monitored by the Executive and Performance

Management Committee.

- 3.3 A wide range of employment policies are in place to protect employees from harassment and discrimination within the work place. In addition to race, gender and disability our Policies also cover age, religion, belief and sexual orientation.
- 3.4 We have contracted with a specialist partner called Equality Works to deliver equalities training for employees, managers and Board members. Our partner has trained 5 employees and 1 Board member to be Equality Champions. Their role is one of advisory and scrutiny.
- 3.5 The Training programmes include:
- Introduction of Equalities during the induction plan for all newly recruited employees.
 - Compulsory training for all Board members - within two years of their appointment to the Board and then bi-annually.
 - Training is also provided for tenant and leaseholder representatives who sit on the Local Housing Boards.
 - Compulsory training for all staff with management responsibilities about the General and Specific Duties
 - Equality Impact Assessment training for all Managers.
- 3.6 We will ensure that all employees have fair access to training, development and chance of promotion and that we have a workforce that is representative of our diverse community.
- 3.7 We use Equality Impact Assessment as a systematic way of finding out whether a policy or function affects different groups differently. It is an evidenced-based approach to find out if policies, processes and services benefit all who need to benefit without causing inappropriate disadvantage to others.
- 3.8 This approach acknowledges that discrimination and

disadvantage emerge from how organisations operate, and identifies what changes and improvements are needed.

- 3.9 We have produced an Equality Impact Assessment Toolkit and all managers have been trained on how to undertake assessments. This has helped us to embed equalities and make the assessment part of the normal policy making process.
- 3.10 We have incorporated Equality Impact Assessments into all reviews and targets. An annual programme of specific Equality Impact Assessments is established and the results will be published to employees and our customers.
- 3.11 We bench mark our progress in equalities against the Equality Standard for Local Government. It has five levels of achievement:
- Level 1 - Commitment to a comprehensive Equality Policy
 - Level 2 - Assessment and consultation
 - Level 3 – Setting equality objectives and targets
 - Level 4 – Using information systems and monitoring against equality targets
 - Level 5 – Achieving and reviewing outcomes
- 3.12 In 2005 we assessed ourselves at Level 2 and have set the target of achieving level 3 by March 2009 and level 5 by March 2010.

4 How will we communicate to stakeholders?

- 4.1 It is important that we communicate our commitments to all of our stakeholders.
- 4.2 We will:
- Publish results of any Equality Impact Assessments on Derby Homes website for six months.
 - Publish information on our progress in Derby Homes News, our newsletter that is distributed to all our properties.

- Publish information in our staff magazine, ' Home Pages' which is sent to every member of staff.
- Share results with all our designated consultation groups, e.g. Performance Management Committee, Disabled Employees Network and Black Officers Group
- Provide information on our website through a dedicated equalities section
- Continue to review our methods of communication with all stakeholders.

4.3 We will communicate with employees through:

- Team meetings
- Staff/Managers Briefing
- Sharing our plans through our Equality and Diversity training courses
- Articles in Derby Homes News and our Staff newsletter
- Derby Homes website
- Business and Service Plans
- Performance monitoring reports.

5 **Accountability for this Equalities Scheme**

- Derby Homes has overall responsibility for the Equality Scheme and compliance with the relevant legislation.
- The Chief Executive and Senior Management Team are responsible for ensuring that the Scheme is put into action across the Company and actions are completed.
- The Board has delegated decision making responsibility to
 - two Local Housing Boards to review and approve the

provision of equal opportunity of services to Derby Homes' customers

- the Resources & Remuneration Committee to consider and approve employment and personnel policies in relation to equal opportunities
 - the Performance Management Committee has responsibility for monitoring these policies and services and raising any issues of concern with the Board or its Committees.
- Board Members, employees, managers of Derby Homes and our colleagues in partner agencies all have a role to play in helping us to meet our duty to promote equality.
- The Chief Executive has overall accountability for equal opportunities.

6 Further Information

For further information about this Equalities Scheme you may contact:

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