



## **Ensuring Every Customer Counts A Single Equality Scheme for Family Housing Association**

### **Introduction**

This scheme provides a framework for measuring and monitoring Family's performance to ensure we meet the objectives contained within the Every Customer Counts Strategy.

This scheme is based on the requirements of the Single Equality Act which gives people the right not to be treated less favourably by public authorities as set out in defined 'protected characteristics', which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

The Act also requires public bodies to consider reducing socio-economic inequalities and this scheme seeks to recognise this requirement as this is clearly significant for us as a provider of affordable housing generally and specifically in the context of the areas within which we operate.

The Every Customer Counts Strategy and Single Equality Scheme cover all areas of the business; relating to our employment practice, governance arrangements, direct service delivery to residents and how we procure goods and services.

The Scheme is designed to ensure we can monitor performance across all these areas and across all aspects of diversity.

By setting appropriate performance targets, measuring how well we are doing against these targets and publicising this information to our staff, Board, residents and other partners we can demonstrate and promote our commitment to equality of opportunity, equality of access and the elimination of unlawful discrimination and harassment.

### **Customer Demographics**

During 2009 Family launched a 'Getting to Know You' campaign to improve the amount of profiling information held about residents. Residents have been asked for information through a range of media, including written and telephone surveys, at new lettings and through informal day to day contact. They were asked to provide profiling data across diversity strands as well as additional information about communication preferences and other support needs.

Targets were set for the year to improve the amount of information held and a targeted approach was taken to collecting missing data. The campaign sought to address missing data against the 6 strands of diversity that to date we have focused on. Clearly the newly defined 'protected characteristics' as defined above will necessitate some review of the information we collect in the future.

Diversity Strand	Missing data at April 2009	% of data held of customer group in April 2009	Missing data at March 2010	% of data held of customer group at March 2010	TARGET To March 2011
Age	172	91%	136	93.1	95%
Gender	145	93%	110	94.4	95%
Disability	See note below	See note below	See note below	See note below	
Ethnic Origin	330	83%	193	90.2	95%
Religion/faith	1666	16%	1204	38.5	60%
Sexual Orientation	1679	15%	1189	38.7	60%
Disability*	n/k			Est. 66%	95%

\* This figure is estimated using the numbers of customers who have told us they have a disability (220 as at April 2010) and the percentage of people who advised us of this in STATUS 2008. We will be changing the way we record disability on the MIS computer system so that we can measure this indicator in the same way as others

The information we hold about our customers provides us with baseline profiling data which we can compare with census information for the areas within which we operate. This enables us to see whether our customer profile is reflective of the communities within which we operate. If not and if appropriate we can take action to address this. The census information available is now 9 years old and clearly local profiles may have changed somewhat during this period. The next census in 2011 will be helpful in enabling us to make a more up to date comparison.

The data we hold is also used as a baseline from which we can compare performance across a number of service areas. We can establish whether access and take up of services by diversity strand reflects the general customer profile. Where it is not we can see whether there are any trends identified which we can explore and if necessary take corrective action to address; including the setting of targets where appropriate.

We will be undertaking some work during 2010 to develop our own customer insight programme. By using the information we already hold about our customers and information that we can access from other sources we can tailor the services we provide to the needs of specific individuals or groups of customers.

### Current Profile - Residents

As at April 2010 the Association had a total of 1958 tenancies.

We hold data on the ethnicity of 90% of all residents. 5% of these have refused to tell us their ethnicity. The table below compares Family's resident population with that of Birmingham as a whole and the West Midlands.

Ethnic origin	% Population				
	Family			Birmingham	West Midlands
	2007	2009 *	2010 **		
White British	28	29	35	66	86
White Irish	6	5	6	3	1
White other	1	1	1	1	1
Mixed – white & Black Caribbean	3	3	4	1.6	0.76
Mixed – white & Black African	3	3	2	0.1	0.07
Mixed – white & Asian	1	1	1	0.65	0.34
Mixed & other	2	2	2	0.47	0.22
Asian or Asian British – Indian	5	5	6	6	3
Asian or Asian British – Pakistani	1	2	3	11	3
Asian or Asian British – Bangladeshi	0.5	0.6	1	2	0.6
Asian or Asian British – Other	1	2	1	1	0.4
Black or Black British – Caribbean	13	15	18	5	1.56
Black or Black British – African	5	7	8	0.64	0.23
Black or Black British – Other	2	2	2	0.57	0.19
Chinese	0.5	0.3	0.3	1	0.5
Other	1	2	2.7		
Gypsy/Romany/Irish Traveller			0.05		

- based on 83% known customer profile
- \*\* based on 90.2% known customer profile

220 customers have told us they have a disability. The following table shows the number of customers by the type of disability they have told us they have. We have developed a 'Shaping Services' Action Plan that is ensuring that we are identifying people's particular communication and other support needs and shaping services around these needs accordingly. Examples could be large print documents, use of sign language etc.

<b>Disability Advised</b>	<b>Number</b>
Physical/limited mobility	151
Wheelchair user	5
Hearing	19
Learning disability	15
Mental health	49
Sight	15
talking	2

We hold data on the age of 93% of our residents. Of the total 7% are less than 25, and 14% over 65. 47% are between 25 and 44 and the remaining 32% between 45 and 64.

54% of residents are women and 46% men. This would indicate an increase from 2009 when we reported 48% women but we have also collected an additional 1 % data since then.

In 2009 we held the religion of 16% of residents; we now hold it for 39%. The largest proportion is Christian at 48% but we also have 8% Catholic, 18% Muslim and 17% who have no religion.

In 2009 we held data on the sexual orientation of 13% of residents; we now hold it for 39%. 84% are heterosexual, 13% prefer not to tell us, we have 0.5% gay men and 0.5% bisexual and 2% other.

### **Staff and Board Demographics**

As at May 2010 the Association employs a total of 98 staff; of these 46% are female and 54% male. 40% of all managers are female. This profile is not entirely representative of the customer profile but can partly be explained by the high number of men traditionally (and in Family) employed in the construction trades.

33% of Board members are female. Whilst this is also not representative of customer profile it is an improvement on the 18% reported in 2009.

4% of staff and 17% of Board members advise of a disability. Clearly for staff this is not representative of the customer profile.

9% of staff are under 25, 54% between 24 and 44 and 36% between 45 and 64 (1% over 65). This is not hugely unrepresentative when compared to the customer profile and demonstrates a broad range of ages within the workforce. We have the ages of 75% of Board members, of the 8, 5 are between 35 and 44, 2 45 to 54 and 1 over 65. Without a full profile of such small numbers it is difficult to compare this to either the customer or staff profile.

Using a simple white/BME split of staff and Board members 37% are BME as are 33% of Board members. 12% of the management team are BME. Clearly in overall terms this is not representative of the Family customer profile but is more reflective of the wider Birmingham profile.

We have this year attempted to collect data relating to the faith/religion and sexual orientation of staff and Board members. 55% of staff are Christian, 22% have no religion, 3% Muslim, 2% Sikh and 2% other. 17% preferred not to say. We have fairly similar profiles to that of the customer population apart from Muslim where we had 17% of customers and only 3% of staff. Of the 8 Board members who have advised us, 5 are Christians, 1 a Muslim and two have no religion.

69% of staff members are heterosexual, 4% gay or lesbian, 2% other and 25% preferred not to say. Our staff profile suggests a higher proportion of gay or lesbian people than the customer profile. 6 Board members are heterosexual and 2 prefer not to say.

We can compare this information to census information to see whether our staff and board profile are reflective of the communities within which we operate and take action where it is not. We can also use the information we hold to ensure that our staff are treated equally, have equal opportunity to develop and are equally satisfied in their employment.

## **The Single Equality Duty**

Family is committed to ensuring equality and challenging discrimination across all diversity strands/protected characteristics:

- **Age**
- **Disability**
- **Gender reassignment**
- **Marriage and civil partnership**
- **Pregnancy and maternity**
- **Race**
- **Religion or belief**
- **Sex**
- **Sexual orientation**

The following section outlines our current position, the actions that will be taken during 2010 in order to meet the requirements of the new Single Equality Act and the Every Customer Counts Strategy and the performance indicators we will use to measure how well we are doing. This will cover each relevant aspect of our business.

In 2009 the Board approved a performance monitoring framework that included the following indicators:

### **Employment – across all 6 diversity strands**

- Staff group to be representative of the wider community within which the Association operates
- Staff to be equally satisfied with working at Family
- Staff to have equal access to learning and development opportunities
- Staff not to receive unequal treatment in relation to management of performance

### **Governance – across all 6 diversity strands**

- Board to be representative of the wider communities within which the Association operates
- Board members to receive equality and diversity training

### **Service delivery to residents**

- Completed profiling data – targets for each of 6 diversity strands
- Lettings to BME households – target set
- Number of incidents of harassment recorded by diversity strand (6)
- Anti-social behaviour – monitor number of cases by 6 diversity strands
- Serious ASB cases to receive visit within 1 day
- Evictions – monitor number of cases by diversity strand and reason for eviction
- Tenancy terminations – monitor number of cases by diversity strand and reason for leaving
- Take up of repairs – monitor reported repairs by diversity strand
- Aborted visits for repairs appointments – monitor by diversity strand
- Failure to make/keep gas servicing appointments – monitor access by diversity strand
- Refusal of home improvement works – monitor by diversity strand
- Request/receive aids and adaptations – monitor by diversity strand

### **Customer Satisfaction and Complaints**

- Customers to be equally satisfied by 6 diversity strands across areas monitored – repairs, decent homes, complaints, customer services, resident involvement, neighbourhoods, mini-status (overall)
- Number of complaints by diversity strand

### **Customer Involvement**

- Involved customers to be representative of the wider population – by 6 diversity strands

### **Procurement**

- Contractor workforce – to be broadly comparable with FHA customer profile
- % contractors with appropriate E&D policies and monitoring in place
- % contractor workforce trained in E&D

**This table shows performance during 2009/10 and targets for 2010/11**

	<b>Indicator</b>	<b>Position Start 2009</b>	<b>Target</b>	<b>Outcome May 2010</b>	<b>Target 2010 to 2011</b>
<b>Governance</b>	Board to be representative of the wider communities within which the Association operates	82% Board Members Male, 18% Female	50% Female	33%	50% female
		73% Board Members White, 27% BME	40% BME	33%	40% BME
		9% Board Members disabled	8%	17%	10% disabled
		1% over 60 44.5% 25-44 44.5% 45-64	Continue to monitor	Data from Board Members is incomplete	100% data held
		Data not held on faith/religion/sexual orientation	100% profiling information held	Data from Board Members is incomplete	100% data held
	Board members to receive equality and diversity training	Board Members attended learning and development activity 2008/9	100% All Board Members to participate in learning and development activity during 2009/10	Invited to attend corporate programme; no record of attendance available	100% to attend/ participate and monitoring to be maintained
<b>Employment</b>	Staff group to be representative of the wider	55% staff male and 45% female	50% female	46%	50% female

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	community within which the Association operates	56% senior managers male, 60% all managers male	50% managers female	40%	50% female
		59% staff white British, 41% BME	40% BME	37% BME	40%
		85% management team white, 15% BME	Increase BME members of management team by (number) 2	12%	Increase BME members of mgt. team by 2
		2% staff have disability	4%	4%	10%
		Age of staff broadly representative of customer profile apart from over 65's (though there are 3 employees in this category)	Continue to monitor	<25 = 9% 25-34 = 24% 35-44 = 32% 45-54 = 26% 55-64 = 11% >65 = 1% Broadly representative of customer profile	Continue to monitor
		Data not held on faith/religion/sexual orientation	100% profiling information held	Heterosexual = 69% Gay/lesbian = 4% Other = 2% Prefer not to say = 25% 100% profiling information held	Continue to monitor
	Applicants for	New indicator	Measure and	New indicator	Put in

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	employment are treated fairly and equally		monitor conversion rates by protected characteristic of those applying for jobs, being interviewed and being successful at interview		systems to monitor and report on quarterly, identifying any discernible trends and actions to be taken
	Staff to be equally satisfied with working at Family	Satisfaction not previously monitored by diversity	Equal satisfaction across diversity strands	The staff satisfaction survey collected data across 5 protected characteristics (excluding ethnicity in error) Broadly there was equal satisfaction across staff groups by protected characteristic with lower levels only reported were staff had indicated 'preferred not to say' against sexual orientation and other or preferred not to say on religion/belief – it would be difficult to draw any firm conclusions on this	Carry out profiling on next survey and include all protected characteristics
	Staff to have equal access to learning and development opportunities	Not currently reported on	Equal access to learning and development opportunities across diversity strands	No data available; not being monitored	Ensure monitoring carried out and reported on

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	Staff not to receive unequal treatment in relation to management of performance	Not currently reported on	No evidence of unequal treatment in relation to: <ol style="list-style-type: none"> <li>1) JRM's and appraisals being undertaken</li> <li>2) Disciplinarys</li> <li>3) Dismissals</li> <li>4) Grievances raised</li> </ol>	No monitoring of JRM and appraisals carried out 70% of all disciplinarys carried out were for male staff 100% of all grievances raised were from male staff 24% of all disciplinarys carried out were for black/black British staff and 50% of all grievances raised the same – this is high compared to the overall staff profile 100% of grievances were made by staff in the 35 to 44 age group and 41% of all disciplinarys were carried out on staff between the ages of 25 and 34 – both of these statistics are high compared to the general staff profile	Set up monitoring systems for JRM's and appraisals Continue to monitor rates of disciplinarys and grievances to see if trend is identified Monitor against other protected characteristics
<b>Service Delivery</b>	Completed profiling data	Age 93% Gender 93% Disability (have 79 recorded but not currently recorded as yes/no indicator) Ethnic origin 83% Religion 16% Sexual orientation	Target 95% Target 95% Target 60%  Target 95% Target 60% Target 60%	93% 94% 95%  90% 39% 39%	95% 95% 95%  95% 60% 60%

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
		13%			
	Lettings to BME households	68% for 2008/9	64%	68%	64%
	Number of incidents of harassment recorded by diversity strand	Not currently reported by diversity strand	Monitor number of cases	We recorded 5 cases of harassment during last year. As the numbers are so low it is difficult to draw firm conclusions, however, it is of note that three cases were reported by residents in the 25–44 age range and three of the alleged perpetrators fell into the same age group. This needs to be monitored over time. All other diversity strands were similar to those for ASB generally.	Continue to monitor to establish whether any trends persist and reflect this in approach to dealing with ASB
	Anti-social behaviour (ASB)	Not currently reported by diversity strand	Monitor number of cases	No discernible trends relating to ethnicity of either complainant or alleged perpetrator Higher number of complaints by Christian and Muslim people when compared to general customer profile Higher number of complaints from women Higher number of complaints made by people in age group of 25 to 44 than general customer profile	Continue to monitor and establish whether any trends persist and reflect this in approach to dealing with ASB
	All serious cases of ASB including harassment and DV to receive visit	Service 1 <sup>st</sup> Performance Indicator 2008/9 = 100%	100%	100%	100%

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	within 1 working day				
	Evictions	Not currently monitored and reported on	Monitor number of cases by diversity strand and reason for eviction	67% of all households evicted were single males 9% were under 25 which is slightly higher than the general customer profile 31% and 32% were in the 25-34 and 35-44 age groups which are both higher than the customer profile 27% evictions were of black/black British African people compared to 8% of general customer profile 23% were of black/black British – Caribbean compared to 18% of general customer profile	Continue to monitor and shape arrears recovery/financial inclusion work targeted at groups most likely to fall into arrears and at risk of losing tenancy
	Tenancy terminations	Not currently monitored and reported on	Monitor number of cases by diversity strand and reason for leaving	Almost 30% of residents who left properties were in the 25 – 34 age-group, in our overall customer profile only 21.5% of customers fall into this age group. The biggest single category of customers leaving is white British (35%) which matched our wider customer group. In terms of the gender of people leaving men are more likely to leave (56%) and as they represent only 46% of all customers this should be read with the data above concerning evictions etc.	Continue to monitor to establish any on-going trends that need to link to a wider customer retention strategy

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	IMR & Shared ownership – access to housing	New indicator	New indicator	New indicator	Monitor take up of IMR and shared ownership by protected characteristic to monitor take up with tenure choice and report any discernible trends/actions to be taken
	Take up of Repairs – by number and category of repair (i.e. priority code)	Not currently monitored and reported on	Monitor reported repairs by diversity strand	Some marginal trends can be identified from an analysis of the statistics Age – under 25's have slightly higher take-up of emergency repairs and over 65's lower take-up of repairs across all categories Gender – women generally report more repairs across all categories when compared to general profile Ethnicity – generally lower take up by white British and white Irish, higher take-up by Indian, Pakistani and Caribbean Disability – lower take-up by disabled people	Continue to monitor to establish whether trends continue and link intelligence gathered to customer insight programme

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	Aborted visits (AV's) for repairs appointments	Not currently monitored and reported on	Monitor AV's by diversity strand	Because there is some unreliability in data we hold in relation to no access must view statistics with caution; however: Age – higher for all age categories up to 44, then lower for all above this age Higher for women Lower for white British and white Irish, higher for Caribbean and Indian	Continue to monitor to establish whether trends continue and link intelligence gathered to customer insight programme
	Failure to make/keep gas servicing appointments	Not currently monitored and reported on	Monitor access by diversity strand	Not monitored	Monitor access by diversity strand
	Refusal of home improvement works	Not currently monitored and reported on	Monitor non take-up by diversity strand	There were 6 refusals of home improvement works during the year The only discernible trend that emerged from analysis of the data was that all of the refusals were from people aged between 55 and 64. We will need to consider whether any action needs to be taken in relation to this	Continue to monitor non take up of planned works Carry out some follow up work to establish reasons for non take up in this group
	Request/receive	Not currently	Monitor	There were a total of 26 households who	Continue to

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	aids and adaptations	monitored and reported on	requested/provided aids and adaptations by diversity strand (excluding disability)	received an aid or adaptation during the year Not wholly surprising was that most of these were older people but also 73% were white British or white Irish We will need to consider whether any action needs to be taken to encourage take-up amongst customers from different ethnic groups	monitor take up of aids and adaptations Carry out some follow up work to establish reasons for non take up in this group
<b>Customer Satisfaction &amp; Complaints</b>	Customer to be equally satisfied across areas monitored: - Repairs - Decent Homes - Complaints - Customer Services - Resident involvement - Neighbourhoods - Overall – mini status	Satisfaction not previously monitored by diversity strand except for Status	Equal satisfaction across diversity strands	Repairs – no discernible trends but data not reliable until late in year Decent Homes – no discernible trends Complaints – no discernible trends Reception – no discernible trends Resident involvement – no discernible trends Neighbourhoods – 65% of respondents were male which is higher than general customer profile Overall/mini-status: - 14% of dissatisfied customers with services overall were under 25, which is disproportionately high - 79% of customer dissatisfied with quality of home are BME and 62% women, both high - 29% customers dissatisfied with	Continue to monitor Compare trends with STATUS 2008 to establish whether trends are similar Link to customer insight programme to establish any underlying causes

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
				<p>repairs service are between 45 and 54, which is high</p> <ul style="list-style-type: none"> <li>- 62% customers dissatisfied with time taken for work to start are women, which is high</li> <li>- 67% of customers dissatisfied that views taken into account are women, which is high</li> </ul>	
	Number of complaints by diversity strand	Some diversity monitoring but analysis of trends limited	Equal satisfaction across diversity strands measured by equal proportion of complaints when compared to customer population	<p>Gender – broadly representative of customer profile</p> <p>Age – 54 and under broadly representative but less likely for older people to complain</p> <p>Religion – slightly higher than expected number of Christians and Hindus complaining and lower number of Muslims when compared to customer profile</p> <p>Disability – lower proportion of disabled people complaining when compared to customer profile</p> <p>Sexual orientation – high incidence (though low numbers) of complaints from gay men when compared to customer profile</p> <p>Ethnicity – no discernible trends when compared to general customer profile</p>	Continue to monitor to establish any discernible trends
<b>Customer Involvement</b>	Involved customers to be	57% involved customers BME	71% BME	59% BME	65% BME

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	representative of the wider resident population				
		57% involved customer female	48% female 44% male	52% female 48% male	54% female 46% male
		7% involved customer under 25 years of age, and 17% over 65 years of age	7% under 25 12% over 65	7% under 25 18% over 65	7% under 25 14% over 65
		16% involved customer have a disability, 48% do not, 36% unknown	4% with a disability	12% with a disability	17% with disability
		9% involved customer heterosexual, 91% unknown	Monitor - need to improve profiling before setting a target	33% heterosexual 1% gay men 1% bisexual 65% unknown	Continue to monitor; low levels of data available
		3% involved residents are Christian, 97% unknown	Monitor –need to improve profiling before setting a target	21% Christian 1% Buddhist 7% Muslim 4% Catholic 67% unknown	As above  Other targets as per RI impact assessment
<b>Procurement</b>	Contractor	Not known	To be broadly	not known – review of procurement policy	To be

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	workforce		comparable with FHA customer profile	delayed to 2010	broadly comparable with FHA customer profile
	% Contractors with Appropriate Equality & Diversity Policies and Monitoring in Place	Not known	100%	As above	100%
	% Contractor workforce that have participated in Equality & Diversity training	Not known	80%	As above	80%
	% contractors working towards and achieving customer satisfaction levels that are comparable between different groups	New indicator	n/a	n/a	80%
	% contractors demonstrating in method	New indicator	n/a	n/a	80%

	Indicator	Position Start 2009	Target	Outcome May 2010	Target 2010 to 2011
	statements how they will address needs of the diverse communities that we serve				

## Monitoring our Performance

The table below details where performance will be reported and at what frequency

<b>Business Area</b>	<b>Indicator</b>	<b>Committee</b>	<b>Frequency</b>
<b>Governance</b>	Board profile	Assurance & Governance	Quarterly
	Board training	Assurance & Governance	Quarterly
<b>Employment</b>	Staff profile	Finance & Resources	Quarterly
	Recruitment	Finance & Resources	Quarterly
	Management Profile	Finance & Resources	Quarterly
	Staff satisfaction	Finance & Resources	Quarterly
	Learning & development	Finance & Resources	Quarterly
	Performance management	Finance & Resources	Quarterly
<b>Service delivery</b>	Profiling data	Homes & Neighbourhoods	Annually
	Lettings BME households	Homes & Neighbourhoods	Quarterly
	Harassment	Homes & Neighbourhoods	Six monthly
	ASB	Homes & Neighbourhoods	Six monthly
	Evictions	Homes & Neighbourhoods	Annually
	Tenancy terminations	Homes & Neighbourhoods	Annually
	IMR & Shared Ownership – access to housing	Homes & Neighbourhoods	Annually
	Take up of repairs	Homes & Neighbourhoods	Annually
	Aborted visits	Homes & Neighbourhoods	Annually
	Gas servicing appointments	Homes & Neighbourhoods	Annually
	Planned works	Homes & Neighbourhoods	Annually
	Aids and adaptations	Homes & Neighbourhoods	Annually
	<b>Customer</b>	Repairs	Homes &

<b>satisfaction</b>		Neighbourhoods	
	Complaints	Homes & Neighbourhoods	Quarterly
	Reception	Homes & Neighbourhoods	Quarterly
	Planned works	Homes & Neighbourhoods	Quarterly
	Neighbourhoods	Homes & Neighbourhoods	Quarterly
	Resident involvement	Homes & Neighbourhoods	Quarterly
	Overall	Homes & Neighbourhoods	Quarterly
<b>Customer Involvement</b>	Customer involvement	Homes & Neighbourhoods	Annually
<b>Procurement</b>	Contractor workforce	Homes & Neighbourhoods	Annually
	Contractor E&D Policies	Homes & Neighbourhoods	Annually
	Contractor training	Homes & Neighbourhoods	Annually
	Contractor customer satisfaction	Homes & Neighbourhoods	Annually
	Contractor method statement	Homes & Neighbourhoods	Annually

## Developing the Single Equality Scheme

In addition to the work identified in the section on performance monitoring the following actions will be taken to ensure that our approach addresses the broader requirements of the Single Equality Act during 2010/2011.

Delivery of these actions will be monitored through the Every Customer Counts working group and an annual report brought to the Executive Team One Voice and Homes & Neighbourhoods Committee. This report will accompany the annual review of the Single Equality Scheme.

<b>Protected Characteristic</b>	<b>Action</b>	<b>Responsibility</b>	<b>Timescale</b>
Age	Review all requirements of Single Equality Act regarding age in relation to HR activities	Head of Corporate Services	October 2010
Disability	Maintain accurate register of all adapted properties to inform allocation decisions and promote	Head of Property	September 2010

	best use of resources		
	Review aids and adaptations policy, procedure and budget allocation to ensure we are identifying and trying to meet need	Head of Property	December 2010
	Review all requirements of Single Equality Act regarding disability in relation to HR activities	Head of Corporate Services	October 2010
Gender reassignment	Arrange training session for all staff on gender reassignment awareness	HR Manager	September 2010
	Ensure inclusion of gender reassignment/transgender option in customer, staff and Board profiling	Director Homes & Neighbourhoods	September 2010
	Review data protection policies in relation to requirements of Gender Recognition Act 2004	Head of Corporate Services with Director of Neighbourhoods	October 2010
Marriage and civil partnership	Review housing policies to ensure civil partnership treated equitably in relation to tenancy conditions	Head of Neighbourhood Services	December 2010
	Review HR policies to ensure civil partnership treated equitably in relation to employment terms and conditions	Head of Corporate Services	October 2010
Pregnancy and maternity	Review HR policies to ensure reflect requirements of Single Equality Act regarding pregnancy and maternity	Head of Corporate Services	October 2010
	Produce information bulletin to all staff in relation to the law regarding women breast-feeding in a public place to ensure association is not at risk of prosecution	Head of Corporate Services	August 2010
Race	No further actions other than above		
Religion or belief	Review of repairs policies and procedures to ensure they are sensitive to faith	Head of Property	March 2011

	or belief practices or customs		
	Organise 2 staff/customer visits to places of worship	HR Manager	March 2011
Sex	No further actions other than those above		
Sexual orientation	Arrange training session for all staff on sexual orientation awareness	HR Manager	March 2011
	Review lettings policy to ensure it recognises the rights of same-sex partner relationships	Head of Neighbourhood Services	August 2010
	Investigate cost/benefit of subscribing to Stonewall Diversity Champions Programme	Director Homes & Neighbourhoods	December 2010
Socio-economic inequalities	Review mechanism for collecting information about household economic circumstances	Head of Neighbourhood Services	September 2010
	Build into customer insight programme and financial inclusion work	Head of Neighbourhood Services	December 2010
	Reflect requirements of Single Equality Act in review of Community Investment Strategy	Head of Community Investment	November 2010