



# Single Equality Strategy



2010 – 2013

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# **THE VALE OF AYLESBURY HOUSING TRUST**

## **SINGLE EQUALITY STRATEGY**

### **1. Introduction**

- 1.1 This Strategy sets out the Trusts approach to Equality and Diversity describing the framework within which we operate and providing detail on specific measures and actions that we have, and will be taking over the next three years.
- 1.2 The Trust values diversity and is committed to ensuring and promoting equality and diversity in housing and employment and in the provision of its services.
- 1.3 The Trust is opposed to discrimination, either directly or indirectly, at any level. We will not treat any person less favourably than someone else because of their **race, gender, gender reassignment, disability, sexual orientation, religion or belief, or age, i.e. the seven strands of equality.**
- 1.4 We will ensure there are no barriers to inclusion, and applications for housing and employment are welcomed from all sectors of the community.
- 1.5 The Trust recognises the need to value each individual in their own right, treating people with dignity and respect. We will ensure that our services meet the needs and requirements of all our customers and employees.
- 1.6 The Trust expects its employees and contractors to promote its commitment to equality and diversity at all times.

### **2. Background Information – The Trust**

On the 17<sup>th</sup> July 2006 the Trust was launched as a new organisation to manage 7,355 homes in Aylesbury Vale through delivery of a range of housing management services and regeneration programmes set out in the Offer Document.

The Trust emerged as a consequence of Aylesbury Vale District Council's (AVDC) housing stock options appraisal which was 'signed off' by the Government Office South East in February 2005. This led to a transfer of the homes to the Trust as a new registered social landlord with responsibility for delivering a £105 million investment in the local community in the first 5 years after transfer and £382 million over the first 30 years.

As the largest social landlord in the district, we are committed to working in partnership with external agencies and the voluntary sector.

Since transfer we have forged new relationships and have promoted the Trust as an organisation that can make a real difference to people's lives.

The Trust is a key partner in Vision 2031 which is the Local Strategic Partnership created to seize the opportunities growth will bring to the region.

As a major employer in the county we have forged strong relationships with Aylesbury College to promote workplace apprenticeships and have taken on a carpenter, plumber and electrician as a result.

The Community Chest has been established in conjunction with AVDC and is a major success through which we are jointly contributing £500,000 each year towards community based projects throughout the Vale.

The Regional Housing Strategy sets out a number of priorities which are directly related to activities undertaken by the Trust. For example by entering into a development partnership with the Guinness Trust to deliver the first phase of our development programme aiming at 300 units by 2013, we will be contributing to the priority of increasing the overall housing supply and through successful partnership working with AVDC through the nominations agreement we have re-housed over 400 applicants in 2007/08 and helped tackle homelessness.

Our planned development of certain existing garage sites and re-modelling of some sheltered housing schemes contribute to priorities in the South East Plan to make better use of land and existing housing stock.

Our involvement in other local partnerships includes, for example, support for a local Healthy Living Centre which we provide accommodation for on a peppercorn rent and which receives medium term revenue funding from the Community Chest.

The Trust has a strong sense of place in the local community and is represented on the Supporting People Advisory Forum, Aylesbury Homeless Action Group, RSL Development and Housing Management Forums, Buckinghamshire Chief Housing Officers Group and Bucks Floating Support Project Board amongst others.

We have collected 99% resident profiling information and our Resident Profile tells us that 9% of our tenants are from BME communities. 24% are under 30, 62% are under 60, and 18% are over 80 and 5% are over 85. There are 3,054 children under the age of 16.

Those who describe themselves as white make up 94% of the Vale's population, with the Black and Minority Ethnic (BME) communities representing 6.0% of the population.

The second largest ethnic group are those individuals who describe themselves as Asian or Asian British – Pakistani.

The proportion of BME non- white ethnic groups across Buckinghamshire has risen from 5% to 8% in the last 10 years and is estimated to rise further to 11% by 2011.

Current figures illustrate that the largest BME migrant groups arriving in Aylesbury Vale are from Poland with the second highest number from Pakistan.

### **3. Our Vision And Commitment**

#### **OUR VISION**

Our vision as an organisation is 'To provide quality affordable homes and services, strengthen our communities and improve the lives of local people'.

#### **OUR STRATEGIC OBJECTIVES**

Our 6 strategic objectives support the vision and are to:

- Be an excellent service provider
- Expand the range and provision of our services
- Provide desirable homes in cohesive communities
- Be an employer of choice
- Grow our property portfolio
- Maintain our financial strength.

#### **OUR VALUES**

Our values can be summarised through the acronym **TRUSTED**:

- **T**ake our customers into the heart of all we do
- **R**aise standards and provide equality of opportunity for all
- **U**se our expertise to build communities we can be proud of
- **S**eek opportunities to create strong partnerships
- **T**hink consistently of ways to improve and add value
- **E**nsure we invest in the potential of our employees
- **D**eliver our commitments

To help deliver this vision our strategic objectives have been framed within the key themes contained in the Community Plan.

Support is given to Neighbourhood Policing and the Community Safety Strategy and we are represented on the Crime and Disorder Reduction Partnership.

Working in partnership with Thames Valley Police, Aylesbury Vale District Council (AVDC) and Buckinghamshire County Council, we have jointly commissioned a survey on the local community by the Institute of Community Cohesion that will assist in the production of a Community Cohesion Strategy.

#### **4. Background Information – The Single Equality Bill 2009**

- 4.1 The Government recently launched the new Equality Bill that will fundamentally shift the processes and outcomes in delivering equality and diversity throughout society. However, in the current economic climate new challenges and questions are arising not only over the likely implications in implementing the Bill but how to meet the new equality needs for those that are being disproportionately affected by the recession.
- 4.2 The Equality Bill was introduced in the House of Commons on 24th April, 2009. The second reading took place in May, with the Bill entering Commons Committee stage in June. It is expected to reach the House of Lords at the beginning of the new parliamentary session.
- 4.3 Subject to the approval of both Houses, the Bill is expected to receive Royal Assent in Spring 2010.
- 4.4 The Bill should help unblock some of the systemic problems that cause inequality and prevent people from achieving their potential. By simplifying legislation it should improve public service delivery and business performance, whilst extending equality protection to the wide range of groups that face discrimination today.
- 4.5 There are currently nine major pieces of discrimination legislation, around 100 statutory instruments setting out rules and regulations and more than 2,500 pages of guidance and statutory codes of practice.
- 4.6 The Bill will replace this thicket of legislation with a single Act, which will form the basis of straightforward practical guidance for employers, service providers and public bodies.
- 4.7 As well as streamlining the law, the Bill will have plain English explanations alongside each clause to clarify what the provisions mean.
- 4.8 In the meantime the regulators are already expecting service providers to work up a single equality plan which considers all the seven equality strands.

#### **5. Our Equality Duties**

At present there are three equality duties covering race, disability and gender equality. They are:

- the Race Equality Duty - implemented in April 2001
- the Disability Equality Duty – implemented in December 2006; and
- the Gender Equality Duty – implemented in April 2007

## 5.1 **Race**

(As specified by the Race Relations Act (RRA) 1976 and Race Relations Amendment Act 2000)

Definition of Race - "A group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins".

### General Duties

- Eliminate unlawful racial discrimination.
- Promote equality of opportunity.
- Promote good race relations.

### Specific Duties

- Assessing and consulting on the likely impact of proposed policies on the promotion of race equality.
- Monitoring policies for any adverse impact on the promotion of race equality.
- Publishing the results from the above assessments, consultation and monitoring.
- Ensure public access to information and services provided by us.
- Training employees about the general and specific duties.

## 5.2 **Disability**

(As specified by the Disability Discrimination Act (DDA) 1995 and Disability Discrimination Amendment Act 2005)

Legal definition of disability – "anyone with a physical or mental impairment which has a substantial and long term adverse effect upon his or her ability to carry our normal day to day activities".

### General Duties

- Promote equality of opportunity between persons with a disability and other persons.
- Eliminate discrimination that is unlawful under the act.
- Eliminate harassment that is unlawful under the act.
- Promote positive attitudes towards persons with a disability.

- Encourage participation by people who have disabilities.
- Take steps to take account of disabled persons' disabilities, even where that involves treating people with disabilities more favourably than other persons.

#### Specific Duties

- The ways in which people with disabilities have been involved in the scheme's development.
- The methods for assessing the impact or likely impact, of its policies and practices, on equality for persons with a disability.
- The actions and priorities proposed to fulfil the general duty within the period of time covered by the scheme.
- Arrangements for gathering information on the effect of the scheme.

Getting it right for disabled staff and Trust residents means getting it right for everyone and the Trust intends to embrace the social model of disability. The social model is in opposition to the individualistic medical model and looks at how people with impairments are disabled by physical and social barriers rather than by their individual functional limitations.

### 5.3 **Gender**

(As specified by the Equality Act 2006)

Definition of unlawful sex discrimination – "Unlawful sex discrimination is defined as direct and indirect discrimination against women and men, in employment and education: in goods, facilities and services and in the exercise of public functions".

#### General Duties

- Eliminate unlawful discrimination and harassment.
- Promote equality of opportunity between men and women.

#### Specific Duties

- Consider the need to include objectives to address the causes of any gender pay gap.
- To gather and use information on how policies and practices affect gender equality.
- To consult stakeholders (such as employees, service users and others) and take account of relevant information.

- Assess the impact of current and proposed policies and practices on gender equality.

## **6. The Core Principles of the Strategy**

- 6.1 In 2006 the Equality and Diversity Framework, the Equality and Diversity Policy and Minority and Equality Strategy were developed. During 2006/7 the Disability Equality Scheme and Action Plan was introduced and the Disability Equality Action Group was formed comprising of staff and residents with a strong awareness of disability issues. In 2008 the Gender Equality Action plan was added to the Equality and Diversity policy.
- 6.2 A common thread amongst these developments is the move away from a focus on the requirement for individuals to champion equality, to the requirements of organisations to mainstream equality and diversity and develop an inclusive organisational culture, minimising discrimination and maximising opportunity.
- 6.3 During the lifespan of these documents there have been a number of significant national developments as the equality and diversity agenda continues to evolve. It is our intention to consolidate the existing equality strategies and action plans into one Single Equality Strategy (SES) in order to simplify and support our approach to diversity and inclusion.
- 6.4 We are committed to achieving equality and celebrating diversity. Diversity contributes to vibrant and creative communities and a productive workplace. Promoting fairness and equality, and celebrating diversity for all people, particularly in respect of:
- We will provide equality and diversity in everything we do for our residents and those who use our services.
  - We will deliver high-quality services that are accessible, responsive and appropriate to meet the many needs of different groups and individuals who use our services.
  - We will make sure that we use our influence and resources to make a difference to the lives and opportunities of people living in our properties, particularly those who are disadvantaged or isolated.
  - We will ensure that we are a fair employer who will make sure there are equality of opportunity in the workplace for all our staff.
- 6.5 As well as meeting legislative requirements, this document is intended to address equality and diversity issues in their widest context.
- 6.6 The Strategy is intended to cover anyone who comes into contact with our organisation whether as a staff member, tenant, Board member, customer,

stakeholder or partner and to ensure that all are treated with dignity and respect.

It is our intention to consolidate the existing equality strategies and action plans in to one Single Equality Strategy (SES) in order to simplify and support our approach to diversity and inclusion. This revised approach will allow us to focus on areas not currently covered by statutory legislation and extend to cover sexuality, religion and belief and age. The SES will incorporate all of our general and specific duties.

## **7. Links with national equality standards**

- 7.1 We aim to eliminate discrimination and harassment and to promote equality and diversity and have used the Equality Standard for Local Government to use as a guideline to support our achievement of these equality objectives. We aim to demonstrate our commitment to fulfilling our duty to eliminate discrimination and actively promote equality of opportunity.
- 7.2 The Equality Framework for Local Government provides a framework for building equality into our core business. It provides a common approach for dealing with disadvantage and discrimination and it accommodates all seven equality strands and relevant legislation.
- 7.3 We aim to ensure that the Framework is embedded in all our policies, plans and practices and set targets and outcomes appropriate to local needs.

## **8. Equality Impact Assessments (EIA)**

- 8.1 This provides a self-assessment tool to identify the equality consequences of a service, function or policy for particular groups or communities. The assessments ensure that any negative impact on a particular group or sector in the community can be eliminated or minimised by other measures.
- 8.2 The key aim of the impact assessments is to identify the actions needed to ensure that the services we provide, the policies we develop and our employment practices eliminate discrimination and actively promote equality and diversity.
- 8.3 As well as enabling us to comply with legislation regarding race, disability and gender, equality impact assessments will enable us to be totally inclusive using the seven strands of diversity (1.3) to:
  - Improve services by identifying where improvements are needed and taking appropriate action;
  - Engage with service users and stakeholders to identify/measure unequal outcomes or unmet needs;

- Become a better employer by identifying the needs of its different groups of employees and making changes as appropriate.

## **9. Our Approach**

We want our Strategy to influence and inform the way we deliver services and work with partners; how we develop policies and how we treat our employees centred around 4 of our strategic objectives.

### **9.1 Strategic Objective – Be an excellent service provider**

#### Vision and Values

Equality and fairness and valuing the diversity of the people of Aylesbury Vale are a fundamental principle of our vision and values.

#### Board membership and governance

The membership of the Trust's Board will be diverse and reflect the nature of the communities we serve.

#### Access to information and services

All communities and vulnerable or marginalized individuals will have access to the full range of information. Communication will be sensitive to the target audience, including people with disabilities, those who are unable to communicate effectively in English and those who are victims of domestic violence/abuse.

#### Tenant satisfaction

We will undertake a range of surveys and consultations with our tenants and stakeholders and work with them to achieve high levels of resident satisfaction. We will ensure that all our residents are receiving the same high quality of services and that there is no disparity in satisfaction levels between different groups of residents and the majority.

#### Lettings and Allocations

Selection for housing will be based objectively on housing need; and we will promote the effective use of housing stock for everyone recognising the seven strands of equality and the flexibility needed.

### **9.2 Strategic Objective – Expand the range and provision of our services**

#### Working with partners – performance of suppliers , contractors and consultants

We work with many partners and agencies in the delivery of our services and functions, by working together we are able to achieve better outcomes

for local people. We will continue to ensure that equality and diversity is embedded within all our collaborative working.

#### Procurement

Our procurement processes will demonstrate our commitment to equality and inclusion to all of our suppliers and contractors. This will be demonstrated in the questions we ask, the advice we provide and by making sure that contractual arrangements actively promote equality, diversity and inclusion.

### 9.3 **Strategic Objective – Provide desirable homes in cohesive communities**

#### Community Engagement – Resident Involvement

By engaging effectively and developing meaningful relationships with diverse communities we aim to understand issues that are most important to the communities we serve including under-represented and less visible groups. We believe every individual should have the potential to achieve a good quality of life and be able to influence the development of their local area. We encourage our residents to engage with and influence our services.

#### Community Cohesion

We will strive to deliver quality of life outcomes to the community and promote community cohesion. All members of the community should be respected and positively valued and we have a vital role to play in working with stakeholders to create inclusive local communities with a shared sense of belonging.

### 9.4 **Strategic Objective – Be an employer of choice**

#### Staffing

Our aim is to recruit, retain, reward, recognise and develop the right people, with the right skills to help deliver our vision. The Trust will ensure our culture is inclusive for all.

## **10 Responsibility**

10.1 It is essential to the success of this Strategy that all staff are aware of its contents and have a clear understanding of their role in its delivery. All staff members and departments will have a role to play in completing the tasks in the action plan.

10.2 Equality and Diversity will be a regular theme at team meetings and all new staff members will be made aware of the Strategy and their role in its delivery, as part of their induction.

- 10.3 We will ensure that tenants are kept updated with our progress through regular features in the newsletter and updates at the various tenant led groups.
- 10.4 The **Board** has corporate responsibility for ensuring that this strategy underpins all aspects of our work.
- 10.5 The **Chief Executive** has responsibility for developing the organisational culture in which this strategy can operate effectively and for ensuring it is implemented. Members of the Senior Management Team are individually and corporately responsible for ensuring that the strategy is implemented in their particular areas of responsibility, including the action plan which is centred around four of the Trust's strategic objectives:
- Be an excellent service provider
  - Expand the range and provision of our services
  - Provide desirable homes in cohesive communities
  - Be an employer of choice

## **11. Measuring success**

The success of this strategy will be measured through our action plan delivering:

- Improved outcomes for our tenants and wider community to meet the diverse needs of a changing population with consultation and participation continuous throughout the process.
- Effective policies and plans that meet the needs of the communities we serve not just the most visible groups.
- The achievement of the planned equality objectives are framed around the Equality Framework for Local Governments levels.
- A workforce that reflects the local and national demographic changes as measured through performance indicators.

## **12. Monitoring and targets**

### **12.1 Monitoring**

Wherever possible examples of successful existing systems will be replicated. The Trust will liaise with its tenants across the range of involvement opportunities offered, to raise awareness of the Single Equality Strategy, promote diversity as a whole and gather meaningful feedback that shapes future policy and service delivery.

## 12.2 Targets

The Trust has to set clear targets for service delivery and recruitment by carrying out equality impact assessments and monitoring customer satisfaction with our services. Targets for our service providers (contractors) and suppliers will be developed.

Targets are reviewed against outcomes achieved and in the light of any new data available. Targets should be SMART wherever possible but the Trust recognises that not all progress can be reduced to numbers.

## **13. Employment**

The Trust believes that by positively embracing diversity and having a fully inclusive recruitment policy, we will attract a more diverse pool of applicants from which to recruit. A workforce that reflects the make up of the communities we serve will assist us to improve customer service by being better able to relate to the needs of our customer diverse base.

Our employment aims are:

- to develop a diverse, valued and culturally competent workforce, capable of responding to the needs of the diverse communities we serve;
- to develop a workforce that is representative of the local community, including representation at senior levels of the organisation and on the Board;
- to create inclusive policies and practices relating to attraction, recruitment, development and retention of people;
- to operate flexible working policies that will enable everyone to maximise their individual potential and support family and caring structures;
- to improve diversity and inclusion awareness across the Trust through training and development opportunities.

## **14. Training and Development**

The Trust is committed to the development of an action plan designed so that appropriate information and training is provided to take account of the organisational and individual responsibilities of all Board Members and employees.

## **15. Consultation**

This Strategy has been written in close consultation with our Equality and Diversity Group (the Sunshine Group). The action plan of this document will continue to grow based on feed back from our service users.

## **16. Publication of the Strategy**

A copy of the Trust's Single Equality Strategy will be made available to all staff, to relevant community and voluntary groups, organisations and businesses via our website and will also be available in hard copy in various formats upon request.

## **17. Review of the Strategy**

We will review our Single Equality Strategy annually in line with our performance indicators with a formal review and revision taking place every three years. It will be reviewed to ensure that:

- We have complied with our duties under legislation;
- Equality of opportunities have been advanced and evidenced;
- Improvement on what we have already achieved can be recognised;
- Areas for improvement are identified and acted upon;
- Consultation is undertaken to monitor our tenants' and staff's perception, and satisfaction is monitored and acted upon.

The next review will be published in 2012.

Where appropriate we will seek external validation to give credibility to the review process. To do this the Trust will participate in benchmarking networks such as the Housing Diversity Network (HDN) and Housemark.

## Appendix 1

### Legislation

The principle pieces of legislation making discrimination unlawful in the UK as of May 2009:

- Sex Discrimination Act 1975 (SDA)
- Race Relations Act 1976 (RRA)
- Disability Discrimination Act 1996 (DDA)
- Employment Equality (Sexual Orientation) Regulations 2003 (SO Regs)
- Employment Equality (Religion and Belief) Regulations 2003 (RB Regs)
- Employment Equality (Age) Regulations 2006 (EEA Regs)
- Equality Act 2006
- Equality Act (Sexual Orientation) Regulations 2007

The Equality Bill/Act will replace these areas of legislation within 2010/11

### Prohibited grounds (unlawful acts)

Protection against discrimination is extensive in scope. The prohibited grounds are listed below.

### Sex Discrimination

Discrimination is unlawful on grounds:

- of a person's sex i.e. male or female; or
- that a person is married or is a civil partner; or
- of a person's gender reassignment\*; or
- of pregnancy or maternity leave.
- gender reassignment's status means: intends to undergo gender reassignment, is undergoing gender reassignment or has completed gender reassignment.

## **Race discrimination**

Discrimination is unlawful on racial grounds, which means any of the following grounds:

- Race – People who are believed to belong to the same genetic stock
- Colour –e.g. black, white
- Nationality – e.g. a citizen of the UK, China, India etc;
- Ethnic origin – e.g. Romany Gypsy, afro Caribbean etc;
- National origin – e.g. English, Scottish, Irish, Welsh etc.

## **Disability Discrimination**

The legislation provides protection against unlawful discrimination because a person is disabled, or for a reason which relates to a person's disability. A person is regarded as disabled if he or she has a physical or mental impairment which has a substantial and 'long-term' adverse effect on his or her ability to carry out 'normal' day-to-day activities.

'Long-term' means effects which have lasted for at least 12 months, or are likely to last for 12 months or more.

'Day-to-day activities' are normal activities carried out by most people on a regular basis, and the impairment must result in an adverse effect on one or more of the following:

- mobility;
- manual dexterity;
- physical co-ordination;
- continence;
- the ability to lift, carry or move everyday objects;
- speech, hearing or eyesight
- memory or ability to concentrate, learn or understand
- perception of the risk of physical danger.

*Note: Whilst disability is included in this strategy, there is also a working document that sits alongside this, "Disability Equality Action Plan" (Appendix 6).*

## **Sexual orientation**

Discrimination is unlawful on the grounds of sexual orientation towards:

- persons attracted to the same sex – Lesbian or Gay. Homosexual;
- persons attracted to both the same sex and of the opposite sex – bisexuals;  
or
- persons attracted to the opposite sex – Heterosexuals.

## **Religion or belief**

The Employment Equality (Religion or Belief) Regulations 2003 make discrimination unlawful on grounds of religion, any religious or philosophical belief, or lack of religion or belief.

## **Age**

The Employment Equality (Age) Regulations 2006 make discrimination unlawful on grounds of a person's age, which includes apparent age where direct discrimination is concerned or a person's age group, where indirect discrimination is involved.

## **Unlawful Acts**

### **Direct discrimination**

It is unlawful to discriminate directly against a person on one of the prohibited grounds by treating him or her less favourably than others in exactly the same situation.

### **Indirect discrimination**

In all cases, other than disability, indirect discrimination occurs where an apparently neutral provision, criterion or practice is applied equally, but the provision etc particularly disadvantages people on one of the prohibited grounds. Indirect discrimination can be justified by showing that the provision etc was a proportionate means of achieving a legitimate aim.

To be 'proportionate' the provision etc must:

- actually contribute to the achievement of the legitimate aim;
- be in proportion to the aim, ie sledgehammer is not being used to crack a hazelnut – there is no other possible way of doing it;
- the benefits to the business must far outweigh any discriminatory effects on the individual.

To be 'legitimate' the aim must correspond to a real business need, ie it is absolutely imperative for the effective running of the business.

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Head of Customer Services

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In disability cases, where a provision, criterion or practice is applied or any physical feature of premises places the disabled person concerned at a substantial disadvantage, the employer or service provider has a duty to take such steps as are reasonable in all the circumstances of the case, to prevent the provision, criterion or practice or physical feature, substantially disadvantaging the disabled person concerned.

If the duty applies and the employer or service provider fails to comply, this will constitute discrimination unless it can be shown that it was not reasonable to comply with the statutory duty to make a reasonable adjustment when considering all the circumstances.

### **Victimisation**

Victimisation occurs where an individual is treated less favourably because he or she has made a discrimination complaint internally or to a service provider direct, made a discrimination claim to a tribunal or court or acted as a witness in relation to a complaint of discrimination.

### **Harassment**

Harassment occurs where a person is subjected to unwanted conduct on one of the prohibited grounds which is the purposes (intentionally) or effect (unintentionally) of violating that person's dignity or creating an intimidating hostile, degrading, humiliation, or offensive environment for that individual.

### **Instructions or pressure to discriminate**

It is unlawful to give instructions to a person to commit an unlawful act of discrimination or put pressure on a person to discriminate. It is also unlawful for a person to aid another to commit an unlawful act.

### **The Equality and Human Rights Commission**

On 1 October 2007 the three equality commissions merged to form the new Equality and Human Right Commission.

- Commission for Racial Equality
- Disability Right Commission
- Equal Opportunities Commission

The Equality and Human Rights Commission champions equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and build good relations, ensuring that everyone has a fair chance to participate in the community.

*Note: This information is for guidance. Employment law is subject to constant change either through statute or interpretation by the courts. Advice should be sought from the HR department, who may also need to seek specialist legal advice on any legal issues that may arise before taking any formal course of action.*

**MONITORING DATA****1. Age Statistics – staff and residents**

	Staff Total	Resident Total
Under 25	11	4873
25 – 49	92	3873
50+	53	5350
Unknown		1918
<b>TOTAL</b>	<b>156</b>	<b>16014</b>

Average age of staff = 44 years
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Average age of Residents = 37 years
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**2. Disability / Long Term sickness –staff and residents**

	Number	% of total
Staff	6	3.8
Residents	178	1

**3. Gender Statistics – staff and residents**

	Staff		Residents	
	Number	%	Number	%
Male	79	44.9	8427	53
Female	86	55.1	7587	47
<b>Total</b>	<b>156</b>		<b>16014</b>	

**4. Race / Ethnicity Statistics – staff and residents**

	Staff	Residents
Unknown	6	3144
White British	141	11473
White Irish		215
White Other		107
Mixed White & Black Caribbean		163
Mixed White & Black African		31
Mixed Background Other		34
Asian Indian	1	14
Asian Pakistani	1	551
Asian Other		59
Black Caribbean	3	122
Black African	3	30
Black background other		19
Chinese	1	9

## 5. Religion and Belief Statistics - residents

	Residents	
	Number	%
Buddhist	2	0.01
Christian	1484	9.2
Hindu	4	0.02
Jewish	4	0.02
Muslim	157	0.9
Other	67	0.41
Prefer not to say / No religion	14296	89.2%

## 6. Salary by gender – staff

Annual Salary	No of Men	No of Women	Total
Up to £13000	0	5	5
£13001 - £16000	5	2	7
£16001 - £20000	4	4	8
£20001 - £26000	16	42	58
£26001 - £35000	32	24	56
£35001 - £49000	10	3	13
£49001 - 70000	3	3	6
Over £70000	2	1	3
	72	84	156

## 7. Age and gender – staff

	Staff		
	Male	Female	Staff Total
Under 25	5	6	11
25 - 49	44	48	92
50+	21	32	53
Total	70	86	156

## 001 Census Data

Age:

Age range	Total	% of local population	National %
Under 25	52474	32	31
25 - 49	62930	38	35
50+	50344	30	33

Long term disability / illness

	Total	% of local population	National %
Long term disability	21081	12	18

Ethnicity

Ethnicity	Total	% of local population	National %
White	155887	90.5	87.0
White: British	149983	1.1	1.4
White: Irish	1875	2.6	2.7
White: Other White	4029	1.3	1.3
Mixed	1993	0.5	0.5
Mixed: White and Black Caribbean	814	0.1	0.2
Mixed: White and Black African	175	0.3	0.4
Mixed: White and Asian	495	0.3	0.3
Mixed: Other Mixed	509	3.1	4.6
Asian or Asian British	5159	0.6	2.1
Asian or Asian British: Indian	991	2.2	1.4
Asian or Asian British: Pakistani	3658	0.1	0.6
Asian or Asian British: Bangladeshi	101	0.2	0.5
Asian or Asian British: Other Asian	409	1.0	2.3
Black or Black British	1728	0.7	1.1
Black or Black British: Caribbean	1154	0.3	1.0
Black or Black British: African	433	0.1	0.2
Black or Black British: Other Black	141	0.6	0.9
Chinese or Other Ethnic Group	981	0.3	0.4
Chinese or Other Ethnic Group: Chinese	507	0.3	0.4
Chinese or Other Ethnic Group: Other Ethnic Group	474	90.5	87.0

## Religion

	Total	% of local population	National %
Christian	122286	0.2	71.7
Buddhist	324	0.2	0.3
Hindu	754	0.5	1.1
Jewish	336	0.2	0.5
Muslim	4426	2.7	3.1
Sikh	166	0.1	0.7
Any other religion	441	0.3	0.3
No religion	26013	15.7	14.6

## Gender

	Total	% of population	National %
Males	82309	49.7	48.7
Females	83439	50.3	51.3

## Living in same sex couple

	Total	% of population	National %
couples	200	0.01	0.19%

<b>Key</b>					
A	Age	GR	Gender reassignment	R&B	Religion and Belief
D	Disability	R	Race	SO	Sexual Orientation
G	Gender				
Note: E & D strands affected are shaded					

<b>Approach 1: Vision and Values</b>										
<b>Outcome</b> What is to be achieved	<b>E &amp; D Impact</b>							<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
All publicity and information produced by the Trust uses inclusive language and images which are positive								Develop a procedure to ensure documents are consistent and uses inclusive language	Marketing and Publicity Manager TRUSTED panel Contact Centre Manager Head of Customer Services	Completed
Staff are aware of all strands of E & D								Current staff to be trained on all strands of equality and diversity. New staff to be picked up through induction.	Head of Customer Services Contact Centre Manager Human Resources Manager	Completed
Improved communication and understanding of E & D issues by staff								Develop an E & D toolkit	Contact Centre Manager	March 2010

## Approach 2: Board Membership and Governance

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Diverse Board which reflects the nature of the communities we serve								Monitor Board membership to ensure it is fully representative	Chief Executive	July 2012
Under represented groups are encouraged to become involved in governance								Advertise Board members vacancies more widely to attract under represented groups	Chief Executive Executive Assistant	Completed
Board have a good understanding of the organisation's E & D issues								Produce annual report for Board	Head of Customer Services	March 2011
All employees, partners and stakeholders understand, support and are committed to implementing the Single Equality Strategy								Adopt best practice in good governance. Roll out training through Directors Briefings	Head of Customer Services	October 2009
Deliver effective service by following good practice briefings								Complete and publicise self-assessment against Housing Corporation GPN8	Head of Customer Services Contact Centre Manager	September 2010

### Approach 3: Access to Information and Services

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Improved access to offices								Continue a programme of access audits and implement the findings on a priority basis	Facilities Manager Head of Strategic Maintenance Contact Centre Manager	December 2010
Ensure services for vulnerable residents are widely publicised								Ensure schemes such as grass cutting service, aids and adaptations etc are widely publicised e.g. website, plasma screen, leaflets etc and staff are aware of them	Head of Community Services Head of Strategic Maintenance Head of Property Services Marketing and Publicity Manager	December 2009
Residents who do not speak English know how to access services								Develop a bi-annual letter to residents where English is not their first language	Contact Centre Manager	Completed
Residents are able to access services and the service provided demonstrates value for money								Carry out an annual review of Language Line service to ensure value of money	Contact Centre Manager	September 2010

### Approach 3: Access to Information and Services

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Residents have equal access to domestic violence advice and support								Introduce a male Domestic Violence Champion and raise awareness of male victims of abuse in same sex relationships	Contact Centre Manager D V Champion	March 2010
Tailor services to meet residents needs								Prioritise repairs being carried out for the vulnerable to include elderly and families with young children. Policy due to be approved by Board in July 2010.	Head of Property Services	July 2010
Enable elderly people to live in their houses independently for longer.								Carry out small but essential repairs or adaptations that may fall outside the tenancy agreements	Head of Property Services	July 2010
To enable residents to have access to pertinent and relevant information within VAHT								Provide a list of internal information signposts i.e. National A-Z	Welfare Services Advisor	Completed

**Approach 3: Access to Information and Services**

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Work closely with Age Concern to identify needs of the elderly								Build a partnership working relationship with Age Concern	Welfare Services Advisor	Completed
Develop social networking sites to encourage engagement from young residents								Investigate sites such as Facebook, twitter etc	Contact Centre Manager	December 2010
Sustain tenancies of younger/elderly/vulnerable people								Provide budgeting advice support for vulnerable residents	Welfare Services Advisor Rent Manager	Completed and ongoing
Deliver services to meet our resident's needs								Carry out an aspirations survey for all residents	Head of Customer Services Contact Centre Manager Marketing and Publicity Manager	April 2011
Residents provided with a wide range of information on support agencies								To provide a wide range of information documentation from support agencies	Welfare Services Advisor	Completed and ongoing

### Approach 3: Access to Information and Services

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Ensure that our customers are treated equally according to their needs and there are no barriers to accessing our services								Monitor legislation as it relates to E & D and make changes that are appropriate to our policies and procedures	Head of Customer Services	Ongoing
To ensure our policies / procedures / practices do not intentionally or unintentionally discriminate in the way we provide services and that there is no discrimination in delivery of service								Equality Impact Assess all new policies, procedures and strategies to ensure any negative impact not operationally justified are addressed	Head of Customer Service Manager's Forum Corporate Performance Manager Surveyor – Aids and Adaptations	Ongoing
Ensure Harassment, Hate Crime and Anti Social Behaviour policies and procedures are fair and equitable and well publicised								Raise awareness of our harassment and ASB policies and procedures in relation to reporting and monitoring harassment, ASB and hate crimes by all groups	Head of Community Services ASB Strategic Planning Manager	August 2010

### Approach 3: Access to Information and Services

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Ensure equality of access to our services and remove any barriers that may discriminate against customers who are disabled								All offices and sheltered housing schemes are DDA compliant	Supported Housing Manager Facilities Manager Head of Customer Services	March 2012
Ensure the needs of gender reassignment residents are met in service delivery								Research and work with the Gender Trust to identify specific needs of gender reassignment residents and use information in E & D handbook	Contact Centre Manager	March 2010
Ensure the needs of Lesbian, Gay and Bisexual (LGB) residents are met								Work with Stonewall to utilise and publicise best practice	Contact Centre Manager Head of Customer Services	Completed
Improved communication and understanding								Develop an E & D handbook for staff to promote good practice with regards to diversity and what might constitute as inappropriate language	Contact Centre Manager	March 2010

Approach 3: Access to Information and Services										
Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Ensure that our customers are treated equally according to their needs and there are no barriers to accessing our services								Monitor legislation as it relates to E & D and make changes that are appropriate to our policies and procedures	Head of Customer Services Contact Centre Manager	Ongoing process
Improve communication opportunities for younger residents								Develop social networking sites to encourage engagement from young residents	Contact Centre Manager IT Manager	December 2010

**Approach 4: Working with Partners, Performance of Suppliers, Contractors and Consultants**

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Improved communication and understanding								Develop an E & D Contractors Manual to promote good practice with regards to diversity and what might constitute as inappropriate language	Contact Centre Manager	October 2010
Raise and extend awareness with staff and contractors of gender reassignment issues								Mandatory training to be provided to all employees through ILM single unit training. The training will be available throughout the year to ensure that it is delivered to new starters as part of the induction programme	HR Manager	July 2010
Gain a better understanding of lesbian, gay and bisexual (LGB) and gender reassignment issues								Mandatory training to be provided to all employees through ILM single unit training. The training will be available throughout the year to ensure it is delivered to new starters as part of the induction programme.	HR Manager	July 2010

### Approach 4: Working with Partners, Performance of Suppliers, Contractors and Consultants

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Increased opportunities for women to receive training and employment in construction trades								Work with contractors and local colleges to promote careers in the industry. Continue to retain membership of Stonewall and Housing Diversity Network to ensure that recruitment advertising reaches under represented groups. Utilise HDN mentoring scheme.	Head of Property Services Head of Strategic Maintenance HR Manager	March 2011 and ongoing
Positive attitudes towards people with disabilities promoted								Work with statutory and voluntary agencies to improve involvement of people with mental health issues	Welfare Services Advisor HR Manager	This is being achieved now through recruitment, internal working practices and through application for 2 Ticks for Disability which is ongoing
Support younger community through apprentice schemes								Develop apprentices scheme through Aylesbury College	Head of Property Services HR Manager	September 2010 and ongoing

## Approach 5: Community Engagement / Resident Involvement

<b>Outcome</b> What is to be achieved	<b>E &amp; D Impact</b>							<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Diversity awareness for customers and resident groups is improved								Deliver E & D awareness training to all groups	Head of Community Services Head of Customer Services	August 2010
Improved involvement								Contact customers to explore what has prevented them from being more involved	Head of Community Services	March 2011
Representative groups								Conduct equality and diversity monitoring to ensure groups are representative of the community and our residents	Head of Community Services	April 2010
Improved communications								Work with formal and informal groups to explore greater customer involvement for race, religion and belief, disability and younger people	Head of Community Services Head of Customer Services	March 2011
Increase opportunities for young residents to become involved								Develop a young persons Board to create inclusion	Marketing and Publicity Manager Community Development Team	June 2011

<b>Approach 6: Tenant Satisfaction</b>										
<b>Outcome</b> What is to be achieved	<b>E &amp; D Impact</b>							<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Customer satisfaction is equally high across all equality strands								Monitor area specific customer satisfaction across all equality strands to achieve at least 92%. Investigate failings and take appropriate action.	Service Improvement Manager Corporate Performance Manager	March 2010
Identify differences in satisfaction in relation to all strands of E & D								Ensure that high level (5 generic questions) customer satisfaction and other surveys are monitored for all groups	Service Improvement Manager	Complete and ongoing
Improved BME overall satisfaction with the Trust as a landlord								Use the annual STATUS survey to improve our services across all areas of the Trust and work with the BME community to raise satisfaction levels by 10% overall	Head of Customer Services Contact Centre Manager Service Improvement Manager	June 2010

<b>Approach 7: Community Cohesion</b>										
<b>Outcome</b> What is to be achieved	<b>E &amp; D Impact</b>							<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
To develop partnerships to deliver social cohesion and inclusion								In partnership with Aylesbury Vale District Council, develop a community cohesion strategy	Head of Community Services	March 2012
Increased involvement of hard to reach groups								Develop a strategy of engagement of difficult to reach groups	Head of Community Services	April 2012
Improve recruitment of hard to reach groups from within the local community								Research and identify why particular groups do not apply for particular vacancies and work with CDO's to the identify suitable advertising methods, etc.	H R Manager CDO's	December 2010

**Approach 8: Procurement**

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Ensure equality of access to newly built properties for customers who have a disability								Take into account the needs of disabled people when building new schemes including specific accommodation as appropriate. All new properties will be built to current Part M Building Regulations covering all disabled access, space standards and adaptability. Requirements for HCA funding cover this with clear scheme development standards which must be complied with and are audited.	Head of Development Asset Manager	VAHT first new build scheme in Buckingham starting in September 09 and will be built to current scheme development standards covering this issue.  2013

Approach 8: Procurement										
Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Equality and Diversity is mainstreamed in all procurement activities								Develop a supplier contractor monitoring protocol for diversity. Propose to include a standard addendum clause/policy into any contracts which will have to be signed up to and become contractually binding. Ensure that all consultants and contractors have compliant E & D policies in place.	Head of Strategic Maintenance Head of Development	April 2012
Ensure that the procedures for selection of contractors and consultants are fair and inclusive and do not adversely affect BME groups or organisations								Ensure that the procurement process has a robust E & D assessment. This is covered as a fundamental requirement by the use of OJEU and framework commissions. When any new framework is established this will be a key consideration.	Head of Strategic Maintenance Head of Development	Ongoing  No timescale set for establishing any new frameworks at present  2013

<b>Approach 9: Lettings and Allocations</b>										
<b>Outcome</b> What is to be achieved	<b>E &amp; D Impact</b>							<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Ensure selection for housing is based objectively on housing need recognising all strands of equality								Through the implementation of CBL, cross regional working with other organisations and easy to use system to identify vulnerable applicants	Head of Customer Services Allocations and Lettings Service Manager	Complete and ongoing
Maximise the use of existing adapted properties for customers who have a disability								Make best use of our properties that are already adapted by matching them to suitable applicants	Allocations and Lettings Service Manager	Complete and ongoing
Assist new incoming tenants in financial need								Implement Furnished tenancy scheme	Allocations and Lettings Service Manager Welfare Services Advisor	March 2010

Approach 10: Staffing										
Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Ensure staff or potential staff who have a disability or become disabled are able to continue to work or join the Trust								Ensure that policies remain clear and relevant. Obtain 2 Ticks for Disability	Human Resources Manager Disability Equality Action Group	December 2010
Ensure people with disabilities are not discriminated against when applying for employment/ promotion or development with the Trust								Maintain existing detailed monitoring systems in relation to the recruitment, development and retention of disabled people	Human Resources Manager	Achieved
To remove barriers from prospective employees and gain a wider understanding of gender reassignment needs / satisfaction to ensure they are not discriminated against when working for the Trust								Include equal opportunities statement on advertisements and application forms. Display Stonewall and HDN logos on advertisements. Utilise HDN mentoring and networking schemes to improve understanding.	Human Resources Manager	October 2010

Approach 10: Staffing										
Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
The Trust's staff reflect the community at all levels								Continue to gather information and monitor recruitment, development, promotion and retention of staff. Identify ways of promoting vacancies among hard to reach groups. Ensure that staff profile data is available	Human Resources Manager	December 2010
Recruit, retain, reward, recognise and develop the right people with the right skills to deliver our vision for the Trust								Continue to apply the Trust's Recruitment and Selection Process.	Human Resources Manager	Achieved
All staff recruitment policies and procedures do not discriminate against candidates on the basis of age								Continue to regularly review and update the Trust's policies to keep in line with legislative requirements. Ensure updates to policies and procedures are Equality Impact Assessed.	Human Resources Manager	As legislation dictates

## Approach 10: Staffing

Outcome What is to be achieved	E & D Impact							Action Tasks	Responsibility Person carrying out the action	Target When the actions have to be done by
	A	D	G	GR	R	R & B	SO			
Reward and develop the right people with the right skills to deliver our vision for the Trust								Continue to develop and promote the Trust's Performance Management System. Implement a policy to assist with the retention of high performers	Human Resources Manager	September 2010
Improved services tailored to individual needs								Review and identify future performance indicators and targets to measure E & D outcomes for residents	Head of Customer Services Performance Manager Contact Centre Manager Service Improvement Manager	June 2010

<b>GENDER EQUALITY ACTION PLAN 2008 - 2010</b>			
<b>KEY ACTIONS</b>	<b>WHO IS RESPONSIBLE</b>	<b>TARGET COMPLETION DATE</b>	<b>PROGRESS</b>
<b>Make sure we are an equality exemplar as an employer</b>	<b>Human Resources Manager</b>	<b>April 2009</b>	
1. Undertake equal pay audits to ensure that our arrangements for employment are free from unlawful gender bias			<b>Completed</b> New contracts issued 1/10/08 following job evaluation and pay, terms and conditions
2. Develop practices that promote work-life balance and ensure provision for those who have caring responsibilities			<b>Completed</b> All amended policies now published on general drive and intranet. EIAs completed
3. Develop a culture that is inclusive for men, women and those who are gender reassignment			<b>Completed</b> - Policy work completed (see 2 above)
4. Review and maintain a recruitment procedure that adheres to equality best practice and removes barriers based on gender			<b>Completed</b> Published Recruitment and Selection procedures HR involvement in process ensures equality adhered to
5. Take appropriate measures to ensure that we have a corporate culture where sexual harassment is not tolerated			<b>Completed</b> Published policies

Ensure housing is accessible for men, women and those who are gender reassignment	Head of Customer Services	April 2010	
1. Promote the inclusion of equality issues including gender in the review of the local Housing Strategy and Homelessness Strategy with AVDC			<b>Completed</b> - partnership working with AVDC to implement CBL
2. Promote the effective use of the housing stock for men women and those who are gender reassignment			<b>Completed</b> - Joined Stonewall and through CBL based on need
3. Promote our guidance for a victim-orientated approach to harassment and anti-social behaviour based on gender			<b>Completed</b> - Leaflet has been developed, information on website. DV Champions in place. Developing partnership with Victim Support.
4. Research and promote best practice in the provision of housing for victims of domestic violence			<b>Completed</b> - Leaflet has been developed, information on website. DV Champions in place. Developing partnership with Victim Support.

<p><b>Develop a greater understanding within the trust of those barriers that affect men, women and those who are gender reassignment</b></p>	<p><b>Human Resources Manager</b></p>	<p><b>April 2008 - 2010</b></p>	<p><b>Completed</b> - The policy review and update completed March 2009 raises awareness of the need for equality. The HR team have also introduced local PI's to gather data in relation to recruitment prior to appointment to highlight where the Trust fails to reach particular groups so that an action plan can be developed. Introduction of spot salaries has also removed equal pay issues on the grounds of gender</p>
<p>1. Develop a good practice note which promotes gender equality within the Trust</p>			<p><b>Completed</b> - Following a full policy review completed March 09, reference to the Trust's commitment to equality in relation to gender (including trans-gender) has been included in all relevant policies to raise awareness and legislation/best practice</p>
<p>2. Identify appropriate research and best practice that promotes gender equality within the sector</p>			<p><b>Completed</b> - through research identified to develop the Single Equality Strategy</p>
<p>3. Promote gender equality within the corporate training programme for employees on equalities and diversity</p>			<p><b>Completed</b> Training record and certificate to show attendance</p>
<p>4. Ensure the Board training programme includes gender equality as part of the wider equalities and diversity agenda</p>			<p><b>Completed</b> - Single Equality Strategy</p>

<b>Make sure we involve appropriate stakeholders who understand the needs of men, women and those who are gender reassignment in the development of new policy and strategy</b>	<b>Head of Customer Service</b>	<b>April 2010</b>	
1. Ensure that gender equality is taken into consideration as part of the development of new strategies and policies			<b>Completed</b> - EIAs have been carried out across all front line policies
2. Ensure key stakeholders are aware of gender equality issues as part of their engagement on policy development or new strategies			<b>Completed</b> - Scrutiny Panel developed from residents, AVDC, BCC and Q Alliance
<b>Establish and monitor annual gender equality targets and performance indicators for key service areas:</b>	<b>Head of Customer Service</b>	<b>April 2009</b>	
Annual Lettings Plan			<b>Completed</b> - through monthly satisfaction performance reporting
Overall Satisfaction			
Resident Involvement			
<b>Undertake a further general residents profiling survey</b>	<b>Head of Customer Service</b>	<b>April 2009</b>	
1. To carry out a comprehensive Residents profiling survey and ensure gender equality information is recorded		<b>December 2008</b>	<b>Completed</b> - Resident Profiling information has been carried out and 90% target has been achieved. New resident profiling sheets have been developed to ensure information on all six strands of E & D is captured.
2. Record gender equality information for all new lettings			<b>Completed</b> - Resident profiling carried out at sign up including gender
3. To record gender equality information for all existing shared owners and future shared owners			<b>Completed</b> and ongoing

**Appendix 5**

<b>DISABILITY EQUALITY ACTION PLAN</b>			
<b>Outcome</b> What is to be achieved	<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
To ensure our policies/procedures and practices do not intentionally or unintentionally discriminate in the way we provide services and that there is no discrimination in delivery of service	Carry out Disability Equality Impact Assessments on all policies, procedures and strategies to ensure any negative impact not operationally justified is addressed	Head of Customer Services Manager's Forum Corporate Performance Manager Building Surveyor – Aids and Adaptations	Ongoing process
Ensure the DES is embedded into the organisation using KLOE 31	Scope plan for Clearview	Head of Customer Services Building Surveyor - Aids and Adaptations Contact Centre Manager DEAG	March 2010
Improved access to offices	Continue a programme of access audits	Facilities Manager Head of Strategic Maintenance Contact Centre Manager	December 2010
Ensure that the Trust's facilities for the disabled are widely publicised	Aids and Adaptations leaflet has been completed and is being distributed. All facilities should also be publicised on website and plasma screen including all the different formats for Trust publications	Marketing Building Surveyor – Aids and Adaptations	Completed



<b>DISABILITY EQUALITY ACTION PLAN</b>			
<b>Outcome</b> What is to be achieved	<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
Cover all areas of disability to ensure equality of service provision	Develop a wider DEAG to include as many disabilities as possible	Building Surveyor – Aids and Adaptations	June 2010
Realistic target times for all requests for aids & adaptations under 2K	Put together service standards agreed by DEAG	Building Surveyor – Aids and Adaptations	Completed December 2009
Prioritised repairs service for vulnerable tenants	Pass information on disabled residents to Invicta to give agreed target times for Invicta and maintenance department to attend urgent calls made by disabled Trust residents. AF to investigate with JD regarding maintenance department.	Head of Property Services Contact Centre Manager Building Surveyor – Aids and Adaptations	Invicta Completed December 2009  January 2010
Residents provided with information on support agencies	Have good quality signposting information to advise tenants on support	Welfare Adviser	Completed
Ensure disabled people are not discriminated against intentionally or unintentionally	Analyse subjects of complaints to identify possible disability discrimination	Service Improvement Manager Building Surveyor – Aids and Adaptations	June 2010
Realistic target times for all requests for aids & adaptations over £2K	Investigate with AVDC once SLA finishes in July 2011 the possibility of this work being taken in house	Building Surveyor – Aids and Adaptations	December 2011

<b>DISABILITY EQUALITY ACTION PLAN</b>			
<b>Outcome</b> What is to be achieved	<b>Action</b> Tasks	<b>Responsibility</b> Person carrying out the action	<b>Target</b> When the actions have to be done by
Disabled people are well represented as employees	Monitor disability equality in the recruitment process and access to employment	Human Resources	Completed
To ensure staff have a better understanding of disability and equality awareness	All staff receive basic disability equality training and awareness. Training agreed with DEAG for Contact Centre which will be circulated to all staff and added to Intranet	Building Surveyor – Aids and Adaptations	March 2010
Enable members of staff to continue to work within the Trust	Identify disabled members of staff and where possible work with them to provide support and establish appropriate policies and procedures for making adjustments for employees	Human Resources	Completed and ongoing
To ensure everyone has access to meeting, events, etc.	Create inspection checklist for staff to use when booking external venues	Person responsible for booking meeting or event	<a href="R:\Health &amp; Safety\Checklists\Housing and Customer Services\Resident Involvement_Venue_Inspection_Checklist1.doc">R:\Health &amp; Safety\Checklists\Housing and Customer Services\Resident Involvement_Venue_Inspection_Checklist1.doc</a>
Demonstrate the Trust's commitment to equality and diversity within the workplace	A programme of EIAs is being conducted by the Trust on all HR policies and procedures. Working towards 2 ticks Develop a E & D Toolkit and Single Equality Strategy	Human Resources Manager's Forum Contact Centre Manager Head of Customer Services	Ongoing