

Isle of Wight Joint Race Equality Scheme 2006 – 2008





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Foreword

By 2020 the Island Strategic Partnership vision for the Island is of:

A progressive Island built on economic success, high standards and aspirations and a better quality of life for all.

As those who provide services to the Island community our aim is to promote the well-being of service users, their carers and families to ensure that they are supported to enable them to live independently and to participate fully in public life.

We have a social responsibility to ensure that no one experiences discrimination on the grounds of his or her race, gender, age, sexuality, belief or disability. To this end we will ensure that we care for people in a way that best meets their needs, encouraging people to make their own choices.

We recognise that to improve our services we must deliver culturally sensitive services, that are inclusive, accessible and appropriate and that are provided without discrimination.

We are proud to be part of this Isle of Wight Joint Race Equality Scheme and are fully supportive of the actions contained within it.

*Joe Duckworth **Chief Executive, Isle of Wight Council***

*Councillor Andy Sutton **Leader, Isle of Wight Council***

*Ed Macalister-Smith **Chief Executive, Isle of Wight NHS Primary Care Trust***

*Martyn Pearl **Managing Director, Medina Housing Association***

*Margaret Wright **Executive Director, South Wight Housing Association***

*Stephanie Morgan **Chief Superintendent, Isle of Wight Police***





I. Introduction

The amended Race Relations (Amendment) Act 2000 (the 'act') gives public authorities a duty to promote race relations. The aim is to help public authorities to provide fair and accessible services, and to further opportunities in employment. This is a revised Race Equality Scheme and has been developed in partnership with the Isle of Wight Council, Isle of Wight NHS Primary Care Trust, Isle of Wight Police, Medina Housing Association and South Wight Housing Association. The organisations (known for the purpose of this document as 'the partnership') involved in this scheme must comply with the general duty and a number of specific duties laid now by the act.

The partnership plans state: "The organisation of the 21st century must be responsive to the needs of different groups and individuals within society, and challenge discrimination on the grounds of age, gender, ethnicity, religion, disability and sexuality. The partnerships must also be responsive to the different needs of different populations."

1.1 Purpose

Publishing this scheme is more than a display of our legal duties under the act, it is a continuous step towards our commitment to promote race equality and good relations on the Isle of Wight. The RES is a process for long term and sustainable improvements and this scheme will demonstrate how each of the partnership organisations promote race equality.

1.2 Scope

We have a growing ethnic minority population on the Isle of Wight and we are committed to ensuring all our services are accessible to the whole community.



2. Commitment to race equality

All partner organisations (see foreword) are committed to actively promoting equality objectives and sharing good practice both internally within directorates' services and externally with partner organisations and the public.

The partnership is committed to:

- improving the health, prosperity and achievements of the local population by responding effectively to the needs and inequalities of our communities.

This will be achieved by:

- involving the public, users and carers in the work of the partnership;
- identifying service needs, promoting well being and providing accessible services;
- integrating healthcare and social care;
- being an employer of choice;
- striving for the highest standards of quality and safety;
- providing cost effective services within the financial resources available to us.

2.1 Equality and quality

Equality is one of the components of quality services, ensuring that all services are accessible and flexible, meeting the requirements of our users and ensuring that by embedding equality standards into the daily business, we will:

- treat people fairly and with dignity;
- enhance service user satisfaction by delivering the services that local people need in the most appropriate way;
- make the partnership employers of choice by ensuring staff are well trained, have the opportunity to engage their skills and are committed to and understand the partnership equality and diversity strategy, thus developing a reputation as a fair inclusive employer;
- avoid discrimination. The partnership will not tolerate discrimination of any kind;
- promote social inclusion to ensure that everyone has an opportunity to participate and feel that they have a part to play in all aspects of service provision on the Isle of Wight.



3. The Race Relations (Amendment) Act 2000

The Race Relations (Amendment) Act 2000 places a general duty on all public authorities including service providers to promote race equality.

3.1 The general duty

This duty means the following considerations are an integral part of the decision-making and planning process within the partnership:

- Eliminate unlawful racial discrimination.
- Promote equality of opportunity.
- Promote good relations between people of different racial groups.

3.2 Specific duties

Set out arrangements to:

- monitor policies for any adverse impact on race relations (including new and revised policies);
- assess and consult on the likely impact of proposed policies;
- publish results of assessments, consultation and monitoring;
- ensure the public has access to information and services;
- train staff responsible for managing and delivering the race equality scheme;
- employment – monitoring staff in post, applicants for jobs, applicants for training, applicants for promotion, employees who lodge grievances or who are subject to disciplinary action, those who cease employment with the partnership.



4. Organisational Issues and responsibilities

All staff have a responsibility to promote the general duty as set out in section 3.1.

Each partner will have a responsibility to monitor and review their action plans. An annual update will be reported to the LEADER-IW (Local Employers Acting on Diversity, Equality and Race).

4.1 Functions relevant to the duty

The partnership is required to set out which of its current and proposed functions and policies are relevant to the general duty to promote race equality, and review these functions and policies at least every three years.

The partnership Equality Steering Group will be responsible for judging which functions are relevant to meeting the general duty (in the case of the Isle of Wight Council, all areas undertake an impact assessment using their performance management process).

4.2 Arrangements for monitoring functions and policies for adverse impact

The impact assessments outlined above will be reported to each of the partnership boards/committees on an annual basis and results published in annual reports.

Each partner has developed systems for reporting racial incidents and these are reported on an annual basis.

4.3 Assessment of the likely impact of proposed policies

The partnership has implemented an impact assessment form (Appendix 1), which will be completed by all associate directors/clinical directors/corporate managers/heads of service during the planning of services. Officers will hold the results of each of these assessments centrally and results published annually.



4.4 Arrangements for publishing assessment, consultation and monitoring report

The partnership recognises patient and public involvement (PPI) (including service user) is essential to ensure patients, service users and carers have influence over their own needs and how services are planned and improved.

Racial groups will be consulted on the partnership policies and this will occur via the most appropriate method, which may involve any or all of the following:

- Patients' forum – this forum works across the health economy providing external scrutiny to the trusts.
- Patients' council – a patient led group, within the Primary Care Trust.
- Specific customised strategies for consultation on specific issues.
- Existing consultation arrangements and user groups in place at service level.
- Island Voices – demographically represented consultation group.
- Housing focus group.
- BME Island group – Equals.
- Isle of Wight Asian womens group.

4.5 Arrangements to ensure that the public have access to information and public services

The communications department of each of the partnerships hold corporate responsibility for ensuring that the public have access to information on services on the Isle of Wight. Communication is available through a variety of access points including:

- annual reports;
- website;
- press releases;
- press briefings;
- public information material displayed via posters/notice boards;
- public board meetings.
- Committee agendas and minutes of meetings.
- Results of consultation activities.



4.6 Training for staff

The partnership members each have their own department dedicated to the overall responsibility for equality and diversity training. Where possible each member of the partnership will share and offer training opportunities to those organisations supporting this joint initiative. Equality and diversity training is being cascaded throughout the organisations in the following way:

- Local Staff Induction.
- Management development programme – mandatory training for all line managers.
- Junior doctors induction training.
- Tailored training within teams and departments human resources teams.
- Corporate awareness training via the Garnett Foundation – available via the council.

4.7 Employment

Procedures are in place within the human resources department of each of the partnership organisations for the following monitoring:

- Staff in post by racial group.
- Leavers data including exit interview data.
- Equal opportunities monitoring within recruitment and selection.
- Application for training and development.
- Employee grievances/capability/disciplinary.

The partnership also has the following human resources policies and procedures in place to overcome discrimination:

- Recruitment and selection policy.
- Equality and diversity policy.
- Harassment at work policy.
- Whistleblowing policy.
- Disciplinary and dismissal policy.
- Grievance policy.



4.8 Quality and outcomes framework for general practice

In 2006 a new indicator appears in the records section of the organisational domain of the quality and outcomes framework, for which practices will receive credit for recording ethnic origin in 100 per cent of new patient registrations.

4.9 Race equality for schools

There is a requirement within the legislation to ensure schools have their own race equality policies/schemes or adopt a model developed by the local education authority – in the case of the Isle of Wight this has been done by children's services and is available via the following weblink: www.eduwight.iow.gov.uk

4.10 Police

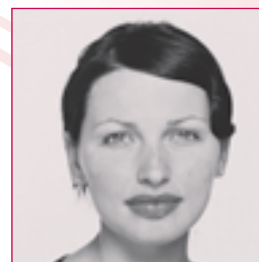
There is a requirement within the legislation to ensure that local police forces have their own race equality policies/schemes. In the case of the Hampshire and Isle of Wight Police this is available via the following weblink: www.hampshire.police.uk/internet/publications/raceequalityscheme.htm

The Chief Superintendent on the Isle of Wight is fully supportive of the Island scheme and the commitment confirmed within each organisation's action plan.

January 2007

Appendix I

Impact assessment



How to assess your policies and services

Background

In line with the requirements of the Race Relations (Amendments) (RR(A)) Act 2000, the partnership has published a Race Equality Scheme (RES). The RES outlines the steps the trusts will take to meet the general and specific duties as laid out in the RR(A) Act 2000. These duties are outlined below.

General duty:

The RR(A) Act 2000 states that in carrying out their functions, public bodies shall have due regard to the need to:

- eliminate unlawful racial discrimination;
- promote equality of opportunity;
- promote good relations between people of different racial groups.

The act also states: 'it is unlawful for a public authority in carrying out any functions of the authority to do any act which constitutes discrimination.'

Specific duties:

The purpose of the specific duties is to help public bodies comply with the general duty. The partnership is required to take the following actions:

- Monitor existing functions and policies for any adverse impact and act on results.
- Conduct assessment of the potential impact of proposed policy related to any of the prioritised functions and policies and consult.
- Publish the results of the monitoring, of impact assessments and consultations.
- Ensure all sections of the community have access to information about council services and access to the service they require.
- Train staff responsible for managing and delivering the racial equality scheme.
- Employment - monitoring staff in post; applicants for jobs, applicants for training, applicants for promotion, employees who receive training, employees who suffer a detriment or benefit as a result of performance assessment, employees who lodge grievances or who are subject to disciplinary action, those who cease employment with the any of the partnership organisations.



How to review your services and policies

This guidance sets out how you should consider if your services and policies adequately promote racial equality.

The paper provides you with a tool to help you carry out an evaluation of how your organisation is meeting the needs of different minority ethnic communities. This is known as an 'impact assessment' and is defined below. The guidance is adaptable and can also be used to evaluate other diversity areas beside race issues. These include disability and gender issues as well as those areas where there is pending legislation – sexual orientation, age and religion.

Impact assessment

Undertaking an 'impact assessment' enables local partnership organisations to find out how different parts of the community may be affected by new proposals. This may already be done in some form, but perhaps without an equality dimension. The RR(A) requires that these assessments are undertaken more systematically and include a race analysis.

An impact assessment based on the question, 'could this policy affect some racial groups differently and detrimentally and will it promote good race relations?' Assessments may draw on the following sources of information:

- Demographic data, including census.
- Research from academic/professional/voluntary bodies.
- Comparisons with other authorities.
- Survey data.
- Ethnic minority data.
- Commissioned research.

Purpose of carrying out impact assessments?

Carrying out impact assessments will help services identify where there are gaps in provision for minority ethnic groups. It will also help to identify areas of good practice, which can be replicated elsewhere. Consequently, this will assist in developing action plans to remedy any shortcomings in a policy/procedure, the way in which a service is delivered or the consultation mechanism etc.



How will the impact assessment be carried out?

Many services already have relevant information that can assist them in carrying out impact assessments. If you have carried out other types of consultations with minority ethnic groups, ie through representative focus groups or surveys, you may have gathered important information that has shaped the way that you deliver your services to minority ethnic groups. Other services have integrated equality monitoring as part of service delivery and regularly report the results in service/management reports, eg employment. This could demonstrate how you are integrating equality in everything you do.

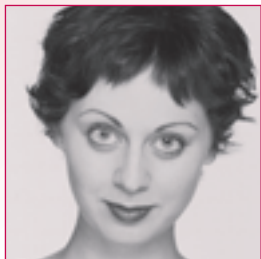
For services that have not done any of the above, carrying out an impact assessment will involve some time. While most services will have a direct or indirect impact on service delivery, the nature of the impact assessment needs to be proportionate to the size and nature of the service or function. For example, a small support service like finance, which is not involved in direct service delivery, will have a limited impact on the general duty, while the governance unit, which has responsibility for information provided to patients, will have a high impact.

New proposals

In addition to assessing the impact of existing functions and policies, you will need to carry out impact assessments of new proposals as they arise. This will mean that all feasibility studies/reports related to specific proposals should include an equality/race dimension. This is a way of ensuring the decision making process in all areas always incorporates a consideration of the general duty (where it is relevant). As a result, the promotion of racial equality should always be relevant in any planning process.

Functions and policies

We need to assess all our functions and policies including our statutory duties. In large organisations like the Isle of Wight Primary Care Trust and the Isle of Wight Council, there are diverse functions, policies and statutory powers under different headings such as services, units, activities, strategies, schemes and procedures etc. Obviously it would not be feasible to probe into every activity and prioritisation will be very important. Services with many functions will therefore need to focus on the bigger picture. What you need to bear in mind is that when you identify a function, you will need to identify related policies as well.



Some functions may have one or a range of policies and procedures. For example, children's services will need to identify the statutory obligation under the Children's Act, and other related key policies like the adoption policy. The guidance will assist you to prioritise those functions and related policies that have the greatest impact that you need to concentrate on in the first and second year.

Rating process

The rating process will help you to identify the functions and corresponding policies that have the most relevance to the general duty to progress to the second stage. It will also assist you to make a distinction between policies that impact on people and in particular different communities as opposed to policies that are technical in nature and do not impact directly on the residents of the Isle of Wight. Although this is a fairly subjective process, the questions below will guide you in making logical decisions.

Questions to consider when deciding whether a function/policy is relevant to the general and specific duties.

- Does this function or policy affect the public directly?
- Does this function or policy affect the public indirectly?
- Does this function or policy relate purely to technical matters?
- Does this function or policy affect how other services are provided?
- Does this function or policy have a differential impact on different racial groups?
- Which racial groups might be affected more than others?
- Have complaints been received from different racial groups about this function or policy and its effects on them?
- Does this function or policy have employment implications?



Guidance for heads of service

Stage 1

The purpose of this stage is to assist services filter out those functions/policies that have a low or no relevance to the general or specific duties to promote race equality. The next stage is to prioritise these services based on their potential impact on the need to promote race equality.

To do this you should:

- State whether the function is relevant to the promotion of the general duty.
- Give a rating of the relevance of the function to the general and specific duties. This will help you prioritise the functions you will subject to the impact assessment in years one, two and three.

A function could be a service area, eg a ward or department.

Policies – This may include formal and informal policies, statutory guidance, procedures and strategies that support the delivery of a service or performance of a function.

- Identify the key policies under each function relevant to service delivery.
- Give a brief description of the aims of the policy and the date it was introduced.
- State whether the policy is relevant to the general and specific duties.
- Give a rating of the relevance of the policy to the general and specific duties. See impact assessment form for more details.

Impact assessment

Stage 2

The policies/procedures/strategies/functions that you have identified as medium/high priority will require further scrutiny on the extent to which they meet the general and specific duties. This process will enable you to assess whether there is significant differential impact on equality of opportunity in terms of under-representation and discrimination against groups. To help you to do this, we have set some questions (see the sheet 'Impact Assessment Stage 2'). You are asked to measure your policies by asking the set questions. Where you can provide information and examples please do so as this will help you to judge the impact or not.



If you require further information about this document please contact:

Equality and diversity officer,
Isle of Wight Council, County Hall,
Newport, Isle of Wight PO30 1UD
Tel: 01983 821000



This publication is available on request in large print, audiotape or Braille and it can be translated into other languages. For further details please contact the Isle of Wight Council on (01983) 821000 (Typetalk available)



Action Plan - Isle of Wight NHS Primary Care Trust

Objective	Actions	Leads	Date to be achieved	Evidence
Have in place a Race Equality Scheme which is formally adopted by the Isle of Wight NHS Primary Care Trust Board	<ul style="list-style-type: none"> Production of Joint Race Equality Scheme 	Director of Human Resources and Chief Nurse	Jan 07	Scheme ratified by the PCT Board
Staff throughout the Trust are aware of the Race Equality Scheme and their role in it's implementation	<ul style="list-style-type: none"> Ensure Race Equality Scheme available to all staff Develop awareness training on Race Equality and include in Trust training programme Communications Team to develop internal publicity as appropriate 	Directors and Associate Directors Assistant Director Organisational Development Communication Team	April 07 April 07 Ongoing	Reports Training Programme
Raise community awareness of Race Equality Scheme within the Isle of Wight NHS Primary Care Trust	<ul style="list-style-type: none"> Raise awareness of Race Equality scheme with partner organisations including, Isle of Wight Council, Patient and Public Involvement Forum, voluntary sector groups, and user groups 	Directors and Associate Directors	May 2007	Reports
Care Groups and Directorates to implement Race Equality Scheme requirements	<ul style="list-style-type: none"> Directors and Associate Directors to ensure local action plans are developed and implemented, which support the development of the Race Equality Scheme Care Groups and Directorates to participate in Trust wide monitoring of Race Equality Scheme implementation 	Directors and Associate Directors	Sept 07 Sept 07	Action plans Reports
Ensure the Isle of Wight NHS Primary Care Trust has clear guidance on consultation with ethnic minority groups to make certain their voice is heard in service planning and developments	<ul style="list-style-type: none"> Establish links with local Black and Minority Ethnic populations and groups, use current PPI networks to support this activity Ensure mechanisms are in place to allow consultation Encourage Black and Minority Ethnic patients to join the Patient's Council 	PPI Co-ordinator and Lead Director for PPI	Ongoing	Action plans
Ensure all Trust Policies meet the requirements of the Race Equality Scheme	<ul style="list-style-type: none"> Include in policy writing guidance a section on the Race Equality Scheme and impact assessment Via the Trust's Policy Control Group and Integrated Governance Unit ensure that all new, and updated versions of policies include a Race Equality Scheme impact assessment 	Policy Control Group	April 07 Ongoing	Policy Impact assessments
Ongoing monitoring of the Race Equality Scheme within the Isle of Wight NHS Primary Care Trust	<ul style="list-style-type: none"> Monitoring of ethnicity data for patients which meets Department of Health requirements (currently 90% of all patient episodes must have ethnicity data collected) Monitoring of ethnicity data for staff via the Recruitment and Selection process Monitoring progress for policies to have impact assessment completed 	Information Management Human Resources Policy Control Group	Ongoing Ongoing Ongoing	Reports Reports Impact assessments
Ensure employment practices within the Trust meets the requirements of the Race Equality Scheme	<ul style="list-style-type: none"> Ensure all managers involved in recruitment have a copy of the Statutory Code of Practice on the Duty to Promote Race Equality Ensure every interview panel has at least one member who has completed Recruitment Training within the last 3 years Vacancy information to be sent to relevant BME groups which may increase the pool of applicants from ethnic minority groups 	Human Resources in conjunction with Line Managers	May 07	Reports Reports Reports
Ensure business and service planning takes account of Race Equality	<ul style="list-style-type: none"> Include Race Equality Scheme impact assessment in business planning Establish system for monitoring impact assessments and centrally held information 	Directors and Associate Directors Policy Control Group	Sept 07 April 07	Business plans Central record of impact assessments

Objective	Actions	Leads	Date to be achieved	Evidence
Have in place a Race Equality Scheme which is formally adopted by the Isle of Wight NHS Primary Care Trust Board	<ul style="list-style-type: none"> • Production of Joint Race Equality Scheme 	Director of Human Resources and Chief Nurse	Jan 07	Scheme ratified by the PCT Board
Staff throughout the Trust are aware of the Race Equality Scheme and their role in it's implementation	<ul style="list-style-type: none"> • Ensure Race Equality Scheme available to all staff 	Directors and Associate Directors	April 07	Reports
	<ul style="list-style-type: none"> • Develop awareness training on Race Equality and include in Trust training programme 	Assistant Director Organisational Development	April 07	Training Programme
	<ul style="list-style-type: none"> • Communications Team to develop internal publicity as appropriate 	Communication Team	Ongoing	
Raise community awareness of Race Equality Scheme within the Isle of Wight NHS Primary Care Trust	<ul style="list-style-type: none"> • Raise awareness of Race Equality scheme with partner organisations including, Isle of Wight Council, Patient and Public Involvement Forum, voluntary sector groups, and user groups 	Directors and Associate Directors	May 2007	Reports
Care Groups and Directorates to implement Race Equality Scheme requirements	<ul style="list-style-type: none"> • Directors and Associate Directors to ensure local action plans are developed and implemented, which support the development of the Race Equality Scheme 	Directors and Associate Directors	Sept 07	Action plans
	<ul style="list-style-type: none"> • Care Groups and Directorates to participate in Trust wide monitoring of Race Equality Scheme implementation 		Sept 07	Reports



Race Equality Scheme - Isle of Wight Council

Building blocks	Evidence	Progress
Leadership Clear leadership is demonstrated by key officers and is now becoming embedded through leadership across the council	The range of organisational arrangements for diversity across the council led by a number of senior managers, and the strong partnership links that have been developed to support diversity. It is vital that this strong corporate commitment to diversity is maintained to ensure the council's progress in the area continues and results in improved outcomes for Island residents	Leadership both at political and officer level continues to support the equality and diversity work in-house and with partners
Service improvement Impact assessment	Impact assessment – team plan action plan – service plan consultation information	All departments carry out annual impact assessments
Performance management Equality Standard for Local Government	Audit Commission reviews DIALOG review Development of process within new performance management framework Progress reports to cabinet/ strategic Aim High team	External Assessment on an annual basis Inclusion in corporate performance management systems

Equality Standard for Local Government	Action required	By who	By when	Evidence
1 Engagement in impact/needs/requirements assessment process	Annual process	Diversity lead for section	December each year	Action plans
2 Engagement in consultation with designated community staff and stakeholder groups	Internal/External surveys	Individual service managers	As required	Impact Assessment – Action plans Corporate consultation results
3 Development of information and monitoring systems	Impact assessment	Diversity lead – each section	Annually	Action plans
4 Action plan in place for employment, pay and service delivery	Review by HR	Head of Service HR	As required	Updated policies and procedures – website
5 System of self-assessment, scrutiny and audit established	Performance indicator CorVu PMS	Equality and diversity officer	Annually	Best value performance and plan CorVu
6 Other issues	Reports to committee and Director General	Equality and diversity officer	As required	Reports

This action plan integrates actions from our collated action plans within the corporate framework for achieving level three of the Equality Standard for Local Government

Equality Standard for Local Government	Action required	By who	By when	Evidence
1 The council has completed a full and systematic consultation process with designated community, staff and stakeholder groups	Through annual impact assessments corporate consultation of DLG	Diversity champions, equality and diversity officer	Annually As required	Impact assessment action plans Results of corporate consultation
2 The council has set equality objectives from employment, pay and service delivery based on impact and needs requirements and consultation	Impact assessments	Diversity lead Each section	Annually	Impact assessment action plans
3 Equality objectives have been translated into action plan with specific targets	Impact assessment action plans PI's	Diversity lead Each section	Annually	Impact assessment action plans Performance management reports
4 Action plan in place for employment, pay and service delivery	Impact assessment HR policy review	Diversity lead – each section Head of service – HR	Annually Ongoing	Impact assessment action plans Policies and procedures – website
5 Action on achieving targets has started	External review of corporate progress against equality standards for local government	AC Dialogue DLG	Ongoing	External/internal reports

Equality Standard for Local Government	Action required	By who	By when	Evidence
1 The council has developed a monitoring system that allows it to assess progress in achieving targets	Develop process in CorVu-PM system	Equality and diversity officer CorVu project development officer	Spring 2007	Inclusion in CorVu
2 The council is measuring against targets effectiveness of its information and monitoring systems	As item 1	As item 1	Spring 2007	Inclusion in CorVu
3 Monitoring reports are being produced at specific intervals and circulated to designated consultation scrutiny groups	Perf-man to monitor progress against PI and the equality standards officer for local government	Equality and diversity officer Policy team	Ongoing	Best value performance plan CorVu reports to service boards Reports to Committee DG
4 Monitoring systems provide useful information about progress towards specific targets	As item 3	Equality and diversity officer Policy team	Ongoing	As item 3

Equality Standard for Local Government	Action required	By who	By when	Evidence
1 The council has achieved the targets that it has set at level three	Regular review of targets Inclusion in CorVu PM	Equality and diversity officer	Ongoing 2007	Best value performance plan CorVu reports Internal/external reviews/reports
2 The council has reviewed and revised targets, monitoring and consultation with designated community, staff and stakeholder groups	Review of race equality scheme Work with partners to coordinate consultation activities	Equality and diversity officer and partners	Ongoing	Results of consultation Review/results of PIs
3 The council has initiated a new round of action planning and target setting	Impact assessments initiate action plans	Diversity lead each section	Ongoing	Impact assessment action plans
4 The council through its achievements can be seen as an example of good practice to other local authorities and agencies	Continue to offer diversity training to partners Continue to develop partnership approach to diversity processes – eg joint equality schemes (RES)	Equality and diversity officer	Ongoing	Results of attendance to training Partnership documents



Impact assessment form for Race Equality Scheme

Name of service	Brief description	Relevance to race equality scheme		Rating	Rating	Rating
		Yes	No			
				1	2	3

Functions/services/activity areas	Brief description	Relevance to race equality scheme		Rating	Rating	Rating
		Yes	No			
				1	2	3
				1	2	3
				1	2	3
				1	2	3

Function: medium/high rating Policies	Date introduced	Brief description	Relevance to race equality scheme		Rating	Rating	Rating
			Yes	No			
					1	2	3
					1	2	3
					1	2	3
					1	2	3
					1	2	3
					1	2	3
					1	2	3
					1	2	3
					1	2	3

Rating relevance to the general duty: 1 = Low 2 = Medium 3 = High



Impact assessment: Stage 2

The policies/procedures/strategies/functions that you have identified as medium/high priority will require further scrutiny on the extent to which they meet the general and specific duties. This process will enable you to assess whether there is significant differential impact on equality of opportunity in

terms of under-representation and discrimination against groups. To help you to do this, the following questions have been set. You are asked to measure your policies by asking the set questions. Where you can provide information and examples please do so as this will help you to judge the impact or not.

- Q1** Is there any evidence to suggest that this policy can show through its implementation that there is
(a) higher; or
(b) lower participation or uptake by different minority ethnic groups?

(a) **(b)**

If you answered (a); please provide further information and give examples including monitoring data:

If you answered (b); please state below how you will incorporate the general duty in the review of this policy:

- Q2** Is there any evidence that the needs, experiences, issues and priorities of different groups have been taken account of in relation to this particular policy?

Yes **No**

If you answered yes, please provide further information and give examples, including monitoring data:

- Q3** If you answered No to Q.2. Is there the opportunity and are there plans in place to promote equality of opportunity more effectively?

Yes **No**

Please outline what you intend to do and the timescales you have set:

Q4 Did you consult with different groups, organisations and/or individuals in the development and/or implementation of this policy?

Yes

No

If yes: please outline (a) consultation methods used, (b) outcomes from the consultation and (c) action taken as a result of the consultation.

If no: please specify timescales for further research or consultation that is applicable.

Completed by:

(Name)

(Job title)

Signature:

Date:



Action Plan - Medina Housing Association

Objective	Actions	Leads	Date to be achieved	Progress
Governance and the role of governing bodies				
The housing organisation has effective and fair recruitment systems for appointing board members and other leaders.	Ensure that appointments to the Medina HA Board are in accordance with the Group Recruitment Policy for Board members.	Company Secretary	Ongoing	
The board broadly reflects the different communities the organisation serves.	Monitor composition of Medina HA Board against the 2% proportionality target based on local statistics from the 2001 Census.	Policy and Monitoring Manager	Ongoing	
The leaders of the organisation are aware of their responsibilities under the RRA and each member knows what is expected of him or her. Staff are clear about the stand the organisation's leaders have taken on questions of racial equality.	Promote and make Board members and staff aware of the CRE's new code of practice on racial equality in housing.	Policy and Monitoring Manager	31/03/07	
It can be demonstrated that the organisation's leaders are meeting their responsibilities under the RRA and are actively advancing the organisation's strategy for racial equality.	Advance strategy for racial equality through participation in the Group Equality, Diversity and Inclusion working party and development of policy.	Medina HA members of the Group EDI working party	Ongoing	
New and improved housing				
If there is evidence that a policy could result in racial inequalities the housing organisation considers the reasons for the inequalities and decides whether they can be justified. If the inequalities cannot be justified, the organisation considers changes to the policy, and monitors it, to make sure it is achieving the desired outcome.	Review all new and improved housing schemes for possible racial inequalities. Ensure that any inequalities (e.g. design) can be justified.	Head of Development	Ongoing	
The housing organisation can give examples of good practice which it shares with other agencies.	Provide examples of good practice as and when available.	Development Partnership	Ongoing	
Sales and Lettings				
Ethnic minority applicants are rehoused in proportion to their representation among applicants taking into account different preferences and needs.	<ol style="list-style-type: none"> 1 Monitor composition of lettings against the 2% proportionality target based on local statistics from the 2001 Census. 2 Jointly research needs of ethnic minority applicants for housing with other organisations participating in the Isle of Wight Housing Register. 	Head of Housing	31/12/07	
Information about housing services available on request to the languages used in the housing organisation's catchment area.	(Medina HA offers a translation service through Language Line. This is widely published through leaflets, posters etc in 9 different languages).			Complete
The housing organisation has good links with local ethnic minority communities and uses these to improve its services.	<ol style="list-style-type: none"> 1 Develop information about local ethnic minority communities through sharing information with members of the Isle of Wight Joint Race Equality Scheme. 2 Use information to tailor services to identified needs in conjunction with the Medina Housing Association profiling exercise. 	Policy and Monitoring Manager/Head of Housing	31/12/07	
The housing organisation makes use of local monitoring systems to ensure they work well providing reliable information about local housing needs and how these are met.	Review local monitoring systems with members of the IoW Joint Race Equality Scheme.	Policy and Monitoring Manager/Head of Housing	31/12/07	
People from all racial groups are treated fairly, and to high standards, at all stages of the housing and rehousing process	Monitor satisfaction levels and take corrective action to address any differences	Policy and Monitoring Manager	Ongoing	

Objective	Actions	Leads	Date to be achieved	Progress
Neighbourhood development and community cohesion				
The needs of any ethnic minority communities in the area served by the housing organisation have been considered at the earliest stages of developing new housing or housing renewal programmes.	Take into account the needs of any identified ethnic minority communities in the area served by the Medina HA in the earliest stages of developing new housing or housing renewal programmes.	Development Partnership	Ongoing	
Ethnic minority communities have been consulted and encouraged to get involved in renewal and regeneration initiatives	Consult and encourage involvement of any identified ethnic minority communities in renewal and regeneration initiatives.	Development Partnership	Ongoing	
Staff have received racial equality training and understand their responsibilities under the RRA	Ensure that reference to neighbourhood development and community cohesion is included in Equality, Diversity and Inclusion training.	Personnel	Ongoing	
Community cohesion is considered an essential part of renewal and regeneration initiatives and projects are monitored, by racial group, and evaluated	Ensure that any renewal and regeneration initiatives and projects are monitored, by racial group, and evaluated.	Development Partnership	Ongoing	
Tenancy and housing management				
Tenants and residents receive the same levels of service irrespective of their racial group	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
Satisfaction with services is similar across all racial groups	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
Contractors' approaches to racial equality are consistent with those of the housing organisation	Contractors required to provide written agreement to abide by the Group Equality Diversity and Inclusion Policy.	Head of Maintenance	Ongoing	
All tenants and residents are aware of, and take up, benefit entitlements, regardless of racial group. Complaints do not reveal any significant disparities between racial groups	Complete Customer 2006 Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	31/12/07	
The needs of people from different racial groups for supported housing and related care services are systematically considered and projects are developed specifically to meet those needs	Ensure that the needs of people from different racial groups for supported housing and related care services are systematically considered and that any projects are developed specifically to meet those needs.	Head of Community Services	Ongoing	
The housing organisation monitors its services by racial group and deals with any shortfalls or gaps revealed by the data	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
All tenants and residents are able to access supported housing and repair services, regardless of their racial group.	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
Racial Harassment and anti-social behaviour				
The housing organisation has a comprehensive anti-harassment policy and procedures for dealing with it that are appropriate to its size and other circumstances. The policy also covers support for victims, action against perpetrators, and commitment to working with other agencies, such as the Police.	Develop an effective strategy for taking action against perpetrators of racial harassment.	Head of Housing	31/03/07	
Feedback from all concerned shows general satisfaction with the way cases have been handled by the housing organisation.	Implement satisfaction monitoring of harassment cases	Head of Housing	31/03/07	
In areas where harassment is a particular problem, there is evidence that the organisation has taken positive steps to deal with it.	(Harassment cases are isolated and not considered to be a particular problem in any areas served by Medina HA)			
Contractors and procurement				
Tenders and contracts include references to racial equality and make clear what is required of the contractor and any sub-contractor.	Draft Procurement policy and procedure and ensure that invitations to tender, contractor checklists and contracts include references to racial equality. Link to Procurement Strategy (Currently being drafted).	Head of Maintenance	31/12/07	
Racial equality is assessed as part of the overall arrangements for supervising the contract.	Draft Procurement policy and procedure and clarify in policy and procedure what is required of the contractor and any subcontractors in terms of racial equality considerations.	Head of Maintenance	31/12/07	
Contractors are able to give concrete examples of promoting racial equality both in their employment practices and in the way they provide services.	Seek examples from contractors of examples of the promotion of racial equality.	Head of Maintenance	Ongoing	
The housing organisation can point to contracts won by ethnic minority businesses, or steps taken to encourage them to tender.	Include reference to use of ethnic minority businesses in Procurement Strategy.	Head of Maintenance	31/12/07	

Objective	Actions	Leads	Date to be achieved	Progress
Involvement of residents and tenants				
Ethnic minority representation in tenants' and residents' organisations is an explicit aim of the housing organisation's strategy for increasing tenants' and residents' involvement. It is set out in the organisation's resident involvement statement.	(Medina HA Resident Involvement Strategy encourages all groups to become involved.)			Complete
Residents and tenants from ethnic minorities take part in consultation exercises and are included in arrangements for other kinds of participation. There is evidence that their views are being taken into account.	Ensure that residents and tenants from ethnic minorities take part in any consultation exercises and that there is evidence that their views are taken into account.	Housing Services	Ongoing	
All residents and tenants including those from ethnic minorities are satisfied with the organisation's arrangements to get them involved.	Monitor participation satisfaction levels of ethnic minorities through Quality Housing Services standards, and take action to address any dissatisfaction.	Policy and Monitoring Manager	Ongoing	
Training				
Staff have been trained and are clear about what is expected of them when dealing with a complaint of racial harassment.	Provide training for Medina HA Neighbourhood Team in conjunction with implementation of revised strategy for taking action against perpetrators of racial harassment. (see section on Racial Harassment above).	Head of Housing	31/03/07	
All development staff receive training on racial equality and take account of it when planning new developments.	Provide training for development staff on racial equality issues in relation to planning new developments and the requirements of the CRE's new code of practice on racial equality in housing.	Personnel	31/12/07	
The housing organisation's staff have been trained on racial equality generally as well as on the racial equality duty and other responsibilities under the RRA.	(Workshops and training on Equality, Diversity and Inclusion has been provided for staff, Board members and active residents)			
Residents and tenants, and staff involved in policy and decision-making, have been trained on the RRA and on racial equality generally.	(Workshops and training on Equality, Diversity and Inclusion has been provided for staff, Board members and active residents)			
Monitoring				
Regular progress reports on racial equality are presented to the leaders of the organisation for consideration and decision.	Provide quarterly performance reports to Medina HA Board to include monitoring of racial groups.	Policy and Monitoring Manager	Ongoing	
Customer surveys and other information show that people from ethnic minorities are as satisfied with the housing organisation's services as people from other groups.	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
The housing organisation can show that its housing systems work fairly and equitably for people from all racial groups. Feedback shows that people are equally satisfied with the services they have received, regardless of racial group.	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
Satisfaction surveys and feedback from those who use the organisation's services show similar levels of satisfaction between ethnic minority and other residents.	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
The housing organisation has effective monitoring and evaluation systems.	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
Monitoring reports show that racial harassment cases have been responded to quickly and effectively at every stage.	Provide quarterly performance reports to Medina HA Board to include monitoring of response to racial harassment against set targets.	Policy and Monitoring Manager	Ongoing	
Impact Assessment				
The housing organisation has a good understanding of the needs of all the communities it serves.	Develop information about local ethnic minority communities through sharing information with members of the IoW Joint Race Equality Scheme.	Policy and Monitoring Manager/Head of Housing	31/12/07	
Development programmes reflect the audited needs of local communities including ethnic minority communities.	Ensure that development programmes reflect the audited needs of local communities including ethnic minority communities.	Development Partnership	Ongoing	
Take account of the needs, circumstances and experiences of those likely to be affected by a proposed policy.	Ensure that before implementing new policies consideration is given to the impact on racial and other groups.	Policy and Monitoring Manager	Ongoing	
Identify any actual or potential inequalities as well as possible unlawful discrimination between different racial groups.	Complete annual Customer Diversity Audit with actions to address any differences.	Policy and Monitoring Manager	Ongoing	
Whenever changing a policy, procedure or working practice explore ways of achieving the desired outcome in order to avoid or reduce any adverse impact.	Ensure that when policies, procedures or working practices are changed consideration is given to any adverse impact on racial groups and other groups.	Policy and Monitoring Manager	Ongoing	



Action Plan - South Wight Housing Association

Strategies	What's already in place	What's planned	Completion date
1 Governance			
1.1 Work to ensure that membership of its main board and its subsidiary organisations are broadly reflective of the communities where it works by setting and reviewing ethnicity and gender targets for membership.	<p><i>What is the current governance profile?</i> <i>What are the targets?</i></p> <ul style="list-style-type: none"> • SWHA Board consists of 13 Board Members (8 male and 5 female). All are white/British, none disabled. There are 3 tenant Board members, 2 local authority nominees, 2 group nominees, 6 'ordinary' Board members. • SWHA Supported Housing Management board consists of 7 members, 3 male, 4 female, 6 white/British, 1 white/other. 6 'ordinary' members, 1 tenant member, 1 with a disability 	<ul style="list-style-type: none"> • SWHA are developing a new resident selection process to promote resident involvement within the board • SWHA are currently reviewing the training needs of the Supported Housing Management board, which should include diversity awareness 	Sept 06
1.2 Be transparent in the recruitment of members to its governance structures.	<p><i>How are they currently recruited?</i></p> <ul style="list-style-type: none"> • Tenant Board members elected by residents, local authority nominees appointed by local authority, advertisements placed in local press and interviews held for ordinary Board members taking into account specific skills/experience required on the Board. 		
1.3 Ensure that all involved in governance are well informed about diversity and equality issues and specifically in relation to the group's business.	<p><i>How are current members informed?</i></p> <ul style="list-style-type: none"> • Diversity Strategy Plan agreed by SWHA Board in March 2006 	<ul style="list-style-type: none"> • SWHA have a one day training session planned for Board members to include Diversity 	Annually
1.4 Ensure that all new members undergo diversity training before being confirmed in post.	<p><i>What training has been done and when?</i></p> <ul style="list-style-type: none"> • Diversity training sessions held for Board members with staff on 7th January, 2006 • Diversity Training arranged for South Wight Supported Housing Management Board members with staff on 10 August 2006 	<ul style="list-style-type: none"> • Yearly review of training needs 	
2 Recruitment and Staff Development			
2.1 Ensure that all staff recruitment and staff development is transparent and in accordance with its legal obligations and equality and diversity principles.	<p><i>How do we currently ensure this is done?</i></p> <ul style="list-style-type: none"> • SWHA regularly monitor staff recruitment activities – over the past year SWHA have encountered issues with monitoring every stage of recruitment as application forms are no longer required; applicants can apply on line or send covering letters & CV's. As a result only some information is being captured. • SWHA capture ethnicity, disability, age and sex statistics for all new employees via personal details forms. Statistics are reported to the SWHA Board on an annual basis. 	<ul style="list-style-type: none"> • SWHA need to review the process of equal opportunities monitoring to ensure all necessary information is captured to evidence anti discriminatory practice. • SWHA have sent out an equal opps monitoring form with recruitment packs. • SWHA also need to review the process for monitoring ethnicity when on-line applications are received. (Current practice shows that when applications are forwarded to managers, the ethnicity section is not removed) 	<p>Ongoing</p> <p>Dependant on IT capabilities</p>
2.2 Consistently monitor and review the recruitment and existing staff levels of under-represented groups, particularly at senior management levels, and take action to redress imbalances whilst meeting the Group's commitment to 'employing the best'.	<p><i>How is this done?</i></p> <ul style="list-style-type: none"> • Statistics are reported to the Board to include numbers of staff, staff leavers/starters etc. 	<ul style="list-style-type: none"> • SWHA need to develop a data base to capture all aspects of staff details to include cultural, faith needs, gender etc. which will provide a reporting mechanism for recording relevant stats 	
2.3 Provide all employees with access to personal and professional development opportunities and monitor the outcomes and take up of these for all groups of staff.	<p><i>How is this done?</i></p> <ul style="list-style-type: none"> • SWHA training evaluation form captures equal ops information; however further development is needed to record this to evidence a clear audit trail. • SWHA endeavour to plan dates and times of courses to ensure all employees can access appropriate training whilst fitting in with individual lifestyles e.g. part timers, people with children. SWHA also pays overtime for those people having to do extra hours in order to attend a course, or they can take time off in lieu 	<ul style="list-style-type: none"> • As part of the new KCS system and centre HRBAT, SWHA can review statistics to ensure information relation to equal ops is appropriately recorded. 	August, 06 (dependant on Training Business Partner)
2.4 Provide all employees with training in relation to diversity and equality issues particularly in relation to the implementation of this policy, their employment obligations and the provision of services.	<p><i>How is this done?</i></p> <ul style="list-style-type: none"> • Annual general diversity awareness training is facilitated across SWHA • SWHA arrange various courses to ensure employees are fully aware of the specific needs of service users, residents and tenants. • SWHA also acknowledge legislative and contractual obligations regarding levels of training within the context of service provision throughout SWHA supported housing services. 	<ul style="list-style-type: none"> • SWHA need to ensure a clear audit trail is developed to address staff training needs/versus compulsory under legislative/contractual obligations • Ongoing reviews 	<p>Annually scheduled for staff</p> <p>Annual reviews to meet relevant Care and Support standards</p>

Strategies	What's already in place	What's planned	Completion date
2.5 Ensure that the Group's employment policies are underpinned by recognition and value of diversity within the workforce.	<i>What is issued to prospective and existing employees re. diversity?</i> <ul style="list-style-type: none"> • SWHA ensures any job applicants are made aware of our equal ops Policy statement; this is also covered within the standard induction procedure. 	<ul style="list-style-type: none"> • Ongoing review 	
2.6 Ensure that its anti-harassment and bullying policy is clearly understood and that staff are confident that the Group will take seriously instances of harassment, bullying or inappropriate behaviour.	<i>How is this done currently?</i> <ul style="list-style-type: none"> • Policies are available to staff via the intranet or via hard copies of the staff handbook for past Isle of Wight Housing Association staff. • SWHA ensure any cases are fully investigated and action taken as necessary following relevant policies and procedures. 	<ul style="list-style-type: none"> • Ongoing – IT roll out across supported housing schemes will enable all staff to have first hand access to relevant policies/procedures 	IT roll out planned pre April 2006. IT has been installed in all supported housing schemes – Aug 06
2.7 Where external agencies are used as part of any process related to employment, that they are aware of and respect the Group's policies in this area.	<i>How this is communicated currently – What is provided? What is checked?</i> <ul style="list-style-type: none"> • Agencies are required to be members of the REC 	<ul style="list-style-type: none"> • Contractors used by SWHA are going to be invited to attend a selection of training sessions, e.g. RNIB and RNID 	June 2006 RNIB/RNID training Aug 06 – SWHA staff and contractors attended
2.8 Continue to ensure that all offices in the Group are compliant with the requirements of the Disability Discrimination Act.	<i>How is this done currently? What is the current status of all offices?</i> <ul style="list-style-type: none"> • SWHA hold quarterly local health and safety committee meetings at which issues relating to the DDA are discussed. • SWHA have identified an office on the island which does not meet DDA requirements; the board have agreed alternative use for the building and the development team are in the process of investigating opportunities • SWHA utilise occupational health specialists when appropriate • SWHA ensures reasonable adjustments are made as necessary, e.g. assisted purchasing of a hearing aid for an employee 	<ul style="list-style-type: none"> • Ongoing as necessary • SWHA should as part of their R & S strategy ensure they are more DDA compliant with regards to recruitment activities, e.g. offer to provide audio information, or asking if interviewees have any special requirements when inviting them to interview. 	To be discussed with R&S Business Partner – August 2006?
2 Access to housing			
3.1 Work with the housing corporation, local authorities and regional partnerships and other agencies to identify and assess the housing needs and aspirations of local communities and deliver a range of housing supply options which meet strategic and local housing needs - including homes for rent and ownership.	<i>How do we do this currently? How do we know what diversity issues are for our partners, for LAs and HC etc?</i> <ul style="list-style-type: none"> • SWHA participate and feed into the IW Housing Strategy, local strategic core group, inclusive forum and disability groups such as the Mental Health Forum, Physical Disability Group etc. • The Isle of Wight Council administer the Housing Register and SWHA attend regular group meeting to review it's effectiveness and targets are being met • SWHA meets strategic and local housing need by having a diverse range of options for housing. SWHA offer a cross authority "Homes Mobility" provision and promote mutual exchange and tenant transfers. • SWHA Home Ownership is run in conjunction with the development team, SHG marketing team, housing management team to meet strategic need for the community as outlined in the Housing/Homelessness strategy. • SWHA also promote the "Right to Buy" option for continual tenants with the organisation in conjunction with SHG policies. • For new housing schemes housing management and development departments identify property types to meet a variety of physical needs. • Supported Housing – SWHA have a diverse range of provision for vulnerable people, such as mental health hostels, Young People schemes, services for the Frail Elderly and people with learning disabilities. SWHA work closely with statutory and voluntary sector partners to ensure community issues and needs are taken into consideration when providing supported housing resources, e.g. provision of holistic services (care/support packages) 	<ul style="list-style-type: none"> • Ongoing review of services through legislative and contractual agreements, e.g. core objectives through Supporting People Quality Assessment Framework and Care Standards 	Annually
3.2 Ensure that access to the Group's range of housing options is transparent, and accountable and monitored.	<i>How and who monitors this and what do they monitor?</i> <ul style="list-style-type: none"> • SWHA have an allocation's policy which is run in conjunction with the Isle of Wight Council's housing register. • SWHA provide statistics to CORE, of all allocations both relating to rehousing directly from the register and those rehoused as part of associations transfer policy. • SWHA Arc House system provides an audit trail and the division of staff undertaking allocated tasks enables an accountable and transparent approach. • SWHA supported housing schemes have clear eligibility criteria and an assessment process which determines priority of need. 	<ul style="list-style-type: none"> • SWHA need to develop a policy and procedure which allows referrals directly to temporary supported housing accommodation e.g. development of a clear guidance to demonstrate the differences between nominations for permanent rehousing and temporary accommodation on health grounds. • SWHA reviews statistics of all supported housing schemes via monthly/quarterly returns to Supporting People. 	SWHA to provide Lettings report, specifically in relation to housing contribution to key local authorities – ongoing Lettings Manager Oct 06 – March 07

Strategies	What's already in place	What's planned	Completion date
3.3 Ensure that access to information on its housing options is open to all and non discriminatory.	<p><i>What are the current standards for communication and information?</i></p> <ul style="list-style-type: none"> • SWHA provide clear information on options for housing. The allocations process via the IW council's housing register enables a non discriminatory approach. • SWHA supported housing section provide leaflets on individual schemes which is available in large print, Braille etc. Each supported housing service has a clear eligibility criteria to meet the needs of the respective client group 	<ul style="list-style-type: none"> • SWHA need to develop multi cultural information on the back of headed letter paper to ensure it meets legislative and contractual agreements under Supporting People and Care Standards 	
3.4 Monitor all nominations and lettings to rented properties in relation to ethnicity and disability and ensure lettings are in accordance with targets and nomination agreements, and contribute to community coherence.	<p><i>How is this done in respective organisations?</i> <i>What is currently monitored?</i></p> <ul style="list-style-type: none"> • CORE statistics monthly and RSR statistics yearly provide a clear audit trail for all data. • SWHA supported housing section records all applications and lettings in relation to ethnicity and disability via Core and Supporting People KPI's 	<ul style="list-style-type: none"> • Ongoing reviews – quarterly returns to Supporting People 	SWHA resident profile – questionnaire scheduled Oct 06/report to Board Dec 06
3.5 Work with residents and their agents to ensure that individuals and their support needs are identified at the start of their tenancies and arrangements put in place to ensure the sustainability of their letting.	<p><i>What standards do we have?</i> <i>Who do we work with?</i></p> <ul style="list-style-type: none"> • SWHA supported housing services have a clear and transparent assessment process which incorporates a housing related assessment of individual need in relation to the service user group. The assessment process takes into consideration, health, cultural, religious and social needs. • Support plans are put in place when the service user moves into a supported housing scheme and/or when support commences via the community based services. • SWHA general needs team have a home visit form which is used for all potential residents which identifies health and support needs. 	<ul style="list-style-type: none"> • Processes are reviewed via Supporting People Quality Assessment Framework and annual reviews • SWHA need to develop this process further to promote an integrated pathway between letting and identifying support needs. 	Annually Community support Services and Learning Disability schemes reviewed June 06 – Grade B achieved
3.6 Monitor all LCHO sales in relation to ethnicity and disability, in accordance with legislation and good practice, and local authority agreed targets.	<p>The sales and marketing dept monitor LCHO sales in relation to ethnicity and disability. The Isle of Wight Housing Strategy outlines targets and areas to promote and evidence good practice.</p>		
3.7 Ensure new rented housing that it develops recognises strategic housing requirements and individual needs and is built for long-term housing sustainability and addressing mobility standards.	<p><i>How is this currently demonstrated?</i></p> <ul style="list-style-type: none"> • SWHA development team have clear guidance following legislation and specific regulations to ensure all mobility standards are fully addressed e.g. ramps, door widths, level access thresholds etc. • SWHA comply with SHG's sustainability and development strategies. SWHA consult with the local authority to address community and individual requirements. 	Ongoing review	
4 Promotion of Social and Community Cohesion			
4.1 Consult proactively with local communities and relevant authorities over design of housing and location to ensure it develops appropriate housing.	<p><i>How and who does this?</i> <i>What programmes/processes exist for consultation re. design?</i> <i>What specialist agencies do we work with re. diversity/disability?</i></p> <ul style="list-style-type: none"> • SWHA consult with the local authority to review the strategic need for housing within the community. Questionnaires are sent out to tenant's in new properties to gauge tenant views on design. • SWHA supported housing provision also consult with statutory and voluntary agencies to assess housing need for vulnerable client groups e.g. Inclusive Forum, Mental Health Housing Forum etc. 		
4.2 Review the effectiveness of its sustainability strategy where appropriate, in relation to achieving community coherence and desirability of outcome.	<p><i>Who does this?</i> <i>What are the diversity targets in this strategy?</i></p> <ul style="list-style-type: none"> • SWHA supported housing services work closely with residents, statutory and voluntary agencies, carers and families to promote social inclusion, community coherence and positive outcomes for individuals and services; this is achieved through partnership working e.g., Women's refuge, drug and alcohol services, Fairhaven, tenant/resident involvement activities etc. • SWHA diversity targets incorporate a transparent lettings policy, support planning policies and procedures to ensure the service is driven by assessed need. • SWHA supported housing work within the core objectives outlined with the Supporting People's Quality Assessment Framework to ensure services are aware of, and meet individual and group's cultural, religious, sexual and health needs. • SWHA forms part of the social housing reporting system which ensures we are statistically accountable 	<ul style="list-style-type: none"> • Ongoing – SWHA reporting to March 06 board • SWHA review the strategic direction of diversity through working within statutory, contractual, legislative agreements such as Housing Corporation, ODPM, Audit Commission and local Authority. 	

Strategies	What's already in place	What's planned	Completion date
4.3 Ensure integrated approaches to new and developing communities by joint planning and use of its management, development and social investment resources.	<p><i>Give examples where this is being done.</i></p> <ul style="list-style-type: none"> • SWHA through SHG acquired funding for a project of 5, one bed units specially designed with people with mental health problems 'Willow Lodge'. • SWHA are also consulting with Primary Care Trust over provision of housing for severely physically disabled persons (Shackleton Lodge) • SWHA have an integrated pathway for move-on accommodation through management agreements, partnership working and this is evidenced through positive outcomes for the promotion of independent living. • An example of an integrated approach to developing communities through joint planning and use of management is 'Feek House' – a previous scheme for older persons which is now being used by the IW Primary Care Trust as a rehabilitation unit for people with mental health problems 	<ul style="list-style-type: none"> • SWHA to review integrated approaches as opportunities arise 	
4.4 Target its social investment activities to promote community cohesion and monitor outcomes particularly in relation to majority and minority communities.	<p><i>Who does this and what is currently monitored?</i></p> <ul style="list-style-type: none"> • SWHA Community Involvement worker has accessed funding to promote community cohesion e.g. Growing with Plants (voluntary group working in sheltered homes), to tackle social isolation within minority communities. • SWHA MYI bus works with 13 to 19 year olds to promote confidence building, gaining information/advice, breaking down boundaries, dealing with drug awareness/teenage pregnancy etc. 	<ul style="list-style-type: none"> • There is an ongoing review as part of the funding agreements. Monitoring of services/work is undertaken by individual voluntary groups • Questionnaires are sent out to gauge feedback from the YP/SWHA to further develop ways of communicating and evidencing feedback 	<p>Produce a resident involvement strategy – December 06</p>
5 Tackling Harassment			
5.1 Expect that its residents, its employees and agents are able to live or work in an environment free from intimidation or harassment.	<p><i>How is this communicated?</i> <i>What is produced for staff, residents and agents?</i></p> <ul style="list-style-type: none"> • SWHA employees have access to policy/procedure relating to harassment via intranet, hard copies of relevant guidance. • SWHA licence/tenancy agreements define relevant expectations of both Landlord and tenant/resident. • SWHA adopt SHG's Anti-Social Behaviour policy/strategy 2004 		
5.2 Support residents who may experience harassment or intimidatory activity and take effective action against perpetrators, making use of all the legal powers that are open to it.	<p><i>What is current policy?</i> <i>How is this monitored?</i></p> <ul style="list-style-type: none"> • SWHA supported housing provision have a clear procedure to deal with harassment etc. Licence and tenancy agreements clearly define obligations and expectations of the association and residents/tenants. The Adult Protection Policy is adopted by all supported housing schemes. • SWHA have a Anti Social Behaviour policy • SWHA use a data base to record all incidents of anti-social behaviour. • RSR stats also provide information on numbers of evictions due to ASBO's and those with demoted tenancies 	<ul style="list-style-type: none"> • SWHA will be reviewing the 'Respect Action Plan' in order to develop current policies.~ 	<p>Dec 06 Publish common leaflet on group approach to responding to harassment for all subsidiaries – policy services manager Oct – Dec 06</p>
5.3 Work and exchange information with other agencies where that will enhance its ability to provide safer and more confident neighbourhoods.	<p><i>How is this being done?</i></p> <ul style="list-style-type: none"> • SWHA have an information sharing protocol with Hampshire Constabulary (written policy). • SWHA work with Safer Communities and health/social services to exchange information on individuals and neighbourhoods. SWHA Community Involvement worker, liaises closely with residents/agencies to promote safer and confident neighbourhoods, examples, young people's minibus initiative, gardening projects. They also work as a mediator/advocate when a neighbour dispute requires objective intervention. • SWHA have identified residents from BME backgrounds to take part in a consultancy exercise for the Governments 'change up' programme. Knowledge about support/advice facilities within their local community 		
5.4 Expect any agent employed by the Group or contractor to observe and respect the policy and will treat seriously any instance of harassment or bullying by an employee or contractor.	<p><i>Again, how is this communicated currently?</i></p> <ul style="list-style-type: none"> • SWHA management agreements outline expectations on respect and harassment etc. • However, further work is required to offer training to contractors dealing with tenants/vulnerable residents who may have 'hidden' disability and specific needs. 	<ul style="list-style-type: none"> • Contractors require training on harassment and diversity issues – personnel/ maintenance scheduling relevant dates/ times etc. 	<p>Dec 06?</p>
5.5 Publicise and promote its policies to residents and other customers, and will report on its performance in tackling harassment.	<p><i>When is this done?</i></p> <ul style="list-style-type: none"> • SWHA resident/tenant handbooks clearly outline harassment policies. • SWHA Streets Ahead also gives statistics and reports on its performance for tackling anti-social behaviour/harassment • Anti social behaviour posters are visible and supported housing resident meetings address specific issues which are relevant to the client group and service area. • SWHA is part of the group which influenced the final SHG ASB policy, e.g. response times, low/high priority etc. 		

Strategies	What's already in place	What's planned	Completion date
5.6 Monitor and report the outcomes from its actions.	<p><i>What reports are done to boards on these issues?</i></p> <ul style="list-style-type: none"> Regular reports and statistics are presented to the Board. SWHA have a data base which records all reports of incidents of anti-social behaviour/harassment e.g. date of incident, who and how is being dealt with, timescale etc. 		
6 Services to Residents and Customer Satisfaction			
6.1 Ensure that all its housing service policies and processes are non discriminatory.	<p><i>What monitoring is currently in place. What is the current resident profile?</i></p> <ul style="list-style-type: none"> Each department is responsible for ensuring relevant policies adhere to diversity and equal opportunities. SWHA has no accurate resident profile due to the merger with IW housing association – there is an increased supported housing provision and the community support team provide services to vulnerable people who are not SWHA tenants/ residents 	<ul style="list-style-type: none"> SWHA is developing a process to capture all data on SWHA residents/tenants and those supported via SWHA services 	
6.2 Provide all residents and customers with access to its services, to clear and easily understood information about its services and to redress mechanisms if there is dissatisfaction with service delivery.	<p><i>What is currently done?</i></p> <ul style="list-style-type: none"> SWHA provide residents and customers in the following ways: Streets Ahead (Newsletter to residents) 1:1 meetings Complaints procedure Each supported housing service has an appeals process if residents are not happy with the outcome of an assessment, breach of licence etc. Supported Housing service Newsletters also provide information on services and service delivery SWHA supported housing services have a clear eligibility criteria which informs access to temporary/supported housing and support services 	<ul style="list-style-type: none"> Ongoing review 	
6.3 Provide residents and customers with the opportunity to access services in ways which meet their needs, by monitoring service take up and resident satisfaction by ethnicity, gender and disability.	<p><i>Describe what monitoring of resident satisfaction is currently done and how it is monitored.</i></p> <ul style="list-style-type: none"> SWHA supported housing monitor resident/tenant satisfaction through questionnaires, statistics are collated and compared to previous responses. Key performance indicators monitor service take up and outcomes of service delivery, questionnaires, rent surveys, repairs surveys and newsletters all provide customers with the opportunity to access services. 	<ul style="list-style-type: none"> Ongoing review via Supporting People and Care standards SWHA are developing a survey strategy to record satisfaction levels across all services and resident groups which will include ethnicity, age, gender etc 	
6.4 Explore with residents preferences and opportunities for recording personal information where it has relevance to service delivery – particularly in relation to faith or religion, health and support needs, or sexual orientation.	<p><i>Has this been done at all?</i></p> <ul style="list-style-type: none"> SWHA supported schemes have a clear assessment process which takes into consideration and records personal information e.g. cultural, health, religion, sexual orientation etc. This process is driven by the resident and it acknowledges rights, choice and individual beliefs. SWHA also report statistics to CORE which gives information on resident profile 	<ul style="list-style-type: none"> Ongoing reviews The assessment process is reviewed under the Supporting People Core Objectives – current self assessments are at level “B” SWHA are developing ‘telescheduler’ – a data base which will record and report on resident preferences and personal information relevant to service delivery 	<p>Annual self assessments</p> <p>Update from IT required – target for completion March 06</p>
6.5 Develop means of measuring and monitoring impact and outcomes of service delivery with residents that is non intrusive and voluntary.	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> SWHA produce ‘Streets Ahead’ which incorporates resident/tenant views regarding service delivery. Questionnaires, supported scheme newsletters and resident meetings provide evidence of the impact and outcomes of service delivery. SWHA have recently adopted a consultative approach when undertaking major refurbishment works e.g. contractors, community involvement worker, residents and housing officers come together to discuss issues for debate/concern SWHA make use of topic-related focus groups variety of service delivery and policy/procedural issues 	<ul style="list-style-type: none"> SWHA need to develop a written process for measuring/monitoring outcomes of service delivery Supporting People KPI's can provide statistics on service outcomes from a supported housing perspective 	
7 Resident Involvement			
7.1 Provide and support a framework for residents which give them a wide range of opportunities to become involved with the group.	<p><i>What is current RI strategy?</i></p> <ul style="list-style-type: none"> SWHA supported housing provision have a strategy in place to involve vulnerable residents/tenants’ in their communities, review of services, recruitment processes. SWHA supported housing staff have the specialist knowledge and expertise to signpost residents/tenant’s to other relevant agencies and groups targeted at specific client groups. SWHA supported housing services also hold resident meetings at regular intervals to encourage participation in their local and wider communities. Within the general needs area SWHA adopt the RI SHG strategy, however, the community involvement worker is developing a local RI strategy which will be customer led and relevant to the needs of the local community. 	<ul style="list-style-type: none"> Resident Involvement is reviewed via Supporting People (QAF), individual support plans and results of questionnaires (annually) Development of existing RI strategy to meet the needs of the Island demography and service user needs at local level 	<p>Annually</p> <p>Dec 06</p>

Strategies	What's already in place	What's planned	Completion date
7.2 Identify significant minority groups in its areas of operation and ensure the involvement strategy is capable of meeting their needs and aspirations to be involved.	<p><i>Which are significant minority groups for your organisation? How have you identified them?</i></p> <ul style="list-style-type: none"> • Each area within SWHA supported housing section has the skills and expertise to communicate effectively with their individual client groups, e.g. within the learning disability provision staff use picture language, makaton and sign to encourage choice, rights and respect individuality and 'hidden' disabilities. • SWHA supported housing services also recognise marginalised groups and endeavour to promote empowerment and social inclusion through service provision, e.g. focus groups, social activities, support with daily living skills and social skills • SWHA can provide evidence of involvement with minority groups such as MYI bus for young people, vegetable project within a young people's scheme, 'changing rooms' project and mental health social fundraising 	<ul style="list-style-type: none"> • Ongoing reviews – Supporting People and Care Standards 	Ongoing within practice
7.3 Promote resident involvement actively with all groups of residents through its community involvement team, and local housing managers.	<ul style="list-style-type: none"> • SWHA do not have a community involvement team however, the community involvement worker and supported housing scheme staff actively promote service user involvement through one to one and group work and liaison with colleagues. 	<ul style="list-style-type: none"> • The Community Involvement Worker is developing a diarised calendar offering specific issues and events e.g. a cheese and wine evaluation event appropriate to the resident group at Knights Court • A week of Information Days in different areas when residents will be invited to come along to an accessible venue, offered refreshments and information about the services provided. Community Involvement Worker and Area Housing Officers will attend. 	w/c 21 August 2006
7.4 Make sure that access to and information about opportunities for involvement are available to all residents, and presented in ways that are appropriate and accessible to minority communities.	<ul style="list-style-type: none"> • SWHA supported housing services ensure all residents have access to information about meetings, groups and opportunities for involvement which can be accessed using texting, leaflets, large print, Braille, Makaton, picture language. • The Streets Ahead newsletter also provides information about opportunities for involvement in every edition. 	<ul style="list-style-type: none"> • SWHA need to develop translation details on headed paper 	
7.5 Develop appropriate means of communicating with and involving groups who are currently underrepresented in the participation networks, particularly people with disabilities, and other minority groups.	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> • SWHA learning disability services promote communication through pictures, sign and Makaton. • SWHA offer resident handbooks which provide information and standards of service which service users have been consulted on and which are appropriate to their housing and support needs. • SWHA can evidence mental health residents have effectively participated in recruitment and minutes of resident meetings at individual schemes are available. • SWHA mental health schemes offer 'curry' nights, cook and eat sessions, bowling and cinema visits. • Within SWHA Learning disability schemes staff promote the health and wellbeing of residents by promoting shared breakfasts and lunches as well as social events. • SWHA young people schemes offer a shared 'brunch' on a Friday for residents, relatives, agencies etc. to talk about issues affecting them and their community • SWHA supported housing services can also provide case studies which evidence effective communication methods which have been used to promote empowerment and advocacy for minority groups. • The community involvement worker also ensures sheltered scheme residents have access to 'Older Voices' to promote support/advice for 55+ 	<ul style="list-style-type: none"> • Ongoing – reviewed through Supporting People and Care standards • SWHA Community Involvement Worker is organising DIY and Gardening sessions with the Young People Services 	Ongoing though practice and annually through legislative and contractual reviews
7.6 Monitor levels of involvement and assess where there may be under-representation given knowledge of the local community profiles, and address imbalance.	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> • Focus groups • Resident/Tenant meetings • Involvement with recruitment 	<p>SWHA need to develop a process and audit trail for monitoring levels of involvement and addressing groups which are under represented</p>	April 2007
7.7 Promote access opportunities for 'hard to reach' communities.	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> • SWHA work positively with a diverse range of minority and socially excluded residents through its service provision for supported housing. 	<p>The Community Involvement Worker aims to develop focus groups to target hard to reach communities, such as young people, BME residents etc.</p>	

Strategies	What's already in place	What's planned	Completion date
8 Working with other Specialist Support Agencies and BME Housing Associations			
8.1 Continue to work with and support specialist and BME associations in areas where it is developing homes and services.	<p><i>Which specialist agencies are used?</i></p> <ul style="list-style-type: none"> • SWHA are specialist support/care providers who have a diverse range of service provision for people with learning disabilities, young people, mental health, frail elderly and ex offenders etc. SWHA supported housing services work closely with partner agencies to ensure development of provision meets community needs • SWHA have no evidence of working with BME associations, largely due to its demography and geographical location. 	<ul style="list-style-type: none"> • Ongoing reviews though legislative and contractual agreements, e.g. Supporting People, Housing Corporation, ODPM, Care Standards 	
8.2 Identify community support needs on new and existing housing schemes and seek to meet those needs by working in partnership with appropriately skilled and staffed organisations.	<p><i>How is this currently done?</i></p> <ul style="list-style-type: none"> • SWHA has no written plans to improve and develop schemes to meet community demands due to funding cuts within current local authority expenditure (particular focus on Supporting People funding) • SWHA existing housing schemes have a clear eligibility criteria developed for specific client groups and levels of need, • SWHA works with the local authority, statutory and voluntary agencies to ensure community support needs are met within existing housing schemes, e.g. respite services are provided within mental health schemes as an alternative to hospital admission – these services were developed after health reduced the number of hospital beds for this client group 	<ul style="list-style-type: none"> • Ongoing review 	
8.3 Develop transparent and effective procurement and monitoring of the services provided by specialist managing agents, and assess quality of outcome for residents.	<p><i>What monitoring is in place?</i></p> <ul style="list-style-type: none"> • SWHA hold meetings with the Women's refuge, Real World Trust etc., quarterly. Agencies provide written reports on rent arrears, new referrals, ethnicity, evictions and move-ons. 	<ul style="list-style-type: none"> • Regular quarterly meetings to monitor services provided by other specialist managing agents. 	
8 Working with other Specialist Support Agencies and BME Housing Associations			
9.1 Identify all professional relationships where there are real possibilities of influencing the outcomes and quality of service delivery to its customers.	<p><i>Who identifies and which are the key relationships?</i></p> <ul style="list-style-type: none"> • Nothing formal identified but relationships should be: Housing Services Manager (HSM), Property Service Manager (PSM), Supported Service Managers (SSM's) and Care Services Director (CSD) + support agencies + residents • SWHA management agreement provides for 4 units of move on accommodation to permanent rehousing per annum. 	<ul style="list-style-type: none"> • SWHA await the completion of Supported KLOE • SWHA plan a strategic meeting to be held between HSM, PSM, SSM's and CSD initially 	July 06
9.2 Ensure new procurement arrangements include assessment of equality and diversity in service delivery as part of tender assessment arrangements.	<p><i>Identify where this is already in place.</i></p> <ul style="list-style-type: none"> • Procurement review currently being undertaken by SHG Procurement Executive 	<ul style="list-style-type: none"> • Procurement Review currently being undertaken by SHG Procurement Executive 	
9.3 Agree standards and monitoring arrangements with partner contractors and consultants to assess outcomes and identify where improvements can be made in relation to equalities.	<ul style="list-style-type: none"> • Nothing formal in place • Await strategic meeting between HSM, PSM, SSM's and CSD initially 	<ul style="list-style-type: none"> • SWHA expect that following the strategic review of professional relationships all contractors and consultants will be contacted to discuss diversity issues with both general and supported residents 	August 06
9.4 Work with contractors and suppliers who provide services in people's homes to ensure they are sensitive to different needs, and that their work reflects the Group's commitment to diversity and equality.	<ul style="list-style-type: none"> • SWHA is developing training for contractors and suppliers to ensure they have a basic knowledge and skills base to communicate and effectively with work vulnerable residents/ tenants. 	<ul style="list-style-type: none"> • Other training initiatives to be identified through strategic meetings 	Sept 06
9.5 Explore opportunities for joint initiatives, including training, selection and employment initiatives, which include equalities and diversity outcomes.	<ul style="list-style-type: none"> • Nothing in place 	<ul style="list-style-type: none"> • Initiatives to be identified through strategic meetings 	Sept 06
9.6 Work with other RSLs and partners to develop better practice and promote best practice within the Group.	<ul style="list-style-type: none"> • SWHA meet regularly with other local HA HSMs to share experiences and good practice and to develop local policies. • SWHA have nothing formal in place, however SWHA works closely with all local RSL's and partner agencies, such as Social Services, Health, Probation, local authority etc. to develop effective methods of communication, joint working for a multi-disciplinary approach to meet strategic needs at local and group level. • SWHA fully participate in relevant fora which helps to keep abreast of opportunities to develop practice. 	<ul style="list-style-type: none"> • Further joint RSL meetings to be arranged with local associations 	July 06