



Barnet Homes Equality and Diversity Improvement Plan 2011 - 2013

Overseen by the Senior Management Team and reviewed by the Equality Working Group

Objective	Action	Target Date	Progress/ Updates	
1) KNOWING YOUR CUSTOMERS AND EQUALITY MAPPING				
1.1	Increase profile data of our tenants (and update current information held)	<ul style="list-style-type: none"> Revise diversity monitoring form in line with the equality act <ul style="list-style-type: none"> Publicise to staff New form to voids and lettings 	30 Nov 2011	Complete – “It’s all about you!” form launched at now used for all new tenants as well as census project
		<ul style="list-style-type: none"> Ensure compliance with DPA <ul style="list-style-type: none"> All monitoring forms (staff, tenants, leaseholders) to include summary privacy statement Produce full privacy statement and publish on web 	30 Sep 2011 30 Sep 2011	Complete Complete
		<ul style="list-style-type: none"> Revise process of collecting diversity data at sign up to ensure all strands are being collected and all information inputted into saffron correctly; raise profile of collection PI 	31 Dec 2011	Complete – relevant staff trained on collecting and inputting data, monthly reports to check quality
		<ul style="list-style-type: none"> Barnet Homes Census 2011 to be sent out to all tenants Collect census information of 80% of tenants (dependent on funding for additional resource) Communication to managers and staff on why we collect information and how it can be used 	10 Sep 2011 31 Mar 2012 31 Mar 2012	Complete In progress Complete
		<ul style="list-style-type: none"> Publicise to residents why we are collecting the information 	31 Oct 2011	Complete – FAQ page included on census form; article in Athome
		<ul style="list-style-type: none"> Increase each diversity strand by 8% by March 2012 	31 Mar 2012	In progress
1.2	Increase profile data of our leaseholders	<ul style="list-style-type: none"> Revise leaseholder diversity form to include privacy statement 	31 Dec 2011	Complete
		<ul style="list-style-type: none"> Equality analysis of specific areas to be carried out by Business Improvement team and used to improve equality (see 4.1) – rolling programme put in place Analysis to be reported to SMT for feedback 	31 May 2012	Not started – will start following completion of census
1.3	Regular analysis of profile data to set equality objectives, outcomes of which to be published on our			

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	website	<ul style="list-style-type: none"> Put in place Single Equality Scheme specific to the protected characteristics (following BH census) 	30 Jun 2012	Not started – will start following completion of census
1.4	Work with contractors to share information and assess and set equality objectives	<ul style="list-style-type: none"> Use BH census data to inform contractors of our customer base to help set equality objectives (following mobilisation) 	31 Mar 2013	In progress – contractors have received Barnet profile to advise their recruitment process; further work will be picked up post mobilisation
2) LEADERSHIP, PARTNERSHIP AND ORGANISATIONAL COMMITMENT				
2.1	Ensure compliance with Equality Act 2010 and public duties	<p>General Equality Duty</p> <ul style="list-style-type: none"> Introduce Equality Analysis process to replace EIAs; ensure it covers general equality duty <p>Publish equality information to demonstrate compliance with general duty including:</p> <ul style="list-style-type: none"> Equality Policy Statement Improvement Plan 2011/12 Information and evidence of Equality Assessments Social Housing Equality Framework Shape of our Workforce analysis Positive About Disabled People commitment Our translation policy 	31 Dec 2011	Complete – Equality analysis process has been updated and approved by equality group
			31 Dec 2011	Complete
2.2	Embed and communicate equality and diversity as a priority across Barnet Homes	<ul style="list-style-type: none"> Establish equality and diversity vision and values and publicise to staff Equality group to communicating priorities and activities between the group and their team SMT Actions <ul style="list-style-type: none"> How to incorporate equality into 121/appraisals To analyse profile data at meetings Communication <ul style="list-style-type: none"> Include regular spot in corporate brief and working together on E&D activities 	31 Oct 2011	Complete
			31 Oct 2011	Complete
			31 Mar 2012	Not started
			30 Sep 2012	On-going – cultural calendars are now in each department for 2012; monthly diversity bulletin listing key religious and diversity events circulated

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		<ul style="list-style-type: none"> ○ Quarterly equality update bulletin to all staff ○ Cultural calendars for each floor 		to all staff
		<ul style="list-style-type: none"> ● Attend team meetings to raise awareness of E&D work and role of equality group; appeal for ways to improve equality 	31 Mar 2012	Complete
2.3	Embed equality analysis into policy and decision making	<ul style="list-style-type: none"> ● SMT/Exec/Board Template to include equality considerations 	31 Mar 2012	In progress
		<ul style="list-style-type: none"> ● Equality assessments to form part of lean review to ensure services are shaped fairly 	31 Mar 2012	In progress
2.4	Improve commitment from board, exec and SMT in order to embed equality as a priority for Barnet Homes	<ul style="list-style-type: none"> ● Equality training for SMT– senior managers to debrief teams on training 	30 Sep 2011	Complete
		<ul style="list-style-type: none"> ● SMT to oversee action plan, delegate actions and report back progress to SMT meeting on a regular basis 	Ongoing	In progress
		<ul style="list-style-type: none"> ● Equality updates to be reported to board twice a year 	Ongoing	On-going
2.6	Analyse diversity profile of board, senior management and staff and address participation of under-represented groups	<ul style="list-style-type: none"> ● Carry out analysis of board, exec & SMT, and other staff and compare to that of our residents 	30 Sep 2011	Complete – “Shape of our Workforce” report published on web and actions incorporated into this action plan (section 5b)
		<ul style="list-style-type: none"> ● Put actions in place to address under-represented groups 	31 Dec 2011	Complete Actions from report form section 5b) of this plan
3) CUSTOMER ENGAGEMENT AND SATISFACTION				
3.1	Increase resident participation for non-English speaking residents	<ul style="list-style-type: none"> ● Review process of collecting language needs at sign up identify local ESOL provision 	30 Jun 2012	Not started
		<ul style="list-style-type: none"> ● Re-introduce language day events offering housing support and gather customer feedback in mother tongue 	Nov 2012	Not started
3.2	Collect satisfaction data on opportunities for involvement and analyse by diversity strand	<ul style="list-style-type: none"> ● Analyse viewpoint by diversity strand and area of interest (to be done every 6 months) ● Resident survey 	Dec 2012	In progress

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3.3	Identify any underrepresented group in resident engagement activities and put actions in place to encourage engagement	<ul style="list-style-type: none"> Capture ethnicity data from all user involvement at Hub, focus groups and surveys to identify underrepresented groups and why 	March 2012 Not started
	<ul style="list-style-type: none"> Develop stronger relationships with voluntary sector organisations that work directly with underrepresented customers 	Ongoing In progress	
4) RESPONSIVE SERVICES, ACCESS AND CUSTOMER CARE			
4.1	Improve access and equality of services for residents	<ul style="list-style-type: none"> Use equality information alongside knowledge of service to identify issues of any group accessing services. Put in place actions to improve outcomes for vulnerable or disadvantaged groups. Services to be analysed: <ul style="list-style-type: none"> Gas servicing Rent collection/arrears Sickness by diversity strand 	30 Jun 2012 In progress – annual customer insight and equality programme in place; programme will start following completion of census
	<ul style="list-style-type: none"> Integrate equality outcomes into service objectives 	30 Sep 2012 Not started – will use outcome of analysis above	
4.2	Involve residents in equality analysis to mitigate adverse impact and improve outcomes	<ul style="list-style-type: none"> Ensure equality analysis process includes involvement of a resident where relevant; use viewpoint for recruitment of suitable resident 	Ongoing In progress – two residents sit on our equalities group who look at all equality analysis; involvement of residents from viewpoint in all equality analysis
5a) A PROGRESSIVE AND DIVERSE WORKFORCE			
5.1a	Workforce planning strategy in place	<ul style="list-style-type: none"> Develop workforce planning strategy as part of overall HR strategy. This should include profiles of each team and identify and address gaps. 	31 Dec 2012 Not started
		<ul style="list-style-type: none"> Update staff diversity information <ul style="list-style-type: none"> Ensure compliance with DPA Publicise to staff why we are collecting data Revise staff analysis for accurate picture of any underrepresented groups and put actions in place Combine with other HR info needed e.g. next of kin 	31 Mar 2012 Not started

Objective		Action	Target Date	Progress/ Updates
5.2a	All staff trained on Equality Act 2010.	• Training for SMT and Equality Group	31 Sep 2011	Complete
		• Training for managers including equality analysis	31 Mar 2012	In progress
		• Training for remaining staff	30 Jun 2012	Not started
5.3a	Equality objectives integrated into appraisal process	<ul style="list-style-type: none"> • New appraisal template to include E&D objective • Managers to ensure specific objective is set for each team relevant to their work. This should be measurable and evidenced through appraisal. 	31 Mar 2012	In progress New appraisal template being developed to include this.
5.4a	Staff forum in place for staff to voice concerns and ideas to shape priorities	<ul style="list-style-type: none"> • Expand "People First" to include staff from all levels and allow people to voice opinions • Communicate new format to all staff 	31 Dec 2011	In progress – first meeting arranged for January
5b) ACTIONS FROM "SHAPE OF OUR WORKFORCE" RESIDENT AND STAFF EQUALITY ANALYSIS				
5.1b	Better support and encouragement for women to increase likelihood of progression to senior management	• Put mentoring scheme in place	31 Dec 2011	In progress – training organised for potential mentors; scheme ready to launch following training
		• HR to discuss with managers if flexible working policy is working	31 Mar 2012	In progress – flexible working discussed at HR 121s with managers
		• Analyse gender profile of applicants and reasons for applicants being unsuccessful	31 Mar 2013	Not started
		• Focus group for women staff	31 Mar 2012	Not started
5.2b	Better representation of BME staff at senior management and board	• Mentoring scheme	31 Dec 2011	In progress – see above
		• Analyse ethnicity profile of applicants and reasons for applicants being unsuccessful	31 Mar 2013	In progress
		• Focus group for BME staff	31 Mar 2012	Not started

Objective	Action	Target Date	Progress/ Updates
5.3b	Increase disabled staff representation at all levels	<ul style="list-style-type: none"> Update staff disability data to ensure it is accurate and up to date, publicising what is considered a disability under the Equality Act and including examples 	31 Mar 2012 Not started
	<ul style="list-style-type: none"> Publicise to staff "two tick symbol" and ensure we are fulfilling our commitment. - Annual risk assessments to cover any further support that can be given to disabled employees - Improve communication around what we are doing to support disabled employees 	31 Dec 2011 Complete – information on two tick commitment added to website and communicated to all staff via staff newsletter	
	<ul style="list-style-type: none"> Encourage disabled people to apply for job vacancies by evidencing in job adverts how we can make adjustments and support them 	31 Dec 2011 Not started	
	<ul style="list-style-type: none"> Use websites which help match disabled candidates with employers 	31 Mar 2012 Not started	
	<ul style="list-style-type: none"> Hold focus groups with disabled staff to understand challenges and barriers 	31 May 2012 Not started	
	<ul style="list-style-type: none"> Work with Adult Social Care to look at opportunities for disabled service users to gain employment at Barnet Homes. 	30 Jun 2012 In progress Your Choice staff to join BH Equality Group	
5.4b	Staff feel happy disclosing their sexuality and Barnet Homes attracts more LGB applicants	<ul style="list-style-type: none"> Take part in Stonewall annual benchmarking exercise, "The Workplace Equality Index", to establish base position. Put in place improvements based on outcome. Publicise steps we are taking for LGB groups 	31 Aug 2012 Not started
5.5b	Increase cultural awareness among staff	<ul style="list-style-type: none"> All staff to receive cultural awareness training 	31 Mar 2013 Not started
5.6b	Put policies are in place to ensure non-discriminatory and respectful treatment of any transgender employees	<ul style="list-style-type: none"> Relevant policies in place to ensure everyday activities such as using the bathroom are clear and non-discriminatory so that if any employee were to disclose being transgender, thought has already gone into how to respond 	31 Mar 2013 Not started