

Diversity

Recommendation	Expected Outcome/s	Key Actions	Deadline	Update
Improve services to diverse groups and individuals by:				
Understanding the full profile of all customers	To increase the customer profile the Group has of its residents to 100% across the 6 strands of diversity (i.e. age, disability, gender, ethnicity, sexual orientation, religion) as well as language	1. Undertake series of high profile events in key local neighbourhoods involving all staff (operational and non operational) knocking on residents doors to complete customer profile surveys	1st October 2010	In Maritime, this includes the key neighbourhoods of Vulcan Village, Grizedale and New Street NUMBERS TO FOLLOW FROM PAUL. Pilot event to be undertaken on 9th December 2009
		2. Undertake series of telephone based checks upon contact	1st October 2010	
		3. Use of postal survey to capture remaining customer profile information	1st October 2010	
		4. Customer profile information to be checked upon completion of appropriate home visits/office contact with local housing team	1st October 2010	Customer profile surveys continuing to be completed weekly at appropriate home visits
Using information collected to check for differences in the level or standard of service and remedy any variations	To create a single performance indicator suite for diversity which informs future tasks within the Groups Equalities Scheme	1. Develop single PI suite for diversity to include complaints, satisfaction, lettings and vulnerability visits broken down by diversity strands	1st October 2010	Housing Services Committee approval to be sought

		2. Equality Impact Assessments to be completed for all areas inspected	1st October 2010	Budget approval for consultancy support with programme for 2010-11
Setting and monitoring targets for contractors to ensure they are delivering Maritime's equality and diversity requirements	To ensure that commitments within the contract for responsive repairs and asset management are upheld during the lifetime of the contract	1. Review contractors current E&D statements/policies.	1st October 2010	All received and reviewed currently at contractor meetings
		2. Review main contractors commitment & expectations in relation to E&D at 3 way meetings	1st October 2010	
		3. Use profiling information/surveys to assess contractors performance at monthly core group meetings for repairs and asset management.	1st October 2010	
		4. Feedback to contractors issues regarding compliance/non-compliance.	1st October 2010	
		5. Request E&D statement from other contractors on approved list	1st October 2010	