



# SINGLE EQUALITY SCHEME

2010 -2013



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## FOREWORD

This is the second Single Equality Scheme for 2010 Rotherham Ltd; it builds on the first Scheme and knowledge gained since that was published.

We have been listening to our customers, employees and stakeholders, working in partnership to improve our ability to shape and improve services to our customers' needs.

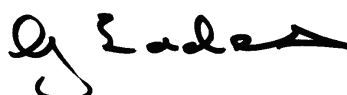
We cannot separate excellent customer services from equality, diversity, inclusion or community cohesion; we know that our services have to be accessible and appropriate to our communities' needs. Our customers are young, single or part of a family; many are "empty nesters" or older; some live in sheltered housing, some have a disability; some are from different backgrounds and circumstances, or from a different ethnicity, sexuality, gender, faith or belief; some customers have identified to us that they are living in fuel poverty. It is important to 2010 Rotherham Ltd to be able to deliver our services to our customers according to their needs, providing warm, safe and secure homes in welcoming neighbourhoods across the Rotherham district.

The Board and the Executive Management Team of 2010 Rotherham Ltd are responsible for leading on Equality and Diversity within the organisation, and we take our responsibilities seriously. A Board member and a Director from the Executive Management Team have a Portfolio for Equality and Diversity and monitor the progress in this area. All Board Members and the Executive Management Team are Equality Champions for the organisation in addition to the Directorates Equality Lead Officers Group.

As one of the larger employers in Rotherham, we also intend to be one of the best, one of the most inclusive and an employer of choice. To attract the most talented employees we need to appeal to a diverse range of people. Having a workforce of people with different skills, cultures and experiences will provide an inclusive, welcoming and understanding workplace where people can be themselves without fear of prejudice or discrimination and deliver high calibre accessible and inclusive services to all our customers. Customers will also be able to identify readily with 2010 Rotherham staff if our employees are representative of the communities they serve.



**Paul Jagger**  
**Chair of the Board**  
**2010 Rotherham Ltd.**



**Graham Eades**  
**Interim Chief Executive**  
**2010 Rotherham Ltd.**

## INTRODUCTION

Our Single Equality Scheme (SES) represents our commitment to ensuring that 2010 Rotherham Ltd, as a service provider and as an employer, offers fair access to social housing and the services we provide, and has fair and transparent processes for employment and training opportunities.

In developing our SES, we are going beyond the general requirements placed on us by the current public sector duties for race, disability and gender. We have adopted an holistic and multi-strand approach and include: age, disability, gender, religion or belief, race or ethnicity, sexual orientation, gender identity, and other socio-economic groups who may be excluded in society or face barriers such as carers and people on low incomes.

This framework allows us to consider many forms of recognised potential discrimination and disadvantage that people may face. In recognising this we will shape and deliver more user-led effective services and employment practices to resolve these issues.

This SES will be supported by a Single Equality action plan, which will detail how the scheme will be delivered. It will include actions and staff who will be allocated responsibility to deliver within specified SMARTER (specific, measurable, agreed, realistic, time based, empowered and recorded) objectives and clearly identify the relevant equality strand. The action plan has incorporated all the outstanding commitments from our original SES.

We have asked our customers, employees and stakeholders what they think we should do to promote equality, and we have shaped our equality scheme to reflect what they said. We began our equality journey a number of years ago, first as part of the Council and then as a separate entity; this scheme is an important step on the way to continue to improve our services and to realise our objectives.

## **SUMMARY**

The SES describes how we will meet our legal responsibilities under equality legislation when providing services to our customers and when carrying out processes and procedures with regards to employees.

We deliver high calibre services in the public sector providing housing management and maintenance services on behalf of Rotherham Metropolitan Borough Council.

The scheme covers the period August 2010 to August 2013, and we have an action plan detailing areas of focus and key equality actions which goes beyond our immediate legal responsibilities.

### **Our key priorities are to:**

- **build on the organisation's knowledge of customers' needs and communication choices and update customer profiles on a regular basis**
- **involve customers in the shaping of services and monitor our performance against targets**
- **adopt a case study approach to understand individual customer journeys, problems, barriers and frustrations**
- **work in partnership to support customer need more holistically**
- **develop best practice approaches in procurement with partners to share ideas, experience and research to improve service delivery**
- **invest in employees through training and development and empowering employees to contribute to the development of the organisation**
- **understand the diversity of our workforce, and make progress on a workforce that represents the communities we serve**
- **Keep the Equality Impact Assessment process under review**

As the Council's arms length management organisation (ALMO), we recognise our responsibility to work with the Council and other stakeholders to improve equality, inclusion and community cohesion across our communities in Rotherham.

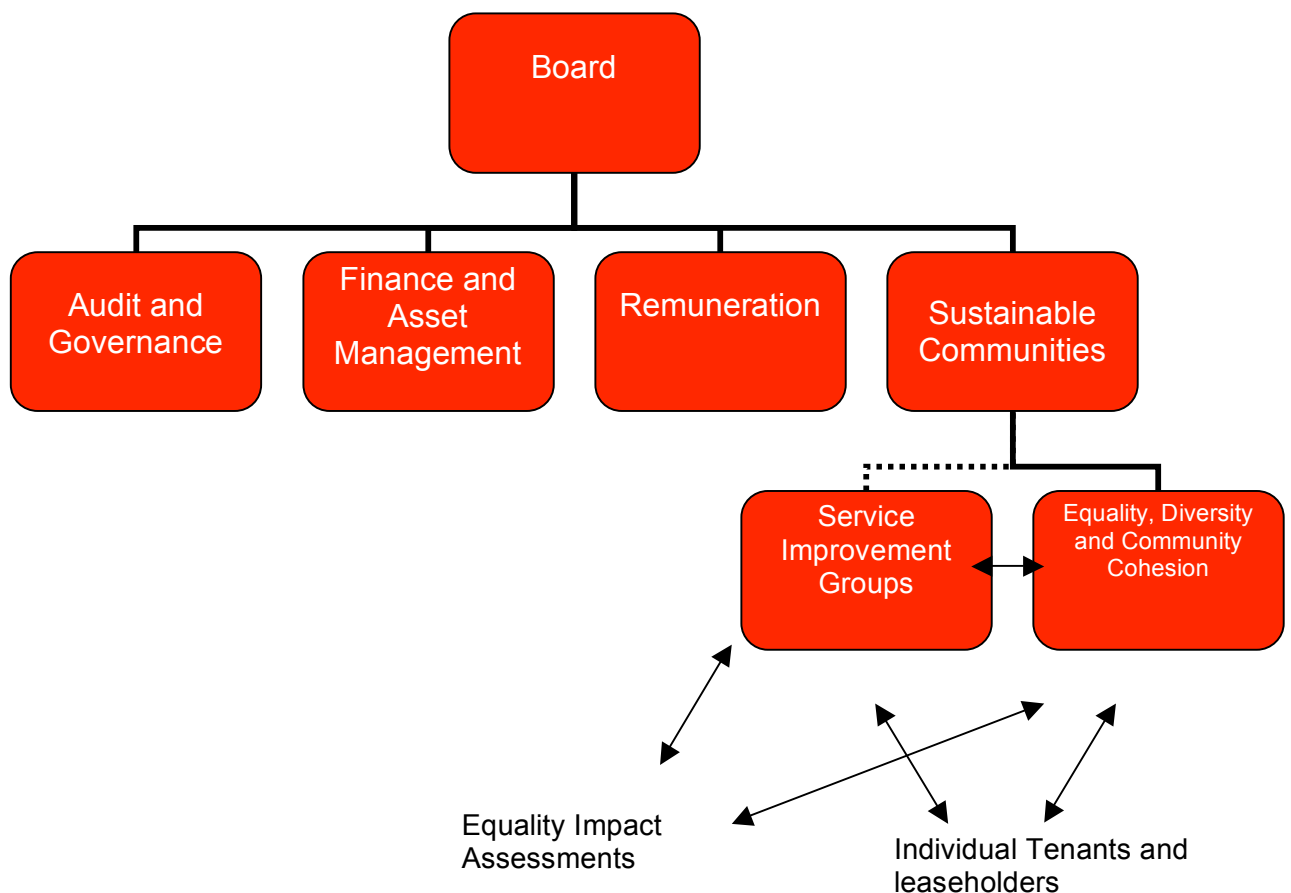
## SECTION 1 - WHO WE ARE

Formed in 2005 as an arms length management organisation (ALMO), 2010 Rotherham Ltd is responsible for managing and maintaining homes on behalf of the Council. We are an independent non-profit making company working in partnership with the Council and communities to deliver high calibre housing services to local people. The company is wholly owned by the Council but is overseen by a Board of Directors.

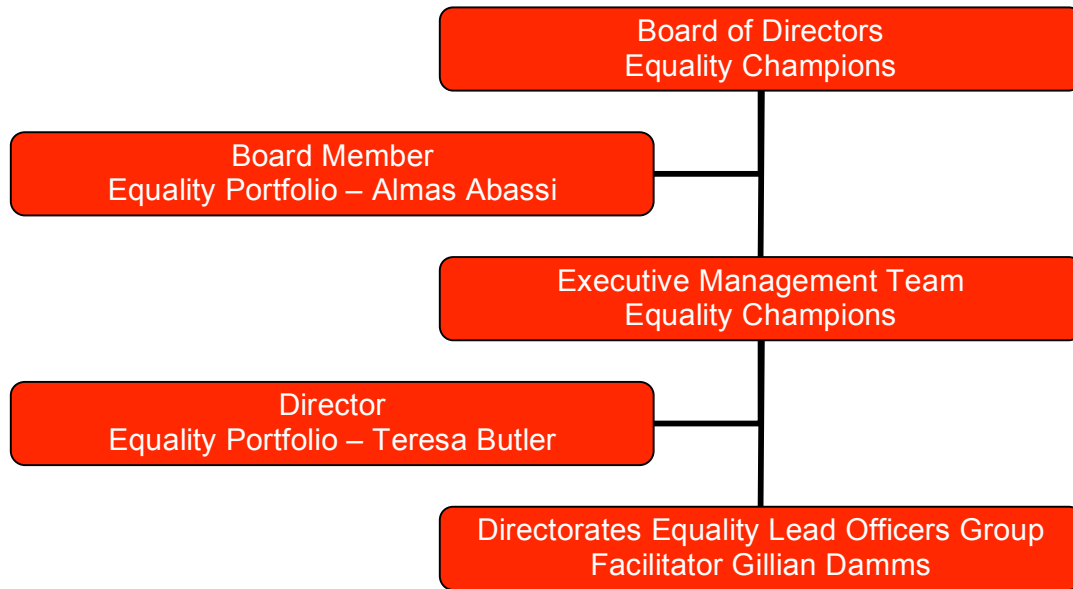
Our Board has 15 members: 5 Councillors, 5 Tenants (of which 1 is a leaseholder) and 5 Independents. An independent Chair has recently been appointed by a panel of representative Board members and the Council.

Governance of the organisation is facilitated through four committees: Audit and Governance; Finance and Asset Management; Remuneration; and Sustainable Communities which monitors progress on equality; inclusion and community cohesion.

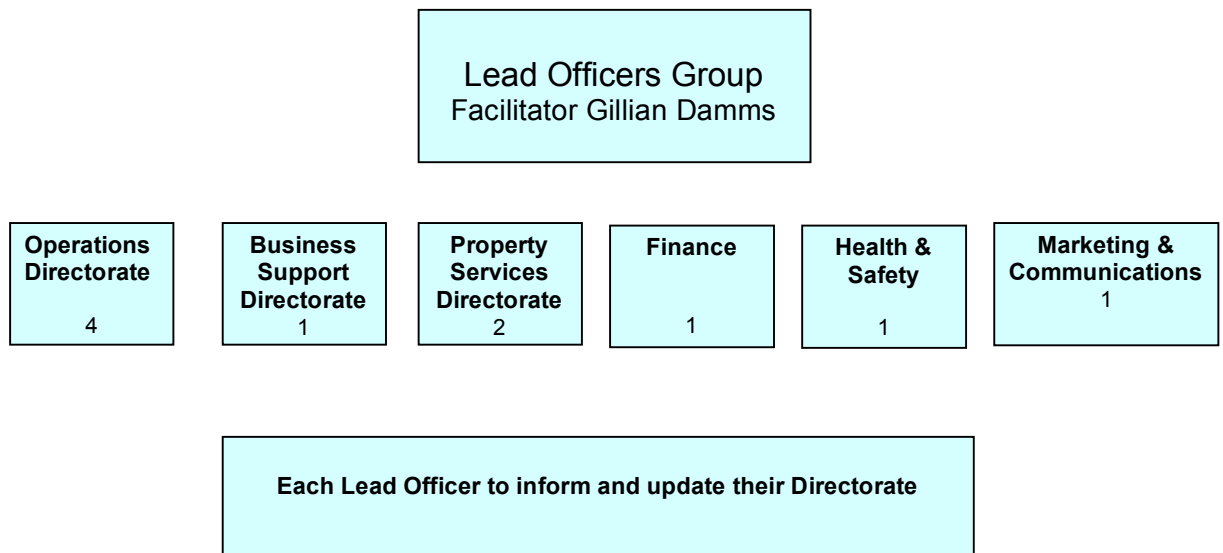
### 2010 Rotherham Ltd Board Structure



## 2010 Rotherham Ltd's Equality Reporting Structures



### Membership of Directorates Equality Lead Officers Group



## **Our Vision Aligned with Rotherham Council's Aims**

The overall aim of the Council and its partners is expressed in the Community Strategy. The priority themes for Rotherham are: Rotherham Learning; Rotherham Achieving; Rotherham Alive; Rotherham Safe; and Rotherham Proud. These are underpinned by two crosscutting themes of **sustainable development** and **fairness**.

Within each of the themes is a set of major priorities for the borough and the four strategic priorities under the **fairness** theme are:

- Ensure services are accessible to all communities and neighbourhoods
- Respond to meet the needs of Rotherham's diverse and ageing population
- Ensure all people in Rotherham fully benefit from progress
- Address the disadvantage that individuals experience because of their age, disability, gender, race, religion or belief or sexual orientation.

As the management organisation providing services to 19.72% (nearly **1 in 5**) households in the borough, we have a major part to play in working with the Council and other partners in developing and delivering this vision.

**Our vision** is: "Create and sustaining better homes, neighbourhoods and communities."

**Our mission** is: "working with our diverse communities and partners to improve the quality of life, making every neighbourhood safe, clean and proud."

### **Our Values:**

- Respecting all our customers and their diverse needs
- Being open and honest
- Listening, learning and achieving
- Continuous improvement
- Working with partners and communities for a better future
- Value for money
- Being a good and caring employer
- Respecting the environment now and for future generations.

Clearly, supporting the Council's aims is our core purpose:

"To provide services that are valued by our tenants, residents, the Council, and contribute to building sustainable communities and compare favourably with the best housing providers in the country."

Our objectives are to:

- deliver excellent customer services
- maintain sustainable communities in safe and healthy and attractive neighbourhood which are accessible to everyone
- support and positively influence partnership working within Rotherham and the sub region
- be a successful well managed, well governed and viable company
- have excellent relationships with tenants, residents, Rotherham MBC, staff, partners and regulators.

## Overview of Rotherham

Rotherham is a metropolitan borough in South Yorkshire comprising a diverse and vibrant blend of people, cultures and communities. The main urban area is Rotherham itself, with a number of smaller urban areas and villages such as Swinton and Dinnington, all interspersed with large areas of open countryside.

In 2007 Rotherham had a total population of 253,400 people living in approximately 109,000 households. In terms of the gender split 129,400 people (51%) were female and 124,000 (49%) were male. Like the rest of the UK, Rotherham has an ageing population with the number of people aged over 65 years expected to grow by 25% over the next 10 years.

Rotherham was the 68<sup>th</sup> most deprived district out of 354 in England on the indices of multiple deprivation in December 2007, with major areas of deprivation in the urban areas of Rotherham town and pockets of deprivation in Maltby, Dinnington, Rawmarsh and Wath upon Dearne, due to income, health, employment and skills deprivation. Rotherham is less affected by crime or barriers to housing and services.

## Overview of 2010 Rotherham Ltd's Customer Profile

The organisation has been working hard on "checking our records" with customers to ensure we have an up to date effective customer profile which also indicates access and communication needs. This has enabled us to (for example) improve our service by "knocking loudly", "waiting 5 minutes" or "arranging appointments when family/friends/carers are present."

At present we have information on 87% of our customers; some customers have provided information on all equality strands others have not.

<b>Strand</b>	<b>Target 2009/10</b>	<b>August 09 cumulative</b>	<b>April 10 cumulative</b>
Gender	100.00%	99.96%	100%
Ethnicity	95.00%	94.18%	95.13%
Disability	70.00%	36.41%	81.05%
Age	100.00%	96.24%	97.09%
Sexuality	30.00%	33.03%	42.7%
Faith	25.00%	25.57%	41.48%

We acknowledge some of our information has gaps and we may not be addressing issues for our customers because of this lack of knowledge. We are doing more to promote the reasons why we need this information based on Stonewall's 10 reasons why to fill in the funny boxes at the end forms; we intend to create, design and deliver a promotional campaign in the summer and winter of 2010 to raise awareness of this amongst our customers.

## **Race/Ethnicity**

The proportion of residents from Black and Minority Ethnic (BME) communities is approximately 6.2% (2006 ONS). We have a clear understanding of how this impacts on service delivery e.g. the shift in community languages has resulted in us changing the way in which we approach translation services by helping people understand documents and services through interpretation which may be in a spoken or written format.

In April 2010 our records showed the number of BME customers in council properties as 2.81%, the number of non BME customers at 92.31%, the number whose ethnicity is not recorded at 4.88%.

## **Disability**

There are relatively high levels of disability in Rotherham's population compared to the rest of the UK. In May 2008, 1 in 6 people in Rotherham's population was entitled to claim a disability related benefit (16.4%) compared to 1 in 8 people in England (11.8%).

For 2010 Rotherham Ltd customers, in April 2010 our records identified 36% of our customers as disabled, covering the whole range of disabilities.

81.05% of our tenants provided us with information regarding their disability. This indicates to the organisation that people responding to this question have done so to declare their disability and equates to 1 in 3 of our customers. We have put actions in place to identify if this perception is accurate by undertaking work by the winter of 2010.

## **Gender**

In terms of gender, the breakdown of the Rotherham population is 51.0% female, and 49% male. For 2010 Rotherham Ltd customers, in April 2010 our records showed that 59% of customers are female and 41% are male, and we have identified all our customers in this diversity strand.

## **Transgender**

The transgender population (people who identify their current gender as different from their birth gender) is estimated by the Government to be at 0.8% nationally. This would equate to 2,000 people in Rotherham who are now living in a different gender to their birth gender. There are a number of transgender people who participate in the Rotherham LGBT Community forum and there is a trans support group.

We will need to update our records if people are changing their gender identity to ensure we have a correct tenant's name and are addressing tenants correctly. Tenants would not lose their longevity of tenancy or breaches of tenancy by updating their gender identity.

## **Age**

Like the rest of the country Rotherham has an ageing population, with 33% or 1 in 3 people over 50 years, 20% or 1 in 5 people over 60 years. (2001 statistics).

For 2010 Rotherham Ltd customers, in April 2010 our records showed 58% of our customers, 3 out of 5, are over 50 years of age and 40% of customers, 2 out of 5 people, are over 60 years of age. We have 9% of customers under 30 years of age which is nearly 1 in 10 people. We do not yet know the age of almost 3% of our customers.

## **Faith**

The faith of most Rotherham people is recorded as Christian, (79%) with 10% saying they have no faith and 2.6% belonging to a minority faith.

For 2010 Rotherham Ltd customers, of whom 41.48 % have responded, in April 2010 our records showed 30.85% saying they were Christian, 1.19% preferring not to say, 0.71% Muslim, of the remainder, Sikh, Hindu, Buddhist, Jewish and other religions or beliefs are 0.63%.

## **Sexual Orientation**

There are no current census statistics for sexual orientation; however the Government estimates that 6% of the population are lesbian, gay or bisexual which would equate to 15,200 people in Rotherham. It is unlikely that the 2011 census will carry a question on sexual orientation, despite the Office for National Statistics (ONS) recognising there is a need for robust data around sexual orientation.

We know there are lesbian, gay and bisexual people living in Rotherham, though we lack verifiable data. The only statistics we have are from local community groups who state they have a mailing list of people consisting of over 100. There are a number of LGBT people active on the public sector LGBT staff network and the Rotherham LGBT Community forum.

Over the last 3 years we have been asking our customers if they will disclose their sexual orientation, bearing in mind the sensitive nature of the request and reiterating that all data is protected, but as yet our records are inconclusive. For 2010 Rotherham Ltd customers 42.70% responded, in April 2010 our records showed 0.30% have identified themselves as Lesbian, Gay or Bisexual, 2.15% refused and 40.17% are heterosexual, we have no record for 57.38% of our customers.

## **Other Socio Economic Groups**

There are a number of groups of people who may face barriers or exclusion at certain times in their lives and for which consideration needs to be given. This could include people on low incomes, single parents and homeless people to name a few. In addition at 2010 Rotherham Ltd we have identified carers and people who may have financial inclusion issues.

### **Carers**

In Rotherham over 30,000 people (12.2%) provide unpaid care; nationally the figure is 9% in the 2001 census. Inevitably this figure will have increased due to illness and an ageing population. For 2010 Rotherham Ltd customers, in April 2010 our records showed 8.61% declaring themselves to be carers.

### **Financial Inclusion**

The index of multiple deprivations for 2007 ranks Rotherham among the most deprived 20% of Local Authority districts in England. The population is most likely to be deprived in income, health, employment and skills than in most other areas in England.

Our records show our customers living

- on a low income 19.8%, 1 in 5 people
- in fuel poverty 18.27%, nearly 1 in 5 people
- at risk of fuel poverty 9.84%, 1 in 10 people

The prolonged credit crunch and economic recession will continue to place pressure on those most at risk of moving into or staying in debt.

At 2010 Rotherham Ltd we have the Housing Income Service which contributes toward the single equality scheme in the following ways:

All new tenants are contacted by a member of the Housing Income Team within 2 weeks of tenancy commencement to ensure they know who and where to contact for advice if they get into financial difficulty.

It has arrears contact letters translated into 6 languages and uses them when the tenant does not read written English.

A Principal Officer from the service visits all tenants who are recorded as coming from a BME background who have been served with a Notice of Intention to Seek Possession (NSP). The visit is independent from the case office and they try and establish why the tenant got into arrears and if there were any barriers preventing them accessing our services e.g. language.

The Income Service monitors tenants who have been subject to legal action by equality strands.

The service is embarking on financial capability training for vulnerable tenants. This will be in conjunction with VAR (Voluntary Action Rotherham) and the

tenancy sign up team where tenants will be taught how to budget and manage their finances to make new tenancies more sustainable.

The Housing Income Team attends a Drug Intervention Group which is run by NHS Rotherham. The group looks at making tenancies more sustainable where the tenant has been imprisoned due to substance abuse.

Future actions:

- Running quarterly money advice training sessions for new tenants with partner agencies
- Updating 2010's webpage to make it more interactive for tenants
- Training Customer Contact staff to deal with more complex arrears issues via the telephone.

As an organisation we have an impact on the dimensions of equality and contribute to improving them through our partnership working locally, regionally and nationally. The dimensions of equality are detailed below:

- **Longevity** – including avoiding premature mortality
- **Physical security** – including freedom from violence and physical and or sexual abuse
- **Health** – including wellbeing and access to high-quality healthcare
- **Education** – including being able to be creative, to acquire skills and qualifications and having access to training and lifelong learning
- **Standard of living** – including being able to live with independence and security and covering: nutrition, clothing, housing, warmth, utilities, social services and transport
- **Productive and valued activities** – such as access to employment, a positive experience in the workplace, work-life balance, and being able to care for others
- **Individual, family and social life** – including self-development, having independence and equality in relationships and marriage
- **Participation, influence and voice** – including participation in decision making and democratic life
- **Identity, expression and self-respect** – including freedom of belief and religion
- **Legal security** – including equality and nondiscrimination before the law and equal treatment within the criminal justice system.

## Section 2 - How we Developed the Single Equality Scheme

### The Legal Framework

Equality legislation has changed since our first SES, so our second SES covers age, religion/belief, sexual orientation and transgender as well as race, gender and disability. In addition we consider the needs of other socio-economic groups and in particular carers and financial inclusion issues or concerns of people.

### Public Sector Equality Duties

The three current public sector equality duties, on race, disability and gender, have similar requirements, we will meet the requirements of the different duties, and we will also apply similar principles to the other strands covered by our SES.

- **Race Equality Duty**

General duties:

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

The specific duty is:

- To prepare and publish a Race Equality Scheme

- **Disability Equality Duty**

The general duties require authorities to respond to the following requirements:

- The need to promote equality of opportunity between disabled persons and other persons
- The need to eliminate discrimination that is unlawful under the Disability Discrimination Act (DDA)
- The need to eliminate harassment of disabled persons that is related to their disabilities
- The need to promote positive attitudes towards disabled persons
- The need to encourage participation by disabled persons in public life
- The need to take steps to take account of disabled person's disabilities, even where that involves treating disabled persons more favourably than other persons

The specific duty is:

- To prepare and publish a Disability Equality Scheme. Disabled people should be involved in the development of the scheme.

- **Gender Equality Duty**

The general duties require authorities to have due regard for the need to:

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

The specific duty is:

- To prepare and publish a Gender Equality Scheme, showing how it will meet the general and specific duties, and setting out how it will meet its gender equality objectives.

## **Meeting the General and Specific Duties for all the Schemes**

Whilst meeting the general and specific duties of the schemes, we aim to bring together key actions focusing on the most vulnerable and those who are most at risk of not accessing services. We have identified the separate equality strands with a key, and we include this against each action to show our focus.

## **Forthcoming Legislation**

There is now recognition that local authorities and their public and voluntary sector partners have a key role to play in ensuring that all people have equal life chances and that communities get on well together. The legal framework continues to develop and there has been a review of the discrimination laws which looked at the causes of persistent discrimination and inequality in Britain.

These reviews have resulted in the Government passing the Equality Act 2010 which will bring together all the various discrimination laws and introduce a legal duty for public bodies to promote equality across all strands.

The Public Sector Equality Duty, a key part of the Equality Act 2010, will build on the existing gender, race, and disability duties, and extend them to cover age, sexual orientation, gender reassignment in full, and religion or belief.

Once the Equality Act and the new duties come into force in October 2010, we will review our Single Equality Scheme, although since our SES already covers the extra equality groups, we expect to be immediately compliant.

## **Other Equality Inspection Regimes**

### **Housing Sector Regulatory Framework**

At present the Audit Commission inspects ALMOs using key lines of enquiry (KLOEs) to assess performance and prospects for improvement. There is a KLOE for Equality and Diversity, but Equality and Diversity is also a key theme of all other KLOEs. The establishment of the Tenant Services Authority (TSA) will see changes to the regulatory framework. We will renew the SES if required, when the final arrangements are put in place.

### **The Equality Framework for Social Housing**

Alongside the legal duties, there is a voluntary standard that many ALMOs and Housing Associations are working to achieve, called the Equality Framework for Social Housing. This complements the public sector duties, and the Framework reflects the government's cohesion and integration agenda, where people's access to fair and equal 'life chances' is crucial and the dimensions of equality referred to on page 11.

The Equality Framework for Social Housing has 3 levels; Developing, Achieving and Excellent.

We are classed as 'Developing' under the new framework, having achieved level 2 of the former Equality Standard. We have set ourselves a target to attain 'Achieving' by December 2010 and to consider attaining 'Excellent' by September 2012.

## **Equality Impact Assessments**

### **What are Equality Impact Assessments (EIAs)?**

The legal duties which we must abide by described earlier (the Race, Gender and Disability Equality Duties) tell us that we should assess whether our services or employment practices affect someone differently because of their ethnic background, sex or disability, and take steps to reduce or eliminate barriers.

Our EIAs consider the different impact our policies, procedures or functions can have on people from the six strands of equality and other socio-economic groups e.g. carers, lone parents, people on low incomes.

We have a planned programme for carrying out EIAs and we have published the individual summary reports and action plans from our EIAs. The summary report is available on our web site at [www.2010rotherham.org](http://www.2010rotherham.org) or they can be requested by ringing our 2010 Rotherham Contact Centre on 0300 100 2010 or by e-mailing [ContactUs@2010rotherham.org](mailto:ContactUs@2010rotherham.org)

## **Accessible Services**

We ensure that all our services are fully accessible, and that our customers know about the services and how to request them. Our customer access points at neighbourhood offices are open 8.45am to 4.30pm on Mondays, Tuesdays, Thursdays and Fridays, late night Wednesday 9.00am to 6.00pm or our Customer Service Centre and Customer Contact Centre is open 8.30am to 5.30pm; we also hold local community surgeries across the borough.

By the winter of 2010 our website will be redesigned and include a new content management system and support network which will increase access for our customers with font resizing capabilities, "Browse Aloud", a change of languages and access to Google translate.

We use telephone interpreting services, face to face interpreters, and BSL (British Sign Language) interpreters to communicate with customers who don't have English as their first language.

We have recorded the access and communication needs of the majority of customers and use this to contact them in the ways they prefer. This information is available on the website.

## Section 3 – Monitoring Arrangements

### Equality Monitoring – Customers

#### Customer Profile

To date we have collected diversity information for the majority of our customers, and an overview is given below.

Gender	
Male	41%
Female	59 %
Total	100%
Disability	
Non Disabled	45%
Disabled	36%
No Records	19%
Total	100%
Race/Ethnicity	
White British	92.31%
BME background	2.81
No Record	4.88%
Total	100%
Age	
18-24 years	3%
25-64 years	58%
65 years and over	36%
No Record	3%
Total	100%
Faith or Belief	
Christian	30.85%
Muslim	0.71%
Hindu, Buddhist, Jewish and Sikh	0.10%
No Religion	8.12%
Other	0.53%
No Record	58.50%
Refused to say	1.19%
Total	100.0%
Sexual Orientation	
Heterosexual	40.17%
Lesbian, Gay or Bisexual	0.30%
No Record	57.38%
Refused to say	2.15
Total	100.0%

## **2010 Rotherham Satisfaction Diversity Model**

This Satisfaction Diversity Model is a management tool for the purpose of making comparative studies of customer satisfaction. We have a structured programme of customer satisfaction surveys across a range of customer facing services. They include:

- Repairs & Maintenance – undertaken after each repair
- Anti Social Behaviour – undertaken after each case is closed
- Rents – undertaken quarterly
- Complaints – following resolution of each stage of a complaint
- Decent Homes – on completion of work carried out at a property
- Garden Maintenance – after maintenance has been carried out
- Houseproud – ongoing after each new tenancy
- Leaseholder – undertaken annually (summertime)

We also jointly conduct STATUS surveys of customers with RMBC, usually every other year. The last one was undertaken in 2008.

The Satisfaction Diversity Model (SDM) acknowledges that customer needs are not uniform and prioritises examination of variations in satisfaction by diversity sub groups. The SDM has initially examined customer satisfaction from service areas in the priority order that customers have indicated that they wish 2010 Rotherham to address them.

The model has examined feedback on customer priorities identified during the following consultations:

- The Test of Opinion, RMBC December 2008
- The 2008 STATUS report
- The October 2008 Borough Wide Forum

From these discussions there have emerged three areas of service that our customers, consider to be areas of priority. They are:

- Anti Social Behaviour
- Repairs and Maintenance
- Improvements to the Neighbourhood

These have been the starting points for detailed examination of any variations in satisfaction between diversity strands within the overall customer profile and those being reported in 2010 customer feedback exercises. Any variations discovered should be examined against service delivery provisions to enable appropriate enhancements to be introduced to ensure equality of customer service experience.

### **Future proposed usage of the of the Satisfaction Diversity Model**

The satisfaction diversity model will be used to highlight where customer satisfaction levels are below target in specific service areas, and enable operations managers to investigate these areas. Once investigated,

operations managers will be required to propose cost effective variations to service delivery to ensure that all 2010 customers receive the same outcome.

Operations managers will be advised by the Performance & Service Improvement Team on best practice, where known, to assist with those exercises. The agreed proposals will then be recorded in the individual directorate service and corporate plans and responsible managers identified.

## Equality Monitoring – Staff

### Staff profile

Our Staffing function is provided by RBT through a service level agreement with Rotherham Council. In March 2010, the profile of our staff was:

Headcount 604 (includes directly employed employees only)

#### Gender

Male	Female
75%	25%

#### Full Time – Part Time

Full Time	Part Time
93.87%	6.13%

#### Ethnicity

Ethnic Minority Group	Unknown	White
1.66%	1.49%	96.85%

#### Disability

Disabled	Unknown	Non Disabled
4.97%	1.32%	93.71%

#### Contract Type

Permanent	Temporary
97.85%	2.15%

In addition to monitoring our staff profile, as part of our Corporate Health indicators we also monitor:

- The percentage of women in the top 5% of earners
- The percentage of BME in the top 5% of earners
- The percentage of staff defining under the DDA definition of disability in the top 5% of earners
- The percentage of staff in the total workforce defining under the DDA definition of disability
- The percentage of BME staff in the total workforce

This information is available on our website.

## Equality and Diversity Training

We have a robust programme of equality and diversity training where we cover all 7 equality strands, and explain to staff their responsibilities under public sector equality duties, and the different types of discrimination, as well as challenging assumptions and prejudice. Following is a description of our training activities:

- Staff and Board received equality awareness training in 2008
- New Board members received Equality training as part of the induction in November 2009
- 130 staff received further equality and diversity training in 2009/10
- All new staff receive equality and diversity training at induction.
- Front line staff will receive disability equality training in 2010/2011
- Staff will receive transgender training in 2010
- EIA workshops for managers to ensure consistency in our approach in 2010/11

### **Life at Work Survey**

We undertake a 'Life at Work' survey to see how employees at all levels feel about working for 2010 Rotherham Ltd. We use the information provided to improve the way we operate and manage staff.

### **Equal Pay Audit**

In line with the requirements of the Gender Equality Duty, 2010 Rotherham Ltd has carried out an equal pay audit. This will assist with the development of a workforce planning framework in the future.

### **Consultation Arrangements**

We have developed this Single Equality Scheme over a number of months.

We have also worked with the following groups to develop the scheme:

- 2010 Rotherham Ltd Board
- Directorates Equality Lead Officers Group
- Equality Champions
- Employees
- RotherFed
- Voluntary agencies
- Customers

We have used various methods to engage with people including meetings, electronic surveys via the website, the intranet and email; we have engaged with customers at various forums and through visits. We particularly involved disabled people in developing the scheme, both staff and customers, through the methods described above and through separate engagement.

To comment on this scheme, or provide feedback, please contact our Customer Contact Centre on **0300 100 2010** or e-mail [ContactUs@2010rotherham.org](mailto:ContactUs@2010rotherham.org) or go to the website at [www.2010rotherham.org](http://www.2010rotherham.org)

In following best practice, research and ongoing dialogue was undertaken and in particular I would like to thank colleagues from Berneslai Homes and St Leger Homes for their assistance in the development of the Scheme.

If you or someone you know needs help to understand or read this document, please contact us:

☎: 0300 100 2010

Email: [ContactUs@2010rotherham.org](mailto:ContactUs@2010rotherham.org)

**Slovak**

**Slovensky**

Ak vy alebo niekto koho poznáte potrebuje pomoc pri pochopení alebo čítaní tohto dokumentu, prosím kontaktujte nás na vyššie uvedenom čísle alebo nám pošlite e-mail.

**Kurdish Sorani**

**کوردی**

سۆرانی

پیت بیتی دهی ارم دهی ناسی پیویستی به ده س ک کهر ت ی ان که گه ای ه  
، تکای هودت بگات ی ان بی خو □ ن ته ای دن امه □ گم به ای ل هودا بی ه  
□ ای هوی می ده ای ان به هودا ای س هوی هوی ژماره ی هس ه ل ه ب که دن دی مان پیوه ای وه په

**Arabic**

عربي

إذا كنت أنت أو أي شخص تعرفه بحاجة إلى مساعدة لفهم أو قراءة هذه الوثيقة،  
نا عبر البريد الإلكتروني الرجاء الاتصال على الرقم اعلاه، أو مراسلت

**Urdu**

وردی

اگر آپ یا آپ کا جاننے والا کسی شخص کو اس دستاویز کو سمجھنے  
الیا یا آپ کو مدد کی ضرورت ہے تو برائے مہربانی مندرجہ  
نمبر پر مہربان رابطہ کریں یا ہمیں ای میل کریں □ □

**Farsi**

فارسی

عالی یا شخص دیگری که شما اورا می شناسید برای خواندن یا اگر چنانچه  
رد لطفاً با ما بوسیله شماره بالا یا فهمیدن این مدارک نیازی به کمک  
ایمیل تماس حاصل فرمایید □