



Single Equality Scheme Action Plan 2010-2013



Single Equality Scheme - Corporate Equality Action Plan

Our action plan is organised under the themes of the Equality Framework for Social Housing

- **Know your customers and equality mapping**
- **Leadership, partnership and organisational commitment**
- **Customer engagement and satisfaction**
- **Responsive services, access and customer care**
- **A progressive and diverse workforce**

The following key shows how each of the equality actions in our Action Plan supports the Disability, Gender and Race Equality Duties, the other equality strands, which are Age, Religion or Belief, Sexual Orientation and in addition Carers, Financial Inclusion and other socio-economic groups.

A – Age

C – Carers

D – Disability Equality Duty

FI – Financial Inclusion

G – Gender Equality Duty

O – Other socio-economic groups

R – Race Equality Duty

RB – Religion and Belief

SO – Sexual Orientation

Single Equality Scheme - Corporate Equality Action Plan

Challenge	Action	Milestones/Target Date for completion	Officer(s) responsibility	Outcome
Know your customers and equality mapping				
Knowing our customers A C D F I G O R R B S O	<ul style="list-style-type: none"> Continue to populate our database with diversity information, access and communication needs 	Information provided by Customers overall 90% Mar 2011, 92% Mar 2012, 92% Mar 2013 identified by diversity strand Age , 98 % Mar 2011, 98% March 2012, 98% March 2013 Disability 85% Mar 2011, 85% 2012, 85% Mar 2013 Gender 99% Mar 2011,2012,2013 Race/Ethnicity 95% Mar 2011, 95% Mar 2012, 95% Mar 2013 Religion/Belief 30% Mar 2011, 40% Mar 2012, 45% Mar 2013 Sexual Orientation 40% Mar 2011, 45% Mar 2012, 50% Mar 2013	Senior Management Team Area Housing Managers	Analysis of information will inform our strategic planning and service delivery Current up to date information on our tenants and their needs
	<ul style="list-style-type: none"> Check diversity information of tenant(s) on sign up for tenancy 			
	<ul style="list-style-type: none"> Update procedure for Sign up to incorporate above 	June 2010	Area Housing Managers	Current up to date information on our tenants and their needs
	<ul style="list-style-type: none"> Tenancy Verification visits - review equality 	Every 2 years	Area Housing Managers	Current up to date information on our tenants and their needs

	<p>information held</p> <ul style="list-style-type: none"> Promote amongst customers and staff why diversity monitoring is necessary 	<p>Posters based upon Stonewall 10 reasons why to fill in the funny boxes at the end of surveys/questionnaires Sept 2010</p>	<p>Communications Manager, E & D Manger, Area Housing Managers</p>	<ul style="list-style-type: none"> Awareness raising amongst customers and staff why diversity monitoring is necessary
<p>Leadership, partnership and organisational commitment</p>				
<p>Leadership and Organisational Commitment to Equality and Diversity</p> <p>A C D F I G O R R B S O</p>	<ul style="list-style-type: none"> Update reports on progress of E & D within the organisation to Executive Management Team Update reports on E & D progress within the organisation to the Board Issues raised at SMT Issues raised at the Managers Forum 	<p>Quarterly</p> <p>Twice a year</p> <p>Twice a year</p> <p>Twice a year</p>	<p>Equality and Diversity Manager The Board, EMT and SMT</p> <p>All Managers Equality and Diversity Manager</p>	<p>Demonstrates commitment to leading on equality and diversity and gaining a greater understanding of issues and barriers customers and employees may face</p>

	<ul style="list-style-type: none"> ▪ Review of Equality Charter signed by the Board, EMT and SMT ▪ 2nd edition of Single Equality Scheme ▪ Publish 3rd edition of Single Equality Scheme ▪ Monitoring and publishing of EIA's ▪ Publish achievements in Equality and Diversity Agenda in Round your Place, local newspapers, website ▪ Transgender Policy 	<p>December 2011</p> <p>Annual Reports August 2011, 2012</p> <p>August 2013</p> <p>Ongoing and annual review each Oct</p> <p>Ongoing and annual review</p> <p>December 2010</p>	<p>Equality and Diversity Manager</p> <p>Equality and Diversity Manager Board, EMT and SMT</p> <p>Equality and Diversity Manager</p>	<p>Comply with Equalities Legislation</p> <p>Comply with Equalities Legislation</p> <p>Demonstrate to our customers and stakeholders our commitment to and achievements in the equality and inclusion agenda</p> <p>Improve access for transgender people to our services or as an employee</p>
<p>Ensure strong leadership on the E & D agenda from the Board</p> <p>A C D F I G O R R B S O</p>	<p>Equality Portfolio holder in contact with and scrutinises E & D initiatives to feed into the Board</p>	<p>Quarterly</p>	<p>Board Equality Portfolio holder and Equality and Diversity Manager</p>	<p>Continuous development and improvement in the company on the equality agenda and mainstreaming of equality</p>
<p>Leadership agreed to work within the new Equality Framework for Social Housing</p> <p>A C D F I G O R</p>	<ul style="list-style-type: none"> ▪ Peer Review for Achieving Level ▪ To consider Peer Review for Excellent Level 	<p>December 2010</p> <p>September 2012</p>	<p>Equality and Diversity Manager</p> <p>The Board, EMT and SMT.</p>	<p>Less prescriptive approach and more relevant to the Housing Sector.</p>

RB SO				
Leadership in commitment to equality and diversity amongst our contractors A C D F I G O R RB SO	<ul style="list-style-type: none"> ▪ Review new tendering process which includes prospective issues from single equality bill ▪ Review equality monitoring subgroup and targets for contractors 	Jan 2011,2012,2013 March 2011,2012,2013	Contracts Manager and Equality and Diversity Manager Contracts Manager, Head of Investment and Asset Management And Equality and Diversity Manager	Ensure contractors demonstrate they operate to equality standards and their performance is monitored
Partnership working at a strategic level across the Borough on the equality agenda A C D F I G O R RB SO	<ul style="list-style-type: none"> ▪ Active involvement in RMBC's Corporate Equality and Diversity Officers Group and Diversity Champions Group 	Quarterly Quarterly	E& D Manager Director	Demonstrates commitment to working with other agencies on initiatives, including leadership
Active involvement in Partnership working (customer facing) A C D F I G O R RB SO	<ul style="list-style-type: none"> ▪ To continue to work in partnership with regards to ASB and Hate Crime ▪ Support LGBT Community Forum ▪ Support LGBT history Month 	Monthly Quarterly Feb 2011,2012,2013	Safer Estates Manager Safer Estates Manager Equality and Diversity	To reduce community tensions and improve community life for residents To improve cohesion and integration for all residents and ensure this is known

	<ul style="list-style-type: none"> ▪ Support International Women's Day ▪ Support Men's Health Week ▪ Support Black History Month ▪ Support Human Rights Day ▪ Intergenerational Activity ▪ Volunteer Week Board and SIGs & Estate volunteers ▪ Refresh and utilisation of Resident Involvement database 	<p>Mar 2011,2012,2013</p> <p>Jun 2010,2011,2012</p> <p>Oct 2010,2011,2012</p> <p>Dec 2010,2011,2012</p> <p>Annually</p> <p>June 2011,2012,2013</p> <p>Review and monitor uptake</p> <p>March 2011,2012 2013</p>	<p>Manager, Learning and Development Manager, Marketing Manager with partners and customers</p> <p>Area Housing Managers</p> <p>Resident Involvement Team and Area Housing Managers</p> <p>Resident Involvement Team and E & D Manager</p>	<p>to our partners and customers</p> <p>Improve understanding and integration between the age groups</p> <p>Celebrate and publish the contribution volunteers make to 2010 Rotherham Ltd and the local community. Effective and diverse utilisation of volunteer and tenant involvement in the Business.</p>
<p>Active involvement in community cohesion across Rotherham</p> <p>A C D F I G O R</p> <p>R B S O</p>	<ul style="list-style-type: none"> ▪ Community Tensions Group 	<p>Monthly</p>	<p>Safer Estates Manager</p>	<p>Ensure our commitment to cohesion and integration is known to our partners and customers and community cohesion is embedded within the LAA and Sustainable Community Strategy</p>

Customer Engagement and Satisfaction				
<p>Ensure good practice in dealing with diverse and vulnerable customers can be shared across the company</p> <p>A C D F I G O R R B S O</p>	<ul style="list-style-type: none"> Collect and share examples of Good practice across the company via internet and hard copies as required. 	<p>December 2010 December 2011 December 2012</p>	<p>Resident Involvement Team and Area Housing Managers DELOG and SMT</p>	<p>Increase customer Satisfaction amongst all groups</p>
<p>Complaints monitoring</p> <p>A D G R R B S O</p>	<ul style="list-style-type: none"> Monitoring by equality strands 	<p>Monthly</p>	<p>Service Improvement Manager</p>	<p>Increase customer Satisfaction amongst all groups</p>
Responsive services, access and customer care				
<p>Customer involvement in determining equality priorities</p> <p>A C D F I G O R R B S O</p>	<ul style="list-style-type: none"> Review of Resident Involvement Review of Service Improvement Groups to ensure more representative of our customers Monitoring of Service Improvement Groups 	<p>March 2011,2012,2013</p> <p>Sept 2010</p> <p>Quarterly</p> <p>When tenant joins group</p>	<p>Resident Involvement Team</p> <p>Service Improvement Manager</p> <p>Service Improvement Manager</p> <p>Managers who facilitate SIG Service Improvement Groups</p>	<p>Customers engaging and influencing corporate and business planning processes</p>
<p>Responsive targeted Services</p>	<ul style="list-style-type: none"> The housing income service as part of the 	<p>Aftercare Service within 2 weeks of sign up</p>	<p>Income Manager</p>	<p>To ensure increased sustainability of new</p>

<p>FI</p> <p>A C D F I R</p>	<p>aftercare of sign up of tenants will process customer requirements to identify who would require a financial assessment and then offer bespoke services to meet individual needs</p> <ul style="list-style-type: none"> ▪ Monetary/budget advice provided to tenants ▪ Target 'Affordable Warmth' activity at vulnerable people including people with disabilities, households with children, with a first language other than English, over the age of 65, carers and people in financial difficulties. 	<p>Monitor take up by diversity strands</p> <p>Monitor take up by diversity</p> <p>Use customer's database to identify and prioritise customer households for the energy performance by Dec 2010</p>	<p>Income manager</p> <p>Head of Investment and Asset Management</p>	<p>tenancies.</p> <p>Targeted services for our customers.</p>
<p>Develop the service to meet the access needs of diverse customers</p> <p>C D R R B S O</p> <p>A C D F I G O R</p> <p>R B S O</p>	<ul style="list-style-type: none"> ▪ Carry out targeted surveys with diverse customers to check satisfaction where we have gaps ▪ To consider the need for developing a facebook access for Tenants equalities Group 	<p>Annually</p> <p>March 2011</p>	<p>Area Housing Managers, Service Improvement Manager, Equality and Diversity Manager</p> <p>Equality and Diversity Manager Service Improvement</p>	<p>Demonstrate consideration of customers needs when planning and delivering services</p> <p>Improve consultation and involvement mechanisms Improve customer</p>

			Manager and Marketing & Communications Manager	services.
Demonstrate excellence against National Standards	<ul style="list-style-type: none"> Retain Customer Service Excellent Award 	Review 2010 Re-assessment 2012	Performance Improvement Manager	Demonstrate to customers excellent customer care against national standards.
A progressive and diverse workforce				
Challenge	Action	Milestones/Target Date for completion	Officer(s) responsibility	Outcome
Progress on a workforce that is representative of the community/customers A D G R R B S O A O	<ul style="list-style-type: none"> Staff personal details data refresh exercise BET scheme for young people - trainees in the environment Access All Areas to provide opportunities for disabled people and long term unemployed 	December 2010 Review annually in December Review and monitor take up	Human Resources Manager in partnership with RBT Safer Estates Manager, Learning and Development Manager Learning and Development Manager	Up to date information on the composition of our workforce, will guide initiatives to improve diversity Provide work experience for people who would otherwise not engage in the job market. Improve life chances - entry to job market and further education.

	<ul style="list-style-type: none"> ▪ Placements for young women from local schools in non traditional roles/leadership roles ▪ Placements/work shadowing opportunities for BME people from local community ▪ Placements/work shadowing opportunities for women from local community ▪ Future Jobs Fund to provide opportunities for unemployed ▪ Board membership is representative of the community and customers of 2010 Rotherham 	<p>Monitor take up</p> <p>Monitor take up</p> <p>Monitor take up</p> <p>Monitor take up</p> <p>Monitor take up</p> <p>Audit and monitor take up of the Board posts.</p>	<p>Learning and Development Manager</p> <p>Learning and Development Manager</p> <p>Learning and Development Manager</p> <p>Learning and Development Manager</p> <p>Learning and Development Manager</p> <p>Equalities and Diversity Manager</p>	<p>Provide work experience</p> <p>Organisation gains a greater understanding of its customer base and improves in addressing customer need</p>
Targets for progressive work force *	<ul style="list-style-type: none"> ▪ % of women in the top 5% of earners 	<p>28 % March 2011, 29% March 2012, 30% Mar 2013</p>		

<p>G R D SO</p> <p>*Figures adjusted due to economic climate</p>	<ul style="list-style-type: none"> ▪ % of BME in the top 5% of earners ▪ % of disabled staff (DDA definition) in the top 5% of earners ▪ % of disabled staff (DDA definition) in the total workforce ▪ % of BME staff in the total workforce 	<p>6 % March 2011, 6.5% March 2012, 7.0% Mar 2013</p> <p>8 % March 2011, 8.5% March 2012, 9.0% Mar 2013</p> <p>5 % March 2011, 5% March 2012, 5% Mar 2013</p> <p>1.5 % March 2011, 2.5% March 2012, 2.5% Mar 2013</p>		
<p>Retain 2 ticks – Positive about Disabled people</p> <p>D</p>	<ul style="list-style-type: none"> ▪ Continue to work with RBT to ensure 2010 is still compliant 	<p>Annually</p>	<p>Human Resources Manager in partnership with RBT</p>	<p>Demonstrate good practice in the recruitment and employment of disabled staff</p>
<p>Equality Training Specific and general</p> <p>A C D F I G O R</p> <p>R B S O</p>	<ul style="list-style-type: none"> ▪ Equality training is part of the induction for new employees and new board members ▪ Equality training for Managers ▪ Equality training Board members ▪ Equality training for Customer facing staff ▪ Equality training for non customer facing staff ▪ Transgender training 	<p>March 2011</p> <p>March 2011</p> <p>March 2011</p> <p>March 2011</p>	<p>Learning and Development Manager and Equality and Diversity Manager</p>	<p>To provide opportunities for our workforce to understand differences, that they can apply practical solutions in service delivery to all our customers. To comply with equality legislation.</p>

	<p>for Managers and customer facing employees</p> <ul style="list-style-type: none"> ▪ EIA Workshops ▪ First Contact Officers <ul style="list-style-type: none"> ▪ Know your limits 	<p>December 2010</p> <p>Quarterly Monitor and review training needs December 2010, 2011, 2012</p> <p>Raise awareness amongst employees of alcohol limits through e learning package annually</p>	<p>Equality and Diversity Manager</p> <p>Learning and development Manager</p>	<p>Comply with Dignity at Work Policy</p> <p>Promote safe and healthy life styles.</p>
Identification of Access to training and development	<ul style="list-style-type: none"> ▪ Development of database to identify requests, acceptance and attendance by diversity strands and employment grade 	<p>Baseline March 2011 Review and targets set March 2012 and 2013</p>	<p>Learning and Development Manager</p>	<p>Equity of opportunity for accessing training and development</p>
<p>Initiatives for a progressive diverse workforce.</p> <p>A C D F I G O R R B S O</p>	<ul style="list-style-type: none"> ▪ employees provided with the opportunity to work shadow other employees in a number of roles ▪ Female employees provided with the opportunity to work shadow other employees in non traditional roles or 	<p>Promote and monitor take up of initiative – Annually Dec 2010 onwards</p> <p>Promote and monitor take up of initiative</p>	<p>Learning and Development Manager</p>	<p>To provide new learning experiences and opportunities to employees. Will support succession planning for the Business and increase diversity at all levels within the Business.</p>

	<p>leadership roles</p> <ul style="list-style-type: none"> ▪ Disabled employees provided with the opportunity to work shadow other employees ▪ BME employees provided with the opportunity to work shadow other ▪ Mentoring opportunities ▪ To consider the need to develop facebook access for Employees Equalities Group 	<p>Promote and monitor take up of initiative</p> <p>Promote and monitor take up of initiative</p> <p>Promote and monitor take up of initiative</p> <p>March 2011</p>		<p>Improve consultation and involvement mechanisms for our employees</p>
<p>Dignity At Work Policy A C D F I G O R R B S O</p>	<ul style="list-style-type: none"> ▪ First Contact Officers 	<p>Promote and monitor take up of scheme by type and diversity – Annually</p>	<p>Equality and Diversity Manager</p>	<p>Comply with Dignity at Work Policy.</p>
<p>Demonstrate excellence against National standards A C D F I G O R</p>	<ul style="list-style-type: none"> ▪ Retain IIP status 	<p>Monitor and Review in 2011</p>	<p>Learning and Development Management</p>	<p>Demonstrates to employees, customers and partners that we provide a framework for</p>

RB SO				improving organisational performance and competitiveness through a planned approach to setting and communicating business objectives and developing people to meet these objectives.
Access to IT equipment O	<ul style="list-style-type: none"> ▪ Employees who do not have access to a work computer, access available via the learning and development suite ▪ Taster Sessions - IT for Beginners 	<p>Review and monitor take up</p> <p>Review and monitor take up</p>	Learning and Development Management	Employees who do not have access to computers in the work place or home have a opportunity to learn new skills. Demonstrates to employees the organisation is a learning organisation.
Flexible working options C D G O R R B	<ul style="list-style-type: none"> ▪ Employees have access to a number of flexible working pattern to provide opportunities for work life balance 	Monitor take up of requests and acceptance by diversity strands June 2011.	Human Resources Manager	Demonstrates to employees, prospective employees, customers and partners that the organisation recognises the needs of employees

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

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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

كوردی سۆرانی

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Arabic

عربي

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

Urdu

وردُا

اگر آپ یا آپ کا □ جانن □ وال □ کسی شخص کو اس دستاویز کو سمجھنے □ یا پ □ ہن □ کیلئے □ مدد کی ضرورت ہ □ تو برائے □ ای میل کری □ □ مہربانی مندرجہ بالا نمبر پر ہم سے □ رابطہ کری □ یا ہم سے □

Farsi

فارسی

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