

Northwards Housing

Equality & Diversity Action Plan December 2005- November 2006

6.EQUALITY STANDARDS LEVEL 3					
Area	Link	Lead Officer	Completion	Milestones	Status
Achieve Equality Standard Level 3		Steve Finegan	March 07	Ensure staff are aware of the requirements of Level 3 by providing 3 staff briefings	MCC achieved Level 2 , need to develop.
Develop a template to monitor all ALMO Services in accordance with Level 3		Robin Lawler	August 06	Equality & Diversity Working Group to produce draft template	To develop
NH to develop a diversity questionnaire to use collate diversity information		Olivia Stokes	April 06	A questionnaire to be designed to collate information to include vulnerability, disability, gender and age.	In place in May.
Develop monitoring systems to comply with Level 3		Lisa McBurnie/John Burton	Oct 06	Ensure systems incorporate categories on ethnicity, disability, gender, age, language needs	Developed in place in May
Action identified from Equality Impact Assessments		Lou Mitchell/ Nicola Jones	May 06	Ensure we have 'Tackling ASB' leaflets available in (Equality Impact assessment) alternative languages and these are available in LSOs.	Being developed in May.
Language Needs (MCC)		Robin Lawler	June 06	Ensure that staff have access to tenants communication needs database in order to ensure inappropriate language used	

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Continuation (Language needs)				in correspondence does not risk further action to be taken due to the recipient not understanding.	To be developed
Working with Neighbour Nuisance		Mike Stevens	June 06	Ensure Neighbour Nuisance have access and use security passwords where tenants feel vulnerable.	Being developed
Hate Incidents		Mike Stevens / Lou Mitchell	June 06	Ensure hate crime is clearly defined for tenants and is available in alternative languages.	To be developed
ASB		Seema Kohli	Sept 06	Create a Disabled Focus Group to look at anti-social behaviour issues within the community.	In Place
Homophobia		Mike Stevens	May 06 -	Monitor homophobic incidents reported to NH to ensure positive action has been taken where homophobic harassment/anti-social	

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Hate incidents/ASB/Neighbour Nuisance		Steve Finegan	May 06	behaviour is emerging by: Stage 1 Business Support Team monitor action taken by obtaining weekly updates.	In Place (May)
		Steve Finegan	May 06	Stage 2 Satisfaction surveys to be sent to all complainants of Hate crime three months after complaint made.	Developed
Training on LGBT		Margo Singer	Sept 06	Identify suitable training for staff to raise awareness of how ASB affects LGBT communities.	To be developed training programme
Rehousing Guidance		Mike Stevens/Lou Mitchell	Sept 06	Housing Choices Booklet 'Moving Home'	Produce leaflets on re-housing guidance and make sure they are available in alternative languages.

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Support Services		Lou Mitchell	August 06	Ensure Housing Support Services also is included in the Tenant Handbook	Service Level Agreement to be developed.
Tenant Handbook		Steve Finegan	Sept 06	Produce the Tenant handbook in DVD format in alternative languages.	To be developed in Sept 06
Re-Housing data		Mike Stevens	Quarterly	Re-housing to provide information to HR & Equality Sub-committee on the average time it takes to re-house disabled people compared to non-disabled people.	Quarterly reports
New applicants		Mike Stevens	Nov 06	Make provisions to Local Service Staff and re-housing team to ensure preferred language is recorded at application stage and the communications database is updated and initial letter, and letter advising the applicant outcome is in appropriate language.	To be developed in August.

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(Equality Impact Assessments) Medical assessments		Mike Stevens	Nov 06	Liaise with MCC to ensure applicants requiring medical assessment are offered the choice of female or male worker.	Meetings to be arranged August.
HIV/Aids training		Margo Singer	Oct 06	Ensure staff receive training on HIV/ Aids.	To be developed
Internet		Steve Finegan	Oct 06	Website to provide information in other languages.	To be developed with Pete Smart
SLA review		Steve Finegan	Nov 06	Make arrangements to review existing interpreting services in terms of service delivery.	To be reviewed as part of SLA review program.
Support for Older People		Mike Stevens	Nov 06	Provide briefings to local service staff so they are aware that Support workers from HSS for Older People can help assist those older tenants bereaved who's partner has traditionally dealt	Training to be developed.

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Area	Link	Lead Officer	Completion	Milestones with budgetary issues etc.	Status

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