



Homes for Haringey

Single Equality Scheme 2010-2013

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1. Introduction by Paul Bridge, Chief Executive

We want to be an outstanding housing provider- an organisation of which our residents and our partners are proud.

Diversity is core to what we do.

Haringey is a cosmopolitan borough of great diversity including settled and new communities. We are committed to embedding diversity in all aspects of our work. We will continue to take a proactive approach to promoting equalities by providing a housing service that meets the different needs of all of our customers, working in partnership to build open, fair communities based on respect and a shared vision of the future and focusing on workforce representation and making sure that our staff understand the needs of our residents.

This Single Equality Scheme sets out how we will address legal requirements and demonstrate our commitment to promoting equality amongst our residents, staff and partners and to increase the diversity of our services and workforce to meet the needs of the community we serve.

2. The people we serve

Haringey is a diverse borough, home to some 224,500 people. The borough is the fifth most ethnically diverse borough in the country.

- Approximately 45% of the population are White British.
- Nearly 55% of Haringey's population are from the ethnic minority communities including Black African, Black African-Caribbean, Chinese, Greek-Cypriot, Turkish-Cypriot, Indian, Pakistani, Bangladeshi, Irish, Jewish, Polish, Turkish, Romanian and other eastern European Countries and Kurdish communities.
- Over 130 languages are spoken by pupils in Haringey schools. The most commonly spoken community languages are Turkish, Somali, French, Bengali, Kurdish and Albanian.
- Approximately 10% of local people are refugees and asylum seekers.
- A total of 13% of the local population are over 60
- 15% of the Haringey population has a limiting, lifelong illness
- 572 people with learning disabilities live in the borough
- 15.5% of Haringey residents say they have a limiting, lifelong illness.
- 1220 people receive mental health and social care services
- Just over 30% of the households in Haringey live in social housing.
- 62% of council tenants are female and 38% are male
- 42% of people living in Haringey Council accommodation are under 24.
- 2001 Census indicates that half Haringey residents are Christian, 20% have no religion, 11% are Muslim and 2% are Hindu.
- National Research suggests between 5-10% of the population are lesbian, gay or bi-sexual.

3. Equality and diversity policy statement

Equality means treating everyone with equal dignity and worth irrespective of particular characteristics such as their age, disability, gender, ethnicity, religion or belief or sexual identity. We recognise that people have different needs and circumstances and that achieving equality requires the removal of the discriminatory barriers that limit what people can do and be.

Homes for Haringey values the diversity of our community. We recognise and accept that discrimination and disadvantage exists and disproportionately affects some sections of our community. We are committed to identifying and removing barriers which prevent equal access to all our services and employment opportunities. This scheme is an integral part of every aspect of our activities.

We will work with our partners to provide services and opportunities in a fair and equitable way to meet the needs of diverse groups. We will continue to address any imbalances that exist in relation to our operations to enhance the services we provide.

We will promote equalities and diversity by encouraging awareness and respect between residents, Board, staff, contractors and community partners and integrating these values throughout our business.

The successful implementation of this strategy is dependent on the integrity of our governance framework. We will set short, medium and long term plans to deliver our commitments. Clear performance indicators and monitoring mechanisms have been put in place and the outcomes of our activities will be shared.

Objectives:

- Know our residents and their needs
- Deliver excellent services accessible to all
- Involve our residents in everything we do
- Value diversity in our workforce and become an employer of choice
- Work in partnership with our community to deliver stronger and safer communities
- Ensure that procurement is transparent and fair.

4. Our commitment to residents and staff

We aim to achieve equality of opportunity for tenants, leaseholders, employees, partners and stakeholders.

Homes for Haringey will, within available resources, aim to develop strategies to ensure equality in service delivery. We aim to:

- Ensure that the needs of all communities within Haringey are considered and included within the strategic development of services
- Provide accessible, effective services and information to Haringey's diverse communities

- Ensure we encourage participation from all sections of the community in our decision making processes
- Recruit a Board and staff team which is representative of the local community
- Ensure that all staff receive equalities and diversity training
- Ensure that contractors and organisations delivering services on behalf of Homes for Haringey comply with equal opportunities legislation and adheres to the principles of equal opportunity
- Review and monitor our services to ensure that they do not discriminate against any individual or group, identify barriers to access and assess where improvements can be made
- Develop and maintain inclusive and effective partnerships
- Measure progress against agreed targets in mainstreaming equal opportunities

5. Our approach

This document is our single Equality and Diversity Scheme for the three year period from August 2010. It sets out how we will meet our legal responsibilities.

We have public equality duties covering disability, gender and race. This means we must:

- Promote equal opportunities
- Eliminate harassment and unlawful discrimination
- Promote positive attitudes to disabled people
- Promote good relations between people from different racial groups
- Encourage the participation of disabled people
- Take positive action in respect of disability

In addition to our legal duties, this scheme addresses the needs of groups that face potential discrimination because of their age, religion or faith or sexual identification.

In bringing together all equality strands, the scheme reflects the Single Equality Act 2009 which places a single equality duty on public bodies relating to race, disability, age, gender, gender reassignment, sexual identification and religion or belief.

This scheme includes our equality objectives, the actions we intend to take to deliver them, and the measures we will use to track progress.

6. What we have achieved so far

While we recognise that we still have work to do in achieving our equality and diversity aims and objectives, good progress has already been made.

Set out below are some of our achievements:

- We collect monitoring data and are measuring progress on equality outcomes. Equalities data is analysed to inform service development.
- We have undertaken a resident profiling exercise to capture data on residents' individual needs including those relating to communication and disability. This information has been used to provide residents with information in the format they need.
- We are using customer profiling information to understand how our community is changing and to plan services that are responsive of the different needs of our residents.
- We provide additional services for elderly and vulnerable residents including additional contact visits and an enhanced repairs service.
- We have developed a leadership and management course to support staff from all backgrounds to move up into management roles.
- We have developed and implemented an Equality Impact assessment framework to assess whether new policies or functions might negatively impact on any groups and to take action to address any adverse effects.
- Actions for promoting equality and diversity are embedded into all team plans.
- Homes for Haringey works with a broad range of strategic partners to achieve defined equality outcomes, for example, tackling hate crime.
- We provide accessible information to residents using a wide range of formats. Our website is easy to access and navigate and we have provided training to residents to support them using the internet.
- We have developed a digital inclusion strategy.
- We have revised our diversity training to provide all staff and Board members with an understanding of the need to promote equality and diversity issues.

- We provide excellent customer care. Staff are knowledgeable and well trained and respond to specific needs of all our customers.
- We have established a broad range of effective resident involvement initiatives to engage residents from diverse groups and give them a voice.
- We have carried out a survey to capture the aspirations of our residents for the future of Homes for Haringey.
- We have reviewed Human Resources policies and procedures in line with best practice

7. The Single Equality Duty

The Equality Act simplifies and streamlines equality legislation and guidance, and strengthens the law by introducing a single equality duty applying to race, disability, gender, age, gender reassignment, sexual Identification and religion and belief.

- Ending age discrimination by extending it to cover goods, services and facilities
- Requiring transparency by annual reporting on rates of pay and employment
- Extending the scope of positive action
- Strengthening enforcement.

We will meet our obligations and responsibilities highlighted in equality legislation and regulations, positively promoting equality and diversity in all areas of our work.

The earlier Equality Act 2006 places the following obligations on public authorities, including Homes for Haringey:

- To tackle discrimination and promote equality with respect to race, disability and gender, age, gender reassignment, sexual identification and religion or faith
- To report yearly on rates of pay by gender and employment of people from ethnic minorities and disabled people.

Public bodies already have a duty to consider how to promote equality through their procurement contracts. The Government is considering ways of helping public bodies to comply with this duty more effectively.

The Act also:

- Enables the phasing in of laws prohibiting unjustifiable age discrimination for people over 18 in access to public and private sector goods facilities or services
- Enables an employer to select a person from an under-represented group in a tie-break situation
- Strengthens enforcement and protection against discriminatory practices.

Homes for Haringey will comply with the above legislation, codes of practice and recommendation

In addition, we accept our duties under the Human Rights Act, and related legislation and codes of practice, and aim to ensure our actions reflect best practice in this area. We are committed to ensuring that our policies and practices are designed to identify and support vulnerable people so they are able to share the same quality of life and receive equal service outcomes in line with all our customers.

8. The Social Housing Equality Framework

The Social Housing Equality Framework (SHEF), developed by the Improvement and Development Agency (IDeA), has been designed to provide a benchmarking tool for all social housing providers. The SHEF complements the existing regulatory framework for social housing providers. Homes for Haringey decided to adopt this framework.

The SHEF has three levels of achievement: developing, achieving and excellent.

Organisations are assessed under five areas:

a) **Knowing your customers and community mapping** – Holding updated information about the community profile and using the information innovatively to deliver effective services.

b) **Leadership, partnership and organisational commitment** – having a vision for the community that embraces equality and diversity and participating in effective partnerships to achieve goals.

c) **Customer engagement and satisfaction** – facilitating the involvement of diverse communities in decision making, planning services and workforce development.

d) **Responsive services, access and customer care** – making sure that service partners understand the needs of our community and develop effective services to address these needs.

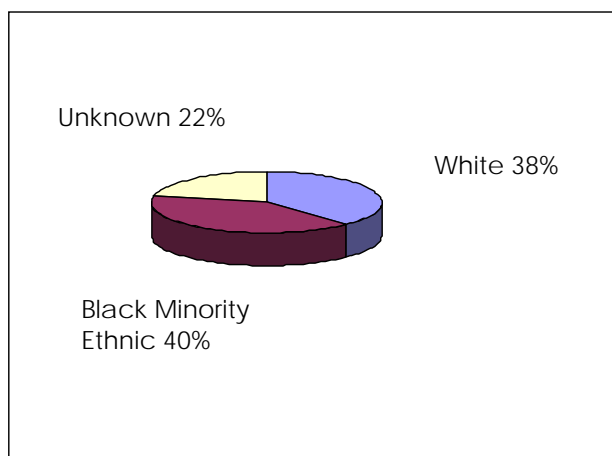
e) **A progressive and diverse workforce** – Investing in a workforce that reflects the community it serves, based on fair employment practices and good training on equality issues.

Homes for Haringey is committed to working towards achieving the Excellent Level of the Social Housing Equality Framework by the end of 2013.

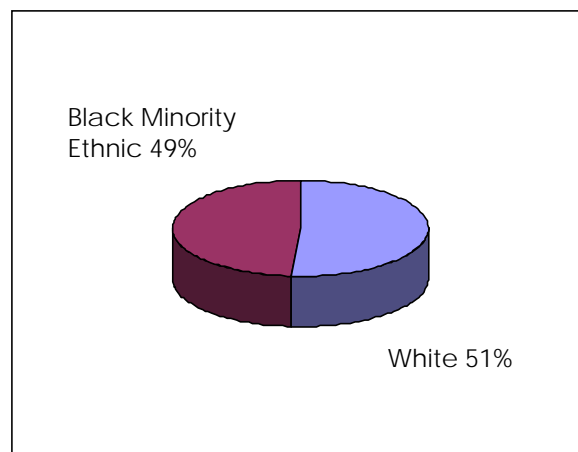
9. Addressing the Equality Areas

Race

Tenant Ethnicity Profile



Workforce Ethnicity Profile



Why race matters

People from Black and Ethnic Minority communities commonly experience difficulties in accessing the same quality of services as other groups and have also faced discrimination in the job market. Language barriers can make it difficult for some groups to access opportunities. Some communities have specific housing requirements which have not been addressed.

BME households in Haringey are over-represented against overall numbers in the borough on the housing register and in temporary accommodation and may be at particular risk of homelessness and over-crowding.

What we do

We ensure that;

- Residents from all racial backgrounds have the same quality of housing
- Staff from Black and Minority Ethnic communities have equal access to employment and career development opportunities
- We monitor uptake of services, employment and progression

How we do it

We offer housing that meets the needs of the whole community.

We challenge racist behaviour and encourage positive attitudes towards diversity in our community.

We provide information in translation and interpreters as needed.

We aim to ensure that the make-up of our staff and Board members reflects the diverse needs of the community we serve.

The Greater London Authority reports the BME working population in London, as 29% and projects an increase to 35% by the year 2015. Our current workforce is made up of 49.1% Black and Minority Ethnic groups and 50.8% of White ethnic background.

35% of our top earners come from BME backgrounds which exceeds the organisation target set for this performance indicator which is 22%.

An analysis of staff ethnicity by grade shows a good distribution of ethnic minority groups represented in different services.

Of our 16 Board members, 5 come from a Black Minority Ethnic group, 3 from a White European group and 8 are White British.

Examples of addressing issues relating to race:

- Monitor our residents, staff team, Board members and involved residents in relation to ethnic background to ensure that they reflect the Haringey community
- Operate a staff language pool to provide an immediate response to callers who do not speak English
- Maintain a database of local groups and organisations representing different communities
- Set up a community fund to help support community groups to improve community cohesion, World on Your Doorstep
- Offer information surgeries in Turkish in our customer care centres
- Provide training to resident associations on how to engage residents from different backgrounds

Disability

Definition

The Disability Discrimination Act 1995 states, "A disabled person is someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities".

Resident Disability Profile: 13% of our residents have told us that they are disabled.

Workforce Disability Profile: 9% of our workforce is disabled

Why this matters

Disabled people experience bullying and violence. Research has shown that a third of disabled people avoid specific places or change their routine to avoid harassment, and as many as one in four has moved house. People with learning disabilities and mental health issues may be particularly vulnerable to bullying and harassment.

Research shows that almost half of all social housing homes include a tenant with a disability, and given the change in the age population profile, the requirement to address the housing needs of people with disabilities will become even more of a priority.

Research carried out by the Chartered Institute of Personnel and Development indicates that many disabled people do not disclose their disability because of a fear of being labeled negatively. This means that it may be difficult to establish an accurate picture of the number of disabled staff within an organisation.

What we do

Disability groups prefer to promote a 'social model' of disability which recognises that it is not an individual's disability that hinders them but the barriers that are put in their way, whether these are physical barriers or the barriers of negative attitudes. We will challenge barriers and promote the participation of people with disabilities.

Our definition of disability includes people with learning disability, mental health problems, mobility problems, as well as hearing, speech and visual impairments.

Homes for Haringey will continue to build up effective working relationships with groups representing disabled people in the borough.

We will review our activities and premises on an on-going basis to make sure that we continue to meet and, where possible, exceed required standards.

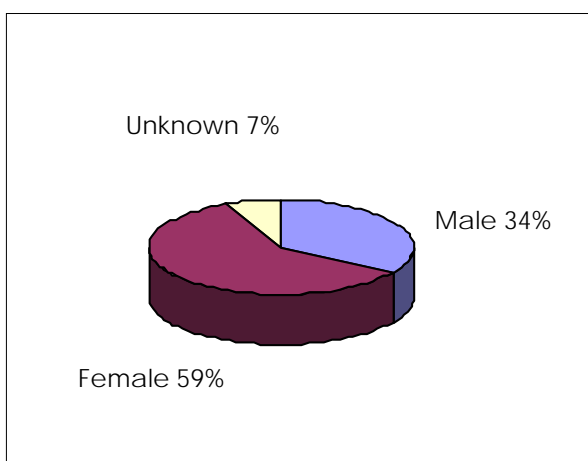
Our Human Resources Team works closely with the Occupational Health to ensure that reasonable adjustments are made for disabled employees and that the appropriate equipment is provided.

Examples of addressing issues relating to disability:

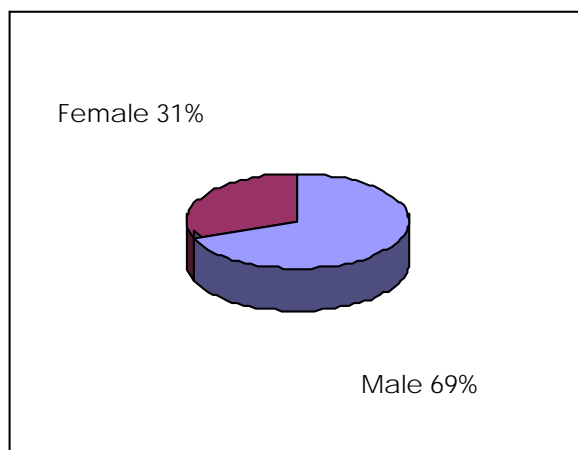
- Members of our Disabled People's Group carry out access audits on customer care centres
- Employ a dedicated Occupational Therapist to assess need for aids and adaptations as part of Decent Homes updates
- Diversity training mandatory for all staff and board members includes disability awareness
- Disabled staff focus group meets every six months and has developed an on-going action plan
- Promote our Two Ticks accreditation on recruitment material
- Respond to actions identified in focus group for staff with disabilities
- Offer interviews to disabled applicants under the Haringey Guarantee Scheme

Gender

Tenant Gender Profile



Workforce Gender Profile



Why this matters

Barriers still exist to gender equality.

Women and men have different needs for housing services. Women can sometimes experience discrimination and sexual harassment, which make it difficult for them to get involved, or to progress in employment.

There are still significant gender divisions in employment. Women earn less than their male counterparts and are still under-represented at professional and managerial levels. They are more likely to be at the lower-skilled end of

the market, particularly in the service industries. Women are also still more likely to have caring responsibilities and are more likely to experience deprivation.

Haringey has a high proportion of lone parents, and a large majority are women.

What we do

We make sure that the services we offer are open to everyone and that they meet everyone's needs.

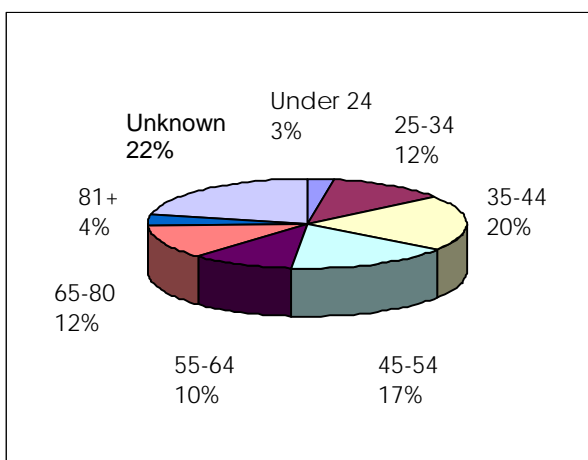
We make sure that people have the same access to job opportunities at the same rate of pay, relative to experience and qualifications and that we do not discriminate in any way because a person is a carer or parent. Everyone should have the opportunity to follow a career and have a family/home life. We make sure that people can take up senior positions in our company regardless of gender.

Examples of addressing issues relating to gender:

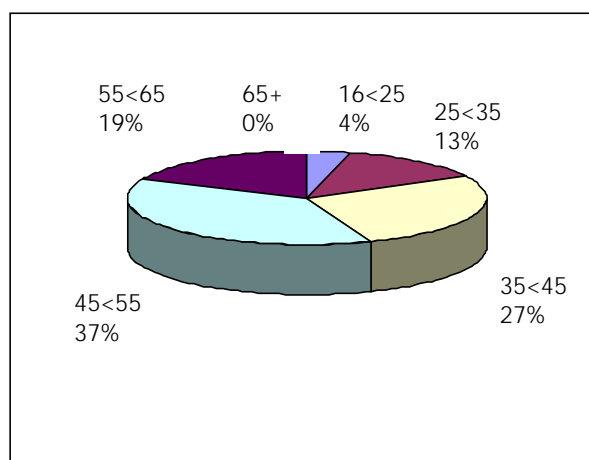
- Operate Women's Resident Group
- Organise resident involvement meetings at times to suit parents
- We are registered with Women Like Us, a recruitment organisation targeting female applicants
- Introduction of Springboard, a development programme to support women into managerial roles and Navigator, a work development programme aimed at men
- Promote apprenticeship schemes to young women via local schools

Age

Tenant Age Profile



Workforce Age Profile



Why this matters

Residents have different needs for housing at different life stages. We need to understand the needs of different age groups so that we can provide the services needed by different age groups.

Assumptions about people relating to age may affect their access to services and employment.

Older people are more likely to suffer ill health, disability or impaired mobility. This means they are more vulnerable and might struggle to access services.

Young people are often negatively stereotyped and may be less confident in accessing services or getting involved. Young people are likely to be less experienced in the responsibilities of having a tenancy.

Those age groups more likely to be socially disadvantaged are outside of working age.

What we do

We have developed resident engagement opportunities to involve residents from different age groups. Older people are very well represented on our resident engagement panels.

We used evidence from the equality impact assessment on our Resident Involvement Strategy to inform the development a range of youth involvement opportunities which has enabled young residents to participate in deciding how we deliver our services

We monitor all areas of employment including promotion and take up of training opportunities in relation to age to ensure that we do not discriminate in employment on the basis of age.

Examples of addressing issues relating to age:

- Carry out vulnerability checks on all tenants over the age of 75 to ensure that their needs are being met
- Employ a Community Youth Outreach Manager
- Develop innovative youth film-making project
- Support a team of "Young Advisors"
- Check the committees of recognised residents' associations to see if they broadly reflect the communities they serve
- Check the demographics of residents we engage and involve and seek to address under-representation, for example fewer people aged 26 to 54 attend meetings, so we try to reach them in other ways
- Operate an enhanced repairs service for tenants over 60 who do not have anyone in the home who can help them
- Organise a Supported Housing Conference

Religion and faith

The Equality Act introduces provisions governing discrimination on the grounds of religion or belief in the provision of goods, facilities and services. It is also unlawful for someone to discriminate against an individual because of their religion or belief or because they have no religion or belief.

Why this matters

Religion and faith is about the things going on inside us: how we make sense of life. It may involve questions about meaning, values, hope, love and things beyond the physical boundaries of life. For many people, these questions are answered by their religion or beliefs.

Religion and faith is sometimes associated with specific ethnicities. It is important to recognise people who do not express their spirituality by following a particular tradition and to celebrate the diversity of people in our community.

People express their religion and faith in different ways. Shared faith can contribute to strong sense of community. Different faiths attach different values to family and household relationships. It is important that we understand how religion and faith affect housing needs.

In the 2001 Census half Haringey residents said they were Christian, 20% said they had no religion, 11.3% said they were Muslim and 2.1% said they were Hindu.

What we do

We work with individuals and communities of different religions and faiths to make sure that they have access to services and opportunities to be involved.

We make sure that we do not discriminate against staff members or job applicants on the grounds of their religion or faith and that everyone has the opportunity to practice their religion and beliefs at work. We have policies in place that ensure that employees' religion or beliefs are taken into account in such matters as prayer and leave requirements

We have started collecting monitoring the religion or faith of our employees and people applying for employment with us.

Examples of addressing issues relating to religion and faith:

- Provision of dedicated prayer room
- Collect monitoring information on religion/faith
- Timetable residents' meetings and consultation events to avoid significant religious holidays and prayer days

- All staff attend equalities and diversity training which addresses promoting respect for different faiths and faith groups
- Developed a guide to the different faiths in the borough and guidance for operatives working in the homes of residents from different faiths

Sexual orientation

Why this matters

In their work and personal lives lesbians, gay and bisexual people may have to choose between being open and honest about their sexuality, avoiding the issue, or lying to their colleagues and neighbours. This can cause stress. Stonewall research demonstrates the experiences of lesbians and gay men;

- nearly one in five experienced homophobic bullying in the workplace in the last five years
- 23% of the lesbians and gay men surveyed in London expected discrimination from social landlords
- One in five experienced some form of hate crime in the last three years.

Homophobic hate crime including physical assault and murder has increased substantially in the last two years it is also believed to be widely under-reported. According to one survey, two thirds of lesbian and gay people said they had experienced a homophobic incident, but less than one in five such incidents were reported.

The Greater London Authority estimates the number of lesbian, gay and bisexual people living in London is 5-10% of the population. There is no definitive data as information about sexual identification has not been collected in the Census.

What we do

We make sure that lesbian, gay and bisexual people feel comfortable accessing our services and getting involved. We offer support so that they are able to live free from fear of harassment.

We encourage positive attitudes to different sexual orientation within our workplace and make sure that there is no form of discrimination that could affect employment or career progression.

We collect monitoring information on the sexual identification of our residents, Board members and people applying for positions with us.

We monitor incidents of hate crime, provide appropriate support to victims and refer people to relevant agencies. Hate crime and harassment is not tolerated and can result in the eviction of perpetrators.

We will take action to ensure all tenants are free from discrimination and harassment.

We promote positive images of lesbian, gay and bisexual people.

Examples of addressing issues relating to sexual orientation

- Undertake consultation with our lesbian, gay, bisexual and transgender residents
- Have clear procedures to deal with hate crime and promote reporting procedures in Homes Zone
- Young people's e-newsletter provides link to Pace LGBT youth group
- Participate in the Haringey LGBT Network
- Participate in Stonewall's Diversity Champions Programme.

Gender reassignment

Examples of addressing issues relating to gender reassignment

Transgender people often find that they are not accepted as the people they are. The experience of discrimination and harassment may inhibit transgender people from living in the way that they choose and can have significant impact on mental health.

Transgender people are more likely to experience problems in finding housing.

What we do

We monitor employment in relation to gender reassignment. Reporting hate crime and ASB is monitored in relation to gender reassignment. We are able to work sensitively with transitioning residents to change their name and title on tenancy agreements.

We know that transgender people are at greater risk of becoming victims of anti-social behaviour and hate crimes, our staff are ready to challenge transphobia and support victims to report any incidents.

Examples of addressing issues relating to gender reassignment

- Host consultation event with transgender residents on developing areas best practice in providing housing to this group including monitoring and processes for responding to requests to change names and titles
- Monitor employment in relation to gender reassignment
- Address gender reassignment in equalities and diversity training for staff
- Work with organisations representing transgender people to promote procedures for reporting hate crime.

10. Accountability and Responsibility to Deliver Equality Scheme

Homes for Haringey has made good progress on embedding equalities and diversity into our organizational structure. Roles and responsibilities for responsibility for this scheme are set out below.

	Responsibility
Board Equalities Champion	<ul style="list-style-type: none"> • Approving scheme and action plan • Reviewing the performance of the action plan at a strategic level • Receiving annual progress report • Promoting equalities and diversity issues at Board level
Executive Management Team	<ul style="list-style-type: none"> • Ensuring the implementation of the scheme and action plan • Reviewing the performance of the action plan at the operational level • Ensuring all areas of the business are working towards the commitments of the scheme • Promoting best practice models which go further than legislative compliance.
Equalities Forum - includes managers from across services, a resident and the Board Equalities and Diversity Champion.	<ul style="list-style-type: none"> • Leading new developments and initiatives • Agreeing programme of equality impact assessments • Reviewing equalities performance and outcomes • Developing and monitoring the action plan • Researching and disseminating best practice • Receiving regular updates from managers implementing the strategy, signs off equality impact assessments • Ensuring that equalities and diversity work is mainstreamed across Homes for Haringey
People Manager	<ul style="list-style-type: none"> • Ensuring that equalities and diversity are promoted in all aspects of recruitment and employment • Ensuring compliance with statutory employment duties • Leading initiatives to improve our approach to equality and diversity
Equalities Manager	<ul style="list-style-type: none"> • Developing scheme in consultation with stakeholders • Increasing awareness of the scheme throughout the organisation • providing advice and assistance to members of staff in implementing the scheme • reporting to the Executive Management Team, Equalities Forum and the Board on progress against the action plan • Providing updated information • Sharing good practice and lessons learnt

Homes for Haringey managers	<ul style="list-style-type: none"> • Ensuring actions in the plan are allocated to the relevant team members to implement
Homes for Haringey staff	<ul style="list-style-type: none"> • understanding the scheme and their individual responsibilities in relation to the action plan • Embedding equalities principles and standards into all aspects of their work

11. Leadership and Corporate Commitment

The Board

We monitor our Board membership to ensure it reflects the diversity of the community we serve. When vacancies arise, we try to attract people from diverse and under-represented communities.

All Board members undertake equality and diversity training. There is a Board equalities and diversity champion.

12. Employment and Training

Valuing diversity

We expect all employees to respect customer and employee differences and will not tolerate any form of discrimination, e.g. relating to an individual's age, ethnicity, disability, gender race, religion or belief, or sexual orientation. We will not accept any form of unfair treatment, discrimination or harassment of any or by any of our employees. We will encourage all of our employees to reach their full potential. Employees should treat customers fairly and according to their needs. We want all our services to have a sense of fairness and equality.

We want to make sure that all employees are awarded equal opportunities in employment. In line with employment law, we will not discriminate on the grounds of race, gender, disability, age, sexual orientation, or religion or belief. Our approach also covers marital status, class and other issues, as we aim to make our employment procedures fair for everyone.

We think our workforce should represent the community we serve. This means we need to make sure that all decisions about recruitment, job appointments, promotion, and training and development are made fairly. We do this by providing a programme of training to support managers to develop the skills needed to make fair recruitment decisions.

Equality and diversity training

Equality and diversity training is compulsory for all employees and Board members and will be offered to contractors where relevant. New starters are introduced to Homes for Haringey's commitments to promoting equalities and diversity at the compulsory corporate induction.

All employees and Board members are required to attend equality training. In addition we have introduced e-learning based equality training. All managers responsible for leading processes attend recruitment training to ensure that legal requirements and our principles of equality and diversity are promoted through the recruitment process.

Other training courses are provided to employees as and when required to improve knowledge and understanding.

13. Access to Our Services

We provide services and information through a number of ways and provide a range of support mechanisms to ensure equality of access for people from all groups.

Physical Access to services

We have a duty under the Disability Discrimination Act regarding physical access to buildings and services. We are committed to carrying out a rolling programme of access improvements, which take account of emerging priorities and public comments.

We continue to consult the Disabled People's group on access issues or barriers and take appropriate steps to address these.

Access to information

We ensure that everyone has access to information about Homes for Haringey and our services. We provide information on request in a range of accessible formats including standard print, large print, picture-symbol format, community languages and audio-tapes.

Translation panels are included on all our literature to highlight information available in a range of different formats on request.

All important information is translated into key community languages. We provide Homes Zone magazine in translation on request.

Our website conforms to the Triple A level of the W3C Web Content Accessibility Guidelines. Information and navigation is provided in Turkish, Kurdish, Somali, French and Albanian. Developments to the site are user tested before going live.

Residents automatically receive information in the communication format they require. Our tenant information form identifies residents' communication needs which are highlighted with a blue flag on tenant files.

14. Resident Participation

Homes for Haringey is committed to effective consultation with all sections of the community, using diverse of methods and arrangements. The principle of consulting proactively with all sections of the community, in particular individuals and groups, which have been identified as being excluded or marginalised, form a key part of Homes for Haringey's equality commitments. We will ensure that our consultation methods take into account the physical, social, cultural, religious, language access or other needs of all sections of the community.

Homes for Haringey have developed extensive consultation and participation networks and recognise this as a vital component of the process of assessing policies and functions. We will continue to work with local agencies, community and voluntary groups and others to remove any barriers to consultation. We will ensure that we respond to requests to provide information in a variety of formats and different ways.

Our specific objectives in relation to consultation and involvement are:

- To ensure that we are transparent and accountable to all stakeholders and groups by engaging with those who are most need.
- To ensure that non traditional methods of engagement are developed and implemented.
- To develop appropriate initiatives to enable targeted individuals and groups to be involved.
- To actively and positively engage with specific communities, groups and individuals who are under-represented in consultation, involvement and participation.
- To explore the reasons for the non engagement of certain individuals and groups and develop appropriate strategies and initiatives to address the issues identified.

We have worked with tenants and the wider community to develop our Resident Involvement Strategy and the Resident Involvement Agreement. These documents set out how we involve and consult residents.

We have developed a range of ways in which people can have their say and get involved in our work. These allow people to get involved at the level they are happy with, for example:

- Receiving information
- Influencing the decision making process
- Being involved in the decision making process

We collect information on the profile of customers to help us to target information, communication and services. This enables us to monitor which

groups of customers are more likely to be actively involved.

We consult different groups through:

- Homes Zone, our resident magazine, is translated on request
- E-newsletter for young people
- Dedicated outreach to young people
- Young advisors
- Our website
- Resident Involvement Panels
- Disabled People's Group
- Women's Group
- Satisfaction surveys
- Annual Participation Questionnaire
- Existing community groups.

15. Working in Partnership

We work as part of the Haringey Strategic Partnership alongside other agencies from the public, private and voluntary and community sectors. Through this, we are involved not only in the delivery of housing services, but also in shaping a vision for and tackling inequality in the community as a whole.

We participate in the following forums:

- Haringey Strategic Partnership
- Haringey Hate Crime Working Group
- Community Safety Partnership
- MARAC conferences

16. Procurement

Some of our services are carried out through contracts with private and public organisations. Our tendering process takes into account the equality and diversity policies and practices of companies submitting tenders.

Our contracts include terms and conditions that outline what is expected of the contractor/supplier. Equality requirements are part of our terms and conditions.

There is also a duty for contractors/suppliers to promote equality and prevent discrimination, and to train their workforce to understand their role in this.

We will continue to make improvements to the way we monitor contracts across the company as part of our work to achieve excellence within the Equality Framework for Local Government.

We will seek to ensure that contracts are delivered in a way which is non-discriminatory and which promotes equality of opportunity for all our residents, staff and local businesses.

To this end we will:

- Make sure our contractors and external service providers adopt and adhere to the Commission for Racial Equality's Code of Practice on Procurement.
- Make all contractors aware of our commitment and their obligation to implement it in full.
- Expect suppliers to take steps to ensure their employment practices are compliant with statutory equalities legislation and encourage them to promote equality of opportunity within the scope of the contract.
- Review all contracts and include a requirement that the contractor must comply with statutory equalities legislation.
- Encourage, through our contract requirements, as far as possible, participation from voluntary organisations, small businesses and local businesses.
- Ensure a common procurement practice for all contracts and provider agreements, whereby all contractors and service providers wishing to deliver services do so in accordance with our equality and diversity strategy and action plan.
- Set up monitoring systems for contracts to secure equal employment and service delivery targets.
- Provide training for staff involved in procurement so that they understand the provisions of equality legislation and the relevance to their work.
- At pre-tender stage formally request copies of all contractors' equality and diversity policies; policies will be assessed to ensure they meet our standards so that the contractor organisation can meet the specific needs of the diverse communities in Haringey.
- Encourage our partner organisations to adopt recruitment and employment practices that make their workforce reflective of our local population.

17. Monitoring the impact of our policies and procedures

Homes for Haringey is committed to gathering and monitoring diversity information in order to assess the impact of our services on our residents.

The aim of diversity monitoring is to check that we provide a fair and equal service to all our residents. We have mainstreamed diversity monitoring into our performance management framework for the business as a whole.

Homes for Haringey service standards relating to equalities and diversity in place.

All customer satisfaction surveys include questions about gender, ethnic origin, age and disability and are now including religion/faith and sexual identification.

We have identified areas where we can improve diversity data collection and monitoring.

Equality Impact Analysis

An Equality Impact Analysis is a systematic way of finding out whether a function or policy may have a negative impact on different groups.

Homes for Haringey carries out Equality Impact Assessments whenever we propose a change to a policy or service. This enables us to:

- Consider the needs and experiences of those affected by any change
- Identify potential inequalities
- Plan to address any inequalities
- Improve overall service.

Performance Indicators

We have a range of equality related Performance Indicators to assess our performance. They include all relevant Best Value Performance Indicators (BVPIs) and some locally agreed indicators. These help ensure we can analyse information about our approach and performance in this area and provide a snapshot of how well we are performing overall.

Performance information is used to help focus attention where it is needed, highlight key priorities and to identify where corrective action needs to be taken. Monitoring of performance is an essential element of our management framework. Performance against targets is continually measured with timely and accurate information and further action taken to address any identified weaknesses.

Monitoring our employment practice

We have a range of mechanisms for monitoring and reviewing our employment practice:

- Annual reports relating to the six equality areas and quarterly reports which look at progress against achieving our employment targets. Monitoring recruitment process, disciplinary and grievance cases.
- Benchmarking our performance relating to equalities and diversity against other ALMOs
- Take up of training opportunities is monitored in relation to work area, grade, ethnicity, gender, age and disability
- Staff survey
- Equal pay review to identify and explain gender-related pay differences
- Carrying out Equality Impact Assessments when introducing new HR policies and procedures.

18. Monitoring the Single Equality Scheme

This scheme will run for three years from June 2010. Monitoring of the scheme will be co-ordinated by the Equalities Forum.

Resident Involvement Panels will be involved in the scrutiny of our achievements against our action plan

The Board will receive an annual report on the key achievements of the previous year and progress against the scheme's action plan. We will also publish reports on our website.

19. Consultation on the Single Equality Scheme

We have consulted our residents to make sure that this Equality Scheme reflects the views of a wide variety of our residents via Resident involvement Panels.

A draft of the scheme was published on our website at the beginning of March 2010.

20. Publishing the Equalities Scheme

Homes for Haringey Single Equality Scheme and action plan will be published on our website and will be made available in different formats on request.

The scheme will be disseminated to staff and relevant partner organizations.

Progress against the scheme Action Plan will be monitored by the Equalities Forum.