

United Residents Housing

YOUR URH

**Equality and Diversity Annual Report
August 2011**

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Author: Vivien McKnight

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Introduction

United Residents Housing is committed to promoting equality and diversity among our customers and staff. Our Equality and Diversity policy statement links directly into our Equality and Diversity Strategy and Action Plan, which sets out our current priorities to improve the living and working environment for all of our residents, staff and partner organisations.

What equality means to URH is ensuring that all of our services meet the needs and aspirations of all of our customers and that we provide our services in a fair way that is accessible to all. To do this, we will ensure that our policies and practices are not discriminatory and actively encourage people to access our services or take up and remain in employment with us.

What diversity means to URH is recognition and appreciation of the different life experiences, skills and perspectives that all individuals bring to our communities and workplaces. We believe that diversity benefits and adds real value to our organisation and the work that we do.

URH will promote and celebrate the diversity of our community and staff. This means that we will actively consult and work with all our customers and partners to recognise their different needs and preferences and we will aim to make our services fit for purpose with these requirements in mind. As an employer, we will actively empower all of our staff to develop their potential and take pride in their abilities and resources, and confidently provide services for our residents irrespective of their background.

URH strives for high standards and recognises the need for promoting its commitment to equality and diversity publically and confidently. URH is also committed to promoting cultural change to address practices which negatively impact residents, leading the way in combating social exclusion and discrimination which may currently fall outside of legislation.

This annual report aims to provide a depth of information and analysis of equality and diversity issues related to our services and organisations. It also provides a review of how the outcomes which the organisations has delivered to ensure that our services are accessible equally to all groups, and meet the needs of our diverse community.

Definitions

Our commitment to **equality** ensures that policies, procedures and practices within URH do not discriminate against staff, residents or other people we come into contact with. Equality is about treating people fairly and without discrimination regardless of who they are. It is about recognising that inequality is often caused by circumstances not of an individual's own making and taking positive action to address this.

Respecting **diversity** ensures that all people are valued as individuals and are able to maximise their potential and contribution to URH and to their community. This means that we recognise that different people have different needs. It recognises that people from different backgrounds can bring fresh ideas and a different approach, which can make the way we work more effective, more efficient and more innovative.

Direct Discrimination occurs when an individual is dealt with less favourably *explicitly* on the grounds of their race, skin colour, nationality, ethnic or national origin, gender, gender reassignment status, relationship status, caring responsibility, sexual orientation, age, physical, sensory or learning disability, mental health, religion and belief, medical status (e.g. HIV), employment status, physical appearance, unrelated criminal convictions or union activities.

Indirect Discrimination occurs when a requirement or condition, which although applying equally to people of all groups, is applied in a such a way that at least a significant minority of a particular group are considerably disadvantaged on this basis. For example, dress codes have sometimes been held to discriminate indirectly against people on the basis of their gender or religious belief.

Victimisation in the context of equality and diversity occurs when an individual is treated less favourably because that person has asserted their rights under legislation, for example the Sex Discrimination Act, Race Relations Act or the Disability Discrimination Act, or acted as a whistleblower on such activity.

Harassment relates to repeated, unreciprocated and unwelcome comments, looks, actions, suggestions or physical contact which is found objectionable and offensive and which might threaten an employee or resident or create an intimidating or uncomfortable environment. Harassment does not need to be based on the characteristics of an individual, but can be sexual, racial, directed against people with disabilities or indeed related to any characteristic exhibited by an individual or group of people.

Positive Action refers to measures taken to assist participants and groups who have been under-represented in specific areas, to reach a level of confidence, knowledge and achievement that is comparable with their peers. These measures would normally take the form of additional training, positive recruitment amongst certain groups and making public a commitment to redressing any imbalance in participation and challenge historical barriers. An example might be explicitly welcoming applications from a particular group which are currently underrepresented in a particular area of work.

Operational Context

United Residents Housing is one of two Arms Length Management Organisations (ALMOs) which manages properties through its partners on behalf of Lambeth Council.

Understanding the needs of our residents is particularly important in Lambeth as we are one of the most diverse places in the country. We are the fifth most deprived borough in London and the 19th most deprived in England (IMD 2007). Lambeth is also home to a large number of residents who do not speak English as a first language (DfES Oct 2003), with 142 languages spoken across the borough (2010 Lambeth annual pupil survey). Around two in five Lambeth residents (38%) are from ethnic minority groups, and the borough has the second highest proportion of black Caribbean residents of any local authority (GLA ethnic projections). In line with inner London, around six in ten residents have a white ethnic background, but this masks a great diversity with significant Portuguese and eastern European communities concentrated in particular parts of the borough.

The majority of URH's stock is located in the Coldharbour ward of Lambeth. Coldharbour is by far the most deprived part of the borough; 60% of the areas are in the 10% most deprived in the country (State of the Borough Report 2010), unemployment is high, income is lower than the borough average and the proportion of households in deprived areas is more than double the Lambeth average. There are high proportions of single parent families, and crime indicators are above average.

URH's remaining stock is located in Brixton Hill and Ferndale Wards of Lambeth, where needs are similarly acute, relative to Borough, regional and national averages.

Ferndale has a population of some 12,898 residents representing 4.8% of the borough population. Between 1991 and 2001, there has been an increase in White people and a decrease in Black people, which goes against borough trends. Ferndale has high numbers of people between 16-24 and had the largest decrease of under 16s between 1991 and 2001.

Services provided by URH include:

- Tenancy and Estate Management
- Repairs Service
- Customer Care
- Parking Enforcement
- Estate Cleaning
- Caretaking
- Ground Maintenance
- Revenue Management
- Leasehold Services
- Capital / Decent Homes Standard improvements

Our commitment to equality and diversity

URH is committed to the principles of equality and diversity. No resident, employee, board member, visitor or applicant should receive less favourable treatment on the grounds of their race, skin colour, nationality, ethnic or national origin, gender, gender reassignment status, relationship status, caring responsibility, sexual orientation, age, physical, sensory or learning disability, mental health, religion and belief, medical status (e.g. HIV), employment status, physical appearance, unrelated criminal convictions or union activities. Nor should people be disadvantaged by other conditions or requirements which cannot be shown to be justifiable. This commitment applies to our service provision, communications, recruitment and selection, training, and all terms and conditions of employment and customer relations.

URH will actively encourage and support diversity to meet the needs of all stakeholders, and maximise achievement, creativity and good practice and bring benefit to individuals and communities. URH recognises that discrimination can take a number of forms including direct and indirect discrimination that can often be subtle. URH also accepts the definition of institutionalised racism as defined by the MacPherson Report following the Stephen Lawrence Inquiry and will extend it to apply beyond racism to discrimination against disabled people and all other forms of discrimination.

We encourage all people – including staff and residents - to contribute to an environment in which people feel comfortable expressing who they are, how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued. The way we work, train and learn within URH should reflect both the vision and objectives of URH and the spirit and intentions of legislation that outlaws discrimination and promotes equality and diversity.

URH will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to staff and residents in accordance with its Disability Two Ticks accreditation. More details can be found in URH's Recruitment and Selection policy.

We will endeavour to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access to individuals and hard to reach groups. This will include vulnerable residents, new migrant groups, those leaving looked after care or custody and those at risk of becoming involved in criminal activity.

URH urges staff, residents and partners to be aware of the less obvious types of discrimination which result from general assumptions and pre-conceptions about the capabilities, interests and characteristics of individuals. This can often include references in parts of the media which are commonly held to be acceptable, but in fact are exclusionary or derogatory to particularly groups in the community.

We are committed to fulfilling our legal duties under the following Acts and Statutory Guidance to combat discrimination and promote equality, namely the Disabled Persons Employment Acts of 1944 and 1958, Equal Pay Act 1970, Sex Discrimination Act 1975, Race Relations Act 1976, the Human Rights Act 1998, Disability Discrimination Act 1995, Race Relations (Amendment) Act 2000, Employment Equality (Religion or Belief) Regulations 2003, Gender Recognition Act 2004, Disability Discrimination Act 2005, Employment Equality (Sex Discrimination) Regulations 2005, Employment

Equality (Age) Regulations 2006, Equality Act 2006, Equality Act (Sexual Orientation) Regulations 2007 and Equality Act 2010.

However, our overall strategic objective is to go beyond legislative and statutory compliance and make innovative and positive progress in terms of equality and diversity, and being in a position to share best practice with our local partners.

Appraisal of progress 2010-2011

Key successes

The appraisal of progress 2009/10 comprehensively detailed URH's stance, actively, performance and behaviours of URH on Corporate culture and governance, access and customer care, service user involvement, partnerships and community engagement, harassment and domestic violence and we have continued our upward trajectory with our equalities and diversity work. In line with legislative guidelines we signed off our Single Equality Scheme, meeting the demands of compliance to the Equalities Act 2010. It gave us

URH Staff Workforce Profile

Ethnicity	Number of Staff	Percentage
White		
British	15	20%
Irish	3	4%
Other European	-	-
Other	2	3%
Mixed		
White and Black Caribbean	2	3%
White and Black African	1	1%
White and Asian	2	3%
Other	1	1%
Asian		
Indian	1	1%
African Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other	-	-
Black or Black British		
Caribbean	27	36%
African	15	20%
Other	4	5%
Prefer Not to Say	2	3%
Other ethnicity	-	-

Disability	Number of Staff	Percentage
Yes	1	1%
No	61	82%
Prefer not to Say	13	17%

URH Staff Workforce Profile Continued

Gender	Number of Staff	Percentage
Male (including trans male)	61	82%
Female (including trans female)	13	17%
Other gender identity	1	1%

Age	Number of Staff	Percentage
17-25	5	7%
26-35	12	16%
36-50	41	55%
Over 50	16	21%
Prefer not to Say	1	1%

Sexual Orientation	Number of Staff	Percentage
Heterosexual	54	72%
Bisexual	1	1%
Gay	1	1%
Lesbian	-	-
Other	-	-
Unsure	-	-
Prefer Not to Say	19	26%

Religious Belief	Number of Staff	Percentage
Agnostic	3	4%
Atheist	3	4%
Buddhist	-	-
Hindu	-	-
Humanist	1	1%
Jewish	-	-
Muslim	3	4%
Sikh	-	-
Christian	36	48%
Other	7	10%
Prefer Not to Say	22	29%

URH Board Profile

All URH board members

Ethnicity	Number of board members	Percentage
White		
British	15	52%
Irish	3	10%
Other European	-	-
Other	3	10%
Mixed		
White and Black Caribbean		
White and Black African		
White and Asian		
Other		
Asian		
Indian	-	-
African Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other	1	4%
Black or Black British		
Caribbean	4	14%
African	3	10%
Other	-	-
Prefer Not to Say	-	-
Other ethnicity	-	-

Disabled	Number of board members	Percentage
Yes	15	52%
No	14	48%
Prefer not to Say	-	-

Gender	Number of board members	Percentage
Male (including trans male)	12	42%
Female (including trans female)	17	58%
Other gender identity	-	-

URH Board Profile

All URH board members

Age	Number of board members	Percentage
17-25	-	-
26-35	-	-
36-50	5	16%
Over 50	12	42%
Prefer not to Say	12	42%

Sexual Orientation	Number of board members	Percentage
Heterosexual	28	96%
Bisexual	-	-
Gay man	-	-
Lesbian	-	-
Other	-	-
Unsure	-	-
Prefer Not to Say	1	4%

Religious Belief	Number of board members	Percentage
Agnostic	1	4%
Atheist	1	4%
Buddhist	1	4%
Hindu	-	-
Humanist	-	-
Jewish	-	-
Muslim	-	-
Sikh	-	-
Christian	17	58%
Other	1	4%
Catholic	3	10%
Prefer Not to Say	5	16%

URH Resident Profile Information – Introduction

Purpose

Provide an overview of the resident profile of URH - including all current leasehold and tenanted households - and the status of data completion.

Progress update - What have we been doing?

URH monitors the 6 equality streams the Audit Commission specify in the Diversity KLOE - ethnicity, gender, age, religion and belief, sexual orientation and disability - as well as language, communication preferences, household relationship, work status, literacy problems, pregnancy, maternity and paternity and transgender status. In the last 12 months, we have ensured relevant equalities and communications fields exist on our Sx3 housing IT system and developed reports for use by officers on a daily basis.

URH uses a monitoring framework at the cutting edge of disability, transgender and communication needs monitoring in particular. We are aiming to collect at least 80% of data for the 6 equality streams to be regarded as strong in this area and anticipate that we will meet this target in time for inspection in November 2010.

An incentivised mailout has been carried out and is being supplemented with telephone calls and home visits. Electronic forms are available on the URH website and have been emailed to residents.

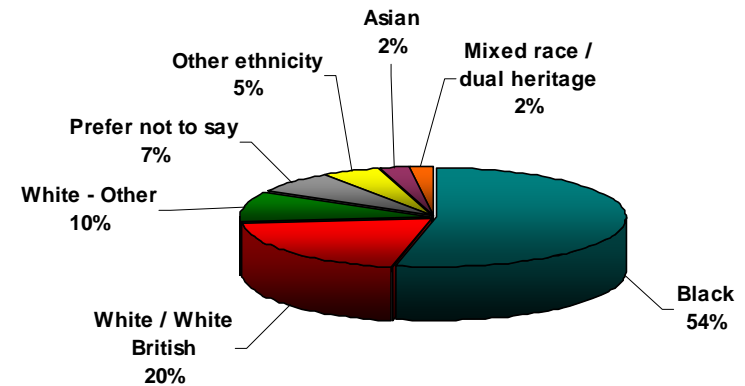
URH Resident Profile – Data Collection Summary

Characteristic	% Data Collected	Target (Oct 2010)	Difference (Aug 2010)	Comments and action required
Ethnicity	99.74%	80.00%	19.74%	Data missing for 11 residents. "White - East European" and "Gypsy/Traveller" values added.
Gender identity	100.00%	80.00%	20.00%	None.
Disability	99.85%	80.00%	19.85%	Data missing for 6 residents.
Age	99.56%	80.00%	19.56%	Data missing for 19 residents.
Religion and belief	56.36%	80.00%	-23.64%	Data missing for 1884 residents. "Rastafarian" value added.
Sexual orientation	65.71%	80.00%	-14.29%	Data missing for 1467 residents.
Work status	67.55%	80.00%	-12.45%	Data missing for 1388 residents
Language	98.78%	80.00%	18.78%	Data missing for 52 residents. "British Sign Language" value added.
Non-postal contact details	83.75%	80.00%	3.75%	Data missing for 695 residents. Validity of approximately 25% of telephone number is questionable.
Household relationship	99.70%	80.00%	19.70%	Data missing for 13 residents.

URH Resident Profile – Ethnicity

Residents by ethnicity

Ethnic group – breakdown	Residents	%
Black - African	983	23.04%
Black - Caribbean	709	16.62%
White - British	615	14.41%
Black - African / Caribbean	523	12.26%
Prefer not to say	307	7.19%
White	240	5.62%
Other	206	4.83%
White - Irish	158	3.70%
White - Other	122	2.86%
White - Portuguese	110	2.58%
Black - Other	64	1.50%
Mixed - White & Black Caribbean	52	1.22%
Asian - Other	43	1.01%
White - East European	38	0.89%
Asian - Indian	19	0.45%
Asian Bangladeshi	17	0.40%
Mixed - White & Black African	15	0.35%
Asian - Pakistani	13	0.30%
Chinese	12	0.28%
Mixed - White & Other	10	0.23%
Mixed - White & Asian	8	0.19%
Vietnamese	2	0.05%
Mixed - Other	1	0.02%
Total	4267	100.00%



Ethnic group - summary	Residents	%
Black	2279	53.41%
White / White British	855	20.04%
Prefer not to say	307	7.19%
Other ethnicity	206	4.83%
White - Other	428	10.03%
Mixed race / dual heritage	86	2.02%
Asian	106	2.48%
Total	4267	100.00%

URH Resident Profile – Gender (including Transgender)

All residents by gender

Gender	Residents	%
Female (including trans female)	2375	55.71%
Male (including trans male)	1887	44.26%
Other gender identity	1	0.02%
Total	4263	100.00%

Transgender - gender different than that assigned at birth	Residents	%
Changed gender	1	0.02%

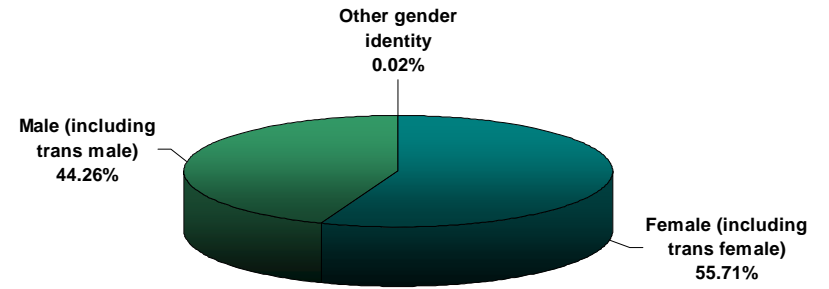
Under 18s by gender

Gender	Under 18s	%
Male (including trans male)	535	50.61%
Female (including trans female)	522	49.39%
Total	1057	100.00%

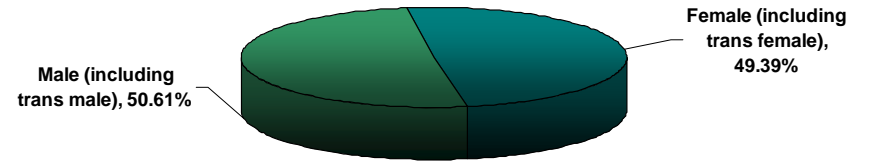
Tenants by gender

Gender	Tenants	%
Female (including trans female)	1252	60.48%
Male (including trans male)	818	39.52%
Total	2070	100.00%

Residents by gender



Under 18s by gender



URH Resident Profile – Disability

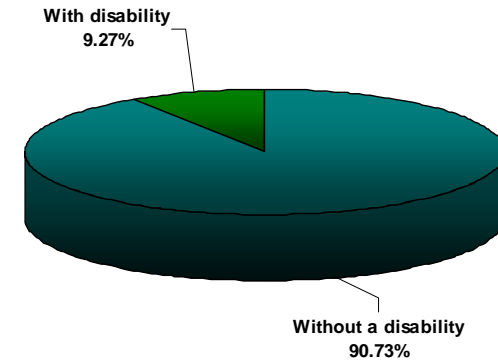
Residents by disability

Disability	Residents	%
Without a disability	3876	90.73%
With a disability	396	9.27%
Total	4272	100.00%

Types of disability

Types of Disability	Residents	%
Residents with a physical disability	369	8.64%
Residents with mobility problems	176	4.12%
Residents with other disabilities	149	3.49%
Residents with hearing impairments	60	1.40%
Residents who are partially sighted	37	0.87%
Residents with mental health problems	35	0.82%
Residents who are wheelchair users	32	0.75%
Residents with literacy problems	16	0.37%
Residents who are deaf	13	0.30%
Residents with learning difficulties	6	0.14%
Residents with speech impediments	5	0.12%
Residents who are blind	1	0.02%

Residents by disability

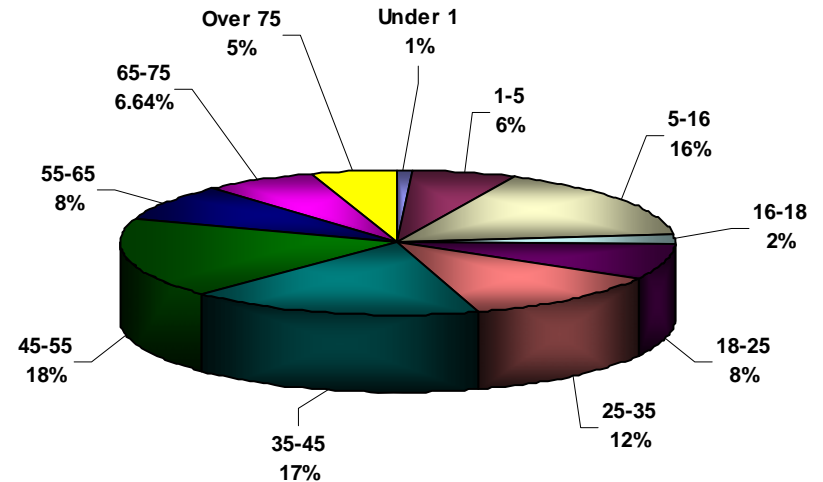


URH Resident Profile – Age

Residents by age group

Age group	Residents	%
Under 1	34	0.80%
1-5	262	6.15%
5-16	687	16.13%
16-18	89	2.09%
18-25	350	8.22%
25-35	509	11.95%
35-45	733	17.21%
45-55	752	17.66%
55-65	347	8.15%
65-75	283	6.64%
Over 75	213	5.00%
Total	4259	100.00%

Residents by age group



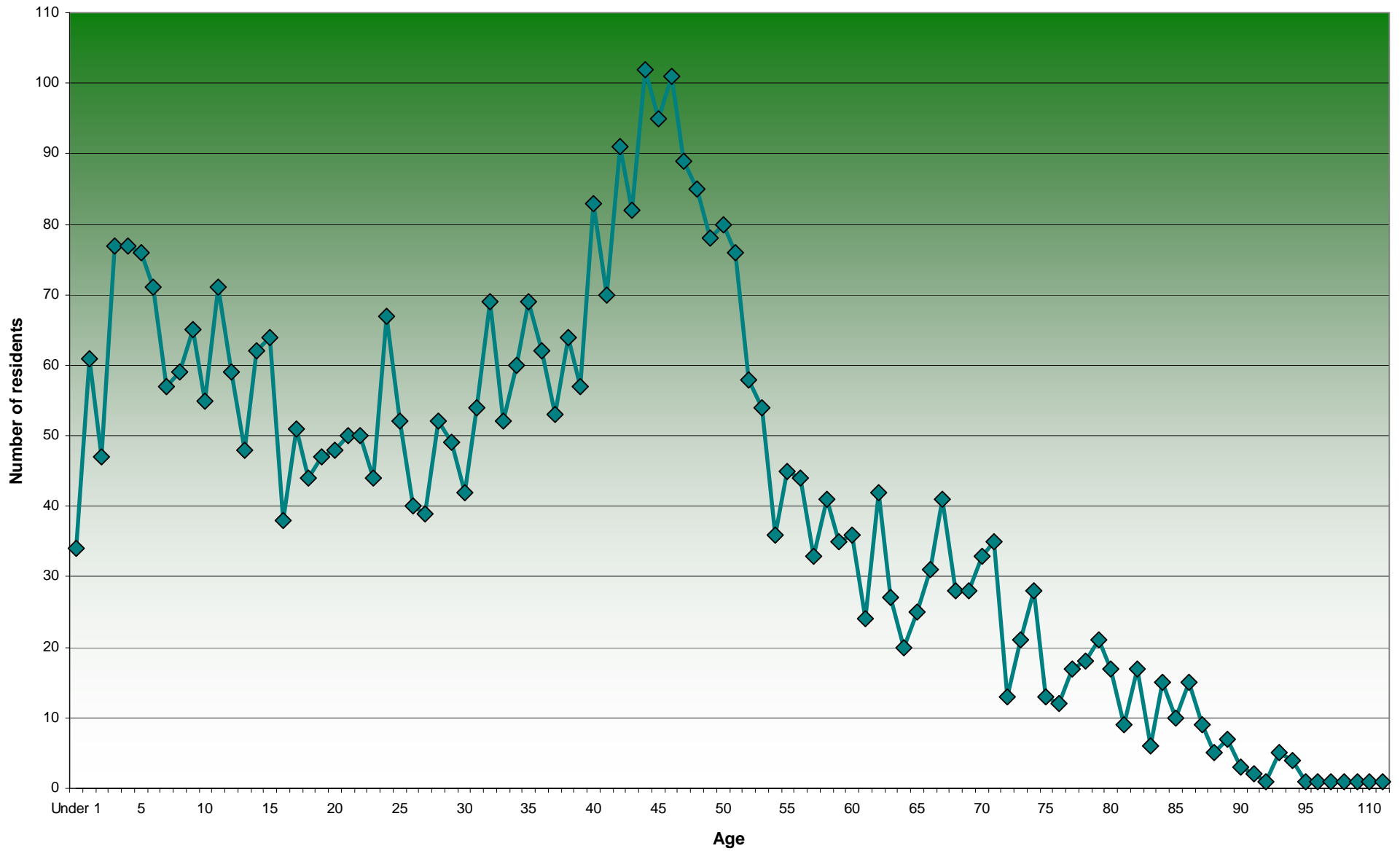
Residents by average age

Average Age	Age (nearest year)
All residents	36
Tenants	48
Leaseholders	49
Male	36
Female	37
White - British	47
BME (including white minority)	34
Disabled	58
Not disabled	34

Tenants by age group

Tenants	Age	%
18-25	86	86
25-35	308	308
35-45	491	491
45-55	529	529
55-65	249	249
65-75	231	231
Over 75	176	176
Total	2070	2070

Residents by age

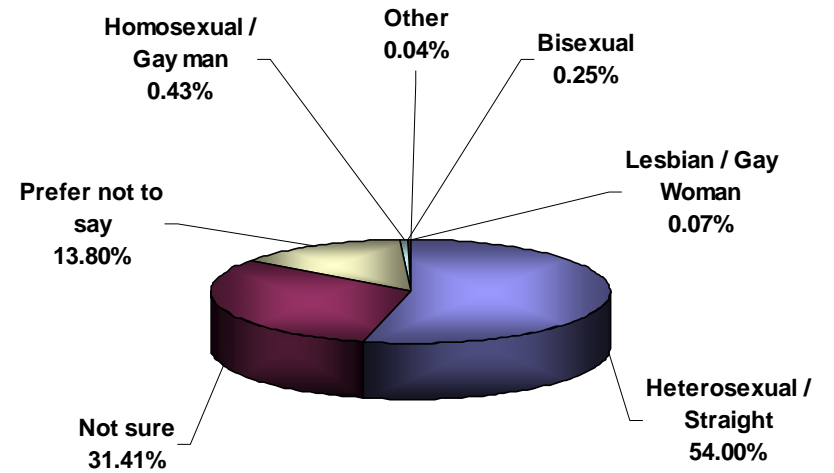


URH Resident Profile – Sexual Orientation

Residents by sexual orientation

Sexual Orientation	Residents	%
Heterosexual / Straight	1518	54.00%
Not sure	883	31.41%
Prefer not to say	388	13.80%
Homosexual / Gay man	12	0.43%
Bisexual	7	0.25%
Lesbian / Gay Woman	2	0.07%
Other	1	0.04%
Total	2811	100.00%

Residents by sexual orientation

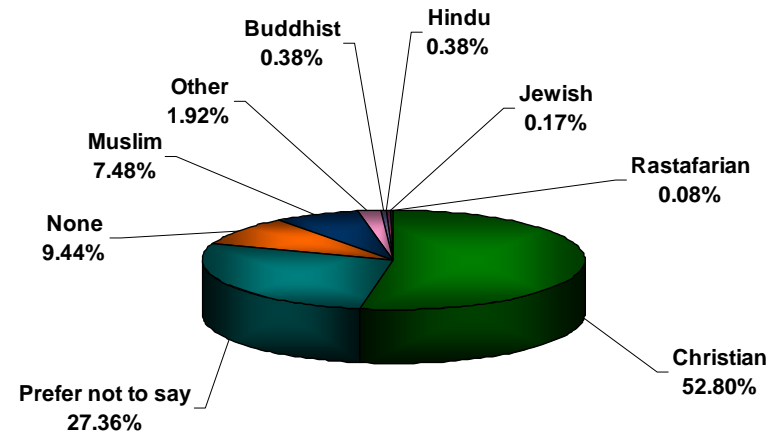


URH Resident Profile – Religion and Belief

Residents by religion and belief

Religion and belief	Residents	%
Christian	1264	52.80%
Prefer not to say	655	27.36%
None	226	9.44%
Muslim	179	7.48%
Other	46	1.92%
Buddhist	9	0.38%
Hindu	9	0.38%
Jewish	4	0.17%
Rastafarian	2	0.08%
Total	2394	100.00%

Residents by religion and belief



URH Resident Profile – Contact Methods (excluding Postal Address)

Contact method (of all residents)	Residents	%
Telephone number	3557	83.44%
Email address	364	8.54%
Emergency support contact	80	1.88%

URH Resident Profile – Pregnancy, Maternity and Paternity

Pregnancy	Total
Expected Babies	15

Young residents	Residents	%
Under 1	34	3.17%
1 – 5	262	24.44%
5 – 16	687	64.09%
16-18	89	8.30%
Total	1072	100.00%

URH Resident Profile – Economic Status

Residents by economic status

Economic status	Residents	%
Student - Full-time	794	27.48%
Retired	519	17.96%
Employed - Full-time	442	15.30%
Unemployed	392	13.57%
Infant - not applicable	304	10.52%
Prefer not to say	262	9.07%
Employed - Part-time	142	4.92%
Self-employed	18	0.62%
Other	10	0.35%
Student - Part-time	3	0.10%
Carer	2	0.07%
Maternity Leave	1	0.03%
Total	2889	100.00%

Residents (Over 16) by economic status

Economic status	Residents	%
Retired	519	28.98%
Employed - Full-time	442	24.68%
Unemployed	392	21.89%
Prefer not to say	262	14.63%
Employed - Part-time	142	7.93%
Self-employed	18	1.01%
Other	10	0.56%
Student - Part-time	3	0.17%
Carer	2	0.11%
Maternity Leave	1	0.06%
Total	1791	100.00%

URH Resident Profile – Language

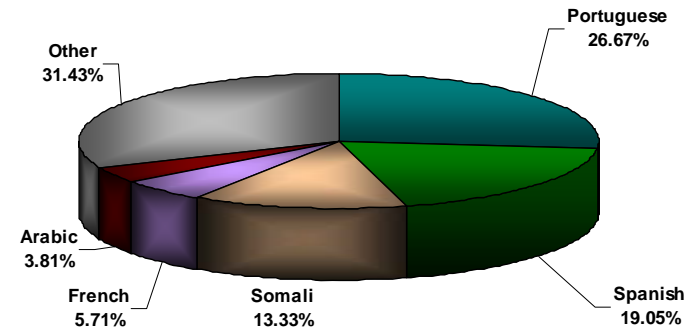
Residents by language of communication

Language	Residents	%
English	4113	97.51%
Portuguese	28	0.66%
Spanish	20	0.47%
Somali	14	0.33%
French	6	0.14%
Arabic	4	0.09%
Other	3	0.07%
Vietnamese	2	0.05%
Urdu	2	0.05%
Ugandan	2	0.05%
Twi	2	0.05%
Russian	2	0.05%
Eritrina	2	0.05%
Bengali	2	0.05%
Albanian	2	0.05%
Yoruba	1	0.02%
Wolof	1	0.02%
Turkish	1	0.02%
Tigrinya	1	0.02%
Serbo-Croat	1	0.02%
Panjabi	1	0.02%
Mende	1	0.02%
Lingala	1	0.02%
Gujerati	1	0.02%
Farsi (Persian)	1	0.02%
Ewe	1	0.02%
Cantonese	1	0.02%
Bemba	1	0.02%
Amharic	1	0.02%
Total	4218	100.00%

Residents by language of communication (excluding English)

Non-English Languages	Residents	%
Portuguese	28	26.67%
Spanish	20	19.05%
Somali	14	13.33%
French	6	5.71%
Arabic	4	3.81%
Other	33	31.43%
Grand Total	105	100.00%

Residents by language of communication (excluding English)



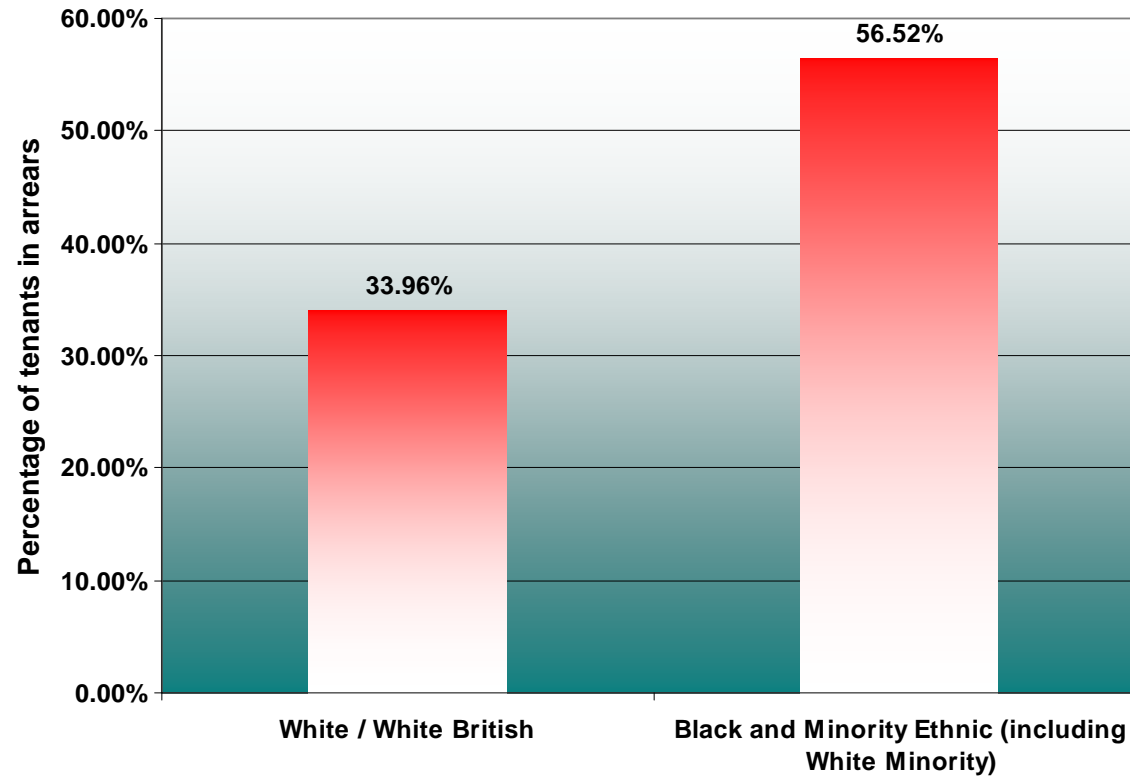
URH Resident Profile – Household Relationships

Residents by household relationship

Household relationship	Residents	%
Head of Household	2385	55.92%
Son	708	16.60%
Daughter	684	16.04%
Wife	125	2.93%
Husband	108	2.53%
Partner	88	2.06%
Joint Tenant or Applicant	31	0.73%
Expected Baby	25	0.59%
Grandson	19	0.45%
Granddaughter	15	0.35%
Sister	14	0.33%
Non Related Person	13	0.30%
Step Daughter	13	0.30%
Brother	10	0.23%
Child	4	0.09%
Mother	4	0.09%
Niece	4	0.09%
Father	3	0.07%
Nephew	3	0.07%
Step Son	3	0.07%
Cousin	2	0.05%
Daughter in Law	2	0.05%
Foster Daughter	1	0.02%
Mother in Law	1	0.02%
Total	4265	100.00%

URH Resident Profile – Arrears (by Ethnicity)

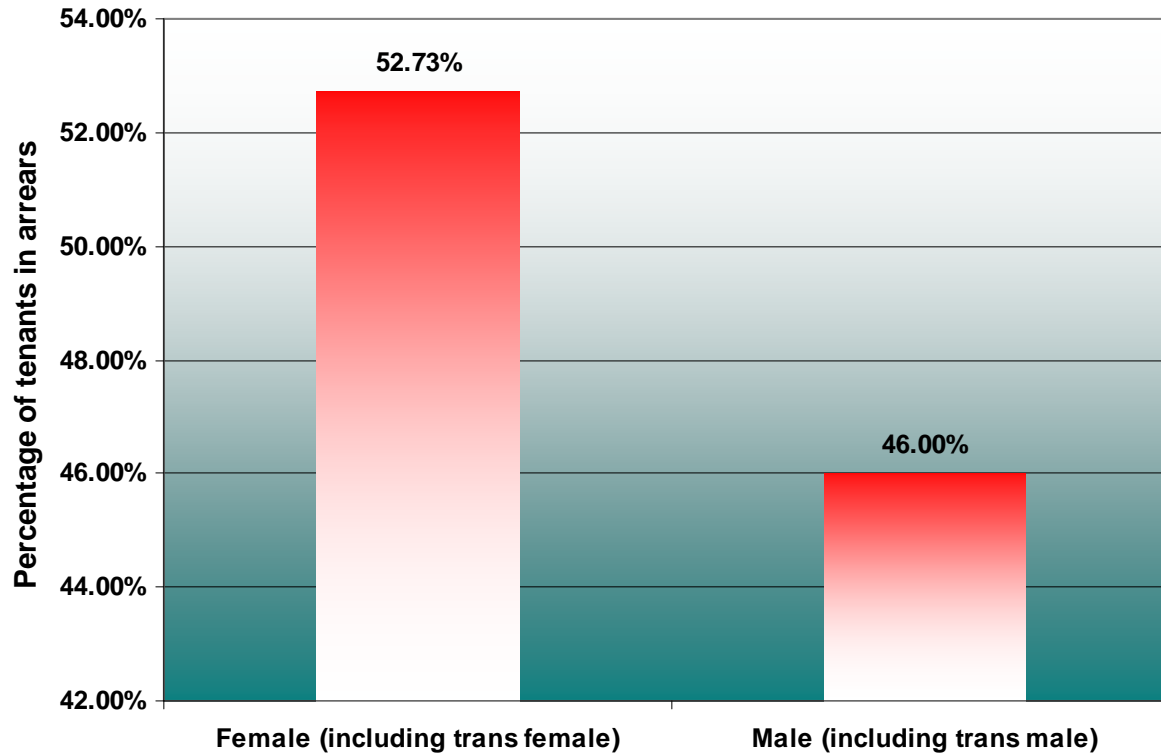
Ethnicity	Tenants	Average balance	Number of tenancies in arrears	Percentage of tenants in arrears	Average balance of tenancies in arrears
White / White British	530	-£102.19	180	33.96%	-£673.29
Black and Minority Ethnic (including White Minority)	1389	-£382.61	785	56.52%	-£835.13



Black and Minority Ethnic tenants (including White Minority) are disproportionately in arrears when compared to White / White British tenants. Also, those BME tenants in arrears currently have larger account balances in arrears, on average, than White / White British tenants in arrears.

URH Resident Profile – Arrears (by Gender)

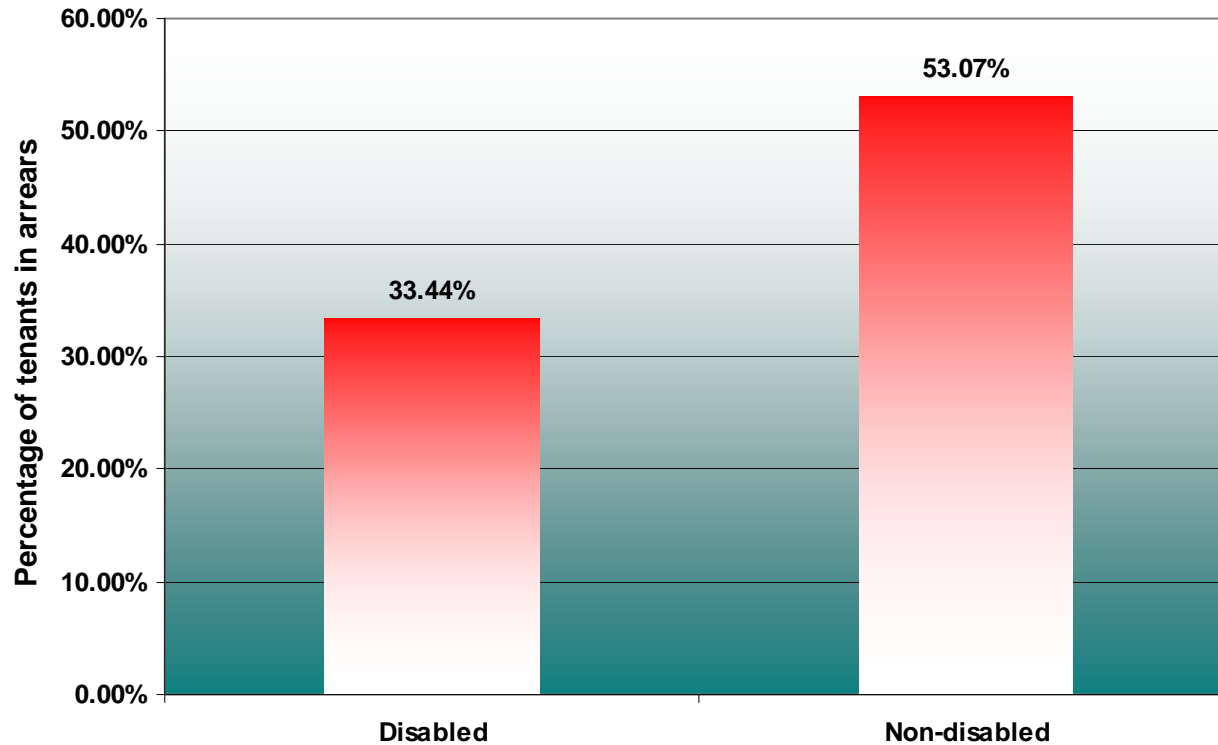
Gender	Tenants	Average balance	Number of tenancies in arrears	Percentage of tenants in arrears	Average balance of tenancies in arrears
Female (including trans female)	1244	-£349.82	656	52.73%	-£831.17
Male (including trans male)	813	-£271.29	374	46.00%	-£838.90



Female tenants are disproportionately in arrears when compared to male tenants. However, male tenants that are in arrears have a slightly larger arrears balance on average than female tenants.

URH Resident Profile – Arrears (by Disability)

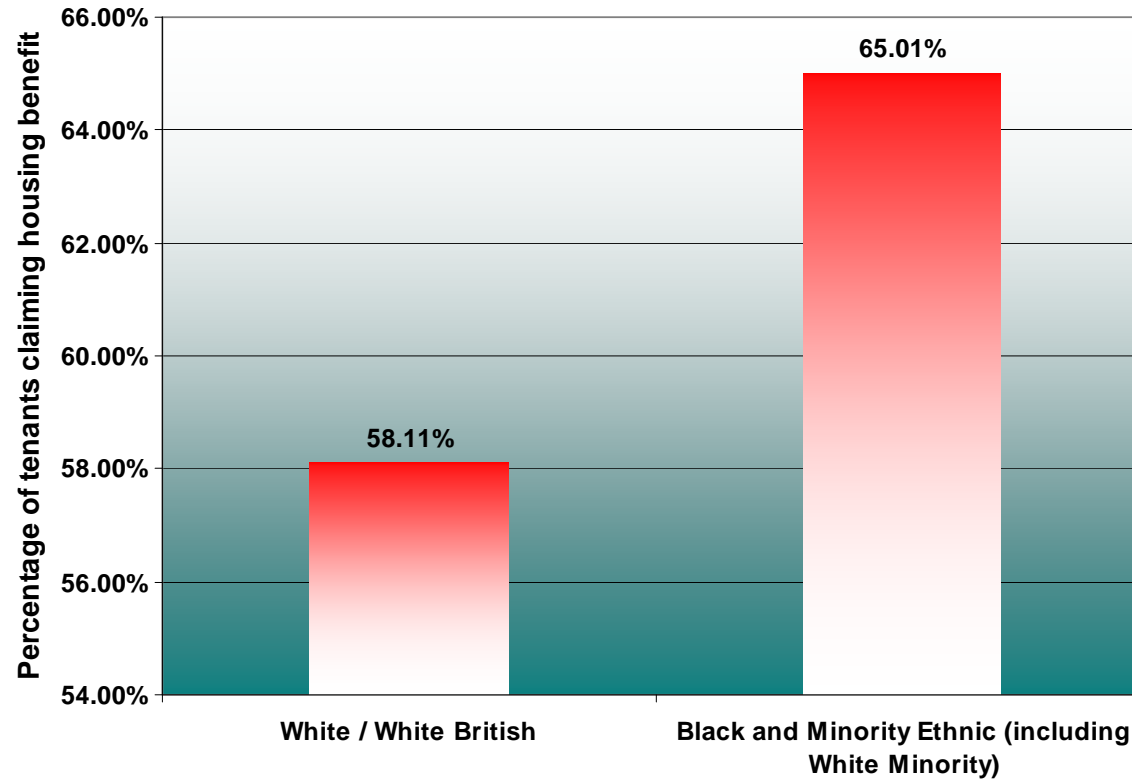
Disability	Tenants	Average balance	Number of tenancies in arrears	Percentage of tenants in arrears	Average balance of tenancies in arrears
Disabled	314	-£15.29	105	33.44%	-£481.04
Non-disabled	1741	-£373.41	924	53.07%	-£874.76



Non-disabled tenants are disproportionately in arrears when compared to disabled tenants. Also, disabled tenants have a substantially smaller arrears balance on average compared to those non-disabled tenants in arrears.

URH Resident Profile – Housing Benefit (by Ethnicity)

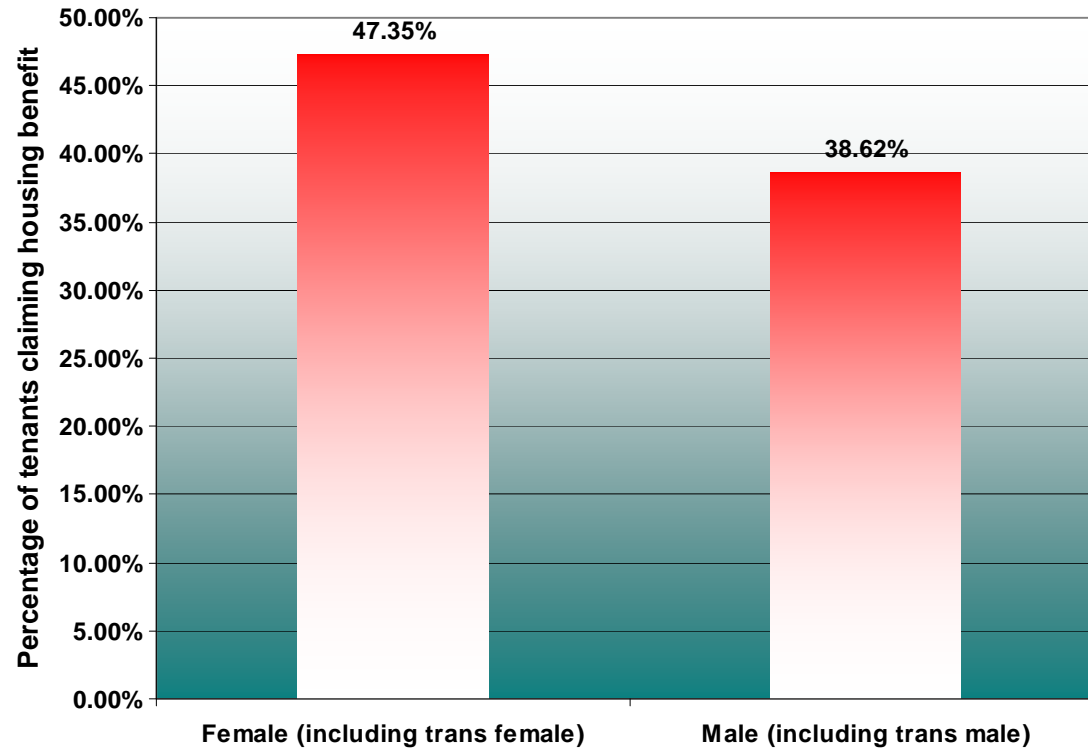
Ethnicity	Tenants	Number of tenancies claiming housing benefit	Percentage of tenants claiming housing benefit
White / White British	530	308	58.11%
Black and Minority Ethnic (including White Minority)	1389	903	65.01%



Black and Minority Ethnic tenants (including White Minority) are more likely to be in receipt of housing benefit than White / White British tenants.

URH Resident Profile – Housing Benefit (by Gender)

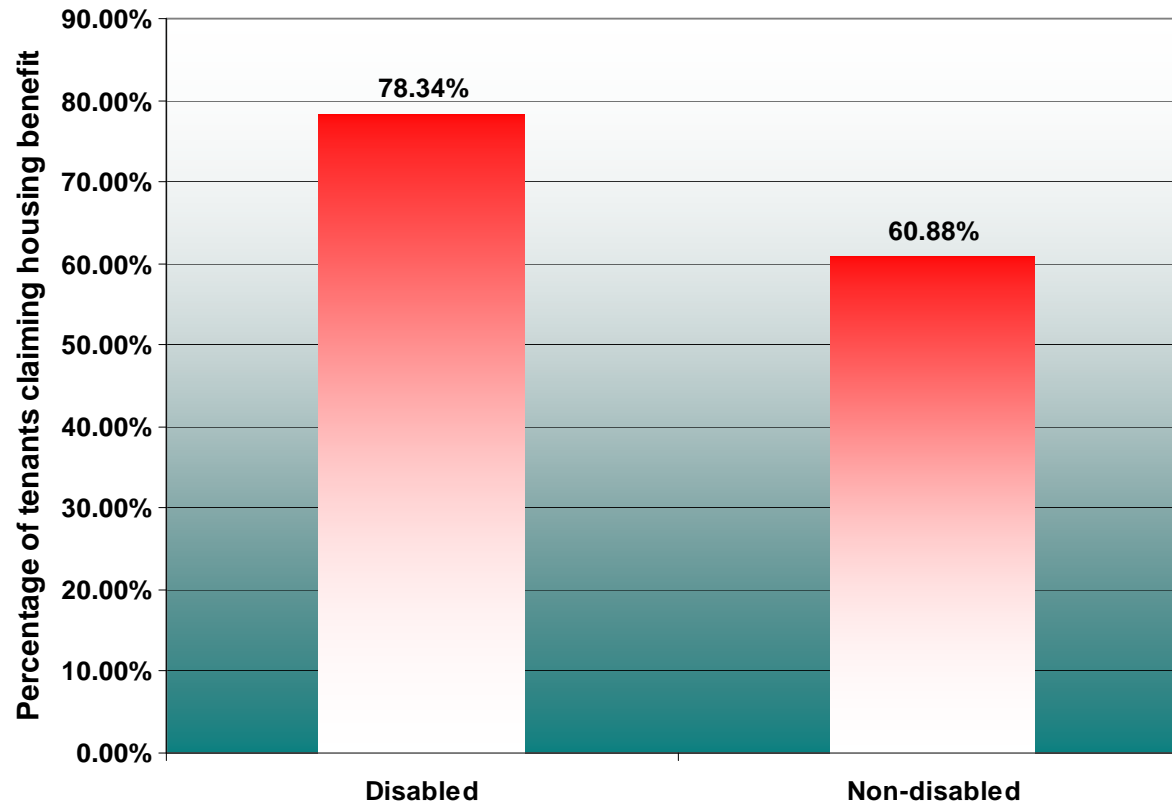
Gender	Tenants	Number of tenancies claiming housing benefit	Percentage of tenants claiming housing benefit
Female (including trans female)	1244	589	47.35%
Male (including trans male)	813	314	38.62%



Female tenants are more likely to be in receipt of housing benefit than male tenants.

URH Resident Profile – Housing Benefit (by Disability)

Disability	Tenants	Number of tenancies claiming housing benefit	Percentage of tenants claiming housing benefit
Disabled	314	246	78.34%
Non-disabled	1741	1060	60.88%



Disabled tenants are more likely to be in receipt of housing benefit than non-disabled tenants.

Repair Satisfaction 1st Quarter 2010

Tenants Ethnicity	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	TOTAL
White British	0	1	0	9	57	67
White irish	0	0	0	0	1	1
white Other	0	0	0	3	2	5
White portuguese	0	0	0	0	2	2
East european	0	0	1	1	1	3
White Total	0	1	1	13	63	78
in %	0.00%	1.28%	1.28%	16.67%	80.77%	100.00%
Mixed white & black british caribbean	0	0	0	2	1	3
Mixed white & black british African	0	0	0	0	0	0
Mixed white and black asian	0	0	0	0	2	2
Mixed white and black other	0	0	0	0	0	0
Mixed Total	0	0	0	2	3	5
in %	0.00%	0.00%	0.00%	40.00%	60.00%	100.00%
Black & black british caribbean	0	1	2	12	40	55
Black & black british african	2	0	1	13	36	52
Any other black background	0	0	0	0	0	0
Black or Black British Total	2	1	3	25	76	107
in %	1.87%	0.93%	2.80%	23.36%	71.03%	100.00%
Asian & Asian british indian	0	0	0	1	3	4
Asian & Asian british pakistani	0	0	0	0	0	0
Asian & Asian british bangladeshi	0	0	0	0	1	1
Any other asian background	0	0	0	0	0	0
Asian Total	0	0	0	1	4	5
in %	0.00%	0.00%	0.00%	20.00%	80.00%	100.00%
Chinese	0	0	0	0	1	1
Other	0	0	0	0	0	0

Tenants - Gender	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	TOTAL
Male	0	2	1	10	52	65

Female	1	3	5	30	104	143
Male %	0.00%	3.08%	1.54%	15.38%	80.00%	1
Female	0.70%	2.10%	3.50%	20.98%	72.73%	1

0

Tenants - Disability	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	TOTAL
Hearing Impairment	0	0	0	0	1	1
Other mobility and access needs	0	0	1	1	4	6
Physical Disability	0	0	1	6	14	21
TOTAL	0	0	2	7	19	28
%	0.00%	0.00%	7.14%	25.00%	67.86%	100.00%

New tenancies from April 2007 broken down by ethnic group									
Actual						Percentage			
Count of Ethnic Origin 2	Year					Count of Ethnic Origin 2	Year		
Ethnic Origin 2	2007.08	2008.09	2010.11	2009.10.	Grand Total	Ethnic Origin 2	2007.08	2008.09	2009.10.
Asian - Indian		2		2	4	Asian - Indian	0.0%	1.0%	1.0%
Asian - Other	5	3		3	11	Asian - Other	2.6%	1.5%	1.5%
Asian - Pakistani	3			3	6	Asian - Pakistani	1.5%	0.0%	0.0%
Asian Bangladeshi	2	2			4	Asian Bangladeshi	1.0%	1.0%	1.0%
Black - African	51	83	48	122	304	Black - African	26.3%	40.3%	40.3%
Black - African / Caribbean	5	7	10	6	28	Black - African / Caribbean	2.6%	3.4%	3.4%
Black - Caribbean	77	36	25	45	183	Black - Caribbean	39.7%	17.5%	17.5%
Black - Other	2	7	10	3	22	Black - Other	1.0%	3.4%	3.4%
Chinese			2		2	Chinese	0.0%	0.0%	0.0%
Mixed - Other				1	1	Mixed - Other	0.0%	0.0%	0.0%
Mixed - White & Black African				3	3	Mixed - White & Black African	0.0%	0.0%	0.0%
Mixed - White & Black Caribbean	5	12	2	6	25	Mixed - White & Black Caribbean	2.6%	5.8%	5.8%
Mixed - White & Other		1	1		2	Mixed - White & Other	0.0%	0.5%	0.5%
Other	4	2		9	15	Other	2.1%	1.0%	1.0%
Race not Recorded			3		3	Race not Recorded	0.0%	0.0%	0.0%
Refused to Give Race Details	7	1	7	11	26	Refused to Give Race Details	3.6%	0.5%	0.5%
White		2	9	4	15	White	0.0%	1.0%	1.0%
White - British	14	24	5	41	84	White - British	7.2%	11.7%	11.7%
White - East European	3	7		3	13	White - East European	1.5%	3.4%	3.4%
White - Irish	6	3	1	6	16	White - Irish	3.1%	1.5%	1.5%
White - Other	10	9	8	10	37	White - Other	5.2%	4.4%	4.4%
White - Portuguese		5	20	20	45	White - Portuguese	0.0%	2.4%	2.4%
(blank)							100.0%	100.0%	100.0%
Grand Total	194	206	151	298	849				

This data is commensurate with the ethnic breakdown of URH tenancies. Please see page 21 for a full breakdown of tenancy by ethnicity.

URH Equality and Diversity Strategy 2009 – Action Plan Review

Target	Deliverables	Progress	Comments
Assurance of meeting legislation	<ul style="list-style-type: none"> DDA audit of all locations business takes place Drafting of DES, RES and GES Monitoring of BVPI data on employment 	<p>Complete</p> <p>Complete</p> <p>Underway</p>	We have carried out a mystery shopping exercise in November 2009 to ensure physical and sensory accessibility in accordance with the DDA and have delivered several improvements as a result, including the adjustment of doors and provision of grab rails.
Draft single Equality Scheme action plan in place for Year 2 and Year 3 of URH action plan	<ul style="list-style-type: none"> Take up Council response to SES draft action plan based on outcome of EIA programme monitoring information outcome service delivery gaps 	Outstanding	
Improve Communications	Comms plan	Outstanding	
Improve Consultation methods	Review of current consultation methods Meet with corporate consultation to review/agree	Outstanding	
Achieve 70% profiling information then deliver on 10% increase in profiling information year on year	Profiling information to be maintained on core database or on SX3 Utilise interactions with customers to include profiling interview Letters/questionnaire with prize draw to all homes	Underway	Over the last 12 months we have carried out an extensive resident profiling project to collect customer insight data across a number of equality characteristics, including ethnicity, gender, disability, age, religion and belief and sexual orientation. Given specific needs of our residents, we have also collected data based on factors such as language, transgender status, household relationship and work status. We have collected over 99% of data across four characteristics (ethnicity, gender, disability and age) to include all residents in rented and leasehold properties in order to understand not just the needs of those with whom we have a contractual relationship, but our entire community. We are aiming to

			collect over 80% of data for religion and belief, sexual orientation and work status by the time of inspection.
Develop E&D training programme	<ul style="list-style-type: none"> - Draft Induction presentation - Valuing Diversity: revise in line with Council - Disability awareness: revise in line with Council <ul style="list-style-type: none"> • EIA • Safeguarding Children • Safeguarding Adults 	<p>Complete Complete</p> <p>Outstanding</p>	We have developed an extensive training programme for our staff, board members, contractors and elected members in partnership with Lambeth Council. The vast majority of our staff have received diversity training. Training in core equalities and diversity issues is compulsory and is delivered in-house and also through Lambeth Council. A number of other topics such as domestic violence, HIV awareness, and safeguarding vulnerable people exist and staff are encouraged to attend these on an ongoing basis to develop organisational capacity and expertise.
<p>Have monitoring in place for:</p> <ul style="list-style-type: none"> - Stages of recruitment and selection policies - Current workforce of URH including BVPI's - Rent arrears by equality group - Lettings data - Complaints - % of profiling information - Take up of welfare benefits - Racial incidents reported/investigated/Validated - % of buildings fully access to the public (BVPI) - Contractor meetings in 		<p>Underway</p> <p>Complete</p> <p>Complete Complete Outstanding Complete</p> <p>Complete</p> <p>Outstanding Outstanding</p>	<p>Within the last 12 months we have reviewed a number of our policies and strategies in consultation with our residents to promote diversity and inclusion, including our Recruitment and Selection Policy.</p> <p>We regularly produce and circulate reports regarding diversity on a wide range of issues. This has included the progress of collecting resident profile information, improving physical accessibility and meeting performance indicators. The most significant report is the annual Equality and Diversity Report 2010 which includes resident profile, workforce and board profile information, performance indicators and an analysis of arrears and benefits, as well as</p>

relation to complaints re: E&D issues - Etc		Complete	a review of outcomes from the 2009 Equality and Diversity Strategy.
- Issue Zero Tolerance policy for hate crime		Outstanding	
- Meet obligations of DDA to all buildings in use by URH		Complete	
Ensure Governance arrangements in place for receipt of update and monitoring information		Complete	Targets in accordance with best value performance indicators, satisfaction and the collection of profile information are included in the quarterly performance reports presented to board members and residents.
Complete programme of EIAS		Underway	We carry out Equalities Impact Assessments on our key policies and services, and through the Equality and Diversity Steering group ensure an enhanced role for service-users to input into the process. The outcomes of our EIAs are incorporated into our strategic action plans and service improvement plans in order to deliver real improvements. Over the last 12 months, this has been particularly regarding has area of access and customer care for those with physical and sensory impairments.

Race Equality Scheme – Action Plan Review

United Residents Housing

Race Equality Scheme

April 2008 to March 2011

KEY: HIGH 2008/9 MEDIUM 2009/10 LOW 2010/11 priority or forward to Single Equality Scheme

Non delivered project brought forward to be delivered first half of 2010 marked*

TASKS:	NOTES	Comments/Action required	Timescale/Priority	Progress
GENERAL DUTY / SPECIFIC DUTY				
Devise, consult and publish URH three year Race Equality Scheme	Specific Duty of the Race Relations Amendment Act 2000 and obligation for public authorities pass on duties to its ALMO Partners		April 2008	Complete
Produce and Publish an annual report on the progress made in the RES	Specific duty of the RRAA 2000		March 2009 to March 2011 or if superseded by Race element of the Single Equality Bill HIGH	Complete
Update staff, board members and customers re: development of Race Equality legislation and regulations/practices	Take up Council wide training		As above	Underway
Communications				
Ensure communications are fully accessible to all	Strap line on all documents, membership of translation providers, ensure staff are aware of different formats required.		April 2008 onwards	Underway
Continue to collect profiling data to determine best possible way of communications	HQN Reports/Audit Commission KLOE and advice and assistance reports on Lambeth ALMO Partner		2008 and onwards HIGH	Underway
Monitoring and evaluation				
Review and revise the RES	Specific duty of the RRAA 2000 to be		March 2009 and	Underway

	reviewed annually by CE		onwards HIGH	
Conduct Equality Impact assessments for relevant new and existing policies and activities	Officers to carry out EIA to ensure URH do not disadvantage its customers and stakeholders. Existing policies/activities to include: Adaptations policy and procedures Employment policies and procedures Customer Care Provision of responsive repairs Lettings	Service Improvement Team to monitor	March 2009 and onwards MEDIUM	Underway
To work to "Excellent" of the Local Government Equality Framework	Generic standard includes race, gender and disability, in partnership with LBL – LBL achieved 2008/URH to achieve by end of 2010	Service Improvement Team	March 2009 onwards Medium	Underway
Ensure that services are similarly received and viewed across all customers	Race equality monitoring of all current surveys: White British, White Irish, White Portuguese, Any other white background, mixed white and black Caribbean, mixed white and black African, mixed white and Asian, any other mixed background, black or black British Caribbean, black or black British African, any other black background, Asian or Asian British Indian, Asian or Asian British Pakistani, Asian or Asian British Bangladeshi, any other Asian background, Chinese, any other ethnic background	Service Improvement Team conduct regular surveys and monitor accordingly:	During 2009	Underway
Management of resident needs are dealt with in a fair and equitable manner regardless of their ethnicity – or other equality groups	Feed back of data from STATUS and other survey to Boards, identify how URH are performing against continuous improvement targets	Service Improvement Team	During 2009	Complete / Ongoing
Continue to collect profiling data to determine best possible way of communications	HQN Reports/Audit Commission advice and assistance reports on Lambeth ALMO Partner	TMO Managers/Service Improvement Team	2008 and onwards HIGH	Underway
Any service delivery gaps to		TMO Managers/Service	2009	Complete

be factored into action planning – monitoring of such as included in the diversity strategy		Improvement Team	Medium	
ACCESS TO SERVICES				
Undertake visits to URH/TMO offices to ensure communications aids are used effectively by staff	Annual exercise to check on use of translation services	HRE Equalities Lead James Caspell	2010* Medium	Complete
Ensure new Tenancy Conditions/Handbook available in CD/DVD with subtitles	Working with Lambeth Living to ensure these two documents are fully accessible and understandable by customers	LL Service Improvement team HRE Equalities Lead James Caspell	2010* HIGH	Underway
Undertake an audit of written correspondence to ensure staff are using Good Practice Guidelines in correspondence	Staff to follow good practice wherever possible	Service Improvement team HRE Equalities Lead James Caspell	2010* HIGH	Outstanding
Ensure URH website is fully accessible for all	URH website to be updated and improved – following Capital Ambition funding	HRE Equalities Lead James Caspell	2010* HIGH	Underway
URH / TMO newsletters to be available in different formats on request	EOP strap line on each product – differing formats available on request	Service Improvement Team TMO Managers HRE Equalities Lead James Caspell	2010* HIGH	Complete
Review the customer alert procedure to ensure SX3 system record the access needs of customers	Picked up from customer profiling data	HRE Equalities Lead James Caspell	2010* HIGH	Complete
To review Diversity and Equality strategy prior to publication				Complete
Complete three year EIA programme				Underway
SERVICE DELIVERY				
To monitor the take up of	Include voluntary disclosure by service	Service Improvement	2010*	Underway

services customer satisfaction	users on their satisfaction data	team	HIGH	
Ensure E&D and race equality is promoted by every member of staff at URH	Through the Board, through training, through SIP meetings, through newsletters, one to ones etc	HRE Equalities Lead James Caspell	2009 Medium	Underway
Ascertain levels of customer satisfaction between BME and non BME	To be ascertained by bi annual Status Survey but also tested through regular customer satisfaction survey	Service Improvement team	2010 HIGH	Complete
Eliminate unlawful discrimination for customers resulting from less favourable/poor service delivery	Customer complaints to be monitored throughout URH	HRE Equalities Lead James Caspell	2010 Medium	Underway
EMPLOYMENT				
Undertake equalities impact assessment on URH policies and procedures	To include the impact of recruitment, retention, training, appraisals, flexible working policies, harassment and bullying and grievance	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Underway
To have a senior Team and Board which is representative of equality categories	Part of induction process to ensure monitoring	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Underway
Ongoing monitoring of applicants throughout process of recruitment and selection campaign		URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Outstanding
Monitor performance in accordance with BVPIs for diversity		URH HR Lead Patsy Douglas		Complete
As part of community cohesion improvement work/consider running sessions on completion of URH competency based recruitment and selection processes		URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Outstanding
RESIDENT INVOLVEMENT				
URH to arrange training or use the Council training		URH HR Lead Patsy Douglas	2010 Medium	Complete

regarding Race Equality Board and Senior Management		HRE Equalities Lead James Caspell		
URH to look to developing a Equality Champions group across all TMO's	To review EIA, analyse monitoring data, advise on any service gaps	HRE Equalities Lead James Caspell	2010 Medium	Complete
E&D Steering Group across TMO's/URH to hold informal and ad hoc events/mechanisms to engage with hard to reach and residents	URH to improve consultation with hard to reach groups on services and commissioning	Service Improvement Team	2010 Medium	Complete
Establish feedback sessions with staff to obtain ideas on how to support and improve the services for all customers	Hold annual staff conference with some aspects of E&D as a theme	HR Service Improvement Team HRE Equalities TMO Managers	2010 Medium	Complete
Continue to compile data on ethnicity, communication, accessibility and vulnerability needs for all URH households via the "You are Unique, tell us why" campaign	90% of URH tenants to have their needs recorded by end of 2010	HRE Equalities Lead James Caspell Service Improvement team TMO Managers/frontline staff	2010 HIGH	Complete
SERVICE DELIVERY				
To refer vulnerable tenants when relevant, to providers of floating support, including LBL's supporting people team so that tenants receive additional support to remain in their homes	Vulnerable tenants with mental health, learning difficulties etc often referred for floating support to remain independent in their own homes	TMO Staff and Managers make referrals	2008 ongoing	Complete / Ongoing
Raise awareness of cultural and religious issues amongst staff and contractors to ensure we do not disadvantage people from different ethnic backgrounds	Work with the E&D Steering Group to increase their awareness Provide training for all staff to increase understanding of cultural and religious issues and needs to show sensitive behaviours towards others – publish the aide memoire on cultural and religious understanding developed by URH. Link	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Outstanding

	into the Council's Faith experts to support training and understanding			
CONSULTATION				
Residents and employees to be involved in decision making processes	<p>Residents and employees to be consulted where applicable to all policies and practices which directly/indirectly affect them</p> <p>Consultation should be representative</p> <p>Consultation to be conducted with representative groups</p> <p>E&D Steering Group Residents Groups TMO Boards Resident Satisfaction Survey Employee Satisfaction Surveys</p>		2010 HIGH	Complete / Ongoing
E&D Steering Group	<p>Responsibility for consultation re: race and equality</p> <p>Agree roles and responsibilities</p> <p>Minute and circulate agreed actions</p> <p>Produce Annual report on RES, DES, GES, to ensure provision of effective services members of all ethnic groups to include:</p> <p>Actions taken and outcomes achieved in delivery of services</p> <p>Satisfaction of services</p> <p>Monitoring of racial incidents and incidences of racist anti-social behaviour – linked to ASB team</p>		2010 HIGH	Complete / Ongoing

Disability Equality Scheme – Action Plan Review

United Residents Housing

Disability Equality Scheme
April 2008 to March 2011

KEY: HIGH 2008/9 MEDIUM 2009/10 LOW 2010/11 priority or forward to Single Equality Scheme
Non delivered project brought forward to be delivered first half of 2010 marked*

TASKS:	NOTES	Comments/Action required	Timescale/Priority	Progress
General Duty: Promote equal opportunities between disabled persons and other persons				
Devise, consult and publish URH three year Disability Equality Scheme	Specific Duty of the DDA 2005 and obligation for public authorities pass on duties to its ALMO Partners		April 2008	Complete
Produce and publish an annual report on the progress made in the Disability Equality Scheme.	Specific duty of the Disability Discrimination Act	Service Improvement Team to compile	March 2009 to March 2011 or if superseded by Disability element of the Single Equality Bill HIGH	Complete
Update staff and customers re: development of Disability Discrimination legislation and regulations/practices	Take up Council wide training	Service Improvement Team to compile HR	As above	Underway
Communications				
Purchase and install recommended communication aids in key URH offices	HQN Reports/Audit Commission advice and assistance reports on Lambeth ALMO Partner	TMO Managers/Service Improvement Team	2008 - HIGH	Complete
Continue to collect profiling data to determine best possible way of communications	HQN Reports/Audit Commission advice and assistance reports on Lambeth partners	TMO Managers/Service Improvement Team	2008 and onwards HIGH	Underway
Monitoring and evaluation				
Review and revise the DES	Specific duty of the DDA 2005 to be reviewed annually by CE		March 2009 and onwards	Complete

			HIGH	
Conduct Equality Impact Assessments for relevant new and existing policies and activities	Officers to carry out EIA to ensure URH does not disadvantage disabled people and that risks are mitigated.	Service Improvement Team to monitor	March 2009 and onwards MEDIUM	Underway
To work towards Excellent criteria of the Equality Framework for Local Government	Generic criteria includes race, gender and disability, in partnership with LBL – LBL achieved 2008/URH to achieve by end of 2010	Service Improvement Team	March 2009 onwards Medium	Underway
Access				
Access audits to be carried out across all customer service centres – URH and 4 TMO offices	Need to be compliant asap	Andy Walker	2009 Medium	Complete
Ensure intercoms and other door entry systems in council properties are repaired and maintained regularly	Ongoing issue for disabled people as per complaints, as restricted mobility makes it difficult to constantly use stairs/lifts	Andy Walker	2008 and ongoing Medium	Complete
Ensure reasonable adjustments are made by URH when needs arise – standard letter to be devised for customers regarding access issues	Proposed that customers use this letter to report any physical, communication barriers in accessing URH services	HRE Equalities Lead James Caspell	2009/10* Medium	Complete / Ongoing
Undertake visits to URH/TMO offices to ensure communications aids are used effectively by staff	Annual exercise to include accessible buildings and correct use of aids by URH staff	HRE Equalities Lead James Caspell	2010* Medium	Complete / Ongoing
Ensure new Tenancy Conditions/Handbook available in CD/DVD with subtitles	Working with Lambeth Living to ensure these two documents are fully accessible and understandable by customers	LL Service Improvement team HRE Equalities Lead James Caspell	2010* HIGH	Outstanding
Undertake an audit of written correspondence to ensure staff are using Good Practice Guidelines in correspondence	Staff to follow good practice wherever possible of maximum font size – standard equal opportunities strapline strap to be taken forward	Service Improvement team HRE Equalities Lead James Caspell	2010* HIGH	Underway
Ensure URH website is fully accessible for disabled people	URH website to be updated and improved – following Capital Ambition funding	HRE Equalities Lead James Caspell	2010* HIGH	Underway

URH / TMO newsletters to be available in different formats on request.	Equal opportunities strap line on each product – differing formats available on request	Service Improvement Team TMO Managers HRE Equalities Lead James Caspell	2010* HIGH	Complete
Review the customer alert procedure to ensure SX3 system record the access needs of customers.	Picked up from customer profiling data	HRE Equalities Lead James Caspell	2010* HIGH	Complete
Service Delivery				
To monitor the take up of services and customer satisfaction	Include voluntary disclosure by service users on their satisfaction data	Service Improvement team	2010* HIGH	Outstanding
Ensure SX3 system follows the Social Model of Disability	The SX3 system records access needs of all customers following the customer profiling project	HRE Equalities Lead James Caspell	2009 Medium	Complete
Ensure E&D and disability is promoted by every member so staff at URH/TMO's	Through the Board, through training, through SIP meetings, through newsletters, one to ones etc	HRE Equalities Lead James Caspell	2009 Medium	Underway
Ascertain levels of customer satisfaction between disabled and non disabled customers with URH services overall	To be ascertained by bi annual Status Survey but also tested through regular customer satisfaction survey	Service Improvement team	2010 HIGH	Outstanding
Eliminate unlawful discrimination for disabled customers resulting from less favourable/poor service delivery	Customer complaints to be monitored throughout URH	HRE Equalities Lead James Caspell	2010 Medium	Outstanding
Employment				
Undertake equalities impact assessment on URH policies and procedures – ensuring two ticks in adhered to	To include the impact of recruitment, retention, training, appraisals, flexible working policies, harassment and bullying and grievance	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Outstanding
Profile of staff/Board members to ensure that we have knowledge of those that meet the DDA definition of disability including those that have a Personal Evacuation Plan	Part of induction process to ensure that those staff who have disabilities have a PEP	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Underway

GENERAL DUTY: Promote positive attitudes towards disabled staff				
URH to arrange training or use the Council training regarding Disability Equality for new staff including Board and Senior Management	Training to include: identification of barriers face by disabled people, DDA and Equality Bill implications	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 Medium	Complete / Ongoing
URH to ensure that customer care training – use that of the Council follows the Social Model of Disability – including in house training in use of loops systems etc	Access to Council training programme as per URH training manual	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2009 Medium	Outstanding
GENERAL DUTY: Encourage participation by disabled people in public life				
URH to start to send a rep to the Disability Partnership Board	HRE Equalities Manager attends this borough wide forum and will feed back relevant issues	HRE Equalities Lead James Caspell	2010 Medium	Outstanding
Diversity Champions across TMO's/URH to hold informal and ad hoc events/mechanisms to engage with hard to reach disabled tenants and residents	URH to improve consultation with hard to reach groups on services and commissioning	Service Improvement Team	2010 Medium	Outstanding
Establish feedback sessions with staff to obtain ideas on how to support and improve the services for disabled customers	Hold annual staff conference with some aspects of E&D as a theme	HR Service Improvement Team HRE Equalities TMO Managers	2010 Medium	Outstanding
Continue to compile data on communication, accessibility and vulnerability needs for all URH households via the You are Unique campaign	90% of URH tenants to have their needs recorded by end of 2010	HRE Equalities Lead James Caspell Service Improvement team TMO Managers/frontline staff	2010 HIGH	Complete
To monitor and refer vulnerable tenants when relevant, to providers of floating support, including LBL's supporting people team so that tenants receive	Vulnerable tenants with mental health, learning difficulties etc often referred for floating support to remain independent in their own homes	TMO Staff and Managers make referrals	2008 ongoing	Complete / Ongoing

additional support to remain in their homes				
Adaptations				
To draft URH adaptations and equipment policy	To be agreed, signed off and published	HRE Equalities Team	2009 Medium	Outstanding
To re-affirm process for aids and adaptations with Council Home Improvement Agency	Andy Walker, John Brewster to meet Amanda Goulding to ensure understanding of process including communal adaptations and financial implications	URH Snr Management TMO Managers	2010 HIGH	Complete
Define and develop an accurate and up-to-date database of adapted URH properties	Accurate database will improve availability of accessible and adapted housing for disabled tenants	Andy Walker	2010 Low	Outstanding
Continue to ensure disabled people are given a real choice over how their needs are met with regard to adaptations	Recommended in the Govt report "Improving the Life Chances of Disabled People" by 2025	TMO Managers / Home Improvement Agency	2008 Low Ongoing	Outstanding

Gender Equality Scheme – Action Plan Review

United Residents Housing

Gender Equality Scheme

April 2008 to March 2011

KEY: HIGH 2008/9 MEDIUM 2009/10 LOW 2010/11 priority or forward to Single Equality Scheme

Non delivered project brought forward to be delivered first half of 2010 marked*

TASKS:	NOTES	Comments/Action required	Timescale/Priority	Progress
General Duty: Promote equal opportunities between disabled persons and other persons				
Devise, consult and publish URH three year Gender Equality Scheme	Specific Duty and obligation for public authorities pass on duties to its ALMO Partners		April 2008	Complete
Produce and Publish an annual report on the progress made in the GES	Specific duty	Service Improvement Team to compile	March 2009 to March 2011 or if superseded by Gender element of the Single Equality Bill HIGH	Complete
Update staff and customers re: development on Gender Equality legislation and regulations/practices TMO Managers/Service Improvement Team	Take up Council wide training	Service Improvement Team to compile HR	As above	Complete / Ongoing
Communications				
Develop and maintain systems that collect information on how policies and practice affect gender equality in the workplace and in the delivery of our services	EIA/service take up monitoring/workplace monitoring	TMO Managers/Service Improvement Team HR E&D Officers	2008 - HIGH	Outstanding
Continue to collect profiling data to determine best possible way of communications	HQN Reports/Audit Commission advice and assistance reports on Lambeth ALMO Partner	TMO Managers/Service Improvement Team	2008 and onwards HIGH	Complete / Ongoing

Review outcomes and evidence through profiling to look at who we have housed	Part of suite of monitoring for URH Annual report	TMO Managers/Service Improvement Team	2010* HIGH	Complete
Monitoring and evaluation				
Review and revise the GES	Specific duty of the to be reviewed annually by CE		March 2009 and onwards HIGH	Complete
Conduct Equality Impact assessments for relevant new and existing policies and activities	Consult with stakeholders and work with them to identify gender equality objectives*	Service Improvement Team to monitor	March 2009 and onwards MEDIUM	Underway
To work to level 3 of the Local Government Equality Framework	Generic standard includes race, gender and disability, in partnership with LBL – LBL achieved 2008/URH to achieve by end of 2010	Service Improvement Team	March 2009 onwards Medium	Underway
Access				
Ensure new Tenancy Conditions/Handbook available in CD/DVD with subtitles	Working with Lambeth Living to ensure these two documents are fully accessible and understandable by all customers	LL Service Improvement team HRE Equalities Lead James Caspell	2010* HIGH	Outstanding
Undertake an audit of written correspondence to ensure staff are using Good Practice Guidelines in correspondence	Staff to follow good practice wherever possible of maximum font size – EOP strap to be taken forward	Service Improvement team HRE Equalities Lead James Caspell	2010* HIGH	Outstanding
Review the customer alert procedure to ensure SX3 system record the access needs of customers	Picked up from customer profiling data	HRE Equalities Lead James Caspell	2010* HIGH	Complete
Access to CBL – issues of equality	Housing Annual report Monitoring satisfaction data	Service Improvement Team	2010* HIGH	Outstanding
Service Delivery				
To monitor the take up of services customer satisfaction	Include voluntary disclosure by service users on their satisfaction data	Service Improvement team	2010* HIGH	Outstanding
Ascertain levels of customer satisfaction between gender on services overall	To be ascertained by bi annual Status Survey but also tested through regular customer satisfaction survey	Service Improvement team	2010 HIGH	Complete / Ongoing

Ensure gender equality in access to housing	Factored into annual report on allocations and satisfaction with services	Service Improvement team	2010* HIGH	Underway
Maintain a victim oriented approach to harassment and anti-social behaviour based on gender	TMO Managers to be fully aware of processes involved in managing DV.anti-social behaviour	TMO Managers	2010* HIGH	Underway
Promote best practice in provision of housing for victims of domestic violence	TMO Managers to be fully aware of processes involved in managing DV.anti-social behaviour	TMO Managers	2010* HIGH	Underway
Examine the relationship between gender and other equality strands in housing outcomes	Housing Annual report Monitoring satisfaction data	Service Improvement Team	2010* HIGH	Underway
Employment				
Undertake equalities impact assessment on URH policies and procedures –	To include the impact of recruitment, retention, training, appraisals, flexible working policies, harassment and bullying and grievance	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Outstanding
Profile of staff/Board members – devise KPI's where there are gaps	Part of induction process and also ensure that those staff who have disabilities have a PEP	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Underway
Deliver gender equality with regards to pay and benefits	As part of EIA on staffing	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Outstanding
Ensure that the working environment is free from sexual harassment and discrimination	Re-iteration of dignity at work policy Take appropriate action where it occurs Part of suite of valuing diversity training	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 HIGH	Complete / Ongoing
URH to arrange training or use the Council training regarding all strands equality	Valuing Diversity	URH HR Lead Patsy Douglas HRE Equalities Lead James Caspell	2010 Medium	Complete / Ongoing
Diversity Champions across TMO's/URH to hold informal and ad hoc	URH to improve consultation with hard to reach groups on services and commissioning	Service Improvement Team	2010 Medium	Outstanding

events/mechanisms to engage with hard to reach tenants and residents				
Establish feedback sessions with staff to obtain ideas on how to support and improve the services	Hold annual staff conference with some aspects of E&D as a theme	HR Service Improvement Team HRE Equalities TMO Managers	2010 Medium	Outstanding
To refer vulnerable tenants when relevant, to providers of floating support, including LBL's supporting people team so that tenants receive additional support to remain in their homes	Vulnerable tenants with mental health, learning difficulties etc often referred for floating support to remain independent in their own homes	TMO Staff and Managers make referrals	2008 ongoing	Complete / Ongoing

Appendix 1
UNITED RESIDENTS HOUSING
2009 – 2012 Assessment of Relevant Functions and Services
 EIA PROGRAMME 2010/11

The CRE guidance refers to functions as *‘the full range of your authority’s duties and powers. This includes internal and external functions i.e. policy development as well as, service delivery such as regulation and enforcement’.*

Function/Service	Relevance Rating – (High/Medium/Low)						Overall Rating	Timing and lead
	Race	Gender	Disability	Age	Sexual Orientation	Religion/Belief		
United Residents Housing								
Repairs Service /Repairs and Maintenance Strategy	H	H	H	H	H	H	H Yr 1	VMcK – complete with current evidence base 2009
Vulnerable Adults Tenancy Management and Repairs Policy	H	H	H	H	H	H	H Yr1	VMcK – complete with current evidence base 2009
Access and Customer Care Strategy	H	H	H	H	H	H	H Yr 1	VMcK – complete with current evidence base 2009
Income Management Service / Policy	H	H	H	H	H	H	H Yr 1	VMcK – complete with current evidence base 2009

Function/Service	Relevance Rating – (High/Medium/Low)						Overall Rating	Timing and lead
	Race	Gender	Disability	Age	Sexual Orientation	Religion/Belief		
Resident Involvement Service/Strategy	M	M	M	M	M	M	M Yr1/2	VMcK – complete with current evidence base Sept/Oct 2010
Draft Tenancy Management / Leaseholders Handbook/customer service	H	H	H	H	H	H	H (LL)	Under development with LL
Allocations	M-H	M-H	M-H	M-H	M-H	M-H	M – H Yr1/2	VMcK – complete with current evidence base as per Council
Complaints/compliments	M	M	M	M	M	M	Myr 2/3	VMcK – complete with current evidence base
Compensation Policy	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011
Aids and Adaptations Policy	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011
Health and Safety Policy	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011

Function/Service	Relevance Rating – (High/Medium/Low)						Overall Rating	Timing and lead
	Race	Gender	Disability	Age	Sexual Orientation	Religion/Belief		
Fire Safety Policy	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011
Gas Servicing/Gas Safety Policy	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011
Parking and Enforcement	L	M	M	L	L	L	L Yr 3	Policy writer complete with current evidence base Sept/aOct 2012
Estate Inspection	L	L	L	L	L	L	L Yr 3	Policy writer complete with current evidence base Sept/Oct 2012
ASB Strategy	H	H	H	H	H	H	H Yr 1	Not clear where we are with this – this should be corporate
Domestic Violence Strategy	H	H	H	H	H	H	H Yr 1	Not clear where we are with this – this should be corporate
Employee Staff Handbook	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011

Function/Service	Relevance Rating – (High/Medium/Low)						Overall Rating	Timing and lead
	Race	Gender	Disability	Age	Sexual Orientation	Religion/Belief		
Recruitment and Selection Policy	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base April 2011
Dignity and Respect	M	M	M	M	M	M	Myr 2/3	Policy writer complete with current evidence base Sept/Oct 2012
Procurement Policy	M-H	M-H	M-H	M-H	M-H	M-H	M-H Yr 1/2	VMcK – complete with current evidence base Sept/Oct 2010
Asset Management Strategy	L	L	L	L	L	L	L Yr 3	Policy writer complete with current evidence base Sept/Oct 2012
Decent Homes Policy	M-H	M-H	M-H	M-H	M-H	M-H	M-H Yr1/2	Policy writer complete with current evidence base Sept/Oct 2012
Value for Money and Efficiency Improvement Strategy	L	L	L	L	L	L	L Yr 3	Policy writer complete with current evidence base Sept/Oct 2012

Service Improvement Plan 2010 – Action Plan Review

Actions	R / A / G and Due Date	Progress Against Tasks
Service Area: Equalities & Diversity		
<p>Resident Profiling: Continue the collection of Resident Profile information. Key tasks are as follows: * Increase the general response rate (incl achieving a minimum of 75% response re diversity data * Focus on areas of sexual orientation and religion/faith * Develop action plan following practical completion of the profiling info (incl submitting bid to Capital Ambitions).</p>	Oct-10	<p>Current status: 4/6 equality streams we have over 99% of data. Blenheim have recorded over 90% of data for 10 characteristics, which has received local and national acclaim.</p> <p>Capital Ambition funding has been provided to collect outstanding data over remaining 5 months prior to inspection and two Project Officer (1 FTE) have now started to continue telephone profiling. Religion and Belief, Sexual Orientation and Work status continue to be areas requiring improvement.</p>
<p>Community Strategy: Agree a Community Strategy (incl priorities) relating to community cohesion and report to the URH Board in July 2010. Actions required incl: * RP,LEMB and WERMO to respond to the evidence document circulated by JC.</p>	Aug-10	<p>Partnership Audit has been circulated to managers. Revised Sustainable Community Strategy needs to be developed as a result of consultation.</p>

<p>Flagging Customers Communication Requirements: Establish a flag on SX3 relating to a customers' individual communication requirements – and take all necessary steps to ensure that this facility is fully operational. Actions incl: * Carry out an appraisal of all staff in contact with customers to ensure they are fully conversant with what to look out for on the system and how to respond to the various vulnerabilities etc flagged up</p>	Jul-10	<p>Our Northgate Sx3 housing management system now incorporates an alert flag system for vulnerability access needs which we have developed in partnership with Lambeth Council. Specifically, we highlight the access and communication needs of residents, particularly those who are vulnerable or disabled, when a repair or visit is arranged, as well as those at risk of serious harm as a result of domestic violence and residents with a history of violence. Information is collected electronically and centrally in order to advise how staff should adapt service provision relevant to residents. For example, the system flags up if a resident is blind or deaf, and also communication needs such as if a visitor should knock loudly or a resident does not speak English. It is envisaged that over time this will reduce the number of repairs not carried out on time and right first time.</p>
<p>Equalities Standard: Complete gap analysis of Level 1 to 3 of the Equality Standard for Local Government against URH equalities standards and practice – and incorporate 'next step' actions emerging from this into URH's 3-year Equalities and Diversity Action Plan</p>	Aug-10	<p>An account has been set up on EF:ECT, to store evidence and ensure a legacy of monitoring and reporting remains at URH post inspection.</p>
<p>Diversity Training and Board Member Champions: All Boards to undertake the following: * Appointment of a Diversity Champion * Board members to receive a refresher briefing on current Diversity issues by July 2010. * Ensure TMOs are briefed on (the confirmed) URH-wide Diversity Policy and a copy of this provided to each TMO Board member</p>	Jul-10	<p>URH and Waltham Boards have been received presentations on E&D. E&D champions have been elected for URH and three estates. Roupell Park remains outstanding. Terms of Reference and Job Description for E&D Champions has been completed.</p>

<p>Vulnerable Persons Policy: Develop URH-wide 'vulnerable persons' policy (adopting and adapting the existing BGRMO policy, as appropriate)</p>	<p>Jul-10</p>	<p>Complete</p>
<p>Staff Diversity Training: All staff to receive Diversity training and selective staff to receive 'Safeguarding' training. Action required incl: * All TMOs and URH to undertake audit/training needs assessment and report back to JC on requirements * URH and TMO officers/managers to attend LB Lambeth's Corporate 'Value & Diversity' training wherever possible</p>	<p>Jul-10</p>	<p>Patsy D and Managers to implement.</p>
<p>Wheelchair Access Issues identified in the recent wheelchair access Mystery Shopping exercise to be actions by TMO managers</p>	<p>Jul-10</p>	<p>TMO managers confirmed that virtually all recommendations have been completed.</p>
<p>Recruitment and Selection: Develop URH-wide recruitment & selection policy - including a section on the recruitment of Senior Managers by TMO Boards.</p>	<p>May-10</p>	<p>Draft completed and circulated to managers for revision and submission to boards.</p>

<p>Equalities and Diversity Strategy New URH-wide E&D strategy to be developed.</p>	<p>Oct-10</p>	<p>Existing E&D strategy and action plan to be worked to until a Single Equality Scheme is developed for October sign-off. Capital Ambitions have provided funding to assist with consultation on this document</p>
<p>Diversity Steering Group Set up a URH Diversity Steering Group, incl: * Appointing a TMO Diversity Champion to chair * JC/VM to draft terms of reference</p>	<p>Jul-10</p>	<p>JC has drafted draft terms of reference. Aim to have first E&D Steering group convened in July.</p>
<p>Two Ticks Standard: Ensure URH meets the five 'Two Ticks' commitments and start to implement these and to use the symbol, incl: * adding logo to all advertisements, leaflets, and internal communications.</p>	<p>Jul-10</p>	<p>Need to ensure that the two ticks logo is displayed and that all managers are briefed on what they need to do. Same with Stonewall Diversity Champion logo. James Caspell has circulated an Accessibility and Style Guide for all external and internal printed comms.</p>
<p>E&D Standards: Contractors: Ensure contractors meet the required Equalities and Diversity standards, incl: * Run diversity briefings for all contractor staff who come into contact with customers directly or on the phone * Undertake an 'audit' of current contractors compliance with key aspects of E&D standard * Review procurement policies to ensure that E&D standard compliant</p>	<p>Jul-10</p>	<p>Equality and Diversity Policy and revised strategy addresses procurement and contractors explicitly. Recent partnering tender incorporated E&D issues prominently. All other actions outstanding.</p>

<p>Hearing Impairment: * Investigate Minicom text phone costs and potential demand and install if appropriate (if not this needs to be written up as a report to be used as evidence). * Briefing note re use and application of text relay system to be issued to all front line staff.</p>	<p>Jul-10</p>	<p>JC has carried out market research and circulated to Estate Directors for their decision. Text relay guidance has been circulated to staff. CO has provided magnifying glass and hearing loops for each TMOs.</p>
<p>Staff Diversity Profile Collate workforce profile information into a table / evidence document to support URH's Self-Assessment submission * Ensure that the URH-wide Diversity Strategy reflects the need to improve the proportion of women employed at a senior level and addresses the under-representation of women within the manual labour force</p>	<p>May-10</p>	<p>JC has provided Patsy with templates to collect this info. Estate managers to ensure that an audit is carried out on each member of staff within their organisation and send the results to Patsy, before the next SIG meeting in June.</p>
<p>Performance Information Obtain and review best practice diversity KPIs that could be adopted by URH</p>	<p>Jul-10</p>	<p>Completed. Patsy to provide HR statistics</p>
<p>Diversity Analysis: Service Take-up Carry out two pilots to analyse service user take-up based on diversity profile categories (suggested services are rent arrears and responsive repairs (the latter to include satisfaction levels)) and report findings to URH/TMO Boards</p>	<p>Jul-10</p>	<p>Has been carried out for arrears and housing benefit as part of annual report.</p>

Performance Indicators

	KPI or supporting info	Performance Indicator	Outturn August 2010						Upper Quartile figure 2009/10	Target 2010/11	R/A/G	Getting Better?
			Blenheim Gardens	Loughborough	RouPELL Park	Waltham	URH	Lambeth Living				
Equality and Diversity	KPI	BV16a Percentage of disabled employees.	-	-	-	-	1.00%	-		No target	Red	←
	KPI	BV11c Top 5 per cent of earners who are disabled.	-	-	-	-	0.00%	-		No target	Amber	←
	KPI	BV 156 Percentage of company buildings accessible to disabled people	-	-	-	-	100%	-		100%	Green	↑
	KPI	BV11a Percentage of top paid 5 per cent of company employees who are women	-	-	-	-	0.00%	-		No target	Red	←
	KPI	BV11b Percentage of top paid 5 per cent of company employees who are from an ethnic minority	-	-	-	-	Check with Patsy Douglas	-		No target	Green	←
	KPI	BV17a The percentage of company employees from ethnic minority communities	-	-	-	-	77%	-		No target	Green	↑

KPI or supporting info	Performance Indicator	Outturn August 2010						Upper Quartile figure 2009/10	Target 2010/11	R/A/G	Getting Better?
		Blenheim Gardens	Loughborough	RouPELL Park	Waltham	URH	Lambeth Living				
SI	Resident profile data - - Ethnicity	-	-	-	-	99.74%		80%	Green	↑	
SI	Resident profile data - Gender identity	-	-	-	-	100.00%		80%	Green	↑	
SI	Resident profile data - Disability	-	-	-	-	99.85%		80%	Green	↑	
SI	Resident profile data - Age	-	-	-	-	99.56%		80%	Green	↑	
SI	Resident profile data - Religion and belief	-	-	-	-	56.36%		80%	Red	↑	
SI	Resident profile data - Sexual orientation	-	-	-	-	65.71%		80%	Amber	↑	
SI	Resident profile data - Work status	-	-	-	-	67.55%		80%	Amber	↑	
	Resident profile data - Language	-	-	-	-	98.78%		80%	Green	↑	
	Resident profile data - Non-postal contact details	-	-	-	-	83.75%		80%	Green	↑	
	Resident profile data - Household relationship	-	-	-	-	99.74%		80%	Green	↑	

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Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন

Twi

Se woƆe saa nkaeboy yi wo kasa fofo mu a fre

Yoruba

Tí ẹ ba ẹ imoràn yíí, ní èdè Òmíràn, ẹjò, ẹ kàn wà l'ágogo

**United Residents Housing
The Loughborough Centre
105 Angell Road
London
SW9 7PD**

020 7733 9929

enquiries@urh.gov.uk