

Equality, Diversity & Community Cohesion – Headline Priorities

| Project/Task | Lead | Others involved | Completion Date | Progress to date | Comments |
|---|-----------------|---|------------------------|---|--|
| Customer Profiling Project | Vicky Myers | Project group in place | March 2009 | 3385 returns at 9/9/08 – 10.85% of tenant population | 2nd questionnaire to be sent out partially populated, subject to IT capacity Area offices to be encouraged to assist in increasing returns Ethnicity categories to be aligned with CEHR recommendations VM to develop business requirements for future use of data, post inspection |
| Equality Impact Assessments | Ellis Blackmore | All heads of service | November 2008 | Initial EIAs carried out in 2006 and being revised currently. | Agreed interim assistance to come in to support Heads of Service |
| Increasing involvement from diverse communities in tenant participation structure | Arvinda Gohil | Jenny Dickenson to service | December 2008 | Profiling of tenant involvement in development which is informing a plan for targeted promotion of opportunities. | Supporting the BME forum to review their ToR Thematic lead of TLIO being recruited. |
| Interpretation & Translation Services | Arvinda Gohil | Martin Valentine, Vicky Myers, Gill Moy | December 2008 | Translated material & interpretation services currently provided in 16 languages, now streamlined to match services provided by the Local Authority | Prioritise languages most commonly used with NCC Provide translated material in the above languages Pilot the provision of surgeries in particular languages Develop data base of staff who are proficient in languages other than English |

| | | | | | |
|--------------------------------|---------------------------|---|------------------------|---|--|
| E&D strategy/champions group | Arvinda Gohil | Chris Langstaff, Amanda Schofield, nominations from each service area | November 2008 | Next meeting for 30 th September | Agree strategy, priorities for next 18 months, action plans and individual contributions – 2 to 3 key areas for development/action per annum Organise discussion with Gateshead HC – the only ALMO to get accreditation for diversity |
| Organisation wide E&D training | Raj Patel & Arvinda Gohil | All staff Board Tenants involved in company business | December/ January 2008 | Provisional dates identified, awaiting confirmation from chair External facilitator identified | Agree brief with external facilitator Confirm dates |
| E&D strategy/policy docs | Arvinda Gohil | Amanda Schofield | September 2008 | Documents originated in 2006. | Refresh and incorporate community cohesion into strategy Amalgamate strategy and policy |
| Recruitment of Head of E&D | Arvinda Gohil | Amanda Schofield & HR | December 2008 | Business case provided for re-grading of post Revised job description and person specification Advert out for appointment | Agree advert, job description & person specification Lead on the recruitment process Agree panel members |
| The Board | Arvinda Gohil | Chris Langstaff, Amanda Schofield, Alison Mapp | November 2008 | | Agree training date– external facilitator Gather diversity data on current make-up of the board Develop an action plan for increasing diversity on the board Present paper on organisation wide strategy |

| | | | | | |
|------------------------|---------------|------------------|---------------|-------------------|--|
| | | | | | following meeting of internal group |
| Procurement | Arvinda Gohil | Pete Smith | January 2008 | | Review tender documentation Assist in review of data available and consider target setting for a diverse portfolio of suppliers Assist in the development of audits of suppliers Set up training of contract team |
| Communication Strategy | Arvinda Gohil | Martin Valentine | December 2008 | Strategy in place | Development of full range of communication materials and mechanisms in development |

Revised 9/9/08