

Appendix 1



Equality and Diversity SIP 2009/10

	Complete
	On Target
	Area of Concern

SIP Reference Code	
Lead Officer	Amanda Schofield
Last Updated	N/A
For Period Ending	30 October 2009

Corporate Objective: A “Major Push on Equality and Diversity” which delivers by March 2010.

Key outcomes

- Make significant inroads towards “achieving” status within the LGES
- Performance management (SMART) on 6 equality strands
- The development of partnerships and community links which ensure NCH is playing its full role in Community Cohesion.
- Become a champion for Supplier Diversity – our procurement strategies embrace the principles of this
- We are recognised as an employer of choice
- Perceived as credibly able to become a “Beacon of Excellence”

	Objectives and Actions	Start Date	Target Date	Revised Target Date	Lead Officer	Expected Outcome	Cross Cutting Issues				Resource Required	Progress Comments	Status % Comp
							C	D	T	E			
1.0	Embed a culture that embraces equality, diversity and community cohesion among our board, management team, employees, tenants and leaseholders. Ensure E&D is at the heart of our seven key priorities												
1.1	Understand the	1.04.09	01.01.10	31.03.10	HDCC	Cultural					Customer Profiling	The collection rate	70%

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	profile of customers to support the access to services and other housing/employment needs.					<p>competence increases among employees and managers</p> <p>NCH customers have access and receive services that meet their diversity needs.</p> <p>BME customer satisfaction increases from X to X</p>					Working Group supports project.	<p>on race, gender and disability is 84%. The other equality strands have much lower figures mainly because these are new monitoring categories.</p> <p>The Customer Profiling Working Group had its first meeting on 1 October and it is currently reviewing how customer data is collected and an action programme for improving our target to 95% collection rate will be agreed and implemented with Heads of Service.</p> <p>Overall customer satisfaction for BME customers has increased</p>	

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							C	D	T	E			
											from 64% in 2008 and 77% in 2009.		
1.2	Develop the current E&D Strategy to a Single Equality Scheme	1.04.09	30.10.09	31.03.10	HDCC	<p>The Single Equality Scheme includes NCC and One Nottingham strategies and actions as well as internal priorities</p> <p>A single equality scheme is implemented</p> <p>A programme to roll out the PMF framework is delivered which includes coaching company managers</p>					<p>2009/10 Budget.</p> <p>Corporate and Diversity Champion and DCC Champions Group support to promote the new Scheme.</p> <p>OD Team support to develop awareness programme</p>	<p>This project remains outstanding as a result of limited resources to begin the project. The project timescales have now been moved and it is anticipated that this project will commence in January 2010 and will be completed by 31 March 2009.</p>	0%

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							C	D	T	E			
						All employees are aware of the programme and their role in delivering it							
1.3	Carry out EIAs and transfer corporate recommendations and actions into the Single Equality Scheme	1.4.09	30.5.09		HDCC TIM	The policy is applied fairly to address the needs of equality groups included in the scope of the policy A successful E&DCC customer conference is held.					Tenant Involvement support to organise customer involvement projects to complete EIA. Support Services support to host aspects of the E&D conference, ie. Hosting.	Since developing the SIP, it has become clear the company managers need to be trained to complete the EqIAs. The programme for completing EIAs is on schedule, however the medium term strategic projects need an EqIA project to be carried out as soon as possible.. The Customer Conference is now being organised	30%

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							C	D	T	E			
											by the Tenant Involvement Manager. (TIM)		
	E&D has resources and capacity to deliver a major push on E&D and this is monitored at a corporate level	1.04.09				E&D budget for 09/10 agreed with DCC and EMT/Board E&D project plan to deliver cross cutting SIP is agreed with EMT. DCC aware of progress and achievement with the DCC SIP EMT receive monthly reports on E&D performance against KPIs					The expected outcomes are on schedule. The reports are produced quarterly so the EMT will receive reports accordingly.	100%	
1.4	<u>Deliver DCC Training</u>	1.03.09	3.05.09		HHR	E&D performance				Support from Director of OD and OD Heads	Project Completed	100%	

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	09/10 PDR's include employee targets that contribute to service E&D targets					framework is aligned to annual PDR targets and outcomes The OD Training Plan includes a programme of DCC training.					of Service Training Budget factored into HR/DCC 09/10 budget		
1.5	The Board and EMT understand NCH DCC Scheme and Framework	1.06.09	30.6.09		HDCC	The Board and EMT agree the company's DCC corporate Objectives. The Board and EMT are able to positively promote the company's approach to E&D					Support from OD team to develop and deliver the E&D learning outcomes for Board and EMT Meetings with: <ul style="list-style-type: none">•Local stakeholders•DCC partners•NCC Trade Union•Employee and	The Equality and Diversity Framework dovetails into the organisations business planning framework. The Board have received Diversity Awareness Training and E&D is now the responsibility of all Board members. Meetings have	100%

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											residents groups •EMT •NCC	been held with NCC, RNIB and the CRE. Other meetings have been held with local community activists. A meeting with the TU has been arranged for December 2009.	
1.6	Induction and Training Induction and annual training plan is reviewed to ensure statutory and NCH key messages are conveyed to new and					All staff are aware of NCH approach to diversity and the priorities for of the Single Equality Scheme					OD support	This target will remain on amber until the Single Equality Scheme has been developed.	50%

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							C	D	T	E			
	existing staff												
1.7	Provide leadership on equality and diversity.					All Directors have received a programme of coaching sessions to improve diversity management competency.					In budget	This programme has yet to be arranged.	0%
1.8	Deliver a programme of EIAs for 09/10	1.04.09	30.03.10		DCC Team	There is no adverse impact on any equality groups in gaining access to the service. The programme for completing full screening on all EIAs undertaken is completed and actions included in					Relevant company managers take the lead on initiating and completing the EIA for their service area	This programme is on target.	50%

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						operational SIPs							
1.9	All Service Reviews include an EIA					There is no adverse impact on any equality groups in gaining access to services.					Relevant company managers take the lead on initiating and completing the EIA for their service area	The lack of an EqIA on housing medium term strategies is becoming a risk to the organisation. Property services will be carrying on a consultation exercise with on the repairs contract on 17 November 09.	30%
1.10	NCH meets the requirements of the Disability Discrimination Act in Service Delivery	1.04.09	31.03.10			The Single Equality Scheme sets out NCH approach to working with residents and employees, carers who may have a disability and this is monitored regularly					Support from Homes 4 US, TI team and comms and marketing	The housing and HR team have plans in place to respond to the DDA where practicable. Please refer to their SIPs.	100%

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						Corrective action is addressed immediately. All residents and employees are informed of NCH approach							
1.11	Develop a diversity handbook for Customers and Staff	1..04.09	30.07.09	31.03.09		Quick Reference Guide for E&D is accessible to employees and customers					Co-ordination between DCC, HR and TI teams.	This project is being discussed with the Tenant Involvement Team and HR. Limited resources means that this project has been moved to the last quarter.	0%
2.0	Ensure E&D is at the heart of our seven key priorities												
2.1	All key priorities include a target to deliver E&D outcomes	1.04.09	1.10.09	31.03.10		All plans to deliver the 7 key priorities include E&D objectives, outcomes and targets.					Lead Officers for each priority involve the E&D team when establishing the delivery programmes.	Compliance with this action will be assessed in the last quarter.	30%
2.1b	All key priorities have a completed EIA.					Disabled customers are involved					Lead Officers are responsible for completing EIAs.	Company managers are now receiving EIA	0%

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						in the initiation of these projects. Customers relating to the 5 equality strands are consulted on the delivery of the 7 key priorities.					E&D Team support the completion of EIAs when requested.	training which will enable them to complete the EIAs on these projects.	
<u>2.2</u>	NCH Medium term strategies include equality and diversity objectives and targets	1.05.09	1.09.09			E&D plans are included in all medium strategies					Lead Officer	Please refer to 2.1 above.	30%
2.2	Employees are supported to deliver the DCC aspects of the 7 key priorities.					Additional training/support from the E&D team relating to the DCC aspects of the projects is provided when requested					Support from E&D Team. Training Budget	Project ongoing. Coaching and support is being provided by the E&D team on request.	100%

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							C	D	T	E			
						Staff are clear on their E&D objectives to deliver the 7 priority projects							
3.0 Make significant inroads towards 'achieving' status within the Local Government Equality Standards													
3.1	Complete a gap analysis of the new LGES framework					LGES is cross referenced to the AC KLOE, E&D scheme, Business Plans and SIPs and the implications are discussed with lead managers.					Heads of Service	NCH is at 'Achieving' status. A gap analysis is being completed and will be presented to the next DCC meeting in December.	80%
3.2	Recommend corporate actions from the LGES gap analysis to update SIPs	1.05.09	31.05.09			All SIPs contain actions to support the delivery of the LGEF standard.					Heads of Service	Please refer to 3.1 above. SIPs have yet to be reviewed by the E&D team.	0%
3.3	Research Good	1.06.	31.06.09			The						A programme to	30%

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	Practice and promote externally to improve performance					<p>'Celebrating Success' Case Studies are printed in Tenants Newsletters to encourage and promote more Good Practice among customers.</p> <p>We use the innovation of other organisations to stimulate Good practice in NCH.</p>					raise awareness through the 'Celebrating Success Stories will commence in December 2090.		
4.0	Performance Management (SMART) on 6 Pillars of Equality.												
4.1	Monitoring and tracking Performance on DCC	1.04.09	31.03.09			<p>The suite of KPIs is further developed for monitoring all equality strands.</p> <p>DCC group</p>					Service performance managers and BID team support	Targets have been agreed with Directors and ADs. A performance report is presented to each DCC meeting. We now need to	100%

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						are developed to challenge DCC performance in an informed way Regular reports are delivered to PEMT and DCC group. Recommendations from Performance Management Review are implemented					Heads of Service attend DCC meetings on their approach to delivering E&D Coordination between E&D and BID teams to collate and develop reports that are required from operational performance managers.	circulate these reports more widely to the EMT and other stakeholders where appropriate.	
5. The development of partnerships and community links which ensure NCH is playing its full role in Community Cohesion													
5.1	New TI Strategy positively promotes participations from all equality strands	1..04.09				TI strategy includes involvement of equality strands and groups					Coordination between DCC and TI Team	A new TI manager has been recruited and the new strategy is being developed.	0%
5.2	Organise an					NCH has					Performance	The conference is	50%

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	annual DCC conference for customers to promote harmony on estates and in neighbourhoods					incorporated the LAA and NCC housing objectives into SIPs Customer Feedback is positive. Customers have a better insight of diversity in NCH communities.					Monitoring in BID team.	scheduled for the last quarter of 09/10.	
5.3	Anti-social behaviour and Harassment	1..04.09	31.10.09			Equality KPIs are monitored by the PEMT and the DCC Trend analysis is carried out using REACT data					BID team support	ASB KPIs are reported as part of the E&D Performance report	100%
6.0 Become a champion for Supplier Diversity – our procurement strategies embrace the principles of this.													
6.1	Procurement	1.05.09				Property Services SIP					Support of Property Service team	Performance against this action	

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	Property Services strategies and SIP is aligned with the requirements of the DCC Scheme					<p>has E&D objectives and action plan.</p> <p>Minutes of contract monitoring meetings demonstrate that NCH managers are monitoring contractors' performance on E&D.</p> <p>Work with suppliers to discuss how E&D initiatives can be promoted in partnership.</p>					managers and employees.	has to be discussed with service heads. A meeting will be arranged in January 2010.	30%
6.2	Support local business in the	1..04.09	31.10.09	31.10.09		The needs of small					Property Services lead officer	We are currently supporting	30%

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	procurement of NCH services					business, customers needs and equality is integrated into all procurement and purchasing decisions.					Company officer responsible for procuring small goods. E.g, refreshments	Nottingham's Muslim Directory which includes working with small ethnic minority business. This is a new arrangement and there are now outcomes so far. More work needs to be done on this area and will be discussed with the facilities manager.	
7.0 We are recognised as an Employer of Choice													
7.1	To become an Employer of Choice	1.04.09	31.03.10			OD SIP includes actions to become an Employer of Choice Include requirements of Gender Equality Act in HR SIP Single Status					Inbucon Salary Audit?		0%

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							C	D	T	E			
						Review includes an EIA.							
7.2	Establish an Equality Partnership Board	1.07.08	30.12.09			An EPB is established which comprise representation of internal employee equality forums with the TU as a forum to engage with the EMT on employee equality issues					Partnership working with external DCC stakeholders. DCC team major project	We are discussing opportunities to work in partnership with One Notts which may replace the Equality Partnership Board.	0%
7.2b	Work with partnership to ensure information is shared effectively	1.06.09	30.02.10			Equality Partnership Board is satisfied with DCC information and initiatives from NCH						Please refer to 7.2 above.	0%
7.3	Establish	1.04.09	30.10.09			All equality					Co-ordination	The Employee	60%

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	Equality Forums for employees					groups know there is a forum for their voice to be heard in respect of HR, OD and Service Delivery matters.					between DCC, HR and OD teams.	Engagement Survey has identified an interest in a Disabled employees and Carers Group and a LGBT group. We have met with Stonewall for advice on setting up the LGBT Group. We will also scheduling a meeting to meet with Disabled employees in December to establish their forum.	
8.0 Perceived as credibly able to become a 'Beacon of Excellence' in Equality and Diversity													
8.1	Customer satisfaction is improved for BME customers across all services	1.04.09	31.03.10			BME customer satisfaction target is agreed with the DCC Operational SIPs include a PIs for						All these outcomes have been achieved and reported in this SIP. However it is unlikely that NCH will be a be considered a beacon at this	50%

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						improving BME customer satisfaction VMS is used to monitor BME satisfaction against core service areas and this is monitored by the PEMT and DCC						stage because fo outstanding issues relating to the District Audit Report.	
8.2	Customer satisfaction targets for all equality groups are agreed and monitored.	1.04.09	30.10.09			STATUS Survey includes questions and reporting on satisfaction for all equality groups.					BID Team ownership	Please refer to section 2.1 above.	100%
8.3	To become a Beacon for Diversity	1.04.09	31.03.10			Review HR employment policies and procedures to ensure provision for					Co-ordination between DCC team and Human resources	Programmes are now in place to review disciplinary and recruitment procedures. A programme is in	50%

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						<p>all equality statutory requirements are being met.</p> <p>NCH supports young, disabled and BME employment through the delivery of its Apprenticeship Scheme.</p>					<p>place to review other HR policies and procedures over the next three years.</p>		