

# Nottingham City Homes strategy summaries



## Equality and diversity policy

Our Equality and Diversity (E&D) Policy sets out our commitment to E&D issues and this strategy is designed to provide a framework for the Nottingham City Homes (NCH) Board, managers and employees to understand and deliver their responsibilities. Our focus for delivering the strategy will concentrate on five key areas:

**Governance, culture and key services:** To make sure all Board members, managers and employees of NCH understand and deliver their responsibilities covered by the company's E&D policy. In addition, a programme of training is underway to make sure all Board members understand the company's legal obligations and how we can meet them.

**Access and customer care:** Our customers have many different needs which often affect how they can access our services. For example our customers may not have English as their first language, have literacy difficulties, have a learning disability or have limited mobility. To make sure we understand our customers' needs we will continue with the Customer Profiling Project, which is collecting information on the diversity of our customers so that we may tailor our services to their needs.

**Tenant and service user involvement:** The Tenant Handbook which is given to every tenant spells out clearly our position on E&D – what we stand for, and what is expected of tenants. Additionally, we have a range of methods of involvement including meetings, conferences and surveys, seeking customers' views. We employ a Tenant and Leaseholder Involvement team who support this work and nine Tenant and Resident Officers, based within the Area Housing Offices, responsible for supporting and developing groups within their respective areas of the city. The Tenant and Leaseholder Newsletter (News from Nottingham City Homes) is available in several languages and formats as are promotional materials relating to policy and practice.

**Harassment and domestic violence:** We will take fast and effective action to deal with harassment and domestic violence, and offer appropriate support to victims. Victims will be supported through a range of measures, such as the installation of covert CCTV and the provision of emergency accommodation, and appropriate action will be taken against perpetrators, including injunctions, court orders and Anti Social Behaviour Orders.

**Partnerships:** We will seek to promote community cohesion and social inclusion by understanding and working with the full range of community organisations. NCH works daily with Nottinghamshire Police to investigate allegations and tackle perpetrators of racial and other forms of harassment, with Nottingham City Council to tackle anti-social behaviour as part of the city's 'Respect for Nottingham' campaign and with local registered social landlords. The company has a healthy partnership with other local organisations, working with agencies such as the Refugee Housing Association.