

## 2015/16 is a special year for Nottingham City Homes...

**It marks a decade of working in partnership with Nottingham City Council and with stakeholders, tenants and leaseholders across the city and nationally to provide homes and places where people want to live.**

Since our creation as an Arms' Length Management Organisation (ALMO) back in 2005, we've grown into an organisation that does far more than just creating decent homes – we've become a key player in the city's infrastructure, taking a major role in building communities where people can thrive and feel they belong, now and in the future.

# Equality and diversity Tackling disadvantage

**We promote and demonstrate equality of opportunity for all in everything we do, and we're committed to making sure that everyone can live free from prejudice and discrimination.**

We celebrate the diversity of our customers and our staff, and we strive to reflect our communities.

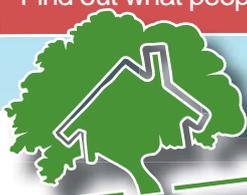
Equality is part of our everyday decision-making – so we're delighted to have been independently accredited as Excellent under the Social Housing Equality Framework (SHEF) for the first time.

The SHEF rated us highly on knowing our customers – having good quality information on tenants, and targeting resources according to individual tenants needs for activities such as welfare reform. This includes sharing information to target support for vulnerable people and to deliver financial inclusion, fuel poverty and welfare reform work.

We were commended for having a thorough knowledge of tenant needs that is accessible and understood at all levels of the organisation. It was commented that, "The focus is on tackling disadvantage as the day job" at all levels of the organisation.

We offer an inclusive working environment – we make adjustments where needed to enable staff to stay in their roles, and offer alternatives such as the use of specialised equipment and working from home where possible, and there are imaginative projects to help staff progress such as Aspire to Manage and the Future Leaders programme.

Find out what people said about us during the SHEF assessment on the back page.



**Nottingham  
City Homes**  
Since 2005

**Creating homes and places where  
people want to live since 2005**

# Events for all

Every year, we support a range of events that celebrate the diverse population of Nottingham, including the Nottingham Carnival, PRIDE, the Mela and more – staff and tenants alike volunteer to attend and support the events, from growing flowers and constructing floats to joining in the parade.

## Our equality and diversity objectives

- **To show through our actions that we are an organisation that celebrates diversity, is demonstrably fair, reflects the communities we serve and empowers all employees to achieve their potential.**
- **To make equality part of our everyday decision making – involving our equality forums in assessing the impact of services, training our workforce, and taking action to respond to the changing profile of the city.**
- **To help our vulnerable citizens by ensuring our services understand and meet their needs, including independent living, repairs, and disabled adaptations services.**
- **To work with partners to tackle hate crime and domestic abuse, taking swift action to prevent repeat incidents, and supporting victims and survivors.**
- **To support tenants to adapt to welfare reform changes that may have an impact on them.**
- **To help tenants access work and training opportunities, with a particular emphasis on unemployed tenants and those who are furthest from employment or training.**



## Janet Storar MBE Committed to equalities and diversity

**Janet Storar MBE is Chair of the NCH Board and has been an NCH tenant for almost 40 years.**

She received an MBE in 2013 for services to community relations, services to social housing and her contribution to promoting diversity in Nottingham – illustrating that our commitment to diversity is a thread that runs through the organisation from the very top.



# Case study

## Working with the Complex Person's Panel and the voluntary sector

A single male tenant with physical and mental health issues was left in sole occupancy of the family home when his mum died. She had succeeded to the tenancy following the death of his father.

As there can only be one succession to a tenancy, the son wasn't eligible to take it on. We originally offered to rehouse him to single person's accommodation.

However after referral to the Complex Person's Panel by the Housing Patch Manager, he was referred on to the Integritas Advocacy Service, who worked us to organise a new tenancy within his existing home.

A year later, he is managing his health problems, coping financially, and engaging in voluntary work.

# Case study

## Women in Construction

**We're continually seeking new ways to address inequality in our workforce profile and redress barriers to equal pay, including occupational segregation.**

We created our Women In Construction (WiC) initiative to close the gender gap in the construction sector.

We aim to increase the amount of female applicants to 30% and to see a 10% increase of tradeswomen apprentices.

Since its launch in 2015, WiC has delivered numerous workshops to girls and women, both in house and with local schools and colleges and has engaged tenants from underrepresented groups.

To date, we have increased the number of female applications for craft roles from 0.5% to 11% since the start of the WiC.

We've even been visited by a Japanese company who have been inspired to get more women involved in construction for the Tokyo 2020 Olympics.

# Case study

## Magnifier initiative

**Our magnifier initiative was introduced as a result of customer insight.**

All tenants who have recorded a preference for Large Print material are automatically sent a magnifier sheet to enlarge the text on all print.

As well as helping our customers read the information we send them (as well as anything else they want to read using the magnifier), distributing magnifiers reduces the cost associated with Large Print mailouts and provides a useful tool to assist customers in their everyday lives.

**Our Helping Hands scheme helped make sure that vulnerable tenants were supported during works carried out as part of our Secure Warm Modern programme!**

# Our staff forums

We have a range of forums to promote equality in our workforce and to support staff from diverse groups. Our forums are all championed by members of Executive Management Team and include:

- The Ethnic Minority Employee Forum
- The Lesbian, Gay, Bi-sexual and Trans-identify Forum
- The Women In Construction Forum
- The Disabled Employee and Carers Forum.

We work with members of all forums to make sure that staff are treated fairly at work and have equality of opportunity in areas such as recruitment and development.

We are the first housing organisation to be recognised by the Carers' Federation for the support we give our employees who are carers outside work!

## Tenant Equality Panel

The Tenant Equality Panel is made up of tenants from across the city and meets regularly to look at whether what we do is accessible to everyone, such as people who don't speak English as a first language, or people who are disabled. The panel, made up of eight tenants from different backgrounds, makes recommendations about appropriate formats for information, appropriate venues for events, what accessibility issues require consideration and so on.

**Chair Jackie Brown says,** "We attend meetings to make changes and to address issues that don't just concern ourselves, but the people we represent – the panel gives us a voice, and we're able to put forward points of view that maybe wouldn't otherwise have been thought of."

The panel made a significant contribution to last year's Black History Month celebrations in Nottingham, and continues to play an important role in our Equalities and Diversity governance processes.

## It's not about houses, it's about homes

Feedback and comments from assessors, employees and partners during our recent SHEF assessment included:

**"NCH is a very self-aware and inclusive organisation, consistently surpassing the expectations of its clients – it's much more than just a landlord."**

Assessor

**"I'm proud to work for the company."**

Employee

**"NCH is the most receptive and engaged housing provider in Nottinghamshire."**

Partner

**"People care about my development."**

Employee

**"Our staff deal with our community with dignity and empathy and don't treat them just as customers. They want to make a difference to people's lives."**

Employee

**"We're bigger than housing – we are stewards for cohesion, for employment and for tackling anti-social behaviour."**

Employee