



Millat Asian Housing
Association
'Community Based
Community Led'

MILLAT ASIAN HOUSING ASSOCIATION

Equalities & Diversity Policy

PURPOSE:

This document outlines Millat's Equalities and Diversity Policy in all aspects of its work

Approved by the Board in February 2024

To be reviewed in February 2027

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1. Introduction

- 1.1 MILLAT Asian Housing Association is a specialist Housing Association committed to delivering fair and inclusive services for all and BME communities.
- 1.2 MILLAT was founded in 1991 to assist disadvantaged Elderly Asian people living Merton with their housing and related problems. MILLAT registered with the Registrar of Friendly Societies in July 1991 and with the Housing Corporation.
- 1.3 Since inception we have broadened our remit to provide housing, support and associated facilities for all communities.
- 1.4 We currently own and manage 106 homes in London Boroughs of Merton, Sutton and Kingston which are general needs and supported accommodation.
- 1.5 Our vision for MILLAT to provide good quality homes and support services for the Elderly and other BME communities. Achieving our vision means that we will be a community based organisation providing the highest quality service for tenants as they build new lives and homes.
- 1.6 Our corporate strategy is built on 3 key themes which describe our approach to achieving our goals over the next five years. These are:
 - To deliver the highest quality service for tenants and stakeholders
 - To grow to meet our customers needs by working effectively with strategic partners
 - To improve the quality of life and opportunities for our tenants and clients
- 1.7 Our plans for growth over the next 5 years are built on meeting the needs of the communities we serve. We operate on the principle that our growth will better enable us to provide high quality services and to remain financially strong.
- 1.8 Underpinning our strategy are 3 corporate goals which cut across all our business and operating strategies. Our cross-cutting goals are:
 - We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.
 - We are committed to promoting an environment of respect and understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

- We will not tolerate any form of prejudice, discrimination, harassment or victimisation.

2. The Purpose of this Strategy

- 2.1 This strategy sets out our equality and diversity framework and supports our corporate goal to be a beacon for equality and diversity in the small housing association sector. This cross-cutting goal underpins all our business and operating strategies and achieving it will have a positive impact on our critical success measures.
- 2.2 This strategy aims to provide MILLAT tenants with the highest quality services by minimising the obstacles and maximising the opportunities that tenants must gain fair and equal access and to improve the quality of their lives. We also aim to act as a good employer; operating good business practices that value diversity and promotes equality
- 2.3 Our principal objectives are to:
- Deliver high quality and responsive housing services by ensuring that racial harassment, domestic violence and other hate crimes are tackled quickly and effectively
 - Achieve customer service excellence by ensuring all users and potential users have fair and equal access to services
 - Support vulnerable tenants to live independently and maintain their homes by providing culturally sensitive support services
 - Ensure all tenants have an opportunity to be involved and that there is no significant variation in the level of satisfaction with services amongst equality groups
 - Have over 150 good quality homes in ownership or management to meet the needs of BME households and older and disabled tenants
 - Ensure fair allocation of housing to those in greatest need
 - Attract, develop and retain high quality staff that reflect our customer profile and are culturally competent and able to understand and meet the needs of our client groups.
 - Provide clear leadership on equality and diversity in governance
- 2.4 This Strategy outlines how we will embed equality in our business planning framework and how we will work to ensure positive outcomes for all equality groups.

3. The Strategic Framework

The Business Case for Diversity

- 3.1 MILLAT embraces the business case for diversity. In London the population and the business environment are constantly changing. The engine that drives a successful business, particularly one with social goals, is its people. Diversity brings tremendous benefits in terms of expertise and failure to optimise human potential can damage a business as labour markets become more competitive and mobile.
- 3.2 MILLAT is committed to recruiting a diverse workforce, bringing diverse talents to the workforce to:
- Ensure we have a good understanding of customer diversity and provide better and more tailored services to meet individual needs
 - Readily adapt to a changing customer base
 - Project a positive image in the communities we serve to build and protect our reputation

The Legal and Regulatory Framework

- 3.3 MILLAT operates within the UK legislative framework for equalities and will adapt our operations and services to comply with new legislation when enacted. Current legislation includes:
- The Human Rights Act 1998.
 - The Race Relations Act 1976
 - The Race Relations (Amendment) Act 2000
 - The Equal Pay Act 1970 (as amended)
 - The Sex Discrimination Act 1975
 - The Disability Discrimination Act 1995
 - The Sex Discrimination (Gender Reassignment) Regulations 1999
 - The Employment Equality (Religion or Belief) Regulations 2003
 - The Employment Equality (Sexual Orientation) Regulations 2003
 - The Employment Equality (Age) Regulations 2006
 - The Equality Act 2006

- 3.4 This strategy incorporates HCA regulatory guidance on equality and diversity by including our race equality action plan, disability equality action plan and gender equality action plan.
- 3.5 We also comply with Good Practice requirements as stated in the Voluntary Code of Practice for Age Diversity in Employment.

4. Our Business Goals

- 4.1 MILLAT's Board of Management is committed to being an organisation which actively promotes equalities and diversity in the small housing association sector. Responsibility for overseeing this work has been delegated to the Chair who is the Association's Diversity Champion. The Diversity Champion is responsible to ensure that the Association's Diversity Policy and Strategy is promoted and delivered through its governance and business management processes.
- 4.2 The sections that follow outline the actions we will take to mainstream equality and diversity across our business goals. MILLAT recognises the 7 equality strands enshrined in law which are race, gender, disability, age, religion or belief, sexual orientation and economic status

Objective 1: To deliver high quality and responsive housing services by ensuring that racial harassment, domestic violence and other hate crimes are tackled quickly and effectively

- 4.3 To deliver this objective we:
- Ensure that our partner RSHs have a clause in their tenancy agreements that prohibit harassment on the grounds of race, colour, ethnic origin, religion, gender, age, sexual orientation, HIV status, disability or for any other reason
 - Have in place a harassment policy which recognises that people can be subject to harassment on a variety of grounds including race, gender, sexual orientation, disability, age, religion, beliefs, marital status and domestic violence
 - Take a multi-agency approach to tackling harassment by working in partnership with the local authority, the Police, Community Safety Teams, and local community organisations
 - Work in partnership with the Police to install security measures in the homes of victims of domestic violence and other hate crimes
- 4.4 To improve in this area we plan to:

- Monitor incidents of racial harassment, domestic violence and other hate crimes by ethnicity, gender, disability, age, religion/belief, sexual orientation and economic status to ensure prompt identification of any trends emerging so we can take the appropriate action

Objective 2: To achieve customer service excellence by ensuring all users and potential users have fair and equal access to services

4.5 To deliver this objective we:

- Due to restricted access to our office for disabled users, we will arrange home visit as necessary.
- Have a Repairs reporting function on the Association's website which enables tenants to report repairs on-line
- Publicise translation of documents in key community languages and formats as requested by tenants
- Provide correspondence and documents in a range of languages and formats on request

4.6 To improve in this area, we plan to:

- Review general information leaflets and produce those most requested by tenants in the most common community languages on request.
- Add a strapline on making documents available in alternative languages and formats on the back of letters and other relevant leaflets and documents to ensure this service is widely promoted to those who may need it
- Review Language Line and compare cost and quality of service with other voluntary/community service providers to ensure best value for money
- Explore the option of introducing type talk for tenants with hearing impairments
- Introduce a computer client system to flag up tenants with limited literacy skills to alert officers to the need to provide a face-to-face service

Objective 3: To support vulnerable tenants to live independently and maintain their homes by providing culturally sensitive support services

4.7 To deliver this objective we:

- Continuously review the needs of tenants facing court action and make applications for the appointment of a litigation friend, where required for tenants who may not have the mental capacity to defend themselves in court proceedings

4.8 To improve in this area we plan to:

- Carry out a tenant audit survey which will identify the support needs of vulnerable and disabled tenants
- Provide sensitive support services to vulnerable tenants who have indicated that they require additional support
- Introduce a computer client system to flag up tenants who are vulnerable or display challenging behaviour to alert officers to the need to provide a sensitive service

Objective 4: To ensure all tenants have an opportunity to be involved and that there is no significant variation in the level of satisfaction with services amongst equality groups

4.9 To deliver this objective we:

- Monitor the level of satisfaction by ethnicity, gender, disability, age, sexual orientation, religion/belief and economic status of service users with the repairs service, the complaints service, the aids and adaptations service, and our response to tackling anti-social behaviour to ascertain if any equality group is adversely affected by our policies procedure and practices.
- Arrange the Tenants Conference and other external tenant meetings in accessible venues and with facilities that would enable more women and disabled tenants to attend.

4.10 To improve in this area, we plan to:

- Monitor the overall satisfaction of tenants by ethnicity, gender and disability in the STATUS Tenant Satisfaction Survey
- Monitor the ethnicity, gender and disability of tenants that are involved in resident involvement structures and redress any under-representation

Objective 5: To have over 150 good quality homes in ownership or management to meet the needs of BME households and older and disabled tenants

4.11 To deliver this objective we:

- Will work with RSL development partners that have a commitment to inclusive design standards
- Have a target of 10% for all new homes to be accessible to, or adaptable for people using wheelchairs
- Have a target of 100% for new homes to meet the lifetime home standard
- Have a target of a minimum of 50% of new social rented homes to have 2 bedrooms or more to meet the demand for larger homes for BME households

- Maintain an aids and adaptations register and use this information to make best use of available lettings for disabled people
- Approach RSL partners for inclusion of our tenants in their Aids and Adaptation Programmes.
- Provide support to tenants who require assistance in making a request for local authority and RSL funded aids and adaptations to their homes to improve their chances of success

4.12 To improve in this area we plan to:

- Monitor aids and adaptations carried out within target timescale

Objective 6: To ensure fair allocation of housing to those in greatest need

4.13 To deliver this objective we:

- Monitor all lettings by ethnicity, gender, age and disability to ensure that these equality groups are not adversely affected by our allocation policies or procedures.

4.14 To improve in this area we plan to:

- Have in place an Allocations and Referrals policy which acknowledges tenure rights of same sex partner relationships
- Monitor the number of accessible/adapted properties let to non-disabled tenants so we can take steps to ensure adapted homes go to those who most need them

Objective 7: To attract, develop and retain high quality staff that:

- Reflect our customer profile and good equality and diversity practice
- Are culturally competent and able to understand and meet the needs of our client groups

4.17 To deliver this objective we:

- Have in place an equality statement with supporting policies and procedures to ensure MILLAT values the diversity of its workforce
- Make reference to under-represented groups in recruitment advertising
- Monitor as a minimum the race, gender, disability and age group of staff members and encourage staff to record religion/belief and sexual orientation
- Deliver annual training to ensure all staff members recognise their duties and are equipped to provide equal and fair services to all people irrespective of race, gender, disability, age, religion/belief, sexuality and migrant/refugee status

4.18 To improve in this area we plan to:

- Monitor the number of reasonable adjustments to employment practices that have been carried out and the satisfaction of staff members with them
- Provide additional training to staff members that sit on recruitment panels to enable them to make fair recruitment decisions

Objective 9: To provide clear leadership on equality and diversity in governance by:

- Continuously refining the equality and diversity framework
- Measuring the impact of MILLAT's functions and strategies on equality
- Ensuring the Board reflects our customer profile and complies with good equality and diversity practice
- Ensuring equality of opportunity in procurement

4.19 To deliver this objective we:

- Have in place an equality and diversity statement and policy to outline our commitments
- Carry out an equality impact assessment of all policies, procedures and strategies to ensure they are not adversely affecting equality groups
- Produce annual equality and diversity performance data for review by the Board to enable them to give strategic direction on equality and diversity issues
- Have a Governance Handbook which sets out our commitment to diversity on the Board and our approach to Board recruitment
- Monitor as a minimum the race, gender, disability and age group of Board members to ensure we meet our equality targets
- Deliver annual training to ensure all Board members recognise their duties and ensure that MILLAT provides equal and fair services to all people irrespective of race, gender, disability, age, religion/belief, sexuality and migrant/refugee status
- Have a target to ensure 40% of contractors and consultants appointed are BME or female owner/managers to challenge us to open opportunities in procurement
- Ensure that a commitment to equality is demonstrated in the tender process and in contracts and make clear what is required of contractors and sub-contractors to ensure accountability
- Carry out an annual satisfaction survey of all contractors and consultants to measure satisfaction with the procurement process to ensure our processes are not adversely affecting BME or female owner/managers

4.20 To improve in this area we plan to:

- Establish the Equality & Diversity Monitoring Group, led by the Chair made up of staff, tenant and Board representatives.

- Review key equality and diversity strategies at least once every 3 years
- Review our equality statement at least once every 2 years

5. Race Equality Duty

- 5.1 This chapter sets out our commitment to race and diversity. Our objective is to deliver best practice in employment and the delivery of services to black and minority ethnic residents. Key performance areas are:
- fair access to housing
 - resident satisfaction with services
 - tackling racial harassment and domestic violence
 - accountability in governance
 - equality of opportunity in employment and procurement
- 5.2 We have addressed these performance areas within our business planning framework and equality and diversity action plan. Within this section we have summarised the actions we will take to comply with the CRE code of practice on housing and the HCA's race equality duties.
- 5.3 To deliver high quality and responsive housing services we will:
- Monitor incidents of racial harassment, domestic violence and other hate crimes by ethnicity to ensure prompt identification any trends emerging so we can take the appropriate action.
- 5.4 To achieve customer service excellence we will:
- Review general information leaflets and produce those in some community languages as and when requested by tenants so that they are made accessible to minority ethnic communities
 - Add a strapline on making documents available in alternative languages on the back of letters and other relevant leaflets and documents to ensure this service is widely promoted to those who may need it
 - Review Language Line and compare cost and quality of service with other voluntary/community service providers to ensure best value for money
- 5.5 To support vulnerable BME tenants to live independently and maintain their homes we will:

- Provide culturally sensitive support services to vulnerable tenants who have indicated that they require additional support

5.6 To ensure that tenants have influence over and are satisfied with MILLAT's services we will:

- Monitor the level of satisfaction by the race and ethnicity of service users with the repairs service, the complaints service, the aids and adaptations service, and our response to tackling anti-social behaviour to ascertain if any racial group is adversely affected by our policies procedure and practices.
- Monitor the overall satisfaction of tenants by ethnicity in the STATUS Tenant Satisfaction Survey
- Monitor the ethnicity of tenants that are involved in resident involvement structures and redress any under-representation

5.7 To have over 150 good quality homes in ownership or management by 2030 we:

- Have a target of a minimum of 50% of new social rented homes to have 2 bedrooms or more to meet the demand for larger homes for BME households

5.8 To ensure fair allocation of housing to those in greatest need we will:

- Monitor all lettings by ethnicity to ensure that no racial group is adversely affected by our allocation policies of procedures.

5.10 To attract, develop and retain high quality staff.

5.11 To promote equality and diversity with the tenants, staff, the Board and contractors.

6. Gender Equality Duty

6.1 This chapter sets out our commitment to gender equality. Our objective is to promote equal treatment and opportunity for men, women, trans-gendered people and same sex couples in employment and the delivery of services. Key performance areas are:

- fair access to housing
- resident satisfaction with services
- tackling harassment and domestic violence
- accountability in governance
- equality of opportunity in employment and procurement

- 6.2 We have addressed these performance areas within our business planning framework and equality and diversity action plan. Within this section we have summarised the actions we will take to comply with the HCA's gender equality duties.
- 6.3 To deliver high quality and responsive housing services we will:
- Monitor incidents of racial harassment, domestic violence and other hate crimes by gender to ensure prompt identification any trends emerging so we can take the appropriate action
- 6.4 To ensure that tenants have influence over and are satisfied with MILLAT's services we will:
- Monitor the level of satisfaction by the gender of service users with the repairs service, the complaints service, the aids and adaptations service, and our response to tackling anti-social behaviour to ascertain if men, women or trans-gendered people are adversely affected by our policies procedure and practices.
 - Monitor the overall satisfaction of tenants by gender in the STATUS Tenant Satisfaction Survey
 - Monitor the gender of tenants that are involved in resident involvement structures and redress any under-representation
 - Arrange the Tenants Conference and other external tenant meetings in accessible venues with crèche facilities to maximise attendance of women who are the predominant carers of children.
- 6.5 To ensure fair allocation of housing to those in greatest need we will:
- Monitor all lettings by gender to ensure that men, women, trans-gendered people or same sex couples are not adversely affected by our allocation policies of procedures.
- 6.7 To attract, develop and retain high quality staff we:
- Have a target to ensure a 50:50 gender balance within the workforce
- 6.8 To promote equality and diversity we will:
- Have a target to ensure a 50:50 gender balance on the Board
 - Have a target to ensure 40% of contractors and consultants appointed are female owner/managers to challenge us to open opportunities in procurement
 - Have a target to ensure that contractors with 5 or more employees have gender balance targets to challenge them to maintain their commitment to equality and diversity

7. The Disability Equality Duty

7.1 This chapter sets out our commitment to disability equality. Our objective is to deliver best practice in employment and the delivery of services for disabled tenants. Key performance areas are:

- fair access to suitable housing and services
- resident satisfaction with services
- accountability in governance
- equality of opportunity in employment

7.2 We have addressed these performance areas within our business planning framework and equality and diversity action plan. Within this section we have summarised the actions we will take to comply with the HCA's disability equality duties.

7.3 To deliver high quality and responsive housing services we will:

- Monitor incidents of racial harassment, domestic violence and other hate crimes by the disability of the service user to ensure prompt identification of any trends emerging so we can take the appropriate action

7.4 To achieve customer service excellence we will:

- Complete our tenant profile survey and record disabled tenants on the housing information database to ensure staff adjust their service delivery approach to meet the tenant's needs
- Add a strapline on making documents available in alternative formats on the back of letters and other relevant leaflets and documents to ensure this is widely promoted to those who may need it
- Explore the option of introducing type talk for tenants with hearing impairments
- Introduce a computer client system to flag up tenants with limited literacy skills to alert officers to the need to provide a face-to-face service

7.5 To support vulnerable tenants to live independently and maintain their homes we will:

- Continuously review the needs of tenants facing court action and make applications for the appointment of a litigation friend, where required for tenants who may not have the mental capacity to defend themselves in court proceedings
- Assess the support needs of disabled tenants including the requirement for aids and adaptations

- Introduce a computer client system to flag up disabled tenants who are vulnerable or display challenging behaviour to alert officers to the need to provide a sensitive service

7.6 To ensure that tenants have influence over and are satisfied with MILLAT's services we will:

- Monitor the level of satisfaction of disabled service users with the repairs service, complaints service, aids and adaptations service, and our response to tackling anti-social behaviour to ascertain if disabled tenants are adversely affected by our policies, procedures and practices
- Arrange the Tenants Conference and other external tenant meetings in accessible venues and facilities to maximise attendance of disabled tenants
- Monitor the overall satisfaction of disabled tenants in the STATUS Tenant Satisfaction Survey
- Monitor the involvement of disabled tenants in resident involvement structures and redress any under-representation

7.7 To have over 150 good quality homes in ownership or management by 2020 we will:

- Work with development partners that have a commitment to inclusive design standards
- Have a target of 10% for all new homes to be accessible to, or adaptable for people using wheelchairs
- Have a target of 100% for new homes to meet the lifetime home standard
- Maintain an aids and adaptations register to make best use of available lettings for disabled people
- Provide support to tenants who require assistance in making a request for RSL and local authority funded aids and adaptations to their homes to improve their chances of success
- Monitor aids and adaptations carried out within target timescales
- Monitor the cost, quality and timeliness of our aids and adaptations service to ensure tenants receive a responsive and efficient service

7.8 To ensure fair allocation of housing to those in greatest need we will:

- Monitor the number of lettings made to disabled tenants to ensure that disabled people are not adversely affected by our allocation policies or procedures
- Monitor the number of accessible/adapted properties let to non-disabled tenants so we can take steps to ensure adapted homes go to those who most need them

7.10 To attract, develop and retain high quality staff we will:

- Have a target to ensure 6% of the workforce are disabled people and that reasonable adjustments are carried out to optimise their capacity to carry out their functions
- Monitor the number of reasonable adjustments to employment practices that have been carried out and the satisfaction of staff members with them

7.11 To promote equality and diversity we will:

- Monitor the number of disabled Board members

8. Managing Performance

8.1 This strategy will be monitored and reviewed by the Equality & Diversity Monitoring Group (EDMG). The EDMG will meet twice a year to review performance, annual goals and targets and make recommendations to the Board.

8.2 The Board has delegated authority to Chair to monitor the Association's performance against the Action Plan and to produce a report which will be received by the Board annually.

8.3 A suite of performance indicators are included in the action plans, a summary of which is provided below.

8.4 Governance

- Board membership by race, gender, disability and age

8.5 Staff Recruitment and Development

- Senior Management Team by race, gender, disability, age, religion/belief and sexual orientation
- Workforce by race, gender, disability age, religion/belief and sexual orientation
- Promotions by race, gender, disability, age, religion/belief and sexual orientation
- Training by race, gender, disability, age, religion/belief and sexual orientation
- Take up of flexible working provisions by age and gender
- Reasonable adjustments to employment practices
- Staff satisfaction with reasonable adjustments

8.6 Involvement and Participation

- Tenant involvement in formal structures by race, gender and disability

8.7 Fair Access to Housing

- Local authority nominations by race, gender, disability and age

- Transfers by race, gender, disability and age
- Direct lettings by race, gender, disability and age
- Other lettings race, gender, disability and age
- Lettings of accessible/adapted properties to non-disabled tenants
- Tenants' satisfaction with the allocation process by race, gender, disability, age, religion/belief and sexual orientation

8.8 Asset management

- Tenants' satisfaction with the repairs service by race, gender, disability, age, religion/belief and sexual orientation
- Tenants' satisfaction with the aids and adaptations service by race, gender, disability, age, religion/belief and sexual orientation

8.9 Income Management

- Evictions by race, gender, disability and age

8.10 Tenancy Management

- Harassment and Domestic Violence by race, gender, disability, age, religion/belief and sexual orientation
- Tenants' satisfaction with the process and outcome in cases of harassment and domestic violence by race, gender, disability, age, religion/belief and sexual orientation
- Tenants' satisfaction with the process and outcome in cases of anti-social behaviour by race, gender, disability, age, religion/belief and sexual orientation

8.11 Complaints

- Complaints by race, gender, disability, age, religion/belief and sexual orientation

8.12 Procurement

- Contractors, consultants and service providers owner/managers by race and gender
- Contractors, consultants and service providers workforce by race, gender and disability

9. Action Plan

Objective 1: To deliver high quality and responsive housing services							
Outcome	Method	Target time	Lead	Priority	Equality Group	Control	Impact/ Costs
Racial harassment, domestic violence and other hate crimes are tackled quickly and effectively	Introduce monitoring of incidents by ethnicity, gender, disability, age, religion/belief, sexual orientation and refugee status	Nov 21	HM	H	All	HMC	H/L
Objective 2: To achieve customer service excellence							
All users and potential users have fair and equal access to services	Review general information leaflets and produce those as requested by tenants in the most common community languages	Nov 21	HM	H	Race Disability	HMC	H/M
	Add a strapline on making documents available in alternative languages and formats on the back of letters and other relevant leaflets	Nov 21	D	H	Race Disability	HMC	H/M
	Review language line and compare cost and quality of service with other voluntary/community service providers to ensure best value for money	Dec-21	HM	M	Race	HMC	M/M
	Explore the option of introducing type talk for tenants with hearing impairments	Jan - 2022	HM	M	Disability	HMC	M/L
	Introduce a computer client system to flag up tenants with limited literacy skills to alert officers to the need to provide a face-to-face service	Nov 2022	HM	H	Disability	HMC	H/L

Objective 3: To support vulnerable tenants to live independently and maintain their homes							
Outcome	Method	Target time	Lead	Priority	Equality Group	Control	Impact/ Costs
Tenant focused and culturally sensitive services delivered	Use tenant profile data to assess the support needs of vulnerable and disabled tenants identified in the survey	Nov21	HM	H	All	HMC	H/M
	Identify appropriate support services and arrange for the provision of floating support	Dec21	HM	H	All	HMC	H/M
	Introduce a computer client system to flag up tenants who are vulnerable or display challenging behaviour to alert officers to the need to provide a sensitive service	Dec21	HM	H	All	HMC	H/M
Objective 4: To ensure all tenants have an opportunity to be involved							
No significant variation in the level of satisfaction with services amongst equality groups	Extract data on the overall satisfaction of tenants by ethnicity, gender and disability from the STATUS tenant's satisfaction survey carried out in Oct 09.	Dec21	HM	H	Race Gender Disability	Board	H/M
	Introduce monitoring of tenants involved in resident involvement structures and address any under-representation	Dec21	HM	M	Race Gender Disability	Board	H/M

Objective 5: To have over 300 good quality homes in ownership or management							
Outcome	Method	Target time	Lead	Priority	Equality Group	Control	Impact/ Costs
15 new homes developed each year to meet the needs of BME households, older and disabled tenants	Provide end of year report to Board on achieving, or having in pipeline, new home targets of 10% adaptable homes, 100% lifetime homes and 50% with 3 bedrooms or more	April 2022 March 2023	HM	H	Race Disability Age	Board	H/M
Aids and adaptations provided to the satisfaction of tenants	Introduce monitoring of aids and adaptations carried out within target times	May 2022	HM	H	Disability Age	HMC	H/O
	Introduce monitoring of the quality and timelines of our aids and adaptations service	May 2022	HM	H	Disability Age	HMC	H/O
Objective 6: To ensure the fair allocation of housing							
Available homes are being let as quickly as possible to those in greatest need	Update the Allocations and Referral policy and procedure which acknowledges tenure rights of same sex partner relationships	Mar 2020	HM	H	Sexual orientation	Board	H/M
	Introduce monitoring of the number of accessible/adapted properties let to non-disabled tenants so we can take steps to ensure adapted homes go to those who most need them	Nov 2020	HM	H	Disability	Chair	H/M

Objective 8: To attract, develop and retain high quality staff							
Outcome	Method	Target time	Lead	Priority	Equality Group	Control	Impact/ Costs
Good equality practices are in place	To introduce monitoring of the number of reasonable adjustments to employment practices that have been carried out and the satisfaction of staff members with them	May 2020 May 2021	HM	M	Disability	Board	H/M
Staff are trained and competent to make fair recruitment decisions	Additional equalities training provided for staff members that sit on recruitment panels	Jan 2021	HM	M	All	Board	H/M
Objective 9: To provide clear leadership on equality and diversity in governance							
Continuous refinement of the equality and diversity framework	Establish the Equality & Diversity Monitoring Group	Dec 2021	HM	H	All	Board	H/M
	Review key equality and diversity strategies	Oct 2021	HM	H	All	Board	H/M
	Review the equality statement	Oct 2021	HM	H	All	Board	H/M