

Islington and Shoreditch Housing Association



Diversity Action Plan

(Updated 7 October 2010)

ISHA works in the heart of London, and is committed to recognising diversity and embracing the opportunities and challenges it provides for us as a landlord, service provider and employer.

The Diversity Action Plan outlines the key tasks ISHA will implement to deliver ISHA's Diversity Strategy and to make sure that ISHA works within the all current legislation and codes of practice, to achieve equality of access and provision within our services. In carrying out the Diversity Strategy, ISHA actively assists disadvantaged groups to benefit from our services.

In particular, we monitor our service delivery by race, ethnicity, gender, gender identification, sexual orientation, socio-economic status, age, disability, and religious beliefs.

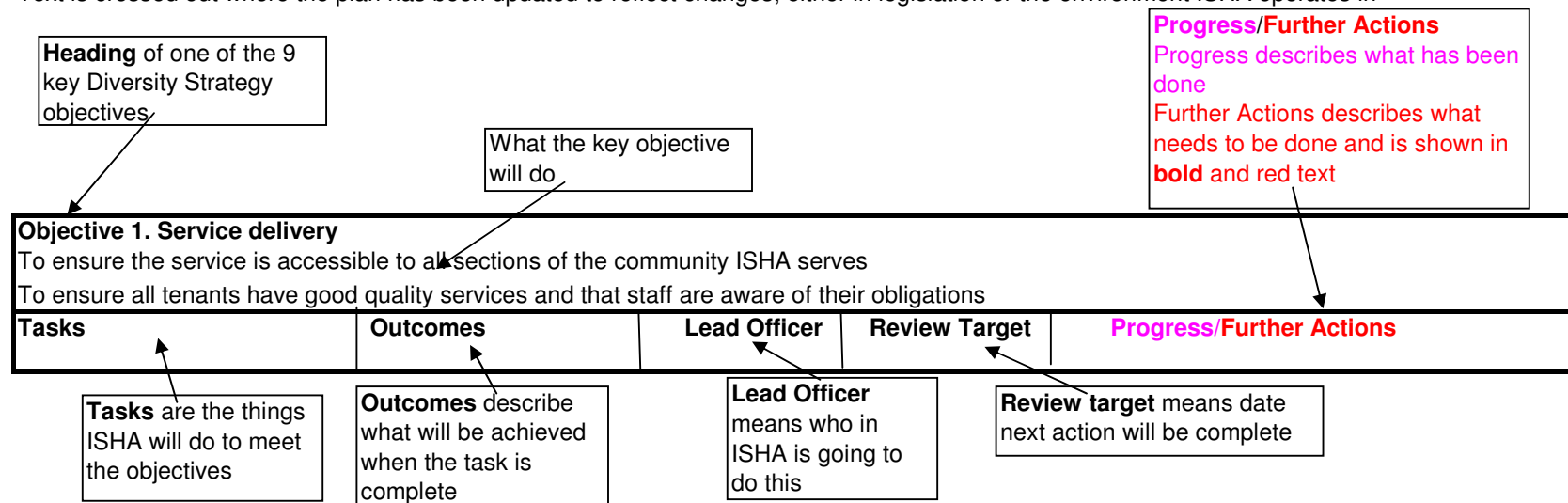
ISHA also works in partnership with statutory and voluntary agencies to assist the needs of disadvantaged groups within the community.

As an employer, ISHA encourages job applicants from all sections of the community and seeks to maintain a workforce that reflects the composition of the communities and areas we work in.

The Plan Explained

The Key objectives within the Diversity Strategy are summarised on the next page.

Text is ~~crossed out~~ where the plan has been updated to reflect changes, either in legislation or the environment ISHA operates in



Objective 1. Service delivery

To ensure the service is accessible to all sections of the community ISHA serves; To ensure all tenants have good quality services and that staff are aware of their obligations

Objective 2. Access to information and services

To ensure ISHA effectively communicates and consults with residents and stakeholders; To ensure all tenants have good quality services and that staff are aware of their obligations.

Objective 3. Resident Participation

To ensure there is physical access to the service; To ensure there are high levels of satisfaction with the service, improving on 08 STATUS baseline of 82%; To ensure there are high levels of satisfaction by residents for opportunities to participate in management and decision making in relation to housing services moving from a baseline of 52% in 08 STATUS

Objective 4. Anti-social behaviour, harassment and domestic violence

To deal effectively with all cases of anti-social behaviour, harassment and domestic violence to support the victim and take action against the perpetrator. Ensure that residents understand ISHA's approach in dealing with anti-social behaviour, harassment and domestic violence

Objective 5. Contractors and procurement

Contractors to demonstrate their commitment to equality and diversity; To ensure that contractors are aware of what is expected of them in the area of equality and diversity; To ensure that all contractors are aware of the cultural needs of ISHA's residents

Objective 6. Work with other Housing Associations and partners

Work with other Housing Associations and partners to ensure the needs of minority group residents are met; Ensure ISHA adopts a multi-agency approach when dealing with individual and collective minority group issues

Objective 7. Employment

To ensure that ISHA is an equal opportunities employer and that positive action is taken to continue have a workforce that reflects the composition of local communities with regard to recruitment and retention; To ensure that no person is directly or indirectly discriminated against and that appropriate support is given and appropriate action taken in any such case; To ensure that no person is harassed and that appropriate support is given and suitable action taken in any such case.

Objective 8. Governance

To ensure that ISHA has clear procedures for recruiting board members and advertises posts as widely as possible; To ensure there are formal procedures in place for all staff in decision making roles including board members; To ensure that ISHA's commitment to equalities and diversity is given high priority

Objective 9. Disability

The Equality Act 2010 places a duty on all public bodies to promote disability equality. ISHA will: 1. Eliminate unlawful discrimination against disabled people, 2. Promote equal opportunities for disabled people, 3. Eliminate disability-related harassment, 4. Promote positive attitudes towards disabled people.

Objective 10. Gender

ISHA's Gender Action Plan covers 7 key areas: 1. Employment, 2. Access to Housing & Preventing Homelessness, 3. Domestic Violence, 4. Resident Involvement, 6. Information & Complaints, 7. Policy & Procedures

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 1. Service delivery				
To ensure the service is accessible to all sections of the community ISHA serves				
To ensure all tenants have good quality services and that staff are aware of their obligations				
Tasks	Outcomes	Lead Officer	Review Target	Progress/Further Actions
1.1 Ensure Context UH system contains information relating to tenants' age, ethnicity, language, gender identification, sexuality, faith , disability and gender.	Ensuring a clear understanding of the customer base so that resources can be accurately targeted – aim for 100% data population.	OD	Apr-11	Improved data collected as part of Tenancy Audit and inputted on UH. 100% completed April 10 Rolling programme of collection and updating through gas safety check visits (4/10) Diversity captured by age, ethnic origin, disability, gender, gender identification, sexuality and faith 3/10
1.2 Develop proposals for using the data.	Improved BME/diversity satisfaction.	OD	Oct-10	Profile of residents reviewed against complaints, website specification, resident involvement and development site specifications. (1/10) Priorities for 2010-15 strategic plan set using profile data and targets set for improved alignment with profile (7/10) Data used on all diversity impact assessments, and all proposals for changes, improvements or withdrawal of services. (6/10) Resident profile analysed in relation to access and levels of satisfaction, and actions put in place and reported to Housing Services sub-committee from Oct 10
1.3 Ensure all new staff receive equalities and diversity training.	All staff are up to date and aware of current equality and diversity issues	HRM	Mar-11	All induction sheets complete and signed (1/10) Equality and Diversity set as 10-11 staff conference theme

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Progress/Further Actions
1.4 Ensure all appropriate staff receive training and are able to use the facilities available for minority residents.	Appropriate use of facilities to ensure the best service to residents.	HRM	Oct-10	Language Database ISHA skills last reviewed September 2010 Diversity training through Diversity Impact Assessment completed June 2010 Diversity training for specific needs to be identified in appraisal May 2010 Review of all staff training on diversity to be completed Oct 2010
1.5 Undertake the tenants' satisfaction survey & ascertain if BME satisfaction levels are below that of non BME Groups.	Identify relative BME/nonBME satisfaction and take any corrective action to improve BME and disabled tenants' satisfaction with the services provided. <i>Maintain similar satisfaction between BME and non BME residents from 08 STATUS survey to 11 STATUS survey.</i>	RAPD	Feb-11	Monitor resident satisfaction with services by diversity strands and report as part of Performance Management Framework from Apr 10
1.6 Monitor and take steps to encourage at least 50% of lettings are to BME communities	Equal access to housing for BME groups	RAPD	Jul-11	Monitored and reported to Board annually in July July 10 report included comprehensive analysis of diversity data to inform on future strategy
1.7 Ensure there continues to be referrals for floating support services as and when necessary at the beginning of and during the tenancy	Reduction in tenancy turnover and evictions	SHM	Ongoing	Admin Systems in place to deliver required outcome 100% complete

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Progress/ Further Actions
<p>1.8 Ensure that all tenants referred for floating support services receives a feedback questionnaire. Ensure these are broken down into ethnicity, gender and disability.</p>	<p>Evaluate the effectiveness of service delivery to ensure tenants are receiving the support they need</p>	<p>SHM</p>	<p>Jul-11</p>	<p>Survey carried out annually, analysed and reported back to residents and stakeholders. Profile of satisfaction by diversity strand reported to July 10 Housing Services Committee</p>
<p>1.9 Work with the Crime and Disorder Reduction Partnership Units of the London boroughs of Hackney and Islington to ensure that ISHA is able to contribute towards borough wide issues of diversity and combating racial harassment.</p>	<p>Diversity Strategy complies with crime and disorder reduction strategies of the London boroughs of Hackney, Islington and where possible Camden and Waltham Forest</p>	<p>OD</p>	<p>Jun-11</p>	<p>Ongoing liaison with key boroughs maintained Reviewed priorities and effectiveness of partnerships by June 2010 to contribute to Borough comprehensive area assessments</p>

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 2. Access to information and services				
To ensure ISHA effectively communicates and consults with residents and stakeholders To ensure all tenants have good quality services and that staff are aware of their obligations.				
Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
2.1 Draw up a programme and carry out Diversity Impact Assessments in all key areas of the service.	Undertake the Impact assessments and use the results to improve and tailor services to resident communities.	SHM	Oct-10	Policy and procedure review programme includes DIA monitor - review programme to ensure all staff involved in at least one DIA per year Results of DIA to be included in 'What we know about our residents' section of DIA Evidence of how this has changed our services to be reported in annual diversity report to Board in October 2010
2.2 Ensure the procedure and process for providing aids and adaptations to residents' properties is publicised in hard copy and electronic format to residents.	Disabled residents are aware of the means to request adaptations	PCM	Mar-11	Investigated recycling of aids and adapts with NRA partners, but agreed not vfm or providing quality services to residents DFG system in place and work progressed on OT recommendation (aids under £1,500 funded by ISHA) Confirm information updated on website and article for Newsletter annually DIA on last three years Aids and Adaptations, including length of time to inform on improvements to system required to be fed back to local authorities. Results published in newsletter and on website
2.3 Ensure relevant information available for residents in a variety of formats, including large print, translations and kept up to date on website	Effective communication in place to meet the diversity of needs of our residents	CEO	Dec-10	all documents produced ariel 12, unjustified (mencap standard) and translations and other formats offered Languages spoken by our residents updated as part of Website project from resident profile and in place March 2010 Communication strategy and website re-modelling completed June 2010. Communication review group in place to monitor updates and review against resident profile

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 3. Resident Participation				
To ensure there is physical access to the service				
To ensure there are high levels of satisfaction with the service, improving on 08 STATUS baseline of 82%				
To ensure there are high levels of satisfaction by residents for opportunities to participate in management and decision making in relation to housing services moving from a baseline of 52% in 08 STATUS				
Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
3.1 Maintain BME and other minority group representation in Resident Associations, the Resident Forum and other resident groups- and measure participation against 6 diversity strands	Resident Involvement representative of ISHA profile	RIM	Jun-11	participation reviewed quarterly by age, gender, race and disability Resident Involvement Impact assessment 2009/10 completed by Jun 2010
3.2 Progress priorities for improved engagement with groups identified through resident impact assessment	Engagement of 'hard to reach' groups	RIM	Jun-10	Youth engagement increased through partnership working on YO Fair 09, Picnic in Waltham Forest and Street properties focus group. Resident Involvement profile by BME and gender matches ISHA overall profile. Priority groups for engagement 2010/11 to be reviewed RIA: currently Young people, Waltham Forest Residents and Street Property engagement.
3.3 Ensure that all strategies, policies and procedures take account of the cultural backgrounds, gender and disability needs of all residents and involve or consult them when appropriate.	All strategies, policies and procedures take account of the cultural backgrounds and needs of all residents	All	Oct-10	Sign off to be included in annual diversity report to Board October

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 4. Anti-social behaviour, harassment and domestic violence

To deal effectively with all cases of anti-social behaviour, harassment and domestic violence to support the victim and take action against the perpetrator.

Ensure that residents understand ISHA's approach in dealing with anti-social behaviour, harassment and domestic violence

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
4.1 Continued use of RaceActionNet to ensure incorporation of up to date policy and practice as well as new ideas for emerging problems.	Good policies and practices to ensure effective targeting to those most in need and vulnerable	OD	Ongoing	Superseded, Housemark used. 100% complete - delete target
4.2 Further review and publicise the comprehensive ASB policy and procedure to ensure compliance with	ASB policy and procedure complies with current legislation and regulatory requirements	OD	Apr-11	ASB reviewed 09 and compliant ASB hotline introduced for out of hours reporting April 10 dedicated ASB button on website created on every page June 10
4.3 Ensure that floating support mechanisms are used to assist the victims and perpetrators of ASB.	Reduction in evictions	SHM	Jul-10	Support mechanisms used and residents referred as appropriate.
4.4 Record incidents of ASB, harassment, and domestic violence and monitor follow up action to ensure these are dealt with within established timescales.	Swift and appropriate action is taken to deal with incidents of ASB, harassment and domestic violence.	OD	Apr-11	All incidents recorded, and reviewed by TSMs monthly Local standards designed by residents include reporting on number of incidents within local area, and number resolved. (Jun 10)

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
<p>4.5 Review the racial harassment and hate crime policy and procedure in conjunction with residents and outside organisations, implement and publicise. Ensure this is reviewed as and when there is a change in legislation and regulations.</p>	<p>All staff understand their responsibilities in relation to harassment and hate crime and their actions are monitored on a regular basis.</p>	<p>OD</p>	<p>May-11</p>	<p>Staff trained and policy publicised and wider consultation held with residents. Planned for review and DIA 2010/11 policy cycle</p>
<p>4.6 Review the Domestic Violence policy and procedure in conjunction with residents and outside organisations, implement and publicise. Ensure this is reviewed as and when there is a change in legislation and regulations.</p>	<p>All staff understand their responsibilities in relation to domestic violence and their actions are monitored on a regular basis.</p>	<p>OD</p>	<p>Apr-11</p>	<p>Policy and procedure reviewed with staff and residents completed April 2010. Diaz carried out and next review planned 2011/12 cycle</p>

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 5. Contractors and procurement Contractors to demonstrate their commitment to equality and diversity. To ensure that contractors are aware of what is expected of them in the area of equality and diversity. To ensure that all contractors are aware of the cultural needs of ISHA's residents				
Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
5.1 Ensure that all contractors supply a copy of their equality strategy and/or code of conduct when submitting tenders for works.	Contractors demonstrate their commitment to equality and diversity within their work and business.	OD & DD	Aug-10	Annual monitoring of contractors diversity in place. Connaught equality statement signed and received, and standard item on partnering agenda. Profile of Connaught employees reported quarterly Chigwell Construction appointed 15 September 10. Equality statement to be signed by end Sept 10 and profile of employees to be reported quarterly
5.2 Ensure that all contractors, sub-contractors and consultants are aware of and comply with ISHA's Equal Opportunities statement.	Compliance with ISHA's Equal Opportunities statement.	OD & DD	Dec-10	Completed at point of award of tender, responsive repairs, planned works tenders and through framework agreement.
5.3 Continue membership of the London Equal Opportunities Federation (LEOF) to enable ISHA to choose minority and female contractors, sub contractors and consultants who are members of the Federation.	Better engagement with and use of BME contractors.	OD & DD	Nov-10	Continued membership of LEOF and received long service recognition award 2009 NRA Action Plan for increasing diversity in procurement of development framework report to Development Sub Committee in October

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
5.4 Annual report to the Development sub committee outlining the opportunities given to BME/SME contractors, sub contractors and consultants	Monitor the use of BME/SME contractors, sub contractors and consultants	OD & DD	Oct-10	NRA Action Plan for increasing diversity in procurement of development framework report to Development Sub Committee in October. Next review on supplier diversity going to Development Sub Committee in January 11
5.5 Annual report to the Development sub committee outlining the use of local labour schemes in the boroughs in which we work.	Support and encourage the development of local labour schemes in the boroughs in which we work.	OD & DD	Oct-10	NRA Action Plan for increasing local labour in procurement of development framework report to Development Sub Committee in October. Next review on use of local labour going to Development Sub Committee in January 11

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 6. Work with other Housing Associations and partners				
Work with other Housing Associations and partners to ensure the needs of minority group residents are met Ensure ISHA adopts a multi-agency approach when dealing with individual and collective minority group issues				
Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
6.1 Target of 20 % of general needs rented programme to be developed for BME associations.	Continue to work with other members of the North River Alliance (NRA) to ensure that general needs are provided for vulnerable and high priority groups.	DD	Oct-10	Reviewed through development sub committee and through performance management framework next review in October 10
6.2 NRA design brief has incorporated good practice from BME associations. Where specific cultural requirements are needed they can be incorporated for each BME association.	Ensure that when developing accommodation, the design brief is compatible with the needs of BME, disabled and other minority groups.	DD	Mar-11	Changes incorporated in NRA design brief, including feedback from residents groups within NRA

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 7. Employment

To ensure that ISHA is an equal opportunities employer and that positive action is taken to continue to have a workforce that reflects the composition of local communities with regard to recruitment and retention (~~33% of BME among the populations of Hackney and Islington~~).

To ensure that no person is directly or indirectly discriminated against and that appropriate support is given and appropriate action taken in any such case.

To ensure that no person is harassed and that appropriate support is given and suitable action taken in any such case.

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
7.1 Ensure ISHA's Equal Opportunities policy is reviewed on an annual basis and all staff are aware of this.	Equal Opportunities policy to comply with current legislation and codes of practice and all staff are aware	CEO	Oct-10	Reviewed and reported to Board October cycle
7.2 Staff composition to reflect the weighted diversity profiles of the boroughs in which ISHA operates based on census data ISHA population profile	Staff composition reflects the diversity profiles of ISHA resident profile Target set Apr 09 44% BME, 50% female and 3% disability within the boroughs of Hackney and	HRM	Dec-10	Targets reviewed April 09, and reported quarterly to Board. Staff continue to reflect the diversity of ISHA population profile 6/10
7.3 Ensure that ISHA complies with the Equality Act 2010 the following legislation when recruiting new staff and service delivery: i) Age Discrimination Act 2006 ii) The Sex Discrimination Act 1975 and related legislation and codes of practice iii) Religious Beliefs Act and related codes iv) The Sexual Orientation Act.	Equal access to employment and services by all groups.	HRM	Sep-10	All managers provided with recruitment and selection training quarter 3 2009 Data on staff collected by 7 diversity strands 8/10 Equality and Diversity set as 10-11 staff conference theme Review of all staff training on diversity to be completed Oct 2010

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
7.4 Ensure that vacancies continue to be advertised in specialist publications such as 'The Voice,' via the electronic notice board, on the website and other media which facilitate recruitment among the local communities.	A better reflection of local communities within the staff group.	HRM	Ongoing	All permanent recruitment complies with this requirement
7.6 Continue to offer placements to young people from local schools and colleges.	Opportunities for young people from diverse backgrounds to gain experience in the work place.	HRM	Ongoing	3 placements 08 09, 3 placements 09/10
7.7 Ensure that the staff security list is reviewed on a 6 monthly basis and that the policy of zero tolerance to staff and action against perpetrators is widely publicised to staff and contractors	Publicity of zero tolerance towards abuse of staff	SHM	ongoing	

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 8. Governance				
To ensure that ISHA has clear procedures for recruiting board members and advertises posts as widely as possible. To ensure there are formal procedures in place for all staff in decision making roles including board members. To ensure that ISHA's commitment to equalities and diversity is given high priority				
Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
8.1 Maintain current levels of BME and female representation on the board and sub committees	To ensure BME and female representation reflects local communities	CEO	Ongoing	Board representative of resident profile by gender, disability and race.
8.2 Appropriate induction training to ensure that board members are able to develop their skills to the benefit of all ISHA tenants and staff	Board members ability to lead the association are optimised	CEO	Dec-10	Induction training provided to new members HQN Skill Self Assessment carried out by Board members May 10 Governance Committee established September 10 to review training and succession for members
8.3 Ensure the board and Housing sub committee approves the Diversity Strategy and reviews this on annual basis with officers. Housing sub committee also to be provided with regular updates on achieving the aims and targets within the Diversity Strategy.	Board and all sub committees understand and are signed up to the Diversity Strategy.	CEO	Oct-10	Reviewed annually

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 9. Disability				
<p>The Equality Act 2010 places a duty on all public bodies to promote disability equality. ISHA will:</p> <ol style="list-style-type: none"> 1. Eliminate unlawful discrimination against disabled people. 2. Promote equal opportunities for disabled people 3. Eliminate disability-related harassment. 4. Promote positive attitudes towards disabled people. 				
Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
9.1 Carry out an office review on an annual basis to ensure that the ISHA office and other public facilities comply with the Disability Discrimination Act 2005.	Compliance with current legislation and improvement in access and facilities for all our customers.	HRM	Oct-10	Reviewed annually
9.2 Undertake disability awareness training for all staff.	Staff are fully aware, understand and can apply to their roles at work the “social” model of disability.	HRM	Oct-10	Review of all staff training on diversity complete Oct 2010
9.3 Ensure any NOSP served for Rent arrears of ASB etc. takes account of any disability that the resident may have.	Ensure ISHA complies with Lewisham v Malcolm (2007) ruling.	RAPD & OD	Ongoing	Completed evidence found in individual eviction forms signed by RAPD. Reviewed at SMT Nov 09 Pre-Action protocol in place
9.4 Ensure the Residents’ Survey 2011 includes pertinent disability questions.	Use the results of the survey for disability action planning.	RAPD	Mar-11	completed for 2008. 2011 STATUS questions to be reviewed to ensure capturing relevant information on disability

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
9.5 Establish the number of wheelchair adapted units ISHA has amongst its existing stock.	Compile list and use it to ensure appropriate lettings.	DD & OD	Jul-11	Reviewed and reported annually
9.6 Develop appropriate disability KPI's & incorporate into the KPI monitoring sheet.	Better monitoring of disability issues and improved services to disabled residents	RAPD	Apr-11	included in performance management framework from April 09. Further measures to be reviewed in 10/11 to add to 11/12 framework
9.7 Ensure disability issues are part of discussions on diversity at relevant meetings (e.g. 121/Appraisal/Team/SMT) etc.	Disability on the Agenda so that it becomes a mainstreamed.	All	ongoing	review of 1:1's as part of IIP re-accreditation process to be carried out to validate discussions are happening.
9.8 Publicise the DAP in the January 2008 Newsletter.	All residents are aware of actions ISHA is taking and assistance available to them	HRM	Ongoing	Strategy actions updated on re-designed website 6/10 Reviewed quarterly
9.9 Investigate the feasibility of establishing a Residents' Disability Forum.	The championing, mainstreaming and on going improvement of ISHA's services to disabled residents.	RIM		0% Complete Residents expressed view that matters should be dealt with at Residents' Forum rather than separate group. Profile of Residents' Forum representative of ISHA profile of residents with disabilities

ISHA DIVERSITY ACTION PLAN Updated October 2010

Objective 10. Gender

Legislation on gender equality began with the Equal Pay Act 1970 and the Sex Discrimination Act 1975, which has been updated and amended by subsequent legislation, the most recent being the Employment Equality (Sex Discrimination) Regulations 2005. It is also unlawful to discriminate on grounds of gender reassignment.

ISHA's Gender Action Plan covers 7 key areas:

1. Employment.
2. Access to Housing & Preventing Homelessness.
3. Domestic Violence.
4. Resident Involvement.
6. Information & Complaints
7. Policy & Procedures

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
10.1 Consider flexible working arrangements wherever possible within the constraints of the services we provide.	Achieve a larger pool of candidates at the recruitment stage & improved retention of staff.	RM	Dec-10	Benefits Review being carried out, to be complete Dec 10
10.2 Ensure that gender equality is included in any equality and diversity training.	Staff have a good awareness and understanding of gender equality issues, and know what their responsibilities are.	RM	Oct-10	Diversity training through Diversity Impact Assessment completed June 2010 Diversity training for specific needs to be identified in appraisal May 2010 Review of all staff training on diversity complete Oct 2010
10.3 Provide mentoring/coaching programmes for staff wanting to move up in the organisation.	Ensure gender equality at all staffing levels.	RM	Mar-11	Review Mar 11
10.4 Identify employment barriers for male & female staff & remove them wherever possible	Achieve greater gender equality for staff at ISHA.	RM	Dec-10	Review impact of Equalities Bill - Equality gap analysis

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
10.5 Ensure equal pay for jobs of equal value.	Achieve greater gender equality for staff at ISHA.	RM	Jul-11	Bi-annual salary review and market testing of new posts.
10.6 Prevent homelessness by continuing to work with our LA partners providing support on a range of accommodation related issues, especially to women at risk of losing their home.	Reduction in Homelessness particular amongst women and single parent families in the Boroughs in which ISHA operates.	RAPD	Oct-10	Homelessness strategy to be part of new allocations and letting policy
10.7 Increase staff awareness of Domestic Violence and train them on the help/support available to women fleeing violence.	Increased awareness by ISHA staff of the DV policy/procedure and of the support we provide to help women fleeing domestic violence.	RAPD/RM	Apr-11	Policy and procedure reviewed with staff and residents completed April 2010. Diaz carried out and next review planned 2011/12 cycle
10.8 Promote a working environment that excludes staff harassment.	A working environment free of harassment. (via monitoring data).	RM	Mar-11	ongoing
10.9 Promote & monitor our resident involvement activities by gender to ensure adequate representation by both genders.	Gender equality in participation and involvement.	RIM	Jun-11	monitored through resident involvement impact assessment
10.10 Ensure all communications, e.g. our Website, Newsletter and leaflets etc. are free of gender based stereotyping.	All our Communications are free of negative gender stereotypes and promote positive images across all genders.	RM	ongoing	continually monitored

ISHA DIVERSITY ACTION PLAN Updated October 2010

Tasks	Outcomes	Lead Officer	Review Target	Comments/Further Actions
10.11 Ensure Complaints are monitored by Gender and analysed to see what actions to take.	Gender equality in service delivery.	SCO	May-11	reported annually to board
10.12 Analyse the resident/household data on the UH system for any gender anomalies.	Enable targeting of residents by gender where discrepancies discovered and the setting of operational targets gender groups for groups by gender as well as ethnicity.	STSM	Mar-11	ongoing Participation by gender reflects ISHA resident profile
10.13 In developing policies and procedures and improving services, ensure people of all genders have equal opportunities.	Services are developed that provide equal opportunities for residents & staff, etc) regardless of gender.	SMT	ongoing	gender included in DIA
10.14 Consider gender equality issues when drafting service plans.	Gender equality issues and their budgetary implications are considered as an integral part of service/action planning.	SMT	ongoing	gender included in DIA