

SELECT COMMITTEE ON THE ENVIRONMENT – 10 MARCH 2005

DIRECTORATE OF HOUSING – ANNUAL EQUALITY AND DIVERSITY

ACTION PLAN: 2005/06

REPORT OF THE DIRECTOR OF HOUSING

1.0 **PURPOSE**

- 1.1 To consider the Directorate of Housing's Annual Equality and Diversity Action Plan for 2005/06.

2.0 **BACKGROUND**

- 2.1 As part of the Corporate Equality and Diversity agenda, each Directorate is required to produce an Action Plan every year which sets out its objectives for implementing the Council's Equality and Diversity Policy and includes the Directorate's response to priorities identified corporately.

- 2.2 This Action Plan sets out what the Directorate intends to do in response to:

- Corporate equality targets, as agreed by the Select Committee on Economic Regeneration in its lead scrutiny capacity on equality and diversity issues
- Directorate issues and priorities, including those identified through Race Equality Scheme reviews and in consultation with the Community Representatives' Panel
- Service delivery issues
- Employment issues

3.0 **PROPOSALS**

- 3.1 That the Select Committee consider and comment on the Directorate of Housing's Action Plan.

4.0 **FINANCE**

- 4.1 There are no financial implications arising directly from this report. Any costs associated with implementing the Action Plan will be met from within existing budgets.

5.0 **LAW**

- 5.1 The Race Relations (Amendment) Act 2000 replaces Section 71 of the Race Relations Act 1976 with a new general duty on public authorities to work towards the elimination of unlawful discrimination and promote equality of opportunity and good relations between persons of different racial groups.
- 5.2 The Disability Discrimination Act, 1995 makes it unlawful to discriminate against disabled people in connection with employment, the provision of goods, facilities and services and the disposal or management of premises.
- 5.3 The Sex Discrimination Act, 1975, renders unlawful certain kinds of sex discrimination. In particular, Section 29 makes it unlawful for the Council, in providing facilities or services (such as those arising pursuant to the statutory functions of the Council), to discriminate against any person seeking to obtain or use those facilities or services on the grounds of gender.
- 5.4 Section III of the Local Government Act 1972 enables the Council to do anything which is calculated to facilitate or is conducive or incidental to the discharge of its statutory functions.

6.0 **EQUAL OPPORTUNITIES**

- 6.1 The Annual Equality and Diversity Action Plan is explicitly related to the promotion of equal opportunities and diversity.

7.0 **RECOMMENDATIONS**

- 7.1 It is recommended that the Select Committee notes the contents of this report.

8.0 **BACKGROUND PAPERS**

- 8.1 Directorate of Housing – Annual Equality and Diversity Action Plan: 2005/06.



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DUDLEY METROPOLITAN BOROUGH COUNCIL

DIRECTORATE OF HOUSING

ANNUAL EQUALITY AND DIVERSITY ACTION PLAN: 2005/06

1.0 INTRODUCTION

1.1 This Action Plan sets out the Housing Services Directorate's objectives for implementing the Council's Equality and Diversity Policy in 2005/06 and includes the Directorate's response to:

- Corporate Equality targets
- Directorate priorities
- Service delivery issues
- Employment issues.

1.2 The Action Plans arising from the Race Equality Scheme Year 2 reviews are also included here, at Appendix A.

1.3 Before the Directorate embarked on this Action Plan, a meeting was held with representatives from the Community Representatives' Panel, to ascertain their views on what the Directorate's priorities should be for the forthcoming year. These views have been incorporated into this Action Plan.

Each Divisional head has been consulted and has considered the Plan. The Directorate's Diversity Group has also considered and contributed to the Plan.

1.4 Following consultation, scrutiny of this Action Plan will be sought from the Select Committee on the Environment on 10th March 2005.

2.0 RELATIONSHIP WITH OTHER PLANS

2.1 This is a 'Level 3' Plan - which is the Directorate Strategic/Service Planning level - and it demonstrates how the Directorate will respond to the equality and diversity issues identified through the Council Plan and the Annual Review of Equality and Diversity. It will form part of the Directorate's Service Improvement Plan which is monitored by the Directorate Management Team on a quarterly basis.

3.0 VISION AND VALUES

3.1 The Directorate's commitment to equality and diversity is set out in its Equality and Diversity Policy which also identifies the resources available and sets out responsibilities for ensuring diversity and equality in employment and service delivery.

4.0 **CORPORATE EQUALITY AND DIVERSITY TARGETS FOR 2005/06**

4.1. In its lead scrutiny role on equality and diversity issues, the Select Committee on Economic Regeneration, at its meeting on 12th January 2005, agreed that the equality and diversity priorities and targets for the Council for the forthcoming year are as set out below.

4.1.1 Race Equality Scheme

The Council's Race Equality Scheme was published in May 2002 in response to the Race Relations (Amendment) Act 2000. It sets out the Council's approach to promoting race equality. Within the Scheme, the Council has set out a 3 year programme of reviews of relevant service areas to prove how it is meeting the requirements of the Act. A revised Scheme is to be published by the end of May 2005.

The targets are to:

- Complete all Year 3 reviews by 31st May 2005
- Complete a review of the Scheme and publish a revised scheme by 31st May 2005
- Implement the Action Plan included in the scheme.

4.1.2 The Equality Standard for Local Government

The Equality Standard is a national framework which a local authority can use to assess how well it is progressing with equality and diversity and to plan improvements. The Council has reached level 1 of the Standard and is working towards level 2. An action plan is currently being drawn up by the Officers' Equality and Diversity Advisory Group in order to achieve the remaining elements required for level 2. A benchmarking group is being established with other West Midlands authorities to inform the process and to assist with scoping the work required to reach higher levels of the Standard.

The targets are to:

- Achieve Level 2 of the Standard
- Develop an action plan for achieving Level 3 of the Standard

4.1.3 Disability Issues

A new Disability Discrimination Bill is likely to be enacted during the current Parliamentary term with the duties in the Act coming into force around December 2006. Proposed within the Bill is the introduction of a new positive duty for public authorities to promote disability equality, which will be similar to the duty in the Race Relations (Amendment) Act 2000 to promote race equality, and will include the publishing of a Disability Equality Scheme. The implications for the Council of this new legislation will need to be assessed during the coming year.

Existing disability discrimination legislation continues to be implemented, for example, with the rolling out of the Customer Access to Services programme and through the Disability Access Strategy agreed by the Executive in October 2004.

The targets are to:-

- Implement the actions contained within the Disability Access Strategy, approved by the Executive in October 2004.
- Prepare for the introduction of the new Disability Discrimination Act and the drafting of a Disability Equality Scheme.

4.1.4 Employment Issues

The Council is aiming to achieve a workforce which is representative of the diverse communities it serves in the Borough. A diverse workforce is best able to meet the range of needs to which the Council has to respond in providing its services.

A new personnel and payroll system is being introduced over the coming months and the opportunity will be taken to update records of employees' ethnic origin and disability status by asking individual employees to amend their records if they are incomplete or inaccurate.

The targets are to:

- Work towards targets established for employees from black and minority ethnic communities and disabled employees in all directorates
- Complete a further audit of employees to enable them to declare whether or not they regard themselves as meeting the statutory definition of disability, by March 2006.
- Achieve a figure of at least 96.5% of employees who have declared their ethnic origin, by March 2006.

4.1.5 Best Value Performance Indicator 2b on Race Equality

Best Value Performance Indicator 2b covers a range of measures around race equality including for example improving customer satisfaction across all ethnic groups, increasing workforce representation from all local ethnic groups, improving staff perceptions of equal opportunities across all ethnic groups and reducing the numbers of complaints from service users of all ethnic groups. Further guidance on the indicator is awaited from the Audit Commission and benchmarking is currently being undertaken with West Midlands regional local authorities to promote understanding and good practice. In order to improve its score against the indicator the Council will need, for example, to ensure that it more clearly identifies and achieves its key race equality outcomes.

The target is to:

- Achieve an improved score against the Best Value corporate health Performance indicator on equality (BVP1 2b).

4.2 The Directorate's contribution to these corporate targets and the relevant action required, is set out at Appendix B (i).

5.0 **HOUSING SERVICES DIRECTORATE PRIORITIES**

5.1 Race Equality Scheme

5.1.1 The current corporate Race Equality Scheme three year programme is due to be reviewed and a revised scheme published by 31st May 2005, (see paragraph 4.1.1 above). The priority for the Housing Services Directorate within that timescale, is to complete all Year 3 service reviews by 31st May 2005 and formally report the Action Plans arising in the next Equality and Diversity Action Plan (for 2006/07).

The reviews scheduled for Year 3 are:

- Repairs Service
- Asylum Seekers Service
- Contact Centre
- Rent Collection Service
- House Sales
- Gypsy Service

Private Sector Housing was a Year 2 review and was completed during 2003/04, apart from the Gypsy Service. As this service, by the nature of its' client group, would have an impact on race equality, it will be reviewed as a distinct service area during Year 3 and has therefore been added to the Year 3 schedule, to be completed by May 2005.

5.1.2 The Action Plans arising from RES Year 2 reviews (which were completed in 2003/04) are set out at Appendix A. The reviews covered the service areas of: Supporting People, Private Sector Housing (Housing Assistance and Noise Nuisance), Estate Management and Warden Services.

5.1.3 Progress on the Action Plans arising from Years 1 and 2 reviews will be reported in the Directorate's Equality and Diversity Annual Report for 2004/05.

5.2 BME Housing Strategy

5.2.1 A new BME Housing Strategy is being written, scheduled to be issued in April 2005. The Housing Conference on 3 December 2004 saw a presentation and workshop on the proposed key outcomes. Additional consultation is planned with: BME Housing Strategy Forum, a Focus Group, Strategic Housing and Environment Partnership, Departmental Management Team, BME Regional Network, Dudley Community Partnership. The BME Housing Strategy will include a clear implementation plan, agreed monitoring mechanisms and a robust evaluation system, to be implemented in 2005/06.

6.0 **SERVICE DELIVERY ISSUES**

6.1 Key Lines of Enquiry (KLOE)

6.1.1 The Housing Inspectorate produces KLOEs which represent sets of questions and statements around either service or judgement specific issues. These provide consistent criteria for assessing and measuring the effectiveness and efficiency of Housing Services and are designed to provide inspectors, inspected bodies and others with a framework through which to view and assess services.

A diversity KLOE is one of this set and the purpose of focussing on diversity is to ensure that services address the different needs that customers have.

6.1.2 The Directorate Diversity Group has identified the task of carrying out an audit of where the Directorate is against the diversity KLOE, is to be a key priority for the Group in 2005/06. Consideration of this KLOE will also form part of the Directorate's service planning process. Once the audit is complete, an action plan will be formulated to address any gaps in service provision.

6.2 Sheltered Housing

6.2.1 It is recognised that BME communities are not represented within the Directorate's sheltered housing schemes. One of the reasons for this appears to be lack of information of the service on offer. Indeed, the RES Year 2 review of Sheltered Housing highlighted this lack of awareness and the resulting Action Plan (attached at Appendix A) attempts to address this problem. Work carried out in 2005/06 will attempt to build on this further consultation with BME and other groups.

6.3 Housing Management Information Database.

6.3.1 The Directorate's database needs attention to ensure that it is accurately recording information on BME and disabled tenants so that we have a better profile of service users. This work will be on-going in 2005/06, monitoring the reliability of the data currently held and taking steps to secure accuracy on a regular basis.

6.4 Customer Communication Working Group.

6.4.1. Effective communication between service providers and customers is essential in the delivery of a high quality service and there are also a number of policy drivers that have propelled the Council to provide an efficient and responsive interpreting and translation facility in the delivery of its services.

- 6.4.2. To this end, a Corporate Customer Communication Working Group has been set up to co-ordinate this work across the Council, to which Housing Services will contribute over the forthcoming year in designing and delivering communication, interpreting and translation services.

7.0 **EMPLOYMENT ISSUES**

- 7.1 The Directorate's Diversity Group has set up an Employment sub-group to take forward the corporate employment priorities set out above, and to respond to specific issues and priorities within the Directorate.
- 7.2 According to the latest CENSUS results, almost 7% of the population of Dudley is represented by the BME communities. The numbers of BME employees for 2004/05, show a breakdown of 2% craft/manual and 5% staff. The Directorate is keen to achieve a workforce which is representative of the diverse communities which it serves and so aims to increase its representation of BME employees within the workforce to achieve an overall target of 7% over the next 3 years, to be reviewed annually. For 2005/06, the aim is to increase the number of BME employees by 1% each for craft/manual and staff by March 2006. We will aim to achieve this by continuing to work with partners such as DREC, DORCAS and other community groups to promote services and job opportunities. We will also look to organise future career events, work experience placements, presentations and consult on good practice in recruitment and selection techniques.

Allied to this, the Personnel team will work with applicants on best practice techniques on completing application forms and on interviewing skills. Updated recruitment literature will include hints and tips on the recruitment process.

- 7.3 A particular priority within the Directorate is to ensure the accuracy of the employee database relating to ethnicity and disabled status and we will attempt to address this through joint working with Central Personnel. The Personnel team will also continue to produce annual figures for monitoring purposes and take remedial action where necessary.

Implementation of the new Personnel/Payroll Enterprise system will provide the opportunity to move forward, particularly in the area of producing reports for monitoring purposes.

8.0 **ACTION PLAN SUMMARY**

- 8.1 The proposed actions arising for the forthcoming year are summarised on the proforma attached at Appendix B. The Appendix is divided into two, (i) to show the Directorate's contribution to the corporate equality and diversity priorities and (ii) to show the Directorate's own equality and diversity priorities.

Appendix A

IMPLEMENTING THE RACE EQUALITY SCHEME: ACTION PLANS FOR YEAR 2 REVIEW

AREA OF REVIEW : SUPPORTING PEOPLE

Subject	Action	Timescale	Lead Officer
Further monitoring to be undertaken.	Further analysis of service user outcomes. Recruitment of resources for this work is imminent.	Start October 2004	Pat Merrick
Additional data needs to be collected.	Pilot project funded via ODPM Service user referral and move on data to be collected to further inform strategic process	Start December 2004	Pat Merrick
Further consultation to be undertaken.	Service user consultation generally Resources to be identified.	Start July 2004	Pat Merrick
Other information to be provided.	Electronic newsletter and other information to be available via the website	Start September 2004	Pat Merrick
How might service be better accessed?	More benefits included to passport clients into receiving subsidy (i.e. CTB) By removing the tenancy related element and providing service cross tenure. Need to present report to Commissioning Body	Start April 2005	Pat Merrick

**IMPLEMENTING THE RACE EQUALITY SCHEME:
ACTION PLANS FOR YEAR 2 REVIEW**

AREA OF REVIEW : HOUSING ASSISTANCE

Subject	Action	Timescale	Lead Officer
Further monitoring to be undertaken	1 Check levels of uptake among BME groups last year to see if new Housing Assistance scheme is meeting targets	August 30th 2004 Information on and needs of client group in this area found from MVM database and will continue to be researched.	Principal Officer (finance and support services private sector housing)
Additional data needs to be collected	Reasons for BME groups not taking up the service	December 2004 (Cancelled requests for service sent to C&R for investigation and to see what further assistance can be given in Nov 2004. To be reviewed March 2005)	Principal Officer (finance and support services private sector housing)
Further consultation to be undertaken	1 Afro Caribbean 2 Asian 3 Other	From December 2004 (Consultation database live March 2005)	Principal Officer (finance and support services private sector housing)
Other information to be provided	Receive information from Consultation database	Ongoing	Principal Officer (finance and support services private sector housing)
How might the services be better accessed	Meeting with BME groups	Ongoing	Principal Officer (finance and support services private sector housing)

Appendix A

IMPLEMENTING THE RACE EQUALITY SCHEME: ACTION PLANS FOR YEAR 2 REVIEW

AREA OF REVIEW : NOISE NUISANCE

Subject	Action	Timescale	Lead Officer
Further monitoring to be undertaken	1 Check levels of uptake among BME groups last year to see if Noise nuisance procedure treating everyone equally	August 30th 2004 Information on client group in this area found from MVM database and will continue to be researched.	Principal Officer (finance and support services private sector housing)
Additional data needs to be collected	Reasons for BME groups not taking up the service	From December 2004 all clients withdrawing complaint will be asked for their reasons if unknown	Principal Officer (finance and support services private sector housing)
Further consultation to be undertaken	1 Afro Caribbean 2 Asian 3 Other	From December 2004 (Consultation database live March 2005)	Principal Officer (finance and support services private sector housing)
Other information to be provided	Receive information from Consultation database	Ongoing	Principal Officer (finance and support services private sector housing)
How might the services be better accessed	Meeting with BME groups	Ongoing	Principal Officer (finance and support services private sector housing)

Appendix A

IMPLEMENTING THE RACE EQUALITY SCHEME: ACTION PLANS FOR YEAR 2 REVIEW

AREA OF REVIEW : ESTATE MANAGEMENT

Subject	Action	Timescale	Lead Officer
Further monitoring to be undertaken	1) Incorporate ethnic monitoring into new procedures, ie. Racial Harassment procedure.	Ongoing	Assistant Director of Housing (Housing Management)
	2) Carry out an analysis of data currently collated.	Dec. 2004	Performance Manager/Housing ICT Manager
	3) Improve the accuracy and better use of the information held on First Housing	March 2005	Assistant Director of Housing (Housing Management)
Additional data needs to be collected	1) Ensure accurate information on ethnic origin is received and inputted on database at Lettings stage	Sept 2004	Assistant Director of Housing (Housing Management)
	2) Train PHMs/AHMs on First Query	March 2005	Housing ICT Manager
Further consultation to be undertaken	1) Further consultation to ascertain information BME tenants would like to receive	March 2005	Participation Development Officers
Other information to be provided	1) Leaflets/handouts need to be translated into the most commonly used languages in the area	Ongoing	Marketing and Communications Manager
	2) Easily available customer satisfaction forms	Ongoing	Marketing and Communications Manager
How might the services be better accessed?	1) Suggestion boxes in each office for customers	Oct 2004	Customer Services Officer
	2) Develop service standards which are published in the Front of House areas of each office and are monitored in conjunction with tenant groups	Dec 2004	Assistant Director of Housing (Housing Management)

Appendix A

IMPLEMENTING THE RACE EQUALITY SCHEME: ACTION PLANS FOR YEAR 2 REVIEW

AREA OF REVIEW : SHELTERED HOUSING

Subject	Action	Timescale	Lead Officer
Further monitoring to be undertaken	Obtain information from First Housing to ascertain BME tenants and share the information with Homecall on a regular basis	By April 2005	Tracy Theodosi & Carol Moss
	Develop a programme to continually review and above	Ongoing	Tracy Theodosi
Additional data to be collected	Look at methods of developing and storing information recorded from the equal opportunities form	By April 2005	Tracy Theodosi & Carol Moss
	Develop a programme to continually review the above	Ongoing	Tracy Theodosi
Further consultation to be undertaken	Develop a programme of an ongoing consultation exercise process to both BME and other diverse groups	Ongoing	Tracy Theodosi
	Hold open days within Sheltered Housing Schemes to give first hand insight on what services are available within Sheltered Housing to include all aspects of service delivery	By April 2005	Tracy Theodosi
Other information to be provided	Work with agencies such as Race Equality Council to ensure information on the services that are available, reach the BME community in local newspapers which are widely read by the BME community	By March 2005	Tracy Theodosi & Marketing
	Develop posters to share information in community languages and display in community areas	By March 2005	Tracy Theodosi & Marketing

How might the services be better accessed	Ensure that all Sheltered Housing staff attend Equality and Diversity, Disability awareness, Social Issues awareness and Cultural Awareness briefings which are organised by Human Resources	Ongoing	Sheltered Housing Area Co-ordinators
	Raise awareness of language line in the event of an emergency situation and in the event of there being no other interpreting services available	Ongoing	Sheltered Housing Area Co-ordinators
	Raise awareness and encourage the use of interpreting services set up by the Housing Directorate	Ongoing	Sheltered Housing Area Co-ordinators

HOUSING SERVICES DIRECTORATE – EQUALITY and DIVERSITY ACTION PLAN ; 2005/06
Housing Services Contribution to Corporate Equality & Diversity Priorities.

Corporate Equality and Diversity Priority (and Lead Officer)	Council Plan Priority	Housing Services Contribution	Status	Target Date/Milestones	Planned Outcome/Performance indicator
<p>1. Race Equality Scheme (a) Complete Year 3 reviews (Year 3 Review Managers)</p> <p>(b) Complete a review of the Scheme and publish a revised scheme. (Principal Corporate Services Officer)</p>	Local People Matter	<p>Year 3 review Managers have received the training on carrying out reviews and will complete reviews by due date. Year 3 reviews are :</p> <ul style="list-style-type: none"> - Asylum Seekers Service - Contact Centre - House sales - Rent Collection - Repairs - Gypsy Service <p>Support Corporate work through membership of the Council's Equality and Diversity Advisory Group.</p>	C	Complete reviews by 31 st May 2005	Achievement of the Councils RES Action Plan.
			C	Revised scheme to be published by 31 st May 2005	Achievement of the Councils RES Action Plan

APPENDIX B (i)

Corporate Equality and Diversity Priority (and Lead Officer)	Council Plan Priority	Housing Services Contribution	Status	Target Date/Milestones	Planned Outcome/Performance indicator
<p>2. The Equality Standard for Local Government (a) Achieve Level 2 of the Standard (b) Develop an action plan for achieving Level 3 of the Standard (Principal Corporate Services Officer)</p>	Local People Matter	<p>Support corporate work through membership of the Council's Equality and Diversity Advisory Group.</p> <p>Support corporate work through membership of the Council's Equality and Diversity Advisory Group</p>	C	<p>Achieve Level 2.</p> <p>Develop Action Plan by July 2005.</p>	<p>Progress towards achievement of appropriate level of Equality Standard.</p> <p>Progress towards achievement of appropriate level of Equality Standard.</p>
<p>3. Disability issues (a) Implement the actions contained within the Disability Access Strategy. (Assistant Directors: Strategy and Private Sector and Building Services)</p>	Local People Matter	A sub-group of the Directorate's Diversity Group has been set-up to take forward the implementation of the Strategy within the Directorate.	N	Progress to be reviewed quarterly by DMT and bi-annually by EDAG.	Improvement of access to Council Services for disabled people.

APPENDIX B (i)

Corporate Equality and Diversity Priority (and Lead Officer)	Council Plan Priority	Housing Services Contribution	Status	Target Date/Milestones	Planned Outcome/Performance Indicator
<p>4. Employment issues</p> <p>(a) Work towards targets established for employees from BME communities and disabled employees in all Directorates.</p> <p>(b) Complete a further audit of employees to enable them to declare whether or not they regard themselves as meeting the statutory definition of disability.</p> <p>(c) Achieve a figure of at least 96.5% of employees who have declared their ethnic origin. (Personnel Officer)</p>	Local People Matter	<p>A sub-group of the Directorate's Diversity Group has been set-up to look at employment issues. It has established targets to address under-representation within the workforce. SEE APPENDIX B (ii), PRIORITY 4.</p> <p>An exercise to update the employee database for both ethnicity and disability was carried out in 2004. The Directorate will follow this up and aims to achieve the 96.5% target for ethnicity by 31st December 2005 and to increase the number of employees declaring themselves disabled by the same date.</p>	<p>N</p> <p>N</p>	<p>Review recruitment statistics annually.</p> <p>Complete audit and update database by March 2006</p>	<p>To ensure the workforce is a fair representation of the community in which it works.</p> <p>Increase numbers of employees declaring a disability from 2004/05 baseline.</p> <p>Ensure the employee database is accurate for ethnicity of employees.</p>
<p>5. BVPI 2b</p> <p>(a) Achieve an improved score against the BVPI corporate health PI on equality.</p>	Local People Matter	Support corporate work through membership of Council's EDAG.	C	By 31 st March 2006. EDAG will review in October 2005.	Achievement of an improved score from 2004/05.

C = Carried forward target. N = New target

HOUSING SERVICES DIRECTORATE – EQUALITY AND DIVERSITY ACTION PLAN: 2005/06**Housing Services Equality and Diversity Priorities**

Housing Services Equality and Diversity priorities (and Lead Officer)	Council Plan Priority	Detailed action/target	Status	Target date/ Milestones	Planned outcome/performance indicator
1. Race Equality Scheme. Implementing the three year programme (Principal Corporate Services Officer)	Local People Matter	SEE APPENDIX B(i) PRIORITY 1	C		
2. BME Housing Strategy(Principal Strategy Manager)	Local People Matter	Implement the three year Action Plan. Agree and implement monitoring mechanisms and implement an Evaluation system as part of the Action Plan.	C	Issue final BME Housing Strategy by April 2005. Implement an evaluation system by June 2005.	To improve access to the public sector housing market for BME communities

APPENDIX B (ii)

3. Service Delivery issues (a) Key Lines of Enquiry on Diversity (Principal Corporate Services Officer) (b) HM Information Database (Housing ICT Manager) (c) Customer Communication Working Group (Marketing & Information Manager)	Local People Matter	Carry out an audit of where the Directorate is against the Diversity KLOE and formulate an action plan to address gaps in service provision	N		To sure that the Directorate addresses the different needs that customers have.
		Monitor reliability of data currently held and ensure new data input is accurate.	N	Review quarterly	To ensure the Directorate has accurate profiles of service users so that resources can be directed where necessary.
		Carry out review of translation and interpretation Services and implement Development Plan within agreed timescales.	N	March 2006	To improve access to services by BME users.
Housing Services Equality and Diversity priorities (and Lead Officer)	Council Plan Priority	Detailed action/target	Status	Target date/ Milestones	Planned outcome/performance Indicator

APPENDIX B (ii)

<p>4. Employment issues</p> <p>(a) To progress the corporate employment priorities</p> <p>b) To ensure the completeness and accuracy of the Directorate's employee database. (Personnel Officer)</p>	<p>Local People Matter</p>	<p>SEE APPENDIX B (i) PRIORITY 4</p> <p>To increase BME employee representation, Personnel Team to work with partners and others to promote job opportunities, organise events and work experience placements, consult on good practice, work with applicants and update recruitment literature.</p> <p>Personnel Officer will work with corporate personnel to ensure the accuracy of the database.</p>	<p>N</p> <p>N</p>	<p>Achieve 3% craft/manual and 6% staff BME representation by March 2006 and 7% overall over next 3 years. Targets to be reviewed annually.</p> <p>Database to be accurate by September 2005.</p>	<p>To ensure the workforce is a fair representation of the community in which it works.</p> <p>To achieve accuracy within the Employee database for more effective monitoring.</p>
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C = Carried forward target N = New target