



Radian Equality and Diversity Action Plan 2011 / 2012

Strand	Service Area	Action	Due Date	Responsibility	Desired Outcome
All	Business Excellence Team	Produce two customer profile reports per financial year and recommend any service delivery improvements in consultation with Areas Panels	bi-annually in January and June	Elizabeth Edwards	Understand the make up of the customers served
All	Business Excellence Team	Produce an annual equalities outcomes booklet	Annually in August	Reda Khelladi	Improve services to meet the needs of residents
All	Business Excellence Team	Include translation and alternative formats leaflet/strap line with all correspondence with residents	Continuous. Audited bi-annually	Elizabeth Edwards	Offer tailored services to end users
All	Business Excellence Team	Publish via Radianet and Outlook information about religious, cultural and humanitarian festivals and celebrations	January 2011	Reda Khelladi	Evidence changes and successes to stakeholders
All	Business Excellence Team	Deliver an equalities training to all staff, board and area panel members, involved residents and other stakeholders every 3 years	Tri-yearly	Peter Wakefield	Improve communications with customers
All	Business Excellence Team	Build EIAs as part of policy development	Start January 2011 / Continuous	Phillipa Connor	Evidence performance and outcomes
All	Business Excellence Team	Conduct EIAs on all policies and procedures	Continuous	Phillipa Connor	Increase take up of service
All	Business Excellence Team	Undertake Data cleansing in order to ensure IBS holds up to date diversity information	July 2011	Elizabeth Edwards	Evidence performance and outcomes
All	Business Excellence Team	Undertake EIAs on recruitment, selection and employment processes	Jul-11	Phillipa Connor	Evidence performance and outcomes
All	Business Excellence Team	Produce an annual equalities compliance report	Sep-11	Reda Khelladi	Increase awareness
All	Business Excellence Team	Develop an EIA work plan and publish it to all	Jan-11	Phillipa Connor	Improve communications with customers
All	Business Excellence Team	Publish the outcomes of the EIAs on the website	Continuous	Phillipa Connor	Improve communications with customers
All	Business Excellence Team	Monitor access to services by diversity strands and report outcomes	Continuous	Elizabeth Edwards	Improve communications with customers
All	Business Excellence Team	Review policies and procedures to reflect the Equality Bill 2010	Dec-11	Phillipa Connor	Increase level of knowledge and awareness to deliver excellent customer service
All	Business Excellence Team	Provide training on Equality Bill 2010	Jun-11	Reda Khelladi	Ensure Commitment to equalities in all aspects of service delivery
Race/Religion	Business Excellence Team	Provide information and guidance to staff and contractors on race and religious requirements	Apr-11	Reda Khelladi	Evidence performance and outcomes
All	Business Excellence Team	Equality KPIs to be included as part of Radian's quarterly reports	Continuous	Elizabeth Edwards	make procedures comprehensive and easy to understand and use
All	Business Excellence Team	Review the Equality and Diversity Policy	Mar-11	Phillipa Connor	Evidence performance and outcomes
All	Business Excellence Team	Investigate the use of credit check information to widen the understanding of profiling information to review appropriateness of service delivery	Mar-11	Elizabeth Edwards	Evidence performance and outcomes
All	Business Excellence Team	Undertake a follow up research to STATUS where gaps of satisfaction are highlighted	Jun-11	Elizabeth Edwards	Understand the make up of the staff we employ
All	Business Excellence Team	Evaluate CHIMP and publish outcomes	Jun-11	Elizabeth Edwards	mainstream EIAs

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Disability	Business Excellence Team	Produce a report on the benefits of subscribing to the CIHs 2 ticks programme to executive with recommendations	Oct-11	Reda Khelladi	Ensure Equality is part of all policies and procedures
All	Business Excellence Team	Develop partnerships with support groups such as The Beaumont Society, the Gender Trust and Stonewall	Continuous	Reda Khelladi	Promote understanding and community cohesion
All	Business Excellence Team	Implement liD and SHEF	Dec-11	Reda Khelladi	Promote understanding and community cohesion
All	Business Excellence Team	Implement phase two of the equality and diversity cube reporting	Apr-11	Reda Khelladi	Ensure equal access and prevent discrimination
Disability	Communications and PR	Continue to further improve the website to enable easy access for people with partial visual impairments	Continuous	Mark Wilkin	Ensure Equality of Access
All	Customer Services	Analyse all satisfaction questionnaires including repairs by diversity strand	Quarterly*	Katie Hollingsworth	Understand the make up of the customers served
All	Customer Services	Record and monitor all translation/alternative formats requests	Continuous	Sheila Star	Ensure equality in recruitment
Race	Customer Services	Monitor the satisfaction responses of residents from the BME community to the overall service	Quarterly	Katie Hollingsworth	Ensure compliance
All	Customer Services	All reception areas to include a statement on Radian's commitment to equality	Jan-11	Sheila Star	Ensure Equality is part of all policies and procedures
Race/Disability/Religion/Faith	Development	Design Strategy to consider race, disability and religion/faith in housing development	Mar-11	Jonathan Rickard	Increase accessibility to equality information
All	Governance	Review and promote Radian's whistleblowing policy to all	Jan-11	Terry Walker	Ensure Inclusivity
All	Housing and Customer Services - Assisted Living	'Flag' supported housing projects on IBS, so that vulnerabilities are noted and appointments are made by contractors through the support provider. Contractors need to be made aware of the importance of keeping booked appointments and this will also enable links with our vulnerable persons repair policy.	29/07/2011	Supported Housing Team Leader (Solent) & Assistant Supported Housing Manager (Thames)	Ensure services meet needs of all customers
All	Housing and Customer Services - Assisted Living	Ensure staff are confident of all the service areas where equality issues can arise. Review Staff Handbook and update the equality section to include information and guidance on race and disability. Ensure all staff have completed E&D training.	01/06/2011	Sheltered Housing Team Leaders/Managers	Ensure Equality of Access
All	Housing and Customer Services - Assisted Living	Embed principles of equality and diversity into Assisted Living services in a co-ordinated manner. Develop service level equality objectives and targets and integrate them into support plans and service level agreements.	01/08/2011	Supported and Sheltered Housing Team Leaders/Managers & Sheltered Scheme Managers/Support Officers	Ensure Equality in procurement
All	Housing and Customer Services - Assisted Living	Obtain information on how services are perceived by service users and users' experiences of equality and diversity within all Assisted Living Services, through customer satisfaction surveys and consultation/involvement mechanisms.	01/03/2012	Assisted Living Manager & Supported and Sheltered Housing Team Leaders/Managers	Ensure Equality in procurement
All	Housing and Customer Services - Assisted Living	Include Equality and Diversity on all team meeting agendas, as a standard item. Ensure the E&D Champions feedback from their meetings.	01/03/2011	Supported and Sheltered Housing Team Leaders/Managers	Ensure community cohesion

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All	Housing and Customer Services - Assisted Living	Carry out research on minority ethnic mix in the locality in the over 55's age range and measure this against the population within Radian Sheltered Housing Services	31/03/2012	Sheltered Scheme Managers	Ensure Equality in involvement
All	Housing Management	Produce tenancy agreements and licences in plain English and easy read versions	September 2011	Operational Managers	Ensure accessibility
All	Housing Management	Monitor and analyse all harassment cases by diversity strand and report on outcomes	Quarterly	Petra Norris	Ensure compliance
All	Housing Management	Implement IBS recording on all ASB and DV occurrences throughout the diversity strands to ensure accurate monitoring and appropriate responses.	Jun-11	Petra Norris	Ensure appropriateness of service responses
All	Housing Management	Monitor satisfaction of ASB and DV	Quarterly	Petra Norris	Ensure appropriateness of service responses
All	Housing Management	Investigate the possibility of implementing the Sanctuary Scheme as an option for DV in Local Authorities where this possible	May-11	Petra Norris	Ensure compliance
All	Housing Management	Implement, where possible, a sensitive lettings policy to ensure equality	Continuous	Operational Managers	Ensure Inclusivity
Race	Housing Management and Development	Develop and implement a BME housing strategy	Oct-11	Karen MacDonald and Operational Managers	Promote understanding and community cohesion
All	Housing Management and Technical Services	Front line service managers to produce a board report once a year demonstrating how profiling information was used to set priorities, shape services for individuals and meet needs of vulnerable residents	Annually in July	Operational Managers and Andrew Godwin	Promote understanding and community cohesion
All	Human Resources	Review Radian's bullying, harassment and discrimination policy and procedures bi-annually	July 11 and then bi-annually	Moira Brown	Promote understanding and community cohesion
All	Human Resources	Monitor and report all formal staff harassment and bullying cases annually. Provide analysis to data where appropriate	Quarterly	Moira Brown	Ensure compliance
All	Human Resources	Monitor and analyse all employment applications and appointments by diversity strand quarterly; excluding Turnstone	Quarterly starting Quarter 3 2011	Moira Brown	VFM
All	Human Resources	Monitor and report annually on the profile of staff with actions and commentary where possible	Annually*	Moira Brown	Ensure compliance
All	Resident Involvement and Empowerment	Produce all resident publications in plain English and easy read versions	Continuous	Head of RI and RE	Ensuring Equality in employment
All	Resident Involvement and Empowerment	Promote Equality through resident magazine	Continuous	Head of RI and RE	Providing appropriate services
All	Resident Involvement and Empowerment	Take part and contribute to national and local diversity events including Black History Month, Pride Festivals and other similar events	Continuous	Head of RI and RE	Understand the make up of the customers served
All	Resident Involvement and Empowerment	Annually review appropriateness of methods of consultation and report outcomes	Annually	Head of RI and RE	Promoting appropriate services
All	Resident Involvement and Empowerment	Develop a neighbourhood investment strategy which considers all equality strands	Apr-11	Head of RI and RE	Ensure higher satisfaction across strands
All	Resident Involvement and Empowerment	Develop a Radian wide involvement strategy which considers all equality strands	Apr-11	Head of RI and RE	Providing appropriate services
All	Resident Involvement and Empowerment	Promote positive Imagery through our publications	Continuous	Head of RI and RE	Ensure Equality
All	Resident Involvement and Empowerment	Include equality as part of all resident events	Continuous	Head of RI and RE	Promote understanding and community cohesion
Race	Resident Involvement and Empowerment	Neighbourhood Investment Strategy to consider the needs of hidden and emerging communities	Apr-11	Head of RI and RE	Provide appropriate homes

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Disability	Technical Services	Publicise aids and adaptation services to residents, people we support and staff regularly	Starting March 2011	Malcolm Farmer	Provide appropriate homes
Disability	Technical Services	Monitor and produce a quarterly report on all aids and adaptations service requests	Quarterly	Malcolm Farmer	Promote understanding and community cohesion
All	Technical Services	Include equalities requirements clause in all procurement and partnering contracts and agreements, including diversity monitoring.	Continuous	Claire Clothiers	Ensure Compliance and best practice
Disability	Technical Services	Conduct a review of disabled access to all our buildings and communal areas	December 2011	Peter Evans	Ensure Compliance and best practice
All	Technical Services	Ensure that all services procured by Radian are free of discrimination	Continuous	Claire Clothiers	Ensure services meet needs of all customers
All	Technical Services	Develop a procurement strategy that promotes equality throughout the supply chain	Apr-11	Claire Clothiers	Excellently trained staff and appropriate information in handbook/manual
All	Technical Services	Allocate resources in Technical Services and review accessibility in all sheltered accommodation and plan actions	Apr-11	Peter Evans	All service provision will be equally available to all service users.
All	Technical Services	Maintain a computerised database on all adapted properties	Continuous	Peter Evans	Areas for improvement identified to influence objectives for the 2012/12 action plan.
All	Technical Services	Provide Quiet Rooms in all offices for staff and visitors and publicise to all	40634	Stuart Gemmel	Current knowledge on E&D matters assured within the team
All	Turnstone and Assisted Living	Systematically consider the needs of people from different groups in supported housing and care related services and develop projects specifically to meet these needs	Continuous	Josephine Roberts and Madeline Drake	Hold a good knowledge of appropriate representation within services to target marketing accurately

***Notes**

All quarterly information will be included in the quarterly performance packs

All annual information will be included in the quarter 4 performance pack