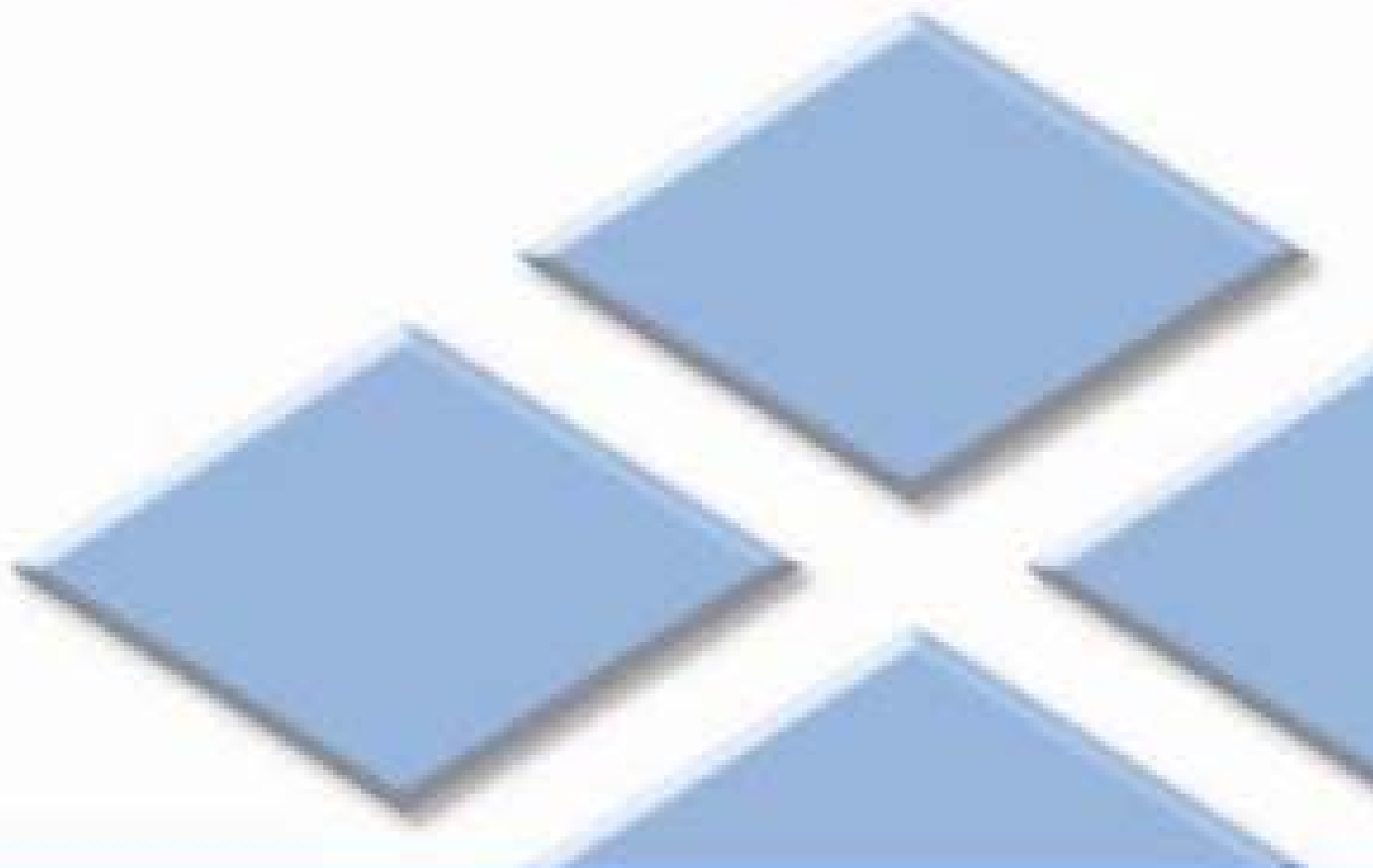


Equality, Diversity & Inclusion



Annual Progress Report 2011





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Introduction

GGHT became the largest social housing provider in Warrington in November 2010 following a successful stock transfer from Warrington Borough Council (WBC). At transfer GGHT inherited 8689 properties housing roughly 13351 people, about 66.95% of the total social housing stock in the borough.

The post of Equality & Diversity Officer was created and appointed in May 2010, having responsibility for creating and monitoring an Equality & Diversity (E&D) framework consisting of Working Together – GGHT's Single Equality Scheme, E&D Policy, E&D Action plan, performance management framework, Equality Impact Assessments (EIA's) and equality & diversity training for all staff.

Other tasks included setting up an E&D working group, working with the Board Equality & Diversity champion – Sheila Barber, ensuring legal compliance with new equalities legislation, benchmarking performance against other RSL's and also helping GGHT to become a leader in E&D practice across the sector.

The purpose of this report is to show you how far GGHT has come in the last year, inform you of our current performance and also to explain the plans for the future in regards to equality, diversity & inclusion.

Customer Profile

In October 2010 GGHT embarked on the process of refreshing the customer profile data held on GGHT's customers which helps us to tailor services to customer's individual

needs. Currently, GGHT has 31.43% of completed customer profile data and is also implementing the customer profile strategy to ensure constant data collection so that GGHT will always have up to date profile information on our customers. GGHT aims to have collected 60% completed profile information by April of 2012 and will revisit this target with the aim to achieve 100% by 2013.

The current customer profile for Q1 2011/12 is shown in the table below. The targets have been set using the Warrington demographics.

Customer Profile		
PI	Data collected	Target
Male	40.15%	49%
Female	59.85%	51%
Disabled	28.32%	26%
Transgender	0.71%	no target
LGB	1.77%	1%
BME	3.68%	4.9%
Religious denomination other than Christian	6.15%	5%
Age 16 – 24	3.23%	11%
Age 25 – 54	30.88%	41%
Age 55 - 84	57.47%	26%
Age 85+	8.41%	2%

Currently GGHT's customer profile doesn't reflect the Warrington demographic by gender, BME people or age. There are many explanations for this such as:

- More women may be tenants due to being single mothers.
- It is the women filling in the tenancy forms.
- The age profile shows we have 46.95% of tenants 65+. They may be long term tenants.

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- Younger people not having the skills to sustain tenancies.
- BME people not knowing the services GGHT provides.

Positively, GGHT is representative for LGB people, people with disabilities, people with different religious denominations other than Christian and also Transgender customers. This showing there are no barriers to becoming a GGHT tenant for these groups.

- The Board & its duties not appealing to younger people
- The Board has not had all vacancies filled and the results are skewed.

The current Board profile for Q1 2011/12 is shown in the table below. The targets have been set using the Warrington demographics.

Board Profile		
PI	Data collected	Target
Male	50%	49%
Female	50%	51%
Disabled	0%	26%
Transgender	0%	no target
LGB	0%	1%
BME	8.33%	4.9%
Religious denomination other than Christian	25%	5%
Age 16 – 24	0%	11%
Age 25 – 54	41.66%	41%
Age 55 - 84	58.32%	26%
Age 85+	0%	2%

Governance

GGHT has an Executive Board made up of 5 tenants, 4 independents and 3 councilors.

As the drivers of the organisation, it is important that the Board be representative of the community for which it serves so that each part of the community has a voice and is taken into account when making decisions.

A representative Board also shows that there have been no barriers to inclusion in the recruitment process.

GGHT are currently in a period of change regarding the Board and are in the process of recruiting 1 new independent Board members and also co-opted 2 members to fill any skills gaps.

Currently, the Board is not representative of the community in characteristics of disability, sexual orientation and age (specifically younger people.)

This could be down to various reasons such as:

- There currently being gaps in the Board profile data.

GGHT put the question to the Working Together Group (WTG) as to why they feel we are not currently representative of the community; they replied with the following response *“we feel that the Board should be socially aware of E&D rather than worry about percentages & profiling – although there should be an even mix applying for the role otherwise work needs to be done on finding possible barriers to the Board recruitment process.”*

Due to the WTG’s thoughts GGHT will now ensure the Board are aware of the importance of E&D when making important decisions, GGHT will analyse the application process of Board recruitment and GGHT will also ensure all Board members receive E&D training by April 2012.

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Recruitment & Employment

GGHT strive to be an employer of choice for all equality groups and are constantly working on ways to increase the diversity of the workforce, ensuring equality within employment practices and also on ways of removing barriers within the recruitment process for potential applicants.

In August 2010, GGHT was re-awarded the disability 'two tick status' in which we were *"thanked for our interest and our commitment to good policies and practices in the employment of disabled people."*

In November 2010 GGHT was awarded the 'Mindful Employer' accreditation for our commitment to removing barriers to employment for current and future staff with ill mental health.

The current staff profile for Q1 2011/12 is shown in the table below. The targets have been set using the Warrington demographics and also benchmarking information.

Staff Profile		
PI	Data collected	Target
Male	61.51%	49%
Female	38.49%	51%
Disabled	5.99%	26%
Transgender	0%	no target
LGB	0.95%	1%
BME	2.21%	4.9%
Religious denomination other than Christian	5.36%	5%
Age 16 – 24	9.15%	11%
Age 25 – 54	70.03%	41%
Age 55+	20.50%	28%

As you can see, GGHT is currently not representative in the workforce by gender, age, disability or people from a BME background.

GGHT has recognised this and is currently working on actions to rectify this.

- GGHT is currently trying to encourage women to apply for stereotypically male roles such as an operative.
- From September 2011, GGHT will be working with Remploy to help our disabled customers into sustainable employment.
- As part of the disability two ticks commitment, GGHT guarantees any disabled person who meets the minimum criteria for a job an interview.
- GGHT is currently making links with the BME community of Warrington to raise the profile of GGHT as an employer of choice – the HR team will be attending the first Warrington Summer Mela July 2011.

Due to GGHT's workforce not being representative of the local community; GGHT now also analyses the recruitment and application process to try and find any potential barriers within the recruitment process for any individual or group which may be contributing to GGHT not being fully representative.

Applications data is analysed quarterly for any trends and so far there have been some interesting findings and positive actions to come out of these analysis – the actions are currently waiting to be agreed by the WTG and will hopefully help us to close the gap on the targets.

Q4 10/11 analysis found that:



- Applications from the different ethnic communities reflected the profile in Warrington.
- Most incomplete applications came from African people or Indian Pakistani people.
- Only 1 person from an ethnic minority made it through to the interview stages.
- Fewer women actually completed the application process than men. From the 50.8% of women who started the application process, only 29.9% of those completed the application form compared with 70.1% of the males completing the form from the 48.9% who applied.
- The percentage of people with religions other than Christian that went through application process was higher than the local demographic.
- Only 0.9% of the total 2.9% of LGB applicants carried on to complete the application form.
- 2.8% of the total applications were from people with disabilities compared to the 26% in the local population.

Q1 11/12 analysis found that:



- The 2 largest ethnic groups that did not complete the application process were African & White British. Although 40.4% of the total African applicants did not complete the Application form.
- 92.80% of the total applications for review were White British, BME accounted for 7.2% which is higher than the local demographic.
- Only 4 people who were classed as BME made it through to the interview stage
- Fewer women actually completed the application process than men. From the 49.5% women who started the application process, only 28.6% of those completed the application form compared with 71.2% of the males completing the form from the 50.2% who applied.

- Only 9 of the total 51 applications from LGB people were actually completed.
- 0.3% of applications were from transgender people

Some actions to arise from the analysis to help increase E&D performance are:

- Hold a workshop with the local BME communities to teach them how to complete an application form – this should give them sustainable skills.
- Targeted publicity to publicise the benefits of working for GGHT – especially for mothers / women
- Advertise stereotypically male roles in female press / women's organisations
- Work with the local skill centre to raise the profile of GGHT as an employer so that any females studying bricklaying / plastering etc will want to work for us.
- Give all staff involved in the recruitment process training on understanding personal bias or unconscious bias.
- Become a Stonewall diversity Champion or appear on the workplace equality index to raise our profile as a LGB friendly employer.
- Work with local LGB groups or the WTG to come up with ideas for raising the profile as an LGB friendly employer.
- LBG Month
- Work with the local Job centre's Disability Employment advisor (DEA) to attract more disabled people to GGHT.
- Targeted recruitment advertising towards disabled people
- Linking in with the Warrington Disability partnership's employment team
- Raise GGHT's brand awareness as a disabled friendly employer
- Use disabled employee testimonials on recruitment website

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- Look at the application form and take this to a group of people with learning difficulties for an accessibility audit.
- Communicate GGHT's willingness to make reasonable adjustments across the organisation.

The Board will be kept informed on how these actions help GGHT to increase the diversity of the workforce and contribute to increased E&D performance across recruitment & employment practices.

GGHT decided to collect quarterly profiling information on involved tenants so that we are able to see who is and who isn't engaging with us.

The current Tenant Participation profile for Q1 2011/12 is shown in the table below. The targets have been set using GGHT's Customer profile.

Tenant Participation

GGHT believes tenants should be at the heart of all decision-making and have a fundamental role in shaping services.

The Tenant Participation service aims to ensure tenants and residents are effectively informed and consulted and have the opportunity to be involved both on a formal or informal basis, at a level they feel comfortable with. Effective tenant participation is essential to GGHT delivering its aims to work with customers to achieve the highest levels of satisfaction and improve the quality of life for its customers.

GGHT are keen to ensure that we have representative structures for involvement and set targets to encourage participation from different sections of the community. The Tenant Participation team ensures that all formal meetings are held in accessible venues; that no tenant is left out of pocket as a result of them being involved; and that communications clearly state that access support will be provided to enable all sections of the community to participate.

Tenant Participation Profile		
PI	Data collected	Target
Male	42.42%	40.15%
Female	57.58%	59.85%
Disabled	48.48%	28.32%
Transgender	0%	0.71%
LGB	0%	1.77%
BME	0%	3.68%
Religious denomination other than Christian	3.03%	6.15%
Age 16 – 24	0%	3.23%
Age 25 – 54	12.12%	30.88%
Age 55+	93.94%	57.47%

GGHT is underrepresented by age, LGB people, BME people, transgender people and people with religious denominations other than Christian in the area of tenant participation.

GGHT currently has excellent levels of participation from people aged 55+ but understands that there is a need to carry out some more targeted work to attract people from younger age groups to be involved and also carry out an evaluation of how younger people like to participate. It is possible that barriers to participating in formal structures exist for younger tenants as meetings are predominantly held during the day. Research with other Housing

associations has found that they also have a tendency to have a majority of their involved customers aged 60+.

A recent evaluation undertaken showed 22% of those attending the 'Painting and Decorating' session in August 2010 were White Other (Russian and Polish), suggesting that vocational courses may be more effective at targeting BME customers – this is something which will be looked at in greater detail through 2011 to try and encourage participation from BME groups.

To try and engage with LGB customers, GGHT is setting up a joint partnership LGB tenants group with Arena Housing and Warrington Housing Association. The first meeting between the partnership was June 2011 with the hope of inviting customers to attend by September 2011. The Board will be updated quarterly on this group's progress.

TP carried out an Equality Impact Assessment of the service area as a whole in April 2011 which resulted in an action plan being created to mitigate any negative impacts on any individuals or groups and also to remove barriers for all diverse groups. This should hopefully help with E&D performance for TP moving forward. All progress will be reported to the board quarterly.

Community Safety – Hate Crime

February 2011 saw GGHT become a Hate Crime Reporting Centre – working in partnership with Cheshire Police.

145 staff were trained in understanding the difference between ASB and Hate crime. There was a new reporting procedure put in

place and promotional material has gone out to tenants.

Since implementation, reports of hate crime have increased. This is extremely positive as it shows staff are now reporting hate crimes correctly.

The statistics from Q3 10/11, Q4 10/11 & Q1 11/12 are in the table below so you can see the increase in reporting.

Hate Crime Statistics			
Number of Reports	Q3 10/11	Q4 10/11	Q1 11/12
	Before Hate crime centre	After Hate crime centre	After Hate crime centre
	1	8	15

The two most reported types of hate crime are disability hate crime & race hate crime, which is concurrent with Cheshire Police's findings - although hate crime is still vastly under reported.

GGHT is currently creating a short Hate crime briefing which the equality & diversity officer will deliver to tenant and resident groups in Warrington; this with the hope of empowering tenants to understand what hate crime is so they can report it to us.

GGHT is also working on data sharing with Cheshire Police to swap data on 'hot-spots' of hate crime and also instances of hate crime which affect our tenants which we are not aware of. This is to ensure we can offer the best possible care and support to our tenants who have either been victims of or witnesses to hate crime.

Procurement & Partners

From 2010 through to 2015 the Capital Investment Programme, GGHT will be investing roughly £70 million in procurement activities; this including our promise to remove the backlog of 171 adaptations in year one.

As a Housing Trust, we take our duty seriously and GGHT recognises its responsibilities to provide equality of opportunity, eliminate discrimination, and promote good relations in its activities as a social landlord, employer, contractor, partner and purchaser; Which means GGHT works hard to ensure E&D is integrated throughout the procurement process and is also filtered through to our contractors and partner organisations.

GGHT currently collects workforce diversity information from our large contractors with contracts worth over 50k so that we may share our knowledge & best practice to help them increase the diversity of their workforce and also possibly work together in the future on similar tasks or projects we may have.

The current Contractor's workforce profile for Q1 2011/12 is shown in the table below.

Contractors workforce Profile	
PI	Data collected
Male	84.4%
Female	15.16%
Disabled	0.22%
Transgender	0%
LGB	0.4%
BME	31.44%
Religious denomination other than Christian	1.33%
Age 16 – 24	7.59%
Age 25 – 54	74.7%
Age 55+	17.71%

GGHT also has monthly site meetings with all contractors of which E&D is an agenda item. The agenda item is a request for all contractors to give the E&D Officer examples of positive practice which had happened in that month. This is collected so that GGHT can ensure the contractors are fulfilling our E&D obligations. The E&D officer also updates the contractors on best practice and acts as a support for any E&D grievances.

Here are just a few examples of positive practice our contractors have carried out in the last quarter:

- Installed a DDA compliant extended handle on a door to help elderly tenant.
- Replaced a standard door barrel with a 'thumb-turn' handle for an elderly tenant.
- Installed an R2 type front door to let more light in for a partially sighted tenant.
- Used the telephone translation service twice for a Turkish tenant

These examples of positive practice were carried out through the initiative of the contractors to deliver a tailored service to our tenants taking into account the tenants individual needs.

Another positive outcome from ensuring E&D is embedded in the procurement process is GGHT's requirement for organisations to have an E&D policy if they wish to tender for work. If an organisation doesn't have their own E&D Policy they are not discounted, they have the option to use a policy template from GGHT and adopt the policy for their company. If the organisation is successful they will also be eligible for an hours Free E&D training from GGHT's E&D Officer.

From enforcing these conditions, GGHT is helping to pass our E&D values and a

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commitment to E&D to other organisations. So far 3 organisations who didn't have policies before entering into our procurement process have signed up to the GGHT contractors & suppliers E&D policy:

- My PA Live
- Agilisy's
- Charnwood Neighbourhood Housing

- GGHT will be working in partnership with HDN to create a community interpreter programme which will train and empower tenants and residents in the community into sustainable employment. This instead of using large external companies not based in the local area.

Communications

GGHT ensures compliance with the Public Sector Equality Duty in a number of different ways. One of these ways is to ensure customers are not excluded from our services due to not speaking English as a first language or through having a disability.

GGHT offers a translation service, interpreter service and also supplies documents on request in the customers preferred format.

GGHT is always striving to deliver the best possible service to all customers whilst achieving value for money. And so the following actions will be taken to try and decrease this cost moving forward:

- GGHT will target customers who use the telephone translation service repeatedly with information about ESOL (English for Speakers of Other Languages) classes in Warrington Collegiate.
- GGHT is working in partnership with the Housing Diversity Network (HDN) to create a 'translation drop-box' for all member organisations to use. This will mean organisations can check the 'drop box' for similar translations before purchasing a new one. This will stop duplicate costs across the sector and demonstrates 'big society' thinking.

The cost to GGHT for supplying the translation service through Q1 2011/12 is shown in the table below.

Type of translation / format change	Times the service was used	Cost for Q1
Applied Language Solutions; telephone Interpreting	4	£59.60
Applied Language Solutions; Face to face interpreter	1	£50
Novas Scarman; translating written documents	32	£887.16
Transmedia Link; changing a document into audio format	0	£0
Deafness Support Network; BSL Interpreter	0	£0
Change People; Picture format (EasyRead) for people with learning difficulties	1	£350
PSL Print Management; Large print documents are printed by this organisation	29	£136.31
Total Spend		£1483.07

Complaints

GGHT has decided that as an organisation we will start to monitor the complaints we receive across the diversity strands. This is so we can assess if there is any particular group which is particularly dissatisfied with our services and also see if there may be any barriers to any individual or group in making a complaint.

We have only started to monitor this from Q1 2011/12 and so I cannot report any trends.

This is the profile of the complainants for Q1 2011/12 targets are set using the Warrington demographics and also benchmarking data:

Complaints Profile		
PI	Data Collected	Target
Male	37%	49%
Female	60%	51%
Disabled	6%	26%
Transgender	0%	no target
LGB	0%	1%
BME	0%	4.9%
Religious denomination other than Christian	No data collected yet	5%
Age 16 – 24	8.42%	11%
Age 25 – 54	57.88%	41%
Age 55+	22.10%	28%

Social Housing Equality Framework

In February 2011, GGHT committed to the Social Housing Equality Framework.

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The Social Housing Equality Framework (SHEF) is a performance and improvement tool to help self-regulate diversity and equality practice within the housing sector.

It is designed to benchmark individual organisational performance and to develop and improve performance further. A key driver is to embed effective diversity and equality practice, help develop core objectives and consider business development. Using SHEF will enable GGHT to provide efficient and effective services to all of our customers.

GGHT has created an overarching E&D action plan for SHEF which sits above eleven service areas within GGHT which are:

- Neighbourhoods
- Tenant Participation
- Customer Services
- Procurement
- Human Resources
- Choose a home
- Support for All
- Governance & Business Improvement
- Property services
- Property Investment
- Income Management

This ensures that E&D is integrated into each service area and is monitored. It also ensures that each service area understands their E&D objectives and also is able to work to a specific timescale to complete the actions ensuring the action plan is SMART.

The action plan is monitored by the WTG and if any managers have trouble completing any actions, they can attend a WTG meeting to troubleshoot the issue with the group.

So far the action plan is on track. If any Board member would like to see a copy of

the comprehensive action plan, please just email cam.kinsella@gght.org.uk and you will receive a copy for your scrutiny.

Improvements made through SHEF so far are:

- The creation of an E&D benchmarking group made up of housing associations with similar demographics.
- A timetable has been drawn up for EIA's of 14 service areas.
- Departments are now collecting and using E&D information in their service.
- GGHT is entering the Stonewall workplace equality index for the first year.
- GGHT has become more transparent regarding E&D.

GGHT are striving for 'excellence' in SHEF which is the top level of accreditation and hope to go for the assessment at the end of 2012.

The Board will receive regular updates on our progression with SHEF, any improvements made and also the outcome of the assessment.

Benchmarking

GGHT set up an E&D benchmarking group in March 2011 called the Working Together Benchmarking Group (WTBG). The aim of the group is to benchmark E&D performance with other RSL's with similar demographics to GGHT. This is so we can create usable and achievable targets and averages from the data we collect as a group.

The organisations we are benchmarking against are:

- Stockport Homes
- Shoreline Housing Partnership

- Wirral Partnership Homes
- Halton Housing Partnership.

All 5 of us have extremely similar demographics which has resulted in us all having the same difficulties with engagement with hard to reach groups. This means we can share best practice with each other and work together on initiatives to increase E&D performance for us all.

GGHT are currently awaiting the benchmarking pro-forma's to be completed and returned to the E&D officer so we can start to benchmark our performance. We will be benchmarking E&D performance in the following areas:

- Customer profile data collection
- Lettings profile
- Staffing and employment profile
- Applicants to jobs profile
- Senior management team profile
- Governance profile
- Customer services satisfaction profile
- Complaints profile
- Tenants participation profile
- Hate Crime profile
- Repairs & maintenance satisfaction profile
- Adaptations satisfaction profile

Working Together Group (WTG)

In January 2011, GGHT set up an equality & diversity working group called the Working Together Group (WTG).

The Working Together Group (WTG) is a group made up of six GGHT staff and fourteen members of local community groups

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covering the protected characteristics. The group was set up to give a voice to all groups in the area of Warrington so they could really shape GGHT's services in a positive way. GGHT understands that with all good intentions, working alone is not the way forward if we were really going to make a difference to our customers. Only by listening to the needs from the different groups are we able to create services tailored to individual need.

The group was created to make a positive contribution to the lives of GGHT Staff, Customers, Stakeholders, Residents and Partners in the area of equality and diversity by:

- Providing a means for all Staff, Customers, Stakeholders, Residents and Partners to voice their concerns and needs as well as raising issues relating to equality and diversity within GGHT & its wards.
- Providing a forum for discussion of equality and diversity issues.
- Promoting knowledge and information on aspects of diversity and building this into everyday practice and behaviour through specific projects.
- Being involved in consultation on all GGHT's new policies / procedures / Strategies to ensure they do not have any negative impact on any group.
- Hot-seating in the Equality Impact Assessment (EIA) process
- Acting as independent advisors regarding Equality & Diversity issues for GGHT.
- Partnership working on various inclusion projects for GGHT

After carrying out a customer profile data collection exercise, GGHT found that the communities we serve have a diverse mix of customers and we wanted to be able to understand them and remove barriers to service participation.

We wanted to move away from the stereotypical equality & diversity steering group set up of staff within an organisation and follow the approach of the 'Big Society.'

We wanted people involved in the group who had a valid interest in the local community and also who would champion the group they work on behalf of. It also meant that we had access to various organisations knowledge and experience in dealing with sensitive issues and also in removing barriers.



GGHT's ethos when trying to integrate equality & diversity is 'working together.' GGHT understands that to truly achieve inclusion you need to empower the hard to reach groups so they can tell us the negative impacts from services or remove barriers to inclusion together with our organisation.

GGHT uses equality impact assessments to analyse statistics and data to make assumptions on the barriers but working actually together with the groups is invaluable.

During the first meeting, the WTG decided on a project to complete together which was carrying out diversity audits on various GGHT services. This way the individuals who actually experience the barriers can help us to remove them.

WTG members will be carrying out the diversity audits on GGHT services as a mystery shopping exercise and testing

- The accessibility for the group they represent – was the service easy to access for you as a blind / older person etc? Were there any barriers?

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- How was the conduct of staff towards the group you are representing? – Could staff accommodate your diversity and treat you equally?
- Could the staff answer your query? – Did the staff have the correct level of knowledge to deal with you?

After the diversity audits have been carried out, the E&D Officer will meet with the GGHT service area manager to create an action plan for improvement in the area based on the recommendations made by the WTG.

This shows that the WTG are positively effecting service delivery and helping to remove barriers to the services.

All improvements will be reported to the Board in future reports.

Closing the Gap

Warrington has 11 super-output areas in the top 10% nationally which is the most deprived. Within these areas GGHT has roughly 3000 properties. This gap causes socio economic inequalities and GGHT are partnership working with The Warrington Partnership to 'Close the Gap'.

The borough is very unequal; there is a marked difference in prosperity and quality of life. The stark contrasts between the hard-pressed inner wards and the leafier suburbs and villages in the outskirts of the town are striking.

GGHT are **Working Together** with key public sector partners, as well as representatives from the third sector and local businesses, to develop new ways of **working together** to help support our customers in vulnerable situations and to

tackle inequalities. GGHT's ambition is to meet a diverse range of housing needs and ensure an adequate supply of affordable homes for people in the borough, whilst also working to tackle worklessness through our involvement with initiatives like the Future Jobs fund.

In a recent report by the 'Race Equality Foundation' on the Welfare Reform, it was highlighted that our BME customers could be significantly worse off than our White British customers. And so whilst facing the challenge of trying to help tackle worklessness – we must also ensure we target our efforts to our BME groups to try and counteract this disadvantage.

GGHT is working on the following partnerships to help close the gap:

- GGHT is starting a working partnership with 5 Borough Partnership NHS Trust as a result of being involved in the 'Stamp out Stigma' campaign commitment. The partnership will hopefully result in GGHT & 5BP offering GGHT tenants who have ill mental health a better quality of life and help with sustaining their tenancy.
- GGHT is setting up a joint LGB tenants group along with Arena Housing Group and Warrington Housing Association so that our tenants can play an active part in closing the gap in service delivery for LGB tenants. It also shows evidence of 'Big Society' thinking as the housing associations will be sharing costs and resources.
- GGHT created the WTG made up of partners from the voluntary and community sector all with the aim of making GGHT's services accessible to all.

Key Achievements so far...

Here you will find a brief summary of equality, diversity & inclusion achievements over the last 12 months:

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July 2010

- GGHT adopted a Single Equality Scheme – Working Together

August 2010

- GGHT created an easy to follow EIA process & set up an EIA scrutiny panel.

October 2010

- GGHT started to refresh its Customer profile information
- GGHT completed 42 EIA's on policies, strategies and practices to help GGHT through the TSA registration process.

November 2010

- GGHT created and adopted a suite of E&D performance indicators to monitor performance across GGHT services.
- GGHT took part in Stamp out Stigma – a campaign to tackle the stigma associated with ill mental health and learning disabilities. GGHT became a corporate partner and was also awarded with a certificate for our involvement in the campaign.



January 2011

- GGHT set up the WTG

February 2011

- GGHT held LGB month across the organisation to promote awareness of LGB issues and to teach staff the negative effects of homophobia in the workplace. LGB month was called '*inspiring*' by Stonewall.



- GGHT became a Third party Hate crime reporting centre in conjunction with Cheshire Police. Hate crime reports have increased steadily since this date.
- GGHT started to work towards 'excellence' in SHEF.



March 2011

- GGHT carried out an EIA of the Tenant Participation Service which has had positive actions arise as a result.

April 2011

- GGHT had the first WTBG meeting to benchmark E&D performance against RSL's with similar demographics.

May 2011

- GGHT had the first meeting with Arena & Warrington Housing Association regarding the LGB Tenants Group

June 2011

- Cam Kinsella (GGHT's E&D Officer) was awarded Diversity Champion status for the Housing Diversity Network. This meaning Cam will deliver examples of best practice across the sector, host events for on behalf of HDN for the housing sector and act as an advisor on equality & diversity issues to HDN & members.



Being awarded Diversity Champion status also means a 20% reduction in the cost of GGHT's membership fee for HDN. This results in an **annual saving of £676.50 for GGHT.**

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- GGHT took part in the big 'LGB consultation' to find out which services LGB people in Warrington want / need.



July 2011

- GGHT are having a Trans-awareness lunch to celebrate Trans Month in GGHT. This will hopefully help staff with better service delivery for Tran's customers.
- GGHT are partners of Warrington's first Summer Mela 2011 – an event to celebrate the different cultures and ethnicities in Warrington.

Looking Ahead / on the Horizon

GGHT has achieved a lot of positive progress in regards to equality, diversity & inclusion over the last year and we hope to move forward to become a leader in the field so we can remove all barriers to inclusion and ensure equal access to all services & employment. This will hopefully include being accredited with the 'excellence' level in SHEF at the end of 2012.

GGHT is aiming to be a leader in delivering services that meet the diverse needs of the communities and will continue to be completely committed to improving services and meeting the different needs of the diverse communities in our wards

GGHT recognises the importance of **working together** with our stakeholders and in engaging and listening to the views of all of

our customers. We will continue to ensure our involvement methods operate in a fair and unbiased manner and also take active steps to encourage participation from all sections of the community and to remove barriers for all individuals and groups.

GGHT will strive to ensure that access to all of our services is easily achievable. We will **work together** with all stakeholders so we can listen to the differing needs of customers. Whilst also carrying our diversity audits of services to find any barriers or positive aspects of the services.

GGHT's Board will take the lead in ensuring equality issues are at the heart of our business and will set the vision, direction and standards. The Board will appoint an Equality, Diversity & Inclusion Champion who will champion the subject at Board level. GGHT's Executive management team (EMT) will also ensure equality & diversity principles are filtered down throughout their business areas.

GGHT will contribute in creating communities where everyone feels that they belong and are a priority. We will carry on our work to improve our neighbourhoods and to promote community cohesion and actively consider it in service delivery, policy and practices.

GGHT aims to provide an effective and efficient improvement and repairs service and aids & adaptations service and wants to ensure that our housing meets the individual needs of our diverse customers.

GGHT will ensure fair and consistent practices in attracting tenders from contractors.

Working together to promote equality of opportunity, celebrate diversity and to eliminate discrimination.

GGHT wants to be recognised as being an employer of choice. We understand the business case for diversity and recognise that employing staff from a diverse range of backgrounds draws upon the widest possible range of views and experiences, meaning we will be able to listen to and meet the changing needs of our staff, customers and partners.

Basically...

The future for equality, diversity & inclusion looks really bright for GGHT. GGHT will build on the last 12 months achievements to ensure equality and diversity are fully integrated into every GGHT process and also to ensure GGHT is known as an innovator in regards to equality, diversity & inclusion.

The Board will be informed of any positive progress along the way.



Monthly events

Ident opportunity learn about the gender community...

GGHT's First Trans Learning Lunch:
Monday 25 July, Town Hall
12-12.30pm, Session 12.30-1.30pm

Trans Learning Lunch is an opportunity to learn about everything 'Trans' with no question to big to ask!

Is a Trans learning lunch?
You will be able to ask any question you like! From 'what are trans?' to 'what is a transsexual?' and a free half hour Q&A session.

What will I learn?
The event will be a number of things. It is a chance to learn about the experiences of trans people and how they have been supported. It will also be a chance to hear from trans people who are currently working in the community and how they have been supported.

Why should I go?
GGHT has roughly 15% of customers who have declared they are trans through our gender re-assignment (changing gender from male to female or female to male). This event is a chance to hear from a greater understanding of the issues a trans person is our Transgender Customers or staff.

What is the point of this session?
This session will be a fun and interactive event for anyone interested in hearing about life as a trans person. It will be a chance to hear from trans people who are currently working in the community and how they have been supported. It will also be a chance to hear from trans people who are currently working in the community and how they have been supported.

Book your place.
Lunch will be provided and all you have to bring is your ID. Places are limited to 20 so please contact: Colin Kennedy ADAP on 452424 or email: colin.kennedy@ggtht.org.uk. If you wish to book a space.

Photographs of events and involvement:

Mental Health & Learning Disability Month



LGB Month



LGB Consultation event

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