

KALEIDOSCOPE: ACCESS FOR ALL ACTION PLAN 2007/8

Source	Action Required	Resources allocated or required	High, medium or low priority	Target date	Person or team responsible	Date completed
Policy & Strategy						
CRE Code of Practice on Race Equality in Housing	Develop diversity action plan to support the Kaleidoscope Strategy and ensure consultation with key stakeholders	Consultation required	High	Sept 07	Joanne Tilley	
CRE Code of Practice on Race Equality in Housing	Revise Kaleidoscope Strategy to ensure that it is in a publishable format and is up to date	Time resource for review	High	Aug 07	Joanne Tilley	
KLOE 31	Undertake Equalities Impact Assessment including disability, race etc	Kaleidoscope Working Group to take a lead on this	High	Dec 07	Joanne Tilley	
Best Practice	Develop a suite of "Diversity Promises" to underpin the organisational values and to publicise these to stakeholders	Workshop at EMH Conference March 07 to be used to brainstorm potential content of the promises.	High	Sept 07	Kathryn Webster	
Housing Corporation FRESH toolkit	Establish an overarching staff forum to examine BME issues. Subgroups are also to be established relating to Learning and Development, HR, Communication and Policy.	Workshop at EMH Conference March 07 to be used to obtain volunteers to sit on the forum.	Medium	Apr 08	Kathryn Webster	
KLOE 31	Update the Equal Opportunities policy to bring it in line with KLOE & Code of Practice in Housing	Scrutiny Panel	High	March 07	Rebecca Shibley	



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	requirements					
CRE Code of Practice on Race Equality in Housing	Present Code to Scrutiny panel for adoption & incorporate into Equal Opps policy	Paper to Scrutiny Panel	High	March 07	Joanne Tilley	
CRE Code of Practice on Race Equality in Housing	Introduce a system of carrying out equality impact assessments for policy reviews.	New area to be developed – moderate time resource to research best practice	High	Sept 07	Joanne Tilley/ Kathryn Webster	
KLOE 31	Present discussion paper to Scrutiny Panel concerning the monitoring of sexuality for Members, employees and customers	A Sexuality Sub-group of the Kaleidoscope Working Party has been established to explore best practice in this area.	Medium	Sept 07	Chris Ashton/Maggie Mitchell/Paul Timmins	
Kaleidoscope Strategy	Undertake a review of employment and housing policies and procedures relating to faith and religious belief in the light of best practice and legislative requirements	Major review needed with significant resource implications for HR and P&I sections	High	Aug 07	Maggie Mitchell/ Joanne Tilley	
Kaleidoscope Strategy	Undertake a review of employment and housing policies and procedures relating to age in the light of best practice and legislative requirements	Major review needed with significant resource implications for HR and P&I sections	High	Aug 07	Maggie Mitchell/ Joanne Tilley	
Kaleidoscope Strategy	Undertake a review of employment and housing	Major review needed with significant resource	High	Aug 07	Maggie Mitchell/	



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	policies and procedures relating to gender in the light of best practice and legislative requirements	implications for HR and P&I sections			Joanne Tilley	
Kaleidoscope Strategy	Undertake a review of employment and housing policies and procedures relating to HIV & Aids in the light of best practice and legislative requirements	Major review needed with significant resource implications for HR and P&I sections	High	Aug 07	Maggie Mitchell/ Joanne Tilley	
Community Cohesion						
KLOE 31 Respect standard	Undertake an audit of all relevant policies and procedures to assess how they might contribute to strengthened community cohesion	Respect Group established	Medium	Sept 07	Graeme Stewardson	
KLOE 31 Respect standard	Develop a social exclusion and community cohesion strategy	Respect Group established	High	Sept 07	Graeme Stewardson	
KLOE 31	Paper to Scrutiny Panel setting out how " <i>Community Cohesion – A Report of the Independent Review Team (2001)</i> " and " <i>Race and Housing Inquiry – Challenge Report (2001)</i> " have been considered within EMH	Working group established to look at key documents.	Low	Sept 07	Joanne Tilley	
CRE Code of	EMH and FHA carry out	Significant research time	Medium	March 08	Nikki Chawda/	



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Practice on Race Equality in Housing	research to establish the degree of segregation in our lettings and (if relevant) its cause.	required – build into i-map targets for key staff for 2007/8			Joanne Tilley	
CRE Code of Practice on Race Equality in Housing	Respect Group to carry out research into our residents' perception of safety by ethnic groups.	Significant research time required – build into i-map targets for key staff for 2007/8	Medium	March 08	Nikki Chawda/ Graeme Stewardson	
Accessible Information						
KLOE 31	Extend the Diversity related content of the Group's websites including diversity targets and performance, and invite feedback from stakeholders on its content	Dedicated resource allocated within P&I team to extend and update the website	Medium	Aug 07	Rebecca Shibley	
KLOE 31	Revise and update accessible information policy	Included in policy review schedule for P&I	Medium	Dec 07	Jerry Sykes	
KLOE 31 & Best Practice	Renew the tenant handbook to ensure Kaleidoscope is included and harassment and domestic violence policies are publicised.	Handbook content is reviewed each time a re-print is required. This review will form part of this routine content review. Edit to print facility being investigated to make this more cost effective.	High	April 07	Kathryn Webster	
CRE Code of Practice on Race Equality in Housing	Review repairs section of tenant handbook and website advising residents how to make a complaint if they feel that their repair was carried	Re-print review scheduled.	Low	June 08	Kathryn Webster/ Rebecca Shibley	



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	out with less care because of their racial group, and advising them of measures that will be taken to put matters right.					
Access to housing & meeting local needs						
KLOE 31	Respond to findings of East Midlands NHF BME group research into changing local needs	FHA and EMH have sponsored the research as part of a RSL consortium.	High	June 08	Nikki Chawda Joanne Tilley	
CRE Code of Practice on Race Equality in Housing	Introduce method of monitoring quality of offer in order to ensure that there is no direct or indirect discrimination associated with the outcomes of our allocations policies.	Not known yet – working group needs to be established to identify options and costs/benefits	Medium	Apr 08	Graeme Stewardson/ Kathryn Webster	
CRE Code of Practice on Race Equality in Housing	Carry out a review of MRH's allocations policies to ensure that references to local connection comply with good practice and the law as set out in the Code (page 22)	MRH to resource	High	Dec 07	Ed Massey	
Kaleidoscope Strategy	Extend diversity training to include awareness of the needs of gypsies and travellers	Time required to brief training – possible financial resource for the development of this new elements of their training programme	Medium	Aug 07	Paul Timmins	
Kaleidoscope	Liaise with key local authority	Time resource for attendance	Medium	Dec 07	Joanne Tilley/	



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Strategy	partners to contribute to strategies for meeting the needs of gypsies and travellers	at strategy meetings			Graeme Stewardson	
Governance						
KLOE 31	Develop three year rolling programme of diversity training for board members within the group.	Learning & Development team to take a lead on this. Budget may need to be allocated.	High	December 07	Paul Timmins	
CRE Code of Practice on Race Equality in Housing	Develop a policy on the recruitment and appointment of Board Members	Time resource for policy development	Medium	June 07	Marlene Pearson	
CRE Code of Practice on Race Equality in Housing	Review the association's membership policies to ensure that they comply with best practice	Time resource for review	Medium		Marlene Pearson	
CRE Code of Practice on Race Equality in Housing	Set targets for Board Membership and report performance annually to the Equality and Diversity Scrutiny Panel (March 07)	Monitoring arrangements already in place – time resource required for target setting	Medium	April 07	Marlene Pearson	
CRE Code of Practice on Race Equality in Housing	Include a section relating to Diversity and Equality in the Board Members' Governance Manual.	Time resource required	Medium	Sept 07	Marlene Pearson	
CRE Code of Practice on Race Equality in	Ensure that Board Member induction programmes include Diversity and Equality	Time resource required	Medium	Dec 07	Marlene Pearson/ Paul Timmins	



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Housing						
Resident involvement						
KLOE 31	Establish a Kaleidoscope Customer Forum to help determine action plans and priorities.	Neighbourhood liaison officer post in place.	High	June 08	Polly Cox	
KLOE 31	Deliver diversity training to all recognised residents' association.	Neighbourhood liaison officer post in place.	High	June 07	Polly Cox	
CRE Code of Practice on Race Equality in Housing	Review resident involvement strategy in relation to "hard to reach" groups in the light of good practice in this area.	Resident involvement strategy is scheduled for annual review – incorporate in this	Medium	Dec 07	Kathryn Webster	
CRE Code of Practice on Race Equality in Housing	Review guide to setting up a residents' association to include a mandatory requirement to attend equality training. Ensure that training for residents' groups includes their legal responsibilities under the RRA and wider equality issues.	This is currently a word document that can be updated easily – few resource implications.	Medium	Sept 07	Polly Cox	
CRE Code of Practice on Race Equality in Housing	Include ethnic monitoring in annual resident involvement impact assessment and publicise any areas of success in relation to involving hard to reach groups.	Annual impact assessment scheduled for Autumn 2007	Medium	Nov 07	Kathryn Webster	



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Procurement						
KLOE 31	Publicise the group's Harassment policies to contractors and raise awareness of the importance of their role in helping to enforce this.	Annual monitoring arrangements are in place plus regular performance meetings	Medium	Sep 07	Nick Davis	
KLOE 31	Review Contractor Code of Conduct to ensure it is in line with the Group's Harassment Policies.	Time resource requirement	Medium	Sept 07	Jerry Sykes/Nick Davis	
CRE Code of Practice on Race Equality in Housing	Develop follow-up training programmes on equality related issues for contractors.	Training budget allocation required	Medium	Aug 08	Joanne Tilley Paul Timmins Dave Shaw Rob Clarke	
Best Practice	Publicise procurement arrangements on group website explaining how potential suppliers can gain access to approved lists	Time resource needed to produced accessible information for publication	Medium	Sept 07	Dave Shaw	
Service accessibility & customer satisfaction						
KLOE 31	Undertake audit of personal data held on residents' computer records.	Budget for postage required	High	June 07	Kathryn Webster	
Best Practice	Ensure that Sheltered Housing Scheme plans are up to date and being actioned	Training has been provided to scheme managers on their use	High	Sept 07	Sally Taylor	
CRE Code of Practice on Race	Develop decant policy to ensure that temporary	Very few decants take place – time resource required to	Low	June 08	Dave Shaw	



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Equality in Housing	allocations are made equitably. Monitor the outcomes.	establish policy				
CRE Code of Practice on Race Equality in Housing	Develop ethnic monitoring for arrears recovery actions, and benefits advice.	Develop systems of monitoring once outcomes of personal data audit are known	Medium	Dec 07	Graeme Stewardson	
Disability						
KLOE 31	Ensure all reception areas have induction loops fitted	Budget required	Medium	Oct 07	Dave Shaw	
KLOE 31 Disability Equality Scheme	Develop standard format for access audits to offices	A disability sub group of the Kaleidoscope Working Group has been established	High	Oct 07	Rob Clarke/ Viv Chamberlain	
KLOE 31 Disability Equality Scheme	Carry out access audits on all office reception areas	A disability sub group of the Kaleidoscope Working Group has been established	High	Oct 07	Dave Shaw	
Disability Equality Scheme	Ensure access audits for all communal areas of schemes are documented	A disability sub group of the Kaleidoscope Working Group has been established	High	Oct 07	Dave Shaw/ Viv Chamberlain	
KLOE 31 Disability Equality Scheme	Consider purchase of a mobile induction loop for housing services staff	Budget implications	Low	Oct 07	Graeme Stewardson	
Health & safety related diversity issues						
KLOE 31	Ensure arrangements are in place for sharing information concerning residents' disability, vulnerability or challenging behaviour with contractors	Alerts are in place on Orchard & CRM systems are being developed	Medium	Sept 07	Nick Davis/ Dave Morris	



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Internal Audit Report (Diversity)	Fully implement lone worker policy & personal safety & risk management policy	Pilot of software needed prior to full implementation	High		Maggie Mitchell	
Internal Audit Report (Diversity)	Finalise Data Protection Procedure Guide and train staff on its use	Time resource needed	High	June 07	Joanne Tilley	
Harassment & domestic violence						
KLOE 31	Ensure user consultation is in place for domestic violence & harassment policies	Incorporate into Policy & information procedure review programme	Medium	Sept 07	Jerry Sykes	
KLOE 31	Establish whether there is a need for harassment & domestic violence training amongst staff		Medium	Dec 07	Graeme Stewardson/ Paul Timmins	
CRE Code of Practice on Race Equality in Housing	Review the Group's Harassment Policies to ensure that they comply with the code	Increase priority in within policy review programme	High	June 07	Jerry Sykes	
CRE Code of Practice on Race Equality in Housing	Develop a wider review process for harassment cases to ensure all involved have the opportunity to feed back on the effectiveness of approach.	Monitoring currently undertaken by P&I – possible resource implications if the time associated with this additional monitoring is significant. Pilot for 3 months	Low	Dec 07	Kathryn Webster	

