

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 via internet, customer excellence panel, customer newsletters & by contacting a range of specialist agencies & partners	High	Sept 07	Joanne Tilley	August 07 – no useful feedback from consultation
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	June 07	Joanne Tilley	June 07
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	On target
Housing Corporation FRESH toolkit	Establish a 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	Workshop completed March 07
KLOE 31	Update the Equal Opportunities policy to bring it in line with KLOE & Code of Practice in Housing requirements	Scrutiny Panel	High	March 07	Rebecca Shibley	March 07
CRE Code of Practice on Race	Present Code to Scrutiny panel for adoption &	Paper to Scrutiny Panel	High	March 07	Joanne Tilley	March 07



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Equality in Housing	incorporate into Equal Opps policy					
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	June 07
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	March 07
Gender Equality Duty	Report to Equality and Diversity Scrutiny Panel on the implications of the Gender Equality Duty and develop a way forward	Resources for this will be considered as part of the Scrutiny Panel.	High	Sept 07	Maggie Mitchell/ Joanne Tilley	On target
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	June 08	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	Respect Group established	Medium	Sept 08	Graeme Stewardson	



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	cohesion					
KLOE 31 Respect standard	Develop a community cohesion strategy	Kaleidoscope working group to progress	High	Sept 07	Graeme Stewardson	On target
CRE Code of Practice on Race Equality in Housing	EMH and FHA carry out research to establish the degree of segregation in our lettings and (if relevant) its cause.	Significant research time required – build into i-map targets for key staff for 2007/8	Medium	Sept 08	Nikki Chawda/ 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	Sept 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	July 07
KLOE 31	Revise and update accessible information policy	Included in policy review schedule for P&I	Medium	Dec 07	Jerry Sykes	July 07
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	June 07



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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 out with less care because of their racial group, and advising them of measures that will be taken to put matters right.	Re-print review scheduled.	Low	June 08	Kathryn Webster/ Rebecca Shibley	June 07
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	Seek further legal advise and carry out a review of MRH's allocations policies in the light of good practice set out in the Code (page 22 Example 8) and report the findings to MRH Board and the Equality	MRH to resource	High	Dec 07	Ed Massey	June 07 – legal advice received and reported to Board



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	and Diversity Scrutiny Panel.					
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	Dec 07	Paul Timmins	
Kaleidoscope Strategy	Liaise with key local authority partners to contribute to strategies for meeting the needs of gypsies and travellers	Time resource for attendance at strategy meetings	Medium	Dec 07	Joanne Tilley/ 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	Aug 07
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	June 07
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	Awaiting outcome of Blaby stock transfer vote	Marlene Pearson	
CRE Code of Practice on Race Equality in	Set targets for Board Membership and report performance annually to the	Monitoring arrangements already in place – time resource required for target	Medium	April 07	Marlene Pearson	March 07



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Housing	Equality and Diversity Scrutiny Panel (March 07)	setting				
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	Aug 07
CRE Code of Practice on Race Equality in Housing	Ensure that Board Member induction programmes include Diversity and Equality	Time resource required	Medium	Dec 07	Marlene Pearson/ Paul Timmins	On target
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 recognised residents' associations and active residents.	Neighbourhood liaison officer post in place.	High	June 07	Polly Cox	June 07
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	On target
Procurement						
KLOE 31	Publicise the group's Harassment policies to	Annual monitoring arrangements are in place	Medium	Sep 07	Nick Davis	



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	contractors and raise awareness of the importance of their role in helping to enforce this.	plus regular performance meetings				
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	Nick Davis	Aug 07
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	Dec 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	June 07 – follow up work needed
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	Dec 07	Sally Taylor	
CRE Code of Practice on Race Equality in Housing	Develop decant policy to ensure that temporary allocations are made equitably. Monitor the	Very few decants take place – time resource required to establish policy	Low	June 08	Dave Shaw	



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	outcomes.					
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	June 08	Graeme Stewardson	
Disability						
KLOE 31	Ensure all reception areas have induction loops fitted	Budget required	Medium	Oct 07	Dave Shaw	June 07
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	Aug 07
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	Dec 07	Dave Shaw/ Viv Chamberlain	
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 & an extranet is being developed	Medium	Dec 07	Nick Davis/ Dave Morris	
Internal Audit Report (Diversity)	Fully implement lone worker policy & personal safety & risk management policy	Pilot of software to commence Sept 07 prior to full implementation	High	Pending outcome of pilot	Maggie Mitchell	
Internal Audit Report (Diversity)	Finalise Data Protection Procedure Guide and train staff on its use	Time resource needed	Medium	March 08	Joanne Tilley	
Harassment & domestic violence						
KLOE 31	Ensure user consultation is in	Incorporate into Policy &	Medium	Sept 07	Jerry Sykes	May 2007



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	place for domestic violence & harassment policies	information procedure review programme				
KLOE 31	Establish whether there is a need for harassment & domestic violence training amongst staff		Medium	Dec 07	Graeme Stewardson/ Paul Timmins	June 07 – training scheduled for Sept 07
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	On target

