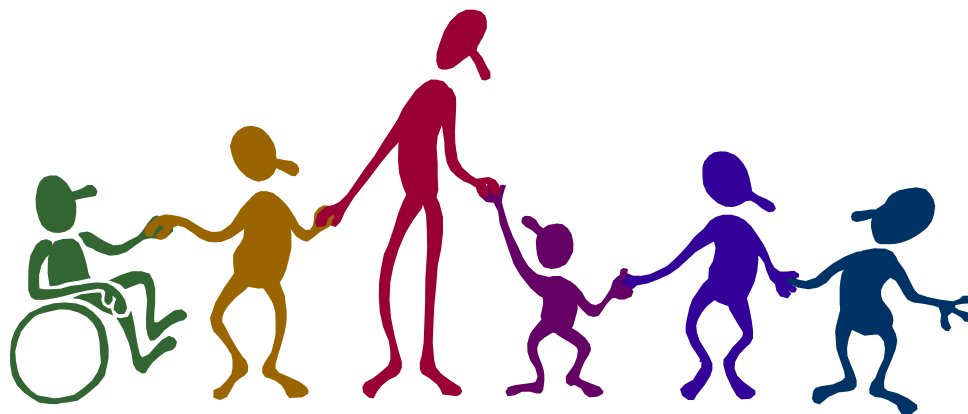




WPH Equality Scheme First Review & Updated Action Plan

December 2008 - December 2010



English

If English is not your first language and you need help with translation of this document or you require it in a different format, larger print, audio or Braille please telephone 0151 606 3000.

Arabic

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

Bengali

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে ফোন করুন।

Chinese Cantonese

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

Hindi

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Polish

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

Punjabi

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Somali

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر

0151 606 3000 پر ٹیلیفون کریں۔

Contents

1.0	Foreword	5
1.1	Introduction	5
1.2	Acknowledgements	6
2.0	Background	7
3.0	Statutory Duties	7
4.0	WPH -Tenant Profile	8
5.0	WPH – Involved in Governance Profile	8
6.0	WPH – Workforce Profile	9
7.0	WPH Contractors & Suppliers Equality check Up	9
8.0	The WPH Equality Scheme	10
9.0	What we have achieved during 2008	10
10.0	You Said – We Did	11
11.0	Conclusion	12
12.0	Action Plan 2009 to 2101	13
13.0	Completed Action Plan	23

1.0 Foreword

1.1 Introduction

Wirral Partnership Homes (WPH) published its first Equality Scheme in December 2007 and made a commitment to review our action plans in accordance with the race, disability and gender including gender identity duties.

A key realisation when we developed our Equality and Diversity strategy, was that our customers, stakeholders and ourselves wanted to develop an Equality Scheme embracing not only those strands highlighted in current legislation (race, disability and gender/gender identity), but also those strands that are yet to be included age, sexual orientation, and religion and belief

We recognise that people may be disadvantaged because of their age, gender or gender identity, race or colour, ethnic, national, cultural or social origin, disability, religion or belief, marital status or family circumstances, sexual orientation, social class, level of income, or housing circumstances. We also recognise that some people can be disadvantaged for multiple reasons. However, WPH is committed to the Equality Agenda, and we intend to achieve Equality of Opportunity by removing direct and indirect discrimination wherever it exists.

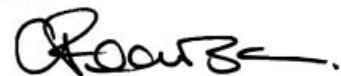
This is an ambitious and challenging agenda, with an evolving action plan for the next two years covering:

- The people we employ and seek to employ
- Our customers and potential customers
- Our stakeholders in both the public and private sectors

Central to the success of this Equality Scheme is the continued involvement and support of the many people involved who helped to develop and monitor it over the past year, and we thank them sincerely for their help in directing the work of WPH.



Brian Simpson
Chief Executive



Chair of WPH Board

1.2 Acknowledgements

We readily acknowledge that the WPH Equality Scheme will only really become a 'live' document as it makes its journey through its entirety, and in relation to specific action points. For this reason we especially acknowledge the help and assistance we have already received, and will receive in the future, from our tenants and stakeholders in the developing of this venture.

In particular thanks should be given to:

Lynne Bunting	WPH Resident
Barbara Epstein	WPH Resident
Peter Epstein	WPH Resident
Gill Harding	WPH Resident
Vera Rushton	WPH Resident
Anice Thelwell	WPH Resident
Jean McIntosh	Tenant Board Director
Annette Campbell	Tenant Board Director
Mike Harper	Tenant Board Director
Jean Robinson	Overchurch Residents Association
Sgt Simon Barrigan	Merseyside Police
Eileen Bennett	Wirral Unison
Rob Bibb	Forum Housing Association
Brian Birch	Wates Living Space
Dave Carroll	WBC Social Services
Kevin Coghlan	Wirral Methodist Housing
Diane Craig	Forum Housing Association
Steve Fogg	Forum Housing Association
Bernadette King	Women's Enterprise Centre
Chris O'Toole	Forum Housing Association
Mike Paganini	Forum Housing Association
Jade Phillips	Forum Housing Association
Mike Phillips	Inclusive Access
Ruksana Nabi	Bramall Construction
Becki Ross	Forum Housing Association
Beverly Stower	Paediatric Occupational therapist
Angela Sumner	BME Support Service - WBC
Carla White	Wates Living Space

2.0 Background

Feedback from the Involvement day in November 2007 was positive, with 72% of the 50 people who attended declaring that they would wish to attend future meetings. These people were invited to be part of a Core Equality Scheme Involvement (CESI) Group.

For the first year initially it was agreed that the group would meet on a quarterly basis in 2008. The group met for the first time in April, then in July, October and November 2008.

The feedback received, either from those in training or those invited to consult at the Involvement Day, has been used to inform the Action Plan that can be found later in this document.

3.0 Statutory Duties

For some time now, along with all other public bodies, WPH have had a statutory duty to promote Equality in specific areas. These areas are race, disability, gender and gender identity.

These duties impose broad obligations on us to:

- Eliminate discrimination and harassment
- Take positive action to promote equality and opportunity
- Promote positive attitudes
- Encourage participation by minority and under-represented groups in public life
- Take steps to take account of people's specific needs even when this requires treating some individuals more favourably than others
- Conduct impact assessments, and draw up relevant Schemes (and publicise them)
- Train our employees in their Equality duties
- Produce Equality Scheme Action Plans for race, disability, gender and gender identity

4.0 WPH – Tenant Profile

Wirral context

WPH owns 12,800 properties within the Wirral area, over 23,000 people live in our homes. In November 2007 we had collected 42.8% tenant profile information. A major exercise to understand our customers better and be able to design services around their needs is currently underway. At the end of October 2008 76.1% of tenant profile information has been collected. This information enables us to develop services and set priorities based on demand.

Wirral Partnership Homes		Wirral Compendium of Health Statistics – Mid 2006	
16-35	15.7%	15-34	22.8%
36-55	34.9%	35-54	27.9%
56-75	30%	55-74	22.1%
76 & Over	14.2%	75 & Over	9.2%

We know the gender of 70% of our tenants and of that %

- 61% of tenants are Females (2001 census figure was 52.9% Female)
- 39% of tenants are Males (2001 census figure was 47.1% Male)
- 42.9% of tenants have told us they have a disability of these:
 - 62.64% physical disabilities
 - 9.22% hearing disabilities
 - 6.37% sight disabilities
 - 5.31% mental health
- 1.58% of tenants have told us they are from the Black and Racial Minority community, this includes Irish (2001 census figure was 3.5%)
- The range of languages for translation requested are Arabic, Bengali, Simplified Chinese and Traditional Chinese Hindi, Kurdish, Polish and Urdu
- 54.6 % of tenants have told us they are Christian
- 0.27% of tenants have told us they are from other religious groups
- 7.39% of tenants have told us they do not consider themselves to be religious
- 3.% of tenants have told us they have other beliefs
- 0.47% of tenants have told us they are Lesbian, Gay or Bisexual
- 0.33% of tenants refused to give a profile in all categories except sexuality
- 1.82% of tenants refused to tell us their sexuality
- Lettings to BRM groups for 2007-8 amount to 3.62% compared to Wirral PCT estimated BRM population of 4.3%

5.0 WPH – Involved in Governance Profile

WPH have a Board of 15 Directors, five of these are elected by tenants, five are independent appointed by the Board the remainder are nominated by Wirral Council. Our tenants are encouraged to become company members. All 53 Company members were invited to the Annual General Meeting to hear first hand about the company's progress and to complete profile information survey.

The table below contains two years information, further data collection is required in order to obtain a meaningful picture of involvement and to set objectives to improve involvement.

Involved in Governance Profile	2007 (9 replies)	2008 (29 replies)
Females	33%	55%
Males	67%	45%
Aged 16 to 34 years	0%	0%
Aged 35 to 54 years	22%	24%
Over 55 years	78%	73%
Prefer not to say	0%	3%
with disability	44%	62%
physical disability	33%	66.67%
hearing disability	0%	0%
sight disability	0%	12.5%
mental health	0%	8.33%
Learning difficulty	0%	8.33%
From BRM community	0%	10.35%
Are lesbian gay or bisexual	0%	3.45%

6.0 WPH - Workforce Profile

WPH employ approximately 580 staff. As part of the refresher training on hate incidents, our workforce was asked to take part in a self classification audit, 355 completed forms were received, however not everyone completed every section. This has given us some anonymous yet meaningful information to build upon.

Whilst the size of WPH's workforce remains constant, fewer staff chose to respond to this year's audit, a key action for 2009 will be to increase the number of replies we receive.

Workforce Profile	2007 (511 replied)	2008 (355 replied)
Females	30.7%	40.56%
Males	69.3%	59.43%
Aged 16 to 34 years	24.65%	19.15%
Aged 35 to 54 years	55.67%	60.28%
Over 55 years	19.68%	20.56%
Staff with disability	17.49%	22.47%
Staff with physical disability	2.58%	4.23%
Staff with hearing disability	2.7%	1.69%
Staff with sight disability	3.98%	1.69%
Staff with mental health	0%	1.4%
Staff from BRM community	2.58%	3.93%
Staff are lesbian gay or bisexual	1%	1.97%

7.0 WPH Contractors & Suppliers Equality Check Up

WPH has a large supplier and contractor base, in 2008 we developed an annual E&D check up to enable us to monitor the diversity of those companies we do business with. We wrote to 71 businesses and 31 replied, this gives us a starting point to build upon. The forthcoming Equality Bill contains a proposal to require public bodies to tackle discrimination and promote equality through purchasing functions. Our regulators will pass this duty onto housing associations. There is no current requirement for non public sector organisations to monitor the age, disability and race of their workforce.

Contractor & Supplier Check up	2008 (31 replied)
Females	20.20%
Males	79.8%
Over 50 years	26.32%
Staff with disability	1.32%
Staff from BRM community where collected	10.08%
Staff are lesbian gay or bisexual where collected	0.065%
Have an E&D Policy	74.19%
Provide E&D training to staff	51.61%

8.0 The WPH Equality Scheme

At WPH we are already committed to improving our services, and the quality of life of our customers. Our Equality Scheme contains our strategies and plans to ensure that we achieve these goals whilst promoting Diversity and Equality of access and opportunity.

There are three themes that drive our Equality Scheme:

- Being Inclusive – we want to be an ‘inclusive’ organisation and employer, and to reflect the community we serve
- Enabling Access – we want to ensure that all our customers and potential customers can access our services
- Involving All – we want to make sure that our communication and all our consultation activities are fully inclusive

Through our Scheme, we seek to enhance access and opportunity for the people we employ and seek to employ, and the customers we serve, and seek to serve. We aim to do this by working together with our current and future stakeholders.

9.0 What we have achieved during 2008

As an organisation we are increasing our activities related to Equality and Diversity, but we have not been standing still until now. In this section, we outline the key actions we have taken in 2008:

- Have commissioned Inclusive Access to carry stage three of our Access Audit on key public buildings, 9 office premises, 15 high rise, 7 enclosed supported housing schemes and 8 community properties
- Staff induction on equality and diversity has been increased to one hour.
- A full day Equality and Diversity event was provided for tenants and residents groups at Tranmere Rovers in March 2008
- Priority training has been delivered on hate incident reporting, domestic abuse, safeguarding children and safeguarding adults, hearing disability and physical disability
- Our contractors were asked to complete an equality and diversity audit
- Equality Impact assessments on strategies and policies have commenced and continue
- We have extended the self classification audit so it becomes an annual survey to staff, those involved in Governance (this includes Company Members) and those involved in Resident Involvement
- Reviewed WPH's policies, strategies and practices for compliance with the Commission for Racial Equality (CRE) – Code of Practice on Racial Equality in Housing
- We continue to support our disabled staff by providing assistance with reasonable adjustments at work
- Delivered a presentation at the TransWirral "Think" Conference in May 2008
- Delivered a presentation at the Wirral Hate Crime Conference in June 2008
- Chair Wirral Strategic Housing Partnership, Diversity Sub Group
- Introduced Customer Care Kits for front line staff
- Monitor customer satisfaction for race, disability, gender and trans gender
- Introduced an Equality and Diversity Check up for contractors and suppliers

10.0 "You Said, We Did "

"You Said, We Did " is WPH's approach to demonstrating we listen and act up on feedback we receive from our customers and stakeholders, some examples are listed below.

- Meetings should be accessible to all – we held two meetings in the afternoon and two at night
- Food would both encourage people to attend and give the opportunity to learn about different foods – we have tasted SeneGambian food, traditional Scouse and Halal
- Request made for details of SeneGambian cuisine – emailed details to those who requested the information
- Meetings should be held in different venues not just Europa Boulevard – Meetings have been held at Sandbrook and Bidston Rise Community Centres
- Awareness training for community workers is needed on Safeguarding Children, Safeguarding adults, hate incidents and domestic abuse – we held a morning event at Live Wirral
- Appropriate language awareness required for younger people – currently developing a "Sticks & Stones youth project"
- Further support is required for equality diversity – as part of the housing management review, a seconded Equality & Diversity Officer post has been

created to provide more consistent support to those who suffer domestic abuse and hate incidents

- WPH should advertise vacancies more widely – We email community contacts all externally advertised vacancies. Wirral Change, BME Support Service, THT, Wirral LGB Forum, Forum Housing Association, and TransWirral
- To reduce the space taken by translation into other languages advertisements in the tenants newsletter “Over the Garden Wall” takes up far too much space – practice is now under review
- Copies of the Booklet on compendium of Health Statistics by Wirral PCT have been distributed
- Make greater effort to seek the views of Black & Minority Ethnic (BME) customers – Invited all known BME customers to take part in the two yearly STATUS Survey.

11.0 Conclusion

Although this is the first review of our Equality Scheme we may next year present this review differently in the light of your views. In summary we consider this Equality Scheme to be a promising start, with a lot to do with your continued help and support.

As a result of this review our priorities for 2009/10 are:

- Develop a Youth Strategy in consultation with young people
- Training/Education/Learning for Stakeholders (Tenants/Resident Involvement Groups/Staff/ Contractors and Partners)
- Develop full programme of Equality Impact Assessments/Resident Equality Impact Assessments for all WPH strategies, policies and procedures
- Reduce under representation by developing stronger links with community groups and younger people
- Following completion of Disability Discrimination Act access audits, Improve accessibility to offices, high rise blocks, enclosed sheltered schemes and community facilities
- Increase the number of documents that are available in a simplified format for people with literacy and learning difficulties
- Develop a mental health policy
- Develop an Equality & Diversity Contractor and Supplier group to encourage best practice
- Embed Resident and Equality Impact Assessments

12. Action Plan January 2009 to December 2010

Key					
A	Age	GI	Gender Identity	R&B	Religion and Belief
D	Disability	R	Race	SO	Sexual Orientation
G	Gender				
Note: E&D strands affected are shaded grey.					

Theme No 1: Being Inclusive										
Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B				
WPH's workforce reflects the Wirral community at all levels							Result of Involvement	Review, and where appropriate improve, the gathering of information and monitoring of recruitment, development, promotion and retention of staff	Human Resources	March 2008 & ongoing Commenced?
								Include Diversity strands in annual staff & exit interview surveys, & report annually ??		
										Advertise Board vacancies more widely to attract under-represented groups

Wirral Partnership Homes Equality Scheme

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks... Publish profile of those involved in Governance in Scheme annual report	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B	SO				
Under-represented groups are encouraged to become involved in WPH's governance, so it reflects the Wirral community								Result of Involvement, WPH Strategic Action	Give members of Equality Scheme core group the opportunity to become co-opted Board members for under represented strands – younger, BRM & LGBT people.	Deputy Chief Executive	March 2009 & ongoing Commenced June 2008 Independent Board director vacancies were sent to VCAW, who were asked to distribute to their diverse groups
									Establish a supplier/contractor Diversity group	E&D/Client Maintenance	February 2009
Equality and Diversity is mainstreamed in all procurement activities								WPH Strategic Action	Develop a supplier/contractor monitoring protocol for Diversity	Procurement	March 2008 – delayed due to slow response from audit – January 2009 See Section 7
									Report supplier/contractor Diversity to Board & Equality Scheme	Procurement/E&D	December 2008 – Completed May 2008. Check-ups slow coming back. 18 Contractors interested in joining WPH E & D Group
											July 2008 & ongoing Once complete will be reported to Board

Wirral Partnership Homes Equality Scheme

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	U	U	R	R&D	SO				
Diversity awareness of staff is improved								Result of Involvement	Deliver disability awareness training to staff	E&D	Commenced September 08 Literacy and Learning disability January 09. Sight disabilities, February 09, Mental health TBC
									Deliver cultural awareness training to staff		September 09
									Monitor customer complaints by Diversity strand to ensure policy success, highlight failings, and help revise training	Continuous Improvement/E&D	March 2010 & ongoing Monitoring in place
Diversity awareness for customers & resident groups is improved								WPH Strategic Action	Deliver disability awareness to customers & resident groups	E&D/Resident Involvement	March 2008 & ongoing. Training developed and delivered to one group so far.
									Deliver cultural awareness training to customers & resident groups		September 2009 & ongoing

Theme No 2: Enabling Access											
Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	←	▷	○	◐	◑	E&D	SO				
WPH exceeds the Equality & Diversity requirements laid down by the Housing Corporation								WPH Strategic Action	Review the revised Good Practice Note 8, 2007, and implement findings	E&D	December 2008 commenced
									Respond to changes brought about by the Discrimination Law Review	E&D	December 2010
Improved access to offices								Result of Involvement, WPH Strategic Action	Continue the programme of access audits, phase 3 TRA facilities to start Jan 2008, & implement the findings on a priority basis	Property/E&D Audits completed. Works currently out to tender (3 rd time due to contractor errors)	December 2010 Tender 04/08 Open tenders 01/09 Tender query starts w/c 08/09. Re-Tender Jan 09
Faster aids & adaptations								Result of Involvement	Review aids & adaptations service delivery to ensure disabled people get major adaptations as fast as possible Minor works now carried out within day to day repair process (10 days or 28 days where specialist equipment ordered). Major works currently completed within 12 months (compared to 18-24 months)	Supported Housing	March 2008 ongoing Commenced

Wirral Partnership Homes Equality Scheme

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	U	GI	R	R&B	SO				
Community cohesion is a reality through promoting good relations								Result of Involvement	Review & publicise allocations & lettings practice to ensure ghettos are not created	Housing Management	March 2008 & ongoing Commenced
									Provide training to TRAs to promote understanding of Diversity and cohesion	E&D/Resident involvement	January 2008 & ongoing Commenced
									Community Cohesion Strategy and Action Plan to be will include awareness sessions and consultation with residents.		March 2009
									Review availability of accommodation for younger people	Housing Management	March 2008 & ongoing Part of Housing Younger People Strategy 10% complete Sticks and Stones project
									Work with residents to improve inter-generational cohesion	Resident Involvement/ Community Cohesion/E&D	
Hate motivated harassment & antisocial behaviour for Diversity strands are sensitively dealt with								WPH Strategic Action	Provide training for TRAs to promote understanding of hate harassment and domestic abuse	E&D	March 2009 commenced

Wirral Partnership Homes Equality Scheme

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	←	▷	∩	∪	≠	R&B	SO				
All WPH policies and services have been Equality impact assessed								WPH Strategic Action	All WPH policies and services are to be initially screened for relevance	All Heads of Service	June 2008 Progressing Current forms complicated, revised versions & procedure to be launched January 2009
							Full impact assessment carried out where required to identify extent of impact, remove adverse impacts and improve existing practice		December 2010 19 to July 08 Approx 200 in total. Reviewing docs to simplify		
									Outcomes included in Equality Scheme progress reports	E&D	December 2008 & ongoing
Homes are more accessible								Supplink 34 Accessible Homes	Review policy and amend as required Review of policy due Aug-Nov 08. Completed	Supported Housing	August 2008 commenced end November 08 Implementation Dec-Jan.09
Hate Incidents and Crimes Policy reviewed								E&D 4 Hate Incidents and Crimes Policy	Review policy and amend as required	E&D	August 2009

Theme No 3: Involving All										
Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	D	D	R	R&B				
Improved involvement							Result of Involvement	Update Action Plan, and publish annual progress reports to highlight progress	E&D	December 2009 & ongoing
								Revise the communications strategy to incorporate more specific reference to promoting good practice with regards to Diversity, and what might constitute inappropriate language		March 2009. Tied into Awareness raising
Improved communications and understanding							Result of Involvement	Ensure WPH's commitment to Equality and Diversity is included in all our policies	Public Relations/E&D	December 2010

Wirral Partnership Homes Equality Scheme

Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	U	R	R&B				
Improved communications							Result of Involvement	Work with formal & informal groups to explore greater customer involvement for race, religion & belief, disability, & younger people	E&D/Resident Involvement	March 2008 & ongoing Commenced Disabled service users represented on Adaptations Continuous Improvement Group.
								Project with Forum Housing planned. Aim to increase involvement from younger people	Supported Housing	First meeting February 2009
Positive attitudes towards minority communities promoted							WPH Strategic Action	WPH leaflets and newsletters to carry positive imagery and articles to include all Equality strands	Public Relations	December 2008 & ongoing
Positive attitudes towards people with disabilities promoted							WPH Strategic Action	Work with statutory and voluntary agencies to improve involvement of people with mental health issues	Supported Housing/Resident Involvement/E&D	August 2009 & ongoing WPH represented on Safeguarding Adults Board and involved with Age Concern poster campaign raising awareness of safeguarding issues for vulnerable and elderly adults including those with mental health problems

Wirral Partnership Homes Equality Scheme

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	U	U	R	R&B	SO				
Future Equality Scheme prepared, to be published in 2010								WPH Strategic Action	Involvement & feedback from customers and stakeholders	E&D	March 2010
									Produce draft Equality Scheme	E&D	December 2010
Barriers reduced, and information more accessible								Result of Involvement	Make all documents on Website available in MS Word format	Information and Communication Technology	March 2008 & ongoing
Improved communications, and our documents more accessible								Comm1 Communications Policy	Carry out consultation with all Equality strands' representatives, to ensure policy is inclusive, including learning difficulties – amend as required	Public Relations	February 2008 Completed Complete and being repeated for review of corporate leaflets by March 2009
Increased tenant participation and resident involvement								AHO85 Tenant Participation & Resident Involvement Policy	Carry out consultation with all Equality strands' representatives to ensure policy is inclusive	Tenant Participation Panel 200 database of involved residents will be cross referenced with WPH resident profile data, to enable target setting for representative involvement	March 2008 Commenced To be completed by February 2009
									Develop service standards and incorporate accessible venues & timings, cultural awareness and dietary considerations. Develop mental health guidelines		
Our Complaints Policy is more accessible								ContImp1 Complaints Policy	Review Complaints Policy and amend as required to ensure that it's fully inclusive	Continuous Improvement	July 2009 to incorporate recommendations of review of accessibility of all documents

13. Completed Action Plan

Key					
A	Age	GI	Gender Identity	R&B	Religion and Belief
D	Disability	R	Race	SO	Sexual Orientation
G	Gender				
Note: E&D strands affected are shaded grey.					

Theme No 1: Being Inclusive										
Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B				
WPH's workforce reflects the Wirral community at all levels							Result of Involvement	Review, and where appropriate improve, the gathering of information and monitoring of recruitment, development, promotion and retention of staff	Human Resources	March 2008 & ongoing Commenced
								Publish staff profile in Scheme annual report		Completed see Section 5
								Include Diversity strands in annual staff & exit interview surveys, & report annually		March 2009 & ongoing Commenced

	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...		
	A	D	U	I	R	R&B	SO						
Under-represented groups are encouraged to become involved in WPH's governance, so it reflects the Wirral community								Result of Involvement, WPH Strategic Action	Publish profile of those involved in Governance in Scheme annual report	Deputy Chief Executive	March 2009 & ongoing Commenced in November 2008 Independent Board director vacancies were sent to VCAW, who were asked to distribute to their diverse groups		
							Advertise Board vacancies more widely to attract under-represented groups Commenced						
									Give members of Equality Scheme core group the opportunity to become co-opted Board members for under represented strands – younger, BRM & LGBT people.				
Equality and Diversity is mainstreamed in all procurement activities								WPH Strategic Action	Establish a supplier/contractor Diversity group	Procurement	March 2008 – delayed due to slow response from audit – January 2009 Progress to date 31 out of 71 contractors replied		
									Develop a supplier/contractor monitoring protocol for Diversity			Procurement/E&D	December 2008 – Completed May 2008. Check-ups slow coming back. 18 Contractors interested in joining WPH E & D Group
									Report supplier/contractor Diversity to Board & Equality Scheme				

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	U	U	R	R&D	SO				
Diversity awareness of staff is improved								Result of Involvement	Deliver disability awareness training to staff	E&D	March 2008 & ongoing Hearing Sept 08, Physical Disability Oct 08.
									Monitor customer complaints by Diversity strand to ensure policy success, highlight failings, and help revise training	Continuous Improvement/E&D	March 2010 & ongoing Monitoring in place

Theme No 2: Enabling Access

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	↳	▷	◁	◁	↳	E&D	SO				
Customer satisfaction is equally as high across all Equality strands								WPH Strategic Action	Monitor customer satisfaction across all Equality strands to achieve at least 90%	E&D	March 2008 & ongoing commenced
									Investigate failings and take appropriate actions	E&D/All Heads of Service	December 2007 & ongoing – low confidence intervals
Reviewed repair priorities								Result of Involvement	Review repair priorities to ensure they meet the needs of more vulnerable customers	Building Services/E&D	March 2008 ongoing Out for consultation Complete and ongoing Additional repair priority included in Schedule of Rates fr vulnerable clients Tenant profile information provided to Repair Response Centre to ensure vulnerable clients are clearly identifiable.

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	U	R	R&B	SO				
Faster aids & adaptations								Result of Involvement	Review aids & adaptations service delivery to ensure disabled people get major adaptations as fast as possible	Supported Housing	March 2008 ongoing Commenced Minor works now carried out within day to day repair process (10 days or 28 days where specialist equipment ordered). Major works currently completed within 12 months (compared to 18-24 months)
Community cohesion is a reality through promoting good relations								Result of Involvement	Review & publicise allocations & lettings practice to ensure ghettos are not created	Housing Management	March 2008 & ongoing Commenced
									Provide training to Tenants & Resident Associations (TRA's) to promote understanding of Diversity and cohesion All TRA's must now attend compulsory E & D awareness training in order to receive funding from WPH Ongoing	E&D/Resident involvement	January 2008 & ongoing Commenced Community Development Co-ordinator delivered the following: Community Grant presentation includes outline of community cohesion as this is one of the aims of the fund. Have refused to fund a

Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B				
										2 nd Halloween party in one estate as this could undo the CC efforts of another party being organised Community Cohesion Strategy and Action Plan due to be revised early 2009 – will include awareness sessions and consultation with residents.
								Review availability of accommodation for younger people	Housing Management	March 2008 & ongoing Part of Housing Younger People Strategy 10% complete Sticks and Stones project There had been issues with young people cutting through Hawthorne Grove, Seacombe and littering in a small patch of grass outside several of our supported housing bungalows. We worked with Beanbag to engage the young people to tidy up the grassed area and

Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B SO				
										discourage further littering. The residents have reported that they are pleased with the improvement and that the site has remained litter free. Similarly, the communal gardens to the rear of Brackendale were overgrown and a hotspot for youth asb. Merseyside Police and Wirral Youth Service (with support from WPH) cleared the garden and built a bench for the residents to use. All the work was done by young people and there is a plaque (unveiled by Brian Simpson) that says "This garden was developed by the young people of Woodchurch for their older neighbours to enjoy" Through Your Wirral we have funded

Outcome Aim to be achieved...	E&D impact						Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B				
										<p>Friends of the Sea to hold a Mariners' Tea Party that saw retired mariners of all ages having tea with future mariners through the Sea Cadets attending the tea party.</p> <p>In Rock Ferry, Kidz Together have been promoting the idea that kids aren't all bad through various activities. One of these has been adopting the gardens at Grenville Way and working with Green Together to make them a more user friendly place for our supported housing bungalows.</p>
Improved access to homes for disabled people							Result of Involvement	Carry out a survey of adapted homes to update the housing management system with an accurate profile of adapted properties	Supported Housing	December 2008 & ongoing All adaptations provided since transfer now recorded on Northgate via agreed procedure. Data also now captured at void

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	A	D	G	GI	R	R&B	SO				
											stage.
Home safety is improved through gas servicing and maintenance policy								Prop28 Gas Servicing and Maintenance Policy	Carry out consultation with all Equality strands' representatives to ensure policy is inclusive	Client Services	January 2008 Complete
Homes are more accessible								Supplink 34 Accessible Homes	Review policy and amend as required Review of policy due Aug-Nov 08. Completed Implementation Dec-Jan.09	Supported Housing	August 2008 commenced end November 08

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	←	▷	∩	∪	≠	R&B	SO				
Starter Tenancies Policy reviewed								AHO 84 Starter Tenancies Policy	Following consultation, amend to include Housing Corporation's good practice, offer same gender officers who are trained and culturally aware. Encourage involvement of advocates, relatives, carers, and friends. Consider appropriate or further support. Improve recording of performance information and monitoring	Housing Management	January 2008 Complete

Theme No 3: Involving All

Outcome Aim to be achieved...	E&D impact							Source Name of policy(ies), WPH Strategic Action, Result of Involvement	Action Tasks...	Responsibility Whose responsibility it is to do the actions...	Deadline When the actions have to be done by...
	◀	▷	⊖	⊕	↔	R&B	SO				
Improved involvement								Result of Involvement	Contact those customers who did not respond to the involvement invitation to explore what prevented them attending	E&D	January 2008 Complete No response
									Publish this Equality Scheme to all invitees, and put it on the WPH website		January 2008 Complete

Version: November 2008

Wirral Partnership Homes, supported by CPD Limited

This Scheme has been produced for use by WPH. Any other organisation seeking to use or adapt the Scheme, or sections from it, should first obtain permission from WPH and CPD.

Contact Details:

Jane Sharpe, WPH

Tel: 0151 606 3000

Email: janesharpe@wphomes.org.uk