

BME Housing Strategy Action Plan

No	Action / Task	Planned outcome/benefit	Specific output measure	Target completion	Lead	Partners
Leadership						
1	Cabinet member is Equalities Champion	Leadership and corporate commitment on race equality demonstrated	Cabinet member identified	Completed	Head of Equalities	
2	Integrate race equalities and diversity issues in Members' Code of Conduct	Corporate commitment on race equality	Included in Members' Code of Conduct	Completed	Head of Equalities	
3	Equality & diversity training programme developed and provided for all members	Race and Cultural awareness	Training programme in place	Completed	Head of Equalities	
4	Evaluate impact of new policies on race equality/BME issues (Seminars/ courses)	Ensure Members remain up to date on race equality issues	Seminars/Conferences organised		Head Of Equalities	
BME Strategy and Action Plan						
5	Produce and launch the BME Strategy and Action Plan	Residents and stakeholders aware of strategy and so able to contribute to action plan and review	Strategy published	October 2005	Head of Housing Strategy	Multi-agency strategy steering group
Monitoring and evaluation						
6	Regular reporting, monitoring, review and progress	Progress and reality check	Periodic progress reports to steering group and Housing Equality Group	Quarterly	Corporate Equalities Manager & Housing Policy and Strategy Manager	Members of steering group
7	Evaluate strategy 2 years after implementation ensuring external and stakeholder view	Progress and reality check	Periodic progress reports to steering group and Housing Equality Group	October 2007	Chair of Housing Equalities group	Members of steering group
Race Equality Scheme						
8	Link outcomes of the BME Strategy and Action Plan to Race Equality Scheme (RES) and other corporate strategies	Race equality scheme delivered	Cross linkages between RES and BME Housing Strategy made in Integrated Housing Equalities Plan	End of 2005/6	Housing Equalities Officer and Housing Equalities group	
Housing Needs and Provision						
9	Investigate the most appropriate ways to deliver older people services with other partners	Take up of services is representative of the community and meets needs	Undertake further research and assess models elsewhere. Develop project specification and commission and revise existing services where possible to make more culturally diverse	2006/7	Head of Community Housing and Supporting People Manager	Sheltered housing providers. Older People LIT. Better Govt. for older people. BME strategy steering group

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10	Ensure any research into needs undertaken specifically considers the needs of BME communities.	Take up of services is representative of the community and meets needs	Review existing services and assess need for change	2006/7	Supporting People Commissioning body	SP Providers
Housing Development and stock management						
11	Investigate need for a stock conversion programme to meet BME larger family needs based on analysis of tenants census, evaluation of applications for social housing and further research with BME communities	Needs of BME Communities met more effectively	Report analysing need in Hull	Within 2006/7	Head of Housing Strategy and Head of Landlord Service	Other housing providers and developers, Gateway
11a	Convert or commission development of new housing as appropriate		Number of stock converted/built	To be determined following completion of assessed need		
11b	Equality and diversity issues embedded in future city regeneration plans		Gateway projects take into account BME and faith issues		Gateway Chief Executive and Head of Housing Strategy	
11c	Feasibility study for transient gipsy site	Improvement in conditions for gipsies and travellers	Feasibility study	Commence Summer 2005	Chief Public Protection Officer, Head of Equalities, Head of Housing Strategy	Gateway
Consultation						
12	Update and finalise BME community and voluntary sector data base	Upto-date knowledge of BME community and voluntary sector groups	Data base	Completed	Equalities Diversity Officer	
13	Re-establish steering and advisory group established for Access Matrix research to form steering group for BME strategy – work with them and HANA to engage with others from BME communities	BME communities involvement in monitoring and implementation of BME strategy and action plan	Records of group and evidence of changes in projects and policies	By October 2005	Corporate Equalities Manager and Housing Strategy Policy and Strategy and Supporting People managers	HANA BME Communities
Partnership working						
14	HA Forum management group to hold specific theme based workshop on BME and race equality and diversity issues	Target and respond more effectively to BME issues	Meeting held and information shared	HA Forum management group held special meeting	HA Forum	

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15	Establish housing association panel to advise on BME issues and assist in meeting housing and related needs	Promote good practice and share information	Commission panel and link to steering group	October 2005	Housing Policy and Strategy Manager /RSL Manager	
16	Assess whether need to commission BME housing association	BME tenant empowerment	Report on benefits to steering group	Following completion of action point 11	Head of Housing Strategy and Gateway Chief Executive	
17	Explore development of sub regional benchmarking club for LAs in Humber sub region on race equality and good practice	Comparative performance evidence	Regular sub regional reports	Commence Autumn 2005	Housing Policy and Strategy Manager through Humber Housing Partnership research group	
Service delivery						
18	Establish ethnic monitoring and record keeping systems; introduce ethnic monitoring in lettings, repairs, complaints, customer service, tenant satisfaction, waiting list applicants, nominations to RSLs, homeless applicants and contractors	Improved information about customers and tenants, and evidence base to build up assessments of impact of ethnicity on how people receive services	Reports on ethnic monitoring to steering group and published for public	November 2005	Head of Landlord Service/Head of change management	Housing Strategy, Equalities
19	Establish data base for tenants by ethnicity	Customer profiling and knowledge base	Database in place	November 2005	Head of Landlord Services	
20	Improve access to information at local level, ensure provision of translation interpretation services	Increased take-up by BME customers and satisfaction levels Better understand BME customer needs	Customer satisfaction levels with access to information Provision of translation and interpretation service	Regular review	Communication team	Advice agencies and community groups
21	Undertake race equality impact assessment of key service areas to establish current performance	Test systems and procedures to improve performance and evaluate take-up of services	Impact assessments undertaken and report identifying improvements	Completed	Section heads	Equalities team
Racial Harassment						
22	Implement a zero tolerance racial harassment and victim support policy reporting and monitoring system. Link policy to Corporate Hate Crime Scheme	More effective response to the problem and take strong action against perpetrators.	Impact assessments undertaken and report identifying improvements	Launched June 2005	Hate Crime Prevention Co-ordinator & Best Practice Manager	Citysafe, Other housing providers

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23	Through tenant newsletters and other publicity raise awareness around racial harassment and its implications	Increased race awareness among all communities	Customer satisfaction levels with access to information Provision of translation and interpretation service	Through out period of strategy	Communication Team	
Tenant Involvement						
24	Tenant participation policy provides guidance and support to all existing tenant groups on promoting race equality	Raise awareness on race equality issues	Information in Tenant Compact	November 2005	Tenant participation team and tenants' forum	
25	Carry out a BME tenant satisfaction survey; use results to inform on current service delivery	Identify gaps in service and improve performance	Survey undertaken Evaluation of changes made through periodic re-surveys	November 2006	Tenant participation team and tenants' forum	
26	Develop monitoring and evaluation systems to ensure all tenant groups funded by the council are adhering to equality policies	Compliance on race equality	Evaluation report	End of 2007	Tenant participation team and tenants' forum	
Contractors and Consultants						
27	Review approved contractors & consultants list to ensure they all committed to promoting race equality	Promote race equality and good practice externally	Evaluation report	All council contractors must demonstrate evidence of equal opportunities policy currently	Housing landlord contract manager and corporate procurement	Developers and RSLs
28	Increase ethnic diversity of consultants & contractors	Increase opportunities for BME led enterprise	Periodic surveys of consultants and contractors used to measure diversity	2006		
Private Sector						
29	Culturally sensitive advice and assistance/information in different languages for BME tenants in private sector	Improve access to services for BME tenants in the private sector	Mystery shopping	November 2005	Private Housing Manager	Private landlords' forum, developers' forum
30	Promote grant take-up, information and access for BME groups	Improve access and opportunities for BME applicants	Records of information campaign. Results of monitoring grant and loans by ethnicity of applicants	November 2005	Private Housing Manager	
Interpretation and Translation						

31	Produce a manual with information in various languages that is culturally appropriate for BME customers and tenants in Hull	Improve communication and access to housing and services for BME customers and tenants	Manual in place	Piloted Summer 2005	Communication team	Interpretation and translation service, community groups
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Staff Training						
32	Brief all staff on BME strategy and action plan/responsibilities	Awareness among all staff		December 2005	Housing Equalities Group	
33	Undertake an internal audit of training needs	Assessment of staff awareness and skills	Briefings and feedback to assess impact	Annual	Housing Strategy and Housing Landlord Management Groups	
34	Develop (or buy in) a race equality, cultural and religious awareness training package appropriate to Hull staff needs	Meets specific needs of Hull staff team and increase awareness and understanding of cultural and religious needs	Training plan in place and regularly reviewed and updated. Post course impact assessment	Commenced Summer 2005	Housing Equality Group Head of Equalities and Head of Corporate Training	
Employment						
35	Advertise all vacancies externally and advertise posts in a range of publications including BME press	Set targets for increasing and retention of BME staff members	Set targets for increasing and retention of BME staff members	Posts advertised externally commenced	Housing Strategy and Housing Landlord Management Groups with Corporate Personnel	
36	Ethnic monitoring of staff career progression, disciplinary, grievances and promotions	Career progression for BME staff	Monitor by ethnicity and grade	Regular review	Housing Strategy and Housing Landlord Management Groups with Corporate Personnel	
37	Review whether staffing mix is representative of community and set targets	Increase BME staff representation	Increased diversity of work force to represent community mix	Commenced June 2005	Housing Strategy and Housing Landlord Management Groups with Corporate Personnel	
38	Review recruitment and human resource strategy around race equality	Fair recruitment process which ensures best people in jobs and increases diversity	No of external appointments	Reviewed	Human Resources	
Performance Management and Evaluation						
39	Establish a Housing Equalities Group, Corporate Equalities Team and Performance Management Team effective reporting and feedback	Delivery of action plan and BME steering group confirm improvements	Evaluation and monitoring reports Assessment of steering group	In operation	Corporate equalities manager working with lead officers for equalities from Housing strategy and landlord service	