

## **Single Equality Action Plan : Key Priorities for the next 12 months**

### **1. Service Delivery/ Access to our services-**

We can assume that many people from minority or specialist groups will not know about our excellent and non-discriminatory service. Our highest priority over the next 12 months will be to: ensure that we are communicating effectively with existing tenants and potential tenants, customers and service users.

- In doing this we will have regard to 2 key considerations:
  - 50% of our existing tenants have some form of disability
  - Existing tenants and target communities are ageing faster than the national profile, particularly in South Lakes and Eden
- Recognising the key Cumbrian role we have in providing social housing and in working with other social housing providers, we acknowledge that we can do more to provide better signposting between different agencies.

### **2. Lettings/ Access to our lettings-**

- We acknowledge that how we let our properties is key to the development of fair and balanced communities. It is thus one of our 3 absolutely highest priorities to ensure that

- The main groupings of people in need are aware of the service that we offer, the properties that are available and the process for applying for them
- We have accurate logging of tenants' vulnerabilities on our housing system and ensure they are used properly by staff, as we are aware that a large number of our tenants have some form of disability.

### **3. Employment and staffing (current and new)-**

- We employ 200 staff and provide important services in Cumbria's most stressed communities and to many of the most vulnerable groups in society. It is our third highest priority to ensure that we set an example within our own organisation and make best use of our staff resources.

To this end, over the next 12 months, we will:

- work to attract younger people to the organisation and develop them to ensure we have a strong succession plan.
- develop a health and wellbeing policy and culture to support our ageing workforce.
- use positive action where necessary to recruit under represented groups.
- continue to provide reasonable adjustments to allow employees with a disability to remain in the workplace.
- provide equality and diversity training to new employees and Board members to raise awareness and understanding of diversity.

#### **4. Resident Involvement/ Complaints and Feedback**

- We will publish details of our customer engagement exercises on our website.
- We will work hard to engage more with young people as they are underrepresented in residents groups.
- We will develop the service user forum further to promote valuable engagement.
- We will develop an improved more accessible format for complaints and feedback.

#### **5. Hate Crime-**

- We will work with tenants to create a clear picture of the issues within our neighbourhoods. To do this we will meet with them at least annually and hold an interview with them when they leave to discover any underlying problems.

#### **6. Procurement-**

- We will be carrying out a fundamental review of Procurement to be completed no later than the end of September this year.
- We will provide equality awareness training for our contractors to ensure they treat our service users with respect.