

Impact's Single Equality Action Plan

Identifying and Reducing Risk

What Action Do We Need To Take to Improve?	What Are We Going To Do?	What Are The Benefits of Us Doing This?	How Will We Measure Success?	When Will We Achieve Success?
Ensure that everyone irrespective of background feels they can access employment, houses or other services.	Identify areas where we are most likely to discriminate. Carry out EIA's on those areas.	Our services will be fair and equitable. Risk of E & D complaints will be reduced.	We will carry out an annual self audit of the highest risk areas.	EIA Plan to be completed by December 2011
Develop and analyse the equality profile of our tenants and the emerging issues in their communities.	Develop our reports to the point where they will show our service user profile against each equality strand. Use this to hold an annual dialogue internally and with external agencies to discuss emerging issues. Hold an annual meeting between Neighbourhood Coordinators to discuss hotspots for discrimination, Hate Crime and anti-social behaviour plus how to resolve them.	We will understand the E & D issues occurring in our communities and plan our services accordingly.	When we hold a minimum of 90% of our customer profile data. When we can produce an annual E & D comparison report.	Emerging issues meeting to be held annually in April. Annual report to Board in May.
Develop and analyse the Equality profile of our Care and Support service users and our other customers.	Develop reports to show our service user profile in key areas against key equality strands.	We will understand the E & D issues occurring in our communities and plan our services accordingly.	Hold a minimum of 90% of our customer profile data. An annual E & D comparison report to Board.	Identify an appropriate means of data collection by May 2012 and Report to Board.
Review our procurement process to ensure E & D issues are addressed.	Review the procurement process ensuring that it reflects our mission statement, blue print and values.	We share the benefits of local procurement with all groups in our communities.	We will commission independent validation to report back to audit committee.	May 2012.

Improving Access to our Services

What Action Do We Need To Take to Improve?	What Are We Going To Do?	What Are The Benefits of Us Doing This?	How Will We Measure Success?	When Will We Achieve Success?
Ensure that the County wide Choice Based Lettings (CBL) Scheme is accessible and easy to use.	Review the recently launched CBL scheme. Monitor satisfaction targets for the CBL Scheme by key equality strand.	We will ensure there are no barriers restricting applications for lettings. Applicants will receive a fair and professional service.	Any improvement ideas from the review will be fully implemented. Satisfaction ratings will be at a minimum of 90%.	Review completed by December 2011. Improvements in place by April 2012.
Ensure our repairs reporting service is accessible to all.	Review the repairs reporting system and research different methods of reporting that could be implemented.	Our repairs service will be fully accessible. Our support staff will receive a reduced number of calls.	There will be no barriers to reporting a repair.	Any proposals implemented by December 2011. Review of system April 2012.
Strengthen our approach to disabled adaptations.	Review the way we complete disabled adaptations to ensure we meet greatest need within a specified budget.	We provide a more effective service to disabled customers that is cost effective.	Results from internal review group. Feedback from service users.	Review completed Nov 11.
Ensure best fit between our adapted properties and housing need.	Review the way we advertise lettings of properties with disabled adaptations to prioritise those who already require adaptations.	Reduced adaptations costs and those who require adaptations receive them from day one.	When requests for adaptations to new tenancies are reduced.	Review complete November 2011. Changes in place April 2012.
Support vulnerable customers.	Develop support groups for key groups of vulnerable tenants.	Vulnerable customers are able to support each other.	Support groups have a regular membership.	Groups set up by November 2011.

Improving Communications

What Action Do We Need To Take to Improve?	What Are We Going To Do?	What Are The Benefits of Us Doing This?	How Will We Measure Success?	When Will We Achieve Success?
Ensure that our new website is available to all.	<p>Review the newly launched website to ensure accessibility features are appropriate.</p> <p>Ask for feedback from our critical friends to ensure excellent access.</p>	Service users will be able to access the information and services on our website.	When we have created a fully accessible website.	<p>Review completed by December 2011.</p> <p>Improvements in place April 2012.</p>
Develop the compliments and complaints process to ensure it is accessible.	Review the newly launched complaints and feedback process to ensure there are no barriers to giving this feedback.	Increased feedback from service users to help us better meet their needs and improve our services.	When 100% of our customers say the service was easy to access.	<p>Review completed by April 2012.</p> <p>Developments in place September 2012.</p>
Attract more young people to Impact.	Look to advertise our vacancies in youth friendly publications.	New skills and ideas brought to the organisation.	The age profile shows an increase in young people (employed or volunteering).	Reviewed per recruitment.

Raising Awareness

What Action Do We Need To Take to Improve?	What Are We Going To Do?	What Are The Benefits of Us Doing This?	How Will We Measure Success?	When Will We Achieve Success?
Raise awareness of E & D throughout the organisation.	Provide training on all of the equality strands and our obligations to new Board Members and Staff.	Everyone will understand their obligations to E & D.	All Staff and Board Members with over one year's service will have completed the training.	Ongoing. Reported annually to Board in May.
Ensure Contractors are fully aware of and are committed to E & D.	<p>Complete E & D awareness raising sessions with new contractors to ensure they understand their obligations.</p> <p>Carry out a quarterly sample of tenants who we know are part of a key group to check their recent experiences of contractors.</p>	<p>Reduced customer complaints regarding contractors.</p> <p>Provision of a high customer service.</p>	<p>Satisfaction figures completed on target per quarter.</p> <p>Contractors will have a clear understanding of their role.</p>	100% satisfaction rate with contractors every quarter.
Ensure commitment to E & D at Board level.	Identify an E & D Champion on the Board.	E & D will be championed at all levels of the organisation and be at the forefront of our decisions.	When a new E & D Champion is in place.	Next champion to be appointed in June 2011.