



**HACKNEY HOMES Ltd
Board Meeting**

Tuesday, 27th July 2010 at 6.30pm to 7.55pm

**The Chief Executive's Conference Room, 1st Floor,
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ**

Part A Meeting (Open to the Public)

Distributed to:

Hackney Homes Board Members:

Rupert Tyson (Chair)

Alice Burke (Vice Chair)

Marie Photiou (Vice Chair)

Andrew McMillan

Audrey Villas

David Larkin

Feryal Demirci

Joel Gordon

Jonathan McShane

Karen Dodds

Linda Kelly

Pam Lockley

Samantha Lloyd

Tom Tyson

Hackney Homes Executive Team:

Charlotte Graves (Chief Executive)

Neil Isaac (Director of Finance & Resources)

Neehara Wijeyesekera (Divisional Head of Tenancy and Leasehold Services)

Judith Morrison (Head of Leasehold and Right to Buy)

Jim Paterson (Head of Building Maintenance)

Chris Tabi (Interim Head of Estate Environment)

Jonathan Oxlade (Head of Asset Management)

John Ferman (Pathmeads)

David Saxon (Mouchel)

Elliot Brooks (Pinnacle)

Hackney Homes Officers:

Sunil Desai

John Newton

Trish Hail

Odile Anderson

Stakeholder Representatives:

Karen Alcock

Tom Price

Tim Shields

Steve Douglas

Carol Hinvest

Michelle Patterson

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HACKNEY HOMES Ltd Board Meeting 56

Tuesday, 27th July 2010 at 6.30pm to 7.55pm
The Chief Executive's Conference Room
1st Floor, Christopher Addison House
72 Wilton Way, Hackney E8 1BJ

A AGENDA Part A (open to the public)

Item	Presenter	Subject	Pages	Status	Duration	Time
1.	Chair	Welcome/Apologies/ Introductions		Information	2 mins	6:30-6:32
2.	Chair	Declarations of Interests		Information	1 min	6:32-6:33
3.	Chair	Questions from the public		Information	2 mins	6:33-6:35
4.	Chair	Minutes of 14 th June 2010 (Part A) and Matters Arising	1-10	Decision	5 mins	6:35-6:40
5.	Sean Whelan	Crime, the fear of crime and Anti- social behaviour within the borough – Designing Crime out of Estates		Presentation	20 mins	6:40-7:00
6.	T. Merrett	Action items for future meetings	11	Information	2 mins	7:00-7:02
7.	C. Graves	Chief Executive's Report- Strategic Overview	12-17	Information	10 mins	7:02-7:12
8.	T. Hail	ICT Strategy 2010 Update – Digital TV Proposal	18-21	Decision	10 mins	7:12-7:22
9.	S. Sewa	Single Equality Scheme 2010-13 and Action Plan 2010-11	22-43	Information and Approval	10 mins	7:22-7:32

10.	A. Jarosy	Complaints and Members enquiries 2009/10 Annual Report	44-56	Information	10 mins	7:32-7:42
11.	T. Merrett	Hackney Homes 5th AGM and Procedure for Election of Chair and Vice Chairs	57-59	Information	5 mins	7:42-7:47
12.	Chair	Any Other Business		Information	5 mins	7:47-7:52

Future Board meetings

- Monday, 20th September 2010
- Tuesday, 26th October 2010
- Monday, 29th November 2010



Hackney Homes Ltd

ITEM 4

Part A minutes of Board of Directors, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 14 June 2010 at 6.30 PM

Present	Board Members Rupert Tyson (Chair) Joel Gordon David Larkin Marie Photiou (Vice-Chair) Pam Lockley Feryal Demirci Jonathan McShane Karen Dodds Linda Kelly Samantha Lloyd Tom Tyson Alice Burke	Hackney Homes Officers Charlotte Graves Neil Isaac Neehara Wijeyesekera Trish Hail (part) Judith Morrison Martin Weaver Olaide Oyekanmi Odile Anderson Roy Stanley (part) Christophe Tabi Alex Jarosy Wayne Hylton	Stakeholder Representatives (Hackney Council) Carol Hinvest Partners David Saxon (Mouchel) John Ferman (Pathmeads) Members of the Public Eric Cato
	Part A – Open to the Public		
		Action	Date
1. Welcome and Introductions	The Chair welcomed everyone to the meeting.		
Apologies	Andrew McMillan, Audrey Villas, Jim Paterson		
2. Declarations of Interests	None.		
3. Questions received from the public	The question from the Stoke Newington Panel and Hackney Homes' response was noted.		



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<p>4. Minutes of the meeting held on Monday, 26 April 2010</p> <p>Matters arising</p>	<p>The minutes of the meeting held on Monday 26 April 2010 were agreed as a true record and signed accordingly.</p> <p><u>Project Excellence</u> Neil Isaac said that Joel Gordon, the Board IT Champion was now involved with the Project Excellence Project Board and had taken part in several virtual meetings.</p> <p>The Chair of the Audit & Finance Committee asked if a future actions report as was prepared for the A&F Committee could be prepared for Board to ensure that future actions were not forgotten. The Board agreed the suggestion.</p> <p><u>Fire Doors</u> Whilst it was noted that the minutes were correct, it was highlighted that fire/health & safety was an obligation for the Board. Tess Merrett said that an information report had been prepared but that the Governance Team had been waiting for other reports so that they could be circulated all together. The Board asked that information reports be circulated in advance of the meeting to enable Board members to comment and discuss if necessary.</p>	<p>T. Merrett</p>	
<p>5. Chief Executive's Report</p>	<p>Charlotte Graves introduced her report. The Quarter Four review with the Mayor had gone well and our good relationship with the Council was being maintained. The major issue for Hackney Homes was about money and proposals on savings for 2011/12 had been taken to the A&F Committee. £2.5m of the £3m required had so far been found. Officers were also following events within Central Government very carefully. The Chair of the A&F Committee said that whilst the proposed savings had been presented to the</p>		



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Committee, the Committee had not yet agreed them.

Officers were working on sickness levels and the shared services project. Hackney Homes had also been shortlisted as most accountable organisation of the year by the Commission for Public Scrutiny. The Councils' Overview & Scrutiny Team had also been shortlisted for Scrutiny Team of the Year.

The Board asked if the MTPF would be sent round to the Board. Neil Isaac said that as soon as it was available it would be presented to the A&F Committee but it very much depended on government announcements and it would not be presented in its usual completed form because of the emergency Central Government budget on 22 June 2010.

The Board asked if the £2.5m underspend as a result of the Insurance and Utilities Budgets in 2009/10 could be used to offset the savings required. Neil Isaac said maybe in part and Officers were working with LBH on this. Charlotte Graves said that the savings had to be found and Hackney Homes could not rely on possibilities.

There was a query about possible delays to the Decent Homes programme as a result of 2010 Procurement. Charlotte Graves said she would ask Jonathan Oxlade to contact David Larkin directly about this.

The Board asked if there had been any discussions on Hackney Homes' contract with the Council. Charlotte Graves said that the Council had arranged a meeting with her next week to discuss this.

The Board asked about the maintenance and testing requirements of the CO detectors. Martin Weaver said that these were tested every year when the gas

J. Oxlade

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	<p>servicing took place. Alice Burke confirmed that residents had informed her that these were being tested.</p> <p>The Board noted the report.</p>		
<p>6. ICT Strategy 2010</p>	<p>Joel Gordon, the Board's IT Champion said that he had worked with Neil Isaac and Trish Hail and her team on the documentation which dovetailed with Hackney Homes' vision and objectives. The Board asked if the document could be made more user friendly before it went to the Resident Liaison Group for comment. Trish Hail said that she would prepare an executive summary of the strategy. It was noted that the RLG had already been fully briefed on Universal Housing.</p> <p>There was a correction on page 22 of the Strategy, TMO/ICT Package the first sentence should read "as of 200910, the London Borough of Hackney...." not Hackney Homes. The table on page 23, in the TMOs responsibility column, data security and staff training should be added.</p> <p>Roy Stanley said that the extranet project had been delayed because Hackney Homes was using the Council's system and the delay was as a result of migration of data.</p> <p>The Board asked for clarification on DigiTV. Trish Hail said that this was effectively another TV channel which enabled residents to access Hackney Homes' and possibly LBHs web based services. The digital aerials needed to be installed before DigiTV could. A feasibility study on the benefits of implementing this was intended to be carried out. The Board considered that more detailed information was required on how this correlated to the digital aerial project before it could make a decision and asked that this be brought</p>	<p>Trish Hail</p>	<p>27.7.10</p>



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	<p>back to the July Meeting.</p> <p>The Board agreed that the Strategy should go forward to the Residents' Liaison Group for comment but without the section on the DigiTV Feasibility Study.</p>	<p>Trish Hail</p>	<p>RLG</p>
<p>7&8 Revision of ASB policy and procedure and EIA of ASB policy & procedure</p>	<p>The Chair introduced the report and said that it was no longer an item for decision. He also proposed that items 7 & 8 be considered together. Neehara Wijeyesekera clarified this and said that the LBH's ASB Team considered that the policy would benefit from defining both LBH's role and Hackney Homes' role and both teams were now working to ensure the policy reflected this.</p> <p>Linda Kelly as Board Equalities & Diversity Champion (E&D) said that all Managers were trained up on Equality Impact Assessments (EIA) and she had asked that training be made available for Board Members as well. Linda Kelly also said that in her recent experience, the ASB policy and procedures were working effectively. The Board commended Officers on the EIA. Alice Burke as Board ASB Champion said that Officers had consulted with residents and the youth of Hackney on the policy and procedures. The ASB trailer had been going round the borough and part of this initiative had been chipping dogs for free. Both Alice Burke and Wayne Hylton had also discussed this with the LBH's Scrutiny Board.</p> <p>The Board asked if Hackney Homes had a no pets policy. Charlotte Graves said that this depended on what was in the Tenancy Agreement with LBH but she was aware that Members wanted to look at the issue of pets this year. The Board considered that pets should not be banned outright as pet behaviour depended on the owner's behaviour. David Saxon said that where ASB was as a result of dog nuisance, Officers worked with the police and this could result in a pet being removed. The Board asked for clarification on case review as this had been perceived as a weakness. Neehara Wijeyesekera said</p>		

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	<p>that there was a system in place whereby a senior manager reviewed the quality of the casework. As that was the case, the Board asked for this to be included in the procedure.</p> <p>The Board considered that more emphasis should be placed on police involvement where appropriate as there was not enough mention of Hackney Homes' duty of care. The policy should also highlight which other agencies may be involved e.g. social services. The Board asked that the tone of the policy be considered as it did not convey how seriously Hackney Homes would deal with ASB. Furthermore, Officers were asked to look at how the policy interacted with Housing Needs in addressing how Domestic Violence cases would be dealt with.</p> <p>Neehara Wijeyesekera said that all these points would be considered when preparing the final draft.</p>		
<p>9. Business Critical Performance Summary Year End 09/10</p>	<p>Neil Isaac introduced the report and the Indicators. This was the same report which had been presented to the Mayor at the Quarter Four review. Neil Isaac clarified that the tolerances in colour coding were in accordance with the Council system and measures were in place to address those poorly performing areas.</p> <p>The Board asked for clarification on how the Service Charges indicator reflected the actual levels of debt as the Indicator did not include the total value of Service Charges outstanding. Judith Morrison said that whilst the overall value of debt was beyond desirable levels, the key indicator had exceeded the target and was at the top quartile levels. The total value of Service Charges outstanding could be included in the narrative in future.</p> <p>The Board queried the performance on void turnaround. Alex Jarosy said that</p>		



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this reflected poor performances by some TMOs and this was being addressed via the TMO regulation team. One TMO had been approached with a view to Hackney Homes taking back the void management. The Board noted that there had been an issue with viewings being undertaken of properties before the void works had been completed and this had led to refusals and dissatisfaction. Neehara Wijeyesekera said that Officers were working with Contractors to review this and also with LBH clienting side to review the trends.

The Board also queried the satisfaction level with reporting of ASB. Neehara Wijeyesekera said that a staff-wide training programme was now in place to ensure reports of ASB were dealt with consistently. A significant percentage of low level ASB complaints were as a result of noise nuisance and Officers were working with the LBH's ASB Team to clarify which team should deal with which aspects. There was also a 3 year step change target in place to improve satisfaction levels by 15% and once satisfaction levels had achieved 60-65% then this would bring Hackney Homes in line with other inner London Boroughs.

The Board asked why the percentage of calls answered by the Call Centre had not reached the target. Alex Jarosy said that Officers were aggressively working to resolve this. However, the poor weather in the later part of the year had contributed to a higher % of calls than usual. The Board asked for clarification on the low satisfaction levels in Empty Property Management. Neehara Wijeyesekera said that residents had not always understood the choice based lettings process i.e. whilst there were opportunities to bid, this in itself did not impact on movement up the list which in turn had led to certain behaviour patterns. Officers were working with LBH to review and assess access policies. Neehara Wijeyesekera said that a focus group had been held last week to review the drop in satisfaction levels in the last quarter of the year.



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This had found that there had been issues around connections to utilities which in the winter months had depressed satisfaction. A scheme was being introduced in respect of utilities connection which should improve on satisfaction.

The Board asked if Hackney Homes benchmarked with other two star organisations and was there a process in place which allowed targets to be moved up or down. Alex Jarosy said that targets were reviewed every year in conjunction with LBH. All Service Directors had been asked to examine the targets at the end of the year and this had informed the target setting process. Benchmarking was undertaken by Housemark and there were benchmarking clubs attached to all Service Units and other ALMOs so the methodology was consistent.

As certain targets had been exceeded, particularly in respect of Leasehold/RTB the Board asked whether these targets were being raised for this year. Judith Morrison said that there were a variety of factors to consider before targets were raised such as the payment arrangements being put in place for major works. The Board said that it would prefer to see more challenging targets as this would help drive standards up.

The Board asked whether the telephone answering statistics had shown an improvement. Neil Isaac said that external calls answered had achieved the target of 91% within 5 rings. However, external calls transferred which then failed to be answered counted as a new unanswered call. This percentage rate currently stood at 88% when it should be over 90%. The Board noted the improvement in these statistics.

The Board noted that there were some areas where Hackney Homes did not

	<p>have autonomy in managing the targets but other areas where Hackney Homes did and Officers should ensure that targets for these areas were fully met.</p> <p>The Board noted the report.</p>		
10. Employee Engagement	<p>Odile Anderson introduced the report. Although the feedback from the staff survey had been very positive, one or two areas of weakness had been highlighted for example communications. As a result staff focus groups had been established to analyse the survey results and action plans were being drawn up to address any highlighted weaknesses. This action plans would be rolled out later in the year. The Board asked what the response rate had been to the staff survey. Odile Anderson said that 58% of staff had responded to the survey compared with 38% for the previous survey. The Board considered 58% to be a very good response. Alice Burke as Chair of the HR Committee congratulated Odile Anderson on all her hard work.</p>		
11. Any Other Business	<p>Martin Weaver would speak to David Larkin about the external painting programme outside of the meeting.</p> <p>Alice Burke asked whether any progress had been made on enforcing gas safety checks for leaseholders. Judith Morrison said that Officers were awaiting further legal advice and hoped to update the Board at its next meeting.</p>	<p>M. Weaver</p> <p>J. Morrison</p>	<p>27.7.10</p>



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12. AOB

The meeting closed at 8.15

Date of next meeting Tuesday, July 27 2010.

Signed as a true record of this meeting _____Chair Dated _____

Item 6
Board Actions yet to be Implemented and not covered on this agenda

<i>Meeting</i>	<i>Action Agreed</i>	<i>Future Meeting</i>
26 April 2010	Legal advice on compulsory gas safety checks for leaseholders.	TBC
26 April 2010	ETRA	20 September 2010

Title of Report: Chief Executive's Report – Strategic Overview	
Decision Making Body: Hackney Homes Board	Date: 27th July 2010
Classification: FOR INFORMATION	Report of: Chief Executive – Charlotte Graves
Item Previously considered at: This is a monthly standing item	On Which Date: N/A
Report Author: - Charlotte Graves, Chief Executive	Appendices: N/A

If you have any questions about this report, please contact Charlotte Graves on 0208 356 3671 or email charlotte.graves@hackneyhomes.org.uk

1.0 SUMMARY OF REPORT

- 1.1 The purpose of this report is to ensure that the Board have an overview of activity, performance and strategic issues at Hackney Homes.

2.0 RECOMMENDATION

- 2.1 The Board is asked to note the contents of this report.

3.0 BACKGROUND

- 3.1 This is my regular report providing an update on key issues affecting Hackney Homes.

4.0 FINANCE & RESOURCES

4.1 Project Excellence:

In March 2010 the Project Excellence Project Board agreed a go live date for Repairs of the 15th June 2010 with a contingency of plus or minus one week. The Repairs systems went live on the 22nd June. It cannot be underestimated as to how complicated this part of Project Excellence was to implement – three new systems went live together, Universal Housing, Keyfax and Servitor, and these were fully integrated together, and with Opti Time and CedAr. The commitment of staff from ICT, Civica and Property

Services who worked weekends and 12 hour days during the preparation for, and the go live itself, should be commended.

4.2 Sickness Absence Improving

Sickness absence is improving on last years performance figures in comparison to this time last year. It is currently running at 8.41 average days lost to sickness, in comparison to 9.84 for this time last year; and better than the HH target of 9.90 days.

4.3 Fundays

Hackney Homes, in partnership with the Council's 2012 Olympic and Paralympic Team are bringing a taste of the 2012 Games to Haggerston Park on Saturday 24 July from 1pm.

The park will be filled with a myriad of sporting fun and games including running, javelin and football. There will also be music, dancing and energetic performances from youth dance group Ebonessence and the Hackney Sparrows will showcase their talents and raise awareness about wheelchair sports.

Residents of all ages can come along and have a go at all sorts of Olympic sports from discus, shot-put, javelin, long jump, speed bounce and triple jump to traditional sports day events. Egg and spoon and three-legged races will certainly bring fun to the day.

The event promises to be a great event for all the family so come along with your family, friends and neighbours.

Rupert Tyson, Chair of the Hackney Homes Board said:

"Hackney Homes Games is a great opportunity for our residents to come together and enjoy all aspects of living in the borough, from our beautiful parks to the excitement of the Olympic and Paralympic Games. There really is something for everyone to come and enjoy."

5.0 ASSET MANAGEMENT

5.1 Street Properties Renovated

We have now passed the 200 mark in our renovation and decent homes programme for street properties. These hard to maintain properties have undergone a bespoke package of internal and external works.

5.2 Seven Bedroom Properties

We have transformed two flats on Northfield Road and Seven Sisters Road into seven bedroom family properties which are rarely available and much in

demand We increased the bedroom numbers by two in each property and transformed semi derelict sites which had been attracting squatters. The work was funded through a joint venture with the ELHP, LBH and Hackney Homes. The property at Northfields Road would now be worth over a million pounds if it was sold on the open market.

6.0 BUILDING MAINTENANCE

6.1 Apprentices

The recruitment process for our new apprentices is progressing extremely well. Following our recruitment campaign via Hackney Homes' website, poster and leaflet campaign and involvement with local schools and colleges we have received 70 applications. The trades we are recruiting to are: 2 – plumbers, 2 – electricians, 2 multi-skilled – 1 carpenter. Assessment tests are scheduled for the 27th July and interviews will take place on the 12th – 16th August.

6.2 Retention of ISO 9001 – 2008

The Building Maintenance division retained ISO 9001:2008. This is an excellent achievement and followed a rigorous 3 day assessment.

7.0 ESTATE ENVIRONMENT

7.1 Awards

Staff attended the National ALMO Conference and Awards Ceremony on 15/16 July 2010. Hackney Homes was nominated for the Best Community Initiative for the 'Grow Your Own' scheme which is led from Estate Environment. Unfortunately we were unsuccessful on this occasion.

Jackie Loftus has been commended by the Metropolitan Police in recognition of her work on the Kickz Project and will be presented with a certificate at a special commendation ceremony on 30 July 2010.

7.2 Your Garden, Our Help

Estate Environment are running a scheme entitled 'Your Garden, Our Help' through the months on July and August. This scheme is aimed at residents who are over 65, living alone and are in need of assistance to help clear or maintain their garden.

A decision was made to run this scheme based on the difficulties that can be experienced by senior citizens in trying to maintain their gardens when the growth rate accelerates during the key summer months.

Publicity has gone out informing residents of the scheme and stipulating the key criteria that applies.

7.3 Kwest Survey – Resident Feedback

Following feedback received from the survey our Area Managers are undertaking a follow-up exercise with the residents to address issues highlighted by them. We are committed to ensuring follow-through in the hope this will inspire residents to be reassured this is not just a paper exercise, we are addressing what they say, gathering evidence to demonstrate we are learning from this and feeding back into the service improvements based on what they say.

7.4 East London Peer Review Group

Hackney Homes Estate Environment along with five other East London boroughs has formed a 'Peer Review Group' under the HouseMark umbrella. This allows residents from each of the six boroughs to inspect the estate cleaning, caretaking, concierge & grounds maintenance services provided to local authority housing within the six member boroughs. The results of this will be fed into the Housemark Benchmark exercise which will include results from other members of the Estate Services Club.

On the 8th July, four residents and five officers from the East London Group visited Hackney Homes to carry out this inspection. All the visitors commented on the high standard of cleaning and maintenance of the 3 estates inspected and had very high praise for the grounds maintenance service. These comments were supported by Tony Osborne the Hackney Homes resident rep who attended this exercise.

7.5 Leasehold Valuation Tribunal – Training

Managers and relevant staff within Estate Environment have been or will be attending sessions of the Leasehold Valuation Tribunal. From feedback received thus far this has been a valuable learning experience for staff in leasehold matters.

8.0 RESIDENT SERVICES

8.1 Resident Participation

YEP (youth engagement project) launched its website – HH is the lead organisation in the project, working with other RSLs and Rising Tide to provide opportunities for young people to engage and comment on service delivery.

8.2 Painting by Residents

The painting of two neglected blocks in Lea View House is a result of an award won by the TRA with the assistance of Hackney Homes in a national competition run by Dulux. The project became a joint project between the TRA, local residents, Dulux and Hackney Homes. Dulux supplied paint and expertise designs, the TRA and residents chose the colours and designs and supervise the progress on voluntary basis and Hackney Homes carried out the work to a professional standard.

8.3 AGM

The Hackney Homes Disability and Street Property forums both held their inaugural AGM and have become fully constituted groups.

8.4 Older Residents Group

The Resident Participation Team wants to hear the views of residents over the age of 55. We are looking to set up a group to hear what older residents have to say in relation to services provided by Hackney Homes.

8.5 Seaside Trip

On July 28th MHDT will take around 90 residents to Broadstairs beach for a day out by the seaside. This will be the third annual seaside trip for the Trust.

8.6 Luncheon Club

MHDT has been awarded a £3000 grant from the Knowles Trust which means that the weekly luncheon club at the RRRC will continue up until December

8.7 Free course

Local residents can take part in a free course aimed at raising awareness of mental health. The 'Changing Minds' Mental Health Awareness sessions will offer opportunities to try out practical activities as well as learning about mental health and well-being, stress management, confidence building, and services and support.

9.0 LEASEHOLD SERVICES

9.1 Forthcoming Events

Leasehold Services is holding an over 55s and/or disabled leaseholders event on 27 July 2010. Leaseholders throughout the borough have been invited to attend with the event aimed at offering over 55s and/or disabled leaseholders specialist advice on matters including their service charges

and any difficulties they may be having and the maintenance of their homes, blocks and estates. The surgery will be attended by specialists in debt advice, benefits, home adaptations, care/home improvements, pension/retirement information, housing needs, major works and service charges.

Leasehold Services is also holding an under 55s event on 28 July 2010. The event is geared towards leaseholders who require advice and assistance on major works and service charges matters. The event will be attended by Hackney Homes staff together with specialist Housing Needs and Debt staff.

CHARLOTTE GRAVES
CHIEF EXECUTIVE
HACKNEY HOMES

Title of Report: ICT Strategy 2010 Update – Digital TV Proposal	
Decision Making Body: Hackney Board	Date: 27th July 2010
Classification: FOR DECISION	Report of: Director of Finance and Resources – Neil Isaac
Item Previously considered at: N/A	On Which Date: N/A
Report Author: Trish Hail	Appendices: N/A

Report Outline:

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s) to the Board ;**
- **Paragraph: 3.0 – Background;**
- **Paragraph: 4.0 - Impact Upon The Hackney Homes Strategic Plan 2008 - 2013;**
- **Paragraph: 5.0 - Impact Upon The Hackney Homes Risk Register;**
- **Paragraph: 6.0 - Consideration of the Hackney Homes Equality & Diversity Strategy 2006 and Action Plan 2007 - 2010;**
- **Paragraph: 7.0 - Consultation Process & Findings;**
- **Paragraph: 8.0 - ICT Implications;**
- **Paragraph: 9.0 - Human Resources Implications;**
- **Paragraph: 10.0 – Financial Implications;**
- **Paragraph: 11.0 - Legal Implications / Advice;**
- **Paragraph: 12.0 - Other Related Decisions / Guidance.**

If you have any questions about this report, please contact (Name of the author of the report) on 0208 356 2107 or email trish.hail@hackneyhomes.org.uk

1.0 SUMMARY

This report is a follow up the request made at June 14th Board meeting to clarify further the feasibility study proposed around the use of a Digital TV channel for Hackney Homes residents.

2.0 RECOMMENDATION(S)

1. Hackney Homes ICT to conduct a full and considered options appraisal on the use of digital TV as an access channel for residents as part of the 2011/2012 ICT Strategy.
2. Financial implications - A fully costed proposal and options presented if feasibility study is proven
3. Continue working with the Council in line with their digital inclusion roadmap during 2011 and maximise any opportunities for joint working.

3.0 BACKGROUND

The Digital TV switchover is the national process of turning off the UK's analogue TV signal and replacing it with a digital signal. This process is happening in stages and for Hackney and the London area the changeover will be in 2012.

The digital changeover will provide an opportunity to reach our customers and offer a new way for customers to access our services and information about Hackney Homes via technology presently in their homes. Hackney Homes would be an additional channel available for viewing and for interaction, and therefore can be a means of communicating with residents, as well as allowing them to perform many of the actions that they would otherwise be able to do on the internet.

One of the primary reasons for exploring this technology is that many households throughout the UK and particularly inner London in 2010 still do not have access to a home computer or broadband internet services. Many however do subscribe to pay or free-to-air digital TV services provided by FreeView, Sky, BT and Virgin Media digital television and radio services and these digital services also provide community interactive pages that allow access to portals such as Direct.Gov or Revenues and Benefit services via the TV and remote control.

Alongside these and using the same medium a new channel can be added to the existing TV package providing a range of landlord and local authority automated and interactive services accessed such as choice based lettings viewing, reporting repairs and anti social behaviour etc available to those sectors of our community and residents which most need them.

The Channel pages can be branded Hackney Homes and constructed especially for TV with simple navigation and layout via their existing handheld controls.

Other ALMOs and local authorities already interact with their customers via digital TV, and learning from their experiences in areas of take up and costs will form part of the feasibility study.

4.0 IMPACT UPON THE HACKNEY HOMES STRATEGIC PLAN 2008 - 2013

If proven as a viable channel Digital TV will add to the choice of channels through which customers can access the services of Hackney Homes.

5.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

None

6.0 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY 2006 / ACTION PLAN 2007 – 2010

If proven as a viable channel Digital TV will widen remote access to Hackney Homes services to residents who do not have access to a computer.

7.0 CONSULTATION PROCESS & FINDINGS

The consultation process will form part of the feasibility study.

8.0 ICT IMPLICATIONS

Digital TV will have minimal affect on the capacity of ICT as it will be sourced as a package from an established supplier.

9.0: HUMAN RESOURCES IMPLICATIONS

N/A

10.0 FINANCIAL IMPLICATIONS

10.1 The cost of the provision of Digital TV will form part of the feasibility study.

10.2 Efficiency savings can be obtained by customers who use access channels other than face to face or telephone. If Digital TV is shown to be a viable channel it could offer cost savings as well as offering more choice to customers.

11.0 LEGAL IMPLICATIONS / ADVICE

N/A

12.0 OTHER RELATED DECISIONS / GUIDANCE

None

Title of Report: SINGLE EQUALITY SCHEME 2010-13 AND ACTION PLAN 2010-11	
Decision Making Body: Hackney Homes Board	Date: 27 July 2010
Classification: FOR INFORMATION AND APPROVAL	Report of: Neil Isaac, Director of Finance and Resources
Item Previously considered at: Executive Team Resident Liaison Group	On Which Date: 16 June 2010 3 March 2010
Report Author: Sharan Sewa, Service Development Manager	Appendices: 1. Beyond 'one size fits all': Single Equality Scheme 2010-2013 2. Single Equality Scheme Equality Impact Assessment

Report Outline:

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s) to the Board;**
- **Paragraph: 3.0 - Background;**
- **Paragraph: 4.0 - Impact Upon The Hackney Homes Strategic Plan 2008 - 2013;**
- **Paragraph: 5.0 - Impact Upon The Hackney Homes Risk Register;**
- **Paragraph: 6.0 - Consideration of the Hackney Homes Equality & Diversity Strategy 2006 and Action Plan 2007 - 2010;**
- **Paragraph: 7.0 - Consultation Process & Findings;**
- **Paragraph: 8.0 - ICT Implications;**
- **Paragraph: 9.0 - Human Resources Implications;**
- **Paragraph: 10.0 - Financial Implications;**
- **Paragraph: 11.0 - Legal Implications / Advice;**
- **Paragraph: 12.0 - Other Related Decisions / Guidance.**

If you have any questions about this report, please contact Sharan Sewa on 020 8356 2782 or email sharan.sewa@hackneyhomes.org.uk

1.0 SUMMARY

- 1.1 This is the draft Single Equality Scheme 2010-13 for Hackney Homes and replaces the Equality & Diversity Strategy 2006-09 and action plan 2007-10.

2.0 RECOMMENDATION(S)

- 2.1 **Note the report.**
- 2.2 **That Hackney Homes' Board approve the Single Equality Scheme 2010-2103 and associated action plan 2010-11.**

3.0 BACKGROUND

- 3.1 Hackney Homes is subject to the general duties under race, disability and gender legislation, however is not subject to the specific duties to develop three equality schemes on race, disability and gender. This Scheme has been developed to demonstrate our commitment to equality and diversity, in line with good practice and in anticipation of the Equality Act 2010.
- 3.2 The Equality Bill received Royal Assent in April 2010. The Act aims to consolidate the law relating to discrimination and inequality and bring in line current requirements to give a single approach where necessary. It will impose a single equality duty on the public sector and extend the current legal obligations in relation to race, disability and gender to nine 'protected characteristics' namely: age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy, race, religion or belief and sexual orientation.
- 3.3 The Act strengthens protection against discrimination by:
- Introducing a new public sector duty to consider reducing socio-economic inequalities
 - Putting a new integrated equality duty on public bodies
 - Using public procurement to improve equality
 - Banning age discrimination outside the workplace
 - Requiring gender pay and employment equality publishing
 - Extending the scope to use positive action
 - Strengthening the powers of employment tribunals
 - Protecting carers from discrimination
 - Clarifying the protection for breastfeeding mothers
 - Banning discrimination in private members' clubs
 - Strengthening protection from discrimination for disabled people, and
 - Protecting people from dual discrimination - direct discrimination because of a combination of two protected characteristics.
- 3.4 The majority of the Act's provision is expected to come into force in October 2010 and the single equality duty, socio-economic duty and

dual discrimination protection is expected to come into force in April 2011. Guidelines for public sector bodies are expected to be published towards the end of 2010. Hackney Homes will continue to work with the current legislation and we will review our approach as the provisions of the Act become more apparent.

- 3.5 This Scheme covers the period from July 2010 to June 2013 and provides a framework for integrating equality and diversity in all that we do as a provider of services, employer, partner and purchaser of goods and services. This Scheme takes on board seven equality strands: age, disability, ethnicity, gender, gender reassignment, religion or belief and sexual orientation.
- 3.6 The Scheme's associated action plan includes our targets to continue to improve services and deliver equality outcomes for the next 12 months. Hackney Council's Corporate Equality Plan is currently under review. The Scheme's action plan sets out how we contribute to the delivery of the priorities set out in Hackney's Sustainable Community Strategy.
- 3.7 This Scheme has been developed with the involvement of our residents and staff and the action plan has formed part of our annual service planning process. Development of the scheme has included over the past year:
- Gathering evidence gathered from previous equality impact assessments and feedback from resident and staff surveys
 - Carrying out self assessments against equality and diversity legislative and national frameworks
 - Asking our residents and staff what we should be doing to improve services for diverse groups through interviews, focus groups and at our residents open day event, and
 - Consulting with stakeholders including staff, voluntary organisations, resident groups (for example, Tenant and Resident Associations, Tenant Management Organisation Chairs, Neighbourhood Panels), Hackney Council and residents including disabled people, men, women and people from Black and Minority Ethnic communities.

The feedback received has been used to shape the scheme and action plan.

- 3.8 The following equality priorities over the next three years have been created in line with the five key areas of the Equality Framework for Local Government:
- To know our residents and make better use of resident profiling information
 - To drive commitment to equality through leadership, procurement and partnership
 - To provide excellent and accessible services that meet the needs of our residents
 - To improve engagement with diverse groups of residents, and
 - To invest in a workforce that reflects the diversity of our residents.

The action plan is organised under the above equality priorities. The targets over the next 12 months set out in the action plan have been developed with Service Managers and are reflected in service plans. The plan will be monitored by the Equality and Diversity Management Group and progress against the action plan will be presented to the Board annually.

- 3.9 The action plan will be reviewed annually to ensure it remains up to date, in line with our service planning process and continues to meet the needs of our residents and staff. The scheme will be reviewed every three years.

4.0 IMPACT UPON THE HACKNEY HOMES STRATEGIC PLAN 2008 - 2013

- 4.1 The Single Equality Scheme and action plan supports Hackney Homes' mission and objectives.

5.0 IMPACT UPON THE HACKNEY HOMES RISK REGISTER

- 5.1 There are no matters in this Scheme which have a bearing on the existing Hackney Homes Risk Register, though there remain some specific concerns regarding an equal pay review. This matter is being progressed by the Head of Human Resources and Organisational Development.

6.0 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY 2006 / ACTION PLAN 2007 – 2010

- 6.1 This Scheme has been developed to replace the Equality & Diversity Strategy 2006-09 and action plan 2007-10.
- 6.2 An equality impact assessment was conducted in March 2010 and any potential adverse impacts have either been mitigated by changes to the Single Equality Scheme action plan or through the Single Equality Scheme Equality Impact Assessment action plan for service areas to action (see appendices 2).

7.0 CONSULTATION PROCESS & FINDINGS

- 7.1 This Scheme and action plan were reported to the Resident Liaison Group and the Council's Corporate Equality and Cohesion Board in March 2010.
- 7.2 Wider consultation took place during March 2010 which included both a paper and online survey for residents and staff. Copies were sent to representatives from Neighbourhood Panels, Tenants Resident Associations, Tenant Management Organisations, Resident Forums, Youth Committees and Hackney Homes' Equality & Diversity Group. External organisations were invited to give comments and responses were received from Hackney Council's Equalities Team, Hackney Council's Domestic Violence & Hate Crime Team, Age Concern and the East London Out Project.
- 7.3 In total we received 189 responses from residents and 25 responses from staff. Key themes raised included:
- accessibility to buildings, information, services and activities
 - resident involvement
 - more job and training opportunities
 - more reflective services and workforce
 - better services for staff/residents who are carers
 - better services for LGBT staff
 - safer communities
 - staff/customer profile data
 - customer care, staff awareness and training, and
 - employment issues.

8.0 ICT IMPLICATIONS

- 8.1 Residents profiling data exists in Saffron which is managed by Hackney Homes. Staff profiling data is held on systems managed by Hackney Council on behalf of Hackney Homes. There will be a role for ICT in developing appropriate monitoring and performance information regarding implementation of the action plan both through Saffron and the new Universal Housing system.

9.0 HUMAN RESOURCES IMPLICATIONS

- 9.1 This Scheme sets out the role and responsibilities of the Head of Human Resources and Organisational Development:
- ensuring compliance with our statutory equality duties in relation to employment
 - ensuring that we operate non-discriminatory employment practices and procedures

- developing, leading and evaluating cross cutting initiatives in employment to improve our approach to equality and diversity, and
- leading on equality issues concerning staff to ensure consistency and fairness.

10.0 FINANCIAL IMPLICATIONS

10.1 There are no financial implications associated with delivery of the action plan as it will be supported by existing staff resources and specific budgets which cover service delivery, staff training and resident involvement.

11.0 LEGAL IMPLICATIONS / ADVICE

11.1 The Commission for Equality and Human Rights recommend that all Employers formulate, adopt and implement written policies designed to combat discrimination and to promote equality.

11.2 The Hackney Homes Single Equality Scheme and Action Plan promotes equality relating to the seven discriminatory strands as set out in the report. The policy has clear objectives, priorities and a defined action plan. Hackney Homes recognises the importance of consultation with staff and the wider community and has adequately sought to comply with this requirement.

12.0 OTHER RELATED DECISIONS / GUIDANCE

12.1 None.

ITEM 9 APPENDIX 1

**Please note the appendix is paged separately
(pp1-50)**

Beyond one size fits all: Single Equality Scheme 2010-2013

Category	Strategy
Issue Date	July 2010
Version Number	1.0
Owner	Service Development Team
Directorate	Finance & Resources
Equality Impact Assessment Date	March 2010
Approved By	For HH Board approval
Approved Date	

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<p>Bengali <input type="checkbox"/></p> <p>কিভাবে আমরা সকলের জন্য বিষয়গুলি নিরপেক্ষ করার ইচ্ছা করি এই হ্যাকনি হোমস্ পরিকল্পনায় সে সম্পর্কে বলা হয়েছে। যদি এটি আপনি অন্য কোন আকারে কিংবা আপনার নিজের ভাষায় পেতে চান, তাহলে অনুগ্রহ করে প্রাসঙ্গিক বাস্তব টিক দিন। আপনার নাম ও ঠিকানা লিখুন এবং ফরমটি নিচের ফ্রীপোস্ট (ডাক টিকেট লাগবে না) ঠিকানায় ফেরত পাঠান।</p>	<p>Somali <input type="checkbox"/></p> <p>Kani waa qorshaha Hackney Homes ee ku aaddan sida aan u dooneyno in aan adeegyadeena uga dhigno kuwo dadku u siman yihiin. Haddii aad jeclaan laheyd arintan oo qaab kale ama luuqaddaada ah, fadlan sax godka ku haboon. Ku buuxi magacaaga iyo cinwaankaaga foomka kuna soo dir cinwaanka hoose ee boostada bilaashka ah.</p>
<p>French <input type="checkbox"/></p> <p>Voici le plan de Hackney Homes expliquant comment nous allons nous y prendre pour que les choses deviennent plus équitables pour tout le monde. Si vous désirez recevoir ces infos sous un autre format ou dans votre langue, veuillez cocher la case appropriée. Remplissez vos nom et adresse et renvoyez le coupon à l'adresse port payé ci-dessous.</p>	<p>Spanish <input type="checkbox"/></p> <p>Este es un plan de Hackney Homes sobre nuestro propósito de que todo sea justo para todos. Si lo desea en otro formato o en su idioma, marque la casilla en cuestión. Complete su nombre y dirección y envíe el formulario a la dirección de freepost que aparece más adelante.</p>
<p>Kurdish <input type="checkbox"/></p> <p>Ev plana Hackney Homes li ser wê yekê ye ku em armanc dikin ku çawa karûbaran ji bo her kesî rewşa bikin. Hekê huñ wê bi formateke din an bi zimanê xwe dixwazin, ji kerema xwe qutika têkildar îşaret bikin. Nav û navnîşana xwe binivîsin, û formê ji navnîşana posta bêpere ya jêrîn re bişînin.</p>	<p>Turkish <input type="checkbox"/></p> <p>Bu belge, Hackney Homes'un işleri herkes için nasıl adil hale getirmeye niyetli olduğumuza dair planıdır. Bunu başka bir formatta veya kendi dilinizde isterseniz, lütfen ilgili kutuyu işaretleyin. Adınızı ve adresinize yazarak, formu aşağıdaki ücretsiz posta adresine gönderin.</p>
<p>Polish <input type="checkbox"/></p> <p>Ta broszura przedstawia plany zarządu Hackney Homes dotyczące wprowadzania bardziej sprawiedliwych zasad współpracy dla nas wszystkich. Aby otrzymać ten dokument w innym formacie lub w innym języku prosimy zaznaczyć odpowiednie pole, podać imię, nazwisko, adres i numer telefonu i odesłać ten formularz bezpłatnie pod podany adres.</p>	<p>Vietnamese <input type="checkbox"/></p> <p>Đây là kế hoạch của Hackney Homes về cách thức chúng tôi dự định tạo sự công bằng cho mọi người. Nếu quý vị muốn tài liệu này ở định dạng khác hoặc bằng ngôn ngữ của quý vị, vui lòng đánh dấu chọn vào ô tương ứng. Hãy điền vào tên và địa chỉ của quý vị và gửi lại mẫu đơn này đến địa chỉ miễn cước bên dưới.</p>
<p>Urdu <input type="checkbox"/></p> <p>ہیکنی ہومز کا یہ منصوبہ چبروں کو ہر شخص کے لئے منصفانہ بنانے سے متعلق ہمارے مطلوبہ طریقہ کار کے بارے میں ہے۔ اگر آپ کو یہ کسی دوسری شکل یا آپ کی اپنی زبان میں چاہئے تو برائے مہربانی متعلقہ باکس پر نشان لگائیں۔ اپنا نام اور پتہ درج کریں اور فارم کو درج ذیل مفت ڈاک پتہ پر واپس بھیج دیں۔</p>	<p>Chinese <input type="checkbox"/></p> <p>這是哈克尼之家採取的計畫，好讓我們致力於讓一切對大家都公平。如果您希望取得其它格式或者您選擇的語言，請在對應的方框中打勾。填寫您的姓名、位址，把表格寄到以下免郵費地址。</p>

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1 Introduction

Why we have developed a single equality scheme

This is the first Single Equality Scheme for Hackney Homes. This scheme provides a framework for integrating equality and diversity in all that we do as a provider of services, employer, partner and purchaser of goods and services.

As an organisation delivering services in the public sector, we have general duties under race, disability and gender laws. Some organisations also have a specific duty to develop three equality schemes on race, disability and gender. Whilst Hackney Homes is not required to do this, we have developed this scheme to demonstrate our commitment to equality and diversity, in line with good practice and in anticipation of the Equality Act 2010. The scheme will address the needs of seven equality groups including: race, disability, gender, gender reassignment, religion or belief, sexual orientation and age.

This scheme sets out our equality priorities over the next three years:

- To know our residents and make better use of resident profiling information
- To drive commitment to equality through leadership, procurement and partnership
- To provide excellent and accessible services that meet the needs of our residents
- To improve engagement with diverse groups of residents, and
- To invest in a workforce that reflects the diversity of our residents.

This scheme covers the period from July 2010 to June 2013 and the action plan includes our targets to continue to improve services and deliver equality outcomes for the next 12 months.

How we developed our single equality scheme

This scheme has been developed from:

- previous evidence gathered from equality impact assessments and feedback from resident and staff surveys
- self assessments against equality and diversity legislative and national frameworks
- asking our residents and staff what we should be doing to improve services for diverse groups through interviews, focus groups and at our residents open day event, and
- consulting with stakeholders including staff, voluntary organisations, resident groups (for example, Tenant and Resident Associations, Tenant Management Organisation Chairs, Neighbourhood Panels), Hackney Council and residents including disabled people, men, women and people from Black and Minority Ethnic communities.

The following stakeholders contributed to the scheme:

- Age Concern Hackney
- Age Concern (Lesbian, Gay, Bisexual and Transgender)
- Disability Back-Up
- East London Out Project (ELOP)
- Gypsy and Traveller Community
- Hackney Council's Corporate Equality and Cohesion Board
- Hackney Family Back-Up
- Hackney Homes' Asian Women's Group
- Hackney Homes' Board Members
- Hackney Homes' Disability Forum
- Hackney Homes' Equality and Diversity Group
- Hackney Homes' Resident Liaison Group
- Hackney Homes' Residents
- Hackney Homes' Staff
- Hackney Homes' Trade Union Representatives
- Hackney Homes' Turkish Focus Group
- Hackney Homes' Youth Committees
- Hackney Homes' 100 Club
- Stonewall Housing

We have used the feedback received to shape this scheme and action plan.

Definition of equality, diversity and community cohesion

- Equality means treating people fairly and giving people fair and equal chances regardless of particular characteristics such as their race, disability, gender, gender reassignment, religion or belief, sexual orientation or age.
- Diversity means understanding that each individual is unique and valuing the differences of individuals and groups.
- Community cohesion means recognising, supporting and celebrating diversity. It is about building and maintaining strong and positive relationships amongst individuals and groups living in our neighbourhoods.

2 About us

Who we are

Hackney Homes is an Arms Length Management Organisation (ALMO) set up in April 2006. We manage approximately 32,000 homes in the London Borough of Hackney on behalf of Hackney Council.

What we do

Our core function is to deliver housing management services and repairs and maintenance to approximately 23,300 tenants, 7,400 leaseholders and 1,300 freeholders. Our approach to equality and diversity is incorporated in all parts of our organisation and the services we provide. These include but are not limited to:

Resident Services Anti-social behaviour Domestic violence & hate crime Leasehold & right to buy Rent collection & recovery Resident involvement Tenancy management including lettings Tenancy support	Property Services Capital improvement Decent Homes Empty property repairs Gas servicing Major works Planned & cyclical maintenance Repairs Contact Centre Responsive repairs	Estate Environment Services Estate cleaning Grounds maintenance	Finance & Resources Communications Complaints Finance Governance Human resources Information technology Learning & development Legal disrepair Procurement Service development
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Our mission

To deliver, excellent, accessible services, and quality homes that people want to live in.

Our objectives

- Providing excellent, accessible services
- Delivering modern homes
- Running Hackney Homes well, and
- Improving neighbourhoods.

Our values

- **Service:** Service delivery culture aware of, and responsive to, the needs and views of all our tenants and leaseholders.
- **Honesty:** Open, honest, informative and fair with our residents, staff and agencies with whom we work.
- **Achievement:** Delivering on our service promises whilst remaining cost conscious.
- **Respect:** Seeking and respecting the views on and ideas for services and investment of our tenants and leaseholders, staff and partner agencies.
- **Pride:** Pride in Hackney Homes and Hackney borough as a diverse place to work and live.

Hackney Council and Hackney Homes

We work in partnership with Hackney Council who fully own and manage us. Hackney Council's commitment to embed equality throughout the Council is set out in Hackney's Sustainable Community Strategy 2008-2018. Our action plan sets out how we contribute to the delivery of the priorities set out in Hackney's Sustainable Community Strategy.

3 Diversity of our residents and employees

Hackney has one of the most diverse communities in the country with a resident population of 208,400, where about 100 different languages are spoken. Almost half of all homes in Hackney are social housing. Over half of social housing in Hackney is managed by Hackney Homes. Hackney Homes employs approximately 800 staff.

Race

- The majority of Hackney's population are White (59%), 26% are Black and 11% are Asian. There are approximately 800 Travellers, Gypsies and Roma residents in Hackney. (Source: Greater London Authority Ethnic Group Population Projections, 2006)
- Of Hackney Homes' residents who have told us their ethnicity, the majority are White (49%), 35% are Black, and 6% are Asian. 27 Irish Traveller families live on the four permanent council sites in the borough. (Source: Hackney Homes Customer Profile, April 2010)
- For Hackney Homes' employees, just under half are White (48%), 34% are Black and 9% are Asian. (Source: Hackney Homes Staff Profile, May 2010)

Disability

- Approximately 5% of Hackney's population, with just over 10,000 are claiming Disability Living Allowance. A similar number of people receive a mobility award and about 1,000 people receive a care award. (Source: National Statistics, Disability Living Allowance Claimants, 2006)
- Of Hackney Homes' residents who have told us their disability, 475 people are claiming Disability Living Allowance and 1,180 people have a disability with the majority reporting mobility, hearing and vision disabilities. (Source: Hackney Homes Customer Profile, April 2010)
- For Hackney Homes' employees, 5% of staff consider themselves to be disabled, compared to 43% who say they do not have disability. (Source: Hackney Homes Staff Profile, May 2010)

Gender

- The breakdown of Hackney's population is 51% female and 49% male. (Source: Office for National Statistics, Mid Year Estimates, 2006)
- Of Hackney Homes' residents who have told us their gender, 58% are female and 42% are male. (Source: Hackney Homes Customer Profile, April 2010)
- For Hackney Homes' employees, over three quarters are male (77%) and 23% are female. (Source: Hackney Homes Staff Profile, May 2010)

Gender reassignment

- There is no current information on gender reassignment for Hackney's population as this has not been collected in the Census. The Government estimates 5-7% of the national population are gay, lesbian, bisexual or transgendered.
- At Hackney Homes, we are asking residents to tell us about gender reassignment, but as yet our records are inconclusive. We recognise the

sensitive nature of this information and we respect residents who do not wish to answer sensitive questions.

- For Hackney Homes' employees, there is no current information on gender reassignment.

Religion or belief

- The majority of Hackney's population are Christian (47%), 19% have no religion/ belief, 14% are Muslim and 5% are Jewish. (Source: *Census, 2001*)
- Of Hackney Homes' residents who have told us their religion or belief, half say they are Christian (50%), 13% Muslim and 12% say they are Atheist or have no belief. (Source: *Hackney Homes Customer Profile, April 2010*)
- For Hackney Homes' employees, one quarter say they are Christian (25%), 5% Muslim and 5% say they are Atheist or have no belief. (Source: *Hackney Homes Staff Profile, May 2010*)

Sexual orientation

- There is no current information on sexual orientation for Hackney's population as this has not been collected in the Census. The Government estimates 5-7% of the national population are gay, lesbian, bisexual or transgendered.
- Of Hackney Homes' residents who have told us their sexual orientation, the majority describe their sexual orientation as heterosexual (69%) and 8% as bisexual. 22% prefer not to state their sexual orientation. (Source: *Hackney Homes Customer Profile, April 2010*)
- For Hackney Homes' employees, 36% describe their sexual orientation as heterosexual and 1% as bisexual, gay or lesbian. (Source: *Hackney Homes Staff Profile, May 2010*)

Age

- 47% of Hackney's population are aged between 16 and 40 years, 14.3% are aged between 40 and 49 years and 12% are aged over 60 years and over. (Source: *Office for National Statistics, Mid Year Estimates, 2006*)
- Of Hackney Homes' residents who have told us their age, 43% are aged between 40 and 59 years, 37% are aged under 40 years and 21% are aged 60 years and over. (Source: *Hackney Homes Customer Profile, April 2010*)
- For Hackney Homes' employees, just over one third of staff (34%) are aged between 40 and 49 years, 29% are aged between 50 and 59 years, 29% are aged under 40 years and 7% are aged 60 years and over. (Source: *Hackney Homes Staff Profile, May 2010*)

4 Legislative framework

There are currently nine major pieces of legislation and over a hundred statutory instruments on equality. Over the last ten years race, disability and gender laws have been expanded to introduce race, disability and gender equality duties. New laws have also been introduced to cover discrimination on grounds of gender reassignment, religion or belief, sexual orientation and age.

More recently, the Equality Bill received Royal Assent in April 2010. The Act aims to consolidate the law relating to discrimination and inequality and bring in line current requirements to give a single approach where necessary. It will streamline all the current equality groups of discrimination law including race, disability, gender, gender reassignment, religion or belief, sexual orientation and age. It also proposes to increase the equality groups to include carers and take into account the significance of socio-economics.

Hackney Homes will continue to work with the current legislation and we will review our approach as the provisions of the Act become more apparent. We have listed below the main current legislation in relation to each equality group:

Race

The race equality duty says we must:

- eliminate unlawful racial discrimination, victimisation and harassment
- promote equality of opportunity, and
- promote good relations between people of different racial groups.

Disability

The disability equality duty says we must:

- eliminate discrimination that is unlawful under the Disability Discrimination Act 2005
- eliminate harassment of disabled people that is related to their disabilities
- promote equality of opportunity between disabled people and others
- take steps to take account of disabled people's disabilities, even where that involves treating them more favourably than others
- promote positive attitudes towards disabled people, and
- encourage participation by disabled people in public life.

Gender

The gender equality duty says we must:

- eliminate unlawful sex discrimination
- eliminate harassment, and
- promote equality of opportunity between men and women.

Gender reassignment

The law on gender reassignment says we must:

- eliminate unlawful discrimination and harassment in employment and vocational training for people who intend to undergo, are undergoing or have undergone gender reassignment, and
- eliminate unlawful discrimination and harassment on the grounds of gender reassignment in the provision of goods and services.

Religion or belief

The law on religion or belief says we must:

- eliminate discrimination and harassment against people of different religions, faiths and beliefs in the workplace, and
- eliminate discrimination against people of different religions, faiths and beliefs in the provision of goods and services.

Sexual orientation

The law on sexual orientation says we must:

- eliminate discrimination and harassment against gay, lesbian, and bisexual staff in the workplace, and
- eliminate discrimination against gay, lesbian, and bisexual people in the provision of goods and services.

Age

The law on age says we must:

- eliminate direct and indirect discrimination, harassment and victimisation on the grounds of age, and
- eliminate discrimination against workers of any age in the areas of recruitment, promotion and training.

5 National framework

Diversity Key Line of Enquiry

The Audit Commission's Key Lines of Enquiry provide a framework to assess services. Diversity is a key theme across all the key lines of enquiry and there is also a specific Diversity Key Line of Enquiry. When carrying out inspections, the Audit Commission assess us against six key areas in the Diversity Key Line of Enquiry. These include:

- Corporate culture and governance
- Access and customer care
- Service user involvement
- Partnerships
- Harassment and domestic violence, and
- Legislation.

In February 2009, the Audit Commission assessed Hackney Homes as providing a 'good', two-star service that has promising prospects for improvement. They found that strengths outweigh weaknesses for diversity and stated Hackney Homes demonstrates a commitment to equality and diversity issues.

Tenant Services Authority Standards

The Tenant Services Authority sets out six standards for registered social housing providers in the Regulatory Framework for Social Housing in England. We are required to demonstrate how we are meeting the standards and how we intend to meet them in the future. The six standards are:

- Tenant involvement and empowerment
- Home
- Tenancy
- Neighbourhood and community
- Value for money, and
- Governance and financial viability.

The Tenant Involvement and Empowerment Standard is a cross-cutting standard and includes a specific requirement for registered social housing to "treat all tenants with fairness and respect" and to "demonstrate that they understand the different needs of their tenants, including relation to the seven equality groups and tenants with additional support needs".

Equality Framework for Local Government

The Equality Framework for Local Government is a voluntary standard and builds on the former Equality Standard for Local Government. The Framework has three levels: developing, achieving and excellent. Working in partnership with Hackney Council, we achieved level 3 of the former Equality Standard for Local Government in September 2008 and are classified as 'Achieving' under the new framework. We aim to achieve the 'Excellent' level by May 2011.

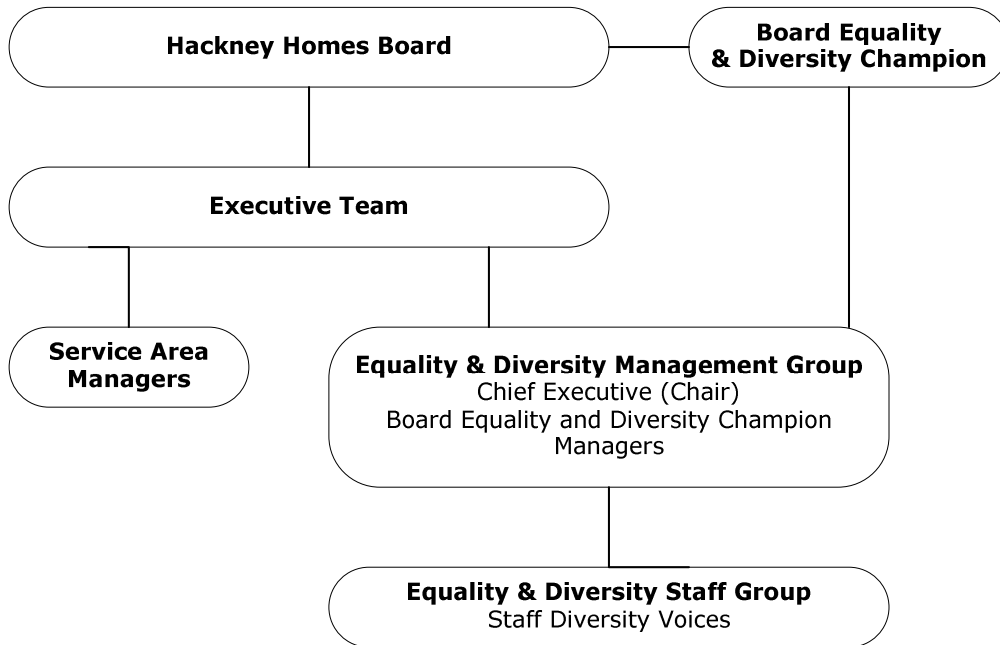
At each level of the framework we are assessed against five key areas. These include:

- Knowing your communities and equality mapping
- Place shaping, leadership, partnership and organisational commitment
- Community engagement and satisfaction
- Responsive services and customer care, and
- A modern and diverse workforce.

Our equality priorities over the next three years have been created in line with the five key areas of the Equality Framework for Local Government.

6 Leadership and accountability

We embed commitment to equality and diversity at every level of our organisation. The diagram below sets out our structure for equality and diversity:



Board

The Board is responsible for approving this scheme and action plan and reviewing performance of the action plan at a strategic level. The Board Equality and Diversity Champion watches over the work we do in this area.

Executive Team

The Executive Team is responsible for ensuring the implementation of this scheme and action plan and reviewing performance of the action plan at an operational level. They take a leadership role in ensuring all parts of the organisation are working towards our equality priorities.

Equality and Diversity Management Group

The Equality and Diversity Management Group is chaired by the Chief Executive and involves the Board Equality and Diversity Champion and managers from across service areas. We believe this approach underlines the priority we place on the work we do in this area. The group is responsible for leading and supporting new developments and initiatives, disseminating equality and diversity information, developing and monitoring this scheme and action plan and seeking out best practice.

Equality and Diversity Staff Group

The Equality and Diversity Staff Group, Diversity Voices, will be launched in autumn 2010 as a 12 month pilot. This group will involve staff from across service areas who have an interest in diversity and who wish to play a role in promoting equality. The group is responsible for increasing awareness of the scheme throughout the organisation, feeding in suggestions to progress equality and diversity targets, raising concerns about equality and diversity that other staff within their teams may have, and sharing good practice and lessons learnt.

Head of Human Resources and Organisation Development

The Head of Human Resources and Organisation Development is responsible for:

- ensuring compliance with our statutory equality duties in relation to employment
- ensuring that we operate non-discriminatory employment practices and procedures
- developing, leading and evaluating cross cutting initiatives in employment to improve our approach to equality and diversity, and
- leading on equality issues concerning staff to ensure consistency and fairness.

Service Development Manager

The Service Development Manager is responsible for:

- leading on corporate developments
- mainstreaming equality and diversity within the organisation, and
- ongoing monitoring of this scheme and action plan.

Managers

Hackney Homes managers are responsible for:

- ensuring targets in the plan are allocated to specific officers who will be responsible for their delivery and reporting, and
- ensuring contractors and suppliers working on behalf of Hackney Homes in the delivery of services are consistent with our approach to equality and diversity and meet legal requirements.

Staff

All staff are responsible for:

- understanding the scheme and action plan, and
- ensuring equality and diversity is integrated into their daily work.

7 Our arrangements

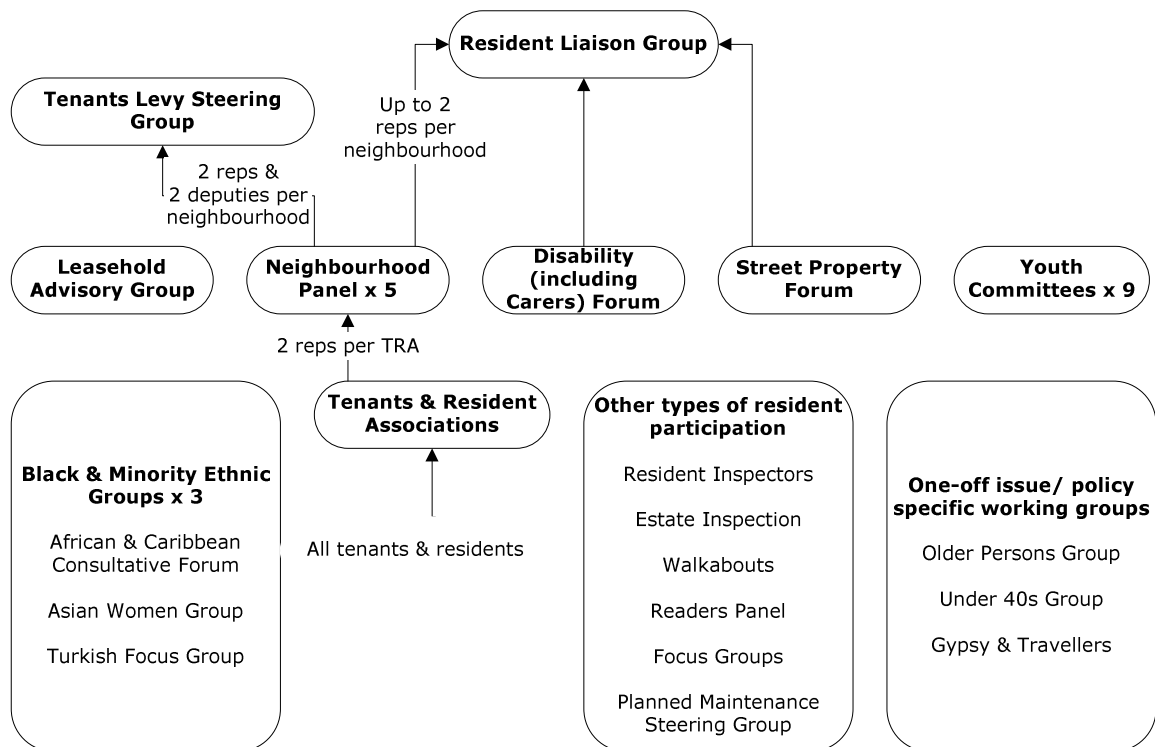
Assessing impact

We use Equality Impact Assessments as a tool to assess our services and employment practices to identify any effect or likely effect on different groups because of their race, disability, gender, gender reassignment, religion or belief, sexual orientation and/ or age. We take action to minimise any negative effects or change the way we do things and maximise opportunities for promoting equality. We carry out equality impact assessments on existing, new and proposed services, strategies, policies or projects.

Our programme of equality impact assessments to be undertaken in 2010-11 can be found in the 'Section 8 - Taking action' section of this scheme. Summaries of our completed equality impact assessments are available on our website at www.hackneyhomes.org.uk or on request from our Neighbourhood Offices.

Involving and consulting

Our Resident Participation Compact recognises the importance of involving and consulting our residents to help shape the development and delivery of the services we provide. The diagram below sets out our resident participation framework which includes both traditional and non traditional methods to involve and consult with our residents:



We are committed to engaging with all sections of our community. We have established a number of ways to involve residents from diverse groups:

- Youth Committee
- African & Caribbean Consultative Forum
- Asian Women Group
- Turkish Focus Group, and
- Disability (including Carers) Forum.

We value our employees and encourage them to get involved in everything we do. We regularly seek their views on different activities and services through:

- focus groups
- staff conference
- team meetings
- staff surveys
- staff bulletins, and
- staff newsletters.

Gathering and using data

We gather data from residents on race, disability, gender, gender reassignment, religion or belief, sexual orientation and age. We will use resident profile data to:

- monitor the diversity of our residents
- inform equality impact assessments
- deliver tailored services based on resident's needs
- develop initiatives to contact new communities in the borough such as the Eastern European Roma community and other parts of the diverse Travelling community
- monitor the diversity of resident groups who do and do not use our key services such as resident involvement
- monitor satisfaction of residents in relation to their diversity for our key services
- monitor requests for translations and interpretation services
- monitor residents complaints by diversity, and
- review policies and services.

We gather data from our staff on race, disability, gender, religion or belief, sexual orientation and age. We will work with Hackney Council to collect data on gender reassignment. We will use staff profile data to:

- monitor the diversity of our staff compared to our residents profile to aim to have a workforce that reflects the diversity of our residents
- monitor applications for jobs, training and promotion
- monitor successful applications
- monitor staff who receive training
- monitor diversity of senior management
- monitor staff who are involved in grievance procedures
- monitor staff subject to disciplinary action
- monitor staff leaving the organisation
- inform equality impact assessments, and
- review policies and services.

Employing

Our Human Resources policies set out our commitment to fair employment and equal opportunities. We seek to ensure we have open and transparent selection and recruitment processes. Hackney Homes has been awarded the Positive about Disability Two Ticks symbol. We will continue to create a working environment in which staff will not be subject to any form of unlawful discrimination, harassment, bullying or victimisation.

Training

We are committed to ensuring all staff have fair access to training and development opportunities. We provide a range of training in relation to equality and diversity:

- New staff attend a corporate induction which promotes equality and diversity in all that we do
- Equality and diversity training is mandatory for all staff and Board members
- Equality impact assessment training for managers
- Our development programme encourages Black and Minority Ethnic and disabled staff to apply so that they can gain a recognised qualification in management
- Recruitment and selection training which promotes equality and diversity in our recruitment process, and
- Temporary staff are entitled to attend mandatory, health and safety and job related training.

Accessing information

We provide accessible information in a range of ways:

- Our website is compliant with World Wide Web Consortium (W3C) standards and includes resizable text, Browsealoud and alternative language pages
- Information on our kiosks is available in English, Chinese, French, Gujarati, Somali, Turkish and Vietnamese
- Our literature has a language and alternative format panel to highlight information is available on request in a range of languages and alternative formats including large print, in Braille and audio
- We use telephone interpreting, face to face interpreters including British Sign Language interpreters for residents whose first language is not English
- We have induction loops at all our customer access points and main meeting rooms, and
- Our Neighbourhood Offices are accessible venues.

Working with other organisations

We recognise the importance of working in partnership with a wide range of organisations from both the statutory and voluntary sectors to improve our services to residents and to promote equality, diversity and community cohesion.

Hackney Homes works with a number of organisations on both a strategic Borough wide level and on our estates providing practical support where possible. We are committed to continuing and building upon our existing work with other organisations. Examples of our partnership work with other organisations include:

- Metropolitan Police and Hackney Council on shared initiatives on tackling anti-social behaviour, hate crime and domestic violence
- Arsenal, Metropolitan Police and Hackney Council on providing a wide range of youth services and activities
- Hackney Council Corporate Equality and Diversity Group which meets regularly to discuss issues facing services provided by the Council
- Hackney Council Regeneration Group to address Worklessness in Social Housing
- Hackney Council Domestic Violence and Hate Crime Team to tackle domestic violence and hate crime and provide support our residents and staff
- Team Hackney which meets regularly to discuss equality issues facing the public and voluntary sector
- Team Hackney, NHS City and Hackney, Children and Families Services, the Learning Trust, Metropolitan Police, the London Gypsy and Traveller Unit and the Irish Traveller Unit to produce the borough's first Gypsy and Traveller Strategy
- Organisations such as UXL, Bangla Housing Association and Metropole Learning to provide English language classes to our residents
- A4e, Genesis Community, Pinnacle People to delivering our Ways into Work service to residents that increases their access to employment and career advice
- Employer brokers (Hackney Works, Talent, TNG Onsite, Remploy) to provide our residents with employment opportunities through the Ways into Work service
- Hackney Voluntary Action to develop a volunteer scheme that supports the Ways into Work service, and
- Voluntary sector groups and organisations to provide a range of community development activities on our estates.

Procuring goods and services

Some of our services are provided by external organisations. We are committed to promoting equality and diversity and combating economic and social disadvantage through our procurement activity, in line with good practice and in anticipation of the provisions of the Equality Act 2010.

Our Sustainable Supply Chain Policy encourages contractors to share our commitment. In that light, equality issues are considered throughout our procurement cycle including:

- contract specifications
- pre-qualification process
- evaluation criteria setting
- evaluation process, and
- contract management.

In relation to procurements of a value of £25,000 or more, contracting officers are required to complete a Procurement Impact Assessment comprising of an equalities, environmental and efficiency impact assessment of the proposed procurement. The process identifies any negative effects on the local communities in terms of equalities outcomes and requires bidders to include positive measures in their offers.

We will work with contractors and suppliers working on behalf of Hackney Homes in the delivery of services to ensure that are consistent with our approach to equality and diversity and meet legal requirements.

8 Taking action

We are keen to make sure that the equality targets we have developed in the action plan will deliver real improvements for residents and staff. Our action plan is evidence-based and outcome-focused and sets out how we contribute to the delivery of the priorities set out in Hackney's Sustainable Community Strategy. Our priorities have been created in line with the five key areas of the Equality Framework for Local Government. The action plan is organised under our equality priorities over the next three years:

- To know our residents and make better use of resident profiling information
- To drive commitment to equality through leadership, procurement and partnership
- To provide excellent and accessible services that meet the needs of our residents
- To improve engagement with diverse groups of residents, and
- To invest in a workforce that reflects the diversity of our residents.

The action plan sets out our targets over the next 12 months and will be reflected in our service plans and individual staff appraisals, thereby ensuring equality and diversity is mainstreamed and understood throughout the organisation. The delivery of our action plan will be supported by existing staff resources and specific budgets which cover service delivery, staff training and resident involvement.

Action plan key

SCS Hackney's Sustainable Community Strategy 2008-2018

- SCS 1 Hackney's Sustainable Community Strategy Priority 1: Reduce poverty by supporting residents into sustainable employment, and promoting employment opportunities.
- SCS 2 Hackney's Sustainable Community Strategy Priority 2: Help residents to become better qualified and raise educational aspirations.
- SCS 3 Hackney's Sustainable Community Strategy Priority 3: Promote health and wellbeing for all, and support independent living.
- SCS 4 Hackney's Sustainable Community Strategy Priority 4: Make the borough safer, and help people to feel safe in Hackney.
- SCS 5 Hackney's Sustainable Community Strategy Priority 5: Promote mixed communities in well-designed neighbourhoods, where people can access high quality, affordable, affordable housing.
- SCS 6 Hackney's Sustainable Community Strategy Priority 6: Be a sustainable community, where all citizens take pride in and take care of Hackney and its environment, for future generations.

Action plan 2010-11

- **Priority 1: To know our residents and make better use of resident profiling information.**

Ref	Target	Lead	Directorate	Equality Group	Due Date	Outcomes	Link to SCS
1.1	Contact 10% of residents with learning difficulties and/ or mental health issues to identify specific needs to improve repairs reporting and deliver 2 equality service improvements by Mar-11.	H Qayyum	Property Services	Disability	Mar-11	Provide fair access to first class public services for disabled residents and carers	3,5
1.2	Increase percentage of tenant profile collected by equality groups by Mar-11: <ul style="list-style-type: none"> • religion 40% • age 80% • gender 95% • ethnicity 80% • disability 50%, and • sexual orientation 40%. 	A Jarosy	Finance and Resources	Religion Age Gender Ethnicity Disability Sexuality	Mar-11	Provide fair access to first class public services for residents with diverse needs	3
1.3	Based on learning from complaints and resident profiling information, identify 1 accessibility improvement for residents accessing the complaints service by Jun-10 and deliver identified improvements by Mar-11.	P Clarke	Finance & Resources	All	Mar-11	Provide fair access to first class public services for residents with diverse needs	5

1.4	Carry out tenancy audit visits with 3% of older tenants (aged 65 and over) to identify specific needs such as vulnerability, under-occupation and identify access to support services such as Tenancy Support Service, Social Care, debt advise, health services by Mar-11.	R Clapham	Resident Services	Age	Mar-11	Improve life chances for older residents and enable independent living	3,4
1.5	Provide accessible information on debt advice for diverse groups of leaseholders (based on resident profiling information) through 2 outreach surgeries by Mar-11.	J Morrison	Leasehold & Right to Buy Services	Race	Mar-11	Provide fair access to first class public services for diverse groups	3

- **Priority 2: To drive commitment to equality through leadership, procurement and partnership.**

Ref	Target	Lead	Directorate	Equality Group	Due Date	Outcomes	Link to SCS
2.1	Identify and deliver 2 accessibility improvements to make board papers more accessible for Board Members and deliver identified improvements by Sep-10.	T Merrett	Finance & Resources	Disability Race	Sep-10	Enable and empower residents to take an active role in local community, civic and democratic life in the borough	6
2.2	Deliver a business case by Sep-10 for funding of an additional Traveller site in Hackney by Mar-17.	A Emmerson	Resident Services	Race	Sep-10	Improve life chances for Travellers	3,5
2.3	Make performance information more accessible for residents by reviewing our performance reporting arrangements with residents to develop a new tenant friendly version of the performance reports by Oct-10.	V Pillai	Finance & Resources	Disability	Oct-10	Provide fair access to first class public services for residents who have learning disabilities, language/ literacy needs or who are partially sighted	6

2.4	Improve equality monitoring of contracts by developing requirements for contractors to provide performance reports on the 7 equality strands, socio-economic and sustainability indicators. Measure outcomes against identified requirements for a minimum of two contracts over £100K in value.	J Newton	Finance & Resources	All	Mar-11	Embed monitoring of Equality Act 2010 objectives within outcome-based fit-for-purpose contract monitoring arrangements	1
2.5	Encourage local small and micro-enterprises to engage with our procurement process by holding 2 seminars working in partnership Hackney Council and external partners by Mar-11.	J Newton	Finance & Resources	All	Mar-11	Increase coverage and improve access to contracts managed by Hackney Council to Small and Medium-Sized Enterprises (SMEs) and Black & Ethnic Enterprises (BMEs)	1

2.6	Offer one trainee place in construction services per £1M spend in Decent Homes budget (2010-11 estimate £34M = 34 places) by Mar-11. A minimum of 25% of the trainee places (approximately 9 places) to be taken up by local people aged 25 years and under through the 3 appointed Constructors working on Decent Homes Estates and the Hackney 'On-Site' job and training agency.	M Long	Property Services	Age	Mar-11	Provide opportunities for people in Hackney to have qualifications fit for the job market	1
2.7	Working in partnership with Hackney Council and NHS City & Hackney, deliver a 'Your Health in Your Hands' event for Gypsy, Roma and Traveller residents and ensure the all aspects of the client's health needs are included in floating support plans by Mar-11.	A Emmerson	Resident Services	Race	Mar-11	Improve life chances for Gypsy, Roma and Traveller residents	3

- **Priority 3: To provide excellent and accessible services that meet the needs of our residents.**

Ref	Target	Lead	Directorate	Equality Group	Due Date	Outcomes	Link to SCS
3.1	Send 100% of all adaptation equipment found in empty properties for recycling by Jun-10.	M Spinks	Property Services	Disability	Jun-10	Minimize the waste produced by public services and use resources in a sustainable way	5,6
3.2	Increase take-up of the Homes Contents Insurance scheme by 1% for BME residents by Jul-10.	I Ali	Resident Services	Race	Jul-10	Provide fair access to first class public services for BME residents	5
3.3	Produce an easy read leaflet on equipment & adaptations to make information more accessible for residents by Sep-10.	M Spinks	Property Services	Disability	Sep-10	Provide fair access to first class public services for residents who have learning disabilities, language/ literacy needs or who are partially sighted	5

3.4	Based on survey findings, identify 2 customer care improvements in Estate Renewal by May-10 and deliver identified improvements by Dec-10.	C Taylor	Property Services	All	Dec-10	Increase customer satisfaction for carers by providing first class public services	5
3.5	Increase usage of the direct debit scheme from 10% to 12% for BME residents by Sep-10.	I Ali	Resident Services	Race	Sep-10	Provide fair access to first class public services for BME residents	5
3.6	Seek approval from Hackney Council to reserve 20% of new garage lettings for disabled people for a period of 28 days. Where approval obtained, reserve garage lettings by Oct-10.	C Taylor	Property Services	Disability	Oct-10	Increase sustainability and improve the quality of life in the neighbourhoods	3,4,5
3.7	Provide basic information about the Equipment & Adaptations Service and Disabled Facilities Grant to 100% of new tenants by Mar-11.	M Brewer	Resident Services	Disability	Mar-11	Provide homes adaptable for residents' changing needs and enable independent living for older and disabled residents	5

3.8	Produce easy read leaflets on gas safety, fire safety and asbestos to make information more accessible for residents by Mar-11.	M Weaver	Property Services	Disability	Mar-11	Provide fair access to first class public services for residents who have learning disabilities, language/ literacy needs or who are partially sighted	5
3.9	Based on survey findings, identify 2 customer care and accessibility improvements in Estate Environment Services for residents by Sep-11 and deliver identified improvements by Mar-11.	M Menzie	Estate Environmental Services	All	Mar-11	Increase customer satisfaction by providing first class public services	5
3.10	Develop translation, interpretation and alternative format statement by Mar-11.	S Sewa	Finance & Resources	Race Disability Age	Mar-11	Provide fair access to first class public services for diverse groups	3
3.11	Reduce by 5% the number of reported condensation/ damp disrepair cases for diverse groups by Feb-11.	D Campbell	Finance & Resources	All	Feb-11	Improve life chances of residents from diverse groups	3,5

3.12	Develop and evaluate a pilot scheme for 5 households to improve the usability of kitchens and bathrooms for people with sight difficulties by Mar-11.	M Long	Property Services	Disability	Mar-11	Provide homes adaptable for residents' changing needs and enable independent living for older and disabled residents	3, 5
3.13	Develop a protocol for contractors and vulnerable tenants during Decent Homes works by Jan-11 and pilot with 50 vulnerable tenants on Decent Homes estates by Mar-11.	M Long	Property Services	All	Mar-11	Enable independent living and offer personalised support for people with specific needs or who are vulnerable living on Decent Homes estates, including older and disabled people	3,5
3.14	Increase awareness of gas safety and the dangers of carbon monoxide fumes amongst BME groups by Mar-11.	L Staines	Property Services	Race	Mar-11	Improve life chances for BME residents	3

3.18	Based on survey findings, identify 2 accessibility improvements on estate roads and pavements for residents by Jul-10 and deliver identified improvements by Mar-11.	M Weaver	Property Services	Disability	Mar-11	Provide fair access to first class public services for residents who have disabilities or mobility issues	3,5
3.16	Based on survey findings, identify 2 equality service improvements for tenants who have not reported a repair in the last 12 months (including disabled, younger or Turkish tenants) by Jul-10 and deliver identified improvements by Mar-11.	J Amos	Property Services	Age Disability Race	Mar-11	Provide fair access to first class public services for diverse groups	5
3.17	Develop a protocol for responding to repairs on Traveller sites to ensure the repair service is accessible to Irish Travellers on permanent sites by Dec-10. Pilot the protocol on 2 permanent Traveller sites by Mar-11.	J Amos	Property Services	Race	Mar-11	Provide fair access to first class public services for residents who are Travellers	5

3.18	Provide 100% of potential tenants to receive a plain English summary of the tenancy conditions before viewing the property by Mar-11.	B Cotton	Property Services	Disability Race	Mar-11	Provide fair access to first class public services for residents who have learning disabilities, language/ literacy needs or who are partially sighted	5
3.19	Advertise 100% of known adapted empty properties to eligible applicants requiring adaptation in property or applicants who require minimum alterations within the property by Mar-11.	B Cotton	Property Services	Disability	Mar-11	Minimize the waste produced by public services and use resources in a sustainable way	5,6
3.20	Based on survey findings, identify 2 accessibility improvements for residents with disabilities and/ or language needs accessing the gas service by Jul-10 and deliver identified improvements by Mar-11.	L Staines	Property Services	Disability Race	Mar-11	Provide fair access to first class public services for BME and disabled residents	3,5

3.21	Based on survey findings, identify 2 service improvements for carer's reporting repairs by Oct-10 and deliver identified improvements by Mar-11.	H Qayyum	Property Services	Carers	Mar-11	Increase customer satisfaction for carers by providing first class public services	5
3.22	Based on survey findings, identify 2 equality service improvements for BME residents reporting anti-social behaviour and deliver identified improvements by Mar-11.	W Hylton	Resident Services	Race	Mar-11	Deliver a safer estate environment and improve neighbourhood safety	4
3.23	Increase reporting of ASB by 5% for BME residents by Mar-11.	W Hylton	Resident Services	Race	Mar-11	Deliver a safer estate environment and improve neighbourhood safety	4
3.24	Based on survey findings, identify 2 equality service improvements for disabled tenants reporting disability harassment and deliver identified improvements by Mar-11.	W Hylton	Resident Services	Disability	Mar-11	Deliver a safer estate environment and improve neighbourhood safety	4

3.25	Increase reporting of disability harassment by 5% for disabled tenants by Mar-11.	W Hylton	Resident Services	Disability	Mar-11	Deliver a safer estate environment and improve neighbourhood safety	4
3.26	Have in place 5 third party reporting sites for anti-social behaviour, domestic violence and hate crime based at accessible community venues by Mar-11.	W Hylton	Resident Services	All	Mar-11	Deliver a safer estate environment and improve neighbourhood safety	4
3.27	Produce easy read leaflets on domestic violence and hate crime to make information more accessible for residents by Mar-11.	W Hylton	Resident Services	Disability	Mar-11	Provide fair access to first class public services for residents who have learning disabilities, language/ literacy needs or who are partially sighted	4,5

3.28	Audit 100% of domestic violence and hate crime cases reported to neighbourhood offices to check for quality of service and based on audit findings introduce 2 equality improvements by Dec-10.	W Hylton	Resident Services	All	Dec-10	Provide fair access to first class public services for all diverse groups who experience domestic violence and hate crime	4
3.29	Conduct a feasibility study of the accessibility of the 10 Tenant Management Organisation facilities on estates by mar-11.	A Heslop	Resident Services	Disability	Mar-11	Enable and empower residents to take an active role in the local community	6
3.30	Reduce health inequalities for Gypsy, Roma and Traveller residents in Hackney by promoting access to health advice, support programmes and local amenities to Gypsy, Roma and Traveller residents who live on permanent sites (i.e. 20 families) and Gypsy, Roma and Traveller receiving a Supporting People Service (i.e. 35 clients) by Mar-11.	A Emmerson	Resident Services	Race	Mar-11	Improve life chances for Gypsy, Roma and Traveller residents	3

3.31	Offer adult literacy classes to 100% of Gypsy, Roma and Traveller residents who live on permanent sites (i.e. 20 families) by Mar-11.	A Emmerson	Resident Services	Race	Mar-11	Improve life chances for Gypsy, Roma and Traveller residents	1,2,3
3.32	Offer adult literacy and English for Speakers of Other Languages (ESOL) classes to 100% of resident's receiving a Gypsy, Roma and Traveller Supporting People Service (i.e. 35 clients) by Mar-11.	A Emmerson	Resident Services	Race	Mar-11	Improve life chances for Gypsy, Roma and Traveller residents	1,2,3
3.33	Increase take-up of housing benefits to 55% for African tenants by Mar-11.	C Taber	Resident Services	Race	Mar-11	Provide fair access to first class public services for BME residents	1
3.34	Based on survey findings, identify 2 customer care and engagement improvements in Tenant Management Organisations and deliver identified improvements for 3 Tenant Management Organisations by Mar-11.	A Heslop	Resident Services	All	Mar-11	Increase customer satisfaction for TMO tenants by providing first class public services	5

- **Priority 4: To improve engagement with diverse groups of residents.**

Ref	Target	Lead	Directorate	Equality Group	Due Date	Outcomes	Link to SCS
4.1	Develop a dedicated youth area on the Hackney Homes website to increase engagement with young people by Mar-11.	O Oyekanmi	Finance & Resources	Age	Mar-11	Increase engagement with young people	2,4
4.2	In consultation with the Disability Forum, hold 2 repair surgeries for disabled residents and carers at accessible venues by Mar-11.	H Qayyum	Property Services	Disability	Mar-11	Provide fair access to first class public services for disabled residents and carers	3
4.3	Based on resident profiling information, engage with disabled residents by organising 2 themed events at accessible venues for residents with specific needs (for example, residents with poor mobility or older people) by Mar-11.	O Oyekanmi	Finance & Resources	Disability	Mar-11	Provide fair access to first class public services for residents with diverse needs	3,5

4.4	Baseline resident satisfaction with complaints handling and outcomes by 7 equality groups by Nov-10 and increase resident satisfaction with complaints handling and outcomes by 20% by Mar-11.	P Clarke	Finance & Resources	All	Mar-11	Increase customer satisfaction by providing first class public services	5
4.5	Facilitate 2 leaseholder specialist advice surgeries (for example, debt advice, benefits, pensions, home maintenance) for older (over 55) and disabled people at accessible venues by Mar-11	J Morrison	Leasehold & RTB Services	Age Disability	Mar-11	Improve engagement opportunities for older residents	6
4.6	Increase carer's satisfaction with reporting repairs by 10% by Mar-11.	H Qayyum	Property Services	Carers	Mar-11	Increase customer satisfaction for carers by providing first class public services	5
4.7	Recruit at least 2 young people to get involved in 5 estate plan focus groups by Mar-11.	C Taylor	Property Services	Age	Mar-11	Improve engagement opportunities for young people on estates	4

4.8	Establish 1 resident group for single parents by Jan-11.	F Pirbhai	Resident Services	Other-Single Parents	Jan-11	Improve engagement opportunities for residents who are single parents	1,3
4.9	Establish 1 resident group for Vietnamese people by Mar-11.	F Pirbhai	Resident Services	Race	Mar-11	Improve engagement opportunities for Vietnamese residents	1,3
4.10	Establish 1 resident group for older people by Oct-10	F Pirbhai	Resident Services	Age	Oct-10	Improve engagement opportunities for older residents	3
4.11	Increase opportunities for engagement by developing a 'sign-up' pack for new tenants aged 25 and under by Dec-10 and pilot with 20 new tenants by Mar-11	R Clapham	Resident Services	Age	Mar-11	Improve life chances for residents aged 25 or younger and enable independent living	

- **Priority 5: To invest in a workforce that reflects the diversity of our residents.**

Ref	Target	Lead	Directorate	Equality Group	Due Date	Outcomes	Link to SCS
5.1	Carry out a review of IT training facilities and identify 2 accessibility improvements by Jan-11 and deliver improvements by Mar-11.	A Onasanya	Finance & Resources	Disability	Mar-11	Ensure the IT training environment is accessible to all staff	N/A
5.2	Introduce a programme of IT workstation assessments and pilot the scheme with 80 existing staff and 100% of new starters by Mar-11.	J Tofts	Finance & Resources	Disability	Mar-11	Improving the work environment for staff	N/A
5.3	Offer a literacy scheme for 20% of Estate Environment Services staff by Mar-11.	M Menzie	Estate Environmental Services	Other-Literacy	Mar-11	Increase literacy levels for the workforce	N/A
5.4	Increase the number of female applicants by 10% for posts within Estate Environment Services by Mar-11.	M Menzie	Estate Environmental Services	Gender	Mar-11	Increase employment opportunities for people in Hackney who are women	1

5.5	Increase attendance at mandatory equality and diversity training overall by 95% and for each service area to 90%.	O Anderson	Finance & Resources	All	Mar-11	Increase staff awareness of the needs of diverse customers	N/A
5.6	Pilot equality and diversity training with 50 staff on the 7 equality strands, carers and customer profiling to deliver services that meet the individual needs of residents by Mar-11.	O Anderson	Finance & Resources	All	Mar-11	Increase staff awareness of the needs of diverse customers	N/A
5.7	Baseline number of staff with carer responsibilities and investigate what the organisation can do to better meet their needs by Mar-11.	O Anderson	Finance & Resources	Carers	Mar-11	Meet the specific needs of staff who are carers	N/A
5.8	Based on staff survey findings, identify 2 improvements by Jul-10 to increase non office based staff satisfaction with internal communications by 5% by the time of the next staff survey and deliver improvements by Mar-11.	O Anderson	Finance & Resources	All	Mar-11	Increase staff satisfaction by improving methods of communications	N/A
5.9	Carry out a gap analysis of equality & diversity training for staff by Oct-10 and deliver improvements based on the findings that will deliver equality outcomes and specialist training by Mar-11.	O Anderson	Finance & Resources	All	Mar-11	Modern and diverse workforce that meets the diverse needs of our customers	N/A

5.10	As a disability friendly employer we will achieve the 2 Ticks Disability Standard for recruitment by Jun-10 and receive 24 job applications from disabled applicants	O Anderson	Finance & Resources	Disability	Mar-11	Increase employment for people in Hackney who are disabled	1
5.11	Ensure awareness training on the needs of Irish Travellers on permanent sites is delivered to 12 operatives and managers by Mar-11.	J Amos	Property Services	Race	Mar-11	Modern and diverse workforce that meets the specific needs of Irish Travellers	5
5.12	Ensure equality impact assessment training is delivered to 9 senior Tenant Management Organisation officers by Mar-11.	A Heslop	Resident Services	All	Mar-11	Increase staff awareness of the needs of diverse customers	N/A

Equality impact assessment programme 2010-11

Equality Impact Assessment	Directorate	Lead
Estate Environment Service staff literacy scheme	Estate Environment Services	M Menzie
External communications strategy	Finance & Resources	O Oyekanmi
Vexatious complaints procedure	Finance & Resources	P Clark
Resident Liaison Group	Finance & Resources	T Merrett
Governance arrangements	Finance & Resources	T Merrett
Redeployment and restructure process	Finance & Resources	O Anderson
Disciplinary, grievance and sickness policies & procedures	Finance & Resources	O Anderson
Human resources strategy	Finance & Resources	O Anderson
Estate Environment Services staff restructure	Finance & Resources	O Anderson
Property Services staff restructure	Finance & Resources	O Anderson
Resident Services staff restructure	Finance & Resources	O Anderson
New ways of working policy	Finance & Resources	O Anderson
Procurement process	Finance & Resources	J Newton
Decent Homes consultation strategy	Property Services	P Merry
Vulnerable residents during Decent Homes works protocol	Property Services	S Emerton
Equipment and adaptations service	Property Services	M Spinks
Regeneration estates consultation strategy	Property Services	W Akinso
Reporting repairs	Property Services	H Qayyum
Fire safety policy	Property Services	M Weaver
Old Age Pensioner (OAP) decoration scheme	Property Services	M Weaver
Asbestos procedure	Property Services	M Weaver
Leaseholders consultation plus strategy	Resident Services	J Morrison
Lift replacement programme procedure	Resident Services	M Brewer
Anti-social behaviour policy & procedure	Resident Services	W Hylton

Equality Impact Assessment	Directorate	Lead
Anti-social behaviour strategy	Resident Services	W Hylton
Supporting people and travellers service	Resident Services	A Emmerson
Gypsy, Roma and Traveller strategy	Resident Services	A Emmerson
Former tenant rent arrears policy & procedure	Resident Services	I Ali
Home insurance policy	Resident Services	I Ali
Resident participation compact and strategy	Resident Services	F Pirhai
Review of Enhanced Tenants & Residents Associations	Resident Services	C Taber

9 Publishing, reporting and reviewing

Publishing

We aim to make sure this scheme is easy to understand. In order to achieve this aim we will:

- produce this scheme in plain English
- make this scheme available in a range of language and other formats including large print, in Braille and audio on request
- provide an interview with a British Sign Language interpreter on request
- have copies of this scheme available from our Neighbourhood Offices and on our website, and
- regularly update the dedicated page on our website about equality and diversity where we will publish this scheme and equality impact assessments.

Reporting

The action plan will be monitored by the Equality and Diversity Management Group. We will report on progress against this action plan annually to Hackney Homes' Board.

Reviewing

We will review this action plan annually to ensure it remains up to date, in line with our service planning process and continues to meet the needs of our residents and staff. We will review our scheme at least every three years.

10 Comments, Compliments and Complaints

Your comments, compliments and complaints are important to us and we invite you to get in touch with your feedback.

Residents

You can give us your feedback in a number of ways:

- By phoning us on 020 8356 3691
- By e-mailing us at housing.complaints@hackneyhomes.org.uk
- By completing our [online form](#) available on our website www.hackneyhomes.org.uk
- In writing to Hackney Homes, Feedback Department, 72 Wilton Way, London, E8 1BJ, or
- In person at our Neighbourhood Offices.

Staff

You can give us your feedback by telephone, e-mail, in writing or in person to Human Resources.

11 Glossary

Anti-social behaviour (ASB)

Behaviour, whether or not it is itself criminal, which causes or is likely to cause harassment, alarm or distress.

Bisexual

A man or woman who is emotionally, physically and/ or sexually attracted to both males and females.

Black and Minority Ethnic (BME)

Any minority group who have a shared race, nationality and/ or language and culture.

Bullying

Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, degrade or injure an individual or group.

Community cohesion

Community cohesion means recognising, supporting and celebrating diversity. It is about building and maintaining strong and positive relationships amongst individuals and groups living in our neighbourhoods.

Disabled person

A disabled person is described in the Disability Discrimination Act (1995) as one who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities.

Discrimination

Treating an individual or group unfairly or differently than others under comparable circumstances.

Diversity

Diversity means understanding that each individual is unique and valuing the differences of individuals and groups.

Domestic violence

Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been, intimate partners or family members, regardless of their gender or sexuality.

Duty

A mandatory or legal obligation to do something.

Equality

Equality means treating people fairly and giving people fair and equal chances regardless of particular characteristics such as their race, disability, gender, gender reassignment, religion or belief, sexual orientation or age.

Equality groups

There are seven identified equality groups, or equality strands, that are key to the equality agenda including race, disability, gender, gender reassignment, religion or belief, sexual orientation and age.

Equality impact assessment

A tool to analyse the impacts of our practices on equality groups and take action to address any unequal outcomes.

Equality scheme

A plan that sets out how an organisation intends to make things fair for everyone and its arrangements for meetings its general and specific duties.

Ethnicity

A group of people that share a common identity, which can be culture, values, language, and/ or social norms.

Gay man

A man who is emotionally, physically and/ or sexually attracted to men.

Gender

Socially constructed roles, behaviours, activities, and attributes expressed by men and women.

Gender reassignment

A process undertaken under medical supervision for the purpose of reassigning a person's sex by changing physiological or other characteristics of sex.

Gypsy, Roma and Traveller community in Hackney

The Gypsy, Roma and Traveller community in Hackney is made up of Romany Gypsies, Irish Travellers and New Travellers.

Harassment

Unwanted conduct which has the purpose or effect of violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for an individual or group.

Heterosexual

A person who has an emotional and/or sexual orientation towards men.

Lesbian

A woman who is emotionally, physically and/or sexually attracted to women. Not all women are comfortable with the term lesbian and choose to identify as either gay or a gay woman.

Mainstream

Making sure an equality perspective is part of the everyday work across an organisation at all levels.

Monitoring

A process that involves collecting, storing, analysing and evaluating information to measure performance, progress or change.

Procurement

The process by which an organisation enters into a contract with an external supplier for the latter to carry out works, or provide goods or services.

Race

A social concept that refers to a combination of factors generally include the colour of an individual's skin, their country of origin and their outward physical attributes.

Sex

The biological classification of male or female, based on physiological and biological features.

Sexual orientation

A person's emotional, physical and/or sexual attraction and the expression of that attraction. Sexual orientation refers to lesbian, gay and bisexual and heterosexual people.

Transgender

An umbrella term for a person who believes their gender identity or expression differs from their birth sex. These may include but are not limited to transsexual people and others who define as gender-variant. They may or may not choose to alter their bodies hormonally and/or surgically (see gender reassignment).

Victimisation

Victimisation occurs when a person is treated less favourably because he/she has made a complaint or assisted in an investigation.

Directorate	Hackney Homes: Finance & Resources
Name of the function to be assessed	DRAFT Single Equality Scheme and action plan 2010-11
Date of assessment	17th March 2010
Is this a new or existing policy?	New (Replaces the E&D Strategy 2006-09)

INITIAL EQUALITY IMPACT ASSESSMENT (EIA) TEMPLATE

What does relevant mean?	
EIAs should only be carried out on relevant policies, projects, functions and services. The following questions should be asked to help decide if a policy, project function or service is relevant.	
Is the policy, project, function or service relevant to: <ul style="list-style-type: none"> • Eliminating discrimination or unfair treatment? • Promoting equality? • Promoting good relations between people from different racial groups? <p style="text-align: center;">Article I.</p>	Yes to all three
Could the policy, project, function or service affect the groups covered by the Borough's equalities commitments differently?	Yes
Do the differences amount to an adverse impact between different groups in terms of a specific function or policy?	Yes, if adjustments are not made to readdress these differences they could amount to an adverse impact
<p>If the answer to all of these questions is YES, then the policy, project, function or service is relevant.</p> <p>If the answer to all of the questions is NO, then it is not relevant.</p> <p>If some of the answers are YES and some are NO, the matter should be decided by further discussion within the relevant Team and consultation with the Directorate Equality Lead, or Equalities Team where necessary</p> <p>The Borough's Race Equality Scheme lists its relevant functions under the RR (A) A. This can be used to help decide if a function is relevant for the purposes of carrying out EIAs.</p>	

APPENDIX ONE: INITIAL EQUALITY IMPACT ASSESSMENT (EIA)

Stage One – Set-up the EIA Team

Members	B Jones (Hackney Homes); M Antwi (Hackney Homes); Carole Sanson (LBH Carers Lead); K Sandhu Shinger (LBH Neighbourhood & Regeneration); F Lorenzo-George (Stonewall Housing) and C Love (Disability Back-up)
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Stage Two – Aims and Objectives of the Policy, Function or Service

Set out as clearly as possible the overall aim(s) of the policy, project, function or service and its objective(s)	The Single Equality Scheme is a timetabled and evidence based plan of action to ensure that the organisation: <ul style="list-style-type: none"> ▪ treats people fairly and gives people fair chances ▪ values diversity ie differences of individuals and groups
Set out who is intended to benefit from the policy, project, function or service	Hackney Homes tenants and leaseholders, key stakeholders, partners and contractors, staff and trade unions
Set out the desired outcomes of the policy, project, function or service and	We see to promote an opportunity for all people whether they: <ul style="list-style-type: none"> ▪ seek access to or use our services or services provided on our behalf ▪ apply for employment with us or are already employed by us ▪ seek access to training and promotion ▪ work with us in partnership ▪ are contracted to supply goods and services to us
Set out what it would mean to deliver the policy, project, function or service in an equitable way. If possible, write one or two sentences, which define the ideal, if the policy, function or service was to be delivered in an equitable way. For example ‘all residents, regardless of their age, disability, gender, gender reassignment, race, religion/belief or sexual orientation should be able to access our services equally’	Regardless of age, disability, ethnicity, gender, gender reassignment, religion / belief or sexual orientation: <ul style="list-style-type: none"> ▪ residents are treated and can access our services equally ▪ staff are treated equally in terms of employment, training and promotion ▪ contractors in respect of the goods and services they supply to us are treated equally ▪ partners in they way we work with them <p>The scheme’s action plan includes targets to make improvements to services that will benefit diverse groups of residents.</p>

Stage Three - Carrying Out the Initial Assessment

<p>Question One : Are there any concerns or evidence that the policy, project, function or service could have a differential impact on people due to their age, disability, gender, gender reassignment, race, religion/belief sexual orientation?</p> <p>YES, NO or DON'T KNOW</p> <p>If YES, what are these concerns or evidence?</p>	<p>Could the function have a differential impact due to age?</p>	<p>About one in five tenants (21%) are aged 60 or over, compared to 37% who are under 40. Over one quarter (27%) are aged between 40 and 49 and 16% are aged between 50 and 59 (Hackney Homes Tenant Profile Apr-10)</p> <p>The SES action plan includes a number of age-related targets which will have positive impacts such as providing a youth area on the Hackney Homes website for young people, establishing a resident forum for older people, involving young people in the develop of estate plans.</p>
	<p>Could the function have a differential impact due to disability?</p>	<p>There is a wide range of reported disabilities among tenants. The most commonly reported was for mobility difficulties, followed by hearing and vision difficulties (Hackney Homes Tenant Profile Apr-10).</p> <p>The SES action plan includes targets which will have positive impacts for disabled people, for example increasing the reporting of disability harassment* by disabled residents, making information about services accessible to people with learning disabilities, language/literacy needs or who are partially sighted by producing illustration style ` Easy Read' leaflets. Other examples of targets with a beneficial impact for disabled people include improving the usability of bathrooms and kitchens for people with visual impairments on Decent Homes Estates and repair surgeries for disabled..</p> <p>*Disability Harassment The Crown Prosecution Service recently reported that disabled residents often do not consider disability harassment as a crime and therefore do not report incidents. Disability equality training for all staff could increase awareness of the needs of disabled people including harassment. In addition, actions relating to achieving the target for increasing reporting of disability harassment need to include activities to increase the awareness of disabled resident about reporting hate crime.</p>

		<p>Accessibility for residents with hearing impairments could be increased by adding the provision of BSL interpretation to the standard translation/other format strap line that is used on all key public documents. Some disabled residents experience accessibility issues on estates i.e. wheelie bins and storage of mobility scooters.</p> <p>The staff survey in 2009 identified that staff felt the organisation could make improvements in supporting or developing staff with disabilities or staff who are also carers. The action plan includes targets which will have positive impacts for disabled staff such as achieving the 2 Ticks disability standard and reviewing accessibility to ICT staff training facilities.</p>
	<p>Could the function have a differential impact due to race?</p>	<p>Just under half of tenants (49%) are White and over one third (35%) are Black. By breaking down the ethnicity of tenants further, 17% are British, 10% are Caribbean and 8% are Turkish. Three quarters of tenants (75%) state English as the preferred language in their household. 5% state Turkish as the preferred language (Hackney Homes Tenant Profile Apr-10).</p> <p>The SES action plan includes targets which will have positive impacts for people due to their race and includes targets specifically for BME residents such as reporting ASB, increasing take-up for household insurance and the Direct Debit Scheme. The scheme action plan includes a target to increase engagement opportunities for Vietnamese residents by establishing a resident forum and targets to improve literacy and health care awareness for Gypsy, Travellers and Roma households.</p> <p>The Turkish community have been identified through the ASB Policy and Procedure consultation as one of the lowest groups for reporting ASB. To produce a leaflet about the ASB service in Turkish could have a positive impact on increasing the reporting of ASB for Turkish residents by making information about the service more accessible.</p>

	<p>Could the function have a differential impact due to religion/belief?</p>	<p>Half of tenants (50%) consider themselves to be Christian. One in eight (13%) are Muslim, 12% are Atheist or have no beliefs and 15% opted not to give their religion.(Hackney Homes Tenant Profile Apr-10)</p> <p>The SES action plan does not include any targets relating specifically to religion/belief although there are a number of targets in the action plan that will benefit all groups (see Page 7- all strands)In some cases positive impacts for race could also benefit people from some religious groups where there are language needs. Customer profile data on religion and belief is low and plans are in place to increase this by introducing a new user friendly version of the 'Access to Service' form and distributing the Stonewall leaflet ' What's it got to do with you' to residents and staff when the new form is launched. Cultural awareness and customer profiling training would help staff to understand how customer profiling can be used to improve services and meet the specific needs of residents from different religions or beliefs.</p>
	<p>Could the function have a differential impact on gender?</p>	<p>Almost six in ten of tenants (58%) are female and 42% male. (Hackney Homes Tenant Profiling Apr-10).</p> <p>The SES action plan includes a target to increase the number of female applicants for posts in Estate Environmental Services.</p>
	<p>Could the function have a differential impact due to gender reassignment?</p>	<p>The SES action plan does not include any targets relating specifically to gender re-assignment or trans people although there are a number of targets in the action plan that will benefit all groups (see Page 7- all strands) The revised 'Access to Service' form includes a gender identity category, transgender awareness and customer profiling training would help staff to understand the important of customer profiling and how it can have a beneficial impact on improving services. This training would also enable staff to have a better understanding and sensitivity around the needs of Trans residents (including those who have undergone gender reassignment).</p>

	<p>Could the function have a differential impact due to sexual orientation?</p>	<p>The majority of tenants describe their sexual orientation as heterosexual (69%) and 8% describe their sexual orientation as bisexual (Hackney Homes Tenant Profile Apr-10).</p> <p>The SES action plan does not include any targets specifically relating to sexual orientation although there are a number of targets in the action plan that will benefit all groups (see Page 7- all strands).</p> <p>A negative impact is the low percentage of customer profiling information collected on sexual orientation. This could be addressed by providing customer profiling and sexual orientation awareness training for staff. Steps are being taken to address the lack of customer profiling data for this groups by revising the current 'Access to Service' form and to distribute to both staff and residents a Stonewall leaflet 'What's it got to do with you?' This leaflet explains in ten points why customer profiling information is important.</p>
	<p>Could the function have a differential impact on other groups Consider carers, single-parent families, homeless people, etc</p>	<p>Almost one third of tenants (31%) are in either full time employment, part time employment or are self employed (21%, 8% and 2% respectively). Just under one quarter (24%) are retired and 18% are unemployed (Hackney Homes Tenant Profile Apr-10).</p> <p>The SES action plan includes the following targets for other groups which will have positive impacts:</p> <p>Literacy</p> <ul style="list-style-type: none"> ▪ Improving literacy levels for the workforce in Estate Environmental Services (Staff Survey 2009) <p>Single Parents</p> <ul style="list-style-type: none"> ▪ Creating opportunities to participate by establishing a resident group for single parents (Annual Tenants Satisfaction Survey 2008, Resident Participation Gap Analysis 2009/10) <p>Carers</p> <ul style="list-style-type: none"> ▪ Improve satisfaction levels for carers when reporting repairs (Repair Policy EIA) <p>Issues for carers both staff and residents and awareness of their needs could be addressed through developing a carers strategy and by providing awareness training for</p>

		<p>staff. A negative impact is the lack of support for residents on estates who are carers. This should include young carers.</p> <p>The staff survey in 2009 identified that staff felt the organisation was could improve make improvements in support and developing staff with disabilities or staff who are also carers. Staff surveys need to be amended to include a category for staff who are carers and then a survey should be conducted to find out what the specific needs are for staff who are carers. A target has been added to the scheme to identify staff with carers responsibilities and their needs.</p> <p>Vulnerable People</p> <ul style="list-style-type: none"> ▪ Develop a protocol for contractor and vulnerable tenants on Decent Homes estates
	<p>Could the function have differential impact on all strands?</p>	<p>The SES action plan includes targets which will have positive impacts for all strands. For example:</p> <p>Leadership</p> <ul style="list-style-type: none"> ▪ To increase the number of local small, and micro enterprises registered in e-procurement portals such as Competefor ▪ Audit 100 of all domestic violence and hate crime cases reported to the neighbourhoods to check for quality and introduce 2 service improvements based on the finding ▪ To have in place 5 Third Party Reporting Sites for ASB (including hate crime and domestic violence) based at accessible community venues <p>Engagement</p> <ul style="list-style-type: none"> ▪ Establish the Planned Maintenance Steering Group with a diverse membership <p>Services</p> <ul style="list-style-type: none"> ▪ There are a number of targets to introduce equality related service improvements based for different service areas based on the findings of customer surveys <p>Workforce</p> <ul style="list-style-type: none"> ▪ To improve staff satisfaction with internal communications by the time of next staff survey ▪ To increase attendance at E&D training to 95%

		<ul style="list-style-type: none"> ▪ Ensure that Housing Management Staff are representative of our residents and 100% of workforce data based on all equality strands ▪ Senior TMO officers to attend EIA training
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If YES: move to Question Two
If NO: no need to carry out any further assessment
 Report of the initial consideration sent to the Directorate Equality Lead for review.
If DON'T KNOW: consult Department responsible for the policy, project, function or service and the Directorate Equality Lead

<p>Question Two : Could the differential impact amount to an adverse impact? YES, NO or DON'T KNOW</p> <p>If YES, what is the adverse impact?</p>	<p>Yes, if no adjustments are made.</p>
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<p>What evidence is there that this adverse impact is likely to occur?</p>	<p>At this current time lack of data on religion/belief, sexual orientation and gender identity is not available to support any adverse impact. But potential adverse impacts have been identified through consultation and the EIA assessment. Steps have been taken to mitigate these adverse impacts.</p>
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If YES: move to Question Three
If NO: no need to carry out any further assessment
 Report of the initial consideration sent to the Directorate Equality Lead, or Equalities Team for review
If DON'T KNOW: consult Department responsible for the policy, project, function or service and the Directorate Equality Lead, or Equalities Team where necessary

<p>Question Three: Can this adverse impact be justified on the grounds of promoting equality of opportunity for one or more the groups covered by the Borough's commitments on equality YES, NO or DON'T KNOW</p>	<p>No</p>
<p>If DON'T KNOW: discuss with Department and the Directorate Equality Lead, or Equalities Team where necessary If YES: record basis for assessment & move on to Question Four If NO: record basis for assessment & move on to Question Four</p>	

<p>Question Four Can the policy, function or service be amended to eliminate the adverse impact but still fulfil its overall aims and objectives? YES, NO or DON'T KNOW</p>	<p>Yes</p>
<p>If YES, what are the amendments required? Having identified necessary amendments, return to Question One to assess the likely impact of the amended policy or delivery mechanisms <u>Full details to be recorded on the EIA Action Plan- Appendix Two</u></p>	<p>Age: N/A Disability: Staff training about disability equality including disability harassment Accessibility issues for disabled residents i.e. wheelie bins and storage of mobility scooters Gender N/A Gender Reassignment Staff awareness of the needs of trans people/customer profiling training Race: N/A Religion/Faith: Staff awareness of different cultures/customer profiling training Sexual Orientation: Staff awareness of sexual orientation/customer profiling training Other Groups: Carers Strategy and awareness training for staff of the needs of carers Carers groups on estates</p>

	<p>Add carers to staff survey Identify a baseline figure for staff who are carers and identify their specific needs General:N/A</p>
<p>If DON'T KNOW: discuss within the Department responsible for the policy, project, function or service being assessed and the Directorate Equality Lead, or Equalities Team where necessary If NO: refer back to policy maker, in consultation with the Directorate Equality Lead, or Equalities Team where necessary</p> <p>After answering Questions One to Four, consider Question Five, unless previous answers have shown here is no need for any further assessment</p>	

<p>Question Five: Should there now be a more detailed EIA of the policy, project, function or service?</p> <p>NO: If the initial assessment has suggested that: There is no differential impact There is no adverse impact</p> <p>MAYBE NO: If the initial assessment has suggested that:</p> <p>There is an adverse impact that can be justified on the grounds of promoting equality of opportunity for one or more of the groups covered by the Borough's equality commitments.</p> <p>There is an adverse impact but the service, policy, project or function can be adjusted so that this adverse impact can be eliminated</p> <p>In these cases, options include:</p> <ul style="list-style-type: none"> • Monitoring the policy; 	<p>Maybe No</p> <p>Consultation on the Single Equality Scheme and the action plan has included staff and residents, TRAs, resident forums (including disability and Asian women's forums), partners and with external equality related organisations i.e. LGBT groups- ELOP, Age Concern (LGBT) and Age Concern.</p> <p>Any adverse impacts can be mitigated by either altering the scheme. Where not specifically relevant to the scheme managers can take action through developing relevant policies and work plans. Progress will be regularly monitored through the EIA action plan and reviewed by the E&D Group.</p>
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- Amending and going back through initial assessment steps
- Referring back to policy maker

MAYBE YES: If the answers to Questions One to Four have included one or more **DON'T KNOWs** & a full EIA will provide relevant information

YES: If –
There is lack of evidence/information & full assessment would furnish this

There are concerns about significant adverse impact but insufficient knowledge of extent & an EIA could help

There is significant public/client group concern

There is apparently conflicting evidence and views

The lead officer on the EIA team should sign off the initial assessment. It should then be sent to the Directorate Equality Lead who will review the initial assessment and liaise with the Equalities Team if necessary

Version: 2

Date: 8 Jun-10

Lead Officer Signature: Alex Jarosy
Hackney Homes

Tel: 0208 356 4001

APPENDIX TWO: EIA ACTION PLAN TEMPLATE

Equality Objective	Key Actions	Outcome	Timescale	Progress Update	Responsible Officer
1. Promoting disability equality and increase staff awareness of the needs of disabled residents	Add target to increase attendance at Disability Equality Training	Ensure that staff are aware and understand the needs of disabled tenants	Add target by 12 May-10 Training to be completed by Mar-11	Resource issues about providing individual training on each strand. Agreed to deliver training course looking all 7 strands, etc) Target: provide training for staff on the 7 equality strands, carers and customer profiling to deliver services for the individual needs of residents 2) pilot the training with 50 staff	Tawanda Miranga
	Review accessibility issues for disabled people on estates: 1) access to wheelie bins 2) storage of mobility scooters	To make facilities on estates more accessible to disabled people	1. N/A 2. TBA	MB: Individual requests for ramped access to bin	Malcolm Brewer

Equality Objective	Key Actions	Outcome	Timescale	Progress Update	Responsible Officer
				chambers considered when requested by disabled residents, if acceptable on cost and structural grounds. Currently insufficient finances to deliver a capital programme of making bin chambers more accessible due to volume of bin areas and cost. Storage of mobility scooters being considered by the Fire Risk Working Group	
2. Increase staff awareness of the needs of Trans residents (including gender reassignment)	Add target to scheme to develop a programme of awareness sessions on the needs of Trans residents	Ensure that staff are aware and understand the needs of Trans residents	See 1.above	See 1.above	Tawanda Miranga
3. Increase staff awareness of the needs of LGBT residents	Add target to scheme for a programme of awareness sessions on the needs of LGBT residents	Ensure that staff are aware and understand the needs of LGBT residents	See 1.above	See 1.above	Tawanda Miranga

Equality Objective	Key Actions	Outcome	Timescale	Progress Update	Responsible Officer
4. Increase staff awareness of the needs of carers who are residents	Add target to scheme to develop carer scheme on estates	Increase engagement opportunities for residents who are carers	N/A	FP reported that resources are not currently available to develop a scheme for carers on estates as there are a number of other equality initiatives RPT are working.	Faisal Pirbhai
	Add target to scheme to develop a programme of awareness sessions on the needs of carers	Ensure that staff are aware and understand the needs of residents who are carers	See 1.above	See 1.above	Tawanda Miranga
	Develop a carers strategy	To ensure that the needs of carers are taken into account in our policies and services	TBA	SDT service plan being developed	Alex Jarosy
5. Meeting the needs of staff who are carers	Amend staff survey to include carers and conduct a survey of staff who are carers	To identify how many staff are carers and their needs	Develop policy by Mar-11	Target has been added to identify a baseline figure of staff who are carers and identify their needs. HR plan to develop a	Odile Anderson

Equality Objective	Key Actions	Outcome	Timescale	Progress Update	Responsible Officer
				Carers Policy for staff	
6.Meeting the needs of diverse groups	Add target to scheme to develop a programme of customer profiling training for staff	To increase customer profiling data so that we can better meet diverse needs	See 1 above	Incorporate into training about residents needs see 1. above	Tawanda Miranga
7 Tackling ASB	Produce an ASB leaflet in Turkish	Increase the reporting of ASB by the Turkish community	Jun-10	Plain English assessment done	Wayne Hylton
8 Increase staff awareness about cultural issues	Add target to scheme to deliver a programme of awareness sessions on cultural awareness for staff	Ensure that staff are aware and understand the needs of disabled tenants	See 1. above	See 1.above	Tawanda Miranga

Version: 2

Date:8 th Jun 2010

Lead Officer Signature:

A Jarosy

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Hackney Homes

Title of Report: COMPLAINTS AND MEMBERS ENQUIRIES ANNUAL REPORT	
Decision Making Body: Hackney Homes Board	Date: 27th July 2010
Classification: FOR INFORMATION	Report of: Director of Finance & Resources- Neil Isaac
Item Previously considered at: Service Improvement Committee	On Which Date: N/A
Report Author: - Alex Jarosy Extension 4001	Appendices: 2009/10 Performance Reports on response times and subject matter. Complainants' Profiling Report.

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1	<u>SUMMARY</u>
1.1	This Report summarises performance for Complaints and Members Enquiries for the 09.10 financial year and identifies the core service delivery issues which have formed the basis for complaints and Members Enquiries. The Report also provides details of who is contacting Hackney Homes to make complaints and outlines the ethnicity, gender, faith, disability profiles of our complainants.
2	<u>RECOMMENDATIONS</u>
2.1	Board Members are requested to: i) Note the current performance against response times

	ii) Note the analysis by service area
	iii) Highlight areas of specific concern
3	<u>BACKGROUND</u>
3.1	<p>Hackney Homes Complaints are managed through a four stage process with Stage 1 complaints being handled directly by the relevant service Unit with Stage 2 Complaints being investigated by the Hackney Homes centralised Complaints Team. At Stage 3, complaints are referred to the London Borough of Hackney's Corporate Complaints Team with the final stage being the Local Government Ombudsman.</p> <p>The aim of all those carrying out responses to complaints is to ensure that responses are acknowledged within 3 working days that a full reply is provided within 15 working days. Additionally, where it is anticipated that a full reply will not be possible within 15 working days, the complainant should be advised of this well before the expiry of the 15 day period and advised of when they can expect their response. For Members Enquiries, the targets are slightly tighter in that Members are required to receive a response within 10 working days, though for Board Member Enquiries, the target is commensurate with complaints at 15 days.</p>
4	<u>OVERVIEW OF COMPLAINTS SUBJECT MATTER</u>
4.1	Attached to this Report is the breakdown showing the range of issues covered by complaints. Whilst as a proportion of services delivered to residents, the numbers concerned are relatively low, particularly with reference to the repairs service, it is critical that service managers, the Executive Team and Board Members take account of the areas which are the subject of complaints as this will inform future service delivery.
4.2	Complaints in connection with the repairs service represent predictably the highest proportion of complaints (1146 and 55.55 % of the total). Whilst as a proportion of job tickets raised, this is not significant, the proportion of the total number of complaints attributed to the repairs service has risen slightly from last year's figure of 51.56% even though the number of complaints has dropped from last year's repairs' total of 1,242. Whilst numbers for most months have been in the 80 plus bracket, the figures have been adversely influenced by a high number of complaints in November (150) and January (182) . Equally, from December to March the average number of complaints has settled at 124 per month.
4.3	Complaints in respect of crime and anti social behaviour constitutes 5.37% of complaints and this represents an improved performance on the previous year

	where 194 complaints were received against the current year's performance of 115.
4.4	Estate management (Estate Management and Environmental Services) issues account for 6 % of the total number of complaints ending the year with 130 complaints compared to the marginally lower figure of 127 at the end of the previous year.
4.5	Staff behaviour complaints have risen slightly with an end of year outturn of 115 complaints (5.37% of the total). This compares with 107 complaints received last year. It should be stressed that the classification of these is largely determined by the complainant and there are a significant number of these where it is difficult to distinguish the resident's frustrations at the poor service from the individual officer dealing with the complaint. That being the case however, more robust investigatory measures are now in place to ensure that interviews do take place and that re training options are considered by managers where more formal measures are not appropriate.
4.6	Re housing and transfers account for only 1.73 % of complaints with an end of year outturn of only 37 complaints compared with 74 in the previous year. This is essentially a reflection of the fact that these matters are managed by the London Borough of Hackney who are the guardians of the Choice Based Letting Scheme. That being the case however, a small number of such matters remain the responsibility of Hackney Homes where it is considered that conduct by Neighbourhood staff is the cause of the complaint either at the application stage or at the viewing stage or where the complaint focuses on outstanding repairs at the commencement of tenancy.
4.7	Complaints regarding the Decent Homes Programme are at 5.42 % with 116 complaints. This area is likely to rise as the Programme develops. Complaints in respect of Decent Homes are normally related to the exclusions from the Programme itself rather than the quality of work and indeed, the Decent Homes Team are showing 95 % satisfaction levels with from residents whose homes have had decent homes work completed.
4.8	Complaints regarding Leasehold services have shown a significant decline from 94 in 2008/09 to 63 in 09/10. It should always be borne in mind with these complaints that some of these do relate to queries over charges for specific services which it is alleged have not been delivered. For 09/10 however, efforts have been made to ensure that where complaints do not concern the issue of service charge or major works notices, that they are registered against the appropriate service unit.

5	<u>PROFILES OF COMPLAINANTS</u>
5.1	<u>Ethnicity</u>
	Attached to this Report is a further report on the ethnicity, gender, faith and disabilities profile of complainants. This Report will be measured against other forms of customer profiling currently underway, but from the data available, (bearing in mind that many complainants do not complete the standard complaints form), the conclusions are that for gender, race and faith, the proportions of complainants in each category are broadly in line with Hackney tenants as a whole. For disabilities on the other hand, there is a higher proportion of complainants than is known to be represented amongst Hackney tenants.
6	<u>RESPONSE TIMES</u>
6.1	<u>Complaints</u>
	<p>During 2009/10, there were a total of 1222 complaints at Stage 1, an increase on the previous year's figure of 1140. 88.35% of these received a response within the 15 day target time and the end of year figure was therefore only marginally behind the 91 % target. . Despite the reasonably strong performance with response times, almost half of those complainants progressing matters to Stage 2 had their complaint upheld at Stage 2, though it should be borne in mind that the number of Stage 2 complaints is only 13 % of the total of Stage 1 complaints.</p> <p>Stage 2 responses have been poor with an end of year response rate of just 67.50 % Whilst this is improved from the previous year's performance of 56.85% this is still significantly behind the target and extra monitoring is now in place to deal with the reduced performance. It should however be borne in mind that resources have been significantly stretched in the run up to the last Council Elections which has seen a significant rise in Councillor's Enquiries..</p>
7	<u>LOCAL GOVERNMENT OMBUDSMAN</u>
7.1	Formal investigations by the Local Government Ombudsman amounted to 27 for the year end. This is a reduction from the previous year's total of 42. That being the case however, 59 % of Ombudsman cases were concluded with some element of local settlement either in terms of actions required from the service unit or through payment of compensation. From the recent Annual Letter from the Ombudsman, the areas of damp, water penetration and delays in repairs have been highlighted alongside complaints regarding succession rights and anti social behaviour. These issues are being taken forward by the service units concerned. Finally, Hackney Homes and the Council continues to work closely with the Ombudsman Office and do benefit from the range of training courses and materials provided.

8	<u>MEMBERS' ENQUIRIES</u>
8.1	There were 1179 Members Enquiries in 09/10 compared with 676 in the previous year, an increase of almost 75 %. Despite this, performance has in fact held up well with an end of year outturn of 86% of responses completed on time.
9	<u>MAYOR'S ENQUIRIES</u>
	Responses to Mayor's Enquiries on time have been less satisfactory with an end of year figure of 75% against a target of 91% of responses on time. As with Members Enquiries, there has been a significant increase in advance of the Council Elections with 407 received.. Officers of Hackney Homes do continue to work with the Mayor's Office so as to eliminate areas of confusion regarding matters of style and content with responses.
11	<u>ICT IMPLICATIONS</u>
12.1	The new Universal or Civica System will include a replacement for the Respond System towards the back end of the implementation programme. A final decision on this will need to be taken in conjunction with the Council as it will involve the demise of the current Respond System which is shared with the Council.
13	<u>HUMAN RESOURCES IMPLICATIONS</u>
13.1	N/A
14	<u>FINANCIAL IMPLICATIONS</u>
14.1	N/A
15	<u>LEGAL IMPLICATIONS / ADVICE</u>
15.1	N/A
16	<u>OTHER RELATED DECISIONS / GUIDANCE</u>
16.1	<u>N/A</u>

COMPLAINTS ANNUAL REPORT SUMMARY OF PROFILES OF COMPLAINANTS

There were 1236 Stage One complaints from 1014 households. Of the 1014 households 816 can be matched with the Saffron properties database. Of the 816 properties 604 are rented, 196 from leaseholders and 15 from freeholders.

There were 714 Stage One complaints from 604 rented households, 81 had made more than one Stage One complaint. The diversity analysis on Stage One complaints is using diversity data of the head of household in Saffron of the complainant's address. It is based on the assumption that the complainant is the head of household.

Ethnicity Profile

Table 1 shows the **ethnicity** profile of Hackney Homes tenants:

Hackney Homes Ethnicity	Asian or Asian British	Black or Black British	Chinese or Other Ethnic Group	Mixed	White	Not state	HH Population
Number	789	6555	1852	244	8337	3950	21727
Percentage	3.6%	30.2%	8.5%	1.1%	38.4%	18.2%	100.0%

Table 1 Ethnicity profile of Hackney Homes tenants

Table 1.1 shows the **ethnicity** profile of Stage One Complainants 2009-2010

Stage 1 Ethnicity	Asian or Asian British	Black or Black British	Chinese or Other Ethnic Group	Mixed	White	Not state	Total Stage One complainants
Number	24	178	50	9	224	119	604
Percentage	4.0%	29.5%	8.3%	1.5%	37.1%	19.7%	

Table 1.1 Ethnicity profile of Stage One complaints in 2009-2010

Chart 1 below shows the number and percentage of the **ethnicity** of Stage One complaints. The chart shows that over a third of the complainants are from ethnic groups "White" and that just under 30% are from a "Black or Black" British background.

Although these two ethnic groups make up of over two thirds of all complaints when comparing the Stage One complainants' ethnicity profile with that of the Hackney Home tenants, it is clear that the ethnicity profile of Stage One complainants reflects broadly the ethnicity profile of Hackney Homes' tenants.

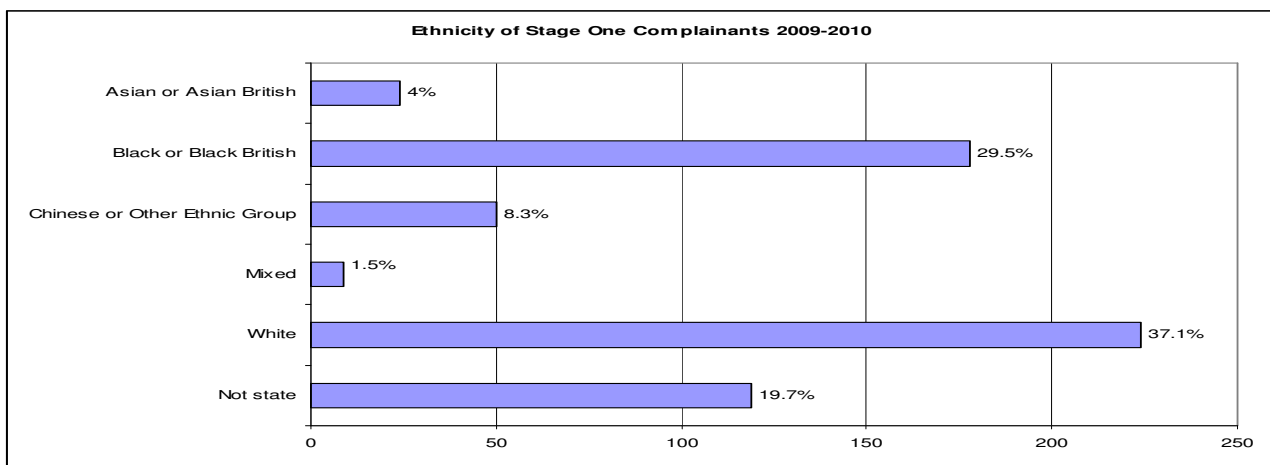


chart 1 Number and percentage of **ethnicity** of Stage One Complainants

Gender Profile

Table 2 shows the **gender** profile of Hackney Homes tenants:

HH Gender	Female	Male	Not Known	HH Population
Number	12131	9191	405	21727
%	56%	42%	2%	

Table 2 Gender profile of Hackney Homes tenants

Table 2.1 shows the **gender** profile of Stage One Complainants 2009-2010

Stage 1 Gender	Female	Male	Not Known	Complainants
Number	343	239	22	604
%	57%	40%	3%	

Table 2.1 Gender profile of Stage One complaints in 2009-2010

Chart 2 below shows the number and percentage of the **gender** of the Stage One complaints. The chart shows that 57% of the complainants are female and 40% are male, with 3% Not Known.

There is a slightly higher percentage of gender "Not Known" category, in the Stage One Complainants sample. When adjusting the ratio by eliminating the "Not known", the **net** gender ratio of Stage One complainants (59% Female : 41% Male) generally reflects that of Hackney Homes' tenants (57% Female : 43% Male) .

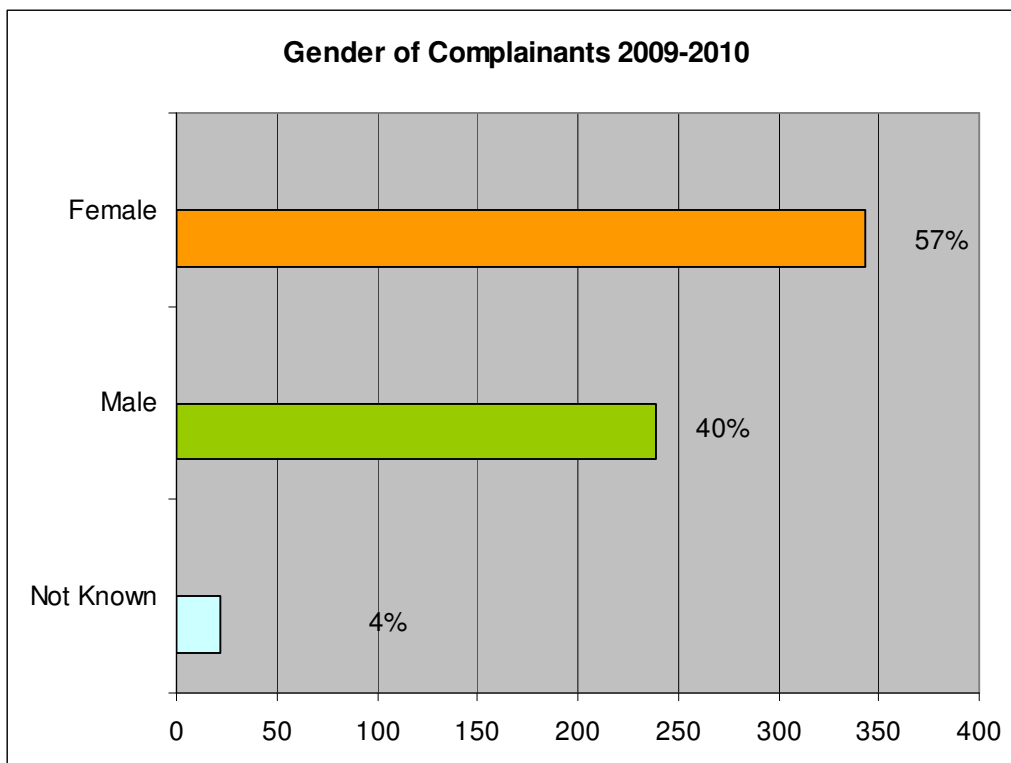


chart 2 Number and percentage of **gender** of Stage One Complainants

Age Profile

Table 3 shows the **age** profile of Hackney Homes tenants:

Tenants age band	16 - 24	25 - 34	35 - 54	55 -64	65 +	Not Known	HH Population
Number	848	2553	6314	1725	2125	8162	21727
%	4%	12%	29%	8%	10%	38%	

Table 3 **Age** profile of Hackney Homes tenants

Table 3.1 shows the **age** profile of Stage One Complainants 2009-2010

Complaints Age Bands	15 – 24	25 - 34	35- 54	55 - 64	65+	Not Known	Complainants
Number	26	110	211	55	59	147	604
%	4%	18%	35%	9%	10%	24%	

Table 3.1 **Age** profile of Stage One complaints in 2009-2010

Chart 3 below shows the number and percentages of the **age** profile of Stage One complaints. The chart shows that the age group with the largest percentage is from the 35 – 54 age group at 35% followed by the 25 – 34 age group at 18%. The proportion of complainants from these two age groups are substantially higher than for other age groups.

There is a significantly lower percentage of age group “Not Known” category, in the Stage One Complainants sample. When adjusting the ratio by eliminating the “Not known” category, the **net** ratio of all the age groups of Stage One complainants, except in the 25 – 34 age group, reflects that of Hackney Homes’ tenants. The 25 -34 age group is substantially higher than is reflected in the share of the Hackney Homes population.

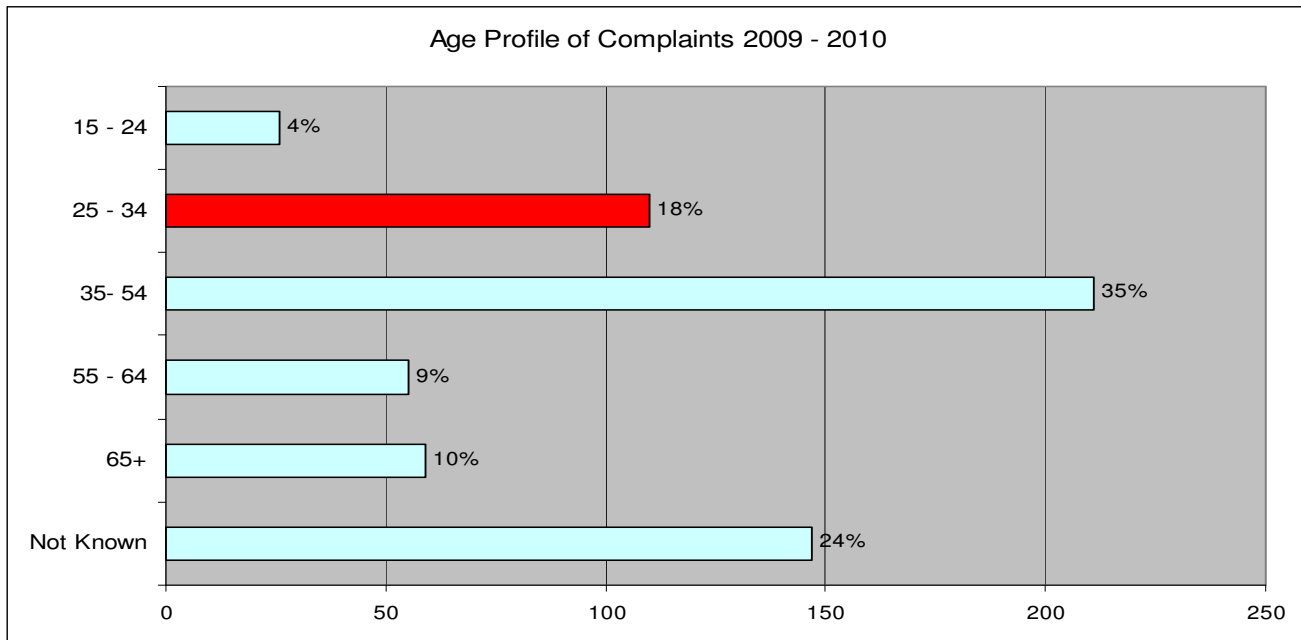


chart 3 Number and percentage of **age** of Stage One Complainants

Disabilities Profile

Table 4 shows the **disabilities** profile of Hackney Homes tenants:

HH Gender	With disabilities	No disabilities	Not Known	HH Population
Number	1857	919	18951	21727
%	8.5%	4.2%	87.2%	

Table 4 Disabilities profile of Hackney Homes tenants

Table 4.1 shows the **disabilities** profile of Stage One Complainants 2009-2010

Stage 1 Gender	With disabilities	No disabilities	Not Known	Complainants
Number	112	33	459	604
%	18.5%	5.5%	76%	

Table 4.1 Disabilities profile of Stage One complaints in 2009-2010

Chart 4 below shows the number and percentage of the disabilities profile of Stage One complainants. The chart shows that 19% of the complainants are with disabilities, 5.5% are with no disabilities, and 76% "Not Known".

There is a significantly lower percentage of disabilities "Not Known" in the Stage One Complainants sample. When adjusting the ratio by eliminating the "Not known", the net disabilities ratio of Stage One complainants is 77% with disabilities and 23% with no disabilities. This compares to Hackney Homes' tenants of 67% with disabilities and 33% with no disabilities.

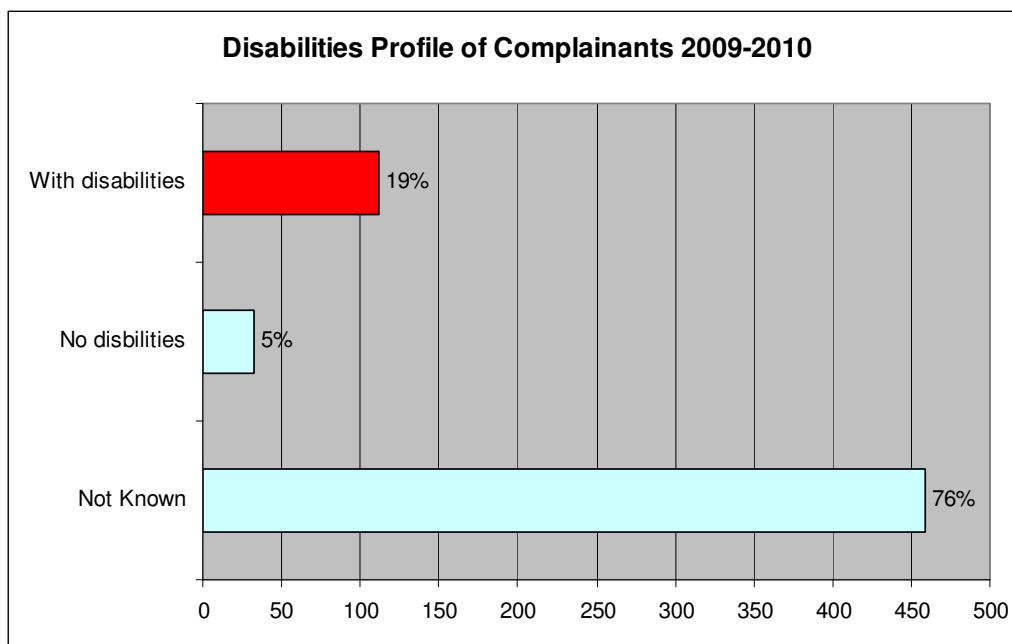


chart 4 Number and percentage of **disabilities profile** of Stage One Complainants

Faith Profiles

Table 5 shows the profile of religious believe (Faith profile) of Hackney Homes tenants:

Faith	Number	Gross %	Net %
Atheist	520	2.4%	13.4%
Buddhist	27	0.1%	0.7%
Christian	2,299	10.6%	59.1%
Hindu	62	0.3%	1.6%
Jewish	51	0.2%	1.3%
Muslim	627	2.9%	16.1%
Sikh	26	0.1%	0.7%
Other religions	280	1.3%	7.2%
Not known	17,835	82.1%	
Total	21,727		

Table 5 **Faith** profile of Hackney Homes tenants

Table 5.1 shows the the profile of religious believe of Stage One Complainants 2009-2010

Faith	Number	Gross %	Net %
Atheist	28	4.6%	16.0%
Buddhist	2	0.3%	1.1%
Christian	102	16.9%	58.3%
Hindu	3	0.5%	1.7%
Jewish	3	0.5%	1.7%
Muslim	23	3.8%	13.1%
Sikh	1	0.2%	0.6%
Other religions	13	2.2%	7.4%
Not known	429	71.0%	
Grand Total	604		

Table 5.1 **Faith** profile of Stage One complaints in 2009 -2010

Chart 5 below shows the number and percentages of the **faith** profiles of Stage One complainants The chart shows that the complainants of Christian belief have the largest percentage at 17%, follow by Atheist, then Muslim.

There is a significantly lower percentage of “Not Known” in the Stage One Complainants’ faith profile. When adjusting the ratio by eliminating the “Not known” category, the **net** percentage faith profile of the Stage One complainants generally reflects that of Hackney Homes’ tenants. The Atheists have a marginally higher percentage(16%) in complainants that its share of the Hackney Homes population (13.4%).

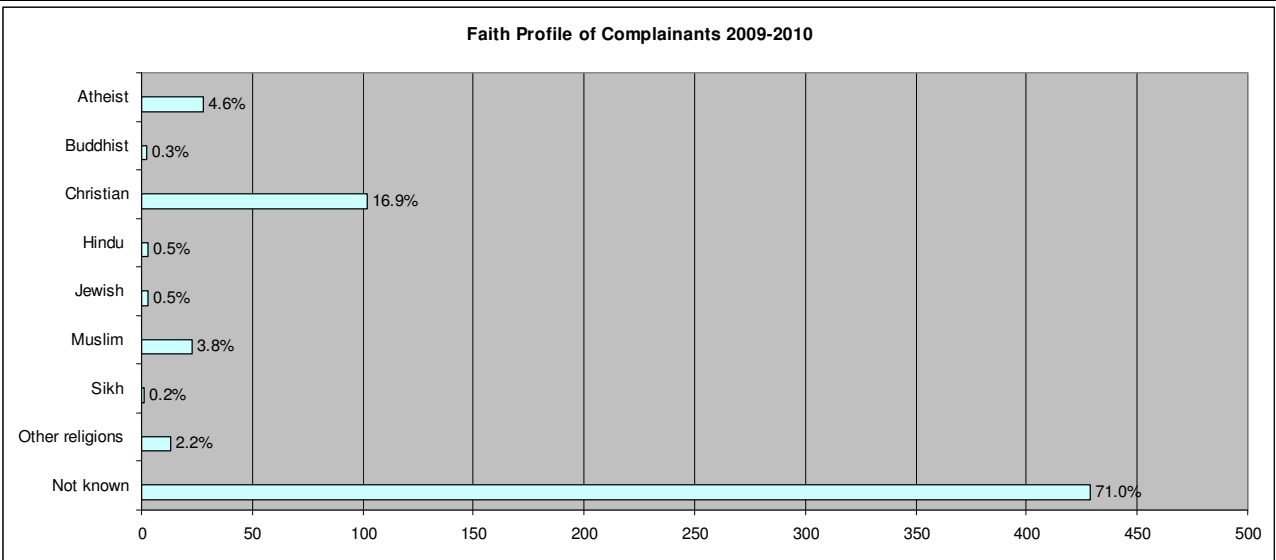


chart 5 Number and percentage of **faith profile** of Stage One Complainants

Task Type	Division	total pass												Month Volume			Year To Date Volume				Target	Outturn 08/09		
		Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Total received Mar-10	Total due in Mar-10	Answered In Time in Mar-10	YTD 09/10	Total received YTD	Total due in YTD 09/10			Answered In Time YTD 09/10	Average Duration (in days) YTD 09/10
LKPI 24a: Stage One Complaints	Resident Services	91%	91%	88%	94%	95%	90%	90%	92%	83%	92%	95%	83%	82.93%	31	41	34	89.08%	407	412	367	16.87	91.00%	88.82%
	Estate Services	100%	50%	100%	67%	50%	86%	100%	100%	50%	17%	100%	75%	50.00%	4	4	2	68.09%	49	47	32	16.11	91.00%	79.17%
	Leasehold & RTB	67%	60%	17%	63%	78%	100%	100%	100%	80%	75%	100%	100%	100.00%	5	4	4	72.06%	66	68	49	20.90	91.00%	71.88%
	Property Services	95%	95%	95%	98%	96%	91%	91%	93%	93%	88%	80%	94%	92.11%	70	76	70	91.63%	679	681	624	13.24	91.00%	91.68%
	Finance & Resources	100%	N/A	100%	50%	100%	100%	N/A	N/A	100%	0%	0%	20%	100.00%	2	3	3	63.16%	21	19	12	20.65	91.00%	50.00%
TOTAL		53%	91%	81%	90%	93%	91%	92%	93%	88%	84%	83%	87%	88.28%	112	128	113	88.35%	1222	1227	1084	18.44	91.00%	88.38%
LKPI 24b: Stage Two Complaints	Resident Services		50%	50%	67%	86%	100%	80%	100%	100%	0%	0%	80.00%	9	5	4	74.58%	66	59	44	21.09	91.00%	33.33%	
	Estate Services	56%	N/A	N/A	N/A	100%	N/A	100%	100%	100%	100%	N/A	N/A	N/A	0	N/A	N/A	100.00%	5	5	5	20.00	91.00%	63.24%
	Leasehold & RTB	67%	100%	N/A	100%	N/A	N/A	0%	100%	0%	100%	0%	0%	N/A	0	N/A	N/A	60.00%	9	10	6	34.00	91.00%	54.55%
	Property Services		58%	44%	88%	50%	86%	75%	67%	100%	67%	33%	50%	30.00%	13	10	3	61.18%	87	85	52	25.05	91.00%	83.33%
	Finance & Resources		N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	N/A	N/A	100.00%	2	1	1	4.00	91.00%	100.00%
TOTAL		62%	63%	50%	78%	71%	93%	73%	88%	93%	33%	35%	46.67%	23	15	7	67.50%	169	160	108	23.82	91.00%	57.79%	
LKPI 59: Stage Two Upheld		65%	29%	55%	42%	31%	36%	27%	33%	56%	14%	50%	70.00%				42.45%					30.00%	31.87%	
LKPI 111 % of formal complaints (Stage 1 & 2)		88%	87%	77%	88%	90%	91%	90%	92%	88%	85%	79%	81%	83.92%	135	143	120	85.34%	1391	1387	1192	13.01	91.00%	N/A
LKPI 109 % Stage 2 complaints (within 12 mth of St1)			17%	16%	19%	13%	18%	12%	19%	3%	8%	6%	12%	11.63%				13.06%					18.00%	N/A
LKPI 31: FOI Requests		75%	100%	100%	100%	100%	80%	94%	100%	83%	73%	27%	63%	71.43%	20	21	15	78.57%	0	112	88	18.95	TBC	70.37%
LKPI 27: % of Ombudsman in target			33%	N/A	100%	100%	100%	75%	75%	0%	100%	100%	50%	100.00%	3	1	1	75.00%	27	28	21	18.67	TBC	76.74%
LKPI 110: % of Ombudsman with local settlement																	59.26%					50.00%	N/A	
LKPI 22: Board Member Enquiries		100%	0%	100%	100%	N/A	100%	N/A	100%	0%	100%	N/A	N/A	100.00%	1	1	1	70.00%	8	10	7	17.20	TBC	100.00%
LKPI 23: Members' Enquiries	Resident Services	67%	63%	63%	91%	100%	95%	84%	95%	100%	98%	85%	94%	84.85%	70	66	56	89.31%	408	393	351	9.35	85.00%	82.31%
	Estate Services	50%	0%	100%	83%	67%	33%	100%	67%	67%	18%	33%	57%	40.00%	14	20	6	48.68%	80	76	37	14.80	85.00%	47.83%
	Leasehold & RTB		50%	N/A	100%	100%	100%	N/A	N/A	100%	100%	100%	100%	100.00%	4	2	2	95.45%	25	22	21	11.18	85.00%	57.58%
	Property Services	62%	45%	74%	97%	91%	77%	95%	92%	100%	94%	95%	86%	82.48%	139	137	113	87.94%	638	597	525	10.92	85.00%	83.86%
	Finance & Resources	100%	0%	100%	100%	0%	67%	75%	100%	100%	100%	N/A	0%	100.00%	0	2	2	78.57%	28	28	22	11.75	85.00%	85.71%
TOTAL		66%	52%	80%	94%	92%	82%	88%	91%	98%	87%	85%	80%	227	227	181	85.66%	1179	1116	956	10.67	85.00%	79.46%	
LKPI 24: Mayor's Enquiries	Resident Services	70%	39%	75%	92%	93%	82%	83%	88%	94%	77%	77%	86%	93.55%	27	31	29	81.91%	198	199	163	8.28	85.00%	71.78%
	Estate Services		N/A	0%	N/A	N/A	0%	100%	100%	0%	N/A	0%	0%	100.00%	2	1	1	37.50%	10	8	3	11.00	85.00%	71.43%
	Leasehold & RTB	0%	0%	N/A	0%	100%	33%	100%	N/A	100%	N/A	N/A	N/A	100.00%	7	5	5	66.67%	17	15	10	10.47	85.00%	41.18%
	Property Services	33%	36%	60%	71%	75%	63%	70%	86%	100%	86%	85%	82%	73.08%	21	26	19	70.44%	160	159	112	9.20	85.00%	69.70%
	Finance & Resources	100%	100%	100%	N/A	80%	100%	75%	N/A	50%	100%	0%	0%	0.00%	1	1	0	61.90%	22	21	13	10.81	85.00%	50.00%
TOTAL		61%	38%	68%	80%	86%	66%	79%	88%	90%	70%	70%	79%	84.38%	58	64	54	74.88%	407	402	301	8.91	85.00%	69.30%
LKPI 13 - Correspondence	Resident Services	96%	96%	96%	98%	96%	97%	96%	96%	98%	99%	95%	98%	98.83%	225	256	253	96.34%	2089	2059	1996	8.78	91.00%	95.71%
	Estate Services		100%	100%	100%	80%	0%	100%	50%	N/A	0%	0%	100%	N/A	0	N/A	N/A	54.55%	22	22	12	11.41	91.00%	86.36%
	Leasehold & RTB	33%	75%	33%	50%	100%	100%	N/A	100%	100%	N/A	100%	100%	100.00%	5	3	3	81.82%	24	22	18	9.77	91.00%	60.00%
	Property Services	57%	60%	91%	52%	82%	81%	100%	82%	93%	89%	86%	100%	93.10%	26	29	27	80.53%	267	262	211	13.99	91.00%	60.89%
	Finance & Resources		N/A	100%	N/A	100%	100%	75%	50%	N/A	67%	100%	100%	100.00%	2	3	3	80.00%	21	20	16	5.00	91.00%	84.62%
TOTAL		80%	90%	84%	89%	85%	94%	96%	94%	98%	95%	92%	98%	98.28%	258	291	286	94.47%	2423	2385	2253	9.35	91.00%	89.19%

LKPI 13 % of letters, faxes and emails responded to within target time (TBC working days),
 LKPI 22 % of Board Member enquiries (ME) completed within target time - (TBC% within 15 days)
 LKPI 23 % of Members enquiries completed within target time - (85% within 10 days),
 LKPI 24 % of Mayor enquiries completed within target time - (TBC % within 10 days)
 LKPI 25 a % of stage 1 complaints completed within target time (TBC % within 15 days),
 LKPI 25 b % of stage 2 complaints completed within target time (TBC % within 15 days)
 LKPI 31 % of FOI Requests actioned in target time (TBC % within 20 days),
 LKPI 59 % of stage two upheld (Target TBC),
 LKPI 72: Number of Ombudsman enquiries - Target: TBC
 LKPI 109: Stage 2 complaints (within 12 months of Stage 1 complaint response) as % of Stage 1 complaints,
 LKPI 110: % of Ombudsman investigations & enquiries culminating in local settlement
 LKPI 111: % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)

Comments (Supplied by Alex Jarosz)

Despite a significant increase in Members' Enquiries, Hackney Homes have in fact exceeded the target, achieving an end of year outturn of 85.66% against the 85% target. This is also an improvement on the 08/09 outturn of 79.46%. Responses to Mayor's Enquiries have not met the target and further work is progressing across all service units to improve the performance. This is in fact reflected in the improved March performance (85.38%) and the end of year outturn shows an improved position from 08.09 end of year outturn. Performance on complaints at Stage 1 and 2 combined has ended the year at 85.94% which is less than 5 % behind the target and this position will improve in 10/11 where fewer resources will be drawn away to deal with the higher volume of Members' Enquiries experienced in 09.10. With regards to progression to Stage 2, the numbers of complaints progressing to Stage 2 ended the year at 13.06% against the target of 18% and indeed Hackney Homes continues to sample check the quality of all responses, taking account also of relevant customer satisfaction surveys carried out by the Council.

Hackney Homes Ltd - Performance Report			Stage 1 Complaints by subject matter										End of March 2010	
Subject Matter	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Total YTD	% of total YTD
Compensation	2		8	12	6	2	4	12	8	15	10	10	89	4.16%
Crime & Anti-Social Behaviour	6	8	19	13	9	6	5	10	13	11	6	9	115	5.37%
Decent Homes	1	5	9	5	9	2	14	28	4	16	7	16	116	5.42%
Employee Behaviour or Attitude	9	6	10	7	13	9	3	11	7	5	14	6	100	4.67%
Environmental Services	1	4	7	6	10	4	2	9	6	4	6	4	63	2.94%
Estate Management Issue	1	1	7	7	5	7	7	10	5	5	10	2	67	3.13%
Estate Parking	1	2	2	6	3			5	3	1	2		25	1.17%
Leasehold & RTB Services	10	6	9	5	6	6	5	8	5	1		2	63	2.94%
Occupation Issue			1			3			1	1			6	0.28%
Rents Issues	1	1	4	7	1	2	3		1		5	1	26	1.21%
Repairs & Maintenance	53	62	88	85	50	57	103	150	96	182	115	105	1146	53.55%
Resident Participation				1				1					2	0.09%
RSL Partner Complaint		1	1	1				1					4	0.19%
Transfers/Rehousing	2	1	7	3	3	3	3	8	3	1	2	1	37	1.73%
Other	32	16	25	29	19	25	29	22	28	22	22	12	281	13.13%
<i>Monthly Total</i>	119	113	197	187	134	126	178	275	180	264	199	168	2140	

Note: N/A denoted no comparable category last year.

LII 3 - ENQUIRIES BY SUBJECT MATTER

This page provides a summary of the type of complaints and Members enquiries received within Hackney Homes. Data Source - Respond

Title of Report: Hackney Homes 5th AGM and Procedure for Election of Chair and Vice Chairs	
Decision Making Body: Hackney Homes Board	Date: 27 July 2010
Classification: For Decision	Report of: Director of Finance & Resources
Item Previously considered at: N/A	On Which Date: N/A
Report Author: - Tess Merrett: 3432	Appendices: N/A

Report outline

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation(s)**
- **Paragraph: 3.0 – Background**

1. Summary of Report

- 1.1 This report advises the Board of the process and business for the 5th AGM to be held in September 2010 and also the process for electing the Chair and Vice Chairs. The process is different from last year's.

2.0 Recommendation

- 2.1 That the Board
- Notes the process for the 5th AGM
 - Notes the business to be dealt with at the 5th AGM
 - Notes the process for electing the Chair & Vice Chairs

3.0 Background

Last year the procedure for Hackney Homes' AGM was as follows;

6.00pm	Board meeting to approve the accounts.
6.15pm	AGM

6.30 pm Election of Chair & Vice chairs
6.45 pm Usual board Business

The process was arranged in this way because the Board must approve the accounts before they are presented to the AGM. However the process was cumbersome and as the only Member of Hackney Homes is the Council, Officers are proposing to hold the AGM as a half hour meeting with the Council later in the week of the 20th September. Board Members are welcome to attend as interested observers and I will inform you all when the date has been set.

The Financial Audited Accounts will be presented to the Board for approval at its meeting scheduled for 20 September 2010.

The business of the AGM is as follows

- To receive and adopt the Audited Accounts for the year ending 31 March 2010
- To re-appoint Baker Tiller as Auditors and agree that their remuneration be set by the Board
- To approve the retirement and appointment of two resident board members
- To approve the retirement and appointment of one independent board member

The Resident Board members are elected by direct elections and the results of the 2010 elections will be known in the first week of August. The independent board members are appointed via an open recruitment and selection process and again, the successful candidate for 2010, Mervyn Jones was interviewed and appointed at the beginning of July. Marie who was required to step down under the rotation rules, decided not to re-apply and our thanks go to her for all her hard work over the last 5 years.

4. Procedure for Election of Chair and Vice-Chairs of the Board.

4.1 The Memorandum & Articles state at Article 31 (1)

At the first Board Meeting following each annual general meeting the Board Members shall appoint one of their number to be the Chair of the Board and may appoint two of their number to be Vice Chairs to hold office until the next annual general meeting and may at any time remove them from that office.

4.2 It is important to keep this process as transparent as possible and it is suggested that all Members of the Board who wish to stand for appointment as Chair or Vice Chair, inform me. If a Board member wishes to nominate another Board member, it is important that you find out whether your chosen candidate is willing to stand for election to Chair or Vice-Chair.

4.2 Each candidate for Chair or Vice Chair should prepare a short written statement setting out why they want to stand for Chair and their suitability for the role and send them to me.

- 4.3 The ballot will be held as the first item of business at the meeting in October and will be conducted by Neil Isaac, Company Secretary and the candidate with the most votes will be duly elected as Chair. Likewise, the candidates for vice chair who receive the most votes will be duly elected.