



Equality and Diversity Strategy

May 2016

This strategy sets out the Groups strategic aims and ensures the Group will achieve their legal obligations in relation to equality and diversity.

Date of Approval	24 May 2016
Responsible Director	Susan Richardson
Strategy Monitoring Body	Tenants Committee
Resident Input into Strategy	Tenants Committee
Dates for Strategy Review	April 2020
Linked Strategies	People Strategy Communications Strategy Resident Involvement Strategy
Statutory and Legal Framework	Equality Act 2010 Homes and Communities Agency Regulatory Framework Race Equality Code of Practice Human Rights Act
Version	1

1. Introduction

- 1.1 Wythenshawe Community Housing Group (WCHG) recognises that we live and work in a changing world. The residents that we serve, the employees and contractors that work for, or on behalf, of us have differing needs, backgrounds and life circumstances.
- 1.2 WCHG understands the importance of creating and building an environment in which all people are valued equally, and treated with respect, in line with WCHG vision and values. This has been reflected in the Investors in People Gold and Customer Service Excellence accreditations that the Group has received.
- 1.3 The Group has already been recognised for its delivery of Equality and Diversity having been accredited by the Housing Diversity Network in 2014 and has also signed up to deliver the CIH Equality and Diversity Charter for Housing.
- 1.4 This strategy seeks to promote equality for all in terms of employment, learning and development and involvement in the local community. It also sets out the approach WCHG will take to address the needs of all our residents, Board members, staff and partner organisations.
- 1.5 This strategy outlines how we will meet our legal duties under the Equality Act 2010 which protects people from discrimination on the basis of nine protected characteristics.

These are:

- Age
 - Disability
 - Gender reassignment
 - Marriage and civil partnerships
 - Pregnancy and maternity
 - Race
 - Religion or belief (including lack of belief)
 - Sex
 - Sexual orientation
- 1.5 The Equality Act also introduced a Public Sector Equality Duty, replacing the previous race, disability and gender duties. This Duty requires public bodies to:
- Eliminate unlawful discrimination harassment victimisation and any other conduct prohibited by the Act;
 - Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
 - Foster good relations between people who share a protected characteristic and people who do not share it.
- 1.6 The Group has also signed up to the Chartered Institute of Housing (CIH) Equality and Diversity Charter. This strategy has been designed to ensure that the core commitments are met. The Core Commitments are:-
- Equality and diversity is driven from the top;
 - Equality and diversity informs our business planning;
 - Equality and diversity shapes our organisational culture;

- Equality and diversity is supported through staff training, development and engagement;
- We know who our customers are;
- We involve our customers in shaping and scrutinising services;
- We represent the communities which we serve; and
- We support the communities which we serve.

2. Strategy Outcomes

2.1 The new Group Strategy will run from 2016 to 2020 in line with the Groups Strategic Plan. Each year service plans and the Corporate Plan will pick up on the key outcomes that the Group wish to achieve. The three main outcomes are summarised as:

1. Diverse Communities
2. Diverse Staff and Board
3. Diverse Services

3. Strategy Definition and Scope

3.1 The Strategy aims to provide clear direction to all staff to achieve the strategy objectives, to ensure consistently high standards of customer service at all times and to work with tenants, residents and partners, to deliver excellent housing services in and around Wythenshawe.

3.2 This strategy applies to the following:

- WCHG Tenants, Residents and their families
- WCHG Employees and those seeking employment within the Group
- WCHG Board and Committees
- WCHG Suppliers and contractors who supply goods and services, or on their behalf, and stakeholders.

4. Key Objectives

4.1 The delivery of this strategy is focused on achieving the following strategic objectives:-

- Diverse Communities
 - We will know and understand our tenants
 - We will know the wider community
 - We will gather all feedback to improve services for tenants and residents
 - We will further develop community cohesion and prevent isolation or radicalisation
- Diverse Staff
 - We will be a fair employer and an employer of choice
 - We will seek to ensure that the workforce is representative of the community it serves
 - We will train staff to tailor services to individual needs in line with the Groups values.
 - We will raise staff and Board awareness of diversity
- Diverse Services
 - We will monitor our services by profiling strands where possible
 - We will update our profiling data to ensure that services are tailor to individual households

- We will ensure that our services and involvement panels are accessible to all
- We will monitor our policies
- We will work in partnership to help those most in need
- We will support the Manchester Strategy and ensure everyone will have the same opportunities and life chances no matter where they're born or live or characteristics they have

5. Roles and Responsibilities

5.1 An Action Plan has been developed to support this implementation and delivery of this strategy. The Action Plan will be monitored by the Executive Director of Resources and will be delivered through the Group Board, all staff, tenants and partners.

5.2 The delivery of the Strategy will be monitored through an annual report to Group Tenants Committee and Group Board.

5.2 Group Board will consider the Equality and Diversity implications of all business of the Group through formal papers and policy decisions.

5.3 The Group Tenants Committee will review all papers for Equality and Diversity issues and raise any concerns for the Group to be addressed.

5.4 The Group Leadership Team will promote Equality and Diversity in all that they do.

5.5 All staff involved with WCHG will promote Equality and Diversity in all activities. Failure to do so will be dealt with in line with the Code of Conduct for staff.

6. Monitoring and Review

6.1 We will monitor our services so that we can be sure that we are meeting our customers' needs and statutory and regulatory requirements.

6.2 The Group Annual Report will provide an overview of the outcomes by strand. This will be presented for Tenants Committee and the Board annually in November.

7. Appendices

7.1 Equality and Diversity Action Plan

Equality and Diversity Action Plan

Objective	Action	Lead	Timescale
Diverse Communities	We will increase our household profiling data to 100% across all strands	All Assistant Directors	July 2017
	We will gather information from the census and other data to continually understand the local population and adapt services accordingly.	Assistant Director of Resources	Annual report
	We will collect and analyse all data by diversity strands where appropriate and highlight any areas of discrepancy or concern	Assistant Director of Resources	Annual report
	We will work with partners to combat isolation and increase inclusivity within the community	Assistant Director of Housing and Assistant Director of Community Investment and Regeneration	Annual report
	We will work with partner agencies to prevent radicalisation within the community.	Assistant Director of Housing and Assistant Director of Community Investment and Regeneration	Annual report
	We will work with key strategic partners to improve outcomes for everyone in Wythenshawe	Assistant Director of Housing	Annual report
Diverse Staff and Board	We will continue to be an employer of choice by recruiting, supporting and retaining an effective, talented and motivated workforce that broadly reflects the communities we serve	Assistant Director of Resources	Annual report
	We will provide an annual diversity update to staff, Board members and involved tenants	Assistant Director of Resources	Annual report
	We will be open and transparent and publish key performance data by diversity strands in line with best practice.	Assistant Director of Resources	December following Annual Report
	We will continue to develop our Board to provide effective leadership and governance arrangements to scrutinise performance on diversity	Assistant Director of Resources	Training plan and Annual report

	We will work with scrutiny groups to review services	Assistant Director of Housing	Annual Report
	We will publish pay data in line with the Gender Pay Regulations	Assistant Director of Resources	April 2018
Diverse Services	We will provide an excellent service that is responsive, non-discriminatory and seeks to continuously improve.	Assistant Director of Resources	Annual report
	We will ensure that all our buildings are accessible to all visitors.	Assistant Director of Resources and Assistant Director of Property	Annual report
	We will support at least 2 Diversity days a year	Assistant Director of Resources	Annual Report
	We will support a range of charities who provide support to vulnerable or protected groups	Assistant Director of Resources	Annual Report
	We will tailor our service to individual needs; this includes interpreters, large print or audio format.	Assistant Director of Resources	Annual Report
	All policies will be impact assessed for Equality and Diversity implications.	Assistant Director of Resources	Annual Report
	We will report to Tenants Committee on compliance with the Equality and Diversity Action Plan on an annual basis.	Assistant Director of Resources	November