

# **CARDIFF COMMUNITY HOUSING ASSOCIATION**

**RACE EQUALITY PLAN 2007 / 08**

**APPROVED BY BOARD: 25 APRIL 2007**

	<b>Action</b>	<b>Lead person</b>	<b>Target date</b>	
<b>GENERAL</b>				
1	Review our Equal Opportunities policy to ensure that it fully reflects our duties and aims; and disseminate widely.	Chief Executive	Mar 2008	Is part of the Operational Plan and will link to review of our services to disabled people.
2	Further review of the impact of policies and the Race Equality Plan in a ways that: <ul style="list-style-type: none"> <li>involve the developing contacts with BME tenants and support groups</li> <li>ensure clear links to Cardiff Council's strategy.</li> </ul>	Head of Policy and Research	Apr 2008	<ul style="list-style-type: none"> <li>Complete BME Impact Assessment at same time as the planned Disability Impact Assessment.</li> <li>Draft revised Race Equality Plan (Jan 2008).</li> <li>Consultation with tenants and staff (Jan to Mar 2008).</li> <li>CCHA Board approval (Apr 2008).</li> </ul>
3	Ascertain the extent to which CCHA does and could promote good relations between people from different racial groups.	Housing Director	Sep 2008	Address through the joint project with Taff/Cadwyn.
4	Investigate possible evaluation of CCHA's progress by an external agency	Chief Executive	Dec 2008	To be considered for possible consultancy to take place in 2009/10.
<b>HOUSING DEVELOPMENT AND PROVISION</b>				
5	Identify and address BME issues when preparing accommodation for reletting.	Housing Director	Jun 2007	Include in Best Value Service Review of Voids management.
6	Review and improve interaction with BME tenants in development processes and in providing feedback about satisfaction with new housing provided.	Development Director	Mar 2008	This will be developed further when the project with Taff/Cadwyn establishes better links with BME people (Action 21). <ul style="list-style-type: none"> <li>Continue to access best practice in design matters.</li> <li>Research examples of good practice by other organisations in involving BME tenants in the development processes.</li> <li>Consult BME organisations and Cardiff Council.</li> </ul>

7	Explore with Cardiff Council the extent of need for larger accommodation and seek to agree action to redress the shortfall	Housing and Property Directors	Jul 2007	Decide whether and how CCHA could influence Cardiff Council's decisions. Report to July meeting of Board with (any) action proposals.
8	Better use of existing housing stock	Housing Director	Nov 2007  Sep 2008	<ul style="list-style-type: none"> <li>Undertake an initial "desktop" study to ascertain likely extent of under-occupation and the implications of offering incentives to move: report to Board with recommendation by November 2007.</li> <li>Joint project with Taff/Cadwyn to consider issues that deter people moving to non-traditional areas.</li> </ul>
<b>HOUSING SERVICES</b>				
9	Explore need for translation of policies and improved channels of communication to BME people and communities; and develop a plan to meet those needs.	Housing Director	Sep 2008  Jul 2007	<ul style="list-style-type: none"> <li>Continue with existing policy and work within the joint project (Taff/Cadwyn) to develop a plan to provide appropriate range of languages, methods and channels for translation and interpretation services.</li> <li>Launch the CDs in English and monitor take-up and satisfaction.</li> </ul>
10	Provide clear information about rights to purchase	Housing Director		Delete from Plan: has little practical purpose.
11	Investigate and propose actions on issues revealed by ethnic monitoring	Housing Director	Mar 2008	Will be taken up through the joint project (Taff/Cadwyn). The main issue is the low level of application from Chinese and south Asian people compared with the 2001 Census information for our areas.
12	Review of allocations and waiting list to take account of BME, religious and cultural issues.	Housing Director	Jun 2008	Will be included in the next review of allocations and waiting lists policies. This will dovetail with the set up of a Cardiff-wide housing register – including CCHA.
13	Use the "flagging" facility in our computer system to enable staff to know particular needs	Housing Director	Sep 2007	Collate existing information about issues that affect access to homes and decide whether to use the "flagging" facility.

## CONTRACTORS AND CONSULTANTS

14	Set clear requirements for all our contractors, consultants and agents to ensure they meet our standards of conduct. They will be monitored and offered support where that is needed.	Property Development Director	Sep 2007 Mar 2008 Nov 2007 Mar 2008 Nov 2007	<ul style="list-style-type: none"> <li>• Assessment of Integrate consultants supply chain applicants to include compliance with our BME standards.</li> <li>• Work with Integrate partners to ensure that the Social Inclusion strategy sets clear and appropriate standards for the contractors supply chain.</li> <li>• Ascertain extent of support needed by agents, establish a plan and report proposals to Board.</li> <li>• Review existing code of conduct in consultation with BME tenants, support organisations, and Integrate partners.</li> <li>• Agree a plan with Integrate partners to promote and "enforce" standards.</li> </ul> <p><b>N.B. Some of these proposals require the agreement of Integrate partners and need additional funding.</b></p>
15	Re-enforce and monitor the requirement that our contractors and consultants do adhere to our equal opportunities policies – including the employment and training of BME people.	Property Development Director	Sep 2007 Oct 2007	<ul style="list-style-type: none"> <li>• Commence monitoring of contractors and consultants against existing requirements and take any necessary actions.</li> <li>• Reports to Board on contractors and consultants to include details of CCHA's actions and the contractors'/consultants' performance in providing equality of opportunity and service provision.</li> </ul>
16	Seek to increase the number of BME contractors and consultants employed by CCHA.	Property Development Director	Dec 2007	Devise a plan based on the findings and recommendations of the EPS report.

**STAFF – EMPLOYMENT AND TRAINING**

17	Increase BME representation within our staff, including a target date to meet the revised target of 8%.	Human Resources Manager	Dec 2008	<ul style="list-style-type: none"><li>• Continue to work with Tai Pawb and other associations.</li><li>• Monitor impacts and report to the Board (not yet appropriate to revise target or set a target date).</li><li>• Decide whether to appoint another PATH trainee.</li></ul>
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**OPENNESS AND ACCOUNTABILITY**

18	Evaluate the range and quality of our contacts with BME communities, individuals and support networks; and devise a plan jointly with other local housing associations to develop those contacts to reflect the needs of current and potential tenants.	Housing Director	Nov 2007	<p>Continue with current projects and report to Board in November.</p> <ul style="list-style-type: none"><li>• Joint project (Taff/Cadwyn).</li><li>• Continue to develop CCHA's direct relationship with Somali Advice Centre.</li><li>• Explore with RACE the possibilities for it to act as an intermediary in the provision of housing services to BME tenants who want that support.</li></ul>
19	Increase the number of BME people who are involved in Tenant Participation. Consider involving specialist organisations in supporting BME tenants in Housing Services	Housing Director	Mar 2008	<ul style="list-style-type: none"><li>• Support RACE in its development as a two-way channel of communication and consultation.</li><li>• Promote the establishment of a forum for BME tenants of CCHA, Cadwyn and Taff.</li><li>• Comprehensive training programme for involved tenants (September 2007).</li><li>• Monitor levels of response from BME people to various consultation methods and participation opportunities.</li></ul>

20	BME share-membership and attendance at AGM to reflect the profile of the areas in which CCHA operates (11%)	Chief Executive	Dec 2007	Undertake ethnic monitoring, and report (with proposals) to the Board.
21	Publicise our commitment to promoting race equality in all our activities.	Chief Executive	Jun 2007	Consider BME impacts in all publicity initiatives and in an overall Publicity policy.
22	Website to have dedicated pages on equality issues – including reference to race equality.	Housing Director, and I.T. Manager	Mar 2008	Include BME considerations in review of CCHA's website: language, images and cultural issues. Case for fundamental changes to the website will be considered this year for possible implementation in 2008/09.

### **MONITORING AND REVIEW**

23	Extend the range of ethnic monitoring to cover all services, set appropriate targets and take necessary remedial actions. Ensure ethnic monitoring reports are discussed by Board members and are widely disseminated.	Housing Director	March 2008	<ul style="list-style-type: none"> <li>• Plan to extend to at least 90% of existing tenants and people who take up new tenancies (March 2008).</li> <li>• Formulate comprehensive policy and procedures for ethnic monitoring (December 2007).</li> <li>• Develop ethnic monitoring and reporting re: repair satisfaction, complaints, ASB and harassment (September 2007).</li> <li>• Agree priorities and a plan, in consultation with BME tenants, to extend the number of services that will be monitored and for publication of results and any actions to be taken (Mar. 2008).</li> </ul>
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### **APRIL 2007**