

GENDER ACTION PLAN

This plan includes gender specific targets and the targets that will improve services for all our customers

Output/measure	target	progress	Notes
To ensure the Board/organisation is able to demonstrate that it understands the business case for diversity by providing support and training for Board Members and Staff	2008	█	
Ensure that the composition of Board members, staff and contractors reflects and is influenced by the community that the organisation serves.	2008	█	Customer profile due to be completed will help compare our staff and contractors etc.
Provide necessary reports and highlight legal changes to the Board/Senior Management Team on a bi- annual basis to help decide on whether the Organisation is delivering on diversity	2008	█	
Put in place measures such as key performance indicators in relation to Equality and Diversity	2008	█	Joint working with Vicinity group however we have targets for letting and ASB
Develop a communications strategy by undertaking a needs analysis assessment to help establish how we can meet the needs of the range of people who live or wish to live in the community, including vulnerable people.	2008	█	Put on hold until customer profile project is complete

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*orange on target
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Report progress to Board every 6 months on the outputs of the Gender Equality Action Plan	2008		
Meet with Managers to get monthly updates about how they are achieving their targets highlighting any progress or delays	2008		
Develop a guide that will help staff and managers to check policies reflect our commitment to equality and demonstrate this in the way that we deliver our services through cobalt's formal procedures (known as impact assessments)	2008		
When reviewing and developing our policies and formal procedures, policy owners need to ensure we invite a wide selection of customers particularly disabled or underrepresented groups to help us check that the way we deliver our services are accessible and fair.	review 2009		
Identify and prioritise those policy areas that have greatest impact on gender equality including transgender	review 2009		
Develop a method of audits (such as case studies) to check how changes have made a positive difference to service delivery	2008		

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Policy owners or team leaders should ensure regular training takes place to agree and instruct on any discretion or alternative service standards for customers by disability, age, religion, race etc.	review 2009	orange	In progress
Frontline staff to receive additional training and guidance on alternative forms of communication	2008	green	
Produce an up to date and effective sign posting service to enable staff to assist disabled customers or underrepresented groups to move around the various agencies effectively	2008	orange	Joint working has started and contacts made to produce a sign posting service for staff to assist customers
Communicate what support is available to tenants in response to their identified needs including the availability of same sex staff to deal with customers.	2009	orange	To be arranged
Ensure both new starters and refresher training courses regarding E&D are monitored and delivered via the cobalt training plan and induction process	review 2009	green	

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Equality and Diversity agenda item to be included in regular team meetings to highlight any regulatory changes, concerns or achievements	2008		To be arranged
Explore the provision of compulsory disability awareness training for all staff	2009		Additional training being explored at vicinity group level
Pro-actively make contact with every Cobalt tenant asking them information to help us understand who our customers are.	2010		
Develop an effective method of identifying and recording Customer needs at the first point of contact, using our in house computer system or an alternative, effective method.	2008		
Develop a consistent effective approach to gathering key information about our customers to enable us to analyse the data e.g. by disability, age, religion gender or transgender	2008		
Undertake a marketing exercise to ensure our stock and future stock meets the needs of our communities	2009		Housing needs survey is being undertaken

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Monitor feedback by disability and under-represented groups to establish whether customers can access services effectively	2008		
Monitor complaints by disability and under-represented groups to identify any trends of dissatisfaction			
Monitor the use of alternative communication and analyse any inconsistencies	2008		
Monitor the introduction of Property Pool (choice based letting system) implement any support or additional process required by the diverse community who access our allocations service	2008		
Feedback and analyse any survey findings and report differences by gender including transgender	2008		Still to agree transgender issues
Promote positive response to gender issues and in particular transgender issues to encourage staff/tenants to access services	2009		Still to agree best method to record transgender and provide support
Explore more suitable ways to enable people of different genders accessing services if required (e.g. Muslim women seeing female staff, transgender customers being seen in their home)	2009		Work to continue

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Monitor participation by disability, age, race, gender, and where appropriate religion and sexuality.	2008		
Explore additional methods of promoting involvement specifically for disabled customers, diverse age ranges or underrepresented Groups	2008		
Increase diversity of those involved within our Tenants, Residents Associations and Neighbourhood Committees Increase diversity of within our Tenants, Residents Associations and Neighbourhood Committees	2008		
Ensure we contact men and women to comment on services and areas for improvement, if we are unable to contact transgender tenants then seek additional advice from specialist groups.	2009		
Feedback consultation findings and report differences by gender including transgender.	2009		Still to agree how best to collect transgender information
Provide relevant support to people to enable participation	2008		
Send positive messages to encourage all diverse groups and individuals to get involved.	2009		

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Publicise our services via a variety of methods e.g. large print, Braille ensuring this support is integrated into all service areas	2008		
Ask our customers how they wish to communicate with us for example Braille, telephone, large print and where possible deliver their needs proactively and at the first point of contact	2008		
Ensure that we provide staff with an up to date guide on how to deliver different forms of communication to ensure it reflects our Customer needs	2008		
Positively promote the contributions of different genders to support service improvements	2009		
Ensure that our adaptations service is accessible and promoted to all groups in particular men requesting the service	2008		
Work with partners to deliver a consistent and joined up approach when dealing with vulnerable groups who experience forms of ASB or harassment	2008		
Explore additional support particularly for disabled and BME Customers who experience anti social behaviour or harassment e.g. security lighting, door chains	2009		

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Develop a rapid response service to resolve graffiti and vandalism	2008		
Explore additional support by gender and transgender actively encouraging the reporting of incidents	2009		
When dealing with cases of Anti Social Behaviour or Hate Crime we ensure that all genders including transphobic cases are treated fairly and that we are sensitive to their confidentiality.	2008		
Brief/train out-of-hours emergency contractors on how they should respond to incidents anti social behaviour and harassment	2009		To be arranged
Assess the satisfaction of 'survivors' by a variety of E&D categories e.g. gender, transgender, race, disability	2009		
When dealing with cases of domestic violence we ensure that all genders and in particular male victims are treated without prejudice.	2008		
Ensure the profile of domestic violence is raised amongst tenants and staff	2009		

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Assess the satisfaction of 'survivors' of domestic violence by a variety of E&D categories e.g. gender,race,disability	2008		
Continue to review our domestic violence policy and procedures to ensure it reflects best practice	2008		
Ensure our publications include positive images that reflect our work and communities we work in e.g. disability, age	2008		
Agree our long term plans about our communities and individuals know as our Social Inclusion Strategy	2009		Social inclusion action plan to be reviewed through a Equality Impact assessment
Highlight the positive actions and events that occur due to a direct contribution by our community.	2008		
To undertake projects to help reduce the number of residents and specific groups suffering from social exclusion by helping communities become sustainable and improve the quality of life for residents	2008		
Ensure contractors and partners have clear, up to date policies and working practices on Equality and Diversity which are submitted to Cobalt annually.	2009		

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investigate more effective methods for disabled and under- represented customers to report repairs and adjust response times and systems accordingly	2009		Our profile of customers project on track to get a better understanding of customer make up
Provide Equality and Diversity guidance inclusive of disability awareness to support to our Contractors	2009		Still to be implemented however contractors must provide E&D compliance at tender stage
Influence contractors recruitment processes to ensure they have a balanced workforce reflecting the community they serve.	2010		
Provide a flexible response to customers request for services by offering a variety of access methods e.g. home visits, telephone applications	2008		

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Working with partners and consultants ensuring regulatory and best practices are taken into account	2008		
Participate in joint projects with Vicinity Group to promote best value.	review 2009		
Consult with a range of customers and groups to ensure our design incorporates their need where possible.	2009		Relates to new build to be incorporated with architects process
Actively promote consultation with disabled, BME and underrepresented groups during new phases of installation, to obtain any requirements or support needs. E.g. bathroom installations	2008		
Ensure partners and contractors are able to provide alternative communication needs.	2009		
We will aim to provide new homes that consider the allocation of space to store prams, provide safe lighting in communal areas and secure door entry systems taking into account gender issues.	2008		

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Appropriate system to record and monitor our adapted properties	2009		System being tested and updated
Alternative methods to capture information about customer profile and needs	2009		
Expand the way we communicate e.g. text, emails, website	2009		

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