



Race Equality Scheme Statement

This Scheme sets out Chelmer Housing Partnership's (CHP) vision for people from all ethnic groups to have equal access to, and equal satisfaction, with our services. Our vision is to mainstream race equality so it does not stand apart from our core day-to-day activities.

As a housing provider we feel we have a responsibility to help make our communities welcoming, appealing and safe places for everyone to live; and as an employer, to create a working environment fully committed to equality of opportunity. Our staff will adopt this approach and we ask that our residents support us in our efforts.

Some of the key targets within our Race Equality Strategy and action plan focus on:

- Understanding our communities – gaining a better knowledge of the characteristics and needs of our local communities
- Tackling discrimination – working with staff, residents and other agencies to tackle discrimination and promote community cohesion
- Communications and Publicity – improving how we communicate and publicise our commitment to equality and how we welcome diversity
- Resident and Community Involvement – highlighting our expectations and supporting involvement throughout the community
- Training – provision of equality and diversity training to staff, residents and stakeholders
- Best Value and Improvement – continually improving existing partnerships, supporting research and good practice and assisting our local authority partners to meet their own race equality aims

The Scheme is central to the CHP Corporate Vision of making positive contributions to our communities and its Core Value of Diversity & Equality, which we demonstrate by:

- Knowing who our customers are so we can best meet their needs;
- Working to eliminate discrimination and demonstrating an equitable approach to the rights and responsibilities of all individuals;
- Encouraging sustainable and mixed communities;
- Promoting equality of opportunity for both customers and employees;
- A workforce that reflects our communities' profiles; and

Working with partners who share our values on diversity and equality.

In 2001, black and minority ethnic (BME) groups accounted for 3.3% of the total Chelmsford Borough population. Chelmsford's population will have increased since 2001 and in keeping with the rest of the UK, it is likely that its BME population has also grown. Though the vast majority of our homes are in Chelmsford, we have a number of properties located in other areas of Essex; the 2001 census found that 3.2% of the county's population were from a black or minority ethnic group.

Our documents are available on request in languages other than English; all of our main publications carry text in Bengali, Cantonese, Turkish and Urdu (languages identified as most prevalent in the borough) promoting this availability.

Responsible Member of Staff:

ACTION PLAN - Progress against the action plan will be reviewed on an annual basis and reported to the Board.

<i>Outcome</i>	<i>Action</i>	<i>Timescale/Other</i>
We are aware of individual residents' needs – i.e. their first language is not English – as well as having knowledge of community profiles and can tailor our approach accordingly	Complete the census of our residents	April 2008
Demonstrating an equitable approach to the rights and responsibilities of all individuals	Implement a suite of Equalities Performance Indicator targets – please see below – an action plan will be devised to address any disparities of access or satisfaction found for BME groups	Performance Indicators in place from September 2007; annually review performance against targets
	Updating of CHP Race Equality Statement posters and active promotion of our commitment through these	
We are working towards the elimination of discrimination and harassment	Monitor the number of harassment incidents reported which are racial & the victim's satisfaction with how the harassment was dealt with	Monitoring is in its infancy; insufficient historical data to set a target; there should not be lesser dissatisfaction with how a racial harassment incident is dealt with than with any other type
Promotion of good relations between people of different racial groups	Consultation with the CHP Equalities group on any issues identified through performance indicator monitoring; devise action-plan accordingly and implement	As and when required i.e. if STATUS identifies a disparity of satisfaction for some BME residents
Identification and elimination of any potential discrimination in our practices	Equality Impact Assess the following service areas: <ul style="list-style-type: none"> • Allocations & Lettings; • Anti-Harassment Policy; • Anti-Social Behaviour Policy; • Board Membership; • Communications; 	Timetabled for assessment in 2007/08.

	<ul style="list-style-type: none"> • Customer Feedback; • Resident Involvement; • Special Needs Policy; • Tenant Satisfaction. 	
	<p>Training on equalities issues to ensure our staff demonstrate good, equitable, customer care and respect and dignity at work.</p>	<p>To include tailored training packages for those involved in interviewing job candidates, as identified through the Recruitment & Selection EqIA. Equalities Insight sessions planned for 2007/08.</p>

EQUALITIES PERFORMANCE INDICATOR TARGETS

Performance against these targets will be monitored on an annually basis; the targets will be revised in light of any issues identified and an action-plan devised to address these.

Performance Measure	Target	Other
Lettings to BME Households	At least 3.3%	3.3% is the census BME finding; annually review target so in keeping with CBC's Housing Strategy
Complaints originating from BME Households	No more than 3.3%	3.3% is the census BME finding
BME satisfaction with how complaint was dealt with	90%	Need to start measuring satisfaction for all equalities groups
BME satisfaction with services (according to STATUS Survey)	85%	85% is the overall satisfaction target; as
BME representation on Board	At least 3.3%	12 Board Members; at least 1 Board Member should be of a BME background
Staff of a BME background	At least 3.3%	
Job applications received from people of a BME background	8%	Target is higher than the census finding of 3.3%; need to attract more people to apply in order to maintain the 3.3%
BME representation on Forums	3.3%	Longer-term target
