



Your Homes
Newcastle



Equality and Diversity Annual Report 2010/11



This information is about Your Homes Newcastle, who are responsible for managing council homes on behalf of Newcastle City Council, and how we are doing. If you need this in your language, or a different language phone 0191 278 8633. This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

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| বাংলায় Bengali | এই তথ্য হল ইউর হোমস নিউক্যাসল সমন্ধে। এবং আমরা কিভাবে দায়িত্ব পালন করছি সে সমন্ধে। ইউর হোমস নিউক্যাসল, নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘর বাড়ী ব্যবস্থাপনার দায়িত্বপ্রাপ্ত। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩ |
| 普通话 / 国语 Chinese Simplified | 这是有关代表纽卡斯尔市政府（Newcastle City Council）负责管理市政房屋的 Your Homes Newcastle（您的纽卡斯尔住房）组织的信息，内容解释了我们是如何运作。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。 |
| 廣東話 / 粵語 Chinese Traditional | 這是關於 Your Homes Newcastle（您的紐卡素住房）機構的信息，內容解釋了我們代表紐卡素市政府（Newcastle City Council）負責管理市政房屋以及如何運作。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。 |
| فارسی Farsi | این اطلاعات درباره سازمان «خانه‌های شما در نیوکاسل» و عملکرد آن است. این سازمان از سوی شهرداری نیوکاسل، مسئولیت اداره خانه‌های دولتی را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن <u>۰۱۹۱۲۷۸۸۶۳۳</u> تماس بگیرید. |
| français French | Ces informations concernent Your Homes Newcastle : qui est chargé de gérer les logements sociaux au nom de la municipalité de Newcastle et comment nous procédons. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633. |
| کوردی سۆرانی Kurdish | ئەم زانیاریانە سەبارەت بە Your Homes Newcastle و چۆنەتی کارکردنەکیە که له لایەن سۆرای شاری نیوکاسیلەوه ئەرکی ئەوهی پێدراوه که خانووەکانی سۆرای شار بەرئۆبەراییەتی بکات. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە هەیه بە ژمارە تیلیفۆنی 0191 278 8633 پێوهندی بگرن. |
| português Portuguese | Esta informação refere-se à <i>Your Homes Newcastle</i> , a organização responsável pela gestão da habitação social em nome do Município de Newcastle, e a nossa situação actual. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633. |
| русском Russian | Информация о Your Homes Newcastle, которая отвечает за управление делами муниципального жилья от имени Муниципалитета г. Ньюкасла и об общем состоянии дел. 0191 278 8633. |
| español Spanish | Ésta es información sobre Your Homes de Newcastle, que es la responsable de gestionar las viviendas municipales en nombre del Ayuntamiento de Newcastle, y sobre nuestra manera de hacerlo. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633. |

Introduction

Welcome to Your Homes Newcastle's Equality and Diversity Annual Report for 2010/11. This is a supplementary report that sits alongside the organisational annual report. A copy of the YHN annual report is available from our website or by request from the address below.

Over the last year we have worked hard towards achieving the best possible equality and diversity outcomes. There have been significant changes to equality legislation during 2010 continuing into 2011 which has required a lot of work and commitment.

Comments and feedback on this report and the work of YHN in relation to equality and diversity is welcomed and should be made to the Diversity Manager at the address below.

**Diversity Manager
Your Homes Newcastle
YHN House
Benton Park Road
Newcastle upon Tyne
NE7 7LX**

 diversity.unit@yhn.org.uk

Activities

In 2010/11 we participated in a range of activities. This has included attending local and national events as well as carrying out corporate work behind the scenes.



Inter Faith Week 2010

To celebrate Inter Faith Week we organised visits to places of worship for our staff. These visits including a Synagogue, a Mosque and a Methodist Church and were a huge success and helped to increase awareness of different faith communities and develop a better understanding amongst our staff.

NESMP Diversity Event 2010

We sponsored and took part in the North East Strategic Migration Partnership's annual diversity event which is held to celebrate the work and achievements that have been made throughout the region for asylum seekers, refugees and migrants.

Mela 2010

The Mela is an Asian arts festival and was held at the beginning of August. YHN sponsored the event and YHN staff were available to talk to members of the public.

Refugee Week 2010

During this week Your Homes Newcastle provided a number of collection points for staff and customers to donate food and toiletries to help support destitute asylum seekers across the city.

North East Equality Awards 2010

These awards bring people from all sectors together to celebrate successful initiatives which have had a positive impact on promoting dignity, respect, fairness and equality within our workplaces. We sponsored the award for 'Equality and Diversity in the Construction Sector' along with other ALMO's from the North East.



Northern Pride 2010

Once again we sponsored Northern Pride in 2010 with staff taking part in the Pink Parade and Picnic. We as an organisation took this opportunity to collect information and asked people from the LGBT community what they expected from an employer.

Stonewall Conference 2011

At this year's conference we not only had a member of staff attend the conference to help us identify where we can improve as an employer of choice to LGB communities, but also had a member of staff hold a seminar at the conference on our evolving approach to LGB service user monitoring.

White Ribbon Campaign 2010

This year we got involved in the White Ribbon Campaign, helping to raise awareness of violence against women in our local communities. We did this by purchasing white ribbons for our staff and spreading the word at a local level.

LGBT Federation – housing event

Members of staff from our Communications Team attended this event to help gain a better understanding of the issues faced by the LGBT community in social housing. It was also an opportunity for our staff to be available to give advice and guidance on YHN services.



Demographic Information

Up-to-date information about the profile of our work force is available on our website at

www.yhn.org.uk/aboutus/equalityanddiversityatyhn.aspx.

To request a hard copy this information, please contact the Diversity Manager using the details given on page 3.



Achievements

Our key achievements over the last year are detailed below:

- We ranked at 50th in the Stonewall Top 100 Employers in the Workplace Equality Index.
- We have carried out six monthly Disability Access Plan Statements on all of our public buildings, as well as reviewing the process.
- We were awarded Level 2 'Achieving' of the Equality Framework for Local Government.
- We introduced a staff reference group who can be called upon to help with equality and diversity related projects.
- We have reviewed and developed a new Equality Impact and Needs Assessment process and toolkit to assist us in equality analysis.
- We carried out an audit of the customer care kits within our public buildings to ensure the equipment was available and up to date.
- We have reviewed our Dignity at Work Policy to bring it up to date.
- 20 employees undertook a qualification in equality and diversity at NFCE levels 2 and 3.



Accreditations

Stonewall

Once again we committed ourselves to the Stonewall Diversity Champions Programme which highlights the value we place on the LGB community as both staff and customers. This year we ranked at 50th in the Top 100 Employers Workplace Equality Index.



Positive about Disabled People

This is the fifth year we have achieved the 'Positive about Disabled People' accreditation from Job Centre Plus. This symbol is recognition that we have agreed to make positive commitments regarding the employment, training and career development of disabled people.



Customer Service Excellence Award

In October 2010 YHN achieved full compliance against the Customer Service Excellence Standard for the whole organisation. This is a brilliant achievement and proves our commitment to providing excellent services.



Health and Wellbeing

The Better Health at Work Charter which YHN has signed up to is a pledge to the Newcastle Primary Care Trust that we will investigate, review and develop the ways in which employee health and wellbeing can be improved and encouraged. In November 2010 we were awarded the North East Better Health at Work Silver Award.

Investors in People

YHN holds a bronze award for Investors in People. This standard helps organisations transform their business performance by focusing on people and their learning and development.



Mindful Employer

The Mindful Employer initiative promotes awareness of mental health at work and provides support for businesses in recruiting and retaining staff. YHN has signed up to the Mindful Employer Charter.



Equality Impact and Needs Assessments

We have developed a new toolkit to help officers within the organisation get a better understanding of the process.

Over the last 12 months services across YHN have made improvements identified from conducting EINA's. The following list contains examples of the outcomes from those action plans, however this list is not exhaustive. For more information please visit http://www.yhn.org.uk/about_us/equality_and_diversity_at_yhn/eina.aspx.

- Our exit surveys now includes a question about the Dignity at Work Policy and a new Exit Survey Policy has been developed.
- A contract management toolkit has been developed to help staff manage procurement contracts and incorporate aspects of equality and diversity in this.
- Contract management training and equality and diversity training has been delivered to staff responsible for procurement.
- A marketing strategy has been published for our Community Care Alarm Service.
- We have carried out an audit of the facilities available for staff at our premises across the city.
- We have developed a positive statement to be included in all of our job adverts to encourage under represented groups to apply for vacancies.
- We have made good links with schools, services and groups that young people with disabilities have contact with to promote the Young People's Service.
- We are appointing an Environmental Sustainability Coordinator to deliver the actions from the Environmental Sustainability Strategy.
- We have reviewed the accessibility of the YHN House reception area and adjoining meeting rooms to consider the use of motorised scooters within the building.
- We will be delivering training to our staff on 'Getting to know our customers.'

Strategic Independent Advisory Group

Our Strategic Independent Advisory Group has continued to support us through 2010/11 as our 'critical friend'.

The group presented two reports to Board in 2010 and has continued to be a valued resource to the organisation.

SIAG's key achievements for 2010/11:

- Elected two vice chairs to help support the Chair in managing the group.
- The group were involved in the second round of consultation for the Community Care Alarm Service review.
- Some members of the group took part in the Equality Framework for Local Government Peer Review.
- Contributed to over ten Equality Impact and Needs Assessments.
- Members were instrumental in organising Inter Faith Week 2010 at YHN.
- Contributed to the YHN Community Cohesion Strategy.
- Reviewed the content of the SIAG internet pages.

We are currently recruiting for new members of our SIAG. For further information please contact Simone Doyle on 0191 278 4390 or via e-mail at simone.doyle@yhn.org.uk

LGBT Staff network

The LGBT Staff Network has developed over the last year, and is now an established group within YHN's structures. The network receives a small budget from the Diversity Unit to support activities. The network holds bi monthly meetings and during 2010/11 the following activities have taken place:

- meeting with YHN's Chief Executive John Lee to discuss barriers to LGBT staff within YHN
- reviewing relevant YHN policies (including HR) and providing feedback from an LGBT perspective
- supporting YHN's presence at Northern Pride
- speaking at an awareness day organised by the Care Quality Commission for LGBT History Month & Stonewall's Workplace Conference March 2011.

Looking forward

2011/12 promises to be another busy year for Your Homes Newcastle and the Diversity Unit. The following targets and achievements will be our focus for the year ahead:

- Achieve a place in the Stonewall Top 100 Employers Workplace Equality Index.
- Review the YHN Culture and Diversity Guide.
- Achieve Level 3 'Excellent' of the Social Housing Equality Framework.
- Deliver the actions from the Community Cohesion Strategy.
- Conduct a review of the Diversity Unit and related services.
- Deliver the actions from the Equality and Diversity Strategy.
- Plan and hold a Diversity Week at YHN for employees.
- Continue to carry out six monthly Disability Access Plan Statements on all of our public buildings and review the process annually.
- Participate in local events to celebrate diversity and different cultures.
- Develop a deliver a range of equality and diversity training packages for all staff.

