

GENDER EQUALITY ACTION PLAN – APRIL 2008 SPECIFIC COMMITMENTS

Updates to Nov 2008 appear in red

Up-dates to April 2009 appear in blue

I.T.

1. Ongoing – Identify gaps in gender data / improve data collection. IT is currently working with PDSI team on a CENSUS exercise. CENSUS forms will be sent out in Jan / Feb 2009 and data inputted by April 2009.

The census exercise was started in January 2008. We sent every tenant a form and have had 2,500 forms returned so far. We are waiting for this data to be uploaded onto IBS before embarking on our next stage.

HOUSING MANAGEMENT

1. Ongoing – (with PDSI) Use gender data when analysing service uptake / satisfaction. Quarterly figures are reported to the E&D Steering group. The 2008/09 data was reported to managers in April 2009. The trends we've found are:
Increasing number of lettings to males, more legal action taken against males that is disproportionate to the % of male tenants in arrears, the % of ASB complaints made by males has increased over the year and the number of complaints made by males was disproportionately high at the beginning of the year but has since levelled out.
There has been a downward trend in lettings to females and a downward trend in legal action taken against females. The % of ASB complaints made by females has decreased since the October – December period. The number of complaints made by females has increased since the summer.
2. Ongoing (where possible) - Ensure female accompaniment for a male staff member if requested & vice versa. We have not received any requests for this as yet. No requests have been received.
3. Ongoing - Increase staff awareness of hidden causes of homelessness (eg, DV, forced marriage.) The Domestic Violence policy was finalised in October 2008 following consultation with staff, residents and key specialist agencies.
4. Ongoing (with supported housing) – work with LAs & agencies to offer support and advice to victims of harassment & DV. Domestic Violence policy sets out procedures for staff dealing with domestic violence. Supported Housing team continues to work with specialist agencies offering support to victims of domestic violence. DV signposting information is available to staff via the intranet and customers via the website. Each regional office has access to the 'Gold Book' which is a comprehensive list of DV support agencies compiled by Women's Aid.

PDSI

1. April 2008 + Based on STATUS, investigate differences in satisfaction by gender. The most recent 'STATUS' satisfaction survey carried out in Autumn 2007 indicated that there are only minor differences in satisfaction between male and female tenants. Overall findings suggest that 'female only' households are marginally more satisfied than mixed households and that these in turn are marginally more satisfied than 'male only' households - however the differences are small. Male only households are marginally less satisfied with the services provided 83% (female 86%), ease of contact 69% (female 72%) and the repairs service 81% (female 84%).
In most service areas, satisfaction of males and females has increased since the 2007 STATUS survey. The area where satisfaction has dipped very slightly since STATUS is male satisfaction with ASB report handling. The other areas of note are: male applicants were less satisfied with their experience than females; females were less satisfied with the cleaning of communal areas.
2. Ongoing - recruit men and women equally to mystery shop services. Figures for the last two mystery shopping rounds are:
Round 3 (March 2007) – Males 20%, Females 80%
Round 4 (August 2007) – Males 21%, Females 79%
Round 5 (December – March) – Males 40%, Females 60%
3. June 2008 - monitor complaints by gender. 41 formal complaints were logged between 30th January to 30th April 2008. Figures illustrate that the percentage of males complaining (54%) is higher than the percentage of all general needs male tenants (38%). This may be an indication that males are less satisfied with female tenants with the service Chevin provides.
4. August 2008 – (with Paula) Improve staff and resident awareness of signposting (including transgender groups). Customer Service staff received website training in October 2008. The date for meeting this commitment has moved back in line with recommendations for wider training outlined in the housing services review report.
Customer service staff have helped to review the signposting sections of our external website and this has increased their knowledge of information held there.
5. Ongoing – monitor allocations by gender. Quarterly figures are reported to the E&D Steering group.
In the last quarter of 2008/09, we had more applications from females (57%) than males (43%).
6. Twice yearly – monitor satisfaction with applications / lettings by gender. Quarterly figures are reported to the E&D Steering group.
Females were more satisfied overall with the application process than males. There was equal satisfaction with the lettings process.

7. Ongoing – ensure a mix of male / female responses to policies presented to resident panels. Ongoing. All our panels have a mix of men and women and they all have an equal opportunity to comment on policies presented at the meetings.
8. Ongoing – review events procedures to ensure accessibility to those with caring / parental responsibilities. Events are held in order to avoid school drop off / collection times wherever possible. Support with childcare costs is also offered as routine. This is a standard procedure on all events.
9. April 2008 – seek opinion about our gender related work from gender-based organisations. Managing agents including New Roots, Horton Housing, Women’s Aid, YWCA, Action Housing and Doncaster Alcohol Services were approached regarding the content of our gender equality scheme and action plan.

REINVESTMENT TEAM

1. Ongoing - ensure work of Reinvestment Group reflects the opinions of an equal mix of men / women. Current profile of members is 50% female, 50% male as at November 2008. This is still the current profile.

SUPPORTED HOUSING

1. Ongoing - learn from good practice of existing management agent projects working in the areas of DV & young pregnant women. Feed this back into policy work. Still need to collate this work to allow feedback into policy work.

PROPERTY SERVICES

1. Ongoing (where possible) - Ensure female accompaniment for a male staff member if requested & vice versa. Wherever possible.
2. Ongoing – staff / contractor home visits to take account of parental / caring responsibilities. Already achieved via mutually agreed appointment.
3. April 2008 (with HR) – consider positive action initiatives to encourage female applicants into traditionally male roles. One female member of staff has been undertaking a HNC building studies course.
4. Ongoing – encourage female staff to undertake practical qualifications. One female member of staff has been undertaking a HNC building studies course.
5. Ongoing – ensure contractors / other partners are aware of our commitment to gender equality and are themselves committed to progress in this area. Part of Contractor Code of Conduct.

SPECIAL INITIATIVES

1. Sept 2008 – complete DV policy. Approved and now in operation.
2. Ongoing – continue to assess methods of increasing DV reporting. Ongoing – looking at newsletter articles and leaflets now the new policy and procedure is in operation. Brief article will appear in the December

- newsletter regarding the new policy and reinforcing zero tolerance stance.
3. Sept 2008 – monitor DV incidents, outcomes, satisfaction (CM system.) Victims of domestic violence can now easily be identified and targeted for satisfaction surveys etc. Figures show that there have been three reports of domestic violence since July 2008.
 4. Ongoing – continue to communicate zero tolerance stance towards DV. See item one above.
 5. Sept 2008 – monitor ASB, incidents, outcome satisfaction (Contact Management system.) Reports are now available. Satisfaction with the way we deal with ASB has significantly increased for men and women. Males (50%) are less satisfied with ASB report handling than females (83%)
 6. Ongoing – continue to communicate zero tolerance to hate crime. See item two above.
 7. Nov 2008 – ensure ASB / harassment policies address issues of gender hate crime. To be identified in update of ASB policy and procedure in December 2008; also included in the Domestic Violence policy and procedure.

H.R.

All actions are ongoing unless otherwise stated.

1. Communicate zero tolerance stance on all forms of harassment. Via Policies. Monitor grievances / disciplinary action by gender.
2. Undertake management development training.
3. (With all managers) support staff who are undergoing or who have undergone gender reassignment. There are no staff undergoing gender reassignment at present.
4. Ensure training providers / recruitment agencies adhere to Chevin's gender equality values. 'Trainers Code of Conduct' is currently being updated.

Trainers' code of conduct has now been completed.

5. Summer 2009 – include questions specific to gender based issues in staff satisfaction survey. Results of Chevin's most recent staff survey were published in November 2007. Of Chevin's 198 staff, 92 members returned a completed survey, a response rate of 46%. Over two thirds of respondents completed an equal opportunities monitoring form. Of the two thirds who completed a monitoring form, 22 were male and 42 were female. However, as some staff did not complete the monitoring form, it is difficult to establish a full picture of the gender of those who completed the satisfaction survey. It also makes comparison of staff satisfaction by gender difficult and means that the figures need to be treated with caution. Figures for overall satisfaction with Chevin as an employer were male 91% and female 97%, and satisfaction with individual job were male 82% and female 95%.
6. Broaden anti-harassment policy to include transgender harassment (when policy is next reviewed.)

7. Monitor staff satisfaction by gender, part-time status. See item 5 above. Summer 2007 figures were not analysed by part-time status. A question will be included in the next staff survey (Summer 2009).
8. Analyse applications against refusals for homeworking by gender.
9. Analyse recruitment stats. by gender Breakdown of applicants by gender:

April 07 – March 08 44 recruitments in this period	Male	Female
Applications received	191	243
Invite to Interview	65	82
April 08 – Sept 08 10 recruitments in this period	Male	Female
Applications received	341	110
Invite to Interview	18	20

Oct – Dec 08 4 recruitment in this period	Male	Female
Applications received	419	5
Invite to interview	11	1
Jan 09 – Mar 09 2 recruitments in this period	Male	Female
Applications received	3	6
Invite to interview	1	6

10. Analyse feedback by gender via the Post Interview Evaluation Form. All applicants who are interviewed receive an evaluation form with their un/successful letter. Since April 2008 we have had seven returned (6 male, 1 female) out of 50. This is a low response rate.

From October 2008 – March 2009, we have had 6 interview evaluations returned out 19, 3 male and 3 female.

11. Provide training to understand and promote gender equality / personal skills / confidence development. Will be included in the '09/'10 training plan.
12. Analyse composition of interview panels and audit recruitment decisions to ensure they are not based on stereotypical perceptions. For the 10 recruitments in Apr 08 – Sept 08 there were 7 females and 15 males on the interview panels.

For the 7 recruitments between October 2008 and April 2009 there were 8 females and 8 males on the interview panels.

13. Ensure equal take up of Next Level programme between men and women. **There are currently two males and four females on the course.**
14. Update Maternity and Adoption Leave policy. **To do.**
15. Annual job evaluation analysis covering job design factors and pay. **Job evaluation policy has gone through ACAS. This policy is now approved and is an approved scheme from an equal pay perspective.**
16. Homeworking / flexible working – promote these to both managers and staff. **Ongoing. All HR policies are readily available to staff via the new staff intranet.**
17. Conduct surveys and audits to ensure flexible working policies / practices are working. **HR team currently monitors disproportionate sickness / late issues to assess whether staff are struggling due to childcare / caring issues and support is offered where necessary.**
18. Return to work surveys following maternity leave. **Ongoing.**

ALL MANAGERS

1. **Ongoing** - (with PDSI) Analyse all satisfaction surveys by gender. **Quarterly figures presented to E&D Steering group. The quarterly figures for January to March 2009 were presented to managers in April 2009.**
2. **May 2008** – ensure all staff are aware of & committed to the gender equality action plan. **Information disseminated via team meetings. However, more work needs to be done in terms of disseminating equality and diversity information to staff at all levels. Chevin's new intranet was launched at the end of April and there is a section on equality and diversity that has been populated with the framework, action plans and the steering group agenda and minutes.**
3. **Ongoing** – ensure job ads don't contain unnecessary conditions or requirements which may adversely affect one group. **Ongoing.**
4. **Ongoing** – reinforce values outlined in Staff Code of Conduct and individual Employment contracts. **Issues are addressed in 1 to 1 meetings plus as part of the annual appraisal process.**
5. **Ongoing** – ensure managers are aware of family and care commitments outside work. **Ongoing.**

ALL TEAM LEADERS

1. **June 2008** - undertake equality impact assessments, prioritising areas with greatest impact on gender equality. **Forms / guidance have been finalised and EIA programme will be launched in December / January.**

The Equality Impact Assessment policy and procedure was launched earlier this year and so far four policies have undergone an assessment. There was been no adverse impact anticipated for gender in any of the new policies.

CHIEF EXECUTIVE TEAM

1. Assess gender split on Boards & Committees as part of the Governance review. This area is being looked at as part of the ongoing Governance review.

ALL

1. Ongoing - provide diverse, non-stereotypical images of men & women in our corporate material. This is ongoing. All publicity material is approved by our Corporate Marketing Officer.