



Single equality scheme

April 2010 – March 2013

**Diversity – placing customers
at the heart of Genesis**



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The culture of any organisation starts with its people, they are its greatest resource...

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01. Introduction

From the Chief Executive and Chair of the Diversity Committee



Neil Hadden
Chief Executive



Rolande Anderson
Chair of Diversity Committee

We are proud to introduce Genesis' first single equality scheme which will help us to build on the diversity achievements the organisation has already secured. We believe that putting our customers at the heart of what we do means that diversity must also sit at the heart of what we do. Strong and committed leadership will drive this agenda and to make sure we deliver on this we have in place a Diversity Committee made up of Board members from across the group. Responsibility for delivering on diversity of course rests with each person who works for Genesis if we are to develop and sustain a culture that recognises and respects the individuality of each of our customers.

The culture of any organisation starts with its people, they are its greatest resource and if they feel valued in the workplace for who they are and what they bring to the organisation that will be reflected in the services they provide to our customers. Customers look at who is employed by the organisation, if they see that the organisation reflects the diversity

of the communities within which it works there will be a sense of reassurance that this is a place that understands and recognises who they are. If it can do that, then it can provide the services that they need and deliver them in a sensitive and fair manner.

We want to encourage the best people to come and work for us, and we want to nurture and develop the talent of those who are already working for us, this means making sure that there are no discriminatory barriers for anyone, whether as staff or Board members.

The people who make up the organisation will help to ensure that we deliver great services, great homes, great places and great opportunities to our customers. The Single Equality Scheme, Diversity – Placing Customers at the Heart of Genesis, is our strategy to support the business in making this a reality for Genesis Housing Group.



02. Introduction and background

Delivering better services by understanding and working with diversity

Genesis Housing Group is a social investment business. It provides homes and services, supporting customers and communities to build better futures.

Genesis provides homes and services to tens of thousands of people across London and the south east of England. The Group consists of PCHA, Pathmeads and Springboard housing associations. Genesis also has in its group a charitable foundation, Genesis Community. It is one of the largest and most diverse housing groups in the UK, owning and/or managing more than 40,000 homes. Its overriding aim is to provide great services, great homes, great places and great opportunities for our customers.

Diversity and equality

Diversity is about difference and is made up of a spectrum of characteristics and life experiences. This strategy focuses on the six key strands of diversity which are:

- Gender (including transgender)
- Age
- Sexual Orientation
- Ethnic Origin (including race and now caste, which is introduced by the new Equality Act)
- Disability and
- Faith

Diversity can be visible and invisible but inevitably impacts on people in many different ways. Positively in many ways, such as the different knowledge and skills that different people bring with them to the benefit of communities and organisations. However for many people it can also impact negatively through experiences of harassment and barriers in accessing services and employment.

Equality then is about taking down the barriers, making changes in policy and practices to ensure customers can access services and fulfil their potential as citizens and developing a workplace culture that allows employees to work at their best in providing services to our customers.

Putting diversity at the heart of everything we do

Getting diversity practice right is at the heart of getting our services right for our customers and achieving a workplace culture that values diversity and motivates staff to work at their most productive levels. Diversity is essential in developing an organisation that aims for excellence in everything that it does. We are striving towards a Genesis that aims to deliver the very best of services using the most innovative and creative methods for best value and diversity will be central to the practices that will enable us to achieve our vision.

This document introduces the first Single Equality Scheme for Genesis Housing Group. This represents the groups strategy on equality and diversity and is supported by a three year action plan to implement the strategy and the objectives of our equality and diversity policy. It comes at a time when substantial economic differences have been identified between those living in different tenures (Report of the National Equality Panel 2010) and how these differences lead to inequalities in life chances, such as employment and health. Understanding of the concept of Diversity is changing all the time as we better understand how economic and social factors impact on peoples life chances. Socioeconomic factors is one of the newest diversity strands and is introduced by the new

Equality Act to join the already more familiar strands of age, disability, ethnic origin, gender (and transgender), religion and belief and sexual orientation. Genesis welcomes this recognition of socioeconomic factors because the social housing sector has long understood the complex nature of their impact on equality for many of the people to whom it provides services. All diversity strands impact on people's opportunities with some groups continuing to experience poorer educational outcomes and discrimination in accessing services and employment.

The purpose of the Single Equality Scheme is to help the business:

- Understand who our customers are
- Ensure that the services we design and deliver meet the individual needs of our customers
- Provide services that aid our customers to address the inequalities that they experience and impact positively on the communities within which we work
- Recruit and retain a diverse workforce
- Support and develop a culture that values the diversity of our customers and staff.

Implementing the Single Equality Scheme

The Single Equality Scheme provides a framework for the organisation to deliver the commitment that it has made in its Equality and Diversity Policy by setting clear objectives and outcomes. The Single Equality Scheme and the accompanying three year diversity plan covers all functions of the organisation; its implementation will be overseen by the Diversity Committee. This is very much a living document and will be regularly reviewed and updated to ensure that current business priorities are reflected in the scheme.

Genesis by its very nature is a group working to deliver a wide range of services, this means that while this document provides a corporate overview and sets broad objectives much of

the finer detail will be agreed with the individual subsidiaries who will all be required to have in place a diversity plan which reflects the corporate objectives to support their specific part of the business and we will require different approaches in different parts of the business. We recognise that one approach on diversity does not fit all purposes. For example Pathmeads delivers much of its services in the private rented sector and Springboard delivers a number of support services, both of these will require different solutions. However we aim in all parts of our business to be innovative in our solutions and for us diversity practice is no different, helping us to support the delivery of services to meet the needs of customers and deliver best value.

Responsibility for implementation and review

The Board: The Board of Genesis Housing Group has overall responsibility for the implementation of the Single Equality Scheme and Action Plan. The Board has delegated this authority to the Group Diversity Committee.

The Group Diversity Committee: The Group Diversity Committee has delegated responsibility from the Board for ensuring that adequate resources are provided to implement this Scheme and Plan, for monitoring progress in implementation and for its regular review.

Group Director of Corporate Services: This role is the Executive team lead officer for equalities and diversity.



Key drivers

The key driver for Genesis to have in place a Single Equality Scheme is to support the business to provide great services and best value for each of our customers. However we recognise that there are also external drivers and stakeholders that shape this part of our work.

Legislation is one of the key drivers for the diversity agenda and the new Equality Act introduces some important changes to the way that we work to promote diversity and equality, it will also replace the existing equality and anti-discrimination legislation, aiming to make the legislation easier to interpret, implement and to be consistent across the diversity strands. The Equality Act introduces socioeconomic inequality as a new strand to diversity, one that is particularly important to housing providers and their customers. For housing providers such as Genesis delivering homes is about more than just a roof. It's about supporting customers with the building blocks for improved life chances recognising the variance of opportunity for different groups of people and the different service delivery needs that those groups have. To help us to support our customers and the communities within which we work legislation provides a framework on which we have built our diversity agenda.

External stakeholders such as the Audit Commission and the Tenant Services Authority who are our regulators value the role of diversity in delivering services to our customers and appraise the services that we provide using it as a criterion. We also work with Local Authorities who have public duties under equality and anti-discrimination legislation; we will be expected to evidence how we can help them to meet these duties when working to deliver services on their behalf.

Diversity shaping services for our customers



Equality and Diversity Policy Statement

Genesis Housing Group, as both major employer and a large social landlord, is committed to eliminating discrimination and encouraging diversity amongst our workforce and the communities in which we serve.

Our aims in respect of equalities and diversity are:

- To ensure that our workforce is truly representative of all sections of society and that employees feel respected and able to give their best
- To work together to ensure that our customers, and other customers, are provided with a responsive and culturally sensitive service, which addresses issues of discrimination and harassment.

We recognise that some forms of disadvantage and discrimination are widely experienced by particular groups on the grounds of:

- Age;
- Disability;
- Race, colour, ethnic origin, nationality or national origin;
- Gender, including gender identity;
- HIV status;
- Religion or belief; and
- Sexual orientation.

We oppose all forms of unlawful and unfair discrimination and will seek to achieve equality by eliminating discrimination experienced on these grounds and promoting social cohesion

Tools and Resources

The organisation has a number of diversity tools and resources which will aid it to deliver great services, these include:

- Equality Impact Assessments are a tool to assist getting services right the first time. Genesis has in place a template and guidance for staff leading on either developing or assessing policies, practices and functions. Equality Impact Assessments are linked into guidance on developing policies and processes and progress will be monitored through central co-ordination of strategies, policies and procedures. Staff and senior management teams have been briefed on the benefits of equality impact assessments, how to carry them out and implement the findings
- Procurement is a tool already being used by public and private sectors to promote diversity in communities, helping to build capacity and encourage the development of small and minority led service providers. We recognise that the more diverse our suppliers are the more diverse their knowledge and skills will be in helping us to meet the diverse needs of our customers and staff. We have put in place an action plan to help us to increase the diversity of our suppliers and contractors and we monitor its impact on customer service
- Customer profiling is essential to our understanding of who our customers are and helping us to meet their individual service needs, we are working towards building up our knowledge base in this area using that information to shape our services and delivery
- Staff profiling helps us to understand who are staff are and what their needs in the workplace are to ensure that they work at all times to the best of their abilities. We are also aware of the benefits a diverse staff profile brings, one that reflects our customer base will bring understanding and knowledge of our customers. We also know that diverse teams perform better and are more innovative.



Our customer disability forum helps us better understand customer needs.

Engagement with customers and staff

- Genie is the organisations intranet with an equality and diversity section providing examples of good practice and guidance on implementing equality and diversity. It is also used to bring to people's attention diversity news, events and new resources.
- Staff networks are used to engage with staff on key issues, currently we have in place a women's network and a disability forum. We are also planning on having an LGB (lesbian, gay and bisexual) forum. All forums are available on Genie.
- Customer forums and panels are an important way of keeping in touch with customers views and experiences. Genesis has recently supported a forum for customers with a disability and will continue to develop and facilitate it.

Investing in training our staff is investing in excellent services



Leadership

Leadership is central to ensuring that diversity is valued as a serious business tool and it's perceived value will set the cultural tone for the organisation. Leadership is clearly about the messages that senior management send out to staff about the importance of this agenda but it is also about the personal responsibility that all staff take in valuing the diversity of customers and colleagues and the implications that this has for services.

Genesis has diversity Champions representing each part of the organisation who work closely with the Head of Diversity and Inclusiveness helping to mainstream diversity into the business. Genesis also has a Diversity Committee providing leadership and responsibility at the highest level of the organisation.

Training

Equipping our staff and leadership with the skills and knowledge to deliver on diversity is an essential requirement if we are to get our services right for our customers and create a workplace that gets the best from our staff. We will continue to review and redesign our diversity training programmes to best meet customer and staff needs using the most cost efficient and innovative methods.



03. The diversity agenda for Genesis Housing Group

This section looks at the diversity strands and the key issues that affect the organisation, the achievements so far and how we intend to progress the issues over the next three years.

Gender

Over half of Genesis' customers and staff are female or female headed households. With women in the main still being primary carers both to children and dependant adults the economic impact on them is obvious. However for staff at Genesis a recent equal pay audit concluded no significant gender pay gaps and the group has committed to regular audits.

Progressing through the career ladder however, is still an issue for women as they are significantly under-represented at management levels across the organisation, particularly at the most senior levels. Genesis has already recognised and taken on this challenge and made a commitment to improving work-life balance practice, including flexible working and increasing the learning and development opportunities for women. All are initiatives that will support women (and men) in the workplace to contribute their best while maintaining a worklife balance. Becoming an employer of choice is central to the people strategy of the organisation, promoting a culture which supports worklife balance will make it more attractive to the majority of employees.

Women into senior management seminar

To encourage and support women in the workplace to achieve their potential the initial programme will feature a number of seminars aimed at building confidence and skills to career plan.

Reflecting our customer base is important to us, it demonstrates to our customers that we understand who they are and that they will be listened to by people who understand their needs. Providing a diverse range of role models within the organisation, including women in senior management positions, to our customers is an important part of our work with the communities within which we operate. We are working in partnership with Opportunity Now to ensure that we implement best practice in this area learning from organisations across the public and private sectors. Genesis also has a women's forum to ensure that staff are kept in touch with learning and development opportunities and are able to voice an opinion on how the organisation is doing.

Domestic violence is an issue that affects all kinds of people; however it tends to disproportionately affect women. We have recently reviewed our policies and procedures on how we respond to customers reporting incidents and have consulted widely with both female customers and staff on how we can improve our services in this area. This has resulted in implementing a new case management system and introducing a poster and leaflet campaign to increase awareness amongst our customers of the support and services that we are able to offer. We will be reporting on this aspect of service delivery regularly to ensure that we continue to improve how we work with customers experiencing domestic violence.



Disability

Nearly a fifth of the population of the UK has some kind of disability, with those who are economically disadvantaged having higher rates of disability. As a social housing provider we would expect to have a higher than national rate of disability amongst our customers, especially as we provide housing for older people, a group that will see an increase in the levels of disability with increasing age. Having information on the disability needs of our customers then becomes critical to providing an excellent service that not only facilitates aids and adaptations in the home but also delivers the service in a way that is fully accessible.

Understanding our customers and engaging with them on the best ways of developing and delivering services are the key to achieving customer satisfaction. Genesis has already starting working with customers who have a disability through a forum which amongst other things is exploring setting up customer panels for consultation purposes through to customers with a disability acting as mystery shoppers, to really test the services.

We are working hard to ensure that our buildings facilitate access to services in line with the Disability Discrimination Act (DDA). We have completed audits on all buildings where staff are based and customers' access services. Our primary objective it to ensure all priority works are carried out as quickly as possible and to make sure that our customers are consulted on any disability related issues in communal areas of residential properties.

We continually work at making sure that our communication methods take into account the diverse needs of customers and staff and are pleased that we will shortly have a fully accessible website. We are also continually exploring new ways of communicating with our customers taking into account any disability related needs. There are increasing numbers of incidents of people with disabilities experiencing hate crime. We have taken account of this in our

recently revised Hate Crime policy and procedure and will be working with customer groups to increase awareness of the support that Genesis can offer to prevent and reduce such incidents.

Managing disability issues for our staff is just as important and we are working closely with our staff disability forum, raising awareness on disability issues and providing resources and tools to equip staff to be able to support and work with colleagues and customers. We also work in partnership with the Employers Forum on Disability to ensure that our practice and resources represent the best practice and that we have access to the most up to date guidance. Through the Employers Forum on Disability we offer a helpline to our staff on all employment and service delivery issues related to disability.

Ethnicity

Ethnicity continues to influence life chances for people. Numerous pieces of research show that people from black and minority ethnic groups are more likely to be disadvantaged or experience discrimination, but recent work (Report of the National Equality Panel 2010) shows that some ethnic minority groups are more disadvantaged than others. Some ethnic minority groups attain much higher educational qualifications than other ethnic minority groups and their white counterparts. Despite this, nearly all minority ethnic groups are less likely to be in paid employment than White British people. Even when employed minority ethnic groups broadly speaking are likely to be paid less than White British people.

A significant proportion of Genesis customers are of Black and minority ethnic origin, reflecting the higher BME population of some of the locations in which we work. Consultation with customers across the social housing sector has indicated a consistently lower rate of satisfaction with services by BME customers than other groups of customers, and this is especially true of customers in London (TSA consultation 2009). Through consultation with customers to improve services it is then critical that analysis by ethnic origin (and other factors) on all aspects of our service delivery is used to shape our services.

Reflecting our customer base through our staff diversity profile (for all strands) is also important not only to bring in skills and knowledge that will help deliver better services to BME (and other diversity strands) customers but also to act as role models in having BME staff reflected at senior management levels of the organisation. We will be exploring how we can support the development of BME staff into senior positions and how we can attract external candidates to both senior positions and onto the Board of Genesis. A number of our customers and applicants for housing require the use of interpreters or translated information, we have a number of staff who are able to act as interpreters and also work with an external provider to produce translations and provide interpreting services. We are working on improving our data base information which details the communication needs of our customers.

There are clear links between people's religion and belief, ethnicity and experience of disadvantage and discrimination. These will be highlighted under the religion and belief section.

Religion and belief

Religion and belief is not only a big part of many people's identities it also has a big influence in the way the people live and this impacts from the design of homes to how and when services are delivered. Entwined quite often with religious observations are cultural practices that have grown alongside. With staff needing to go to people's homes to deliver services is it important that we are aware of cultural and religious practices within the home, diversity training and diversity profiling help us to be aware of our customers needs and to get our service delivery right the first time. This also means getting the timing of our customer and staff events right to ensure that as many people as possible have the opportunity to participate.



We recognise for our staff taking leave for religious and cultural events is important to work life balance and we advise that such events are taken into account when prioritising leave for staff. We also ensure that any new policies and practices are assessed for their impact on the religion and belief of customers or staff.

Sexual orientation

There is little information on the economic situation for people who identify as being lesbian, gay or bisexual (LGB). The information that is available does not indicate any significant differences in income and employment levels. However this information is only based on those who have the confidence to be open about their sexual orientation. What is known is that LGB people do experience discrimination in the workplace, in accessing services and in society in general. Along with other groups, such as ethnic minorities and people with disabilities, for LGB people there have been increased reportings and a number of high profile cases in the media, of bullying, harassment and even murder. We also know that young LGB people make up significant numbers of those who find themselves homeless.

Planning services that take into account the support needs of our customers is central to putting the customer first and that means we need to put in place support services that are accessible and appropriate to LGB customers. For our staff it is important that we

have a workplace that does not discriminate in employment or tolerate homophobic behaviour. A workplace that enables people to be themselves is one where people will be a highly productive. We are working closely with Stonewall, the campaigning organisation for LGB rights, to improve services for customers and increase awareness of LGB issues for staff.

Age

The increasing number of older people in the population of the UK will impact on our customers in a number of different ways, including an increase in the numbers of older customers. As people get older they are also more likely to develop a disability, to help us to better understand these needs diversity profiling of our customers and equality impact assessments of our services will be our key tools.

Genesis Community is working closely with all ages of people from successful projects such as 'Silver Surfers', increasing IT skills for older people, to working with young people on the streets raising awareness of initiatives to help people back into employment.



This is an issue of importance to our staff as well, we want to hold onto the experience of staff who have worked for many years and will be looking to develop further our policies and practice on a flexible retirement age.

Benchmarking ourselves: How good are we?

We strive to be excellent in all that we do and we can only know how good we really are by comparing ourselves to our peers both inside and outside the social housing sector. We are working with a number of organisations and groups to share good practice and to learn from others. Working with others also invites independent scrutiny of what we do. The organisations that we currently work with on diversity issues are:

- Employers Forum on Disability
- Opportunity Now
- Stonewall.

We have developed the diversity agenda by working with customers and staff



How we developed the single equality scheme

The single equality scheme has been developed to support the implementation of the organisations corporate business objectives. The objectives are based on what will help us to best understand and meet customer service needs and the staff profile and skills required to support those objectives. We have consulted widely with customers and staff to ensure that the scheme supports the business to achieve this.

We have consulted with:

- Customers (PCHA and Springboard Customer Forums)
- Staff Forum
- Diversity Champions
- Senior Management Team
- All Staff (through the intranet).

Diversity in action at Genesis

Genesis has long demonstrated the role of diversity in getting services right for customers. This section provides some examples of how we are working with our customers to provide individual services:

Resident Involvement for all is encouraged through making available information through interpreters and translated information, including making available "Getting Involved", the Resident Involvement DVD (2009) in Somali, Gujarati, Bengali, Arabic and British Sign Language. We also provide carer's allowance payments to any resident attending meetings or events needing paid childcare.

معلومات الترمه سر
اضية. إذا كنت ترغ
معلومات مطبوعًا بأد
ى اسطوانة مدمجة أو
تحدثها، يرجى الات

Call centre staff operate a list of staff who are available to interpret in a number of different languages.



Housing of older people and older Asian people demonstrates Genesis' experience in being able to meet the very specific needs of different diversity groups, including the provision of a "handy man" service for older residents not able to carry out minor repairs.

Communication methods that meet the needs of all our customers include the use of text messaging; this has proved particularly popular with our younger clients. We are also making an increasing number of services available on our website. Residents newsletters are sent out in large print to those who require it.



In response to the fact that PCHA has more female residents than male, the repairs team have introduced a "chaperone" procedure to support female residents who may feel uncomfortable having a lone male operative in their home.

All offices have been assessed under DDA compliance for accessibility and appropriate measures put into place such as the installation of induction loops in reception and customer care kits.





04. Summary of key objectives, outcomes and measures

1

Diversity Scheme Objective 1: To have in place governance that is sensitive to and representative of the communities in which we work

Outcomes

- Board membership which reflects the diversity profile of customers and understands the needs of Genesis customers
- Policies and procedures in place to deliver the equality and diversity policy.

Measures

- Open & transparent recruitment procedure for board members
- Achievement of milestones targets for Board diversity profile
- Board members who understand the diversity issues/challenges facing the organisation

- Board members who demonstrate a commitment to current diversity issues by attending refresher diversity training every three years
- Board receives quarterly updates on progress of the single equality scheme
- Equality and Diversity Policy reviewed in light of new legislation, regulations and good practice.



2

Diversity Scheme Objective 2: Recruit and retain staff who reflect the profile of the communities in which we work and have a knowledge and skill base to meet the diverse needs of our customers

Outcomes

- Staff diversity profile reflects diversity profile of customers
- Staff turnover figures to be in acceptable range taking into account external and internal factors and peer performance as an indicator of staff engagement and workplace culture
- Increased engagement with staff on diversity issues
- Promote a culture that values work life balance initiatives

Measures

- BME and female staff are represented at senior levels of the organisation
- Staff who have a disability are represented at all levels of the organisation



- The diversity profile of staff reflects that of our customer base and the communities within which we work
- No significant differential in satisfaction outcomes for staff across all diversity strands
- No significant differential in exit interview data for staff across all diversity strands
- No significant differential in access to learning and development programmes
- Staff turnover figures to be in acceptable range taking into account external and internal factors and peer performance
- A diversity training programme that supports staff to understand and meet the needs of our customers
- That all training programmes have a diversity aspect to mainstream diversity into all functions
- Active staff diversity forums
- Strategy to promote work life balance initiatives.

3

Diversity Scheme Objective 3: To have strong resident involvement that is representative of the views and experiences of our diverse customer profile to help shape and deliver excellent services.

Outcomes

- Customer forums that are representative of diversity strands
- Increased customer satisfaction for all diversity groups
- Increased customer awareness of diversity issues
- Services that are continually reviewed and reshaped utilising customer profiling information

Measures

- Customer forums that represent the diverse customer profile

- Customer forums that focus on diversity issues
- All satisfaction measures include diversity profiling
- Customer satisfaction to show no significant differential by diversity strands
- Resident/community diversity events
- Communications that are accessible
- Communications that promote diversity issues.



4

Diversity Scheme Objective 4: Ensure that through the procurement and development process we promote equality and diversity to ensure the best services for customers and capacity building in the communities within which we work

Outcomes

- Increased customer satisfaction with services
- Increased economic capacity in the communities where we work particularly with minority groups
- Diverse profile of contractors and suppliers
- Future and new developments meet current and future needs of older customers and customers with a disability.

maintenance services

- Capacity building of small community led contractors and suppliers particularly of minority groups
- Diverse profile of contractors and suppliers
- Future and new developments meet current and future needs of older customers and customers with a disability.



Measures

- Increased customer satisfaction rates with

5

Diversity Scheme Objective 5: Identify, understand and meet the diverse needs of customers in a way that promotes equality of opportunity and eliminates discrimination

Outcomes

- Comprehensive diversity profiling of customers
- Equality of access to services for all communities within which we work
- Open, transparent and non-discriminatory processes and procedures
- Implementation of DDA legislation and associated good practice for excellent customer services
- All business streams to identify diverse customer needs and have in place diversity action plans (to be linked to service improvement and business plans)
- No significant differential in satisfaction outcomes for residents across all diversity strands
- A staff group who have the skills and knowledge base to understand and respond to the diverse needs of customers.

- Diversity profile of customers reflects that of the communities within which we work/ expect to access services
- Equality Impact Assessment outcomes used to improve services by shaping service improvement plans
- Customer satisfaction that shows no differential by diversity profile (and increased customer satisfaction)
- Produce phase II of the DDA implementation plan
- Diversity action plans in place for all business streams
- A training and development programme which supports and develops knowledge and understanding of diversity and associated customer needs
- A diversity training programme that is tailored to staff needs to support excellent customer service and support a workplace that values and understands the impact of diversity on business objectives
- A staff group which demonstrates understanding and commitment to diversity issues.



Measures

- 100% diversity profiling of customers

6

Diversity Scheme Objective 6: Work towards a culture with zero tolerance towards bullying, harassment and discrimination in the workplace and one that promotes equality and dignity at work

Outcomes

- A workplace culture that is accessible and supportive for all its employees.

- No significant differential in outcomes in different diversity groups accessing opportunities and benefits in the workplace.

Measures

- Through the staff diversity survey establish what needs to be addressed in connection with dignity at work issues



7

Diversity Scheme Objective 7: Implement strategies, working in partnership with others, that promote community cohesion and are proactive in helping prevent incidents of harassment, hate crime and domestic violence

Outcomes

- A response which supports customers experiencing domestic violence and harassment/hate crimes and is also pro-active with preventative measures
- Community initiatives that promote community cohesion and meet the needs of diverse communities.

- Increased awareness for customers on support available for those experiencing domestic violence and harassment/hate crimes
- Increased joint working with agencies providing support to customers experiencing domestic violence and harassment/hate crimes
- No significant differential in outcomes in different diversity groups accessing community initiatives
- Community initiatives that meet the needs of specific diversity groups.

Measures

- Increased customer satisfaction with responses to domestic violence and harassment/hate crimes



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Genesis
Housing Group

Genesis Housing Group Limited Registered Office: Capital House, 25 Chapel Street, London, NW1 5DT.
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Building futures