

**Monitoring Our Approach to Equality and Diversity**

These indicators are listed below along with the frequency and to whom they will be monitored. These indicators are listed below along with the frequency and to whom they will be monitored, as well as when we are planning to report the information from.

Area	Indicator	Target	Reported to	Reported from	Frequency
<b>Governance</b>	Board Members who have received E&D training within the last three years	100%	Diversity Working Group (DWG)	April 2008	Annually
	BME Board Members	1	DWG	April 2008	Annually
	Disabled Board Members	2	DWG	April 2008	Annually
	Board Members under 45	3	DWG	April 2008	Annually
	Female Board Members	6	DWG	April 2008	Annually
<b>Service Delivery</b>	Customer profiling data collected	90% by Nov 08	Wider Management Team (WMT)/ DWG	Jan 2008	Monthly / Quarterly
	Lettings to BME households	4.5%	WMT/ DWG	Jan 2008	Monthly / Quarterly
<b>Satisfaction Monitoring</b>	Lettings to disabled households (general needs properties)	18%	WMT/ DWG	Jan 2008	Monthly / Quarterly
	Number of incidents of racial harassment reported	Greater than previous year	DWG	April 2008	Annually
	Number of incidents of harassment based on sexuality reported	Greater than previous year	DWG	April 2008	Annually
	Satisfaction with response to ASB*	90%	DWG	Oct 2008	Annually
	Satisfaction with Lettings Service*	90%	DWG	Oct 2008	Annually
	Satisfaction with Responsive Repairs Service*	99%	DWG	Oct 2008	Annually
	Satisfaction with Gas Servicing*	99%	DWG	Oct 2008	
	Satisfaction with Improvement Programme*	95%	DWG	Oct 2008	Annually
Satisfaction with Aids & Adaptations*	100%	DWG	Oct 2008	Annually	

## Appendix Four

	Satisfaction with Complaints*	90%	DWG	April 2009	Annually
	Satisfaction with Careline*	90%	DWG	Dec 2008	Annually

<b>Procurement</b>	Larger contractor workforce – diversity breakdown	Targets to be based on customer profile data	DWG	Oct 2008	Annually
	Percentage of smaller contractors signed up to HHL's Equality Policy	100%	DWG	Oct 2008	Annually
	Percentage of contractor workforce trained in Equality & Diversity	80%	DWG	April 2009	Annually
<b>Resident Involvement</b>	Involved residents – diversity breakdown	Targets to be based on customer profile data	DWG	April 2008	Annually
	Take up of training activities	Targets to be based on customer profile data	DWG	April 2009	Annually
	Satisfaction with opportunities to participate	65%	DWG	April 2009	Annually
	Percentage of involved residents trained in Equality & Diversity	50%	DWG	April 2009	Annually
<b>Employment</b>	All colleagues – gender	50:50	DWG	April 2008	Annually
	All colleagues – ethnicity	3.5%	DWG	April 2008	Annually
	All colleagues – disability	5%	DWG	April 2008	Annually
	All colleagues – aged 16-24	7%	DWG	April 2008	Annually
	Management posts - gender	50:50	DWG	April 2008	Annually
	BME applicants	7%	DWG	April 2008	Quarterly
	BME applicants offered employment	-	DWG	April 2008	Quarterly
	Disabled applicants	10%	DWG	April 2008	Quarterly
	Disabled applicants offered employment	-	DWG	April 2008	Quarterly

\* indicates that satisfaction data will be analysed by each of the six 'strands' of diversity

In addition to these key performance indicators, we will annually monitor take-up of our services to ensure that all groups in the community are able to access the services that we deliver.