

Housing Diversity and Equalities Framework

2007-2010

Version 10 @ 10 January 2007

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Foreword

Cllr Isidoros Diakides
Executive Member for Housing

Executive Summary

- This Housing Diversity and Equality Framework sets out the Council's strong commitment to ensuring that housing services, across all tenures, meet our commitment to value diversity and promote equality.
- The London Borough of Haringey faces a range of challenges relating to deprivation and the diversity of the Borough. It is committed to valuing all residents and creating opportunity and good housing choices for all.
- This Framework sits within a clear strategic context set by the Council and supports the Council's aims and objectives. These provide a vision that will ensure unlawful discrimination is tackled and greater community cohesion is promoted.
- The Borough faces a range of housing related challenges. These include housing supply, access to housing, the concentration of Black and Minority Ethnic (BME) residents in poor quality overcrowded housing, severe levels of homelessness, a lack of specialist accommodation, a lack of large units, high house prices, rent levels, and insecurity of housing.
- The deprivation and housing need faced by many residents is well documented in the 2001 census data, the draft Housing Needs Survey (2006) data from homelessness and Housing Register monitoring, from the Older Persons Housing and Support Needs Analysis (2005) and information from Supporting People including the Haringey Supporting People Key Facts 2005-2010 (2006)
- This Diversity and Equality Framework identifies key cross cutting issues that impact on or influence all equality areas. It takes account of legal requirements (**Annexe A**) other key strategies (**Annexe B**) and highlights the importance of consultation (**Annexe C**).
- This Diversity and Equality Framework addresses the challenges faced by the Council's Housing Service. An Action Plan (**Annexe D**) sets out the Housing Service proposals, timescales and lead officers. It will be used as the basis for reporting to the Council Executive. These proposals are Specific, Measurable, Achievable, Realistic and time limited (SMART)
- The Framework highlights the critical importance of monitoring performance, both the impact of the strategy, and the implementation of the Action Plan.
- In order to ensure effective implementation, monitoring, review and evaluation it is proposed to establish a Sounding Board, with a majority of Service Users, to achieve this.

Chapter 1 Introduction

This Housing Diversity and Equalities Framework is one of the key strategic documents that will guide the London Borough of Haringey's work over the coming 3 years.

The Council has improved its performance according to the most recent Corporate Assessment by the Audit Committee. (2006)

We are a three star authority and our ambition is to perform at the level of excellent councils. We aim to be a Four Star Council.

The Audit Commission recognised the progress we have made in mainstreaming diversity and equality into the Council's day to day activity and highlighted areas of good practice such as on Domestic Violence.

This Framework is central to improving the Council's performance further. Our aspirations are great. We aim to deliver opportunity and improved services for all residents and communities.

An Improving Borough of Challenges

The Borough is very diverse. A population of 225,000 people live in Haringey: women and men, disabled and non disabled, ethnic minorities and supposed majorities, old and young, heterosexual, lesbian and gay, faith and non-faith communities. These communities and their experiences overlap, and it is the size and range of the diversity that makes Haringey stand out:

- Nearly 45% of Haringey's population are from ethnic minority communities¹ including Black African, Black African- Caribbean, Chinese, Greek-Cypriot, Turkish- Cypriot, Indian, Pakistani, Bangladeshi, Irish, Jewish and Kurdish communities. This population is changing with new communities arriving.
- Approximately 10 percent of local people are refugees and asylum seekers.
- More than 50% of the local population are women.
- More than 10% of the local population are estimated to have a disability.
- A total of 25% of the local population are aged 50 plus.
- National Research suggests between 5-10% of the population are lesbian or gay.

Diversity and disadvantage co-exist in Haringey. Deprivation affects all local communities. The Borough is marked by an east-west polarisation of deprivation and wealth. Deprivation is particularly concentrated amongst ethnic minorities, women, disabled people and older people.

Our evidence of housing needs in Haringey includes:

- Haringey has the largest number of households (5,600) living in temporary accommodation (source: LB Haringey Housing)

¹ London Borough Haringey Equal Opportunities Policy (2001)

- Over 10,000 households on the Housing Register (source: LB Haringey Housing)
- Over one in five households live in unsuitable housing, of whom 70% are from non White British households. (source: draft HNS)
- Over 18,000 households require support of a kind defined by the Supporting People programme. Over 85% were due to physical disability or frailty in old age. (source: draft HNS). 55% of households requiring supports are from BME households.
- An estimated 9% (over 8,000 households) live in overcrowded conditions, including a third of lone parent households.

Haringey's Housing Strategy

This Housing Diversity and Equality Framework meets a high priority established in the Housing Strategy 2005-08.

The Housing Strategy set out the major challenges the Borough faces and key actions needed across all tenures. Tackling inequality, valuing diversity and increasing housing choice and opportunity for all communities was a foremost priority.

The Housing Strategy made a commitment to develop a separate Housing Diversity and Equalities Framework to highlight the difficulties faced by communities in accessing affordable, decent and safe housing solutions appropriate to their needs across the different housing tenures.

The Framework is complimented by a robust Action Plan. That identifies appropriate housing policies and services to address inequalities and how we will eliminate discrimination. This is achieved by understanding the impact of housing outcomes across the six main equality areas:

- age
- disability
- ethnicity
- gender
- religion / belief
- sexuality

This Framework is not be seen as an end in itself. It provides a direction of travel for Haringey to achieve equality in housing.

Housing Strategy Vision

Meeting the borough's current and future housing needs – and through doing so, making a major contribution to social inclusion and the socio-economic well-being of Haringey.

Aims

Our high levels aims are to:

- Eliminate unlawful discrimination on the grounds of race, disability, gender, sexuality, religion / belief, and age.
- Promote equal opportunities for all groups in the community
- Deliver services to people from economic and socially disadvantaged communities that are sensitive to differences in needs, language and culture
- Promote community cohesion within Haringey by recognising the diversity of local communities and fostering good relations between them.

Our aims support the Strategic Vision.

Objectives

The objectives for the Framework are to:

1. Develop greater understanding of community housing needs and improve services to residents across the tenures
2. Work with partners to maximise the supply of affordable homes, increasing access and housing choice
3. Improve community safety, sustainability and cohesion in our most deprived communities and create opportunities for people to achieve and succeed
4. Eliminate discrimination in the provision of our services by developing effective performance information and monitoring of housing services

The 4 objectives play an important role in the structure of this Housing Diversity and Equalities Framework. They are provide the core structure for the Action Plan at **Annex D**. We consider future actions(What we will do) against each of the objectives.

Delivering Equality in Haringey

Equal Opportunities Policy

Equalities are a key element for Haringey's response to the needs and requirements of all residents, employees and partners.

Haringey Council's Equal Opportunities Policy states: "Throughout its work, Haringey Council is committed to reflecting the full diversity of the community it serves and to promoting equality of opportunity for everyone. We accept that the council is not free of unintended institutional discrimination. We will work to eradicate it. We aim to ensure equal access to our services by all citizens on the basis of need and to provide services in a manner that is sensitive to the individual whatever their background. We will represent the needs of our diverse communities to other agencies and make equal opportunities a key guiding principle in all of our work with our partners. We will ensure that our workforce reflects the community it serves. We will take positive action to realise our equality of opportunity policy. We are committed to eliminating discrimination on the grounds of:

- age
- disability
- colour, ethnic origin, nationality, national origin or race
- gender
- HIV status
- marital status
- religious belief
- responsibility for dependants
- sexuality, or
- unrelated criminal conviction.”

Staff: Equalities Profile

Haringey has a strong commitment to a diverse workforce that reflects the diversity of the borough’s population.

No	Area	%	Comment
01	Percentage of White Housing staff	50	
02	Percentage of BME Housing Staff	46	
03	Percentage of Male staff	64	
04	Percentage of Female staff	36	This compares to the overall Council breakdown where 70% of staff are women.
05	Percentage of part time Male staff	1	
06	Percentage of part time Female staff	5	
07	Staff aged under 25 years	5	
08	Staff aged over 50	28	
09	27 of the 855 staff had a disability	3.3	The Council wide figure is 2.1%

Key Partners: Equal Opportunities Policies

There are over 40 Housing Associations operating in Haringey, varying in size both as organisations and the number of homes they own in the Borough.

Amongst the associations are various BME associations specialising in providing information and services as well as homes for particular communities.

Housing Associations already operate their own equal opportunities policies and practices. We will look to reconcile the different policies and practices of housing providers to reflect Haringey priorities and to establish good practice for diversity and equality in housing within the Borough.

Homes for Haringey, an arms length management organisation (ALMO), was established in April 2006 as the vehicle by which Haringey will deliver the Decent Homes target.

The ALMO initially adopted the Council’s own equal opportunities policy. It operates a regular Equalities Forum which is currently working on the development of a new Equalities policy. One of the ALMO’s key business objectives is: “*create a service based on equality of opportunity for all which recognizes the diversity of the community it serves*” through an effective partnership with Haringey Council.

Setting Standards across all Tenures

The Housing service is setting standards across all tenures. This reflects the commitment to the establishment of a strategic housing service that commissions a range of providers, public and private to provide housing and housing services. We require all such organisations to meet the highest equality standards and to value all customers.

Preferred Partners Protocol.

This protocol covers the 5 housing associations who the Council has chosen as their key partners for the development of future homes. They are expected to ensure the highest standards on diversity and equalities in keeping with the importance given to such matters by this Framework.

Private Sector Landlords

Private Landlords play an important role in helping to meet the housing needs of residents. Private landlords are often drawn from the borough's ethnic minority groups and this Framework recognises the need to respond to their needs. That is one reason why the Landlords Forum is important.

We will in order to ensure standards across all sectors including private landlords, housing associations and **Homes for Haringey**:

- Enforce high standards
- Ensure compliance on Race Equality standards
- Ensure compliance with the Disability Discrimination requirements
- Ensure good practice on Aids and adaptations

Developing consistent high standards and compliance on diversity and equalities across all landlords is an important area of work.

Legal Framework and Key Drivers

This Framework reflects a variety of drivers at national, regional and local level and has taken into account the legislative framework (see **Annexe A**).

Priority setting and the development of actions in the Housing Strategy resulted from 5 key drivers:

- The Haringey context and the local housing market
- National, Regional and Sub-Regional priorities
- Local Strategic Context, including the Council's corporate priorities as stated in the Community Strategy
- The prioritisation of resources
- Issues of concern for stakeholders and feedback from consultation

The overall Housing Strategy identified four key objectives:

1. Improve housing services to residents across the tenures
2. Maximise the supply of affordable homes, increasing access and housing choice
3. Improve community safety, sustainability and cohesion in our most deprived communities and create opportunities for people to achieve and succeed
4. Regenerate our neighbourhoods, achieving decent homes for all and improve the environment

Other key strategies that influence and direct this strategy include:

- Supporting People Strategy, 2005
- Experience Counts – Older Persons Strategy 2005
- Children & Young People strategy, 2006
- Unitary Development Plan, adopted by the Council in July 2006
- Private Sector Housing Renewal Strategy
- Homelessness Strategy, 2004 – 08
- Private Sector Strategy.

Details of these are in **Annexe B**

Commitment to Consultation

We undertook consultation with key stakeholders within the Borough to identify the key aims for this Framework and the key issues arising from inequality. A survey form with an accompanying letter was sent to over 300 organisations and individuals (including housing providers and community groups and who represented a wide range of the Borough's residents) asking what they considered were key issues in relation to accessing decent affordable housing in the Borough. It was considered important to enable stakeholders to set the agenda in relation to the key equalities issues and how they affect residents in relation to their housing needs. We contacted colleagues within other departments in the Council for their views and additional information.

In addition to the survey work which achieved a high response rate, the Framework was also considered in detailed discussions with a range of key partners including the Housing Association Forum, the Equalities Forum, Older Person's Forum. The range of respondents to the survey included housing associations, both general needs and specialist, Supporting People providers, Social Services, the Drug and Alcohol Action Team (DAAT)

The results of feedback have been built into the Framework and details can be found in **Annexe C**.

It is our practice to monitor all consultations and to record any particular issues raised by specific equality groups.

Performance Monitoring

There are a range of indicators on which the Government measures the performance of local authorities in promoting equal opportunities and combating discrimination and harassment. These are audited each every year. These are considered in Chapter 4 and include Best Value Performance Indicators (BVPIs) and the Diversity Key Line of Enquiry (KLOE) indicators.

In addition to Government indicators, Haringey Council has adopted a number of key local equality indicators. *Homes for Haringey* is also adopting a number of performance indicators and is working with the Council to achieve a good level of performance.

Partnership Working

Strong partnership working is essential in order to meet our strategic housing priorities and to effectively tackle the various challenges we are facing. The Haringey Strategic Partnership (HSP) is an important co-ordinating forum led by the Council and involving our major partners. There is a robust partnership structure for housing beneath the HSP.

Equalities Forum

The Framework is a important document and we will; establish an equalities forum to bring together partners to oversee the implementation of the framework. The forum will allow other discussions on diversity and equalities to take place amongst partners.

Chapter 2 Valuing Diversity and Achieving Equality

This chapter considers the cross cutting issues that impact upon all areas of our diversity and equality work.

Whilst specific issues affect certain groups, the strategy sets out how we work across the strands to ensure that diversity and equality challenges faced by the six equality groups are met. This chapter sets out :

- Our excellent record
- How we will build upon that record.

Cross cutting Issues

1. *Equality Impact Assessments*

An Equalities Impact Assessment (EIA) is a way of assessing the effects a key policy, strategy or existing service function may have on people depending on their racial group, disability, gender, age, belief or sexuality. The proposed Diversity and Equalities Sounding Board will monitor the effectiveness of the EIA.

We have:

- Developed EIAs for all new policy and service initiatives
- Developed EIAs following consultation with our Corporate Equalities Team
- Established Action Plans linked to each EIA to guide our work
- Asked Scrutiny reviews of policy change to consider the EIA related to that area.

Example of Good Practice : Equality Impact Assessments

The Housing Service produces EIAs for each new service proposal e.g. Home Connections, or policy proposal e.g. Lettings Policy. An EIA accompanies this Framework and future strategy reviews relating to Housing Policy and Homelessness will publish EIAs before detailed work on the new strategies commences.

We will:

- *Ensure that every policy initiative or service change is the subject of an EIA*

We will ensure that before any new policy is developed or service introduced a EIA is established to guide the work.

Example of Good Practice: Somali Housing Needs

There are between 10,000 and 15,000 in Haringey with significant concentrations in some of the poorer wards: Northumberland Park, White hart Lane, South Tottenham and Bruce Grove.

Haringey Housing services and Homes for Haringey have been working with the Somali community to:

Establish a detailed understanding of Somali housing needs in the Borough as part of a wider study into Somali needs.

Proposals to meet the needs of the Somali community include:

Building larger family homes

More culturally specific sheltered housing units for Somali elderly persons

Support for homeless families to consider options out of the area and London

Employment of a Somali housing officer able to advise Somali families on the process

Source: Sahil Housing Association.

- *Consult on EIAs as part of our wider commitment to consult on policy change*

The ethos of our approach is that we will involve and consult.

- *Publish annually a record of Housing Service EIAs*

We aim to increase transparency of our diversity and equality work and subject it to Service User and Member scrutiny.

- *Ensure that EIAs are widely circulated to key stakeholders*

We will ensure that EIAs are shared with our partners to highlight the importance we attach to them.

- *Provide EIAs as part of any contract documentation with partners.*

We aim to highlight the importance we attach to them.

- *Involve the various Equalities Forums in reviewing the impact of EIAs*

Involving Service Users in developing and reviewing EIAs will help enhance support for our diversity and equality work.

- *Develop monitoring and reporting of EIA Action Plans*

This Framework highlights the importance throughout of monitoring, reviewing and evaluating the effectiveness and impact of our work.

2. Race Equality Scheme

Haringey achieved Level 3 of the CRE Race Equality Standard in 2001/02. It then achieved the general Equality Standard Level 2 a year later. Our aim is to achieve Levels 3 and 4 by the end of 2006/07.

We have:

- Complied with corporate standards
- Embraced requirements under Race Relations (Amendment) Act 2002
- Introduced Equality Impact Assessments
- Introduced monitoring
- Introduced staff training on race equality issues.

We will:

- ***Involve BME residents in service monitoring***

Placing Service Users centre stage is crucial to making the Framework effective.

- ***Ensure future services and policies take account of diversity***

The emphasis throughout the Framework is upon ensuring account is taken, at all times, of diversity and equality challenges.

- ***Develop staff training***

Haringey has a talented and valued workforce. We aim to develop its quality further through training on diversity and equality.

3. Disability Equality Standard

The Disability Discrimination Act has introduced a range of measures to promote equality of opportunity between disabled people and other people.

Haringey has introduced the Equality Standard to reflect the Council's commitment to improving services and opportunities for disabled people.

4. Local Government Equality Standard

The Equality Standard for Local Government, against which councils are measured, was developed to ensure that local authorities consider gender and disability as well as race. Levels 3 and 4 require us to demonstrate positive outcomes across all equality areas including age, sexual orientation, and religion / belief. These standards provide a platform of aspiration and good practice that this strategy will help the housing service to achieve.

We have:

- Complied with corporate standards
- Consulted with a wide range of equality groups
- Taken account of the Disability Discrimination Act
- Introduced Equality Impact Assessments
- Introduced monitoring

We will:

- *Involve all equality groups in service monitoring*

Involving Service Users in monitoring, reviewing and evaluating services will improve those services.

- *Ensure future services and policies take account of diversity*

By mainstreaming our diversity and equality work we believe our policies future services will be more effective.

- *Ensure monitoring of all equality areas.*

Monitoring is highlighted consistently in this Diversity and Equality Framework as central to achieving the desired outcomes and to making Haringey an excellent Council.

4. *Involvement*

The Framework takes as a good practice starting point that the Customers of our services should be involved in developing services and in decisions on how services should change and on their effectiveness.

We have:

- Ensured that all major policy changes are the subject of wide consultation.
- Involved our key partners in developing new services e.g. Home Connections and new housing supply.
- We have worked through focus groups to ensure BME views are taken account of
- We have worked with partners to develop specialist new housing provision

Example of Good Practice: Councillors Surgeries

Councillors at Haringey have set an example of good practice. In order to respond to the needs of Somali speaking residents who were attending regular specialist advice surgeries the Council has paid for translators to be available.

Example of Good Practice: Lettings Policy

The Council's new Lettings Policy included:

- Writing to all Residents on the Housing Register
- A conference bringing together BME voluntary sector groups
- Focus groups with specific BME communities e.g. Turkish speakers

We will:

- *Operate forums that involve residents from each of the 6 equality groups.*

Equality Forums are central to judging, with Service Users how well the Framework and Action Plan is doing.

- *Listen and to learn from the experience of our customers.*

Constant feedback and dialogue with Customers through forums, surveys and a range of tenant association and community bodies will help the service to be judged.

- *Introduce surveys of BME and other equality groups.*

Regular surveys will allow a judgement on the effectiveness of the Framework and services.

- *Investigate how BME residents and other equality groups can become more involved.*

Specialist surveys and focus groups will allow consideration of the needs of equality groups.

Example of Good Practice: Homes for Haringey Tenant Forums.

1. Homes for Haringey Tenant Forums

Specific User Groups:

- Disabled Peoples' Group
- Turkish-speaking group
- Somali-speaking group
- French, Lingala & Portuguese group – currently moribund

Also outreach work via equality groups – LGBT, gender – using known groups and forums. There is also a youth sounding board, a supported housing forum

As part of the residents consultative forum, there are a number of panels including an Elderly and Special Needs Panel.

Hard to reach Project

The aim of the Hard to Reach project is to develop ways in which identified sections of the wider community who are currently under represented could become more involved in dialogue with Homes for Haringey. The groups the Outreach worker will be working with:

- Chinese
- Turkish
- Kurdish
- Somali
- French speaking African
- Visually and hearing impaired.
- LGBT – Lesbian, Gay, Bisexual and Transgender
- Bangladesh

5. Sustainable Communities

Haringey is committed to developing inclusive communities. This theme is a key strategic objective and reflected in the objective of '*narrowing the gap*'.

We have:

- Developed our new homes work to build balanced communities with a mix of tenure
- Revised our Lettings policy to meet the needs of larger overcrowded families.

Example of Good Practice: Hornsey Water Works Development

In July the Council adopted a new planning policy. This will be used to deliver 50% affordable homes in each new development in the Borough. Phase 3 of the Hornsey Works development will deliver over 150 new dwellings for rent and shared ownership. These are larger homes and will address the needs of larger families drawn primarily from BME communities. It will help reduce the number of larger households in temporary accommodation or living in unsuitable overcrowded housing.

Our commitment to Sustainable communities is both about reducing the inequality between the poor east of the borough and the better off west, but it is also about reducing inequality between different sections of the community.

We will:

- *Continue to develop a range of new homes both in tenure and size.*

Developing an increased supply of larger properties is key to tackling overcrowding and this will have benefits for overcrowded and homeless BME households.

- *Continue to identify and develop, in partnership, land within the Borough*

Making the best use of Brownfield sites within the Borough and re-development opportunities will be critical to increasing the supply of new homes.

- *Ensure, through our Lettings policy, that the needs of larger families and vulnerable households are met*

The Council's new Lettings Policy aims to ensure that overcrowding is tackled as a top priority.

- *Ensure that all homes meet accessibility standards or where appropriate can be adapted.*

New and existing homes must be accessible to ensure they allow full access for disabled people and to meet changing household needs e.g. with age

6. Respect

The importance of valuing neighbours is a key cross cutting theme. This is reflected in the need to create safer communities. The Government's respect programme was launched on 10 January 2006, it builds on the Government's drive to tackle anti-social behaviour and its underlying causes, complementing the Home Office's Together campaign.

We have:

- A Executive Member with responsibility for tackling Anti Social Behaviour
- Played a full role in the Borough wide Crime and Disorder Reduction Partnership (CDRP)
- Promoted action to tackle anti-social behaviour including establishing an Anti Social Behaviour Team
- Developed a Drug and Alcohol service
- Require Homes for Haringey to enforce the Tenancy Agreement to deal with anti social behaviour
- Operate a Noise Response Team
- Established a nationally acclaimed Domestic Violence service.
- Used Anti Social Behaviour Orders (ASBOs) and injections.

Example of Good Practice: Sensitivity in the use of ASBOs

Haringey makes effective use of ASBOs but applies for them in a measured way. In every case of anti social behaviour reported a full investigation is carried out, irrespective of the age, sex or race of the alleged perpetrator.

Only, if after a full investigation, there is evidence to support the allegations will we take further action. We do not take further action if allegations cannot be substantiated. We are fully aware that on some occasions allegations made are malicious and may be racist, hence why we are thorough in our investigations. The high standards we operate to are offered to all residents in the Borough, irrespective of ethnic background. These have been recognised by the Courts. The Council have a 100% record on all legal applications.

- A nationally acclaimed Domestic violence and harassment service

Example of Good Practice: Domestic Violence case study – Hearthstone Domestic Violence (DV) and Support centre

Hearthstone is a multi agency centre financed by Haringey council to support and advise residents experiencing domestic violence. Many of their clients originate from the east of the Borough. This is not necessarily linked to deprivation but rather the availability of temporary accommodation when people are leaving situations where they experience violence.

With the lack of available social housing, the insecurity of DV victims can be compounded by the wait for transfer to other properties (where they are existing council or RSL tenants); or time spent in temporary accommodation, as well as trying to secure deposit for a private rental. The service felt that the operation of a rent deposit scheme would help many DV victims move into safe accommodation whether within Haringey or outside the Borough.

The Service would like to see increased awareness of the effects of DV amongst housing staff with a uniformity in the way it is dealt with.

We will:

- *Maintain the Hearthstone service*

This is a nationally acclaimed service addressing domestic violence and harassment. We will develop it and continue to meet the needs of Women and Men.

The Council will continue working closely with the Primary Care Trust (PCT) to provide an out of hours service. The PCT has provided funding for this.

- *Continue to use ASBOs and similar measures*

Tackling anti-social behaviour is an important priority. Such behaviour often impacts disproportionately upon poorer BME communities.

- *Work with communities to develop youth and community facilities.*

Tackling anti-social behaviour involves creating opportunities as well as using measures such as ASBOs. Creating leisure related options is a key element.

- *Continue our close working with the Police through the CDRP.*

This is an important partnership working across agencies to tackle anti-social behaviour.

- *Ensure that support is provided to vulnerable people.*

We aim to help vulnerable people have access to good quality affordable housing and help them sustain their homes. We will work with Supporting People and care support agencies to achieve this,

- *Continue to work with the Sure Start Children's Centres and local programmes in the Borough.*

Sure Start schemes support parents in challenging situation to develop skills, and find work whilst participating in their communities. Sure Start will continue to have the Council's support and to ensure BME parents access and benefit from the schemes.

7. Customer Care

Central to the strategy is the commitment to valuing all residents. This requires recognition of varied equality needs. Different people require different responses. Future services are being tailored to both the needs of the individual customer but also to the needs of the diverse communities that make up the Borough's population.

We have:

- Established a Vulnerable Adults Team to provide specialist support.
- A Specialist Older Peoples Service to ensure specialist support.
- Introduced a Customer focus in all housing service centres.

- Introduced new standards for telephone answering
- Introduced a new complaint system
- Ensured access to translators and advocates
- Advertised our services in a range of languages
- Worked closely with a range of specialist advice agencies.

Example of Good Practice: Turkish Speaking Elders Project

This advice service helps older Turkish speakers to access a range of advice and housing advice. It is aimed at people over 60 and meets the needs of many long residents. Both the Housing Service and Homes for Haringey have a good record of involving Turkish speakers in consultation activities. These involve the use of a skilled translator and facilitator.

Example of Good Practice: Support for BME Advice Services

Haringey benefits from the presence of a wide range of BME advice agencies. These provide a wide range of advice including help with housing and language problems. They also provide a range of care and support services. Examples include the Chinese Day Centre, Jewish Care, Somali Carers Trust, Turkish Cypriot Women's Project, Black and Ethnic Minority Carers Support Service.

Example of Good Practice: Choice Based Lettings

In introducing Choice Based Lettings, through Home Connections, we have created a wide range of Customer contact points to ensure people on the Housing Register can effectively bid. 60 staff in Libraries, 70 staff in Customer services as well as Housing Officers at Haringey and at Homes for Haringey have been trained on the new service including how to work with vulnerable people and how to respond to households with language needs. Our telephone service offers 9 different community languages. Documentation includes the option to obtain translations and audio information.

We will:

- *Continue to place Customers at the heart of our work*

The Diversity and Equality Framework seeks to involve Service Users in all actions because the Council recognises their valuable role in judging the outcome of the services and helping to determine how policy and services can best be developed.

- **Ensure our services are responsive and flexible**

The challenges faced by the size equality groups will vary and change with time. The Framework, underpinned by monitoring and evaluation will allow the Council's response to change over time as required.

- **Ensure services address specific language and cultural needs.**

Responding to diversity requires that services provided by the Council and its partners are culturally sensitive and that where required information and services is available in the full range of community languages.

9. Understanding – filling gaps in knowledge

In order to develop responsive services and have effective policies that address the needs of the six equality groups we need to understand the challenges people and communities face.

We have:

- Commissioned Housing Needs Surveys (2003, 2006)
- Commissioned an Older Persons Housing and Support Needs Analysis.(2005)
- Reviewed the impact of the 2001 Census Data

In order to understand the needs and the varied solutions that may be available to meet the specific needs of the six equality groups we have adopted an evidence based approach. We propose to link this to active research in order to understand the way that people from the six equality groups experience issues.

Example of Good Practice: Older Persons Housing and Support Needs Analysis

The Older Persons Housing and Support Needs Analysis was commissioned by the Council to obtain detailed information on the *“current and future need for housing and related support services for older people.”*

This work helped provide valuable information on service gaps and has helped Housing Services develop its policy and services for older people.

We will:

- **Continue to commission and update Housing Need Surveys**

The Housing Service will base all its policy and service development on independently commissioned evidence or performance data from.

- **Commission further Needs surveys on specific groups**

We will commission a range of research to help ensure we meet the actions in the Diversity and Equality Framework and wider challenges.

- *Continue to use the census data and the annual updates*

This is an important source of objective information to aid policy development and meet the Council's aims and objectives.

- *Review national research that is relevant to Haringey*

This is an important source of objective information to aid policy development and meet the Council's aims and objectives.

- *Base all our policy and service responses on evidence.*

We will ensure that all policy and service development is based upon evidence.

- *Also involve Customers, through surveys and focus groups in order to understand needs, aspirations, and their cultural choices.*

Involving Service Users in all aspects of our work is crucial to the effective implementation of the Framework and all our diversity and equality work.

Cross Tenure approach

The 2006 HNS survey reveals the following tenure breakdown of households:

Tenure	Number of households	% of total
Owner-occupation (no mortgage)	16382	17.6
Owner-occupation (with mortgage)	29252	31.5
Council	16761	18
Housing Association	10293	11.1
Private renting	20221	21.8
TOTAL	92909	100%

Housing Tenure by Ethnicity

Ethnic Group	% Owners	% Social	% Private Rented
White British	62	20	18
Asian British	51	28	21
Black British	29	54	17
White Other	35	25	40

1. Social Housing

This Framework aims to ensure that social housing is accessible and appropriate to all of the six equality groups. Just under than 30% of homes in the Borough are rented from social landlords.

The Framework will address the need for safe communities and for new larger social housing.

This tenure houses higher numbers of vulnerable people. This Framework will highlight the importance of care and support to sustainable tenancies. Childcare options will be a major factor linked with social housing.

2. Owner Occupation

Increasing access to owner occupation including shared ownership and low cost home ownership is a consistent theme highlighting the importance placed upon choice. With 49.1% of households owner occupied the level of ownership is below the national level.

Given that some owners are on low incomes, many from BME communities and many are older people the borough faces a range of problems linked to difficulties maintaining home ownership and maintaining homes to a high standard.

The strategy advocates measures to ensure home ownership is both sustainable in terms of paying for it and maintained as the owners become older and improvements or adaptations are required to maintain independence.

3. Private rented housing

The strategy recognises the important role that private renting can play. Nearly 22% of households rent from the private sector. There is a need to obtain long term security for tenants and to ensure properties are well maintained and adapted to ensure both sustainability and independence.

A feature of the Borough is the large number of private landlords who are drawn from BME communities. In particular many are drawn from the Cypriot community.

4. Homelessness

The six equality groups are disproportionately effected by homelessness. The Framework responds to this challenge by promoting choices and alternatives to homelessness by recognising the importance of care and support. Preventing homelessness is a central feature of the strategy

5. Meeting Housing Need

The challenges facing the six equality groups are many and substantial. The importance of understanding the scale of housing need is vital. This will allow long term planning to meet the needs of these households.

6. Houses in Multiple Occupation (HMOs)

HMOs raise particular diversity and equality concerns for the Housing Service. At one level they provide much needed accommodation often for young people and vulnerable people. At another level the conditions are often poor with low management, maintenance and security of tenure. The need to address issues arising from HMOs is highlighted in this Framework.

Chapter 3 The Six Equality Areas

Chapter 2 looked at the key cross cutting stands that impact upon the six equality areas. This chapter considers the specific areas. These are:

- Age
- Disability
- Gender
- Lesbian, Gay, Bisexual and Transgender
- Religion/Belief
- Ethnicity

Age

This Framework considers age in terms of:

- Older people. (Over 50)
- Younger people. (Under 24)

Older Peoples' Context

Less than a quarter of the population are over 50 (22.3%):¹.

AGE	Population	% of population
0-15	44,605	20.6
16-24	28,728	13.3
25-49	94,883	43.8
50-59	19,299	8.9
60-64	7,817	3.6
65-74	11,973	5.5
75 & over	9,202	4.3

The key features of the older peoples' population raises policy and service challenges for the Council. The key features are:

- 75% of older peoples' households contain just one person. These households alone account for 30% of all single households in the Borough.
- Over 50% of all older person households own their homes (with the vast majority having paid the mortgage). The level of owner occupation varies across the Borough with lower levels in the east.
- Around 20% of homes in the Borough, 19,376 are deemed unsuitable, of these 3,855 or 4% are in major disrepair or unfit.
- Almost 40% live in social housing – making up 20% of all lettings in that sector – this may have implications for the future supply of specialised housing.

¹ Housing Need Survey 2006

- Over 33% of older person households live in one bed dwellings – which is greater than the proportion for non older households.
- In contrast, 38% live in dwellings of 3 beds or more – and given the earlier comments about the size of old person households, this implies a significant amount of under occupation.
- Most under occupation is found in the owner occupied sector – where over half of older person households occupy homes of 3 or more beds.
- In the social rented sector, one in five homes are under occupied to the same extent.
- 17% older person households expect or need to move within the next five years.
- 20% would like to move into some form of supported or sheltered housing, although few expect it.
- The vast majority would like to move into ordinary residential accommodation.
- The average income of pensioners is lower than that for other adults. The average income for a single pensioner was est. at £12,619, whilst that for 2 or more pensioner households was just under £23K.
- The average equity for owner occupiers who have paid the mortgage is over £350K.
- 50% of older persons households have support needs,
- An additional 33% of mixed age households that contain elderly persons also have support needs.

In 2005 the Council carried out an Older Persons Housing and Support Needs Analysis . This highlighted a range of issues that needed action including:

- The need for extended partnership working
- Supporting People money needs to be focused on people without support
- More flexibility needed in service delivery
- A radical rethink is needed on supported housing and floating support
- Referral routes for people with complex needs are not well developed
- More care and support is needed at the upper age range of older people
- Floating support needs to be increased
- Extra care provision required.
- Needs of BME older people need addressing
- Needs of older owners needs consideration

Key issues for Older People.

In 2005, Haringey commissioned an Older Persons Strategy ***‘Experience Counts.’*** “to tackle discrimination and promote positive attitudes towards ageing”. Its housing related goal for older people was:

Having a safe, comfortable and well maintained homes: to ensure that older people have a safe, comfortable and well maintained home (and garden) which meets their needs

Other additional goals in the Strategy which linked to housing included:

1. Living with support - to enable older people to live independently with support for as long as possible in their own homes.
2. Feeling safer: to create safer communities

Nationally, the National Framework for Older People (2003) set out 4 key areas of concern that inform this Diversity and Equality Strategy:

- Rooting out age discrimination
- Person centred care
- Promoting older peoples health and independence
- Fitting services around peoples needs.

The challenge addressed in this Framework is to consider the housing and related needs of older people including the importance of good health, social care and safe neighbourhoods for a high quality of living.

There are 5 major housing areas faced by older people:

1. *Accessing appropriate housing:*

Consultation pointed to :

- a lack of specialist and sheltered housing
- a desire to for quicker access to council and social housing flats.
- aspirations for extra space to live in, with the possibility of extra rooms.

2. *Maintaining homes and independence*

There is a need for :

- Staff coming into peoples homes to be vetted and trusted
- Help to pay for repairs for many people
- Help for family and friends who have to provide support for elderly members in their own homes on a short term basis perhaps due to illness.

3. *Safe Neighbourhoods*

Older people have concerns about:

- Home security
- Unlit streets and areas
- The need for safe well maintained pavements.
- Anti social behaviour

4. *Accessing information*

Older people want:

- Clear information about the full range of housing services

- Communication difficulties addressed e.g. language challenges.
- Advice, across tenures about care and support services.

5. Promoting good health, care and support.

There is a strong link between good housing, health, care and support with residents:

- Receiving appropriate care in their homes to maintain independence
- Being supported to maintain their tenancies or mortgages when vulnerable
- Support for vulnerable people discharged from hospital.

Example of Good Practice: Cypriot Elderly Community

There was praise for Supporting People programme has been invaluable in assisting vulnerable elderly as well as young adults with physical disabilities. Programme has also enabled home visits to be made by the Cypriot centre staff as part as an outreach service. The Supporting People programme also enables the Cypriot centre to provide intense linguistic advisory and access service for housing and social services needs. The programme also fund Cypriot meals on wheels, help for people with diabetes, lunch club and day centres

Future actions are likely to include providing information and access points within the community e.g. in community centres. Regular outreach information session at the main day and community centres

Example of Good Practice: House Proud

House Proud is partnership arrangement that the Council has to improve the maintenance of owner occupied homes.

It aims to help low income, elderly and disabled and BME people to improve, adapt or update their homes or to carry out major repair or improvement work.

Example of Good Practice: Supporting People Strategy.

The Council has adopted a five year Supporting people strategy, covering the period 2005-2010. It promotes the following key themes:

- Improve services: providing better quality, accessible services for everyone who needs them, particularly health and social care
- Narrowing the Gap: improving the most deprived neighbourhoods
- Safer Communities: creating safe and confident communities with less fear of crime and the ability to prevent crime and resist committing crimes

The strategy was agreed following:

- Wide consultation with over 160 organisations, all partnership boards, statutory agencies and with service users via focus groups.
- Consultation with the voluntary sector and all Supporting people providers.

The strategy places a strong emphasis on tackling the borough's problems in the following areas:

- Tackling the high levels of mental ill health and reducing mental health hospital and residential care admissions
- Tackling the large numbers of homeless households in temporary accommodation
- Reducing the numbers of new homeless
- Supporting new immigrant populations
- Tackling crime including supporting survivors and victims and supporting the rehabilitation of offenders and people recovering from substance misuse

The strategy's preferred support model is generic floating support, which supports vulnerable households living in their own home and covers Council and Housing Association tenants, private tenants, owner occupiers and households with no fixed abode.

Example of Good Practice: Scrutiny Review of Adaptations

The council's Social Services and Health Scrutiny Panel's Review of Adaptations was completed in spring 2005. Its mandate was "To review the current arrangements by the Council and its partners to provide adaptations for all disabled people and their carers within the Borough and, in particular, consider issues relating to meeting of local needs, value for money and funding levels and to make recommendations on possible improvements to the service to Overview and Scrutiny Committee"

Amongst its key recommendations was to:

Establish a Disabled Housing Register – Haringey has a policy to leave adaptations in place following a property becoming empty. Its success would require the involvement of as many landlords as possible in order to ensure that there are sufficient numbers of properties to make it viable.

Despite the potential conflict with a choice abased lettings scheme, overall the use of adapted properties should be maximised. Where properties become available, efforts should be made to match the property to a disabled person seeking an adapted property.

In order to meet the demand for adapted properties, it was recommend the Housing service explore ways – legal and operational - of seeking possession of properties where the person for whom the adaptations were intended is no longer living there eg through death, even where the tenancy has succeeded.

Recognising the processing of Disability Facilities Grant (DFG) was slow and time consuming, and with limited funds, it was recommended the Council enter into negotiations with relevant housing associations on the possibility of reaching a broad agreement with them on providing match funding for any applications for DFG funding from their tenants. This followed concern RSL tenants were missing out on DFGs when the council felt housing associations should contribute towards the costs.

Our Approach

This Framework reflecting our cross cutting priorities seeks to value older people and to engage them in decisions both about their home and their neighbourhood.

Our strategic approach is to:

- Increase choice in housing and provide support
- Develop independence by working with health and social care agencies
- Ensure homes are accessible through adaptation
- Ensure homes are properly maintained across all tenures
- Ensure the needs of older people are considered in neighbourhood renewal
- Develop forums to involve and listen to older people.

- Improve access to information
- Work with the police and community safety partners to improve older peoples safety and reduce the fear of crime.
- Work with Environment services to improve lighting and the quality of roads and pavements in the vicinity of older peoples housing
- Develop a range of supported housing choices
- Address fuel poverty and increase benefit take up

We will:

- ***Supporting people funding for 60 plus age group***

Supporting People funds will be used to help support older people reside in their homes.

- ***Achieve Decent Homes targets***

The achievement of higher standards in both Council and private housing will benefit older people. This is especially true of Council housing where many tenants are older people.

- ***Replace House Proud***

The Housing Service is developing new ways to help older owners maintain their homes.

- ***Tackle Fuel poverty.***

Ensuring that older people can heat their homes or benefit from insulation improvement schemes is important. We have a dedicated resource working to achieve this.

- ***Use Older People's needs analysis to plan future services***

We will use evidence to develop services to benefit older people across tenures.

- ***Sheltered housing***

The future of sheltered housing is one that we are reviewing. It has an important but changing role in meeting the needs of older people.

- Links to other organisations.

The Housing Service will work with a wide range of support, care and specialist agencies to improve the quality of housing and life for older people.

- ***Develop a full range of housing options for older home owners***

Older home owners face major problems maintaining their homes. We are developing services to help them maintain their homes and remain independent as long as possible.

- *Develop under occupation schemes to make move attractive/help people to move.*

A new scheme to encourage people to move to more appropriate housing is being developed building upon existing incentives.

- *Ensure Adaptations and Facilities grants are available and effective*

The Housing Service proposes to maximise funding for these grants and to ensure they are available across all tenures.

- *Explore Life long homes to improve accessibility in older age.*

Maximising older peoples independence is important. Well designed homes that can be adapted over time are a part of promoting such independence.

Young Peoples Context

Haringey has a high population of people aged under 25. At 34% this raises a range of policy challenges.

This challenge has become more important since the law changed in 2002 and the Council must address the needs of young people aged 16-17 who are homeless.

Many young Haringey residents face severe housing problems:

- Between 2003-2004 122 16-17 year olds were accepted as priority homeless. 78 (64%) of these young people were female and about 90% were from ethnic minorities.
- The principal ethnic minorities were Black African and Black Caribbean with just under 25% of the total coming from each of these groups.
- Forty two teenage parents were accepted as priority homeless between August 2003 and August 2004 In addition, during the same period, 17 applications were made and refused.
- In the three years to March 2006, 689 single persons under the age of 25 were accepted as homeless, of which 66% were female. Like the younger age group, the principal ethnic categories were Black African and Black Caribbean making up 40% of those accepted as homeless.

Key Issues Facing Young People

Young people in Haringey face a range of problems:

- Poor housing, often living in overcrowded homes
- Homelessness
- Substance misuse, drug and alcohol related problems
- Poor health arising from quality of housing
- Educational opportunity effected by poor housing
- Long term unemployment has an impact on housing choice

Any combination of these factors can mean that opportunities to secure and retain decent housing are reduced. The following key issues also impact upon young people:

- With the average price of a one bed home at £156,000, a typical income required to buy would be in excess of £40,000. This presents great difficulty for many young people, whose income levels are far less than this, even obtaining shared ownership.
- Evidence suggests that despite high prices in the rental sector, young people have little choice but to rent privately. They are unlikely to gain access to Social housing.
- Housing Benefit is available for young people who are either in receipt of benefits or on a low income to assist with the payment of rent. However if the young person is single, under the age of 25 years and renting in the private sector, they are only entitled to housing benefit that pays for a single room in a shared house.
- Many young people earn too much to qualify for housing benefit but are struggling to pay rent in the private sector.

Our Approach

This Framework reflecting our cross cutting priorities seeks to value young people and to engage them in decisions both about their home and their neighbourhood.

Our strategic approach is to:

- Help young people avoid homelessness
- Help young people stay at home, where appropriate
- Engage with young people at housing forums
- Offer supported housing options where appropriate and required
- Ensure that 16 and 17 year olds receive support and opportunities for permanent homes at age 18.
- Ensure that young people leaving care are supported.

We will

- **Develop our Family mediation services.**

We will place a higher emphasis upon mediation, by developing the role of the Connections staff working in the Vulnerable Adults Team. This will allow work in schools and with families to prevent homelessness.

- *Develop advice specific to young people*

Specific housing information and advice for young people is available so that their needs can be addressed.

- *Increase specialist housing*

The Council has a programme of partnership arrangements working with specialist housing providers to develop homes aimed at vulnerable and BME groups.

Disability

Disability Context

Haringey faces a major challenge if it is to meet the housing needs of disabled people

The 2006 draft Housing Needs Survey identified that over 18,000 households in Haringey with one or more members in an identified support needs group (as covered by the Supporting People).

This represents 19.5% of all households – this is slightly higher than that found elsewhere in London.

It is sub divided as follows:

- The highest category of support is “physically disabled” – representing over 60% (11,000 households) of all support needs (and 12% of all Haringey households).
- Frail elderly account for 25% of support needs (over 4000 households)
- Another 20% contain someone with mental health problems.
- 75% of those in need of support have just a single support need.

The housing features of the disabled population include:

- 50% of support needs households are one person households.

- 25% live in two person households.
- Over 90% of households with a members requiring support live in general residential accommodation – the rest living in sheltered accommodation.
- 50% of all support needs households will reside in social rented dwellings, whilst almost 25% will be living in their own homes – reflecting the age factor in support needs.
- Over 33% of households in social rented sector have a support need, and this applies to over 25% of those who own their homes.
- The most sought after improvements to households are for aids and adaptations including, level access shower units, extra handrails, and emergency alarms.
- 25% of all households with support needs said they had a problem with maintaining their home.

A further measure of the Disability challenge facing Haringey is the take up of benefits:

- Attendance Allowance (AA) is a benefit for people over the age of 65 who are so severely (physically or mentally) disabled, that they need a great deal of help with personal care or supervision. At August 2004, over 2800 people were in receipt of Attendance allowance – representing 14% of residents over 65.
- Disability Living Allowance (DLA) is a benefit for people who become disabled before the age of 65. In November 2005 there were over 9200 claimants, nearly 85% of whom have been claiming for over 2 years, and 60% for over 5 years.
- Mental health is a very major issue in Haringey. Mental Health Admissions are much higher than in London and surrounding boroughs.
- However admissions account for a fraction of those that actually suffer with mental illness and it is estimated that around 25% of adults have a mental health problem such as anxiety or depression at any one time.

Key Issues for Disabled People

Nearly 20% of Haringey households are effected by disability. Addressing their needs of people with a disability is a major challenge. Disability is varied and often has to be addressed alongside other challenges such as ill health, unemployment, poverty and low income.

Disabled people face huge obstacles in locating and obtaining suitable housing. The problems include:

- Shortage of accessible accommodation - the lack of suitable properties applies across all levels of accessibility up to full wheelchair standard.
- Delays and long waiting times for adaptations, shortage of funds for home improvements and lack of awareness among architects and developers;
- Problems with re-housing, delays in assessment, lack of flexibility and choice.
- There is also too little information about possible options including shared ownership, other low cost home ownership
- Lack of scope to move from one local authority area to another, especially if reliant on social housing.
- Vulnerable people with mental health challenges often face homelessness. The Council has a close working relationship with St Anne's Hospital and other local hospitals. This allows referral from the Hospitals to the Council to ensure housing options are available on hospital discharge and that support packages can be put in place.

Our Approach

This Framework reflecting our cross cutting priorities seeks to value disabled people and engage them in decisions both about their home and their neighbourhood.

Example of Good Practice

St. Lucy's Lodge

We work with St Lucy Lodge, a specialist supported housing provider to provide a personalised group homes and shared accommodation for people with mental health support needs following discharge from St Anne's Hospital. This is funded through Supporting People funds and ensures that the individuals have person support.

Our strategic approach is to:

- Promote independence
- Offer choice through Choice Based lettings with support to participate
- Help Disabled people stay in their own homes
- Ensure care and support, where required, is available
- Help people maintain their homes
- Provide opportunities for disabled people to be heard and listened too.
- Ensure that estates and neighbourhoods are accessible
- Ensure that work and education options are available
- To liaise with health agencies to avoid Mental health relapse
- To offer a progression of housing options from care to maximum independence.
- Ensure that high heating costs and fuel poverty are addressed.

We have:

- Established a Vulnerable Adults Tea,
- Worked closely with the health service e.g. St Anne's and the Whittington Hospitals.
- Worked closely with specialist Mental Health providers
- Worked with specialist Learning Disability providers
- Organisations that support and advise older people
- Developed a range of Supporting People services
- Commissioned research to judge specific needs
- Worked with Social Services
- Worked with the Private Sector Housing Team.

We will

- ***Complete the review of Adaptations***

A review of adaptations, with Homes for Haringey is in process. The provision of a high quality adaptations service is portent to promoting independence. We will integrate Disability Facilities Grant with Housing Revenue Account funded adaptations.

- ***Review how effective support services are***

How disabled people are supported to remain independent and to retain their homes requires a wide range of support to be available.

- ***Develop the Delayed discharge links with St Ann's Hospital***

Managing the discharge of people with Mental; Health challenges raises issues of long term stable housing and support. This is a good support service provided through Housing Services.

- ***Develop the Vulnerable Adults Team (VAT)***

Our acclaimed VAT team supports vulnerable people both in applying for housing and with support over the longer term. We will develop this service to meet needs of disabled and other vulnerable people.

- ***Support to relevant partnership working e.g. with health services***

Housing Services works closely with the Health Service and will continue to develop a range of partnership arrangements.

Example of Good Practice

Haringey Association for Independent Living

Haringey Association for Independent Living work with over 100 service users with a learning disability. They provide support to people living in social housing or private rented housing.

Gender

There are a wide range of gender related challenges facing the Council. This section of the strategy has a focus upon 4 areas within the gender equality group:

- Lone parents
- Women coming out of Prison
- Older Women
- BME Women

Context

The housing needs of women are addressed in this Framework. However this equality group is not homogenous in terms of need and provision.

Nearly 50% of households in Haringey were headed by a females according to the 2001 Census.

Lone parent households made up 14% of all households in the last Census. Of those with dependent children, 94% were headed by a female parent.

Women in the Borough:

- Head 40% of households in the private sector.
- Head over 50% of all households in the social rented sector.
- Over a three year period from March 2003 to March 2006, of all single households accepted as homeless two thirds of applicants were women – 440 out of 689.
- Of all single applicants on the housing register at March 2006, just over half were female.
- The 2006 Housing Needs Survey highlighted that the highest level of unsuitable housing is to be found amongst lone parent households – with an average of 44% against the general average of unsuitability at 21%.¹

¹ Haringey Housing Needs Survey 2006

- The highest rate of overcrowding is to be found amongst one parent households at approx 30%.

Key Issues

Lone Parents

- Family breakdown is a major factor contributing to homelessness. The lower income levels of women compared to men may mean that women are not always able to sustain their tenancy or keep up with payments on their mortgage. This may particularly be the case for women following the breakdown of a relationship or the death of their spouse.
- 30% of lone parent families have experienced homelessness in the past ten years compared to only 3% of couples with dependent children.
- Most young lone parents live with either parents or in social rented accommodation. The high level of social renting remains high the older lone parent women get, and the level of owner occupation grows steadily particularly amongst those with partners.
- Affordability is a major issue for lone mothers who are often living on low incomes and are more likely than other parents to be dependent on benefit. This can restrict the kind of housing they can afford.
- Lone parents are often housed in poor quality homes without access to gardens.
- There are however disincentives to applying for a transfer to larger accommodation. In particular the rent levels for larger socially rented properties can often exclude lone parents further by increasing their dependence on HB

Women coming out of Prison

- The rising number of women in prison has meant that the problems faced on release are becoming more widespread. Homelessness on release from prison is now the reality for a significant proportion of offenders. 20% do not have accommodation on release and less than 50% of women prisoners return to the address they had prior to imprisonment.
- As the majority of women serve short sentences, they are less likely to receive support from the probation service which makes finding housing and sorting out benefits prior to release a much more difficult process. Housing Benefit is another issue that adversely affects women in prison.

Older women

- In many respects some of the key issues affecting older women and housing are similar to those considered in the age section; particularly around design and safety issues. Housing need may be compounded due to financial circumstances with the ability to purchase or maintain accommodation..
- Older women have often been dependent upon their partner providing the majority of household income. If that person has passed away it can create problems of low income or debt.
- There are differences amongst the various communities with BME elderly women preferring to live with family and close to places of worship.
- Older women's housing requirements will vary over time with some continuing to live in their current home with little assistance while others may need a responsive flexible support package to maintain this option. For others, moving to another home or to live with family or friends may offer a solution. Those needing more support or care may be best suited to living in a scheme specifically designed for older people.

BME Women

For BME women accessing housing is often identified as an issue due to a variety of factors including:

- not having English as their first language – this can lead to many being unaware of their housing rights and what could be done to fulfil their needs.
- the requirement for larger properties for large or extended families
- lack of affordability – on average, ethnic minority women have lower incomes than their white female counterparts and as such are less likely to be able to afford to rent in the private rented sector or enter owner occupation.
- A lack of affordable housing for key workers is a particular issue for minority ethnic women, given their overrepresentation among those working in many public services.
- Harassment is a major issue for BME women. British Crime Survey data in the past has reported that about four in ten Asian women and one third of black women nationally are very worried about racist attacks. Recent events, particularly affecting the Muslim communities means this is an area we may need to consider in developing and maintaining community cohesion in the Borough.

There are differences amongst the various communities with BME elderly women preferring to live with family and close to places of worship.

Our Approach

This Framework reflecting our cross cutting priorities seeks to value women and engage them in decisions both about their home and their neighbourhood.

Our strategic approach is to:

- Develop strong family support
- Challenge harassment and Domestic Violence
- Engage with the Women's forum on housing issues so that their views are heard
- Address the need for childcare
- Develop specialist housing
- Ensure women leaving prison obtain stable housing and support
- Address language challenges faced by BME women
- Seek to increase the number of large sized homes available.
- Widen housing choice.

We will

- *Link housing work with community cohesion initiatives like Sure Start.*

Promoting community cohesion including support for parents is important for the securing of stable housing in sustainable safe communities.

- **provide support to women leaving prison.**

Ensuring stable accommodation for women leaving prison is important in preventing homelessness and important for the well-being of children.

- **ensure access to translations and translators for BME Customers.**

Ensuring that women from a range of communities can access services means we will provide translations and translation services.

Lesbian, Gay, Bisexual and Transgender (LGBT)

Context

Information about housing issues concerning LGBT people within Haringey is difficult to obtain as little is collected through housing information monitoring or through surveys. Our recent Housing Needs Survey did not include sexuality as an area for analysis.

National research would suggest that between 5 and 10% of the Haringey would consider themselves be of LGBT. This community is as diverse as any other and discrimination faced by many can be compounded if they tend to be from an ethnic minority background. There will also be generational differences in the housing issues faced by younger and older LGBT people.

Recent legislation will help to reduce direct discrimination on the grounds of sexuality. The Civil Partnerships Act will have a positive impact and the Housing Service in Haringey has already recognised tenancy succession rights for Gay, Lesbian and Bi-sexual partners. It also tackles harassment and hate crimes through the work of the Anti-Social Behaviour Team.

Key issues

LGBT people tend to be low on the scale for housing priorities, unless they have dependents – a situation particularly acute for younger people. A key aspiration amongst those who contact LGBT advisory groups are for affordable secure housing that would be in a good location – one that is not riven by harassment, and has good access to services and public transport.

For this strategy we did consult with 'Wisethoughts' (a local arts based group) and Stonewall HA. The key housing issues are:

Community Safety

- Nuisance neighbours - there should be an assessment of the wider environment people are placed in – whether in permanent housing, or temporary - and of needs for when a couple in a relationship want to be housed together. This can be an issue for elderly LGBT couples who need to move into care homes.
- Harassment - can lead to further problems including homelessness, isolation and ostracism within communities as victims have to reveal their sexuality in order to report attacks.
- Domestic violence / relationship breakdown. This can affect young people who suffer violence as a consequence of their sexuality from family members, and same sex partners already in relationships.
- Double discrimination – the problems can be compounded if people are also disabled and/or from a BME group.

Access to safe and affordable housing and information / advice

- safe places to stay - There are few emergency options available to men who suffer domestic violence or homelessness. Aside from one safe house in Haringey there is no other dedicated accommodation for LGBT communities.
- It would be very helpful to have easily accessible information and advice available within venues that already provide dedicated access to information for LGBT people
- LGBT friendly accommodation. People require accommodation that is self contained rather than shared, and where the landlord is not likely to discriminate.

Awareness of LGBT issues

- The life experiences of older men and women will differ. Older LGBT people often face greater social isolation due to direct and particular indirect discrimination, exacerbated by their invisibility that follows a long culture of concealing their sexuality.
- Consider needs of accommodating same sex partners into specialised housing e.g. care homes, sheltered housing provision
- Sheltered or supported housing services tend to ignore needs of older generation
- A higher level of young LGBT people experience homelessness as a consequence of eviction from home due to their sexuality.

Responsive services

- Front line housing staff may not be aware of issues faced by LGBT people and need to be trained to be sensitive
- There is no mediation services for younger LGBT people and their parents
- Provision for confidentiality and privacy in dealing with housing applications, and with housing management issues
- Greater consultation with the LGBT community and organisations working with or representing them.
- Needs to be effective monitoring of sexuality as well as other equality measures
- Ensure legislative changes are fully implemented esp. impact of Civil Partnership Act 2004

Our Approach

This Framework reflecting our cross cutting priorities seeks to value Lesbian, Gay, Bisexual and Transgender people and engage them in decisions both about their home and their neighbourhood.

Our strategic approach is to:

- Ensure there is effective support for people facing harassment in their housing as a result of their sexuality and gender identity, and action taken against perpetrators

- Working with other agencies in dealing effectively with domestic violence and relationship breakdown issues
- Develop information and advice on housing opportunities for LGBT people
- Increase knowledge and recognition of LGBT housing needs
- Working with prevention & options to reduce homelessness amongst young LGBT people
- Review provision for same sex partners in specialist housing
- Ensure sexuality and gender identity is incorporated into equalities training for Haringey staff
- Increase awareness of sexuality and gender identity housing needs amongst all housing providers
- Improve customer service experience for LGBT housing applicants

We will

- *Develop housing support through specialist agencies*

We are committed to ensuring the LGBT households are able to access appropriate advice to meet their needs.

- *Ensure that specialist LGBT housing providers are able to develop new homes*

We will work with housing providers to make specialist accommodation available if required, to help provide security and promote independence and specialist care needs

- *Monitor all aspects of LGBT housing including lettings and harassment.*

The Housing Services commitment to valuing diversity and equality as set out in this Framework means that we will help ensure people are free from harassment and have fair access to housing regarding of their sexuality.

Religion and Belief

Context

Faith is an emerging public policy area. It has grown due to the importance of engaging with faith communities in programmes to renew neighbourhoods, regenerate communities and enhance social cohesion.

The table below from Census 2001 shows the levels of faith by the ethnicity of the household.

Ethnicity	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Religion not stated
All residents	50.7%	1.1%	2.1%	2.7%	11.3%	0.3%	0.5%	20%	12.1%
White	65.4%	26.0%	2.0%	94.7%	50.3%	4.0%	63.7%	82.6%	62.6%
Mixed	3.9%	2.6%	2.2%	1.9%	6.2%	1.1%	6.1%	5.2%	5.6%
Asian / British asian	1.3%	8.1%	91.9%	0.9%	23.8%	91.0%	14.3%	1.3%	6.2%
Black / Black British	27.7%	2.9%	1.7%	0.8%	16.4%	0.4%	13.9%	6.8%	22.9%
Other	1.6%	60.4%	2.1%	1.7%	3.3%	3.5%	2.0%	4.1%	2.7%

- The 2001 Census included a voluntary question about the religious identify of individuals.
- In Haringey over 30% stated either no religion or ignored the question.
- Of those who answered just over 50% of individuals classified themselves as Christian – a figure reflected in a similar proportion of households.
- The next largest religions denomination were Muslims with over 24% of all residents (11.3% of households)
- In many cases there are close links between ethnicity and faith esp. amongst south Asian households.
- In Haringey half of all Muslim households are in fact white residents – reflecting the residency of people from Turkish backgrounds.
- Jewish households are the most likely to own their own homes (77%), followed by Hindus (62%) and Sikhs (57%).
- Muslims households are the least likely to own their own homes (28%), and the most likely to be renting socially (45%), with Jewish households the least likely, with less than one in ten households
- There is a higher level of overcrowding amongst Muslim households than other groups.

Issues

Ethnic categories alone do not provide a comprehensive picture of faith communities and tend to be too broad to pick up particular communities where faith is an important factor in personal and community identity.

There is an overlap between ethnicity and faith and this in the past has tended to refer in particular to south Asian communities. This does not apply so easily in Haringey where the largest numbers of Muslims tend to be of Turkish or Somali background (shown up as white and black within the census categories.)

The overlap means there are issues covering overcrowding, access to housing and housing services and these were partly covered in the ethnicity chapter. Other issues around faith and housing have been around:

Knowledge of particular communities

- Perception of a lack of knowledge of community needs e.g. Orthodox Jewish and Somalis
- Housing services staff do not reflect the population at large in the Borough

Design and layout of housing

- need to accommodate both large households and extended families – common amongst south Asian Muslim families – not enough large homes
- location is often more important than design with the need to live in proximity to extended families and wider social networks
- generous space for the storage and preparation of food, space for the installation of shrines and religious observances; the provision of toilets and washing facilities for ritual washing
- room design that enables large religious gatherings to take place – whether connecting doors or rooms
- ease of access to religious and cultural facilities,
- the safety and security of residing in areas of community concentration rather than isolation.

Accessing housing information and affordable housing options

- Lack of knowledge on how to access social housing schemes is due in part to lack of knowledge about community needs
- Maintaining larger homes in the private sector is expensive
- Need information on how to acquire or apply for social housing including housing associations and low cost housing schemes – these are similar to concerns amongst ethnic minority groups

The changing generational aspirations

- some communities like to remain close proximity to local facilities and services e.g. orthodox Jewish
- younger members of communities may not always want to remain in same area
- younger generations may want to live in different forms of housing

Our Approach

This Framework reflecting our cross cutting priorities seeks to value people regardless of their religion or beliefs and to engage them in decisions both about their home and their neighbourhood.

Our strategic approach is to:

- Increase knowledge of particular religious communities and their housing needs within Haringey, and of different generations
- Develop culturally sensitive housing services
- Ensure faith awareness is incorporated into equalities training for Haringey staff
- Work with RSL partners including BME specialist providers on building larger homes in response to demand from local communities
- Work with RSL partners including BME specialist providers to develop guidelines for building culturally appropriate forms of housing
- Review adaptations policies to consider how they meet cultural needs
- Work with organisations to increase awareness of affordable housing opportunities and how to access housing generally

Example of Good Practice

Orthodox Jewish

There are around 3000 people living residing in approx 450 family units in the South Tottenham area. These are made up of largely young families. There has been an increase in the population in recent years causing a shortage of appropriate sized housing in the area. The community is a close knit community residing in an area with access to local facilities and services including Kosher shops. This makes it difficult for members of the community to move away from these areas. Those with long term secure housing often reside in the private rented sector which are expensive (due to the size of dwellings) and poorly maintained. Many of the families live in poor economic conditions.

We will

- ***Ensure that a range of housing is available through specialist BME housing providers***

We propose to build upon our first rate record of developing specialist housing for people with religious or belief based commitments.

- ***Ensure access to specialist support if facing harassment or discrimination.***

As with other equality groups we will provide support to tackle discrimination in any form.

- *Develop monitoring by religion.*

We will be introducing the monitoring of rehousing by religion as part of the development of effective and comprehensive monitoring of housing lettings under the new Home Connections Choice Based Lettings Service.

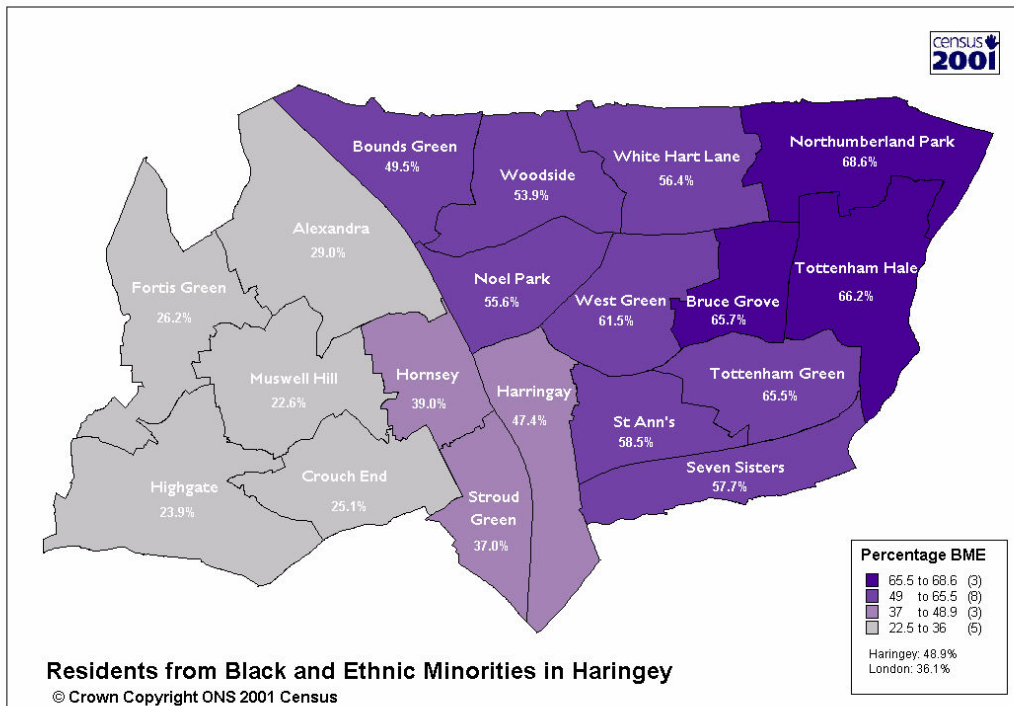
Example of Good Practice: Hornsey Housing Trust

Hornsey Housing Trust in north London has developed a 27 bed multi-cultural residential scheme for older people which caters for each ethnic groups' dietary needs and celebrates their different faiths. The scheme has a prayer room with corners set aside for different faiths.

Ethnic Minority Housing Needs

Context

Haringey has evolved into one of the country's most ethnically and culturally diverse districts, especially in Tottenham and Wood Green, as the map below highlights.



- When we include 'other white' born in Eastern Europe and the Middle East, White Irish and 'other white' born in the UK and Ireland in our definition of black and ethnic minorities then 49% of Haringey's population is from black and ethnic minority communities.
- A third of people classified in the 'other white' category were born in Eastern Europe (including Turkey). This is the largest proportion of "other white" born outside of the UK. Western Europe (20%) and the Middle East (14%) were the other larger groups. The ONS definition of the Middle East includes Cyprus.
- In 2003 over 160 languages were reported to be spoken in homes in Haringey.

It is estimated that over 80 per cent of pupils in Haringey schools are from BME communities and about half of all pupils in Haringey schools speak English as a second language.

Diversity inevitably gives rise to different needs, and the diverse nature of the borough means that needs and aspirations differ from and within communities. This challenges the Council to look for ways to improve how it reaches local people and how it provides services that are appropriate and meet the needs of the different

communities. This rich diversity also challenges the Council to foster good relations between people and build a borough where every individual and community feels part of and has equal access to opportunities to improve their lives and contribute to the life of the community they in.

Evidence for our recent draft Housing Needs Survey (2006) revealed:

- Black British / African households have the highest average size of households of households at 2.95 persons per household against an average of 2.33 for the Borough.
- Other significant average size households include Asian / Asian British at 2.81, and white other at 2.55.
- White British and Asian / Asian British households are more likely to be owner occupiers at 62% and 51% respectively.
- By contrast over half of black households are residing in social housing dwellings.
- The highest proportion of private rented housing is found amongst white-other households (at 40%)
- All BME categories show levels of income and savings lower than white British households.
- The highest average income levels are amongst White Irish households at over £34k,
- the lowest average incomes are found amongst black – African households.
- Over 40% of Black African, and a third of black other households live in unsuitable housing.
- A third of Asian households, and mixed households live in unsuitable housing.

Gypsies and Travellers

Gypsies and travellers were not specifically researched as part of the Housing Needs survey as it was based on permanently based residents. The GLA has tendered a contract to complete a London wide survey, carried out at a sub regional level, into the housing needs of this community. This is due for report in 2007. Haringey has a proactive approach to working with Gypsies & Travellers through our Travellers Support team based in social services.

Key Issues

A survey form was sent to all recognised community organisations across Haringey. We also attended tenant forums set up by Homes for Haringey with Somali speaking and Turkish speaking tenants. The key housing issues are:

Housing conditions

- Many families spend a lot of time in temporary accommodation
- Temporary accommodation tends to be of poor standard and at high rent levels
- Families often do not have access to garden spaces

- Concern expressed at concentration in tower blocks and certain areas where the quality of housing tends to be worse
- Concern about community safety through bogus officials and noisy neighbours

Housing requirements

- There is a need for larger homes. Many families live in overcrowded conditions.
- There are generational differences in housing aspirations – younger would like to own rather than rent in social housing
- Lack of specific sheltered housing schemes for ethnic elders
- Could develop more or enable access to smaller housing units for younger members of communities
- More supported housing

Access to housing and related services

- There is a lack of information / awareness about all housing options for some communities
- Not enough information about options to move out of London
- There is a lack of access to housing opportunities for single people
- People within communities don't always know how to access housing information
- Not enough information about support available for existing elderly home owners
- Time spent waiting for accommodation. Do some communities wait longer than others?

Customer services experience

- There are language difficulties in using housing services
- Written communications should be available in different languages
- Employ people with linguistic skills
- Homelessness service experience is not positive

Knowledge of communities and housing needs

- Lack of information about communities and their housing needs
- Housing services staff do not reflect the population at large in the Borough
- Insufficient monitoring of housing needs of communities

Our Approach

This Framework reflecting our cross cutting priorities seeks to value BME people and engage them in decisions both about their home and their neighbourhood.

Example of Good Practice: Agudas Israel Housing Association

Haringey in partnership with Agudas Israel Housing Association and Family Mosaic has opened a new housing development of 56 homes. 17 are for rent and 39 are for home ownership. The new homes are for residents from the Orthodox Jewish Community

Our strategic approach is to:

- Work with Housing Association partners to build housing that meets demand for larger homes and those from specific communities
- Develop supported and sheltered housing schemes for elderly members of communities
- Improve the communication of housing information
- Work with agencies and organisations in enabling greater access to housing information
- Increase awareness to all communities about services
- Undertake more research into the main communities and their housing and across generations
- Improve customer service experience for all service users
- Ensure BME Customers have access to a range of languages and translation services.

We will

- *Involve BME residents in performance review and monitoring*

In order to ensure that this Diversity and Equality Framework is effective we propose to ensure people effected by it are involved in monitoring it. We will do this through existing forums but in addition we will establish a Sounding Board to oversee the role out of the Action Plan.

- *Develop culturally sensitive services*

Housing Services must respond to and reflect the needs of different cultures and communities.

- *Support specialist providers to secure funds from the Housing Corporation e.g. Ujima, Presentation, Agudus Israel.*

We already have a good record in working with specialist providers to develop homes for defined BME groups. We will continue to make this a key area of our work to increase housing supply.

- *Work with Housing Associations to build larger units*

There is a need for larger homes in the Borough especially four and five bed properties. We are working with housing associations to deliver more larger homes.

- ***Improve the quality of information***

We will be improving the level of information for Customers across all tenures including specialist information for people with learning disabilities. We remain committed to information in a range of languages and forms as required.

- ***Provide Equality training programme***

Staff training is a priority to promote knowledge and good practice with regard to all equality groups.

- ***Develop work to tackle Anti Social Behaviour work.***

We strongly support the right of all communities and people to live free from anti-social behaviour or harassment. We will act to deal with peoples concerns. We will use the full range of measures available to the Council to tackle anti-social behaviour. This will be done in a sensitive and measured way to ensure that no discriminatory or inappropriate action is taken. Our approach will be based on evidence.

- ***Develop our response to vulnerable BME residents with the Vulnerable Adults team.***

The VAT has an excellent record. We will broaden its role to ensure that vulnerable BME people obtain the support specific to their needs.

- ***Review the impact of temporary accommodation for households***

We aim to dramatically reduce the numbers of households in temporary accommodation. A range of measures are being adopted to achieve this.

- ***Review the quality of accommodation used for temporary accommodation***

We are investigating the range of temporary accommodation currently provided to ensure we are not providing inappropriate accommodation.

- ***Investigating the needs of Gypsies and Travellers***

We will investigate the housing needs of Gypsies and Travellers and consider developing a housing strategy to meet their needs once we have considered the results of the Greater London Authority research.

- ***Review the allocation of social housing by ethnicity by geography, size, and type of dwelling***

We will consider the pattern of lettings as part of our comprehensive approach to monitoring in order to ensure that we are not undermining our objective of inclusive sustainable communities.

Chapter 4: Performance Monitoring, Reporting and Review

This Framework sets the direction of travel for Haringey to achieve equality in housing.

We will through our excellent partnership working secure ownership of the strategy by our partners across the tenures and with local residents. Both are central to making the Strategy work and to ensuring it remains effective and current at all times. The Action plan will be monitored and updated on a quarterly basis to reflect progress and ensure we can achieve the SMART targets. This Framework will be reviewed on an annual basis although we will use the quarterly meetings to ensure it remains current.

The effectiveness of the Framework will be monitored and reviewed at three levels:

- The achievement of the cross cutting objectives set out in Chapter 2
- The achievement of the specific actions set out in the Action Plan in **Annexe D**
- The establishment and improvement in performance monitoring of equalities indicators.

At **Annexe E** is a table of all organisations that the Council works with.

Performance Monitoring

There are a range of indicators for which the Government measures the performance of local authorities in promoting equal opportunities and combating discrimination and harassment. These are audited each year. The Council is required to report on its performance in relation to a number of Best Value Performance Indicators, and on its progress with regard to Audit Commission Key Lines of Enquiry (KLOE) indicator on Diversity. The key Housing BV Indicators are:

BV74 -Tenant satisfaction	a. overall service with landlords b. black & minority ethnic satisfaction c. non black & minority ethnic satisfaction
BV75 Satisfaction with participation	a. All tenants b. BME tenants c. Non BME groups
BV164 Is the CRE Code of Practice applied in the provision of rented housing	whether the council follows the CRE Code of guidance in rented housing, and also follow the ODPM Code of Practice for Social Landlords in tackling harassment. This will have been amended as a result of the new CRE code of practice.
Other BV indicators	Monitored by other council departments
BV 2b	Duty to promote Race Equality
BV174 / 175	extent to which council monitors the reporting and action of racial incidents in their area where it has some measure of involvement in remedying the situation
BVPI 225	this assesses the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence.

Key Lines of Enquiry - KLOE 31 - Diversity

KLOEs represent sets of questions and statements around either service or judgement specific issues which provide consistent criteria for assessing and measuring the effectiveness and efficiency of housing services. They are designed to provide inspectors, the council and others with a framework through which to view and assess services. Descriptors of excellent and fair services will help organisations to understand how the quality of services is judged against the

KLOEs. In inspections, service-specific KLOEs are used as a basis for assessing 'How good is the service?' and the diversity KLOE is key to this. The purpose of focusing on diversity is to ensure that services address the different needs that customers have. Customers' needs differ for a variety of reasons. The diversity KLOE covers the following areas:

- corporate culture and governance;
- access and customer care;
- service user involvement;
- partnerships;
- harassment; and
- legislation.

Developing Local Indicators

Both Haringey Council and **Homes for Haringey** are developing local equality performance indicators by which it will be able to measure the success of this Framework specifically, and of service planning generally. Haringey Council will be concentrating upon developing indicators with regard to accessing housing services, whilst Homes for Haringey will be concentrating upon services to council tenants.

We will also be undertaking an audit of policies and practices against the

- 1) CRE Code of Practice on Racial Equality in Housing
- 2) Tackling Homelessness amongst Ethnic minority households

The performance data on the impact of the strategy will be reported to:

- Departmental Management Team quarterly.
- Executive Committee annually.
- Equalities Forums quarterly.

Delivering Equality Standards.

Haringey Council has a duty to ensure all equality standards are met. It requires **Homes for Haringey**, as its Managing Agent to implement all equality standards and to report on the standards.

Housing Services will monitor **Homes for Haringey** to ensure the highest level of performance.

The Legislative Background

This annex sets out key Statutes, Secondary Legislation and Guidance that has provided a strong framework upon which an effective Diversity and Equality strategy sits.

Sex Discrimination Act 1975

This Act prohibited direct or indirect discrimination and, by implication, harassment on the grounds of sex.

Race Relations Act 1976 and Race Relations (Amendment) Act 2000

The first Act prohibited direct or indirect discrimination or harassment on the grounds of race, national origins or culture. It included an enforceable duty to promote equality and good relations between different races (especially Section 71 which has been important to procurement).

The Race Relations (Amendment) Act 2000 amended the 1976 Act and introduced a new positive duty to promote race equality. It requires public authorities to have due regard to the need, in everything they do, to tackle racial discrimination, promote equality of opportunity, and to promote good relations between people from different racial groups.

Under the Race Relations Act, it is unlawful for a person to discriminate on racial grounds against another. The Act defines racial grounds as including race, colour, nationality, ethnic or national origins. There are four main types of racial discrimination: direct, indirect, victimisation and harassment.

Disability Discrimination Act 1995

This prohibits unlawful discrimination on the grounds of disability in relation to employment, access to goods and services and in the buying, renting and management of premises or land.

Disability Discrimination Act 2005

The extension of the DDA to extend the number of groups covered and provision in private clubs with 25 or more members; sanctions for publishers of discriminatory adverts; a simpler process for people who think they have been discriminated against when using services; and new protection for local authority councillors.

Local Government Act 1999

Not specifically Equalities legislation but requires continuous improvement of Local Government performance including specific equality indicators.

The Human Rights Act 1998

This enables individuals to bring actions against a public body for breach of the rights covered in the Act, which originate from the European Convention on Human Rights.

Civil Partnerships Act 2004

The purpose of the Civil Partnership Act is to enable same-sex couples to obtain legal recognition of their relationship by forming a civil partnership. They may do so by registering as civil partners of each other provided: The legislation gives new rights and responsibilities within housing. It will impact in various orders including:

Occupation orders; non molestation orders, succession and assignment rights, property division and equitable interests; matrimonial home rights, and benefit entitlement.

New Statutory Code of Practice on Racial Equality in Housing October 2006

Legislation is supported by a Commission for Racial Equality **Code of Practice** on Racial Equality in Housing

The Commission for Racial Equality (CRE) first issued statutory housing codes of practice in 1991 (for rented housing) and 1992 (non-rented housing). In October 2006 it issued a new statutory code to replace both the 1991 and 1992 Codes. The aims were to:

- Set standards for achieving racial equality;
- Provide practical guidance that will help organisations and individuals involved in all areas of housing to avoid unlawful racial discrimination and harassment, promote equal opportunities for all, and encourage good race relations; and
- Make sure that anyone who is considering taking a legal case, or who has concerns about the way decisions on housing matters have been made, understands the legislation, their rights, and what constitutes good practice in the field of housing.

This code will be useful to anyone involved in housing, as well as to those who make decisions about providing housing, opportunities for housing and services related to housing, including developers, tenants and residents.

It applies to all providers of housing and related services in England, whether in the public, private, or community and voluntary sectors, including landlords, 'arms-length' housing organisations, large-scale voluntary transfer organisations, planning bodies, house builders, housing advice providers, private sellers and estate agents.

The code covers all forms of housing tenure, including caravan sites as well as 'bricks and mortar' housing. It also covers housing provided as part of an employment contract, for example tied housing, or housing provided for nurses, police officers or prison officers by their employers.

This new code also takes into account the many important social and economic changes that have taken place over the past decade and a half. For example, Britain's ethnic minority population is no longer the same, with the arrival of new migrants, including refugees. Integration and community cohesion have become increasingly important considerations for housing organisations and agencies. Also, while there have been improvements for some ethnic minority groups, significant differences still persist overall in the type and quality of housing available to people from ethnic minorities, who are more likely to live in inferior housing, and to have fewer opportunities to improve their circumstances than people from other groups.

It specifically mentions that:

- BME households are more likely to live in overcrowded conditions, be more dissatisfied with their homes and be more anxious to move, compared with households from white groups.
- BME communities are up to three times more likely to be represented in statistics on homelessness.
- Segregation, mainly in urban areas where one ethnic group predominates over others, continues to pose problems for social integration in parts of the country.
- Racial harassment is a continuing reality for BME communities in some areas; for example, they are four times more likely to see racial harassment as a serious problem in their areas than white households.

The Code specifically states that public authorities have a duty to make the promotion of racial equality central to the work, therefore requiring public authorities to take a lead in preventing unlawful racial discrimination, and in promoting equality of opportunity and good race relations. To achieve this, public authorities are required to prepare and publish a race equality scheme and monitor specified employment procedures and practices, by racial group, and make this data public in an annual report.

For more details about the Code see:

http://www.cre.gov.uk/gdpract/housing_code.html

Disability Equality Duty

Local Authorities will be required from December 2006 to

- Promote equality of opportunity between disabled people and other people e.g. advertising jobs with disabled people's organisations where disabled people are under-represented
- Eliminate discrimination that is unlawful under the Disability Discrimination Act e.g. ensuring access to information such as picture signs for people with learning disabilities
- Eliminate harassment of disabled people that is related to their disability

Gender Equality Duty

Arising from the Equality Act 2006 the Gender Equality Duty will introduce a general duty upon Local Authorities from March 2007 to

- Eliminate unlawful sex discrimination and harassment, and
- Promote equality of opportunity for women and men.

Annexe B - Key Drivers for the Housing Strategy

Plan / Strategy	Summary
Community Strategy	<p>This is the borough's overarching strategy adopted by the Haringey Strategic Partnership.</p> <p>The strategy sets out the priorities for the borough until March 2007. The Housing Strategy objectives are aligned to these priorities and the strategy sets out the housing activities which the Council and partners will undertake to meet these priorities</p>
Neighbourhood Renewal Strategy. 'Narrowing the Gap: A strategy to improve Haringey's most Disadvantaged Neighbourhoods 2002-2012'	<p>Provides a framework for the renewal of the most deprived parts of the borough over the next ten years. The Housing Strategy considers the impact of the supply of new affordable housing options – both temporary and permanent, on the objectives of the strategy and the impact of housing led regeneration on the creation of sustainable communities in Haringey</p>
London Borough of Haringey Supporting People Five Year Strategy 2005-2010	<p>Provides an overview of the programme and sets out the strategic priorities for Supporting People for the next five years. It describes the contribution SP will make to the achievement of Community Strategy objectives, including SP's overall contribution to meeting Housing and Health agendas. The Housing Strategy details how SP work in Haringey contributes to the housing strategy priorities and how the work of housing staff contributes to meeting SP objectives.</p>
Experience Counts – Older Persons Strategy – 2005	<p>This strategy aims to tackle discrimination and to promote positive attitudes towards ageing so that by 2010 'older people are enabled to be as informed, active, healthy and independent as possible and empowered citizens at the heart of the community'. It describes our priorities and commitments to people aged 50 and over with regard to ten goals including housing. The Diversity & Equality Strategy incorporates the work undertaken in terms of the needs analysis and the key housing goal.</p>
Changing Lives: The Haringey children and young people's plan 2006-09	<p>The Children and Young People's Plan (CYPP) is required by the Children Act 2004 to cover all services for children, young people and their families and carers..</p> <p>Changing Lives builds upon:</p> <ol style="list-style-type: none"> 1. Haringey's Children and Young People's Plan (2005-6), 2. Knowing Our Children and Young People – planning for their futures – the needs assessment produced by The Children's Service in Haringey in 2006 3. Growing Up in Haringey – the Haringey Teaching Primary Care Trust's (HTPCT) recent annual public health report. <p>Changing Lives sets out twenty key priorities for the next three years. The selection of these priorities has been informed by an extensive needs assessment by the Metropolitan Police, Haringey Teaching Primary Care Trust and by the Children's Service.</p>

Plan / Strategy	Summary
Unitary Development Plan, adopted by the Council in July 2006	<p>Details the council's planning guidelines. The UDP influences our work on the supply of new affordable housing, both permanent and temporary. The UDP and other planning policy is based in part on housing needs information supplied by the housing service.</p> <p>The new UDP was adopted in July 2006 and will be incorporated into the Local Development Plan in coming years.</p>
Private sector Strategy and Renewal Policy	The Private Sector Strategy details our plans for work across private sector housing. The strategy is currently being reviewed and will be closely linked to the delivery of the homelessness strategy. The housing Renewal Policy details how we intend to target our renovation grants programme.
Homelessness Strategy, 2004 – 08	The Homelessness Strategy details our aims, priorities and actions on homelessness. The strategy was developed following a comprehensive review of homelessness in the borough and it addresses our housing strategy objectives. We are currently undertaking a further review of homelessness and will update the strategy accordingly by 2007
The Haringey Safer Communities Strategy 2005-2008	The Safer Communities Strategy is the key means of directing and coordinating the statutory and community agencies' response to reducing crime and anti-social behaviour levels and minimising the harm caused by drug and alcohol misuse. It is aimed at supporting individual residents and communities in tackling criminal and anti-social behaviour by working in partnership to address their needs. The Housing Strategy sets out in particular how we contribute to tackling anti-social behaviour across all housing tenures
Haringey Race Equalities Scheme	The Race Relations (Amendment) Act 2000 introduced a General Duty, which requires all public authorities to which the Act applies to "have due regard to the need to eliminate unlawful racial discrimination and to promote equality of opportunity and good relations between persons of different racial groups". The Race Equality Scheme sets out how the Council will work to eliminate racial discrimination and promote race equality. The Housing Strategy considers the equalities impact of housing related activities in Haringey using the scheme.
The Framework North London Housing Strategy	Sets out the approach of the six local authority partners in the North London sub region towards developing a North London Housing strategy. Haringey's housing strategy is aligned with the sub-regional approach to supply, particularly with reference to key-worker and shared ownership schemes.

Annexe C – Consultation

The Diversity & Equalities strategy has been developed on the basis of consultation with key stakeholders in the Borough. Following best practice guidance a decision was made early on to consult on identifying the key aims for the strategy and the key issues resulting in inequality. We deliberately sought the views of housing providers, and community organisations that represented different groups of residents across the Borough. We have also utilised the results obtained from different consultations including those for the Council’s new Lettings Policy, and a new Homelessness Review – both of which took place during summer 2006.

Who contacted	How	When	Main comments impacting on strategy development
Housing Associations – over 40 in total	Survey forms via e-mail & post	Apr – June 2006	Highlighting general experiences of inequality; evidence of equal opportunities policies
	Housing Association Forum meeting	July 2006	Identifying key aims for strategy
Specific BME RSLs:	Survey forms via e-mail & post	Apr – June 2006	Highlighting experience of inequality affecting particular BME groups – Irish, Somali, and Orthodox Jewish residents; also provided references to previous research undertaken
	Meeting with Sahil HA	May 2006	
Race Equality Joint Consultative Committee	Survey form sent by post to members of Committee	April 2006	In July 2005, the REJCC had met to consider housing issues.
Community / advocacy groups representing wide communities: <ul style="list-style-type: none"> • Ethnic Minority Communities (60 groups) • Women’s Groups (over 30 groups) • Disabled Groups (7 	Survey forms via post:	Apr – June 2006	Some groups responded with evidence of the housing experience of specific communities e.g. Cypriot elderly and disabled

Who contacted groups)	How	When	Main comments impacting on strategy development
(Homes for Haringey) Council tenant focus groups: Somali; Turkish	Focus Group meetings	April – May 2006	Focus groups helped to inform key housing issues affecting BME communities – issues about overcrowding, accessing services
Equality Community Groups: <ul style="list-style-type: none"> • Women's Forum • LGBT Forum • Disabled Forum – Phoenix Group • Older Persons Forum • Faith Forum • Youth Forum 	<p>Survey Forms sent by e-mails to coordinators</p> <p>Attended meeting of Older persons Forum to present aims and to receive initial feedback followed by return of form.</p> <p>Telephone conversation with coordinator of Disabled Forum</p> <p>LGBT Forum – in addition to form being returned, there was a telephone conversation with the co-ordinator</p>	<p>Apr – June 2006</p> <p>May 2006</p> <p>May 2006</p> <p>Apr 2006</p>	<p>Specific forums were asked to use Forums to identify housing issues affecting particular community groups represented. The Forums consider a wide range of issues not just housing.</p> <p>Information specifically from Wisethought (representing LGBT forum, together with Stonewall HA) informed our key findings in the LGBT section.</p> <p>Attending the Older Persons Forum amplified some of the key housing issues already highlighted by the Older Persons Strategy – Experience Counts.</p> <p>Youth Forum was not meeting at the time of consultation.</p> <p>For other forums, it was not possible to identify some of the issues due to the scheduling of meetings.</p>
Homes for Haringey Equalities Forum	Attendance at Equalities Forum on main project plans	April – July 2006	Initial agreement on the project plan and later comments on draft reports have aided the direction of the strategy.
LB Haringey Supporting People Service	Meeting with SP Manager	Mar 2006	Enabled access to approx 90 SP providers to whom a survey form was sent out. Some responded in relation to small client groups including those with disabled learning clients. Referred to the SP Strategy which highlights key issues esp for younger people.
LB Haringey Gypsy & Travellers Service	Meeting with Travellers Support team + survey form	April – June 2006	Built up awareness of Gypsy & Traveller issues. GLA is coordinating a London wide Housing needs survey being undertaken at the sub regional level. This will report in 2007. Increased knowledge meant we were able to identify areas of good practice. CRE Report on Travellers was published in Sept and Haringey was one of the authorities surveyed for good practice. This will be an area of focus in the Action Plan.
LB Haringey Children's Services	Telephone conversation with Strategy Officer	April 2006	In the absence of the Youth Forum, the Service was able to cast light on some issues. Would like to address the issues over the longer term including raising at a future Youth Forum meeting. The new CYPP had a brief section on housing focussing upon affordability issues and benefits.

Annexe D Action Plan

Through consultation and our findings, it is clear a number of objectives for action planning are essential to enable this strategy to succeed. The objectives will guide the action plan and enable us to work with our partners to achieving the aims set out at the beginning of the strategy.

1. Develop greater understanding of community housing needs and improve services to residents across the tenures

There is a need to develop more awareness and knowledge of particular communities and vulnerable groups and the problems they face. This will enable Haringey and its partners to improve the range of housing services that are delivered to all residents in Haringey.

2. Work with partners to maximise the supply of affordable homes, increasing access and housing choice

There is a clear need to improve information about housing options to residents. We also need to work with our partners to tackle the worst aspects of overcrowding by increasing the number of appropriately sized dwellings.

3. Improve community safety, sustainability and cohesion in our most deprived communities and create opportunities for people to achieve and succeed

4. Eliminate discrimination in the provision of our services by developing effective performance information and monitoring of housing services

There is a need to develop an effective performance monitoring regime in relation to equalities and to utilise the data to influence housing outcomes. We need to develop our performance monitoring to ensure we do not discriminate in the provision of our services, and to understand whether there may be differences in outcomes for particular community groups

Note

The Action Plan will be amended to identify individual Officers as being responsible for each action identified

LEAD Business Units

HSP Housing Strategy and Performance
VAT Vulnerable Adults Team
HN Housing Needs
OPS Older Peoples Service
HfH Homes for Haringey

HS Housing Supply
SP Supporting People
CYP Children's & Young People Services
ASBAT Anti – Social Behaviour Action Team

OBJECTIVE 1: DEVELOP GREATER UNDERSTANDING OF COMMUNITY HOUSING NEEDS AND IMPROVE SERVICES TO RESIDENTS ACROSS THE TENURES

LINKAGES	Community Strategy; Supporting People Strategy; Experience Counts – Older Persons Strategy Children & Young People Strategy Private Sector Housing Renewal Strategy / Private Sector Strategy
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EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
ALL	Utilise or develop forums that will involve residents from each of the 6 equality groups to engage with housing issues <ul style="list-style-type: none"> • Review existing forums • Review overall partnership structures 	Existing	HSP	Review Q1 New structures Q2	Review Q1	
ALL	Establish / improve baseline number of: <ul style="list-style-type: none"> • Disabled persons – incl people learning difficulties and mental health problems, and the extent of disability • LGBT population • Faith communities 	Existing	HSP	Q2		
ALL	Ensure all housing staff receive equalities training and awareness of the housing needs of all 6 equality groups <ul style="list-style-type: none"> • Review existing training contents • Identify appropriate material • Implement training schedule for all staff 	Existing	HSP	Q2		
ALL	Increase awareness of housing needs of residents across 6 equality groups amongst all housing providers: <ul style="list-style-type: none"> • Distribute Housing Framework • Establish Equalities Sub Group 	Existing	HSP	Q1 Q2		
OLDER	Work with the Older Persons Team to support older people with care needs.	Existing	VAT / Social Services	Ongoing		
YOUNG	Liaise with Children's Services and Supporting People to identify	Existing	HSP / SP /	Q2		

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
	housing needs of younger people:		CYP			
	Ensure young people leaving care are supported: <ul style="list-style-type: none"> Work with Supporting People to review current service provision 	Existing	HN / SP	Q3		
DISABLED	Understand the housing and support needs of: <ol style="list-style-type: none"> Disabled people and their families People with learning difficulties People with mental health problems 	Existing	VAT / Social Services	Q2		
DISABLED	Review effectiveness of support services to <ol style="list-style-type: none"> Disabled people and their families People with learning difficulties People with mental health problems 	Existing	VAT / Social Services	Q3		
DISABLED	Develop the delayed discharge links with St Ann's Hospital	Existing	VAT	Q2		
DISABLED	Develop the Vulnerable Adults Team work with disabled persons	Existing	VAT	Q3		
LESBIAN GAY BISEXUAL & TRANSGENDER (LGBT)	Increase knowledge and recognition of LGBT housing needs through better working links with LGBT organisations: <p>Ensure representation on housing partnership forums</p>	Existing	HSP	Q2		
	Improve customer service experience for LGBT housing applicants esp relating to confidentiality	Existing	HSP	Q1		
	Conduct survey on current experiences	Existing	HSP	Q3		
RELIGION OR BELIEF						
ETHNICITY	Review impact and quality of temporary accommodation being used	Existing	HN	Q2		
ETHNICITY / DISABILITY	Improve /maintain communication methods for all customers including interpretation and translation services	Existing	HN / HfH	Q3		

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY/ OFFICER	TARGET DATE 2007/8	TARGET DATE 2008/9	TARGET DATE 2009/10
	Undertake research into housing needs of specific communities, and across generations: <ol style="list-style-type: none"> 1. Somali 2. Orthodox Jewish 3. Gypsy & Travellers 4. Refugees 	Existing	HSP	Q4		
GENDER	Increase knowledge of the housing needs of particular groups of women: <ol style="list-style-type: none"> 1. Lone parents 2. Women out of prison 3. Older women 4. BME women 	Existing	HSP	Q4		

OBJECTIVE 2: WORK WITH PARTNERS TO MAXIMISE THE SUPPLY OF AFFORDABLE HOMES, INCREASING ACCESS AND HOUSING CHOICE

LINKAGES	Community Strategy; Experience Counts – Older Persons Strategy Children & Young People Strategy Private Sector Housing Renewal Strategy / Private Sector Strategy Unitary Development Plan Homelessness Strategy
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EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
OLDER	Achieve Decent Homes targets	Borrowing Approval	HfH	Annual Target	Annual Target	Annual Target
	Replace house proud	Existing	HSP	Q3		
	Review of sheltered housing to take account of Supporting People Inspection report.	To be identified	HSP	Q1		
	Develop a full range of housing options for older home owners	Existing	OPS	Q2		
	Develop a revised under occupation schemes to make moving attractive / help people to move Target for number of moves in later years?	Existing / North London Sub Region Pilot – DCLG funds	HN	Q4	Target to be set	Target to be set
	Promote Ensure Disabled Adaptations and Facilities Grants to ensure effective take up	Existing	OPS	Ongoing	Target to be set	Target to be set
ALL	Increase awareness of initiatives to tackle fuel poverty and increase benefit take up Target for number of grants??	Warm Air Front British Gas 'Hear to Help' and Neighbourhood Renewal Fund	HSP / Fuel Poverty Officer (NRF funded)	Q2	Target to be set	Target to be set
	Maintain linkages to older person organisations and ensure consulted upon with regard to policies and strategies, and through partnership forums.	Existing	HSP/VAT/OPS	Q2		
YOUNG	Improve access and availability of housing advice and information to younger people <ul style="list-style-type: none"> • Provide information to school leavers and colleges about housing options and homelessness • Develop a comprehensive directory of housing and support services for young people in Haringey available using new 	Existing	HN	Q4		

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
	technology <ul style="list-style-type: none"> Develop advice service specific to young people 					
	Ensure 16 & 17 years olds receive support and opportunities for permanent homes at age 18	Existing	HN / SP	Ongoing		
	Ensure young people leaving care are supported	Existing	HN / SP	Ongoing		
DISABLED	Offer a progression of housing options from care to maximum independence	Existing	VAT/OPS	Q2		
	Undertake a review of the Disabled adaptations service	Existing	HSP	Q1		
	Increase awareness and take up of resources available to help disabled people maintain their homes	Existing	HN	Q2		
OLDER/ DISABLED	Work with RSL partners to increase availability of accessible homes <ul style="list-style-type: none"> Establish a housing register of accessible social housing in the Borough Achieve a minimum of x% wheelchair accessible accommodation in new build developments Implement life time home standard as a minimum standard for all new build schemes in the Borough Explore Life long homes to improve accessibility in older age 	Existing ADP	HS / Housing Association Preferred Partners	Q4		
OLDER / DISABLED	Encourage participation from health agencies into housing partnership forums	Existing	HSP	Q2		
DISABLED	To offer a progression of housing options from care to maximum independence	Existing	HSP/VAT/OPH	Q2		
LGBT	Develop housing support through specialist agencies	Existing	HSP	Q2		
LGBT	Working with prevention & options to reduce homelessness amongst young LGBT persons	Existing	DG	Q2		
LGBT	Review provision for same sex partners in specialist housing	Existing	HSP	Q3		
LGBT	Provide clear information for LGBT residents on housing options	Existing	HSP	Q2		
LGBT	Publicise and highlight tenancy succession rights for LGBT residents	Existing	HSP	Q2		
RELIGION OR BELIEF	Work with RSL partners including BME specialist to develop guidelines for building culturally appropriate forms of housing	Existing	HSP/HS / Housing Association Preferred	Q4		

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
			Partners			
RELIGION OR BELIEF	Work with community and faith organisations to increase awareness of housing options	Existing	HDP/HN	Q3		

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY/OFFICER	TARGET DATE 2007/8	TARGET DATE 2008/9	TARGET DATE 2009/10
RELIGION OR BELIEF	Review adaptations policies to consider how they meet cultural needs	Existing	VAT/OPS	Q3		
RELIGION OR BELIEF / ETHNICITY	Work with RSL partners to build housing that meet demand from families, and of specific communities for larger homes	Existing ADP	Housing Supply / Housing Association Preferred Partners	Q4 (for next 2 year ADP allocation)		
ETHNICITY	Review into housing needs of older members of BME communities	Existing	HSP/HN	Q2		
ETHNICITY	Increase awareness of all affordable housing options to all communities.	Existing	HSP	Ongoing		
ETHNICITY	Develop our work with Vulnerable Adults team for vulnerable BME residents	Existing	HSP/VAT/OPS	Q2		
GENDER	Continue to provide support to women leaving on housing options	Existing	HSP/VAT/OPS	Ongoing		

OBJECTIVE 3: IMPROVE COMMUNITY SAFETY, SUSTAINABILITY AND COHESION IN OUR MOST DEPRIVED COMMUNITIES AND CREATE OPPORTUNITIES FOR PEOPLE TO ACHIEVE AND SUCCEED

LINKAGES	Community Strategy; Supporting People Strategy; Experience Counts – Older Persons Strategy Children & Young People Strategy Private Sector Housing Renewal Strategy / Private Sector Strategy Anti Social Behaviour Strategy / CDRP
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EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
OLDER	Work with environmental services to improve lighting and the quality of roads and pavements in areas of high concentration of elderly persons	Existing	HSP / HfH / ES	Ongoing	Ongoing	Ongoing
OLDER	To develop advice specific to older people on addressing crime, fear of crime and anti social behaviour	Existing	HSP/VAT/OPS / ASBAT	Q2	Ongoing	Ongoing
YOUNG	To develop advice specific to young people on addressing crime, fear of crime and anti social behaviour	Existing	HSP / ASBAT	Q2	Ongoing	Ongoing
DISABLED	Ensure that estates and neighbourhoods are accessible	Existing	HSP / HfH	Q4	Ongoing	Ongoing
DISABLED	Ensure that work and education options are available to all residents	Existing	HSP	Q3		
DISABLED	Liaise with mental health agencies to avoid mental health lapses	Existing	HSP/VAT	Q2		
LGBT	Ensure LGBT community and people are fully aware of Council's harassment procedures	Existing	HSP / ASBAT	Q3	Ongoing	Ongoing
LGBT	Encourage / increase non police reporting of homophobic crime incidents	Existing	HSP / ASBAT	Ongoing	Ongoing	Ongoing
LGBT	Increase knowledge and awareness of Hearthstone	Existing	HSP / Hearthstone	Ongoing	Ongoing	Ongoing
RELIGION OR BELIEF	Promote access to specialist support if facing harassment or discrimination	Existing	HSP	Q2		
	Ensure faith / religious groups are fully aware of Council's harassment procedures	Existing	HSP/ ASBAT	Q2	Ongoing	Ongoing
ETHNICITY	Develop work to tackle Anti social behaviour / race harassment / hate crime	Existing	HSP / ASBAT	Q3	Ongoing	Ongoing

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
ETHNICITY	Ensure BME communities and people are fully aware of Council's harassment procedures	Existing	HSP/ ASBAT	Q2	Ongoing	Ongoing
GENDER	Address the need for childcare	Existing	HN	Q1		
	Link housing work to community cohesion initiatives e.g. sure start	Existing	HSP / CYP	Q2		
GENDER / LGBT	Maintain the Hearthstone service to provide support for women & LGBT people facing domestic violence	Existing	HN	Ongoing		

OBJECTIVE 4: ELIMINATE DISCRIMINATION IN THE PROVISION OF OUR SERVICES BY DEVELOPING EFFECTIVE PERFORMANCE INFORMATION AND MONITORING OF HOUSING SERVICES

LINKAGES	Community Strategy; Supporting People Strategy; Experience Counts – Older Persons Strategy Children & Young People Strategy Private Sector Housing Renewal Strategy / Private Sector Strategy
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EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
ALL	Ensure resident across all equality groups are fully consulted in housing service changes and improvements	Existing	HSP/Homes for Haringey	Ongoing	Ongoing	Ongoing
ALL	Ensure EIAs are effective and undertaken for each policy initiative or service change	Existing	All Housing Business Units / HfH	Ongoing	Ongoing	Ongoing
ALL	Review allocation of social housing by geography, size and type of dwellings: <ul style="list-style-type: none"> • By ethnicity • Sexuality and gender identity • Religion or belief 	Existing	Housing Supply / HSP	Q3	Annual monitoring	Annual monitoring
ALL	Monitor aspects of aspects of harassment on housing estates: <ul style="list-style-type: none"> • Sexuality and gender identity • Ethnicity • Gender • Religion or belief 	Existing	HSP / ASBAT / HfH / HAS	Quarterly monitoring	Quarterly monitoring	Quarterly monitoring
ALL	Meet and comply with BVPI targets: <ul style="list-style-type: none"> • 74 a, b, c • 75 a,b,c • 164 • 174 / 175 • 225 	Existing	HSP / LBH	Annual Targets	Annual Targets	Annual Targets

EQUALITY GROUP	ACTION	RESOURCES	LEAD AGENCY / OFFICER	TARGET DATE 2007/08	TARGET DATE 2008/09	TARGET DATE 2009/10
ALL	Develop and meet local equality performance indicators in relation to housing services: <ul style="list-style-type: none"> • Religion or belief • Age • Gender • Sexuality and gender identity • Ethnicity • Disability 	Existing	HSP	Q1	Quarterly monitoring	Quarterly monitoring
ETHNCITY	Undertake audit of policies and practices in relation to: <ul style="list-style-type: none"> • CRE Code of Practice on Race Equality in Housing • Tackling Homelessness amongst Ethnic Minority Households 	Existing	HSP	Q1 Q3		
ETHNCITY / DISABILITY	Ensure Housing Services comply fully with duties under the Equality Standards: <p>BV 2b - Race Equality Disability Gender</p>	Existing	HSP / LBH Equalities Unit	Q1	Annual Monitoring	Annual Monitoring

Organisations Checklist

The following voluntary organisations work closely with Haringey Council:

Name of Organisation	Organisation description
African Caribbean Leadership Council	community centre
Age Concern	older people's services
Alhijra Somali Community Association	somali organisation
Angolan Community Association	advice agencie
Asian Action Group	community centre
Bangladeshi Womens Association	womens organsiation
CARA	Housing for Irish Elderly
CARIS	Homeless family service
Collage Arts	arts organisation
Council of Asian People	community centre
Cypriot Centre	community centre
Cypriot Elderly & Disabled Group	elderly and disabled group
Ethiopian Community Centre	ethiopian and refugee centre
Exposure	Youth magazine
Greek Cypriot Womens Organisation	womens organsiation
Greek Parents Association	greek organisation
HAGA	advisory group on alcohol
Haringey CAB	citizens advice bureaux
Haringey Chinese Centre	community centre
Haringey Consortium of Disabled People	disabled people and carers group
Haringey Emergency Corps	older people's services
Haringey Irish Cultural & Community Centre	community centre
Haringey Law Centre	advice agencie
Haringey Pensioners Action Group	older people's services
Haringey Phoenix Group	blind and partially sighted
Haringey Play Association	childrens org
Haringey Racial Equality Council	racial and equality advice
Haringey Somali Community Centre	community centre
Haringey Womens Forum	womens organsiation
HAVCO	Umberella group for VCS
HAVCO - CAP	community accountancy project
Home Start	childrens org
Hornsey Vale Community Centre	community centre
Jacksons Lane	community centre
Jamait-al-Nissa	womens organsiation
Kurdish Advice Centre	advice agencie
Kurdish Community Centre	community centre

Name of Organisation	Organisation description
Markfield Project	children with disabilities
Mencap Pathways	employment
Middlesex Association For the Blind	blind and partially sighted
MIND in Haringey	Mental health org
Northumberland Park Women & Childrens Centre	women & children centre
Psychiatric Rehabilitation Association	mental health org
Relate	counselling
Samaritans	counselling
Selby Centre	community centre
Stepping out	day centre for children with severe disabilities
Stroke Club	stroke sufferers
Tottenham Hard of hearing	deaf
Turkish Cypriot Women's Project	womens organisation
Venture Club for the Blind	blind and partially sighted
Wise Thoughts	gay, lesbian & trans gender org
YMCA	homelessness/ young people