

## EQUALITY SCHEME 2008- 2011

### Abbreviations

<b>BME</b>	Black and Minority Ethnic
<b>DDA</b>	Disability Discrimination Act
<b>EIA</b>	Equality Impact Assessment
<b>EMT</b>	Executive Management Team
<b>GMP</b>	Greater Manchester Police
<b>GNP</b>	Housing Corporation Good Practice Note
<b>KLOE</b>	Key Line of Enquiry
<b>KPI</b>	Key Performance Indicator
<b>NVQ</b>	National Vocational Qualification
<b>PRM</b>	Performance Review Meeting
<b>RRA</b>	Race Relations Act
<b>RSL</b>	Registered Social Landlord
<b>SYSE</b>	Second Year Search for Excellence
<b>TYDE</b>	Third Year Delivery of Excellence
<b>TMBC</b>	Trafford Metropolitan Borough Council
<b>THT</b>	Trafford Housing Trust

### Introduction

Trafford Housing Trust's Equality Scheme is a statement of how the organisation intends to meet the expectations placed on it by legislation. Specifically, it outlines how it will promote gender, race and disability equality within the organisation as required by the Equality Act 2006; RRA 1976; Race Relations Amendment Act 2000 and the Disability Discrimination Act 1995.

The scheme will be adopted as part of Trafford Housing Trust's strategies, policies and procedures within the overall Equality and Diversity Scheme. It will be reviewed every three years and monitored on an annual basis.

Trafford Housing Trust recognises the strengths and benefits that people from all backgrounds bring to Trafford Housing Trust and are committed to ensuring that we do all we can to tackle gender inequality and disadvantage where ever it exists.

## 1.1 Legislative and policy context

The **Equality Act 2006** places a statutory general duty on all public authorities to:

- Eliminate unlawful discrimination and harassment on the grounds of sex; including discrimination against transsexual people in employment and vocational training
- Promote equality of opportunity between men and women.

The **Race Relations Act 1976 as amended by the Race Relations Amendment Act 2000** contains a general duty and a specific duty which public organisations must comply with.

The General Statutory Duty requires public organisations to:

- Eliminate unlawful racial discrimination; and
- Promote equality of opportunity
- Promote good race relations between people of different racial groups
- The Specific Statutory Duty requires public organisations to:
  - Develop a Race Equality Scheme.

The **Disability Discrimination Act (DDA) 1995 and the Disability Amendment Act 2005** contains a general duty and a specific duty which public organisations must comply with.

The General Statutory Duty requires public organisations to:

- Eliminate disability discrimination and disability harassment
- Promote equality of opportunity between disabled people and other people
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps to meet disabled people's needs, even if this requires more favourable treatment

The Specific Statutory Duty requires public organisations to:

- Develop a Disability Equality Scheme
- To be reviewed every three years and monitored on an annual basis

These public duties do not apply directly to Housing Associations, who are independent bodies, however, as part of the Regulatory framework, the Housing Corporation expect all Housing Associations to develop outcome based equality schemes by April 2008.

## 1.2 Regulatory Framework

Section 2.7 of the Housing Corporation's Regulatory Code states:

"Housing Associations must demonstrate when carrying out all their functions, their commitment to equal opportunities. They must work towards the elimination of discrimination and demonstrate an equitable approach to the rights and responsibilities of all individuals. They must promote good relations between people of different racial groups.'

Good Practice Note 8 sets out the Corporation's expectations:

- Housing Associations should publish an Equalities and Diversity Policy which should cover:
  - All the Associations roles as an employer, contractor and landlord
  - Identify the needs and aspirations of the communities they serve
  - Produce an action plan which sets out the targets to be met, resources required and timetable for achieving them.

In addition, the Audit Commission who conduct inspections of Housing Associations ensure a focus on diversity through their Key Lines of Enquiry (KLOEs) so that services address the different needs of customers.

## 1.3 Trafford Housing Trust's Corporate Plan

Trafford Housing Trust's mission statement is "At the heart of creating neighbourhoods that are safe, clean, with strong communities and which are places that people choose to live".

In order to achieve this, Trafford Housing Trust has set itself the following targets:

By 2010 Trafford Housing Trust will have in place:-

- A diverse range of services that get top quartile satisfaction ratings from existing and new customers;
- Effective partnerships that create strong, cohesive and safe communities in the neighbourhoods Trafford Housing Trust work in;
- A dynamic business with growth of 50% and efficiencies in core costs of 2.5% per annum.

Achieving these targets will bring about the following individual customer propositions:

“you will live in safe and clean neighbourhoods where diversity is celebrated and your community is empowered to make changes”

“You can choose flexible ingredients from the tailor made package to keep you settled in your home and neighbourhood.”

#### 1.4 Gender Profile in Trafford

Trafford’s population is about 210,000, of which 51% is female.

While between 1 in 5,000 and 1 in 10,000 people are transsexual (people who wish to live as a member of the opposite gender to that to which they were assigned), there are no specific figures for the borough of Trafford.

#### 1.5 Race profile in Trafford

Trafford has a diverse population with local people drawn from many different groups. The Black and Minority Ethnic Housing and Related Needs Survey carried out in 2004 identified 40 different ethnic groups including some ethnic groups that are not identifiable from the 2001 census, such as people from Polish, Somali, Spanish, Syrian and Kurdish origin. It should be noted however that among some of the ethnic groups, representation is relatively small.

According to the 2001 Census the Borough has 17,573 people from Black and Minority Ethnic (BME) backgrounds (or 8.4%). This is made up of 1.5% from mixed heritage backgrounds, 4.0% Asian, 2.0% Black and 0.8% Chinese. This is based on the simple classification used in the 2001 census. National Statistics for England and Wales show that 8.72% of the population is of BME origin.

Although people from the BME communities live in all parts of Trafford the distribution is disproportionate across the Borough, 52% of BME people live in 3 wards; Clifford, Talbot and Longford. In Clifford 54.5% of the ward are from BME communities, in Talbot 23.7% of people are from BME communities, while in Longford 18.6% of the population come from BME communities. (Ref: Boundary changes 2004).

The table below shows the minority ethnic groups living in Trafford as a percentage of the total population of the borough.

Ethnic Origin	No of Residents	%
Indian	3,883	1.85
Pakistani	3,613	1.72
Caribbean	3,034	1.44
White and Black Caribbean	1,444	0.69
Chinese	1,132	0.54
Other Asian or Asian British	769	0.37
White and Asian	717	0.34
Other Mixed	694	0.33
African	630	0.30
Other ethnic group	622	0.29
Other Black	443	0.21
White and Black African	346	0.16
Bangladeshi	243	0.12
BME Sub Total	17,570	8.36
White British	182,710	86.94
Irish	5,874	2.80
Other White	3,991	1.90
Total	210,145	100

Ward	Population	Ethnic Origin				
		White	Mixed	Asian	Black	Chinese
Altrincham	10,778	95.4%	1.3%	1.8%	0.5%	1.0%
Bowdon	11,857	95.4%	0.9%	2.7%	0.3%	0.5%
Broadheath	11,267	95.8%	1.2%	1.6%	0.7%	0.7%
Brooklands	9,773	95.4%	1.1%	2.0%	0.6%	0.9%
Bucklow	7,723	96.9%	1.2%	0.9%	0.6%	0.4%
Clifford	10,095	45.5%	4.9%	32.3%	15.8%	1.5%
Davyhulme East	9,138	97.3%	0.9%	0.7%	0.6%	0.5%
Davyhulme West	9,593	97.9%	0.7%	0.6%	0.5%	0.2%
Hale	10,300	92.1%	1.2%	5.2%	0.3	1.1%
Flixton	9,474	96.7%	0.7%	1.1%	0.8%	0.7%
Longford	9,499	81.4%	2.9%	9.0%	5.5%	1.2%
Mersey St. Mary's	12,254	94.5%	1.0%	2.7%	0.7%	1.1%
Park	7,605	93.4%	2.1%	1.8%	2.3%	0.5%
Priory	9,667	95.4%	1.1%	1.8%	0.7%	1.0%
St. Martin's	10,929	94.8%	2.3%	1.2%	1.0%	0.7%
Sale Moor	9,671	96.2%	1.0%	1.5%	0.5%	0.8%
Stretford	9,685	91.3%	1.7%	3.7%	2.3%	1.0%
Talbot	8,176	76.3%	3.4%	11.8%	7.5%	1.0%
Timperley	11,051	97.2%	0.8%	1.0%	0.3%	0.6%
Urmston	9,802	95.9%	1.1%	1.4%	0.8%	0.8%
Village	11,811	95.8%	1.0%	1.6%	0.6%	1.1%
<b>Total</b>	<b>210,148</b>	<b>91.6%</b>	<b>1.5%</b>	<b>4.0%</b>	<b>2.0%</b>	<b>0.8%</b>

## Housing Needs and Conditions – Key Facts and Figures.

### I.6 Disability profile in Trafford

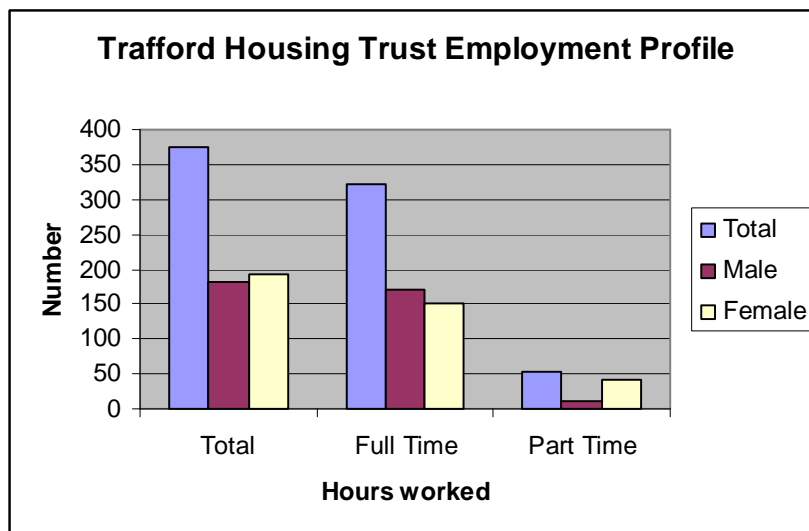
According to the 2001 census, the number of people in the borough of Trafford with a disability was as follows:

Permanently sick or disabled	8,232
Limited long term illness	37,241
General poor health	18,893
Inactive	4,257

### I.7 Trafford Housing Trust as an employer

Trafford Housing Trust monitors its performance in regard to the employment of disadvantaged groups and reports on several KPI's in this regard. There is an Equality and Diversity Champion within the Head of Service team and at Board level.

Trafford Housing Trust's employment profile in regard to gender is shown in the table below:



The workforce profile table above is at December 2007. Trafford Housing Trust employs a total of 382 staff, of which 200 (52.3%) are female and 182 (47.7%) are male. 321 staff (86%) of staff work full time, of which 53% are male and 47% female. 79% of part time staff are female.

75% of Trafford Housing Trust’s Executive Management Team are male, however, at Head of Service/Senior Manager level 57% of staff are female. Again at Technical/Team Leader level, 54% of employees are female.

Among the lower paid staff (caretaking and domestics), 65% are male and 35% are female. Trafford Housing Trust conducted an Equality Audit in December 2006 in regard to traditionally ‘female’ roles. This confirmed that differences in pay levels between these roles and traditionally ‘male’ roles were due to genuine material factors related to job responsibilities and were not due to discrimination.

Trafford Housing Trust’s staffing profile shows that different genders continue to predominate in certain job roles – nearly 100% of employees within caretaking and craft (repairs, handymen, labourers, etc) are male, while nearly 80% of employees within community support and customer services are female.

53 (14%) members of staff are from non UK British backgrounds as follows:

<b>UK/Irish</b>	2.3%
<b>Caribbean</b>	3.1%
<b>Pakistani</b>	1.1%
<b>Indian</b>	2.6%
<b>Bangladeshi</b>	0.5%
<b>Other Asian</b>	0.5%
<b>African</b>	0.2%
<b>Other Black</b>	0.7%
<b>Chinese</b>	0.7%
<b>White Other</b>	1.8%
<b>Unknown</b>	-

There is a co-opted BME Board Member, who lives and was brought up in the area of Trafford. He has previously worked for the Equal Opportunities Commission and is now a Housing Officer within Manchester City Council.

There are 11 members of staff with a declared disability, with 22 members of staff declining to declare their status and 98 as yet unknown. On the Board there are two members who have a disability.

## Current Situation

Prior to transfer Trafford Housing Trust, recognising that the delivery of housing services to diverse groups was an area of weakness, began work on the development of a BME Housing Strategy. Trafford Housing Trust partnered with existing BME RSL's operating in the borough in order to gain an understanding of the communities and an appreciation of how services could best be delivered. From this initial contact, the relationships between these organisations and Trafford Housing Trust have developed into robust partnerships where mutual benefits have been derived. Working together with Tung Sing, Arawak Walton and other's, a Year One Action Plan was drawn up. This was focused primarily on race issues as this had been identified as the major area of weakness. A Year Two and Three plan followed incorporating all diversity strands with the specific objectives eliminating discrimination and harassment, promoting equality of opportunity, promoting good relations between communities and encouraging participation.

### 2.1 Elimination of discrimination and harassment

Trafford Housing Trust is committed to the elimination of discrimination and as such has adopted values of fairness and respect and developed policies and procedures regarding both the treatment of customers and employees. Trafford Housing Trust also has a Diversity Action Group made up of employees. There are three specific strands to its work:

Planning:-

This group considers issues such as:

- Trends within communities around equality and diversity and to implement relevant changes within Trafford Housing Trust
- Opportunities to generate income from Trafford Housing Trust's equality and diversity approach
- Review and training for the Diversity Action Group on the efficiency agenda.

Communication:-

This group considers issues such as:

- Maintaining equality and diversity information on the website including the creation of the Diversity Tree

- Encouraging all sections/teams of Trafford Housing Trust to be represented at the Diversity Action group.

Support and Advice:-

This groups considers issues such as:

- Developing a framework that is equal and diverse in regard to growth programme
- Raising awareness of the aims and objectives of the Diversity Action group.

The values, and the attitudes and behaviours associated with them, are outlined in the **Rising Stars Competency framework**, which applies to every role within the organisation. All employees are recruited against these attitudes and behaviours and once within the organisation, staff members (in conjunction with their manager) regularly review their own behaviours against this framework in one to one interviews. From this areas of personal development are identified.

The employee **Code of Conduct**, which is reviewed annually, clearly states the standards of conduct expected from employees and specifically covers the duty to treat customers, colleagues and members of the public with dignity and respect. It explains that conduct that falls below the standards expected may result in disciplinary action.

**Equality awareness training** for staff was carried out in the first eighteen months of Trafford Housing Trust (which over 90% attended) along with an Equality and Diversity celebration event. The impact of both these events was measured and following both 98% of staff confirmed that they understood the effects of unfair treatment on individuals and 97% were able to identify ways of providing more inclusive services. Cultural awareness training was launched following this and to date 86% of staff have attended this.

An Equality and Diversity **Policy** has been developed outlining Trafford Housing Trust's approach to customers and an Equal Opportunities Policy for staff members. All policies and procedures are being impact assessed and a strategy has been developed to encourage diverse community groups to be more involved in decision making.

Trafford Housing Trust has developed a **Race Charter of Commitment** which was launched in 2006. This is now being expanded to cover all diversity strands.

Trafford Housing Trust **monitors** the staff composition in regard to age, gender, ethnicity, disability, sexual orientation, transgender and faith and is beginning to hold this data on customers. A project has been launched to profile residents in Trust properties in the same way which includes gathering data on all these categories along with their preferred language and communication format. It is anticipated that by March 2008 this information will be available on 60% of customers with a further target of 80% to be achieved later in the year. Monitoring will assist Trafford Housing Trust in highlighting any areas of concern.

All **complaints** of discrimination or harassment are taken seriously and thorough investigated with appropriate actions taken. Trafford Housing Trust has a firm policy in place to deal with incidents of Hate Crime and Racial Harassment as well as harassment based on other grounds such as sex, sexual orientation and transgender. The procedures are most developed in the area of racial harassment and good practice, from this element of the service will be shared to improve the approach to harassment on the grounds of gender, sexual orientation and transgender. During 2007 there were 17 reported incidences of Hate Crime, 15 of which were related to race and two related to sexual orientation.

Where harassment is occurring within a customer's or resident's home environment Trafford Housing Trust is proactive. Domestic violence and abuse is prohibited within the Tenancy Agreement and all front line staff have received training to increase awareness and recognition of potential victims. Where appropriate Trafford Housing Trust will enforce the Tenancy Agreement or take other legal actions against the perpetrators of abuse and violence. Where a perpetrator remains in the same household and their behaviour continues to cause harassment, alarm or distress to other neighbours an application for an Anti-Social Behaviour Order may be considered. Trafford Housing Trust also participates in a Sanctuary Scheme to enable people to stay in their own homes with improved security measures.

In 2006, Trafford Housing Trust received a grant from the Ethnic Minorities Innovation Fund to develop its services around domestic abuse and violence to people from Black and Minority Ethnic Communities. As part of this project, Trafford Housing Trust has employed seven Community Mentors, and taken 50 referrals mainly around homelessness and overcrowding. In March 2008, Trafford Housing Trust held a conference focused specifically on **domestic and honour violence** in BME communities. This was attended by over 200 delegates and Jasvinder Sanghera was the key note speaker. This has raised awareness of some of the issues and allowed the sharing of good practice amongst relevant groups.

**Customer Satisfaction Surveys** throughout Trafford Housing Trust have been developed such that they can be broken down by age, ethnicity, gender, sexual orientation and faith, a situation which will be enhanced by the customer profiling project. These are monitored through the PRM process to ensure there is no discrimination and there are several KPI's on complaints to monitor the situation.

Complaints of discrimination or harassment from staff are monitored through the grievance procedures and a quarterly report submitted to EMT highlighting any trends.

## 2.2 Promotion of equality of opportunity

Trafford Housing Trust is committed to ensuring all customers and staff have a fair and equal access to opportunities and services and was one of the first Housing organisations to sign up to the government's RESPECT Agenda and appoint a dedicated Officer to it. It is aware that often issues around diversity lead to inequality.

A review of **customer access** to services is being undertaken in order to ensure all customers regardless of disability or language can access services. In 2007, a language translation card was introduced at all offices (which was recognised as a positive practice by the Audit Commission during inspection) and translation services are readily available along with identified language speakers within the organisation.

Trafford Housing Trust operates a **Choice Based Lettings** system which allows applicants to bid for a property of their choice. Trafford Housing Trust's allocations policy is to be reviewed and an equality impact assessment will be carried out as part of this.

Trafford Housing Trust is committed to ensuring that residents feel empowered to become involved with Trafford Housing Trust in a way appropriate and suitable to them. Trafford Housing Trust's **Pathways** document offers three distinct routes to involvement based on the level of preferred involvement. This includes focus groups, the Trafford 500 group and more formal mechanisms such as Community Panels and service user groups. Trafford Housing Trust's Tenant Involvement Team is currently working with Tenant and Resident Association's to complete an Equality and Diversity Action Plan to ensure that they are representative of the community and compliant with the Pathways Compact.

Trafford Housing Trust ensures that contractors comply with its equality and diversity policies as part of our overall arrangements for supervising the contract.

Trafford Housing Trust is a founder member of GM Procure and as such is encouraging the development of small and medium size enterprises and positive re-investment in communities.

### 2.3 Promotion of good race relations between people of different racial groups

Trafford Housing Trust works through all aspects of its service to promote mutual understanding and respect within communities. It is particularly mindful in the respect of its corporate objective of celebrating diversity and empowering communities to make changes.

Trafford Housing Trust has been developing **communication and consultation** methods in ways which build capacity, infrastructure and confidence in order to allow neighbourhoods, communities and individuals to engage in sustainable and meaningful interaction. One example of this was the Sale Moor Lantern Parade organised by Trafford Housing Trust in December 2006 and another was the Old Trafford carnival, organised by Trafford Housing Trust in September 2007. Both events celebrated cultural diversity and community cohesion and brought together various public, community and voluntary groups in a community activity. In both cases the impact was such that the community committed to arranging future events themselves. Sale Moor achieved this in December 2007 and in Old Trafford plans are underway for a bigger and better event for September 2008.

Trafford Housing Trust's **Good Neighbour Unit** which deals with incidents of anti-social behaviour works with perpetrators and victims to promote respect and mutual understanding. It attempts to resolve issues through mediation and insight. This helps to promote good relations within the local neighbourhood.

The recent **conference on domestic and honour based violence** aimed to give meaningful information to all communities in order to promote an informed debate.

Trafford Housing Trust supports a **sole BME trader/young business** who operates a café just outside the borough where BME groups meet. Trafford Housing Trust's use of her services has allowed her to expand her business and ultimately she hopes to open a facility for homeless people in the City Centre.

### 2.4 Promotion of positive attitudes towards disabled people

Trafford Housing Trust has a clear policy on treating people with dignity and respect and this is outlined in the Code of Conduct. The use of nicknames and unflattering "labels" is prohibited.

Trafford Housing Trust works in partnership with Remploy to provide work opportunities for disabled people.

## 2.5 Encourage participation by disabled people in public life

Trafford Housing Trust is working to ensure that tenant and resident groups in the area reflect the make up of the communities they serve. This work is part of the continuing partnership with Tung Sing Housing Association and an action plan is in place.

Trafford Housing Trust is also working on community leadership programmes. Individuals with disabilities will be encouraged to get involved in these programmes.

## 2.6 Take steps to meet disabled people's needs, even if this requires more favourable treatment

Trafford Housing Trust has undertaken an audit of all its offices to ensure suitable access people with a disability. This has included adaptations to door entry systems, ramps, hearing loops and tactile signs. These adaptations are also being implemented in Sheltered Housing Schemes.

Trafford Housing Trust employs an Occupational Therapist who works with customers with special needs to make adaptations to their home for them to live more comfortably. This may include the installation of stair lifts, walk-in showers, tactile signs and movement monitors, particularly for older people living on their own.

## Future plans

A number of future actions have been mentioned above to build on initiatives already taken.

### 3.1 Elimination of discrimination and harassment

### 3.2 Impact assessment

Trafford Housing Trust is committed to assessing all its functions, policies and procedures to fully understand the impact on diverse groups. This is a specific objective under the Year Three Delivering Excellence (TYDE) Plan. Specifically, Trafford Housing Trust will want to ensure there is no in-built discrimination or bias adversely affecting individuals due to their gender, race or disability.

An initial assessment will be made to determine a potential level of impact and then the exercise will be prioritised as follows:

Category of functions	Priority level	Year of review
High Impact	1	2009/10
Medium Impact	2	2010/11
Low Impact	3	2011/12

In addition to existing functions and policies, Trafford Housing Trust will assess all proposed policies for relevance to the general duty.

Trafford Housing Trust will:

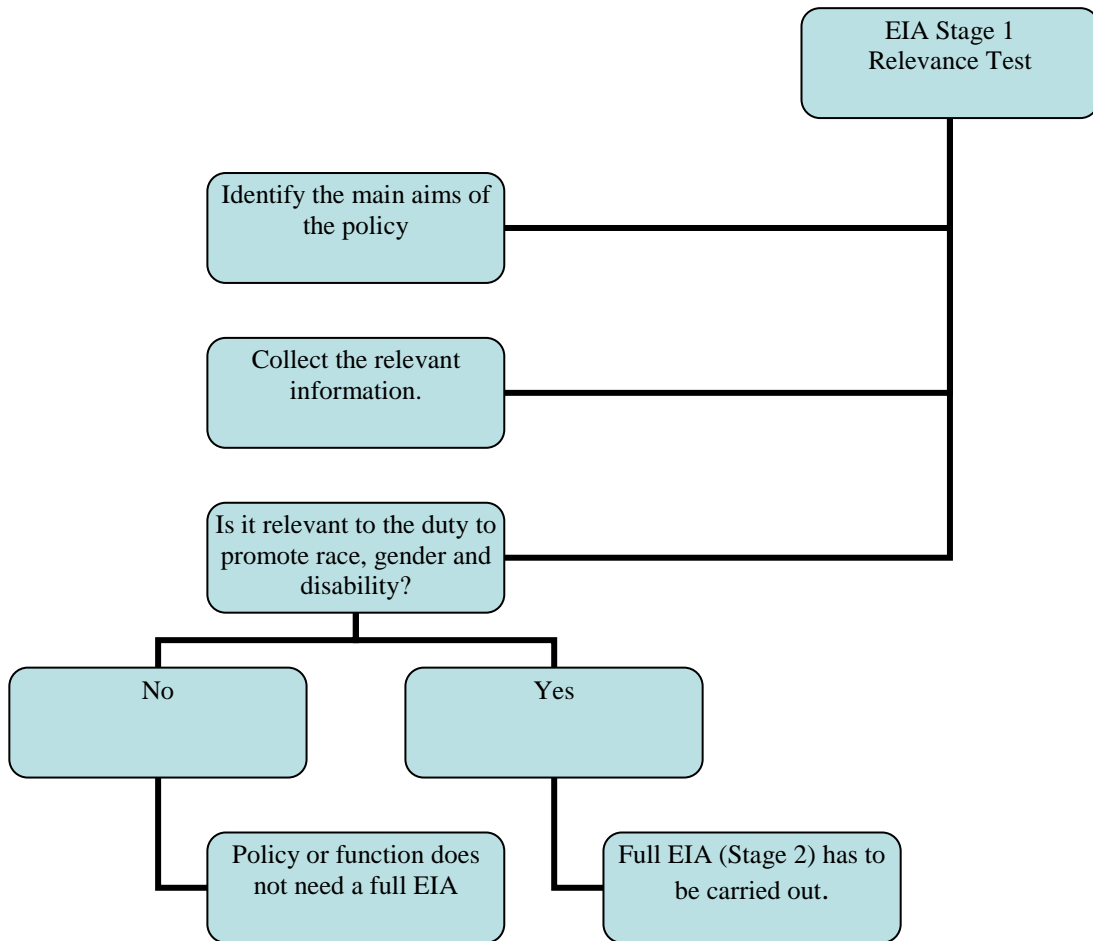
- Promote the practice of testing every new proposed policy for relevance at the initial development stage through Heads of Services and Managers
- Develop its own Equality Impact Assessment (EIA) toolkit, including a standard template and guidance notes
- Organise awareness training for all staff and detailed training for those who have responsibility for developing policies within the organisation
- Recruit a specialist officer to complete a gap analysis assessment, identify high, medium and low impact functions and develop a time table
- Ensure an audit trail of quality checks are in place to demonstrate that the EIA is completed and procedures followed correctly
- Carry out full EIA (stage 2) to those policies that have clear implications for a diversity strand
- Continue to ensure that where there are equality and diversity impacts of any function, policy or procedures this is highlight in a specific section for the purpose on any report .

A full EIA will consist of eight stages:

- Identification of all the aims of the policy;
- Consideration of the evidence used to conduct the EIA;

- Assessment of the likely impact;
- Consideration of policy alternatives;
- Formal consultation;
- Decision as to whether the policy should be adopted:
- Implementation of monitoring arrangements; and publishing assessment results.

This flow chart below illustrates the steps that need to be taken.



### 3.1.2 Consultation and decision making

Trafford Housing Trust will adopt an inclusive and targeted consultation process that takes into account the variety of needs of the different groups Trafford Housing Trust serve. Arrangements will be made for key partners, forums and tenant groups, including refugees and asylum seekers, gypsies and travellers and young people to be consulted on any proposed changes to policies and functions where necessary.

### 3.1.3 Customer profiling

Information is current being gathered on customers. This will ensure that Trafford Housing Trust can be more responsive to individual needs in the future and help achieve the corporate objectives of enabling individuals to choose “flexible ingredients from the tailor made package to keep you settled in your home and neighbourhood.”

Specifically Trafford Housing Trust will use the information to:

- Identify barriers to delivering an effective tailor made service such as language difficulties, hearing or sight limitations, mobility restrictions, distrust of public office or lack of confidence
- Provide literature and information to customers in their preferred language or in an accessible format for disabled customers
- Involve individuals from diverse groups in tenant focus/consultation forums
- Deliver a more sensitive service by identifying individuals faith days in order to avoiding intrusion on these days and gain greater understanding of concerns on religious/custom grounds, etc.
- Monitor service take up and delivery by disadvantaged groups
- Develop services to meet needs
- Address individuals with mental health needs more sensitively.

### 3.1.4 Diversity Charter

Trafford Housing Trust will continue work to expand its Race Charter of Commitment to all diversity strands and continue to inform and train staff on all equality and diversity issues.

### 3.1.5 Expansion of good practice in regard to hate crime and racial harassment

Trafford Housing Trust has adopted best practice in regard to racial hate crime reporting and racial harassment and developed high levels of internal expertise. This learning will now be transferred into hate crime generated around gender, sexual orientation and transgender individuals.

### 3.1.6 Community Mentors/Domestic and honour violence in BME communities

Trafford Housing Trust will continue to support community mentoring and work to reduce domestic and honour violence by supporting those affected, raising awareness and actively promoting debate.

### 3.1.7 Monitoring

Trafford Housing Trust will continue to monitor recruitment and promotion activity, terms and conditions, training opportunities, grievances and disciplinary events to ensure that there is fair and equitable treatment for all.

## 3.2 Promotion of equality of opportunity

Trafford Housing Trust will continue to promote the RESPECT agenda and is facilitating a concentrated week within the Ashton-upon-Mersey area in September. This will involve partnership working with the key service providers in the area and will allow extensive consultation around the communities views and opinions. There will also be the opportunity to provide information to residents and arrange for police and fire safety checks.

Monitoring of Customer Satisfaction Surveys will continue to identify any adverse impacts on diverse groups.

## 3.3 Promote good race relations between people of different racial groups

Trafford Housing Trust is involved in the regeneration plans for the Old Trafford area and will consider the impact of plans on community relations, along with partners in the local authority, police and voluntary sectors.

## 3.4 Promote positive attitudes towards disabled people

Trafford Housing Trust will continue to work with Remploy on employment issues and provide permanent vacancies through which disabled people can learn, develop and gain new skills and achieve job satisfaction.



### 3.5 Encourage participation by disabled people in public life

Trafford Housing Trust will continue to encourage disabled people to represent their local communities and be empowered to make changes.

### 3.6 Take steps to meet disabled people's needs, even if this requires more favourable treatment

Trafford Housing Trust will continue to make reasonable adjustments to ensure that customers and staff with disabilities are able to reach their full potential both at work and within their day-to-day lives.