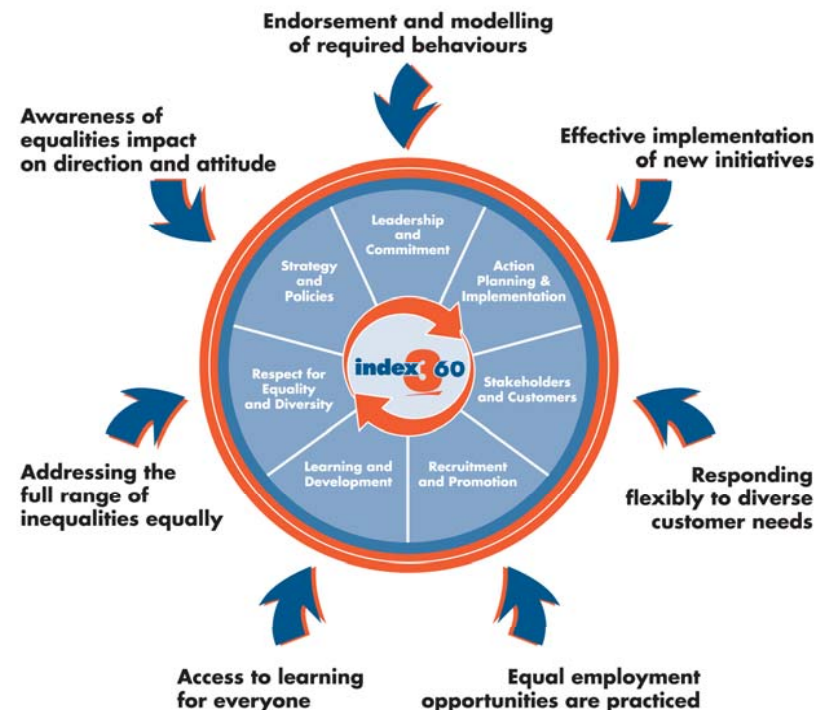
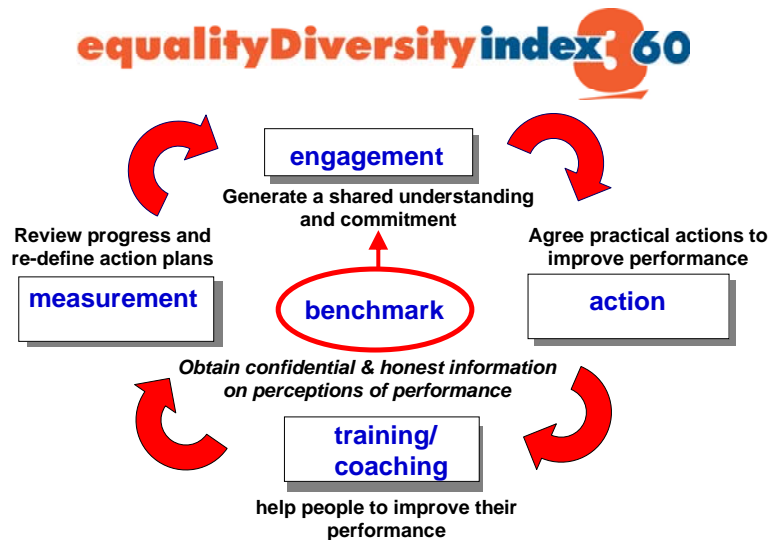


Equality & Diversity - Are your staff and community fully engaged?

Housing Associations and ALMO's have both legal and regulatory duties to ensure equality and diversity is central to all areas of your work.

The equalityDiversityindex360© survey process will enable you to conduct a **review to evaluate** your current performance and provide you with:

- Staff and community **engagement**.
- Tangible evidence for the **Audit Commission** Housing Inspectorate in line with the diversity **KLOE**.
- An accurate **benchmark** and **measurement** of your performance.
- Where you need to concentrate to **improve performance**.
- An **assessment** of the impact of your equality and diversity training programme on staff performance.
- Feedback on the **effectiveness of your policies** and the outcomes for your tenants.
- **External benchmarking** as the survey is extended to similar companies



For further information please visit our web site at www.index360.com or contact Valerie Heritage on 0116 2596896/07836 524477.

equalityDiversityindex360© was developed with Encompass Equality Solutions, a specialist consultancy offering bespoke equality and diversity services to help both businesses and public sector bodies to achieve full compliance with equalities legislation. It is one of the index360 Toolkit© of questionnaires available exclusively through The Communication Challenge Ltd.

“South Essex Homes used the equalityDiversityindex360© process to evaluate the effectiveness of our training, give us a signpost to what was working well in the Company and show us where we need to do more.

Staff found it straightforward to use and I was impressed at how promptly I received the results. The analysis was revealing – we were reassured that our significant investment in training was working but found that we have other areas that need attention.

An initiative like this enables us to evaluate whether our valuable training budget and staff time is being used wisely; we have identified some helpful learning points; but most importantly it’s a useful quality check that we are improving access for our service users.

We’ve decided to extend the process to give us more targeted analysis – so we can identify teams or groups of staff that will benefit from more development. And we plan to use this year’s results as a baseline so we can measure our progress.

equalityDiversityindex360© is quick and easy to use and has given us a valuable health check in this important area”.

**Mike Gatrell, Chief Executive, South Essex Homes
February 2007**

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