

case study 4

Equality & Diversity Review for a Home Counties housing association

Purpose

To undertake a review of two linked equalities projects

The project included

A review of:

- Policies & procedures
- Monitoring and research
- Reports
- Best practice and guidance

Interviews with:

- Tenants
- Staff
- Board members
- Interested groups



The project outputs

The production of an action plan covering how the organisation should:

- Assess and meet needs
- Adapt homes for people with disabilities
- Support vulnerable tenants
- Promote good community relations and tackle harassment
- Profile its customers

Success factor

Approval and embracing of the action plan by the Board