

## **Wiltshire Council** **Race Equality Scheme**

### **Current Situation**

As part of its commitment to Racial Equality, the Housing Management has adopted the previous version of The Commission for Racial Equality's Code of Practice, and is now working to comply with the new Code of Practice on Racial Equality in Housing. Some examples of current practice are given below:

**Equal opportunities in employment** – the Housing Management is part of the Council's corporate commitment to complying with all equal opportunities legislation including racial equality issues.

**Online training on Equality and Diversity done by all staff** – in 2006 all housing staff did an online training module about Equality and Diversity issues. The training covered various aspects of equal opportunities, and included a module on racial awareness.

**Racial monitoring of housing applicants** – we monitor the racial origins of people who apply as homeless, or to go on the waiting list or to transfer, so that statistical analysis can be carried out.

**Annual Customer Satisfaction Survey** – ethnicity and the level of satisfaction of respondents can be determined by racial group recorded as part of the survey. By asking for respondents to the survey to specify their racial group, we can analyse the responses to the survey to detect patterns in the responses from different racial groups, and seek to modify the service to ensure that it meets the needs of all sections of the population.

**Liaison with Police-** there is a good working relationship between housing officers and the Police Diversity Officer, and on occasions we have worked with local race equality groups on specific cases.

**Translation Service** – Wiltshire Council is a member of the Language Line translation service, and when their services are needed we arrange for translators to attend interviews.

**Participation in the Anti-Social Behaviour (ASB) Panel** – officers attend the regular monthly meetings of the ASB Panel. The Panel deal with all aspects of ASB including racial harassment when it is reported. The multi-agency panel reaches decisions about the best way to deal with different issues that are brought to its attention

**Tenancy enforcement** – The tenancy agreement was recently revised, and now includes specific reference to racial harassment being a breach of the tenancy conditions, and therefore grounds for legal action and seeking possession.

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