

CityWest Homes five equality objectives for 2015

We will:

Objective 1 – Knowing our customers

Increase the profiling information we hold on our residents and use it to better understand their needs, plan services for the future and in our communications.

Objective 2 - Leadership, partnership and organisational commitment

Work towards level two (the achieving level) of the social housing equality framework by ensuring the actions in the single equality scheme action plan are completed to target.

Objective 3 – Involving our customers

Undertake a review of our resident engagement structure to test the effectiveness of resident scrutiny of the service. The review will also look at how the engagement structure reflects the diversity of our customer base and is tackling resident priorities.

Objective 4 – Responsive services, access and customer care

Ensure all residents have access to our services both in terms of physical access to our offices/estates and through the information we provide. This will include the production of a digital inclusion strategy and action plan.

Objective 5 – A skilled and committed workforce

Take positive action to increase the number of women in senior positions in CityWest Homes and meet the aims of the Creating Balance Network.