



**Kirklees Good Practice Guide 2
Equality & Diversity
Level A**

Standards, Evidence and Guidance Notes to assist providers in achieving and maintaining Level A on C1.5 Fair Access, Diversity and Inclusion.

Standards				Evidence				Guidance	
Supported housing	✓	Sheltered housing	✓	Floating support	✓	Very short term accom.	✓	HIAs	✓
i	There is a co-ordinated multi-agency approach to tackling discrimination and harassment			Notes of multi-agency working e.g. minutes and agendas, named contacts, joint action plans etc.				<p>Organisations working with the service can confirm multi-agency working through minutes, action plans etc.</p> <p>The service could approach specialist agencies to establish a co-ordinated approach and formulate joint action plans.</p> <p>A working group could be established including service users to monitor how the provider deals with discrimination and harassment. Policies should be reviewed and amended using any feedback from these groups.</p> <p>Providers can check that professional bodies involved have policies and procedures in place within their own organisations that have been reviewed and meet the requirements of their services.</p>	

ii	There is a planned approach to victim support	There is a documented means of responding to victim support including, for example; agreements with other providers to offer alternative services to victims, providing or putting victims in touch with forms of support such as counselling, legal advice etc.	<p>Evidence of joint working with appropriate professionals and agencies e.g. the Police, CAB, housing organisations and solicitors.</p> <p>Minutes of meetings, joint action plans and other documentation shows a joined up approach to victim support.</p>
iii	There is a planned approach to dealing with perpetrators	There are clear procedures in place for identifying perpetrators, informing the police and/or taking legal action if appropriate, terminating employment, working with perpetrators to avoid recurrence etc.	<p>The service is a HATE incident reporting centre.</p> <p>Evidence of joint working with appropriate professionals and agencies e.g. the Police, CAB, housing organisations and solicitors.</p> <p>Minutes of meetings, joint action plans and other documentation shows a joined up approach to victim support.</p> <p>Recruitment & Selection information refers to action providers will take with staff in such cases.</p>

iv	Key stakeholders are actively involved in reviewing eligibility criteria, application procedures and prioritisation.	Correspondence, minutes, stakeholders themselves etc. confirm participation of referral agencies, funders / commissioners, organisations working with discriminated against groups etc.	<p>Stakeholders are identified and involved in compiling and reviewing policies and procedures.</p> <p>Stakeholders should include service users (and advocates if appropriate).</p> <p>A working group of different stakeholders should be established and evidence is available to show regular correspondence, review meetings and updates.</p> <p>Where required, information for stakeholders should be available in different formats for everyone to understand.</p> <p>The provider ensures stakeholders (contractors, partners, other professionals involved with service users) have their own policies in place that confirm the providers own expectations and requirements.</p>
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v	Fair access is assured by independent audit.	There are records of periodic independent audits of the assessment and allocation process. <i>("Independent" does not necessarily mean by somebody outside the provider organisation but refers to a person or people not involved in or responsible for service delivery.)</i>	Internal / External Audit reports completed by appropriate personnel on a regular basis. Evidence shows when these audits have taken place, individuals involved and their positions, any action plans issued and future scheduled audits if appropriate.
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Standards				Evidence					Comments	
Supported housing	✓	Sheltered housing	✓	Floating support	✓	Very short term accom.		HIAs	✓	
vi	Service users are involved in the periodic review of the ADP, EOP and harassment policies.	Notes of involvement or consultation through meetings, focus groups, newsletters etc.					<p>Evidence exists that demonstrates all service users regardless of disability are encouraged and enabled to be involved in reviews.</p> <p>Evidence shows reviews are carried out at a convenient time to allow service user involvement.</p> <p>Reviews are up to date, signed and agreed by all who took part.</p> <p>The methodology for carrying out reviews, along with other review documentation is available in a format that all service users are able to access and understand.</p>			

Standards				Evidence					Comments	
Supported housing	✓	Sheltered housing	✓	Floating support	✓	Very short term accom.		HIAs	✓	
vii	Service users are actively involved in reviewing allocations procedures.			Staff, minutes, procedures, other notes and service users (if still using services) confirm.					As above.	

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This document was produced in December 2006 by Kirklees Supporting People Team using information collected from provider questionnaires in September 2006; collaborative working with KMC's Equality & Diversity Team and shared Best Practice between other AA's.

