

**CGA EQUALITY & DIVERSITY STRATEGY  
AND ACTION PLAN**

**2009 – 2012**

**“We put our diverse communities at the heart of all  
we do”**

**Approved by Board : 10 September 2009**

## **FOREWORD**

Welcome to our Equality and Diversity Strategy. This is its second edition, following a detailed review conducted during 2009. It sets out our approach to promoting equality and diversity across a range of activities.

One of Community Gateway Association's (CGA's) values is "We put our diverse communities at the heart of all we do". We firmly believe that an inclusive approach benefits all and enables everyone to contribute to our community in Preston. As our Equality and Diversity Statement shows, we are committed to providing an environment where respect is shown to all, where everyone is valued, and where people are able to achieve their full potential.

We have come a long way since our original strategy was introduced in 2007. So much so that we decided to review the strategy a year ahead of schedule. This will ensure that CGA continues to understand the issues facing minorities in Preston and that our action plans continue to be relevant in addressing those issues.

This Strategy and its Action Plan sets out how CGA will continue to give priority towards promoting equality and diversity and build upon our successes.

**Diane Bellinger**  
**Chief Executive**

## EQUALITY AND DIVERSITY STATEMENT

CGA wants to provide equal opportunities in employment and service delivery. We will treat our employees and customers with the dignity, respect and consideration they deserve.

We will do our best to ensure that all staff and customers (internal, external, existing and potential) receive fair treatment regardless of sex, race, colour, religion or religious beliefs, gender and/or gender re-assignment, age, ethnic or national origin, sexual orientation, marital status, or disability, social or economic status, trade union membership, HIV or other medical status. This is the "CGA definition" of what Equality and Diversity means to us.

Underpinning this statement are our commitments to:

- working in partnership with all communities in Preston to ensure that they are fully involved in decision-making processes
- ensuring that there is no discrimination in our service delivery and that our policies and procedures in relation to allocations are fair and transparent.
- working to achieve a tenant mix which reflects Preston's wider community
- ensuring that all CGA services (and information about them) are available to, and shaped to meet the different needs of all our communities. Also, that our customers are involved in the design and development of those services
- ensuring equal access to jobs at all levels of the CGA so that our workforce reflects diversity and the communities which we serve
- ensuring our policies and practices do not prejudicially discriminate. This includes those dealing with recruitment, promotion, training, grievance, discipline and retention
- promoting diversity and fighting intolerance through our work with all our partners, our contractors, and the community
- taking positive action to prevent harassment and victimisation of tenants, tenants families and employees
- signposting tenants to specialist services and agencies whenever necessary
- implementation of this policy by all Board Members, GTC Members and employees, contactors and sub-contractors

- providing support and training to ensure this policy makes a difference
- regular and effective monitoring and review of the implementation of our equality and diversity policies, procedures and practices so that we continuously improve
- achieving high levels of tenant satisfaction with our services across all groups of tenants

## **INTRODUCTION**

Our first Equality and Diversity Strategy was produced in 2007. Since then there have been changes in legislation, changes to the regulatory arrangements for housing associations, an Audit Commission inspection at CGA and developments in various aspects of CGA's business.

Although the first Strategy was not due to review until September 2010 we felt that the extent of change justified an early review. Therefore this edition of the Strategy includes:

- An update on legislative change
- A summary of the recommendations made by the Audit Commission.
- Information on Equality Impact Assessments
- Details of the Diversity Group and CGA's achievements since 2007's Strategy
- A brief outline of how this Strategy will link to other CGA strategies
- A statement of how we will monitor progress, using our Action Plan.

The Strategy is due for review in September 2012. CGA will, however, produce an Annual Report on Equality and Diversity with the first being scheduled for September 2010.

## AIMS AND OBJECTIVES

CGA is aware that if we are to honour our value to 'put our diverse communities at the heart of all we do' we need to have clear objectives. CGA's customers, staff, partners and stakeholders must be involved in working to achieve these objectives and in monitoring those measures which show that they have been or are being met.

Our objectives were set out in the first strategy in 2007 and remain valid, as do their measures:

**Objective 1** : High-quality accessible services for all.

Measures –

- all customers can access services and participate in decision-making
- information is accessible and available in appropriate formats
- customers are consulted on Equality and Diversity issues
- our contractors and partners comply with best practice in Equality and Diversity
- Equality Impact Assessments are carried out on all current and proposed procedures, policies and strategies

**Objective 2** : Combating discrimination and valuing diversity in our workforce.

Measures –

- our workforce is representative of our community at all levels.
- all staff know of their right to be protected from discrimination, harassment and bullying
- all staff and Board members are trained in Equality and Diversity.
- performance targets are set to monitor progress
- equality and diversity is a key component of staff appraisals
- service providers, tenants' groups and GTC are aware of their need to comply with CGA's Equality and Diversity policy

**Objective 3** : Setting high standards of corporate governance

Measures –

- board and GTC are thoroughly aware of Equality and Diversity issues and their roles.
- leadership on Equality and Diversity is thoroughly ingrained across CGA.
- CGA membership reflects the wider Preston community.

Our Equality and Diversity Strategic Aims and Objectives are re-stated in Appendix 1.

## LEGISLATION AND THE SEVEN STRANDS

CGA will strive to ensure that the organisation complies with legislation, as well as implementing best practice, both in terms of its role as a service supplier and an employer.

Diversity comprises seven strands which themselves stem from various pieces of legislation. These acts are all designed to eliminate unlawful discrimination or victimisation or hatred in relation to the seven strands. The following is a summary of the current situation.

Legislation	Equality Strand
Equality Act 2006	Age Disability Race Gender Sexual Orientation Religion or Belief
Disability Discrimination Act 2005	Disability
Race Relation (Amendment) Act 2000	Race
Sex Discrimination Act 1975	Gender
Civil Partnership Act 2004	Sexual orientation
Race/Religious Hatred Act 2006	Religion or Belief
Gender Recognition Act 2004	Transgender

The legislative picture is complex, particularly when other legislation such as the Equal Pay Act 1970, Sex Discrimination Act 1975 and Human Rights Act 1998 are added to the equation.

The Single Equality Bill which is due to be fully enacted by early 2011 is designed to condense these different Acts into one piece of legislation. CGA will monitor the progress of the Act and update the Strategy to reflect this.

## AUDIT COMMISSION

CGA underwent an inspection by the Audit Commission in 2008 resulting in the publication of a report and recommendations in February 2009. In terms of Equality and Diversity the inspectors concluded that "there is a balance of strengths and weaknesses in this area".

The report makes a number of recommendations in terms of Equality and Diversity, designed to improve “how CGA meets the needs of diverse communities”. These recommendations are:

- ensuring compliance with regulatory requirements
- carrying out Equality Impact Assessments
- completing the profiling of tenants and identifying their access and communication requirements
- responding to tenant and customer requests for written and verbal information in other languages and formats
- raising awareness of advice and support available to victims of domestic violence, racial harassment and hate crime

These recommendations have been incorporated in our Action Plan and will also be monitored as part of CGA's Post-Inspection Action Plan, prepared in conjunction with the Tenant Services Authority.

## **EQUALITY IMPACT ASSESSMENTS**

One of the Audit Commission recommendations was that CGA should have a programme for carrying out Equality Impact Assessments (EIAs). We have embarked on this programme for all procedures, policies and strategies and a summary of progress is set out in Appendix 2.

We believe that our methodology for carrying out EIAs is robust and makes use of best practice across the sector. An EIA is a tool for assessing the impact which an existing or proposed procedure, policy or strategy may have on different groups in the community.

CGA has a group of staff trained in EIA methodology. All new procedures, policies and strategies must have EIAs completed before acceptance at Board or GTC. The Diversity Group monitors compliance with this process.

## **THE DIVERSITY GROUP (TDG)**

The Diversity Group, led by our Chief Executive, drives the delivery of our Strategy and Action Plan. Overall accountability for Equality and Diversity lies with the Chief Executive and the Board.

The Diversity Group comprises a wide range of staff as well as tenant representatives:

Diane Bellinger	-	Chief Executive
Amanda Bushell	-	Tenant Support Officer
Anthony Duerden	-	Head of Property Services
Nigel Mawdsley	-	Business Improvement Officer

Caroline Parr	-	Senior HR Advisor
Mair Ratcliffe	-	Board Diversity Champion
Daphne Tilbury	-	GTC representative
Dave Warlow	-	Director of Operations

TDG has given direction to CGA in terms of delivering its Diversity agenda and some key achievements have been:

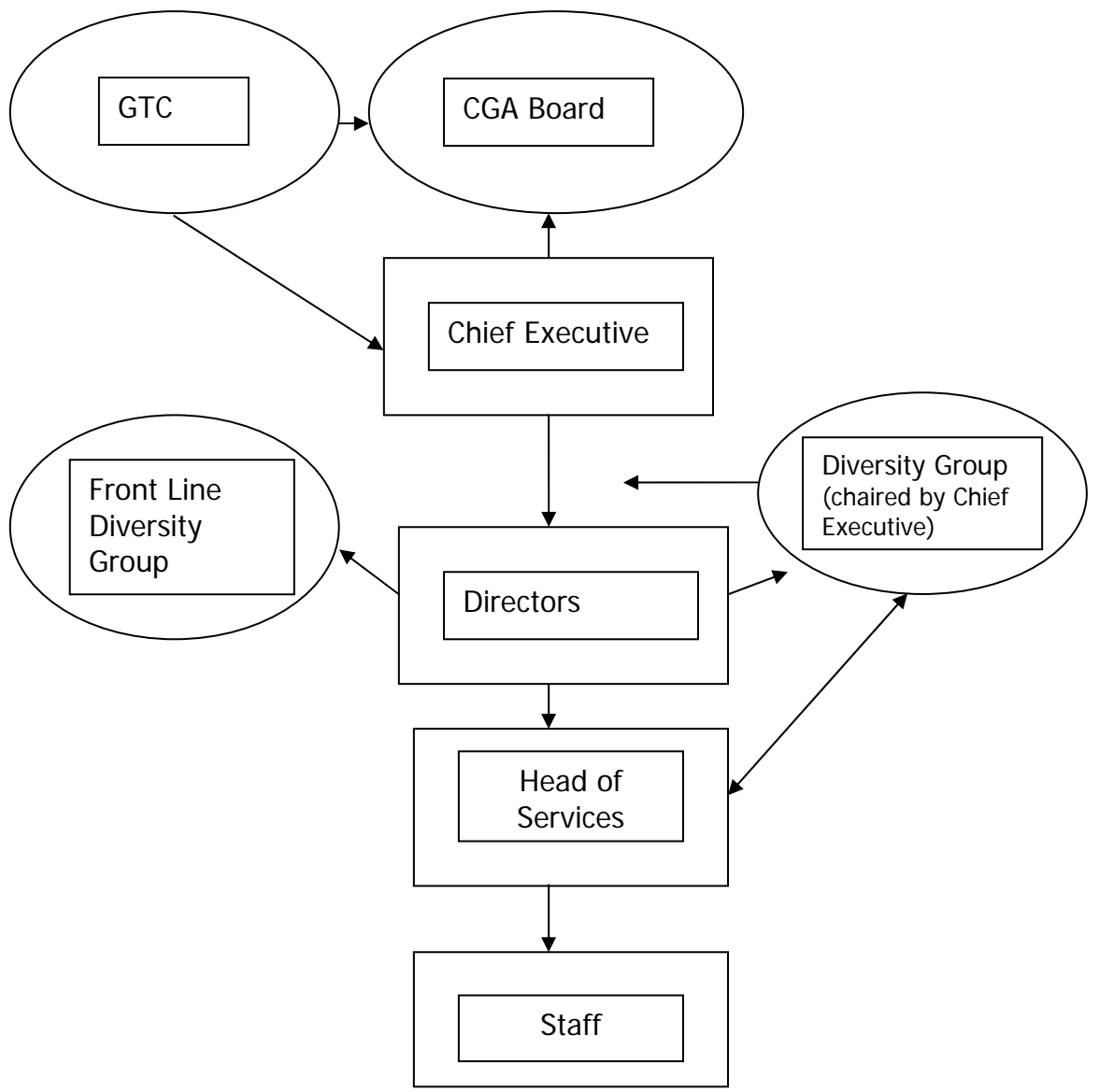
- a wide range of staff training
- embedding the collection of customer profiling information across CGA
- raising the awareness of Equality and Diversity amongst staff and GTC members
- developing a network of partners with a common interest in Equality and Diversity issues. A list of current partners and brief details of how we work together is given in Appendix 3.

TDG has recently established a Front Line Diversity Group designed to ensure that the profile of diversity issues is just as high for staff at the front line as it is for TDG.

The members of this Group are:

Janet Faqiri:	Community Development Officer
Jackie Bird:	Welfare Benefit Advisor
Amanda Bushell:	New Tenant Support Worker
Sian Spink:	Neighbourhood Services Officer
Michael Fox:	Community Safety Officer
Tracey Highland:	Sheltered Housing Manager

TDG will also lead on producing CGA's annual Diversity Report which acts as an annual update on our progress prior to the next review of this Strategy and its Action Plan. The structure to deliver the strategy is set out in the following diagram.



## **LINKS TO OTHER STRATEGIES**

The Equality and Diversity Strategy has close links to other CGA Strategies including:

- People Strategy
- Asset Management Strategy
- Regeneration Strategy
- Growth & Expansion Strategy
- Procurement Strategy
- Value for Money Strategy
- Community Empowerment Strategy

It will also support and complement Strategies which are due to be completed during 2009/10 i.e.

- Worklessness Strategy
- Customer Access Strategy
- Older Persons Strategy

EIAs will be carried out for all strategies prior to signing-off by Board and TDG.

## **THE NEXT 12 MONTHS**

Our principal aim over the year to September 2010 will be to continue to use our Action Plan as the tool for monitoring our progress. This includes meeting the recommendations made by the Audit Commission in February 2009.

TDG is also aware of the need to carry out 'reality checks' to confirm that actions which have been taken and identified as completed continue to be effective.

CGA will build upon its partnership working and events such as the Challenge Day to ensure that best practice is reflected in our work (see below).

We aim to achieve Investors in Diversity in 2010 and see this as a further 'reality check' to confirm that our approach to Equality and Diversity is the correct one.

We will use our profiling information to identify the different needs of our customers and how these can be met.

In addition to Investors in Diversity we also intend to seek Navajo accreditation, to confirm that CGA provides a Lesbian, Gay, Bisexual and Transgender Friendly service.

We will work closely with the TSA not only on our Post Inspection Action Plan but also in terms of our compliance with Good Practice Note 8, as issued by the Housing Corporation.

### **Outcomes from the Challenge Day**

The Equality and Diversity Challenge Day which was held in August 2009 was a key component in shaping the revised strategy. The event was attended by 20 partner organisations. Attendees were asked to consider a number of issues, including ways in which CGA could further demonstrate its commitment to Equality and Diversity.

Two themes emerged from partners' responses:

a) A need for more partnership working. This includes:

- at a strategic level with key partners such as Preston City Council and Lancashire Constabulary.
- develop links with BME RSLs operating in Preston, including sharing resources.

b) there are parts of the Equality and Diversity agenda where CGA needs to increase its commitment:

- dealing with forced marriage and honour-based violence issues if any were to arise
- ensuring all staff understand their roles in implementation of the strategy.
- ensuring that staff have an insight into dealing with clients with learning difficulties/special needs.
- do more to support victims of domestic violence.

TDG will address these issues and monitor progress by incorporating them in the Masterplan.

### **MONITORING THE STRATEGY**

We will continue to use our Equality and Diversity Action Plan to monitor progress. A full version of the Action Plan (the Masterplan) is available on request from the Director of Operations.

Our Board are updated on progress every quarter and we will publish an annual report in September each year between strategy reviews.

We have devised a system of 'reality checks' as a means of self-regulation to ensure that we are effective in dealing with Equality and Diversity, particularly in terms of the Audit Commission's requirements. This includes:

- ensuring CGA understands diversity
- having strong leadership
- having robust profiling information and using it
- ensuring consultation involves the whole of CGA embracing the seven strands in our Strategy
- embedding the use of EIAs
- using innovative approaches to involve hard-to-reach clients
- ensuring value for money and measurable outcomes
- recognising that CGA needs to work in partnership
- a swift response to domestic violence and hate crimes

### **The Masterplan**

We have developed the Masterplan as our SMART action plan encompassing all the actions we need to take to meet our strategic objectives. It is reviewed by TDG every month and cross-referenced to Team Plans to ensure that all staff understand their role in relation to Equality and Diversity and that it is not a subject for TDG to deal with alone.

It is a lengthy document which will continue to grow. CGA makes no apology for this, as it is a reflection of a wide-ranging agenda to which the organisation is fully committed.

**EQUALITY AND DIVERSITY STRATEGIC AIMS AND OBJECTIVES**

**Appendix 1**

Ref	Theme	Strategic Aims	Objectives
1.	<b>CORPORATE GOVERNANCE</b>		
1.1		<p>There exists an overarching culture of sensitivity to equality and diversity issues.</p> <p>Robust and visible leadership in equality and diversity exists at all levels within CGA.</p>	<ul style="list-style-type: none"> <li>• Continuously measure and evaluate progress against the strategy and its objectives.</li> <li>• Carry out disability, race and gender impact assessments under the equality scheme framework.</li> <li>• Establish a structure to co-ordinate and oversee E&amp;D activity in all areas.</li> <li>• Introduce equality and diversity champions across the organisation.</li> </ul>
1.2		Board and GTC membership reflects the wider Gateway community.	<ul style="list-style-type: none"> <li>• Review recruitment and selection procedures for Board &amp; GTC to ensure membership is accessible to all.</li> </ul>
1.3		Board and GTC members are competent in understanding their roles and responsibilities in line with CGA, community and legislative requirements.	<ul style="list-style-type: none"> <li>• Develop a detailed programme of training and development for all Board and GTC members.</li> <li>• Publish an annual progress report to be presented to the Board.</li> </ul>
2.	<b>SERVICES</b>		
2.1		CGA has a clear understanding of its customer base, and offers services accordingly.	<ul style="list-style-type: none"> <li>• Continue to develop the strategy to meet the needs of the local population, using a living action plan which is regularly visited and refreshed.</li> <li>• Use data to produce and analyse service users information for individual services.</li> </ul>

Ref	Theme	Strategic Aims	Objectives
2.2	<b>SERVICES (cont.d)</b>	Fair and equitable access to services is provided to all service users in our diverse community, enabling the tenant body of CGA to reflect the wider community.	<ul style="list-style-type: none"> <li>• Provide information on services which is accessible and available in appropriate formats.</li> <li>• Policies and procedures reflect good practice from HC regulatory Code and Guidance, Good practice notes 4 &amp; 8, Audit Commission KLOE's and other Housing Organisations.</li> </ul>
2.3		People from all sections of our communities are able to participate in our decision making structures and influence our services.	<ul style="list-style-type: none"> <li>• Ensure the Community Empowerment Strategy and Equality and Diversity strategy go hand in hand.</li> </ul>
2.4		Services are experienced by all sections of the community as fair, meeting their need, respecting their cultural identity, providing choice and local people feel empowered to exercise the choice available.	<ul style="list-style-type: none"> <li>• Work with partner agencies and use guidance to inform local people about CGA Services and utilise feedback to make improvements.</li> </ul>
2.5		All contractors, suppliers and partners of CGA reflect our strategic aims and objectives in terms of equality and diversity.	<ul style="list-style-type: none"> <li>• Incorporate E&amp;D and Race, Disability and gender duty requirements in all service level agreements and contracts with external contractors and consultants.</li> </ul>
2.6		CGA promotes a community in which all our residents can live free from prejudice and discrimination and in harmony with each other. We will take a zero tolerance attitude towards racism or any other form of harassment.	<ul style="list-style-type: none"> <li>• Take positive action to prevent harassment and victimisation of tenants and their families.</li> <li>• Take action against perpetrators of harassment and victimisation.</li> </ul>

Ref	Theme	Strategic Aims	Objectives
3.	<b>EMPLOYMENT</b>		
3.1		CGA policies and procedures give equal access to employment and development opportunities to all our potential and existing staff members and the CGA workforce reflects our community at all levels.	<ul style="list-style-type: none"> <li>• Introduce competency frameworking in all aspects of recruitment and selection.</li> <li>• Facilitate the progress of all minorities within the organisation, and partners and prospective partners.</li> </ul>
3.2		A culture of understanding and respecting E & D is embedded within the organisation, all staff are treated fairly and with respect to their needs and cultural identity.	<ul style="list-style-type: none"> <li>• Integrate E&amp;D into strategic and operational plans and performance management targets.</li> </ul>
3.3		Every member of staff actively complies with and promotes our Equality and Diversity policy.	<ul style="list-style-type: none"> <li>• Train staff on policy and procedures, set ambitious targets and measure/monitor progress.</li> </ul>
3.4		Staff from all cultural and diverse backgrounds feel valued and able to influence CGA.	<ul style="list-style-type: none"> <li>• Ensure staff know of their right to be protected from discrimination, harassment and bullying.</li> </ul>

## Appendix 2

### Equality Impact Assessments

Equality Impact Assessments will be carried out every three years in accordance with the Equality Impact Assessment Procedure, unless the policy is altered, or new policy written, or otherwise dictated by the individual department

Policy	Department	Date EIA carried out	Review Date
Customer Compensation Policy	Business Improvement	Mar-09	Mar-12
Customer Complaints & Compliments Policy	Business Improvement	Mar-09	Mar-12
CGA Membership Policy	Community Empowerment	Mar-09	Mar-12
Code of Conduct Policy	Community Empowerment	Mar-09	Mar-12
Support to Groups Policy	Community Empowerment	Mar-09	Mar-12
Membership & Recruitment Policy	Community Empowerment	Mar-09	Mar-12
TBM Disqualification Policy	Community Empowerment	Mar-09	Mar-12
TBM Recruitment & Succession Policy	Community Empowerment	Mar-09	Mar-12
Anti-Social Behaviour Policy	Community Safety	Mar-09	Mar-12
Public Liability Claims Procedure	Finance	Mar-09	Mar-10
Right to Buy Policy	Finance	Mar-09	Mar-10
Additional Employment Policy	Human Resources	Jan-09	Jan-12
Age Discrimination Policy	Human Resources	Jan-09	Jan-12
Alcohol & Drigs Misuse Policy	Human Resources	Jan-09	Jan-12
Annual Leave Policy	Human Resources	Jan-09	Jan-12
Capability Policy	Human Resources	Jan-09	Jan-12
Disabled Employee Retention Policy	Human Resources	Mar-09	Mar-12
Disciplinary Policy	Human Resources	Aug-09	Aug-12
Eye Test Policy	Human Resources	Jan-09	Jan-12
Flexible Working Policy	Human Resources	Mar-09	Aug-09 (following new legislation)
Grievance Policy	Human Resources	Feb-09	Aug-09 (following new legislation)
Induction Policy	Human Resources	Feb-09	Feb-12
Involvement & Motivation Policy	Human Resources	Feb-09	Feb-12

Policy	Department	Date EIA carried out	Review Date
Managing Sickness Absence Policy	Human Resources	Feb-09	Feb-12
New & Expectant Mothers Policy	Human Resources	Feb-09	Feb-12
Obtaining References, Offers of Employment and Contracts Policies	Human Resources	Mar-09	Mar-12
Prevention and Management of Bullying and Harassment Policy	Human Resources	Mar-09	Mar-12
Recruitment, Selection, CRB and Ex-Offenders Policies	Human Resources	Mar-09	Mar-12
Salary Review Policy	Human Resources	Mar-09	Mar-12
Secondment Policy	Human Resources	Mar-09	Mar-12
Smoking Policy	Human Resources	Mar-09	Mar-12
Training Policy	Human Resources	Mar-09	Mar-12
Empty Homes Policy	Neighbourhood Services	Mar-09	Mar-12
Estate Management Policy	Neighbourhood Services	Mar-09	Mar-12
Recharge Policy	Neighbourhood Services	Mar-09	Mar-12
Adaptions Policy	Property Services	Mar-09	Jun-11
Repairs & Maintenance Policy	Property Services	Mar-09	May-11
Investment Programme	Property Services	Mar-09	May-11
Leaseholder Policy	Regeneration	Mar-09	Mar-12
RTB Buyback Policy	Regeneration	May-09	May-12
Rent Recovery Policy	Rent Recovery	Mar-09	Mar-12
Rent Recovery Write Off Policy	Rent Recovery	Mar-09	Mar-12
Allocation Policy	Neighbourhood Services	Jan-09	Jan-12
New Tenant Support Policy	Neighbourhood Services	Jan-09	Jan-12
Withdrawal of Equipment & Service to Service Users Policy	Supported Housing	Mar-09	Mar-10
Independence, Wellbeing & Choice Policy	Supported Housing	Mar-09	Mar-10
Protection from Abuse Policy	Supported Housing	Mar-09	Mar-10
Supported Housing Policy	Supported Housing	Mar-09	Mar-10
Training & Development Strategy	Human Resources	May-09	May-12
Anti-Poverty Strategy	Rent Recovery	to be completed by 30th Sept 09	Sep-12

Policy	Department	Date EIA carried out	Review Date
Asset Management Strategy	Property Services	to be completed by 30th Sept 09	Sep-12
Community Empowerment Strategy	Community Empowerment	to be completed by 30th Sept 09	Sep-12
Customer Care & Access Strategy	Local Community Services	as policy is written	< 3 years from assessment
Equality & Diversity Strategy	All	to be completed by 30th Sept 09	Sep-12
Financial Inclusion Strategy	Rent Recovery	to be completed by 30th Sept 09	Sep-12
Growth & Expansion Strategy		as policy is written	< 3 years from assessment
IT Strategy	IT	to be completed by 30th Sept 09	Sep-12
People Management Strategy	Human Resources	to be completed by 30th Sept 09	Sep-12
Procurement Strategy	Finance	to be completed by 30th Sept 09	Sep-12
Regeneration Strategy	Regeneration	to be completed by 30th Sept 09	Sep-12
Value for Money Strategy	Finance	to be completed by 30th Sept 09	Sep-12
Child Protection Strategy	Supported Housing	to be completed by 30th Sept 09	Sep-12
Worklessness Strategy	Business Improvement	as policy is written	< 3 years from assessment
Older Persons Strategy	Supported Housing	as policy is written	< 3 years from assessment

**CGA'S PARTNERS IN DIVERSITY**

**THE POSITION IN AUGUST 2009**

This section describes briefly CGA's relationship with the various organisations with which we work on diversity issues. It is an update to a document which was submitted to the Audit Commission in September 2008 and therefore constitutes an annual review.

**DISC.** A disability resource centre. CGA tenants use the services of DISC. It is a good information source for good practice. CGA are members of DISC and we receive their newsletter. CGA also use DISC facilities for Focus groups of all tenants whether or not they are disabled. Members of staff from DISC attended CGA E&D workshops to enable CGA to shape its services. DISC premises were used for Shadow Board meetings before transfer and also for GTC meetings after transfer, prior to CGA moving into Deltic House. This helped to cement our partnership working.

**PUKAR.** CGA tenants use the services of PUKAR. It is a resource centre for people with disabilities mainly from the BME Communities and a good information source for good practice. CGA will use the facilities for BME Focus groups and the centre has community translators. Members of staff from PUKAR attended CGA E&D workshops to enable CGA to shape its services

**NGUZO SABA.** (Centre for African-Caribbean Community). We have used Artists from Nguzo Saba at the E&D workshops and the CGA Celebration event. Staff members from Nguzo Saba attended E&D workshops to enable CGA to shape its services

**PMF** (Preston Muslim Forum) is situated in Deepdale LCA7, one of CGA's more diverse areas. Established in 1991, PMF operate in the inner wards of Preston and have dedicated efforts to positively changing the lives of ethnic minorities within the city and in its local environment. As a result, PMF are now recognised as a significant and valuable partner at the strategic, tactical and operational levels. Staff from PMF attended CGA E&D workshops to enable CGA to shape its services. In addition, the Community Empowerment Officer and Housing Officer for LCA 7 work closely with PMF to disseminate CGA services to the BME Community.

**REC** (Racial Equality Council). Staff members from REC attended E&D workshops to enable CGA to shape its services

**PRESTON WOMEN'S REFUGE** trained CGA staff in Domestic violence awareness. Our Community Safety Team has a dedicated officer dealing with domestic violence and who is closely involved in PWR's "Butterfly" service. This ensures that victims of violence are helped either to remain in their CGA home or to find suitable accommodation elsewhere. We also attend surgeries at PWR's Hope Centre. The Tenant Support Workers are also involved in the wider Domestic Violence Forum

**Preston Asian Carers Forum.** Staff members from Preston Asian Carers Forum attended E&D workshops to enable CGA to shape its services. We have also attended its monthly meetings to demonstrate our Supportline service and ensure that the BME community is aware of this service.

**Alcohol Drug Services (Bridging the Gap).** CGA are working with service users to tackle social exclusion and offer training opportunities.

**Preston United** works with young people who are at risk of offending. The project aims to engage with young people from all communities and facilitate diversionary activities. CGA currently have 4 young people from the project on the Active Learning for Resident's course.

**Preston Faith Forum.** Staff members from Preston Faith Forum attended E&D workshops to enable CGA to shape its services. CGA part-funded their multi-cultural calendar which is used by CGA staff and other service providers.

**Lancashire Forum of Faith** have given talks to CGA staff about faith. They have also attended TDG to assist in the preparation of the E&D Strategy and advised on staff training. LFF also had considerable input into our Religion and Belief policy.

**Quwwatal Islam Mosque** (Porter St). The Mosque is situated in LCA 7. CGA is working closely with the Imams to strengthen community cohesion in the area by liaising on dealing with issues of low level nuisance involving youths from the Asian community.

**Gujarat Hindu Temple.** CGA uses the premises to hold a variety of training sessions (including E&D). Volunteers from the group attended E&D workshops to enable CGA to shape its services. CGA also encourage users of the temple to become aware of our services by attending events at the temple, such as the Health Mela where Supportline has been promoted.

**Muslim Girls School** is situated in LCA 7. CGA staff offered advice at a careers day about employment opportunities in the housing sector to Muslim girls. This was part of our drive to increase the BME representation in our staffing structure.

**Preston Care and Repair** works with CGA to provide a minor adaptations service to our more vulnerable clients. This brings added value because Care and Repair's technical team will signpost tenants to additional services such as GPs and Welfare Benefits.

**JIG SAW** is a multi agency approach offering activities including sports, dance, and drama provision for young people. CGA promote and support the forum by a financial contribution and by providing its minibus for use by members. The forum was also active in the Porter Street Options Study.

**Preston Community Network.** CGA is a member of the network, as are the groups which we support. Membership allows CGA to share information with a

diverse range of groups and publicise our events. The Diversity Challenge Event was well attended, partly because of our involvement with the Network.

### **Lancashire Black Health Agency – via Lancashire link**

#### **Brief description**

Local involvement networks to give people a stronger voice in how their health care and social care services are delivered. The involvement worker from BHA met up with the Community Development officer and hopes to establish links with some of CGA customers to set up informal discussion groups. The Agency is in the process of setting up a Board and consultation should commence shortly. CGA are members and have received the online newsletter.

### **YMCA**

The YMCA is looking at developing 2 new sites in the Preston area. The old YMCA site located in Samuel St. Preston is to be redeveloped to provide a community hub and affordable housing. The 2nd site is in Brookfield and the YMCA will be in partnership with 2 local churches and Preston City Council. It is planned to develop housing for young people leaving social care and a community space. CGA have been approached by a Board member from the YMCA and was asked if the YMCA and CGA can work together and develop training opportunities.

### **Leighton St Gypsy and Traveller Community**

Links have now been forged with the Leighton St Gypsy and Traveller community. It is planned later this year for the community to be visited by CGA Applicant Support Officer and Development officer to discuss aspects of Community Gateway service provision.

### **Preston LGBT Community – Lancashire County Council LGBT Employees Forum**

Good networking links have been established with the LGBT Community leaders. Possibility in CGA staff undertaking training in LGBT issues.