

IEDP Registered Member Information

Name	James Caspell	Date of Registration		Valid until	
Current role	<ul style="list-style-type: none"> • Customer Insight and Diversity Coordinator, Tower Hamlets Homes • Peer Assessor, Local Government Association • International Coordinator and Co-Founder, Palestine Solidarity Initiative 				
Areas of expertise	<ul style="list-style-type: none"> • Equality, human rights and community cohesion • Social housing, local government and London government • Performance management and service improvement • Customer insight, segmentation and channel migration 				
Brief biography	Award-winning social housing and equalities specialist with extensive experience in strategic and operational management in UK local government and in the international NGO sector. I improve organisational performance and improve access for service users and staff, particularly those who are typically marginalised or seldom heard.				
Qualifications	<ul style="list-style-type: none"> • MSc. Political Sociology, London School of Economics and Political Science • Certificate (First Class Honours), International Relations, Peking University • BSc. Government, London School of Economics and Political Science 				
Examples of recent work	<ul style="list-style-type: none"> • ‘We speak your language’ project - an innovative project which has made Tower Hamlets Homes’ services more accessibly to residents who can’t speak or read English. (Winner - Excellence in Equality and Diversity National Award 2013). • Somali Tenants Engagement Project - supported over 250 Somali households in Tower Hamlets to reduce rent arrears, ease overcrowding and gain employment. As a result, satisfaction with Tower Hamlets Housing has risen from 59% to 82% amongst Somali residents. (Winner - Excellence in Equality and Diversity National Award 2012). 				
Geographical area covered	<ul style="list-style-type: none"> • London and UK • Middle East 				
Contact details	Email: james.caspell@gmail.com Website: http://uk.linkedin.com/in/jamescaspell Twitter: @jjcaspell				