

Disability Equality Action Plan 2009

Function	Aim	How – future actions	Timescale	Who	Resources
<ul style="list-style-type: none"> Carry out a full review of the Action Plan and performance on an annual basis – next review November 2009. (Six monthly focus group to be held to review progress – June 2009.) All reports on satisfaction with services and employment opportunities to be analysed to compare satisfaction of disabled customers and staff with non-disabled customers and staff. This is carried out routinely on all satisfaction survey feedback. Undertake Equality Impact Assessments as part of our mainstream monitoring process. We have started our programme of Equality Impact Assessments with seven EIAs completed to date. 					
As a Landlord					
1. The Repairs Service.	To provide a focused 'individualised' service for disabled customers to help them with small repairs and improvements, e.g., decorating.	1.1 Compile a list of approved maintenance contractors who are willing to undertake minor improvements for residents.	April 2009 Revised to July 2009	Property Services Department	
1.1 Chevin is currently compiling a list of approved maintenance contractors who are willing to undertake minor improvements for residents. Contractors have already been identified and the list has been compiled. Details of contractors who feature on this list will be offered to residents who wish to pay for minor improvements (for example, putting up shelves, light fittings, laying a patio and / or redecorating.)					
	Improve information to customers on what DLO and contractors can do when they visit to complete a repair so that customers know what to expect. Improve emergency repair service	1.2 Contractors / DLO operatives will accommodate the specific requirements of customers wherever possible. 1.3 Capture updated information about tenants' disabilities when they report a repair. 1.4 Improve response to customers reporting repairs via e-mail. 1.5 Input aids and adaptations into IBS when carried out via the repairs team and when picked up at the void stage. 1.6 Use details of tenants' specific needs when assessing the priority of an emergency repair.	Ongoing April 2009 April 2009 March 2009 March 2009	Property Services Department	

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	Assess satisfaction of disabled customers with day-to-day repairs and maintenance services.	1.7 Carry out satisfaction survey via telephone, monitor response rate and satisfaction by disability. 1.8 Add repairs satisfaction survey to the website with tick box answers.	Ongoing July 2009	Property Services Department PDSI team	

1.2

As part of the review relating to the repairs and maintenance service, all contractors and DLO operatives are, within reason, asked to accommodate the specific requirements of the occupant. This could be anything from arranging an appointment to a time that takes account of a school run / flexible work pattern or to clear kitchen cupboard units for a resident who has restricted mobility. All contractors are advised of any specific demand (in terms of health and / or vulnerability) of the primary tenant. This information is automatically dispatched together with other information that is sent with any repairs data (name, address, telephone contact number and brief description of the repair.) The contractor will use this information as a tool to help deliver a service that is specific to the needs of the resident. This practice is well established and will be communicated (via the newsletter) to all residents in April 2009.

1.3

We are working on this as part of the training being given to staff in the new contact centre.

1.4

As well as our automated e-mail response when tenants report a repair, once the repair has been processed and allocated to a contractor, we will e-mail the tenant to advise them of the contractor's name and the anticipated timescales for contact.

1.5

When adaptations are built into our newly developed homes and when adaptations are carried out via our care and repair team, by our repairs team or through our refurbishment process, they are recorded on our computer system. In this way we are building up an accurate picture of adapted homes for current and future tenant need.

1.6

This is in place and Homeserve (the out of hours contractor) has now added this requirement into the standard scripts.

1.7

Repairs satisfaction surveys are carried out via telephone and results monitored by disability. These results are input onto our housing system (IBS). We are able to run reports to identify if we have a representative sample of tenants and we can target specific groups if necessary. We are also able to identify disabled tenants using our profile data and then we can analyse their use (or not) of our repairs service and their satisfaction with it and act on findings where required.

Figures for the period January to March 2009 (inclusive) demonstrate that the percentage of all types of repair reported by tenants with an illness or disability is consistent with the overall tenant population and that satisfaction is high – 95% with day to day repairs, 90% emergency for emergency repairs and 94% overall.

Satisfaction with the overall service is higher than the 85% satisfaction rate recorded in the most recent STATUS survey carried out in 2007.

1.8

We are aiming to complete this by the deadline of July 2009.

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2. Aids and Adaptations.	Provide improved information / accessibility of information relating to the Aids and Adaptations service for customers and staff.	2.1 Provide a ‘welcome pack’ at sign up for customers with a disability including useful disability information. Publicise this via Chevin Views for existing customers.	May 2009	Aids and Adaptations Department	
		2.2 Advertise basic living aids that people can buy or rent to help around the home, e.g., via Chevin Views. Improve signposting in this area.	July 2009		
<p>2.1 Work has started on this and we are gathering information from our local authority partners. We have produced a new leaflet for aids and adaptations and we are also developing a criteria leaflet to accompany this; these will be available shortly. Information available via the staff intranet and external website has been updated and includes contact details for local authority partners.</p> <p>2.2 Some information has been included on the external website detailing living aids to rent and buy. An article has appeared in Chevin Views in spring relating to ‘Mobility Buy’, the shop managed by one of our own residents supplying living aids to help around the home. An article has also been placed on our website about Mobility Buy.</p>					
3. Communication and information. Assessing the needs of customers.	Improve communication and information sharing between staff to ensure that we meet individual requirements of customers, e.g., large print, audio requirements.	3.1 Improve internal IT system and information storage and retrieval on IBS.	Ongoing	IT Department / Policy Development Team	
		3.2 Development and use of Customer Contact Screen.	June 2009		
		3.3 Use Chevin Views to promote services available for customers with a disability and promote contributions from customers with a disability about their experiences.	Ongoing		
		3.4 Analyse use and satisfaction of the website by disability.	April 2009		
		3.5 Publicise how personal information is used to improve services - via newsletter.	April 2009		

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<p>3.1 We are collecting more information about the individual needs of tenants via our CENSUS questionnaires. Most of this data is stored on our in-house computer systems. Some of this is passed onto our contractors for use when carrying out repair work. Central communications is sent out in large print, e.g., newsletters. Improvement is needed to make the data more accessible to more of our staff.</p> <p>3.2 One of the recommendations of the housing services review is to amalgamate the two call centres, including the development and use of the customer contact screen.</p> <p>3.3 An update on the Bratby family appeared in the spring edition of Chevin Views (see item 2.2 above.) An article about the RNIB employment service appeared in the same edition, plus an advertisement for the Disability Focus Group.</p> <p>3.4 We have started discussions with Rejuvenate, our website designers, about exporting key data into an excel spreadsheet for easier analysis.</p> <p>3.5 A newsletter article appeared in Chevin Views about the latest CENSUS survey and giving examples of how personal data is used.</p>					
	Build on our commitment to ensure that all information is accessible and available in a range of formats.	<p>3.6 Ensure that staff know the alternative formats available for documents.</p> <p>3.7 Monitor staff use of existing data on communication preferences.</p> <p>3.8 Investigate producing key information such as tenants' handbook / tenancy agreement in DVD format.</p>	<p>February 2009</p> <p>July 2009</p> <p>July 2009</p>	Policy Development / Housing Management Departments	
		<p>3.9 Collect information relating to disability from all applicants when applying for housing.</p> <p>3.10 Customer Services staff to verbally ask customers who request any form whether they need help completing it.</p>	Ongoing	Housing Management Customer Services	

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<p>3.6 All staff have been informed of the availability of alternative formats that are available for correspondence and communication. A centralised record is kept where documents are produced in another format so that work is not duplicated.</p> <p>3.8 It was agreed at the last focus event, not to produce a tenancy agreement / tenants' handbook in DVD format. A refurbishment DVD has been produced.</p> <p>3.9 Collection rates for new tenancies were analysed for the period of October 2008 until December 2008. Collection rates increased to 71% for this period compared to 60% for the period June to September 2008. However, as part of the housing services review, CENSUS data has now been included in the new housing application form in order to capture this at the earliest stage.</p> <p>3.10 Customers are offered help when ringing to ask for forms and we offer a variety of ways for tenants to provide us with information. Laptops have now been provided to housing officers to enable them to be out on schemes more frequently and we can readily offer homes visits to tenants.</p>					
<p>4. Involving disabled residents.</p>	<p>Improve communication formats to encourage involvement of customers with a disability.</p>	<p>4.1 Consider adding a discussion forum to the website.</p>	<p>September 2009</p>	<p>Policy Development Team</p>	
		<p>4.2 Add repairs and other satisfaction surveys to the website with tick box answers.</p>	<p>July 2009</p>		
		<p>4.3 Look at different ways of publicising the 'Your Voice' leaflet to new tenants (currently only sent via post.)</p>	<p>February 2009</p>		
		<p>4.4 Investigate the use of e-mail to 'e-shot' residents about involvement events and activities, as well as other Chevin news.</p>	<p>July 2009</p>		
<p>4.1 We are currently looking into developing a Chevin Facebook site as a discussion forum for tenants and specifically to encourage engagement from younger tenants.</p> <p>4.3 The Your Voice leaflet is available on our website. It was agreed not to produce this as an easy read document but to offer a home visit to tenants who want to find out more about how to get involved. Contact telephone numbers and email addresses are frequently advertised to tenants if they want to find out more or want to get involved.</p> <p>4.4 This is currently being investigated by our finance team who are procuring mobile phones with email capability. They are also looking into texting options to tenants.</p>					

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	Raise the level of communication with support providers.	4.5 Attend Service User Forums arranged by managing agents and monitor action as a result.	Ongoing	Supported Housing	
<p>4.5 Staff from the supported housing team have attended some service user forums and are looking to increase the number that we attend.</p>					
	Ensure that disabled customers and staff have the opportunity to monitor progress against the action plan.	4.6 Hold a further disability focus group event in June 2009 and a full review in November 2009.	June 2009	Policy Development Team	
<p>4.6 Event planned for 19th June. November / December date not yet set.</p>					
	Monitor satisfaction by disability.	<p>4.7 All satisfaction surveys will be analysed by disability to highlight inequality in service delivery and customer satisfaction.</p> <p>4.8 Continue to employ customers with a disability to Mystery shop services and work to recruit more mystery shoppers with a disability.</p>	<p>Ongoing</p> <p>Ongoing (project taking place Jan / Feb 2009.)</p>	<p>Policy Development Team</p> <p>Gill Green</p>	
<p>4.7 Satisfaction by disability is reported quarterly for: applicants and new tenants, communal services, anti-social behaviour, repairs, post-refurbishment and resident involvement. Figures are reported on a six monthly basis to the Equality and Diversity Steering Group for discussion.</p> <p>4.8 Figures for the most recent round of mystery shopping demonstrate that 35% of tenants who took part have a disability.</p>					

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<p>5.1 The new tenant satisfaction survey is analysed by disability and results reported to the Equality and Diversity Steering Group. Figures for the period January to March 2009 (inclusive) reflects a high satisfaction rate of 88%. New tenants with an illness or disability are more satisfied than new tenants overall.</p> <p>The newbuild satisfaction survey form that is sent out within 6 months of handover is being updated so that the results can be analysed by disability. We hope to send out the next batch of surveys by the end of July and will have results to feed back at the next of these events.</p> <p>5.2 Since March 2009, all officers completing handover forms for new properties list all adaptations that have been installed in a property. The Care & Repair team are updating the IBS computer system as and when they carry out adaptations to our existing stock. We are currently corporately developing the IBS modules; part of this work has included migrating the stock condition data from Omega software onto IBS so that all adaptations are recorded on the central database.</p> <p>5.3, 5.4 and 5.5 All these points have been fed back to Synergy Housing Solutions Limited so that they can be included as standard requirements in Chevin's design brief.</p> <p>5.6 Chevin now has a working group of tenants who will be invited to comment on the design of schemes which include properties specifically for people with disabilities. We generally hold design team meetings with management and maintenance colleagues on an ad hoc basis prior to submitting a planning application and will invite a member of the working group to these meetings as appropriate.</p> <p>5.7 This is now standard on all Extra Care and wheelchair properties.</p>					

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<p>6.1, 6.2 & 6.3 These items will be incorporated into the Design Brief when it is next revised.</p> <p>6.4 & 6.5 We always liaise with local authorities when planning new schemes and are guided by their requirements as to the type of properties we build. Where the local authority confirms there is a proven need for adapted accommodation, we endeavour to provide it.</p> <p>6.6 We ask tenants if they require aids or adaptations before we start refurbishment work in their home. This can be monitored to analyse the trends, satisfaction with the adaptation and help us to plan for future work. Post satisfaction surveys are analysed after each refurbishment. Anecdotal information is picked up by contractors and staff and passed to us to account of in future refurbishments. Our re-investment group meets every six weeks or so and monitors the feedback from refurbishment projects and helps us to incorporate this into future developments.</p> <p>6.8 & 6.9 We have produced service standards for our refurbishment programme in booklet format, plus a DVD explaining the refurbishment process.</p>					
	Work in partnership with disabled people to find out their needs and preferences at the start of their tenancy and during their tenancy as their circumstances may change.	<p>6.13 Via CENSUS form completed at sign-up</p> <p>6.14 and on the new application form</p> <p>6.15 Through updated CENSUS exercise in 2009.</p> <p>6.16 Add CENSUS form onto the website, including tick box responses.</p> <p>6.17 All survey forms to give the option of phoning through responses.</p>	<p>Ongoing</p> <p>June 2009</p> <p>February 2009</p> <p>February 2009</p> <p>Ongoing</p>	<p>Housing Officers</p> <p>Policy Development Team</p>	
<p>6.13 See item 3.9 above.</p> <p>6.14 The new application form includes CENSUS questions to capture personal data at the application stage.</p> <p>6.17 The latest CENSUS form included the option of phoning through responses. All survey forms produced by the PDSI team now include this facility.</p>					

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	More effective targeting of Anti Social Behaviour prevention.	6.18 Analyse incidents of ASB to determine whether there is a higher level of incidence as a result of disability. 6.19 Continue to publicise zero tolerance approach to hate crime and to encourage more people to report it.	Ongoing Ongoing	George Walker	
<p>6.18 Data is now available from end of July 2008. Reports are available to run and analyse. There have been no disability hate crime incidents reported since the new system was introduced.</p> <p>6.19 We are working with Stop Hate UK to work with us in tackling hate crime. Training is given to all front-line housing staff on how to assist victims of hate crime and to make any necessary referrals.</p>					
As an employer					
7. Employing more disabled staff.	Continue to fulfil the commitments outlined in our Positive about Disabled People position statement – See Appendix 1. Encouraging job applications from people with a disability	7.1 Continue to monitor employment statistics in relation to disability in the areas of: <ul style="list-style-type: none"> • Recruitment • Retention/Turnover • Satisfaction 7.2 Consider changing our standard statement used on job advertisements to: '3.9% (as at Jan '09) of our staff have told us that they have a disability. We welcome applications from people with a disability.'	Ongoing May 2009	Responsibility lies with the HR Dept unless specified	
<p>7.2 Our website and advert template have been updated with the above wording.</p>					

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		<p>7.3 Consider producing a leaflet featuring positive messages from staff already employed, with a disability.</p> <p>7.4 Continue to advertise appropriate jobs with community groups and other specialist organisations helping people with a disability.</p>	<p>September 2009</p> <p>Ongoing</p>	<p>Responsibility lies with the HR team unless specified</p>	
<p>Improving disability awareness of staff.</p>	<p>Support from managers</p>	<p>7.5 Improve managers' general awareness about disabilities through training inventions and briefings.</p>	<p>September 2009</p>	<p>HR and Policy Development Team</p>	
		<p>7.6 Remind managers to discuss any individual support needs of their staff.</p>	<p>Ongoing</p>		
		<p>7.7 Improve staff awareness of:</p> <ul style="list-style-type: none"> • The Disability Equality Scheme and Action Plan. • 'Positive about Disability' accreditation. 	<p>Ongoing</p>		
		<p>7.8 To develop a focus group for staff with a disability/support needs.</p>	<p>June 2009</p>		
		<p>7.9 Store information relating to individual needs of staff with a disability on the HR database. Information to be used when planning staff conference / events / training.</p>	<p>Already do this</p>		
<p>7.10 To improve ease of access and completion, ensure all forms (e.g., flexi-time sheet, training request, sickness absence form) are available on the intranet.</p>	<p>Already do this</p>				

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<p>7.6 HR is liaising with managers to remind them to discuss individual support needs of their staff at appraisal interviews which are currently taking place.</p> <p>7.7 Sue Kennedy, the Wakefield Disability Employment Advisor gave a talk at the Disability Focus Day and explained the 'Positive about Disability' accreditation and her role in supporting people with a disability in the work place.</p> <p>7.8 Staff had a focus group meeting at the Disability Focus Day.</p> <p>7.10 We are also investigating whether the Criminal Records Bureau (CRB) form can be completed on line.</p>					