

Flourish Homes
Disability Equality Scheme Action Plan. December 2007 – December 2010

Year 1

Topics/Issues	Evidence of achievement	What do we expect to achieve?	Action required	Who is responsible?	Target date	Evidence
Performance Ensure all actions within the plan have targets dates.	Some actions on the plan have target dates.	All actions have realistic and achievable target timescales.	Diversity Challenge Group to meet and agree target dates for all actions on the plan.	Diversity Challenge Group chair	Jan 2008 <i>complete objectives</i>	Regular feedback to monitor the agreed targets for the Action Plan at the Diversity Champions Group, this can be evidenced by minutes
Allocations & Transfers To identify unmet need via Mendip District Council to establish how many tenants with disabilities need rehousing	Tenants with disabilities who are nominated by Mendip District Council are monitored bi-annually against demand	Make sure the needs of people with disabilities are met.	By nomination spreadsheet and reports from MDC. Satisfactory Disability Equality Impact Assessments	Neighbourhood Services Manager	Mar 2008 <i>complete objectives</i>	We no longer have a nominations spreadsheet, homefinder somerset identifies specific needs. Allocations are now under choice base lettings only applicants eligible for an adapted property are able to bid.
Communication To enable staff to communicate with customers and tenants with visual impairment	Information is available in alternative formats, i.e. Braille, audio or large print.	Make sure that information produced by MHL is available in accessible formats. All staff know how to access these services.	By purchasing a Braille printer and also making sure all relevant documents are available in audio and large print. Provide consistency in accessible styles and formats. Specialist contracts in place and evidence of staff training.	IT/HR	Mar 2008 <i>complete objectives</i>	Braille, audio and large print documentation available, copies of these documents are available

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Contractors Make sure customers with disabilities are treated by MHL contractors according to good practice guidelines	Procurement process currently being reviewed. Contractors' Code of Conduct in place.	A procurement policy requires contractors to demonstrate good practice by either signing up to the organisation's policies or by having their own appropriate policies in place.	Amend Contractors' Code of Conduct to incorporate good practice guidelines. Monitor customers to ensure compliance and levels of satisfaction. Satisfactory Disability Equality Impact Assessment.	Group Procurement Manager	Mar 2008 <i>complete objectives</i>	Code of conduct in place and available, No complaints, but we have received compliments
Staff - development and training Ensure there is continued staff training on all disability equality issues	Some training in place.	Staff to have an awareness of the needs of people with disabilities and understand equality legislation and best practice.	Roll out training to staff and tenants and provide refresher training. Keep records of staff training and monitor complaints arising from disability discrimination. Training to include an opportunity to experience disabilities, e.g.: using a wheel chair.	HR	Mar 2008 <i>complete objectives</i>	Compulsory Equality and diversity training for all staff taking place 12 May and 5 June 2009

Year 2

Topics/Issues	Evidence of achievement	What do we expect to achieve?	Action required	Who is responsible?	Target date	Evidence
Equality and Disability policy To ensure relevant and up to date policy and procedure on Disability is in place	Policies and procedures held on General Folders and The Street (Company Intranet).	Ensure acceptable terminology and definitions relating to disability issues are used within MHL	Regular policy/procedure reviews to be carried out to ensure DED compliance. Satisfactory Disability Equality Impact Assessments.	Aster Equality and Diversity Champions Group	Apr 2008 <i>complete objectives</i>	All policies are in place
Allocations & Transfers Make sure eligibility criteria for county-wide choice based lettings is not discriminatory	Consultation is taking place on rolling out Somerset-wide choice based lettings.	Choice based lettings to be introduced by end of 2008	Working with disability groups to ensure people with disabilities are not discriminated against.	Neighbourhood Services Manager	Dec 2008 <i>complete objectives</i>	CBL has now been implemented; there is an Diversity group which was set up by Home Finders Somerset they have a policy to ensure people with disabilities are not disadvantaged. Policy available on the Street.
Communication Make sure that MHL website is fully accessible to people with disabilities.	MHL website reviewed regularly	Website is accessible for all.	Website tested by independent agency with relevant experience in this field and people with disabilities.	Media & PR Officer	Jul 2008 <i>complete objectives</i>	New content management system improves accessibility of website. Has done away with image navigation and replaced with text buttons. Ability to enlarge buttons have been placed at top of page so easy to find. We will be Looking to improve language provision on website, however, this is a low priority for Pauline at this moment, but is on

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						her to do list
Communication To enable staff to communicate with customers and tenants with speech impairment	Nothing in place.	Make sure staff are aware of ways to communicate with customers and tenants with speech impairment, where appropriate provide advocates.	Purchase software which translates text into speech.	IT/HR	Jun 2009 overdue	We in the process of purchasing speakers for the computers in reception in addition we have the choice of 4 different speech readers
Communication To enable staff to communicate with customers and tenants with hearing impairment	MHL employ a limited number of staff who can sign (BSL), Member of Reception team receiving training on BSL. Evidence of staff training (Deaf awareness and BSL)	Make sure all staff able to communicate with customers and tenants with hearing impairment.	By purchasing software which translates written text into sign language, or any other appropriate technology.	IT/HR	Jun 2009 <i>complete objectives</i>	We have purchased a signing CD, which written text into sign language images
Communication To make sure tenants are aware of communication	Nothing in place	Signal to tenants the different ways in which staff are able to	Provide badges to staff with appropriate symbol.	HR	Jun 2009 <i>complete objectives</i>	HR are in the process of new cards at the moment and this is being considered, this should happen within the next 3 months (end of April 2010)

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skills of staff.		communicate i.e.: sign language or other (Polish).				
Communication To ensure all MHL documents and leaflets are in an understandable format e.g.: Plain English, Easy English or Pictorial	MHL are corporate member of the Plain English campaign. Some staff have had Plain English and Pictorial Training	Clearer communication.	Re-establish Plain English Group. Provide Training in Somerset Total Communication (pictorial).	HR/Public Relations	Jun 2009 <i>complete objectives</i>	Leaflet group has been resurrected by Q&A looking at plain English of leaflets and giving the tenant approved stamp. This can be evidenced by updated versions of leaflets
Complaints Ensure complaints involving people with disabilities are treated fairly and that the system is accessible to people with disabilities.	Complaints policy and procedure in place and in the process of being developed into pictorial formats. Review group which includes tenants with Learning Difficulties has now been set up	Complaints process includes disability issues. To encourage people with disabilities to feed back information that could improve services.	Regular policy/procedure review to be carried out involving tenants with disabilities. Monitor satisfaction of tenants with a disability against satisfaction of all tenants.	Quality & Assurance Manager	Jun 2009 <i>complete objectives</i>	Developing pictorial forms for LD clients, annual complaints report, which will compare the profile of complainants to profile of tenants, to establish whether the number of complaints from people with disabilities tell us anything. There is now a group who will be reviewing how we produce information for tenants with disabilities, there are a number of tenants with a learning disability on this group.
Communication Obtaining	Information collected	Staff will respond to	This work will be carried out as	Neighbourhood Services	Sept 2009	Tenant profiling has now been completed and our systems

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information about the needs of tenants with disabilities	and held on housing system, which alerts staff to the individual needs of tenants and enables staff to make judgements appropriate to residents' needs.	tenants' individual needs.	part of the tenant profiling exercise. Database updated regularly	Manager	<i>complete objectives</i>	update to reflect the needs of our tenants
Offices – Existing Access to existing offices is not Disability Discrimination Act compliant.	Present offices cannot be made accessible.	New offices will be fully DDA compliant	Move to new premises.	Managing Director	Mar 2009 Overdue not meeting objectives	Unachievable is we are not able to make Kilver Court DDA compliant, however, we are due to move into new offices, spring 2011
Offices – New New offices should be accessible to staff and visitors with disabilities	New office site has been identified. MHL Project Group working with developer.	Fully accessible offices	By complying with Disability Discrimination legislation new offices will be accessible to staff and visitors with disabilities. Invite disabled tenants to join project group.	Managing Director	Feb 2011 On time & meeting objectives	Ongoing, however, there are no tenants with a disabilities on the project group, however, there are 2 tenants involved with the exterior or the building and the tenants resource centre. The building will be built to comply with the relevant regulations which take disabilities into account, with regards to the internal design consultation, this will not involve tenants, however, MHL staff will be consulted.

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Performance To develop appropriate performance measures to assess effectiveness of service improvements to disabled tenants	Disabled adaptations process already has performance indicators in place.	A range of performance indicators to demonstrate how well we are delivering our services to residents with a disability.	Work with all relevant departments to develop a range of disability performance indicators.	Quality & Assurance Manager	April 2008 Complete objectives	The Status survey is used to identify the satisfaction levels of residents by diversity strand and the data is compared to satisfaction levels of all customers. This report goes to EMT and Managers Forum. Any significant differences in the satisfaction of disabled customers to all customers is then investigated further
Repairs Housing data on needs of tenants with disabilities is incomplete	Some information held on housing system which alerts staff to the individual needs of tenants and enables staff to make judgements appropriate to their needs. This is passed on to contractor carrying out repair work.	Include in repairs policy arrangements for dealing with needs of tenants who require additional support, i.e. they cannot communicate or require support of a relative or neighbour.	Information held on housing system needs to be incorporated into repairs reporting procedure, MHL's out of hour's emergency contractor to have access to this information. Project Team to be set up to review current arrangements & implement an action plan. This is linked to tenant profiling exercise.	Responsive Repairs Manager	Dec 2008 Complete objectives	Tenant profiling has been carried out and input on IWorld in the form of a flag this information is transferred to ROC the repairs system.
Repairs Tendering process to incorporate	Responsive repairs contract ends 2008	To ensure tendering process will incorporate	By tendering repairs contract to incorporate needs of tenants	Responsive Repairs Manager	Dec 2008 Complete objectives	Flourish Homes are committed to ensuring that our contractors, consultants and suppliers are aware of our Equality and Diversity Policy,

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needs of tenants with disabilities.		needs of tenants with disabilities	with disabilities. Satisfactory Disability Impact Assessment.			Professional contractors, consultants and suppliers working with the Association are expected to have an Equality and Diversity Policy as comprehensive as Flourish Homes. The adoption of an Equality and Diversity Policy and the commitment to put it into practice, will be a criteria for the award of work and contracts by Flourish Homes.
Staff – employment Increase number of people with disabilities applying for jobs at MHL	Existing offices restricts employment of people with mobility problems.	Increase number of people with disabilities people applying for jobs at MHL.	Use specialist media aimed at people with disabilities to promote vacancies at MHL. Move to new offices	HR	Mar 2009	HR have been re awarded their positive about disability certification which means that we are doing everything possible to increase opportunities for applicants with a disability
Tenancy management To ensure people with disabilities are not discriminated against when they are either the cause or the subject of anti social behaviour	Information held and updated on housing system where disabilities and needs are recorded	Fairness of treatment for all tenants.	Tenant profiling will achieve improved records. Disabilities and needs recorded on Re-Act software package.	Neighbourhood Services Manager	Jun 2009 Complete objectives	ASB project group to include this in the Action Plan and insure that ReAct is updated accordingly
Aids &	Project	Policies and	Consider	Responsive	Dec 2009	“Draft Policy and Service

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Adaptations Ensure there are effective policies in place for providing aids and adaptations for customers who need this service	groups which include Tenants with disabilities have been set up	procedures to include disability and equality issues	whether this needs to be a topic for future Busman's Holiday. Set up Project Groups – Disabled Adaptations Review Team – and ENABLE to review provision. Include tenants with disabilities in project groups.	Repairs Manager /Occupational Therapist	Complete objectives	Standards doc with Roger Warren for approval”
Board Composition of Board to comply with Disability Equality Duty	Recruitment procedures reviewed in May 2007. Equality and Diversity champions in place.	Positive action to include people with disabilities on the Board	All Board members trained to have awareness of disability equality issues. Recruitment advertisements will explicitly encourage applications from people who can improve the diversity of the Board.	Managing Director	Dec 2009 Complete objectives	Advertisements are worded in line with disability & equality policies, where a minority group are not represented on the board an advertisement specifically targets that group,
Development Make sure that access statements are included in	MHL currently complies with core standards of the current	New build planning applications take into account the	By having a process to take into account access statements.	Partnership Director	Jun 2009 Complete objectives	<i>Planning applications for the following schemes include 'design & access statements' – Churchill Road East, Sunnyside Place, Goodeaves Close, Singers Knoll, The</i>

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planning applications on new build homes.	Quality Standards (April 2007). Individual needs are taken into account on request.	needs of tenants with disabilities.				<i>Denmark Inn, Avalon Tyres.</i>
Partnerships Partnership working to enable provision of employment opportunities for people with disabilities	MHL are currently working with diversity and disability organisations.	Links are in place with relevant agencies.	Continue to work in partnership with other agencies to create employment opportunities	Group HR Director	<i>Dec 2008</i> Complete objectives	We work with access to work (ATW), who are part of the Job Centre organisation
Publicity Improve publicity concerning disability issues	Some publicity on disability issues in place	Make sure disability issues receive a high profile within MHL	Promote and publicise work on disability issues through staff and tenants' newsletters and on website. Review the satisfaction of tenants with disabilities.	Media & PR Officer	<i>Jun 2008</i> Complete objectives	Work done to promote different formats in homelink this can be evidenced by formats available

Year 3

Topics/Issues	Evidence of achievement	What do we expect to achieve?	Action required	Who is responsible?	Target date	Evidence
Resident involvement for people with Learning Difficulties	Project Group set up, tenants with a learning difficulty form part of the group	To include all tenants in everything we do.	To identify what disabled tenants would like and if there is a need for targeted resident involvement work.	Community Involvement Manager	Dec 2009 On time & meeting objectives	There is now a group who will be reviewing how we produce information for tenants with disabilities, there are a number of tenants with a learning disability on this group. Review Group – Service users, CRIT & staff working with this client group
Staff - Recruitment policies Make sure that employment policies do not present barriers to people with disabilities	Policies and procedures held on General Folders and The Street (Company Intranet).	Remove barriers to employment of people with disabilities.	Regular policy/procedure review to be carried out to ensure employment policies reflect MHL's duty to promote equality. Ensure Satisfactory Impact Assessments.	HR	Nov 2009 Complete objectives	Employment policies are regularly reviewed at group HR level and would now be subject to a quality impact assessment

Year 4

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Year 5

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Asset management Identify accessible properties and those which can be made accessible through adaptation	All known data is currently on MHL's Stock Condition database (Promaster). No known data for areas where demand exceeds supply.	Accessible properties and those which can be made accessible through adaptation are identified. Where demand exceeds supply, identify properties that could be easily adapted	Further information to be collected as part of the on-going stock condition survey. Completion of survey will be beyond 2010 – approx. 50% of data collection done by Dec 2010. Record new adaptations on MHL's Stock condition database.	Asset Manager	Dec 2010 Complete objectives	All accessible properties were identified, consideration was also given to parking the project was completed Autumn 2009