

Hounslow Homes Disability Equality Scheme Action Plan 2006/09

(KEY: HIGH = 2006/7 Priority, MEDIUM = 2007/8 Priority & LOW = 2008/9 Priority)

TASKS:	NOTES	RESOURCES & PEOPLE	TIMESCALE/ PRIORITY	TASK RESPONSIBILITY
GENERAL DUTY: Promote equal opportunities between disabled persons and other persons				
1. Devise, consult & publish Hounslow Homes three year Disability Equality Scheme (DES)	Specific duty of the DDA 2005 & obligation for public authorities. The DES includes this action plan	In consultation with Disabled tenants	December 2006 HIGH	Neghet Khan Policy Officer (Equalities)
2. Produce & publish an annual report detailing the progress made in the Disability Equality Scheme	Specific duty of the Disability Discrimination Act 2005 (DDA)	Equalities team to compile	Annually til March 09 HIGH	Neghet Khan Policy Officer (Equalities)
3. Update staff and customers re development of Disability Discrimination legislation and regulations/practices	Policy Officer (Equalities) to produce updates via SMT/Board, HH News, Staff Update etc	Equalities Team	Ongoing March 2009 HIGH	Neghet Khan Policy Officer (Equalities)
Communication:				
4. Install a corporate free-phone number for Hounslow Homes customers	This was one of the recommendations from Dr Clark for disabled customers to improve accessibility & communication. To be explored with LBH too	Liaison between Call centre manager & Communications Team	October 2006 HIGH	Lynne Bann Call Centre Manager
5. Hounslow Homes to investigate the possibility of communicating with deaf tenants & leaseholders using videophones & web cams	This task was highlighted initially in 2004/05 action plan. Need to investigate the potential of video-phone & web cam use by customers.	Sara Durell to investigate with Michael Hanrahan (HFTRA)	March 2009 LOW	Sara Durell Communications Manager

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	Will need approved budget if market research is conducted			
6. Design & circulate a "Free minicom call back service" flyer	To publicise Hounslow Homes additional service for hearing impaired customers	Communications team to design	May 2006 HIGH	Sara Durell Communications Manager
7. Purchase & install recommended Communication Aids in key Hounslow Homes offices	Identified in 2005 by HH commissioned independent audit & report by Spooner Associates	Equalities team with Office Services	July 2006 HIGH	Khalid Khan Head of Equalities
Monitoring & Evaluation:				
8. Review & revise the Disability Equality Scheme	Specific duty of the DDA 2005. To be reviewed annually via the DSG & Disability Forum		Annually March 2009 HIGH	Neghet Khan Policy Officer (Equalities)
9. Utilise the Disability Strategic Group & Disability Working Group to evidence, monitor & evaluate actions taken by HH to respond to the general duties	Specific duty of the DDA 2005. DSG & DWG are internal groups established by HH to promote disability equality	Equalities Team to liaise	Ongoing til March 2009 HIGH	Neghet Khan Policy Officer (Equalities)
10. Utilise the Disability Strategic Group to support action & provide budgets in working for change for disabled staff & customers	DSG is made up of SMT, Board & DNH members. Is able to lobby the full Board, SMT & partners organisations for strategic action & additional budgets	Director of Resources is chair of DSG	Ongoing til March 2009 HIGH	Neil Isaac Director of Resources

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GENERAL DUTY: Eliminate unlawful discrimination				
Access:				
14. Access audits to be carried out in all 27 sheltered units	Sheltered units need to be DDA compliant by the end of 2006	With Jane Cowley & Property Services division	December 2006 HIGH	Lisa Davies Property Services
15. Implement recommendations arising from 24 access audit reports re public buildings	3 housing receptions DDA compliant, remaining 24 publicly used buildings need access audit recommendations implemented asap	Property Services to lead	March 2009 HIGH	Lisa Davies/ Richard Moss Property Services
16. Ensure intercoms & the door entry system in council properties are repaired & maintained regularly	Repeatedly raised as an issue by members of the Disability Forum, as restricted mobility makes it difficult to constantly use stairs/lift to open the ground floor door entry system to visitors, inc health professionals & carers.	Property services	Ongoing March 2009 HIGH	Neil Gibson Property Services
17. Ensure disabled car parking spaces on council estates are used by blue badge holders only	HFTRA at Area Forums & Disability Forum members have identified the problem of non disabled tenants using marked disabled parking spaces hence enforcement	Estate Monitoring Officers to enforce	Ongoing March 2009	Darren Cruice Area Central Manager

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	by HH now necessary. Tenants will need to be consulted if request Wing Security to enforce. Require audit of disabled spaces too.		HIGH	
18. Ensure all new-builds of Hounslow Homes are DDA compliant & the "Decent Estates" programme is continued	Task depends on government decision to allow ALMO's to new build. Decent Estates programme ongoing. HH will also be adopting Inclusive design principles on any new builds.	Property Services to pursue new builds	March 2009 HIGH	Tim Keogh Director of Property Services
19. Ensure reasonable adjustments are made by HH by introducing a Letter of Complaint for customers regarding access issues	Recommended by Adept. Original letter used by Shelter. Proposed that customers use this standard letter to report any physical, communication or any other barriers in accessing HH services. Distribute in receptions	Communications Team to design with Equalities team	October 2006 HIGH	Neghet Khan Policy Officer (Equalities)
20. Undertake mystery shopping exercises with members of the Disability Forum and Disability Network Hounslow (DNH) to ensure communication aids are used effectively by staff and that Hounslow Homes managed	Annual exercise to include accessible buildings & correct use of communication aids by Hounslow Homes staff	Tenants & leaseholders from the Disability Forum and Disability Network Hounslow	Annually Sept 2009	Jas Sidhu Best Value Team

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buildings are fully accessible		(Emma Garner)	HIGH	
21. Hounslow Homes to produce a video with BSL & subtitles to introduce our service and outline complaints procedure	Hounslow Homes has produced a corporate video, however not signed or subtitled	Communications team with Michael Hanrahan (HFTRA)	March 2007 MEDIUM	Sara Durell Communications Team
22. Undertake an audit to ensure staff are regularly using Good Practice Guidelines in Written correspondence (e.g. Arial 14 & 1.5 line spacing, correct minicom no.) when communicating with customers	Staff to follow good practice where ever possible, as advocated in Dr Clarks report to improve accessibility & readability i.e. use of Arial 14, 1.5 line spacing. EOP strap line to be taken forward via the Customer Care Working Group, via Khalid Khan. To be audited as part of ISO audits.	Best Value Team & Customer Care Working Group	Annually til October 2009 HIGH	Sue Miller Project Officer Best Value Team
23. Include updated "Accessing Hounslow Homes Services" leaflet onto HH website	Leaflet details the different ways customers can communicate with HH e.g. via type text phones (minicoms). Design to be updated & contents included on website	Communications Team to load finalised leaflet onto HH website	October 2006 HIGH	Sara Durell Communications Manager
24. Ensure Hounslow Homes website is fully accessible for disabled customers	HH website to be improved - currently maintained by LBH. DDA requirement	Communications team to pursue	March 2007 MEDIUM	Sara Durell Communications Manager
25. Annually send updated	Publications list to be sent to	Communications	Annually	Sara Durell

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publications list to all tenants & leaseholders of Hounslow Homes leaflets/publications as an insert in HH News	all customers annually for their information, requested originally by Disability Forum members	Team to keep master list updated	January 2009 HIGH	Communications Manager
26. "Hounslow Homes News" to be available in alternative formats	Alternative formats of Hounslow Homes News (HH newsletter to residents) are available upon request	Communications team	Ongoing HIGH	Sara Durell Communications Manager
27. Ensure all key Hounslow Homes documents & leaflets are produced in alternative formats	12 documents/leaflets currently identified as key, inc Tenancy Agreement. Are to be brailled and audio-taped via Office Services, available in large print, easy read & in top 4 community languages	Communications team & Office Services	September 2006 HIGH	Sara Durell Communications Manager
28. Review the Customer Alert Procedure to ensure the OHMS system record the access needs of a disabled customer	Currently a Special Needs code – SP indicates if a tenant has special needs including access needs of a disabled customer. Needs to be included on OHMS screens for staff information. (H&S codes do over ride the SP code, however access needs recorded on Secure Notepad	Health & Safety team with Area Teams/Call Centre	May 2006 HIGH	Steve Pettitt Health & Safety Manager
Service Delivery:				
29. To monitor the take up of	Equalities monitoring to	Equalities team	Ongoing	Khalid Khan

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Hounslow Homes services on grounds of equalities	include voluntary disclosure by a service user of their race, gender, disability, sexuality, religion/belief & age	have designed "Equalities Monitoring Form"	HIGH	Head of Equalities
30. Ensure the CRM system follows the Social Model of Disability	The CRM system is recording access needs of all customers, following collection of information recorded on the Tenant Information Checklist form	Frontline staff systematically completing TIC forms	Ongoing til March 2009 LOW	Lynne Bann Call Centre Manager
31. Ensure equality & diversity is promoted by every member of staff in Hounslow Homes	Recommended by Adept. Through training, audits, staff newsletters etc, so staff recognise that this is "my job" too, not just the Equalities Team	Equalities team to advise & guide staff	Ongoing HIGH	Khalid Khan Head of Equalities

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32. Ascertain levels of customer satisfaction between disabled & non-disabled customers with Hounslow Homes services overall	Recommended by Adept. To be ascertained via evaluation of the annual Kwest survey for customers. Satisfaction levels should be similar if HH has equal access & service delivery	Best Value Team	December 2006 & annually HIGH	David Allum Best Value Team
33. Eliminate unlawful discrimination for disabled customers resulting from less favourable treatment	Customer Complaints system is able to record & follow through any complaints made by a customer, that he/she was discriminated against by HH due to their disability. Annual evaluation report submitted to Board every April.	Customer Complaints	April 2006 & Annually HIGH	Narinder Bhardwaj Senior Customer Services Officer
Employment:				
34. Undertake a disability impact assessment on Hounslow Homes policies & procedures	To include the impact of recruitment, retention, training, appraisals, flexible working policies, harassment & bullying and the grievance procedure on disabled staff	Human Resources	Ongoing til March 2009	Graham Spiller Human Resources Manager
35. Increase the number of staff employed in Hounslow Homes who meet the DDA definition of disability	Currently have 8 members of staff who have informed Hounslow Homes that they have a disability. (New staff receive induction training & ... which includes the	Human Resources to pursue	Ongoing March 2009	Graham Spiller Human Resources Manager

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	packs, which includes the equalities aspect)		HIGH	
36. Produce & circulate a HH backed "Positive about Disability symbol" poster & circulate to housing offices & council estates	Ongoing task from 2005/6 action plan. Aim is to increase confidence & encourage recruitment & retention of disabled people within Hounslow Homes	Human Resources (Francoise Lloyd Winter) with Communications Team	July 2006 HIGH	Graham Spiller Human Resources Manager
37. Amend the Recruitment Monitoring Form to include a question about the effectiveness of the use of the "Positive about Disability" symbol by Hounslow Homes in recruitment of new staff	Symbol used in all Hounslow Homes job adverts since April 2004. Hence need to annually evaluate if symbol's use is increasing recruitment of disabled people. Also impacts on Investors in People accreditation.	Human Resources	Annually March 2009 HIGH	Graham Spiller Human Resources Manager
38. Establish a partnership with Remploy to help increase the number of disabled people employed by Hounslow Homes	Remploy is a company which aims to create economic independence for disabled people through work. All Hounslow Homes vacancies will be copied to Remploy to encourage applications.	Human Resources	Ongoing March 2009 HIGH	Graham Spiller Human Resources Manager
GENERAL DUTY: Eliminate harassment of disabled persons				
39. Continue to eliminate harassment of disabled tenants & leaseholders in council properties	Hounslow Homes Racial Harassment & Anti-Social Behaviour Policy &	ASB Team	Ongoing	Sinead Mooney Senior Team Leader & ASB

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	Procedures details how cases of harassment on grounds of disability are to be challenged by the ASB Team. (DNH are also a third-party reporting centre for disabled people experiencing harassment)		HIGH	Policy Officer
40. Continue to eliminate discrimination and harassment of disabled staff in Hounslow Homes	Including less favourable treatment or a failure to arrange reasonable adjustments for staff. Through implementation of the Policy for Equality of Opportunity in Employment & the revised Grievance & Harassment Policy for all Hounslow Homes staff	Personnel Section	Ongoing HIGH	Graham Spiller Human Resources Manager
GENERAL DUTY: Promote positive attitudes towards disabled persons				
Training:				
41. All staff to be offered Level 1 BSL courses annually	2004/05 course offered to front line staff only. 2005/06 course aimed at managers. BSL higher levels also offered	Training unit to arrange, within their budget	Annually til March 2009 HIGH	Pauline Ripley Training Manager
42. Hounslow Homes to arrange training regarding Disability	In 2005/6, Adept Consulting delivered 20 sessions,	Training unit to arrange with	Ongoing til March 2009	Pauline Ripley Training Manager

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Equality for new staff, inc board & Senior Management Team	training approx 250 staff. Further training to include identification of barriers faced by disabled people within Hounslow Homes, DDA & employment issues with increased SMT visibility	Equalities, with DNH advice	HiGH	& Khalid Khan – Head of Equalities
43. Ensure Customer Care training for frontline staff follows the Social Model of Disability & includes disability equality issues	Recommendation from Adept. HH frontline staff to attend LBH's "Access to Hounslow" training programme	Training unit	March 2007 HIGH	Pauline Ripley Training Manager
44. Organise & deliver further staff training in the correct use of minicomms, loop systems, email, fax & SMS messaging	Undertaken in April 2005 & April 2006 by Spooner Associates – to be repeated annually for front line staff	Consider using Spooner Associates again to train new staff	Annually til March 2009 HIGH	Pauline Ripley Training Manager
GENERAL DUTY: Encourage participation by disabled people in public life				
Consultation & Engagement:				
45. Hounslow Homes to continue to attend Joint Strategy Group meetings	This is multi-agency group used by HH to consult & ascertain information regarding disability initiatives in other departments & organisations	Best Value Team	March 2009 HIGH	Anita Harris Project Officer Best Value Team
46. Hounslow Homes to continue to send a representative to the	Policy Officer (Equalities) regularly attends this	Equalities Team	Ongoing March 2009	Neghet Khan Policy Officer

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Disability Community Forum (DCF)	borough wide forum, and feeds back any relevant issues to DWG, DSG & HH's internal Disability Forum		HIGH	(Equalities)
47. Forward copy of DCF minutes to all members of the DWG & DSG for information purposes	This task will aid HH officers to be aware of issues discussed at the Hounslow Council's quarterly DCF meetings, and feed into the DCF itself	Equalities Team	Ongoing March 2009 HIGH	Neghet Khan Policy Officer (Equalities)
48. Renew annually the Service Level Agreement (SLA) between Hounslow Homes and Disability Network Hounslow	Current SLA with voluntary organisation expires 31.3.06. SLA to be renewed annually if both parties happy with arrangements	£2.5 K to be allocated to DNH from Equalities budget	Annually til March 2009 HIGH	Khalid Khan Head of Equalities
49. Hounslow Homes to continue to support the Disability Forum to achieve service improvements	Formally set up in October 2004 for disabled tenants & leaseholders, meet bi-monthly. Part of Resident Involvement Strategy	Housing Manager	March 2009 HIGH	Shabera Rashid Housing Manager
50. Arrange informal & ad hoc events/mechanisms to engage with "hard to reach" disabled tenants & leaseholders	Disability Forum is the formal body, however also need to arrange informal methods/events to ensure Hounslow Homes consults and engages with <i>all</i> "hard to reach" disabled groups & individuals too	Best Value Team	March 2009 HIGH	David Allum Best Value & Quality Development Manager

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<p>51. Establish consultation mechanisms to obtain staff ideas on how to improve the service for disabled customers</p>	<p>This is a specific recommendation from the Adept Disability Equality Consultants who delivered disability training to staff – through staff surveys, road shows etc</p>	<p>Personnel Section</p>	<p>March 2009 HIGH</p>	<p>Graham Spiller Human Resources Manager</p>
<p>GENERAL DUTY: Take steps to take account of disabled persons disabilities</p>				
<p>52. To formalise the allocation of confidential passwords on the Customer Relationship Management (CRM) system for tenants who require this service</p>	<p>Informal practice run by call centre. Needs to be added to Customer Alert Supporting People codes & will be included in TIC guidance. Password used by CIOs/agents in certain circumstances e.g. power of attorney cases, interacting with named carers & vulnerable customers such as those with a visual impairment for whom a staff identification badge is not suitable for their access needs. (Requested repairs are already prioritised for disabled customers)</p>	<p>Call Centre in Property Services</p>	<p>January 2007 HIGH</p>	<p>Lynne Bann Call Centre Manager</p>

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Vulnerability:				
53. Continue to compile data on communication, accessibility & vulnerability needs for all council households via the Tenant Information Checklist (TIC) form	All council households to have their needs recorded by 2009. Currently one-third of 14,000 tenancies have had their needs assessed	All front line staff	March 2009 HIGH	Anita Harris Project Officer Best Value Team
54. To monitor & keep updated, the Vulnerable Tenants Register in Hounslow Homes	Central register to also be separated into 3 Area lists for monitoring purposes. Follows HH Vulnerability Strategy and government approach of "supporting disabled people to help themselves."	3 Area Managers & Operations Manager	Ongoing HIGH	Area East, Central & West Managers
55. To refer vulnerable tenants, when relevant, to providers of floating support, including to LBH's Supporting People Team so that tenants receive additional support to remain in their homes	Vulnerable tenants with mental health, learning difficulties etc often referred for floating support to remain independent in their own homes	Area Teams make referrals	Ongoing HIGH	Anita Harris Project Officer Best Value Team
Adaptations:				
56. Hounslow Homes & Social Services to update and produce Adaptations leaflet for customers	To be produced once merger of SS with HSS completed	HH & SS	December 2006 HIGH	Phil Alexander Adaptations Manager
57. Hounslow Homes to continue to attend Adaptations Monitoring meetings	Adaptation Monitoring meetings held between Social Services & Property Services on a quarterly basis, feedback any relevant issues	Property Services	March 2009	Phil Alexander Adaptations Manager

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	to DWG/DSG		HIGH	
58. Continue to maintain a accurate & up to date database of adapted properties managed by Hounslow Homes	Categorization completed in April 2005. Accurate database will improve availability of accessible & adapted housing for disabled tenants	Property Services	March 2009	Phil Alexander Adaptations Manager
59. Continue to ensure disabled customers are given a real choice over how their needs are met with regard to adaptations	Recommended by the government report "Improving the Life Chances of Disabled People" by 2025, (within HH budget)	Property Services	March 2009	Phil Alexander Adaptations Manager