

COSMOPOLITAN HOUSING GROUP - DISABILITY EQUALITY ACTION PLAN 2007

Ref No.	Corporate Objective	Area	Actions	Due Date	SMT Sponsor	Target / Outcome	Revised Completion Date	Actual Completion Date	Status
1	Champion Equality & Diversity	Customer Service	Undertake further tenant consultation exercise specific to Disability Equality and feed findings into Disability Equality Action Plan	May-08	AG	Residents engaged in setting Group direction and priority for action			
2	Champion Equality & Diversity	Customer Service	Review Allocations policy and procedures in lights of Disability Equality Duty requirements.	Apr-08	AG	Allocations procedures are sensitive to the needs of disabled persons			
3	Champion Equality & Diversity	Customer Service	Analyse reasons for refusal of offers of accommodation by disability to assess if there are any emerging trends and potential discrimination.	Apr-08	AG	CHA will be clear about whether its practices are discriminating against disabled persons and actions taken accordingly to address this			
4	Champion Equality & Diversity	Customer Service	Amend monitoring of service satisfaction surveys to include analysis of disability to identify any trends or patterns and compile performance report for annual reporting.	Jun-08	AG	Satisfaction levels of disabled persons will be at least comparable to those of non-disabled persons			
5	Champion Equality & Diversity	Customer Service	Continue Tenant Census exercise to achieve 100% tenant profile of needs.	Jul-08	AG	Full details of needs of residents will be known so that needs may be proactively met			
6	Champion Equality & Diversity	Customer Service	Update QL system with all details obtained from Tenant Census including vulnerability "flags"	Jul-08	AG	Staff and contractors will be able to proactively meet resident needs			
7	Champion Equality & Diversity	Customer Service	Commence Impact Assessment process for all policies in accordance with agreed policy review timetable and revisiting of all policies.	Mar-10	DH	Policies will have taken into account and be sensitive to the needs of disabled persons			
8	Champion Equality & Diversity	Customer Service	Undertake annual customer satisfaction survey of students to assess satisfaction levels of disabled students versus non-disabled students	Mar-08	SMcM	Satisfaction levels of disabled persons will be at least comparable to those of non-disabled persons			
9	Champion Equality & Diversity	Customer Service	Websites to be assessed for accessibility against the World Wide Web Consortium Web Content Accessibility Guidelines 1.0	Mar-10	DH	Disabled persons will be able to access information and interact with the Group using web based interfaces in same way as non-disabled persons			
10	Champion Equality & Diversity	Customer Service	Overall "Disability Satisfaction Indicator" to be incorporated into 2008/09 KPIs	Mar-08	DH	The Board of Management will receive information about disability satisfaction levels.			
11	Champion Equality & Diversity	Customer Service	Tenants to undertake "mystery shopping" exercise to review accessibility of CHG's offices.	Mar-09	AG	Resident will be empowered to shape and influence services taking the needs of disabled persons into account			
12	Champion Equality & Diversity	Customer Service	Monitor timescales in which adaptations works are undertaken	On-going	AG	All adaptations completed to a high standard and within agreed timescales			

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13	Champion Equality & Diversity	Customer Service	Undertake satisfaction surveys post-adaptations work	On-going	AG	All adaptations completed to a high standard and within agreed timescales			
14	Champion Equality & Diversity	Customer Service	Amend complaints satisfaction monitoring to take into account disability of complainants	Jan-08	AG	Any emerging trends and issues of disabled persons will be identified and addressed accordingly			
15	Champion Equality & Diversity	Asset Management	Undertake update of stock condition including details of adapted properties	Jul-08	DG	Decision making will take into account current stock profile information and needs of disabled persons			
16	Champion Equality & Diversity	Asset Management	All new social housing properties to be built in accordance with Scheme Quality Standards.	Mar-11	DG	High quality housing stock built that caters for diverse groups' needs			
17	Champion Equality & Diversity	Asset Management	All new social rented homes to be built to lifetime homes standards	Mar-11	DG	High quality housing stock built that caters for diverse groups' needs			
18	Champion Equality & Diversity	Asset Management	Review Design Brief in partnership with disabled residents to assess in terms of standards and accessibility	Oct-08	DG	High quality housing stock built that caters for diverse groups' needs			
19	Champion Equality & Diversity	Asset Management	Develop more innovative approach to supported housing that enable residents to purchase some of the equity in the property	Mar-09	DG	Disabled persons will be able to access different forms of tenure in the same way as non-disabled persons			
20	Champion Equality & Diversity	Asset Management	Undertake satisfaction monitoring in terms of disability for all newly developed schemes	Jun-08	DG	Satisfaction levels of disabled persons will be at least comparable to those of non-disabled persons			
21	Champion Equality & Diversity	Employment	Undertake all reasonable adjustments for staff upon request	On-going	SEN	The needs of disabled staff will be met so they receive the required support to undertake their roles in full			
22	Champion Equality & Diversity	Employment	Seek to obtain <i>Positive About Disabled People</i> status through JobCentre Plus	Apr-08	SEN	Needs of disabled persons taken into account in recruitment and retention process			
23	Champion Equality & Diversity	Employment	Undertake training / awareness exercise on Disability Equality Duty and Action Plan for all staff	Feb-08	DH	All staff aware of the obligations and commitments of the Group in relation to disability equality			
24	Champion Equality & Diversity	Employment	Review the letters issued to prospective candidates to ensure they take full account of the reasonable steps the Group will take to meet the needs of disabled persons	Mar-08	SEN	Recruitment correspondence will fully cater for the needs of disabled persons			
25	Champion Equality & Diversity	Employment	Complete and review findings of Staff Survey, including assessment of satisfaction levels	Dec-07	SEN	Satisfaction levels of disabled persons will be at least comparable to those of non-disabled persons. The needs of disabled staff will be met.			

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26	Champion Equality & Diversity	Employment	Complete and review findings of Staff Disability Equality Survey, including assessment of satisfaction levels, and incorporate recommendations into Action Plan	Dec-07	SEN	Satisfaction levels of disabled persons will be at least comparable to those of non-disabled persons. The needs of disabled staff will be met.			
27	Champion Equality & Diversity	Employment	Establish a Staff Disability Support Network	Mar-08	SEN	The needs of disabled staff will be met so they receive the required support to undertake their roles in full			
28	Champion Equality & Diversity	Governance	Review constituency of Board in relation to representation of disabled Board Members and take into account when reviewing any skills gaps	Aug-08	DH	Governance arrangement ensure that the needs of disabled persons are taken into account in decision-making processes			
29	Champion Equality & Diversity	Governance	Contact to be made with all Board Members to assess if there is anything the Group can do to support their disability needs, and undertake annually thereafter	Feb-08	DH	The needs of disabled Board Members will be met so they receive the required support to undertake their roles in full			