

COSMOPOLITAN HOUSING GROUP - DISABILITY EQUALITY ACTION PLAN - 2009 REVIEW

Ref No.	Corporate Objective	Area	Actions	Due Date	SMT Sponsor	Target / Outcome	Revised Completion Date	Actual Completion Date	Comments	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	Oct-09		This will be reviewed as part of the introduction of a single equality scheme - the single equality scheme will replace the existing stand alone schemes i.e. disability and gender equality	
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	Sep-09		This is being reviewed as part of the planned best value review on allocations in September 2009.	
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	Apr-09	Apr-09	This is being monitored as part of the new E&D KPIs introduced in April 2009.	Complete
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	Apr-09	Apr-09	This is being monitored as part of the new E&D KPIs introduced in April 2009.	Complete
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	Nov-09		Staff continue to collect this information and are using all forms of engagement with tenants to gather the data.	Ongoing
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		Dec-08	This was introduced in Dec 08 and information is updated frequently to ensure data on the system is accurate and up to date.	Ongoing
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	GAR	Policies will have taken into account and be sensitive to the needs of disabled persons		Dec-08	The review timetable for Equality Impact Assessments with introduced in Dec 2008 and revised in July 2009 to take into account priority need for assessments. All assessments are scheduled to be completed by June 2010.	Ongoing
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	Jan-10		The next survey will be revised to take this action into account.	
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	GAR	Disabled persons will be able to access information and interact with the Group using web based interfaces in same way as non-disabled persons	Dec-09		Browsealoud has been purchased for the CHA website so that it is more accessible for people with sight problems, dyslexia, and literacy/reading issues. The font size on the website can also be increased to make it easier to read. One the website changes have been finished, an audit by the RNIB will be conducted to give their Chartermark for accessibility for the site.	Ongoing

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10	Champion Equality & Diversity	Customer Service	Overall "Disability Satisfaction Indicator" to be incorporated into 2008/09 KPIs	Mar-08	GAR	The Board of Management will receive information about disability satisfaction levels.		Apr-09	This is being monitored as part of the new E&D KPIs introduced in April 2009 across all service areas	Complete
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		Mar-09	This has been completed and changes made as required.	Complete
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	Mar-10		No adaptations were undertaken during 2008/09, however it is anticipated that all adaptations will be completed during 2009/10.	Ongoing
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	Mar-10		This is being monitored as part of the new E&D KPIs introduced in April 2009 across all service areas. As no adaptations have been completed so far there are no results to publish at present.	Ongoing
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		Apr-09	The form has been amended as is monitored as part of the E&D KPIs on a quarterly basis.	Complete
15	Champion Equality & Diversity	Asset Management	Undertake update of stock condition including details of adapted properties	Jul-08	AG	Decision making will take into account current stock profile information and needs of disabled persons		Mar-09	A revised stock condition survey was produced in March 2009.	Complete
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			This action is ongoing.	Ongoing
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			This action is ongoing.	Ongoing
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	Oct-09		Current design brief is being reported to board in September 2009. Thereafter we will seek to identify and build capacity in suitable tenants to join the development resident sub group to participate in future reviews.	
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	Mar-10		Progress has been delayed by external market factors. As mortgages are starting to become available again work to review HOLD and other innovative schemes can now commence in earnest	
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			This is monitored as part of the new homes survey.	Ongoing
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			This action is ongoing. All reasonable adjustments are made for staff when requested.	Ongoing

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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		Dec-08	This has been achieved.	Complete
23	Champion Equality & Diversity	Employment	Undertake training / awareness exercise on Disability Equality Duty and Action Plan for all staff	Feb-08	GAR	All staff aware of the obligations and commitments of the Group in relation to disability equality		Mar-08	This action has been completed. It was also provided to the Tenants Forum.	Complete
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		Mar-08	Information is provided to prospective candidates as part of the recruitment process.	Complete
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.		Dec-07	This action has been completed. The results will be analysed against the 2008 results when completed to see if there have been any changes during the year in relation to satisfaction levels.	Complete
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.		Dec-07	This action has been completed. The results will be analysed against the 2008 results when completed to see if there have been any changes during the year in relation to satisfaction levels.	Complete
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		Ongoing	Current support mechanisms in place include - staff suggestion scheme; monitoring of comments from staff surveys and following up on these; team meetings; 121s with managers; support from HR team & open door policy; workplace assessments for any changes required to improve facilities at work; involvement in working groups whereby proposed changes may impact upon staff with disabilities. Staff have previously indicated that they do not want a specialist group set up, but this will be reviewed on an ongoing basis. The staff suggestion form will be amended so that staff can highlight issues they may have anonymously if they do not feel able to raise them in person.	Ongoing
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	GAR	Governance arrangement ensure that the needs of disabled persons are taken into account in decision-making processes		Aug-08	This is reviewed on an annual basis.	Ongoing

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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	GAR	The needs of disabled Board Members will be met so they receive the required support to undertake their roles in full		Feb-08	This is reviewed on an annual basis.	Ongoing