

Trans-Pennine Housing 2000 Disability Action Plan Jan 2008- Dec 2010

This version of the plan highlights the Pennine priorities only. The year one priorities are highlighted in red in the action plan. The other actions in the plan will be reviewed with tenants and partners at the annual Involvement event. Priorities will therefore be agreed annually for each year ahead.

- **Year 1 - January 2008 to Dec 2008**
- Year 2 – January 2009 – Dec 2009
- Year 3 – January 2010 – Dec 2010

Asset Management			
1. Aim – making our homes more accessible			
Objective	Actions	Lead	When
1.1 Design			
Inclusive design principles to be considered on all new build developments and refurbishment programmes and planned maintenance work	<ul style="list-style-type: none"> ▪ Draw up inclusive design policy ▪ Set quality standards for inclusive design, involving tenants ▪ Training for Asset Management team and contractors (both partners and local contractors via special contractors conference) on inclusive design ▪ Awareness training to improve understanding of disability for contractors at annual Contractors conference ▪ Develop skills and knowledge around disability within technical and design teams ▪ Develop budget to improve access within development/refurbishment and for reasonable adjustments ▪ Design & Access statement to be drawn up for each new build & refurbishment programme (including planned maintenance works) ▪ Establish arrangements for evaluating actual achievement against the design & Access statement 	<p>Hilary Brady</p> <p>Jeff Shaw</p> <p>Hilary Brady</p> <p>“</p> <p>“</p> <p>“</p> <p>“</p>	<p>Year 1</p>

	<ul style="list-style-type: none"> ▪ Encourage Involvement of disabled people directly in scoping projects (and other specialists where necessary) ▪ Assess feasibility of providing scooter storage facilities for each block of flats/sheltered schemes 	“	Year 2/3
		“	Year 2/3
Stock information to include details on accessibility	<ul style="list-style-type: none"> ▪ Improve procedures to ensure stock data systems accurately reflect accessibility standards for each property (LTH, wheelchair-accessible, full wheelchair standard and specific adaptations) ▪ Ensure new voids checklist is capturing data effectively 	Jeff Shaw	Year 1
		Janette Dunne	Year 1
Provide reasonable adjustments proactively	<ul style="list-style-type: none"> ○ Incorporate small adaptations and reasonable adjustments into refurbishment programmes ○ Contact disabled tenants (excluding older tenants who receive support as this is done as part of support service) to identify any reasonable adjustments required and make arrangements. 	Jeff Shaw	Year 2/3
		Janette Dunne	
Contractors to have expertise in inclusive design as part of procurement process	<ul style="list-style-type: none"> ○ Partnership agreements, procurement processes and tendering contracts to assess that contractors can demonstrate an expertise in this area 	Hilary Brady	Year 2/3
Improve heating for disabled tenants	<ul style="list-style-type: none"> ○ Reassess heating replacement programme (for disabled tenants) in light of tenants views that some current systems are inadequate for disabled people, in particular, storage heaters 	Jeff Shaw	Year 1
Increase the supply of accessible housing for older people	<ul style="list-style-type: none"> ○ Build third extra care scheme at Melrose Court (Including lessons learned and good design practices into specification) ○ Sheltered investment programme to include accessibility improvements 	Sue Lewis	Year 2/3
		Sue Lewis	Year 2/3
1.2 Repairs			
Ensure repairs service is responsive and flexible to the needs of disabled customers	<ul style="list-style-type: none"> ▪ Provide a more responsive service in Pennine Direct (with consistency) ▪ Ensure that the KOC information is usable for Pennine Direct and is used proactively throughout the workflow process 	Jeff Shaw	Year 1
	<ul style="list-style-type: none"> ▪ Establish arrangements to obtain feedback about quality of the service from disabled tenants 	Jeff Shaw	Year 2/3

	<ul style="list-style-type: none"> Establish performance information arrangements to measure if target times get adjusted consistently and appropriately to accommodate disabled tenant's needs Develop handyperson service 	<p>Jeff Shaw</p> <p>Jonathan Howarth</p>	<p>Year 2/3</p> <p>Year 1</p>
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1.3 Adaptations

<p>Improve access to adaptations service</p>	<ul style="list-style-type: none"> Information leaflet to explain adaptations and other associated services Influence improvements to service via Council/Health Trust review of adaptations 	Sue Lewis	Year 1
<p>Provide timely and high quality adaptations</p>	<ul style="list-style-type: none"> Establish policy for the provision of small adaptations and reasonable adjustments in partnership with CMBC (in line with HC guidance) Consider inclusion of small adaptations and RA within handyperson service Review current policy /Pennine's arrangements on provision of major adaptations as part of CMBC review (including Pennine budget for adaptations) 	Sue Lewis	Year 1

Customer Services

2. Aim – making our services more inclusive

2.1 Information

<p>Know Our Customers, staff and Board Members</p>	<ul style="list-style-type: none"> Collect Knowing Our Customers data on current tenants Ditto for Board Members MIS system to be developed to input data and enable it to be used in operational functions 	Sue Lewis	Year 1
	<ul style="list-style-type: none"> Collect KOC data at main involvement events (to give a profile of those attending) 	Val Morris	Year 1
	<ul style="list-style-type: none"> Collect KOC data for TA Committee members 	Val Morris	Year 2/3

	<ul style="list-style-type: none"> ▪ And use KOC data to build up staff profile 	Jayne Spencer	Year 1
Provide accessible information	<ul style="list-style-type: none"> ▪ KOC information requirements to be used proactively for individuals ▪ Marketing packs for new build and shared ownership to include accessibility details ▪ Service leaflet on what we do for disabled customers ▪ Review main service leaflets to ensure Easy To Read and meeting good practice accessibility standards, with disabled customers ▪ Review of other key documents to ensure / improve compliance with good practice standards (newsletters, calendars, tenant magazines, tenancy agreement) ▪ Website improvements to meet Plain English and accessibility standards ▪ Reality check to assess if “information the way you want it” arrangements are robust and consistently applied 	George Paterson Nasar Haq Nasar Haq Nasar Haq G Paterson Peter Dawson	Year 1 Year 1 Year 1 Year 2/3 Year 2/3 Year 1 Year 2/3
Promote disability positively	<ul style="list-style-type: none"> ▪ Develop diversity within marketing and publicity material ▪ Restart producing quarterly editions of “Equality Street” for staff 	Nasar Haq G Paterson	Year 2/3 Year 1
2.2 Communication			
Improve communication with customers	<ul style="list-style-type: none"> ▪ Gather information about the communication preferences for our customers via KOC ▪ Ensure MIS system is set up so that staff can access need requirements easily 	Sue Lewis	Year 1
Ensure we have an understanding of satisfaction levels of disabled customers	<ul style="list-style-type: none"> ▪ Complaints review to incorporate monitoring mechanism of disabled customers complaints (for comparative purposes) and understanding why there is any negative variance 	Adrian Gordon	Year 1

Make a real difference to the lives of disabled customers	<ul style="list-style-type: none"> ○ Publicise annual assessment of DES within Tenant magazines, website and staff briefings (progress, achievements, customer assessment and future priorities) 	Nasar Haq/Sue Lewis	Year 1
2.3 Lettings			
Make effective use of adapted stock	<ul style="list-style-type: none"> ▪ Improve accuracy of information in CBL adverts about accessibility features of each property ▪ Improve accessibility of information about weekly bids 	Stephen Batley	Year 1
Keychoice and other lettings	<ul style="list-style-type: none"> ▪ Review of Keychoice to evaluate impact on disabled / vulnerable customers ▪ Increase resources of Key Choice team if support gap identified ▪ Consider if a “Disability specialist” is required; or whether this kind of role is best developed within current resources ▪ Review pets policy for communal blocks ▪ Evaluate effectiveness of sheltered housing and extra care housing as ‘a home for life’ 	Stephen Batley Stephen Batley/ Sue Lewis Stephen Batley Sue Lewis	Year 1 Year 2/3 Year 2/3 Year 1
Improve management information on supported tenancies	<ul style="list-style-type: none"> ▪ Indicators on MIS to identify supported tenancies ▪ Training for District staff (on how to use & update) including refresher training about support services 	Sue Lewis	Year 1
2.4 Anti-Social Behaviour			
Ensure that ASB policy, procedures and working practices take the needs of disabled people into account.	<ul style="list-style-type: none"> ○ Awareness training for relevant staff about mental illness and links to ASB procedures ○ Analysis of ASB data in terms of disability to determine if higher level of incidences (both victims and perpetrators) ○ Build DDA requirements and ‘supportive approach’ into ASB policy review ○ Review procedures and working practices to ensure consistency in approach 	Jayne Spencer G Killerby “ “	Year 1 Year 2/3 Year 2/3

Employment & Governance

3. Aim - Making sure disabled people are brought into the heart of our Organisation as customers and staff.

3.1 Culture

Develop a <i>social model of disability</i> culture	<ul style="list-style-type: none"> ▪ Regular awareness training for staff and Board Members ▪ Including within induction training ▪ Appraisals for appropriate staff to address gaps in disability equality ▪ Skills matrix to reflect necessary skills and competencies 	Jayne Spencer	Year 2/3
Ensure that Disability equality is mainstreamed	<ul style="list-style-type: none"> ▪ Strategic planning process to incorporate priorities around disability equality 	Board/ Senior Mgmt	Year 1
	<ul style="list-style-type: none"> ▪ Roll out DES and DAP to all staff teams 	Sue Lewis	Year 1
	<ul style="list-style-type: none"> ▪ Service-specific action plans to include actions set out in DAP 	PHMT	Year 1
	<ul style="list-style-type: none"> ▪ Introduce Impact assessments (IAs) to be used as a working tool – initially for service reviews and procedure reviews 	Equality Steering Group	Year 1
	<ul style="list-style-type: none"> ▪ Rollout training and guidance to key staff IA 	ditto	Year 1
	<ul style="list-style-type: none"> ▪ Draw up programme of future and retrospective policy reviews, for Impact Assessments 		Year 2/3
	<ul style="list-style-type: none"> ▪ Draw up Supporting Vulnerable People policy ▪ Report on progress of DAP through Equality Steering Group 	Sue Lewis Sue Lewis	Year 1 Year 1

3.2 Customer Involvement

Improve involvement of disabled people	<ul style="list-style-type: none"> ▪ Work with key partners in the Borough to create links between existing involvement mechanisms 	Val Morris	Year 2/3
	<ul style="list-style-type: none"> ▪ Hold an annual event for disabled customers and partners to review DAP, assess impact and agree future priorities 	Sue Lewis	Year 1

	<ul style="list-style-type: none"> ▪ Draw up a guidance checklist for staff and Tenant Groups when booking venues, including fire safety to ensure that adjustments are made prior to arranging involvement events ▪ Tenant Involvement annual Impact assessment to include DIA 	Val Morris	Year 1
Offices to be accessible for disabled people	<ul style="list-style-type: none"> ▪ Adjustments to be made to the new office at Brighthouse to comply with accessibility standards 	Janette Dunne	Year 1
	<ul style="list-style-type: none"> ▪ Compliance check on accessibility of all other current offices, with customer representatives 	Val Morris	Year 2/3
3.3 Employees			
3.2 Ensure inclusion of disabled people into our workforce	<ul style="list-style-type: none"> ▪ Improve recruitment through targetted initiatives e.g. with Workwise 	Stuart Henderson	Year 1
	<ul style="list-style-type: none"> ▪ Provide opportunities for disabled people through apprenticeship programme (currently under review) and other employment initiatives 	Martin Reed	Year 2/3
	<ul style="list-style-type: none"> ▪ Draw up “family friendly policy” including adjustments made for disabled employees and those employees who are carers 	Jayne Spencer	Year 1
	<ul style="list-style-type: none"> ▪ Ditto a “Dignity at Work” policy 	“	Year 1
	<ul style="list-style-type: none"> ▪ Implement the outcomes of the 2006 Recruitment and selection policy review 	Sally Stoker	Year 1
	<ul style="list-style-type: none"> ▪ Consultation mechanisms with disabled staff to include questions that identify to what extent, if any, discrimination exists and satisfaction with adjustments 	Jayne Spencer	Year 2/3
	<ul style="list-style-type: none"> ▪ Managers/supervisors to receive training on managing a diverse workforce 	Jayne Spencer	Year 1
	<ul style="list-style-type: none"> ▪ Report annually to Board on workforce profile 	“	“

3.4 Board

	<ul style="list-style-type: none">○ Key operational reports to the Board to include Disability Impact assessment information	Amanda Garrard	Year 2/3
	<ul style="list-style-type: none">○ Report to Board on annual assessment of DES – progress, achievements, customer assessment and future priorities	Sue Lewis	Year 1
	<ul style="list-style-type: none">○ Develop role of Board Equality Champion	George Paterson	Year 1