

Improving Services for Disabled Customers in 2008

What You SaidWhat we did.....

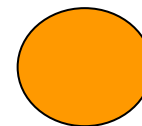
What do you think?

1. In Nov/Dec 2006, we asked“**what things does Pennine need to do give better services to disabled customers?**”
2. The things **you** said were important, and the things **we** thought had to be improved were set down into our ***Disability Action Plan***
3. This is a 3 year plan of action. The things that we agreed were the most important were to be done in 2008 which is Year 1 of the plan.
4. These are listed in the table below, with an explanation about what we have done about thing.
5. What we need to know is:

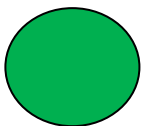
a. Do you think what we have done is: **Not very good?**



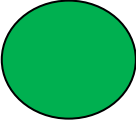
Okay?

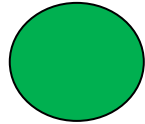
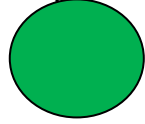



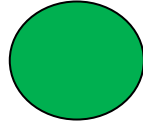
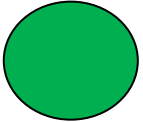
Good?



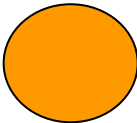


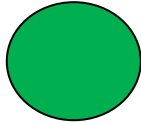
b. Do you think the changes will have made actually made a difference?

	What You said (and what we said)	What we have done?	Red or Amber or Green	Making A Difference? ✓ OR X
Homes				
1.	Homes and main entrances that are more suitable for disabled people – both existing homes and new build	<ul style="list-style-type: none"> • All new build homes now built to Lifetime homes standards (or as near as possible) • And 10% to full wheelchair user standard • Accessibility improvements to communal areas of sheltered schemes (automatic external and lounge doors, corridor doors open & linked to fire alarm, lighting, decor , signage) • design standards drawn up by older tenants being incorporated into draft quality standards for communal areas of all blocks • Inclusive design pilot project as part of the new extra care scheme (i.e. accessible AND homely not “hospital”). The pilot will then be used to help improve standards in adaptations and improvement schemes • initial training for Technical staff on better design and more training planned for May • Accessibility assessment as part of preparations for all planned maintenance and investment works - some good examples (e.g. replacement door entry system in Haley Court was complemented by Sensory Impairment team) but not yet standard practice. Training planned for April on new procedures that are 		✓ we think this will have started to make a difference

		to be put into place.		
2.	Warmer homes for disabled tenants	<ul style="list-style-type: none"> information gathered about our disabled tenants (based on tenants filling in the “Knowing Our Customer” survey form) plan in place to survey these tenants to ask who feels cold / problem with their heating system working with N Power to target disabled tenants for insulation, using same information 		<p>X</p> <p>Good that information is now gathered but we need to see progress on the heating and too early to tell on the insulation</p>
3.	Quicker adaptations	<ul style="list-style-type: none"> worked with the Council to introduce direct referrals for small adaptations to the Accessible Homes Agency set up our free handyman service for odd jobs done, including some small adaptations part of the Council’s review of adaptations to try and improve waiting times (as most adaptations go through the Council). Waiting times still long though. Requests for small adjustments done through Pennine Direct e.g. flashing smoke alarms All sheltered properties have had smoke detectors linked to careline and extra adjustments made based on individual needs e.g. vibrating pillow 	<p>green for small adaptations</p>  <p>Red for major adaptations</p> 	<p>✓</p> <p>We love the handyman service. And its good that Support Officers can refer directly to the AHA for small works / tenants can ring Social services now and ask for a small job without having to have an OT</p> <p>X</p> <p>We still need to wait a long time to get a major</p>

				adaptation done
Customer Services				
4.	Flag on the computer to identify disabled tenants	<ul style="list-style-type: none"> • Tenants and members of their household asked via Knowing Our Customers form to let us know if they have a disability / condition that affects their daily living. Same information that has been stored manually for sheltered tenants transferred onto IT system. If known, flag now on IT systems for repairs and gas servicing so we can better tailor our service (covers most sheltered tenants) • Keychoice scheme also now able to identify applicants (or others in the household) with a disability (1228 on register as at Feb 09) 		<p>✓</p> <p>It does help that staff know about our disabilities as they can take that into account when organising things like repairs. A good start although not always consistent</p>
5.	Better information for disabled tenants	<ul style="list-style-type: none"> • Using this same information, now provide key information e.g. Homing In, newsletters in preferred format (large print, audio tape etc) • Accessibility improvements made to the website • Sample of information leaflets reviewed by Plain English Society - this learning to be used when leaflets rewritten • Produced first "Easy Read" publication (of the Disability Equality Scheme) • Information pack being drawn up by Support Officers about small adaptations and equipment • Special coffee morning meetings held in all sheltered schemes to raise awareness about small adaptations, equipment and telecare 		<p>✓</p> <p>Lots of good examples of how this is now working better</p>

		<ul style="list-style-type: none"> • Publicity staff reminded about guidance on producing accessible information • We suggested a specific leaflet on adaptations. This was put this on hold in case things changed following review with the Council but so they haven't so this still needs to be done. • Information packs for new build homes now include information on accessibility features • 		
6.	Someone in Pennine to help with disability issues	<ul style="list-style-type: none"> • Support Coordinator post created in the Keychoice team to help support disabled applicants • Support Officers help older tenants in sheltered housing about disability-related issues • Not yet progressed "one person" for disabilities 	<p>Green for support</p>  <p>Red for single point of contact</p> 	<p>✓</p> <p>Again it does help that support staff are there for customers but still a gap for disabled tenants about who to ask / who can help</p>
7.	Training for staff and contractors to make sure they have a better awareness of disabilities	<ul style="list-style-type: none"> • Refresher training for Pennine Direct staff on disability awareness • Refresher training on adaptations for Support Officers • Disability awareness guidance now included in induction pack for new staff • Disability Equality Scheme rolled out to all staff as a refresher training tool • Housing Officers and Support Officers have received mental health awareness training 		<p>✓</p> <p>Staff do seem to have a better understanding generally but not consistent and more work with contractors needed</p>

		<ul style="list-style-type: none"> No training yet done with contractors <i>Equality Street</i> restarted - this is a newsletter which goes out every three months to all staff to help raise awareness of equality issues 		
8.	Identify which homes have adaptations or special accessibility features	<ul style="list-style-type: none"> Void checklist changed to make sure these features are now recorded 	Not measured by Disability group as it was an internal priority	Not yet able to tell if this is making a difference
9.	Customer Feedback	<ul style="list-style-type: none"> Change complaints procedure to see if there are more formal complaints received from disabled customers and if so why? Not yet in place Publicise annual assessment of Disability action plan - will be done after the annual tenants event 	Not measured by Disability group as it was an internal priority	Not yet able to tell if this is making a difference
10.	Lettings - access into Keychoice	<ul style="list-style-type: none"> Review of Keychoice currently being done, including check for any gaps for disabled customers. 	Not measured by Disability group as it was an internal priority	Not yet able to tell if this is making a difference
11.	Lettings - better “matching” of adapted properties to disabled people	<ul style="list-style-type: none"> Information now included into Keychoice adverts about homes which have adaptations or access features. And procedure changed to give priority for these properties to disabled people. 		✓ This should make a difference but its too early days yet

		<ul style="list-style-type: none"> • Weekly newsletter which advertises properties for bidding sent to disabled customers if requested 		to tell
12.	Lettings - sheltered and extra care	<ul style="list-style-type: none"> • Annual review now done on terminations in sheltered / extra care housing to check “home for life” aim 	Not measured by Disability group as it was an internal priority	Not yet able to tell if this is making a difference
Our Staff and Our Board				
13.	Make sure improving services for disabled people is part of our normal work	<ul style="list-style-type: none"> • Board members and staff trained on Disability Equality scheme and action plan • Improvements for disabled people now part of each service’s improvement plans • Supporting Vulnerable people policy written and rolled out to staff to explain/remind our commitment and what we do to make this happen • Venues used for involvement events should now all be accessible • Adjustments made to the new office at Brighthouse to make it accessible 	Not measured by Disability group as it was an internal priority	Not yet able to tell if this is making a difference
14.	Helping staff	<ul style="list-style-type: none"> • Adjustments are made for disabled staff to help them manage better including staff who are carers for disabled relatives 	Not measured by Disability group as it was an internal priority	Not yet able to tell if this is making a difference