

# Improving Services for Disabled Customers

## Action Plan Priorities for 2009-2010

### A. Customer Services

1. Promote the free handyman service to disabled tenants
2. Look at feasibility of gardening service for older and disabled tenants
3. Information leaflet to explain Adaptations and key contact names and numbers
4. One person who customers can go to for advice and help about adaptations and anything else relating to disabilities
5. Make sure that we better match disabled applicants to properties that have been adapted or are suitable to adapt (through Keychoice) and improve adverts
6. Monitor matching of disabled members to Accessible Housing and build up disability profile of KC Knowing Our Customers)
7. Assess satisfaction of disabled customers with the repairs service, including that we do tailor the service to individual needs
8. Make sure we look at the needs of disabled customers and involve them when we do things like review a service or a policy or a procedure and when planning refurbishments

## **B. Homes**

9. Work with the Council to improve the adaptations service
10. Make sure we get the design right when planning refurbishment and new build schemes, including easier-to-open doors, easy to use showers in older people's properties and seats in outside seating areas
11. Assess heating systems in homes of disabled tenants and review heating replacement programme depending on the findings

## **C. Staff and Board**

12. Reports to the Board to include information about impacts on disabled people
13. More awareness training for Board members about disability

## **Draft Priorities for Year 2010- 2011**

- 1. Look at scooter storage for blocks**
- 2. Target adaptations using “Knowing Our Customer” information**
- 3. Check if contractors (including those putting in tenders) have a proper understanding of good design for disabled people**
- 4. Check if our tenant groups fairly represent disabled people**
- 5. Review service leaflets to make sure they are Easy-to-read and follow accessibility standards**
- 6. And same for other key information e.g. Homing In, newsletters, tenancy agreement, rent statements)**
- 7. Review pets policy for blocks**
- 8. Look at Antisocial behaviour information to see if higher level of incidences for disabled tenants**
- 9. Link up Pennine’s annual involvement event with Council’s Disability Involvement network**

- 10. Refresher check on how accessible all offices are**
- 11. Work initiatives with Pennine for disabled people**
- 12. Extend consultation with staff to include questions about discrimination and if adjustments are suitable.**