

Disability Equality Scheme

Liverpool Housing Trust action plan (incorporating Jigsaw and Atrium)



	Function	Objective	Team and / or Lead Officer	Output/Measure	Timescale
1	Policy and Research	Deliver the commitments outlined in the Disability Equality Scheme and deliver the three year action plan.	Claire Wilde	<ul style="list-style-type: none"> Ensure all actions in the Scheme are integrated into team or Service Quality Team action plans. Report to Senior Management Team and Board six-monthly on progress. 	January 2008 Start July 2008
2	Human resources	Make sure all staff and Board members receive regular equality and diversity training.	Colin Gibson	See Vicinity action plan.	2008-2010
3	Policy and Research	Ensure our Business Plan and Board demonstrate our commitment to diverse communities and individuals.	Sue Westwater	<ul style="list-style-type: none"> Ensure actions in Business Plan take account of disability equality requirements. 	February 2008,2009, 2010
4	Policy and Research	Carry out equality impact assessments on our policies and procedures.	Claire Wilde	<ul style="list-style-type: none"> Work with other Group members to produce an improved EIA toolkit and deliver staff training. Consider extending EIA requirement to strategies and plans. Ensure all new policies have had an appropriate EIA carried out. Ensure new policies take account of carers, where appropriate. 	July 2008 July 2008 July 2008-December 2010

5	<p>Human Resources</p> <p>Housing and Support</p> <p>Housing Services</p>	<p>Raise staff awareness and train them on policies and procedures in relation to what adjustments we can make to meet individual tenant's needs.</p>	<p>Colin Gibson; Claire Wilde</p> <p>Sandra O'Neill</p> <p>Diane Evans</p>	<ul style="list-style-type: none"> • Ensure that policy leads train staff on new policies and procedures, including any discretion or service standards for disabled tenants. • Provide policy review guidance on taking disabled people's needs into account and how to decide whether to treat them more favourably. • Train staff on new alternative communications policy. • Housing and Support Team to hold twice yearly 'open days' for other staff, to increase staff awareness of adaptations and support services offered. • Publicise BBC Digital Switchover Help Scheme to tenants and staff. • Customer Care training follow up work to take account of Scheme. 	<p>2008-2010</p> <p>2008</p> <p>Spring 2008</p> <p>Two each year</p> <p>2009</p> <p>2008</p>
6	<p>Housing Services</p> <p>Policy and Research</p>	<p>Find out the needs of our existing and potential customers, and target services appropriately.</p>	<p>Andy Barrett</p> <p>Lynn Bundu</p> <p>Claire Wilde</p>	<ul style="list-style-type: none"> • Use tenancy audit visit information to profile tenants and make recommendations for tailoring services. • Use future tenancy audit visits to help us find out disabled tenants' needs. • Rodney housing division to carry out tenancy audit visit to all tenants. • Consider any disability-related findings of Liverpool City Council's Housing Needs Analysis 2007. • Analyse satisfaction surveys by disability and 	<p>Spring 08</p> <p>2008-2010</p> <p>2008</p> <p>2008</p>

				report finding to staff.	Ongoing
7	Housing Services	Involve our customers in developing and improving services.	Jo Phillips	<ul style="list-style-type: none"> Where appropriate carry out specific consultation with disabled tenants, and feed back to staff and tenants. 	Ongoing
	Housing and Support		Nicola Cagliariini	<ul style="list-style-type: none"> Set up supported housing residents forum. 	April 2008
8	Housing and Support	Work in partnership with our contractors and service providers to ensure that their services reflect the needs of our communities and individuals.	Sandra O'Neill	<ul style="list-style-type: none"> Work with partners to deliver tenancy support services. Participate in Liverpool City Council tendering process to develop floating support for older people in North Liverpool. Take part in local authority lifeline alarm reviews. Provide disability awareness training at repair contractor breakfast meetings. Require all repair contractors to have an E&D policy that includes disability, or sign up to ours. Conduct a tenant audit of contractor attitude and behaviour. Asset management panel to consider contractor performance on E&D as part of their annual review/appraisal process. Encourage feedback from tenants on contractor performance. Seek to complete all supported and sheltered housing repairs within 3 working days. Consider whether repair times for all tenants 	Ongoing
	Property Services		Corinne McCarthy		2008
					Ongoing
					2008-2010
					2008-2010
					2008/2009
					2008-2010
					2008-2010
					2008

				receiving tenancy support could be reduced to 3 working days.	2008
9	All services Housing Services	Analyse information about customers accessing services to ensure we do not unfairly discriminate against them.	All managers Diane Evans	<ul style="list-style-type: none"> Collect and assess service monitoring information on disability. Analyse complaints by disability and take further action if any trends identified or lower satisfaction found. Investigate the higher dissatisfaction of BME tenants with how complaints are dealt with. 	Ongoing Ongoing 2008
10	Housing Services	Tell our customers how we are delivering our services to meet the needs of our community and individuals.	Diane Evans	<ul style="list-style-type: none"> Provide regular updates to tenants on our performance against our customer charter. Provide information about how we tailor services and make reasonable adjustments in newsletters and leaflets where appropriate. 	Ongoing
11	Housing and Support	Provide an aids and adaptations service to deliver best value and enable individuals to live in their homes for as long as possible.	Nicola Cagliariini	<ul style="list-style-type: none"> Monitor annually the effectiveness of the new adaptations policy, using information on adaptation requests and refusals, tenant profile and satisfaction survey findings. Full adaptations policy review in 2010. Train housing officers and CSC staff on adaptations policy so they are able to advise tenants correctly. Publicise adaptations service to tenants. 	Jun 2008; Jun 2009 Jun 2010 Mar 2008 2008-2010
12	Housing Services	Work with our partners to reduce harassment and anti-social behaviour.	Andy Barrett	<ul style="list-style-type: none"> Anti-social behaviour policy review to consider improving home security, and reducing incidents of and fear of crime of people with a disability or long term illness. 	March 2008

	Policy and Research		Claire Wilde	<ul style="list-style-type: none"> ASB policy review to take support needs of disable people who commit ASB into account . Monitor disability harassment reporting, and action taken. Seek to encourage reporting if necessary. 	Ongoing
13	Policy and Research Housing and Support	Work towards improving social inclusion resulting in greater community cohesion.	Claire Wilde Soeb Patel/Lin Powell	<ul style="list-style-type: none"> Take account of Scheme in developing the Neighbourhood and Communities Strategy. Pilot shared ownership for people with learning disabilities. Provide more shared ownership opportunities if pilot successful. 	Dec 2007 Dec 2007 2008-2010
14	Housing and Support Policy and Research	Work towards providing access to our services and offices reflecting our customers needs, and where this is not possible provide alternatives. e.g. home visits.	Jon Metcalfe Claire Wilde Diane Evans	<ul style="list-style-type: none"> Field Lane Hotel refurbishment plans to take disabled person access into account. Consider whether we could provide more information in Easy Read format - during review of alternative communications policy. Investigate whether information can be automatically provided to tenants in the format of their choice – during review of alternative communications policy. Consider level of demand from tenants to communicate with us using text messaging, and if appropriate provide this service. 	Aug 08 April 08 April 08 2008 (to do research)
15	Development; Atrium	Explore the feasibility of using 'Lifetime Homes' standards within our new build programmes.	Brendan Gleeson; Jayne Holley	<ul style="list-style-type: none"> Await national good practice guidance (expected 2008) and consider our position. Seek to include units suitable for disabled people in all new Housing Corporation bids. 	2008 2008-2010

				<ul style="list-style-type: none"> Consult housing and support team on design of new developments. 	2008-2010
16	Property Services; Housing Services; Regeneration; Jigsaw; Atrium	Explore the opportunity to incorporate inclusive design and disabled persons access when delivering our investment programme, environmental works, and physical regeneration work.	<p>Iain Hardman</p> <p>Iain Hardman</p> <p>Brendan Gleeson; Jayne Holley; Pauline Allen; Andy Barrett; Alan Rogers</p>	<ul style="list-style-type: none"> When we write to tenants about planned property improvements, ask if they have any disability-related requirements, and meet these if reasonable. Amend checklist for property improvements to include consideration of disabled tenants' individual needs. Check whether any adaptations are needed or planned before carrying out improvement work, and seek to integrate the work. Consider whether inclusive design principles can be included in asset management strategy. Research good practice guidance on inclusive design and consider our position in relation to environmental services and property refurbishment. 	<p>April 2008</p> <p>2008</p> <p>2008</p>
17	Vicinity IT Property Services Housing and Support Housing Services	Develop our awareness of the opportunities technology can give to our disabled customers and under represented groups and provide staff with the advanced tools to deliver an effective and efficient service.	<p>Sean Webster/Soeb Patel</p> <p>Sandra O'Neill</p>	<ul style="list-style-type: none"> Ensure our IT systems have up to date information about adapted properties. Maximise take-up of assistive technologies offered by local authorities - for both individual tenants and when refurbishing properties. Investigate whether we should provide assistive technology ourselves rather than solely through 	<p>2008-2010</p> <p>2008-2010</p> <p>2009</p>

			Brendan Gleeson	local authorities.	2008-2010
			Andy Barrett	<ul style="list-style-type: none"> • Development team to keep up to date with developments in assistive technology, so that the most suitable adaptations are provided in new housing developments. • Ensure processes are in place for maintaining accurate tenant information on the Orchard system. 	April 2008 onwards