

## ANNEX 1: Longhurst Group's Disability Equality Action Plan

Date of issue: 3 January 2008

Date last revised:

### OUTCOME AREA 1 Making our services more inclusive for disabled people

Outcome – measure	Evidence	Actions	Lead Officer	Timescale	Progress
<b>1.0 Corporate</b>  <b>1.1</b> Developing a culture at Longhurst Group that is inclusive and accessible to disabled people	Feedback from disabled customers, stakeholders and staff	<p>Disability awareness training to be delivered to all staff and board members (as part of the corporate training programme), and our main contractors</p> <p>Incorporate disability questions into all surveys for customers, stakeholders and staff</p> <p>When reviewing our business plan, corporate strategies and board roles and responsibilities ensure that disability issues are taken into account</p>	<p>Director of Human Resources/Training Advisor</p> <p>Director Human Resources and Senior Group Managers</p> <p>Group Chief Executive/Senior Managers</p>	<p>End July 08 (repeated as required for new staff)</p> <p>End June 08</p> <p>End April 08</p>	
<b>1.2</b> All policies, practices and activities promote disability equality	Outcome of impact assessment process	Provide impact assessment training for all policy holders	Director of Human Resources/ Training Advisor	End April 08	

Outcome – measure	Evidence	Actions	Lead Officer	Timescale	Progress
		<p>Undertake disability equality impact assessments for all new policies, practices and activities</p> <p>Review all current policies, practices and activities to identify where full impact assessments are required and draw up a plan to complete full impact assessments over the 3-year period of this action plan</p> <p>Complete the full impact assessments as identified above, modifying and changing policies where required</p>	<p>All policy holders</p> <p>All policy holders with Director of Human Resources</p> <p>All policy holders</p>	<p>As and when new policies developed</p> <p>End July 08</p> <p>End Dec 10</p>	
<p><b>1.3</b> Knowledge and understanding of individual disabled customers' needs</p>	<p>Audit completed.</p>	<p>Maximise use of IT to ensure equipment purchased is relevant to their needs</p>	<p>Director ICT</p>	<p>End June 08</p>	
<p><b>1.4</b> All key information provided for stakeholders and staff is available and</p>	<p>Feedback from stakeholders and staff</p>	<p>Identify key information that is currently not accessible</p> <p>Through stakeholders and</p>	<p>Marketing Manager and Director of HR</p>	<p>End June 08</p> <p>End July 08</p>	

<b>Outcome – measure</b>	<b>Evidence</b>	<b>Actions</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
accessible for disabled people		<p>staff profile identify the specific needs regarding access to information</p> <p>Conduct Annual Data Audit in May.</p> <p>Establish mechanism by which information can be made readily available in different formats when required</p>	HR Team	End September 08	
<b>1.5</b> All Longhurst Group's publicity reflects our commitment to diversity and disability	Stakeholders, and staff feedback	<p>Identify all key existing and proposed publications (website and hard copy)</p> <p>Review content to ensure commitment to diversity and disability is clear, consistent and reflects good practice</p>	<p>Marketing Manager</p> <p>Marketing Manager</p>	<p>End March 08</p> <p>End July 08</p>	
<b>1.6</b> Opportunities have been created for representation for disabled customers and staff at all levels of the organisation	Customer and staff feedback	<p>Complete disability profile of all people currently involved.</p> <p>Complete a disability equality impact assessment on representation to ensure inclusion in: Board of management</p>	Group Chief Executive/Director of HR	<p>End April 08</p> <p>End July 08</p>	

<b>Outcome – measure</b>	<b>Evidence</b>	<b>Actions</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
		Committees Other panels and forums Staff forum			
<b>1.7</b> Ensuring that all Longhurst Group office is accessible to disabled people	Access audit	Review disability audits that have already been completed at offices	Head of Property Services/H&S Manager	End April 08	
	Customer and staff feedback	Plan, budget and implement improvements as required	Head of Property Services	End April 09	
<b>1.8</b> All statutory and regulatory requirements relating to diversity and disability are met	Self assessment	Annually review all relevant legislation and regulatory requirements and identify any new legislation and regulation relating to disability	Group Chief Executive Director of HR	End May 08	
	Housing Corporation review			End June 08	
	Audit Commission inspection	Ensure all areas of legislation and regulation relating to disability are met – annual assessment and review reporting to the Board.	Group Chief Executive		
<b>2.0 Key services – customer services</b>					
<b>2.1</b> Customer services will be accessible for disabled people	Feedback from disabled customers	Check all marketing outputs (materials, events and activities) accommodate the needs of disabled people.	Marketing Manager	End July 08	

Outcome – measure	Evidence	Actions	Lead Officer	Timescale	Progress
<p><b>2.2</b> Customer feedback is used to inform strategy, policy and practice</p>		<p>Review all customer feedback mechanisms to ensure that they are inclusive and that disabled customers' views are represented</p> <p>Develop process for feedback information to be made available for service improvements and impact assessments</p>	Marketing Manager	<p>End July 08</p> <p>End July 08</p>	
<p><b>2.3</b> The needs of all disabled people are taken into account within service delivery</p>	<p>Feedback from disabled customers, staff and contractors delivering the service</p>	<p>Develop system and maximise use of IT to ensure systems are designed and accessible for all staff and contractors</p> <p>As part of the impact assessment process ensure that all key service delivery practices are flexible enough to meet specific identified needs</p>	<p>Director ICT</p> <p>All policy holders</p>	<p>End June 08</p> <p>End Dec 10</p>	
<p><b>2.4</b> All health &amp; safety</p>	<p>Impact assessment</p>	<p>Identify all key existing</p>	<p>Head of Property</p>	<p>End Jan 08</p>	

<b>Outcome – measure</b>	<b>Evidence</b>	<b>Actions</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
policies, procedures and practices reflect the needs of disabled customers	process	<p>policies, procedures and practices and develop a 3 year rolling programme of full impact assessments</p> <p>Complete full impact assessments (including fire alarm provision, testing and evacuation, scheme based health &amp; safety inspections) and address any identified inequalities</p>	<p>Services and Health &amp; Safety Manager</p> <p>Head of Property Services and Health &amp; Safety Manager</p>	End Dec 10	

## OUTCOME AREA 2 Making our housing more accessible to disabled people

Outcome – measure	Evidence	Actions	Lead Officer	Timescale	Progress
<p><b>3.0 New homes</b></p> <p><b>3.1</b> New homes are designed to, or can efficiently and effectively be adapted to, meet the needs of disabled customers</p>	<p>Feedback from disabled customers</p>	<p>Develop feedback mechanism for customers moving into new homes which incorporates issues relating to property design for disabled people</p> <p>Establish process for Design Champion to use feedback from disabled customers in the design review of all new schemes</p> <p>Discuss with all key local authority (LA) partners possibility of identifying disabled people on housing registers where we can specifically design new home to meet their needs</p> <p>Meet where specified by LA's 2% mobility standards Consider response to changes in October 2008, to Lifetime Homes Standards</p>	<p>Group Development</p> <p>Design Co - ordinator</p> <p>Head of Development (New Business)</p> <p>Director /Assistant</p>	<p>End April 08</p> <p>End May 08</p> <p>Ongoing in LA meetings during 2008</p> <p>End October 2008</p>	

**OUTCOME 3 Ensuring that all aspects relating to employment and development opportunities are more accessible to disabled people**

Outcome – measure	Evidence	Actions	Lead Officer	Timescale	Progress
<p><b>4.0 Recruitment and employment</b></p> <p><b>4.1</b> Remove barriers to employment for disabled people at Longhurst Group</p>	<p>Increase in the number of disabled people working at Longhurst Group and positive feedback from disabled staff</p> <p>Impact assessment process</p>	<p>Promote disability issues positively at Longhurst Group Conduct staff disability training by June 2008</p> <p>Complete impact assessments for all key employment policies, procedures and practices (including attendance management, recruitment &amp; selection, disciplinary, capability, grievance, performance management, induction, training and development, organisational change and redundancy)</p>	<p>Director of Human Resources</p> <p>Director of HR/HRM'S</p>	<p>End Dec 08</p> <p>End Dec 10</p>	
<p><b>4.2</b> Positive action is</p>	<p>Feedback</p>	<p>Consider establishing a Group-</p>	<p>Director of HR</p>	<p>End April 08</p>	

taken to enable disabled staff to undertake their duties	from disabled staff	wide disabled staff focus group	Director of HR	From Nov 07 April 08	
		Consult with and identify the needs of existing disabled staff and take reasonable steps to meet their needs			
		Develop systems that monitor disability in regard to employment practices, including training and development opportunities	Director of HR/HRM's	End March 08	
<b>4.3</b> Ensure that there is no discrimination towards people with mental ill-health	Benchmarking	Consider the development of a Group-wide mental health policy	Director of HR	Decision by end June 08	
		Develop links with Shaw Trust and other external agencies	Director of HR/HR Team	End June 08	
<b>4.4</b> Work with TMP Advertising company	Adverts	Develop new style adverts and straplines to encourage/promote this.	HR Team	End Sep 2008	

**OUTCOME 4 Making sure we involve disabled people and that outcomes meet their needs and aspirations**

<b>Outcome – measure</b>	<b>Evidence</b>	<b>Actions</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Progress</b>
<p><b>5.0 Involvement of disabled people</b></p> <p><b>5.1</b> Disabled customers will have the opportunity to be involved at all levels within Longhurst Group</p>	Feedback from disabled customers	Check all marketing outputs (materials, events and activities) accommodate the needs of disabled people.	Marketing Manager	End March 08	
<p><b>5.2</b> Consultation with disabled people will be an essential part of all the impact assessments</p>	Feedback from disabled customers	Training and guidance will be given to staff leading the impact assessments	Director of Human Resources and Training Manager	End June 08	
<p><b>5.3</b> Disabled staff will be involved at all stages of the development, monitoring and review of the Disability Equality Scheme and action plan</p>	Feedback from disabled staff	Consultation with a number of disabled staff has already taken place. In addition a range of different methods of engagement will be developed to include a focus group, surveys and a discussion board on the website to widen the consultation process	Director of Human Resources/Marketing	End Mar 08	

## EVALUATION

Outcome – measure	Evidence	Actions	Lead Officer	Timescale	Progress
<b>6.0 Performance management</b>					
<b>6.1</b> Robust performance management system is in place for all aspects of the Disability Equality Scheme and action plan	Board and Management reports	Develop and implement performance management and monitoring system	Group Chief Executive/Director Human Resources	Begin April 08	
<b>6.2</b> We meet the requirements of the Housing Corporation under the delegated duty of the DDA	Self assessment	Publish the DES and action plan on our website	Director of Human Resources	End Dec 07 and then annually	

## Glossary

DDA	Disability Discrimination Act
DED	Disability Equality Duty
DES	Disability Equality Scheme
HR	Human Resources
LA	Local Authority
HRM'S	Human Resource Managers