

# DISABILITY EQUALITY DUTY - ACTION PLAN

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Recommendation	Management Comments	Lead Officer	Deadline	Progress So Far
<b>Develop a culture at Solon HA that is inclusive and accessible to disabled people.</b>	Arrange regular disability awareness training for staff and residents.	PAC	October 2008. Annually thereafter	Training arranged October 2008 with a mop up session Jan 09 for staff - next training session Nov 2010. Resident Forum Members attended an equality awareness day at the beginning of 2008 and training in Spring 2010.
	Arrange regular mental health awareness training for staff.	PAC	Oct-10	Training has been arranged for key staff and we hope to roll this out to all front line staff in 2011.
	Train staff on how best to tailor services to meet the needs of the residents	PAC	Dec-10	
	Incorporate disability questions into surveys for employees.	PAC	September 2008. Annually thereafter	Included in September 2008 survey. These questions are now standard until further changes / additions are made. Response was positive - 4 out of the 5 questions responded 100% definitely yes.
<b>Remove barriers to employment for disabled people in Solon HA.</b>	Continue to meet the commitments of the Disability Symbol.	PAC	Ongoing	Continuing to meet the standard. Were successfully assessed in September 2008.
	Promote disability issues positively at Solon. Via promotion of the Equalities Policy . Also fair treatment of staff with disabilities.	PAC	October 2008. Also ongoing	Equality and Diversity Strategy reviewed in Summer 2010
	Continue to monitor recruitment of people with disabilities.	PAC	Ongoing	Widened recruitment to include job Centre (Acces to work) and Equalities South West e-mailing.
	Challenge discrimination in the workplace.	SMT	Ongoing	Yes. Equality and Diversity Strategy reviewed in Summer 2010.
	Recognise and tackle issues arising from assimilation of disabled workers into teams.	SMT/PAC	Ongoing	Some staff members have had additional management support where needed and reasonable adjustments are continually being made.
<b>Aim to ensure that all Solon HA information is available and accessible for disabled people</b>	Establish which methods of communication and publications are currently not accessible.	PM / PAC/RICO/ HM	Summer 2010	Performance Improvement Manager and Resident Involvement Coordinator are working on looking at individual policies / procedures with residents. Tenancy Audit has identified residents communication needs and publications being adapted accordingly as part of Communication and Translation Policy.
	Provide information in accessible formats.	PAC/RICO/ HM	Winter 2010	Residents have worked with staff to produce a set of service standards which are accessible. Tenancy Audit identified communication needs and information will be provided to residents as required.
	Identify preferred methods of commincation for residents and routinely use them	HM	Dec-10	Preferred methods have been identified for deaf / hard of hearing and blind / partially sighted and this has been input on UH2. In the process of finalising the data from those with additional language needs. Training will be provided in December to enable staff to confidently use this information.
	Provide specific specialist training to key communication employees. As part of disability awareness training noted above	PAC	October 2008. Annually thereafter	Training held October 2008 with a mop up session Jan 09. More specific training still needed on disability awareness and communication.
	Maximise the use of IT access opportunities inc. website. To incorporate in website design when reviewed.	F&ITO/ RICO/PAC	Summer 2010	Residents helped to design a new website which was launched in November 2010. The website design took into consideration accessibility requirements and is tailorable to meet needs.
	Signpost residents to services which we cannot provide ourselves	TSO	Dec-10	Support information is on the website and TSO has a number of contacts. Need to ensure all staff are aware of this.
	Maximise the use of IT access opportunities ctd. Ensure disabled access to CBL at Solon's office.	F&ITO/ RICO/PAC	Summer 2011	As our lease has been renewed in this building we will be looking at revamping the reception area to make it more accessible. Plans have been agreed with residents and staff and the revamp will be completed in 2011.
<b>Ensure that Solon's offices are accessible to disabled people.</b>	Implement outstanding recommendations of the Access Audit i.e. hearing loops in reception.	PAC	Dec-09	Hearing loops installed have been installed and we have a portable one for the interview rooms. Need to look at further recommendations of the access audit.
	Refresh access audit at regular intervals, taking specific account of hearing, visual, physical, cognitive and other similar impairment or disability.	PAC	Mar-10	Refresh access audit completed in March 2010 - recommendations to be completed in office revamp.

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	Agree pre-requisite for future procurement of all offices, to ensure maximum access for disabled people.	CSD/PAC	Dec-08	Our lease has been renewed in this building therefore we need to consider existing space. We will ensure that this is within our brief for the consultant when Reception is being revamped.
<b>Ensure that disability and associated action plans are mainstreamed into Solon's relevant functions.</b>	Consider disability when developing operational plans.	SMT	Ongoing	Equality Impact Assessments have been introduced with the Nov 08 E&D policy revision and are being completed for any significant future changes or additions. Training for staff completed in Autumn 2009 which ensured staff are well equipped to deal with equality considerations.
	Positive promotion of equality and diversity as a business benefit, rather than legislative compliance. Clear in Equalities Policy & Business Plan	SMT	Ongoing	Yes. Equality and Diversity Strategy reviewed in Summer 2010.
	SMT to routinely examine disability performance in key areas.	SMT	From October 2008	Initial discussions at RP&EOWG including aids and adapts and letting stats for disabled residents / bidders
<b>Seek to make effective use of housing stock for disabled people.</b>	Identify local demand for housing from disabled people on waiting lists etc.	CSD	Dec-09	Have chased BCC for information regarding this as part of the Equality Policy Review (PAC)
	Identify demand/need for adapted accommodation from existing residents via a residents' survey.	CSD	Spring 2011	Status survey revealed some results however a full tenancy audit is currently being undertaken which we anticipate will be completed by March 2010
	Monitor lettings to people with disabilities compared to length of wait.	CSD	Winter 2010	KPI to be set up to monitor this.
	Compile register of adapted dwellings.	CSD	Mar-10	Tenancy Audit has identified all properties which are adapted.
	Review aids & adaptations policy and procedures.	CSD	Spring 2009	The policy was reviewed in May 2009. Solon has also signed up to the BCC Aids and Adaptations local offer and policies will be reviewed to incorporate changes from this.
<b>Consideration is given to the needs of disabled people when drawing up plans for the development/maintenance and improvement of stock.</b>	Asset Management Strategy and Development Strategy to identify and address needs of disabled people.	CSD/SPM	Sep-09	The AM strategy was revised in Jan 2009. Solon is part of the Sovereign Development Consortium and adheres to their strategies.
	provide aids and adaptation to those residents who need it	MCSC	Jun-10	This service is running in partnership with Bristol City Council and regularly monitored.
	Plan to develop disabled housing, including lifetime homes, as part of every development, subject to LA agreement	CE	From July 2008	All new grant funded schemes will be built to lifetime homes standards and when practical and agreed with LA, new wheelchair units will be included for each new development.
<b>Major policies will be produced with the involvement of disabled people.</b>	Consider disability issues when developing policies and procedures.	SMT	July 2008.	Equality Impact Assessments have been introduced with the Nov 08 E&D policy revision and are being completed for any significant future changes or additions.
<b>Solon will involve disabled people in the development of policy, as proportionate and appropriate.</b>	Seek to ensure that disabled people are represented on the Residents' Forum.	CSD/RICO	Ongoing	There is already representation on the forum however the tenancy audit will identify more residents who can be approached directly.
	Work with other agencies to create useful consultation boards or processes with disabled people.	SMT	Ongoing	Performance Manager has involved disabled residents and representatives from Care and Repair and BCC in reviewing the Aids and Adaptations policy. A session was also held for the purpose of this Scheme which has identified many of these points. Residents helped to develop the Vulnerable Persons Policy by identifying key actions to be addressed.
	Communicate positive impact of engagement to disabled people to maintain interest.	SMT	Ongoing	Information fed back via website and newsletter.

**KEY :**

- PAC Personnel & Admin Co-ordinator
- SMT Senior Management Team
- HM Housing Manager
- FI & TO Finance & IT Officer
- MCSC Maintenance Customer Services Co-ordinator
- PM Performance Improvement Manager
- CSD Customer Services Director
- CE Chief Executive
- SPM Senior Project Manager