

Function	Action	Department	Measure	Timescale
Employment	Establish appropriate policy and procedure for making adjustments for employees	HR	Establish good practice and develop reasonable adjustment policy and practice, including performance measurement	Jun-07
	Train line managers to provide adjustments for any employee who will benefit, including working effectively with JobcentrePlus to use Access to Work and specialist advice	HR	Develop disability management training programme	Sep-07
	Access audit on Hub (for staff), site map and improvement to search facility	Policy and Practice	Improve web and intranet search facilities, including search within documents	Dec-07
	Undertake access audits of all scheme offices not just for tenant access but for potential employee access	Asset Management	Budget developed to improve access beyond DDA standards for all offices	Rolling programme
	Review flexi limits policy in the light of its place as a potential reasonable adjustment	HR	Review policy and procedure	Jun-08
	Implement homeworking policy	HR	Include homeworking policy and procedure within next staff handbook	Dec-07

	Implement Employee Assistance Programme	HR	Recruit EAP consultants and introduce in line with formal consultation mechanisms	Sep-07
	Ensure procedures for reviewing job requirements and reviewing jobholder skills are effective and understood by all involved	HR	Review of recruitment and selection policy	Jun-08
	Establish Disabled Staff Network	HR	Investigate disabled staff network in conjunction with good practice development for Housing Corporation.	Dec-07
	Review, and where appropriate improve, the gathering of information on, and monitoring the effect of policies and procedures on, the recruitment, development and retention of disabled employees, for instance including questions in Employee surveys that identify to what extent disability discrimination exists	HR	Incorporate consultants findings within internal staff surveys to establish clear baseline position on current levels of satisfaction	Dec-07

	Report issues of adjustment and return to work to Senior Management Team regularly	HR	Include performance within annual DES review	Dec-07
	As a relatively small employer with little opportunity to offer career progression, identify ways in which career development can be offered such as training, seconding, job swapping, shadowing, and mentoring	HR	Incorporate with review of appraisal system	Jun-08
	Review the involvement of disabled tenants in the selection process for customer facing staff, to ensure proportionate involvement	HR	Establish briefing for disabled tenants involved in the recruitment and selection process	Jan-07
	Review of access to electronic diary system including, but not exclusively, access to IT systems	IT	Review current access arrangements for staff and the use of the diary system within organisation	Dec-07
	Review fire safety policy	HR	Review policy and practice within both regional offices.	Mar-08

Develop a checklist/audit process for staff to use when booking external venues, including fire safety for instance	HR	Establish external venue reference document identifying key barriers	Sep-07
Thorough review to ensure in particular that reasonable adjustments are built in to sickness absence processes at every stage	HR	Include within review of staff handbook policies and procedures	Mar-08
Review office safety policy and implementation of management systems such as response to alarm in accessible toilet	HR	Re-publish facilities management document identifying internal procedures	Sep-07
Ensure that staff at all levels receive basic disability equality training and advanced training appropriate to their role	HR	Continue with mentoring of DET training uptake to establish 100% target for all staff within two years	Dec-07
Provide introductory summary in complex policies (e.g. confidentiality) to facilitate/encourage understanding	ALL	Ensure key policies include explanatory summary information sheet	Dec-08

Procurement	Clarify use of supplier diversity policy in influencing procurement process	Finance	Establish Procurement Best Value Review to identify practical targets for the use of diversity specialists within procurement process	Jun-08
	Review procurement policy and process and ensure appropriate staff training		See above	
	Ensure procurement process clearly requires accessibility / compatibility with current access provision / ability in new systems to adjust (e.g. IT)			
	Work with tenants on specification of key contracts such as the provision of community/emergency alarms			
Design and Development	Review design specification in relation to wheelchair sizes	Policy and Practice	Monitor development of technical design guidance with respect to standards of wheelchair design	Dec-07
	Seek alliances with larger Housing Associations and lobby for a change in policy	Policy and Practice	On -going	

	Explore partnering insurers to assist their insured find accessible housing following accidents, including the possibility of new builds	Policy and Practice	Complete development review and identify new business opportunities to develop Lifetime Homes and Wheelchair standard homes	Jun-07
	Identify whether some of the commonly requested adaptations can be designed into new build or at refurbishment trying to ensure inclusive design whilst meeting tenants' preferences and specific access needs	Policy and Practice	Review standards within new developments to take into account users preference and the development of Habinteg's projects concerned with inclusive bathrooms and kitchens	Dec-07
Allocations, including Choice-Based Lettings	Work with stakeholders to ensure that disability / requirement for adjustment is an identified category on the lettings table	Policy and Practice	Develop links with CORE and Housing Corporation to feed into revised definitions used within standard sector definitions of disability	Apr-08
	Increase lobbying for Accessible Housing Register with local authorities	Policy and Practice	Develop strategy for the use of HoDiS publications and continue involvement with GLA Accessible Housing Register Group	Dec-08

	Consider policy for purchase of suitable property for adaptation	Policy and Practice	Develop involvement with successor to DIYSO schemes aimed at disabled people. Lobby HC for development of HOLD scheme specifically addressing the needs of physically disabled people.	Jun-07
Establishing a tenancy	Rethink categories on application form along barrier lines (Social Model)	Operations	Review standard monitoring forms to ensure consistency of language and definitions where possible	Sep-08
	Allow 'choose not to answer' on disability	Operations	See above	Sep-08
	Restructure form to include all Equal Opportunities issues as such (currently only race)	HR and Operations	See above	Sep-08
Rent Collection	Explore further ways to ensure recognition of tenants better payment records	Operations	Include with BVR of tenant incentive schemes	Sep-07
	Ensure effective liaison with local authorities / central government to maximise the benefits of Supporting People subsidies	Operations	Annual review of all SP services in conjunction with commissioning local authority and users of service	Jun-07

Aids and Adaptations	Identify why 16% of disabled tenants think that the adaptations are poorly done and address if appropriate	Operations	Establish performance measures for monitoring performance of adaptation service. Use current information as baseline and include performance reporting within annual review of DES	Dec-07
	Explore and plan for the potential impact of Direct Payments for equipment and adaptations	Policy and Practice	Work with main disability organisations to ensure housing is identified as key component within Independent Living devate	Jun-07
	Use expertise to input into the revision of the adaptation grants system in London and nationally	Policy and Practice	Monitor and comment on new proposals for DFG system. Work with partners top establish pilots for trailing new and improved services	Sep-07
Repairs	Include breakdown of disabled/non-disabled tenant on Decent Homes report to Management Team	Asset Management	Include as base line performance figure within DES annual review	Dec-07
	Monitor trend of repair satisfaction to ensure disabled tenants' satisfaction level does not diverge more substantially (negatively)	Asset Management	Monitor satisfaction rates by ethnicity and disability	Dec-06

	Wider access issues including colour should be addressed using best practice guidance, and tenants should be involved.	Policy and Practice	Continue work with Pocklington Trust to establish housing design guidelines for housing designed for people with visual impairments	Sep-07
Dealing with harassment and anti-social behaviour	Include reference to disability harassment (as for racial harassment) in report	Operations	In conjunction with changes to monitoring arrangements establish baseline performance for disability harassment using similar methodology to race harassment monitoring)	Dec-06
	Investigate further the problems experienced by disabled tenants with neighbour nuisance and take action if appropriate	Operations	Encourage reporting of problems experienced by disabled tenants using tenant newsletter to highlight success stories	Dec-07
	Investigate benefits of advocacy for disabled people responding to satisfaction survey	Policy and Practice	Review use of advocates when tendering for next three yearly tenant census survey.	Dec-07
	Learn from approach to confidentiality in Codes of Ethics for professional staff to share across the staff groups	HR	Establish confidentiality and professional boundaries policy within induction process and promote within republished staff handbook	Apr-08

Information and support	Establish what a 'quick enough' response to alarm calls is and whether it is achievable – implement measures to improve	Asset Management	Review standard response times and customer information database to identify potential changes to policies and practices for specific tenants.	Sep-08
	Ensure that tenants' preferences for alternative formats, particularly as registered through Habinteg Direct, are known, recorded for action and understood by staff	Operations	Establish and manage customer communications preference database and ensure incorporation within new housing software system	Jun-08
	Ensure procedures to provide alternative formats are robust	Policy and Practice	Publish accessible communications guidelines for all Habinteg publications	Dec-07

Provide internet downloads in Word	Policy and Practice	Review current use of PDF's as standard organisation format and report to Leadership Team	Dec-07
Implement mainstreamed good practice on accessible information provision (using for instance Employers' Forum on Disability, RNIB, Change)	Policy and Practice	Seeabove	
Review variety of formats readily on offer		See above	

Develop strategy to capitalise on disabled tenants' desire to be involved, including on the Board	LT	Establish disabled persons strategy group to enable further involvement of disabled staff, Board members and customers in the development and planning of Habinteg's campaigning activities with housing and disability	Jun-08
Work with disabled tenants to develop alternative ways to involve them to avoid travel – especially that don't involve internet access (local meetings?)	HR	Review current communication methods including investigating the use of video conferencing.	De 07
Ensure tenant website is available or have tenant area on main site (to include Tenant Handbook)	Policy and Practice	Develop tenants section of website to enable broad range of services to be accessed on line	Sep-07
Consider establishing a disabled tenants' network, and engaging suitably qualified disabled tenant as moderator	Operations	Continue discussion with DRC and RADAR to establish housing network for disabled tenants.	Dec-07

	Develop a process for assessing the potential for disproportionate impact of any new policy or procedure and of considering how to reduce or remove it	Operations/As set Management	Include diversity impact assessment with all new major policies.	Sep-06
	Review number of disabled people on the Board – determine whether an approach such as BME associations with 80% BME representation on the Board might be appropriate to work towards	LT/Board	Report through annual DES percentage of disabled people on Board.	Dec-07
Campaigning	Define terminology to be used and use consistently	Policy and Practice	Publish internal document regarding development of language terminology within sector	Dec-07
	Better understand housing needs of disabled people	Policy and Practice	Conduct stakeholder survey with disability organisations – of and for – to determine key priorities for the next three years.	Apr-08

<p>Develop methods for improving the involvement of disabled people within the campaigning objectives of the organisation.</p>	<p>LT/Board</p>	<p>Review information arising from stakeholder survey and develop range of involvement mechanisms outside traditional tenant involvement focus. Aim to allow range of involvement within organisation – present as review of “friends of Habinteg”</p>	<p>Jun-08</p>
<p>Lobby RSL survey syndicate to improve employee survey language in line with Social Model approach</p>	<p>HR</p>	<p>Lobby ORC to change language with standard industry staff survey questionnaire</p>	<p>Dec-07</p>



























