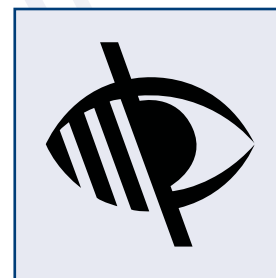
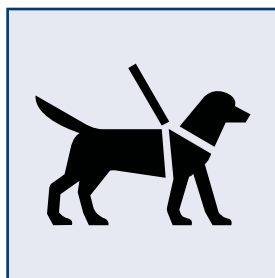


# Isle of Wight Disability Equality Scheme

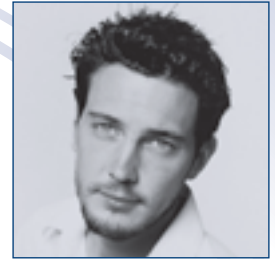
December 2006 to December 2009





# Contents

<b>Foreword</b>	<b>3</b>
<b>Introduction</b>	<b>4</b>
<b>An overview of the Isle of Wight</b>	<b>7</b>
<b>Involving disabled people</b>	<b>10</b>
<b>Implementing the scheme</b>	<b>10</b>
<b>Impact assessment</b>	<b>10</b>
<b>Publishing the scheme</b>	<b>10</b>
<b>Monitoring the scheme</b>	<b>10</b>
<b>Appendix A – The disability equality duty for the public sector</b>	<b>11</b>
What is it?	11
How will it operate	11
How will it be enforced?	12
<b>Appendix B – The meaning of disability</b>	<b>13</b>
When is a person disabled?	13
What does ‘impairment’ cover?	13
Mental impairment	13
Substantial adverse effect	13
Long-term effect	13
What are normal day-to-day activities	14
People covered by this definition	14
Conditions that are likely to worsen over time	15
Genetic condition	15
Conditions specifically excluded	16
<b>Glossary</b>	<b>17</b>
<b>Useful contacts</b>	<b>18</b>
<b>Feedback form</b>	<b>19</b>
<b>Action plans (inserts)</b>	
Isle of Wight NHS Primary Care Trust	
Medina Housing Association	
Isle of Wight College	
Riverside Centre	
Isle of Wight Council	
Osel Enterprises Limited	



# Foreword

By 2020 our vision will be of:

*A progressive Island built on economic success, high standards and aspirations, and a better quality of life for all.*

As those who provide services to the Island community our aim is to promote the well being of service users and their carers and families, to ensure they are supported in living independently and can participate fully in public life.

We have a social responsibility to ensure no one experiences discrimination on the grounds of his or her gender, age, sexuality, ethnicity, belief or disability. To this end we will ensure we care for people in a way that best meets their needs, encouraging people to make their own choices and to be confident enough to take their own risks.

We recognise that to improve our services we must deliver culturally-sensitive services that are inclusive, accessible and appropriate and that are provided without discrimination.

This is the first disability equality scheme for the Island and we fully support the actions contained within it.



Raising standards, creating opportunities



The Island's new unique NHS organisation



Part of Southern Housing Group





# Introduction

The Disability Discrimination Act (1995) was introduced to improve opportunities for disabled people. It is unlawful to discriminate against a person because they have a disability, and service providers must ensure they provide services without discrimination, and might be required to make reasonable adjustments to ensure a disabled person can access services and employment. We will take steps to raise awareness of this commitment with staff and customers and the users of all our services.

The Disability Discrimination Act (DDA) (1995) has been in place for more than ten years, yet there are still barriers that prevent disabled people from equitable access. We want the actions contained within the scheme to make real differences to the lives of disabled people who live on the Island. Everyone at some point in their life will have a disability whether that is temporary or permanent; making these improvements now will ensure that we improve our services for everyone.

The government has improved the disability equality legislation to ensure local authority areas have in place a disability equality scheme by December 2006. The government has set out a vision for disability equality:

*“BY 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life and will be respected and included as equal members of society.”*

The Disability Discrimination Regulations 2005 require a public body to produce and publish a disability equality scheme by December 2006. The regulations and its code of practice require that:

- 1 A public body should publish a disability equality scheme demonstrating how it intends to fulfil its general and specific duties.
- 2 A public body should involve disabled persons in the development of the scheme.
- 3 The content of the scheme is prescribed.

Service providers on the Island are committed to the equality and diversity agenda. The decision to develop a joint disability equality scheme for the Island, by a range of both public sector, private sector and voluntary sector partners, was well received by those involved.



All partners (see *Foreword* for list of partners) understand the importance of the wide-ranging equality and diversity agenda. The development of the Disability Discrimination Act in 2005 puts a statutory duty on public sector organisations to actively promote disability equality and they must have due regard to the need to eliminate unlawful discrimination and promote equal opportunities for disabled people.

These duties place equality at the centre of policy making, strategic planning, service delivery and employment practice. Under the duties, we must:

- eliminate unlawful disability discrimination;
- promote equality of opportunity;
- promote positive attitudes towards disability;
- consider how to eliminate harassment;
- encourage the participation of disabled people in public life.

Each public authority is required to follow statutory codes of practice to meet both the general and specific duties. The duties relate to policy, services and employment. We are committed to addressing and removing policies, processes, practices and behaviour within our organisations that support direct or indirect discrimination, or that fail to promote equality.

Promoting equal opportunities, preventing discrimination and valuing diversity is fundamental to building effective services. It promotes social inclusion and maintains the all-Island vision to create opportunities and a better quality of life for all. We will value the diversity and contributions of people who use and provide Island services, other stakeholders and colleagues, and treat everyone with equity, dignity and respect.

Because of Hampshire Constabulary's geographical responsibility for the two counties of Hampshire and the Isle of Wight, it is required to prepare its own disability equality scheme. Hampshire Constabulary seeks a society where we no longer disable people but rather enable people to achieve their full participation and therefore support the Island Access Group. Hampshire Constabulary's action plan is reproduced in this document. Its full disability equality plan is available from Hampshire Constabulary Diverse Communities Team, Police Headquarters, Winchester or on the website at [www.hampshire.police.uk](http://www.hampshire.police.uk)

The local branch of the Royal National Institute for the Deaf (RNID) – Sound Advice – supports the work of the Island Access Group and its action plans. Its national action plan can be found on the RNID website [www.rnid.org.uk](http://www.rnid.org.uk)



## An overview of the Isle of Wight

The Isle of Wight lies off the south east coast of England. The Island covers 380 square kilometres in area and is 13 miles from north to south, and 23 miles east to west. The Island's population of 136,000 is the largest of any UK island. Twenty-eight per cent of the population is of retirement age (60 or over), compared to 21 per cent for England and Wales.

The English Indices of Deprivation (2004) reveal that six areas on the Island are in the top 20 per cent most deprived areas nationally (when assessed using the Index of Multiple Deprivation (IMD)).

The Island has a special environment and is home to a rich variety of important flora and fauna. European Union or UK designations protect 70 per cent of the Island. The environment is one of the main factors in attracting tourists to the Island.

With regard to disabilities, the Island census information and other indicators provide the following information:

	Age				total
	<18	18-64	65+	not recorded	
Children's disability	42	3	0	0	<b>45</b>
Learning disability	26	582	68	12	<b>688</b>
Mental health	18	4,805	828	49	<b>5,700</b>
Physical disability	157	2,650	9,615	244	<b>12,666</b>
<b>Total</b>	<b>243</b>	<b>8,040</b>	<b>10,511</b>	<b>305</b>	<b>19,099</b>

Source: *Isle of Wight Residents' Disability Needs Summary as at 19 June 2006*



		Age				total
		<18	18-64	65+	not recorded	
Children's disability	N2 child's disability/illness	42	3	0	0	45
Learning disability	Learning disability	26	582	68	12	688
Mental health	Dementia	0	1	81	0	82
Mental health	Mental health	17	4,789	317	45	5,168
Mental health	Mental health/dementia	1	15	430	4	450
Physical disability	Elderly frail	0	2	99	0	101
Physical disability	Physical and sensory disability/frailty	155	2,479	8,781	217	11,632
Physical disability	Physical disability: permanent	1	27	575	23	726
Physical disability	Physical disability: temporary	0	38	125	2	165
Physical disability	Sensory disability: dual sensory loss	0	0	3	0	3
Physical disability	Sensory disability: hearing impairment	127	325	850	0	1302
Physical disability	Sensory disability: visual impairment	18	179	640	90	837
<b>Total</b>		<b>387</b>	<b>8,440</b>	<b>11,969</b>	<b>393</b>	<b>21,199</b>

Source: Isle of Wight Residents' Disability Needs Categories as at 19 June 2006



Age group	Number of Blue Badge holders
<18	150
18-64	2,109
65+	4,830
Age Not Recorded	34
<b>Total</b>	<b>7,123</b>

Source: Isle of Wight Residents' Blue Badge Summary as at 19/06/2006





# Involving disabled people

Local service providers have worked over a number of years to develop improvements to public buildings. The approach has been to improve the physical access into buildings.

A local Island Access Group (IAG) (formerly DDA Task Group) was created in 2004 to take the lead on disability issues. The group has been involved in the development of the disability equality scheme, along with representatives of other local disability groups.

Members of the IAG will continue to monitor and review the scheme and their action plans, and report progress on an annual basis to both the IAG and their own organisations.

The social model of disability identifies that it is the barriers of every day life that 'disable' people – both physical and attitudinal. In understanding the social model the following definitions may assist:

**Impairment:** Lacking part or all of a limb, or having a defective limb, organ or mechanism of the body.

**Disability:** The disadvantage or restriction of activity caused by a society which takes little or no account of people who have impairments and thus excludes them from participation in the mainstream of social activities.

While language is important, it does not provide evidence of good practice. Actions and attitudes will provide that and will therefore increase equality of access. The IAG wants to provide services that are accessible, effective, reassuring and respectful but most of all offer choice to the individual.

A key part of the development of this document was to identify the barriers that disable people. The IAG held a public involvement day in September. Action plans have been developed and have taken account of issues raised. The action plans will be monitored and reviewed and will seek to ensure that any identified barriers are removed.

Future public involvement will take place on a regular basis through the IAG



## Implementing the scheme

The partners associated with this scheme will make sure it is interpreted into specific actions for each of the organisations. It will be promoted through the IAG and action plans will be reviewed annually. The scheme is for three years and will be reviewed again during 2009 and a second plan published in December 2009.

## Impact assessment

Race and disability impact assessments are required by law for all public sector organisations. Impact assessments are a way in which services can systematically find out whether a policy or service has an adverse impact for any particular group or individual.

An important aspect of the impact assessment process is to obtain information about the barriers that disable people from accessing employment and services. This information is then used to make improvements across all services for those involved with the development of this scheme.

## Publishing the scheme

The scheme will form part of each of the partners' equality and diversity plans. It will be available on websites and in a range of alternative formats upon request. Copies will be distributed through the partners, to known disability groups, in libraries and information centres.

## Monitoring the scheme

Annual progress reports will be published through the IAG to the public and within the partners own boards/committees. The Scheme will be reviewed during 2009.

For enquiries about this scheme please contact: Equality and diversity officer, Isle of Wight Council, High Street, Newport, Isle of Wight PO30 1UD. Tel: (01983) 821000. Email: [rosie.barnard@iow.gov.uk](mailto:rosie.barnard@iow.gov.uk)



# Appendix A

## The disability equality duty for the public sector

### What is it?

From December 2006 the Disability Discrimination Act (DDA) 1995 will be amended to place a duty on all public bodies to promote disability equality. This will affect all public bodies – from local councils to government departments, from universities to hospitals.

The disability equality duty will require the public sector to actively promote disability equality, and is similar to the duty to promote race equality under the Race Relations (Amendment) Act 2000.

This is a positive duty that builds in disability equality at the beginning of the process, rather than making adjustments at the end. It will bring about a shift from a legal framework that relies on individual disabled people complaining about discrimination, to one where the public sector becomes a proactive agent for change.

### How will it operate?

The act sets out what is known as the general duty. This means all public sector organisations will be required to have due regard to the need to eliminate unlawful discrimination and promote equal opportunities for disabled people. They will also need to consider the elimination of harassment of disabled people, promotion of positive attitudes and the need to encourage the participation of disabled people in public life.

The regulations will give key public bodies a specific duty to define a framework to use to meet the general duty. The main element of this will be the requirement to produce a disability equality scheme. The government has produced a list of organisations required to produce a disability equality scheme and this list is the result of consultation by the Disability Rights Commission (DRC). The list includes government departments, local authorities, universities, colleges, regional development agencies and many health and regulatory bodies.



In the development of a disability equality scheme there must be:

- involvement of disabled people in producing the scheme and developing the action plan;
- identification of how information and evidence is gathered and analysed to inform and monitor progress;
- clarity about the impact assessment process and how it takes account of activities for disabled people;
- an action plan for three years with an annual review to monitor progress;
- a revision every three years.

These key organisations must demonstrate that they have taken the actions they have committed themselves to, and that they have achieved the appropriate outcomes.

## How will it be enforced?

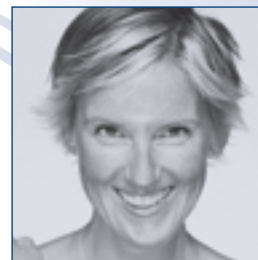
In relation to the specific duty and those organisations that will have to produce a disability equality scheme, the DRC will have the power to issue compliance notices where it is not satisfied that a public authority has complied with its specific duties under the regulations. The DRC can enforce these notices in the county or sheriff court.

With regard to the responsibilities undertaken by the public sector organisations, there is a commitment to having measures in place to ensure compliance with the legal framework, which is embedded across the whole authority.



# Appendix B

## The meaning of disability



### When is a person disabled?

A person has a disability if he or she has a physical or mental impairment, which has a substantial and long-term effect on their ability to carry out normal-day-to-day activities.

People who have had a disability within the definition are protected from discrimination even if they have since recovered.

### What does 'impairment' cover?

Impairment covers physical or mental, including sensory impairments, such as those affecting sight or hearing.

### Mental impairment

The term mental impairment is intended to cover a wide range of impairments relating to mental functioning, including what are often known as learning difficulties.

### Substantial adverse effect

A substantial adverse effect is something that is more than a minor or trivial effect. The general understanding of disability is as a limitation going beyond the normal differences in ability, which might exist among people.

### Long-term effect

A long-term effect is one:

- which has lasted at least 12 months; or
- where the total period for which it lasts is likely to be at least 12 months; or
- which is likely to last for the rest of the life of the person affected.



Effects that are not long-term would therefore include loss of mobility due to a broken limb, which is likely to heal within 12 months and the effects of temporary infections, from which a person would be likely to recover within 12 months

If an impairment has had a substantial adverse effect on normal day-to-day activities, but the effect decreases, the substantial effect is treated as continuing if it is likely to recur; that is if it is more probable than not that the effect will recur.

## What are normal day-to-day activities?

They are activities that are carried out by most people on a fairly regular and frequent basis. It is not intended to include activities that are normal only for a particular person or group of people, such as playing an instrument or a sport to a professional standard, or performing a skilled or specialised task at work. However, someone who is affected in such a specialised way but is also affected in normal day-to-day activities would be included. Normal day-to-day activities are listed as:

- mobility;
- manual dexterity;
- physical co-ordination;
- continence;
- speech, hearing or eyesight;
- perception of the risks of physical danger;
- ability to lift, carry or otherwise move everyday objects;
- memory or ability to concentrate, learn or understand.

## People covered by this definition

### **Recovery:**

Recovered from a disability – people who have had a defined disability are protected even if they have recovered.

### **Treatment:**

Someone with an impairment maybe receiving medical or other treatment which alleviates or removes the effects (though not the impairment). In such cases, the treatment is ignored and the impairment is taken to have the effect it would have had without such treatment. This does not apply if substantial effects are likely to recur even if the treatment stops (ie the impairment has been cured).



The sole exception to the rule about ignoring the effects of treatment is the wearing of spectacles or contact lenses. In this case, the effect while the person is wearing spectacles or contact lenses should be considered.

**Disfigurements:**

People with severe disfigurements are covered. They do not need to demonstrate that the impairment has a substantial adverse effect on their ability to carry out normal day-to-day activities.

**HIV, cancer or multiple sclerosis:**

These conditions are automatically considered. In addition, people who are registered as blind or partially sighted, or who are certified as being blind or partially sighted by a consultant ophthalmologist are automatically considered to be disabled as well. People who are not registered or certified as blind or partially sighted will be covered if they can establish that they meet the act's definition of disability.

## Conditions that are likely to worsen over time

Progressive conditions are covered from the moment the condition leads to an impairment which has some effect on ability to carry out normal day-to-day activities. This need not be a substantial effect, if that impairment is likely to lead to a substantial adverse effect in the future.

## Genetic condition

Where a genetic condition has no effect on ability to carry out normal day-to-day activities, it is not included. Diagnosis does not in itself bring someone within the definition. If the condition is progressive, then the rule about progressive conditions applies.



## Conditions specifically excluded

- Addiction to or dependence on alcohol, nicotine, or any other substance (other than medically prescribed).
- Seasonal allergic rhinitis (eg hay fever), except where it aggravates the effect of another condition.
- Tendency to set fires.
- Tendency to steal.
- Tendency to physical or sexual abuse of other persons.
- Exhibitionism.
- Voyeurism.

Also, disfigurements which consist of a tattoo (which has not been removed), non-medical body piercing, or something attached through piercing, are to be treated as not having a substantial adverse effect on the person's ability to carry out normal day-to-day activities.



# Glossary

**DDA** Disability Discrimination Act

**DES** Disability Equality Scheme

**DRC** Disability Rights Commission

**IAG** Island Access Group

**NHS** National Health Service

**RNID** Royal National Institute for Deaf People



## Useful contacts

Disability	<a href="http://www.disability.gov.uk">www.disability.gov.uk</a>
DRC	<a href="http://www.drc-gb.gov.uk">www.drc-gb.gov.uk</a>
Disabled people information and advice	<a href="http://www.direct.gov.uk">www.direct.gov.uk</a>
Equal Opportunities Commission	<a href="http://www.eoc.org.uk">www.eoc.org.uk</a>
Island Access Group (via IW Council equality and diversity officer)	(01983) 821000
RNID - IW (Sound Advice)	(01983) 529533
IW society for the Blind	(01983) 522205
Hampshire Constabulary – Diverse Communities Team	<a href="http://www.hampshire.police.co.uk">www.hampshire.police.co.uk</a>
Centre for Accessible Environments	<a href="http://www.cae.org.uk">www.cae.org.uk</a>
Isle of Wight College, equality and diversity officer	(01983) 526631
Isle of Wight Council, equality and diversity officer	(01983) 821000
Isle of Wight NHS Primary Care Trust, head of governance and assurance	(01983) 524081
Medina Housing Association, policy and monitoring manager	(01983) 824243
Riverside Centre – DIAL	(01983) 522823
Osel Enterprises, personnel and training manager	(01983) 523000

# Disability Equality Scheme

We welcome your comments

Name:

Address:

Tel:

Email:

I would like someone to contact me  (*please tick*)

Please reply to my comments below

Comments:

(please continue overleaf if required)

Please return to the organisation you wish to make your comments about. These details are available on the top of each organisations action plans at the back of the document. Thank you.

# Notes

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# Notes

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# Notes

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If you require further information about this document please contact:  
**Equality and diversity officer,**  
Isle of Wight Council, County Hall,  
Newport, Isle of Wight PO30 1UD  
Tel: 01983 821000



# Isle of Wight NHS Primary Care Trust disability equality scheme action plan

Contact: Head of governance and assurance, Isle of Wight NHS Primary Care trust  
Tel: (01983) 524081 Email: brian.johnston@iow.nhs.uk

Outcome	Action	Responsibility	Timescale
<i>AIM 1: To eliminate discrimination against disabled people</i>			
Action plans following impact assessments	Undertake impact assessments	Care group/directorate management teams	March 2007
Service Plans, Team Plans, new & revised policies include outcome of impact assessment	Communicate requirement to managers	Information manager	Ongoing
	Promote/train managers on impact assessment	Information manager	January 2007
	All new and revised trust policy to include outcome of impact assessment	All managers	Ongoing
Report and monitor incidents of harassment/discrimination of disabled people and/or complaints and PALS enquiries	Monitor issues raised via PALS/complaints	PALS/complaints department	Annual review/report
	Monitor incident reports	Risk office	
	Review incidents with patients with disability group and agree further action required	Head of governance and assurance	Annual review/report
	Report and Monitor via Equality and Diversity Group once reinstated	Human resources, Equality and diversity lead	Monitor and report quarterly
Improved staff awareness of disability issues/good practice	Undertake minimum of two staff training sessions per annum	Head of governance and assurance	
	Include disability awareness in all corporate induction training for new PCT staff	Training manager	Annual review/report
	Supply all wards and departments with a learning disability resource file this year	Learning disability service – trust wide	December 2006
Raise awareness of discrimination among nursing staff	Ensure nurses access training opportunities provided	Ward sisters and team leaders	March 2007
	Access to information on wards		
	Topic of the month on adult acute/rehab wards in December 2006	Modern matrons	
The learning disability service in conjunction with generic health services will improve the experience of people with a disability in hospital and health care settings	Ensure health and well being is monitored and support is given to access services	Learning disability service	Annual review
To ensure that all SLA and contracts for services reflect the particular needs of people with disabilities, eg use of language and labels; promotion of personal dignity; service attitudes and communications	Contract reviews	All senior commissioning managers – in relation to designated areas of responsibility	Ongoing/continuous review in keeping with contracting cycle
	Service monitoring programme		
To ensure that all environmental facilities utilised in the provision of contracted services are appropriate to the needs of people with physical and sensory disabilities	Site visits	All senior commissioning managers – in relation to designated areas of responsibility	Annually – formal reviews
	Monitoring/review service users feedback and complaints		Continuous/ongoing
To ensure that the needs of people with specific or complex/multiple disabilities are addressed (so far as is reasonable) within the scope of person centred contracts/arrangements for services provided to named individuals	Person centred service specifications	All senior commissioning managers – in relation to designated areas of responsibility	Ongoing
	Outcome reviews		Scheduled subject to need

Outcome	Action	Responsibility	Timescale
<i>AIM 2: Promote employment opportunities for disabled people</i>			
Personal development courses available for disabled people	Development courses developed through equality and diversity group and development and training	Human Resources Equality and diversity lead PPI lead	April 2007 EEP courses already taken place. Future plans in place by December 2006
	Expert patients programme to continue		
Undertake audit to establish the number of staff who have a disability currently employed by the trust	Run report from ESR	Equal pay and opportunity manager	January 2007
Consult with staff who have a disability to identify areas of improvement as an employer	Meet with staff	Equal pay and opportunity manager	April 2007
	Produce summary of discussion points and develop action plan if needed		
Review previous staff surveys to identify areas of improvement	Obtain copies of previous staff surveys	Equal pay and opportunity manager with life long learning facilitator	March 2007
Promote and encourage disabled people as employees	Training for managers in eliminating discrimination	Training and development and all managers	Ongoing
	Through workforce recruitment	Human Resources lead	December 2006
Promote the trust as an employer of choice	Use of ✓✓ on all job adverts	HR information team and medical staffing team	Ongoing
	Training for staff to promote benefits of employing disabled people	HR department	Ongoing – results subject to annual review report
	Review HR recruitment strategy	HR department	February 2007
	Provide access to DDA Reasonable adjustments handbook	HR department	February 2007
	Work with IAG to promote work experience opportunities for disabled people	HR department	Ongoing
Undertake a review of job application to identify potential employees who have a disability to establish any areas for improvement	Undertake review of applications.	Equal pay and opportunity manager and HR information team	April 2007
	Develop action plan if necessary		
Equal opportunities for employment will be promoted within the PCT – taking note of the work environment and role requirements	Via recruitment and retention policy for trust	Director of commissioning as appointing officer	Unscheduled
	Staff appraisals		Annually
	Monitoring of occupational health recommendations	Senior managers	Continuous/ongoing
Staff accountability	Enforcement of competency framework measures	Managers	April 2007
	Individual appraisals to include measures of equality and diversity	Human Resources lead	
	Ensuring that all roles have a current KSF outline that specifically includes equality and diversity competences. Ensure appraisals are undertaken using the KSF outline	Equal pay and opportunity manager	November 2006
Staff with a disability will have equal access to training and development opportunities	Undertake survey of training venues used by the trust	Equal pay and opportunity manager supported by colleagues in training and development	May 2007
	Identify areas for improvement as necessary		

Outcome	Action	Responsibility	Timescale
<i>AIM 3: Promote consultation and communication with all disability groups</i>			
Consultation with disabled people to ensure their voice is heard and action is taken	Reinstate the equality and diversity group and encourage staff to be involved	Equality and diversity lead	Ongoing
	Continue to consult with service and non service users to identify barriers	PPI lead Governance and assurance lead	Ongoing
	Promote equality of staff with disabilities through training for managers	Equal pay and opportunity manager with colleague	Ongoing
Regularly liaise with disabled people to promote disability awareness and compliance with DDA	Maintain 'Patients with a disability working group' quarterly meetings.	Head of governance and assurance	Meetings – four per annum
	Report any significant issues to IAG		
	Estate management department – Continuous consultation	Estate management department	Ongoing
Through the work of the Strategic Partnership Forums (joint with the local authority, voluntary and independent sectors) to ensure that active dialogue with service users – including those with disabilities – and recognition of their views and needs are received and used to inform service development and provision	Standing item on all partnership agendas	All senior commissioners and leads for strategic partnership forums	Minimum of bi-annually scheduled meetings
	Inclusion of service users on boards and forums		
To represent and advocate the needs of people with disabilities at all levels of decision making/policy setting within the organisation	Via partnership forum	Director of commissioning	Ongoing
	Via Trust decision making bodies i.e. PEC	Senior commissioning managers	
Consultation with disabled people to ensure that their voice is heard and action taken	Consultation via patient forums including patients' council and patients with a disability working group	PPI lead	Monitor quarterly
Promotion of services that support independence and choice	Consultation with disabled clients to understand needs to enable service improvement	Via patients' forums and individual departments	Ongoing
Barrier free services	Consultation with service users to identify barriers	Governance and Assurance Manager (PDWG, Patients Council)	Ongoing
	Consultation with non service users to identify and understand barriers	All departments	Action plan and results April 2007 and reported on annually
	Develop action plan via equality and diversity group to overcome the barriers	Equality and diversity lead	
<i>AIM 4: Take positive steps to break down barriers which disable people</i>			
Improve physical access to PCT buildings	Continue to improve access to PCT buildings	Estates management/PDWG	Annual programme
	Ensure resources for physical improvements is continued	Estates management/head of governance and assurance	Annual budget settings and bids against capital programme
	Fit for purpose assessments of PCT buildings	Estates management	Completed
	Review access to health clinics particularly in relation to accessible parking	Estates management	Report August 2007
Improve communication	Develop a communications action plan to ensure staff are updated	Communications manager	July 2007 with annual review
	Monitor uptake of requests for documents required in alternative formats	Main reception, clinical governance department, communications manager	Annual review
	Improve information (alternative formats) in all reception/public areas	Communications manager	Annual review
Support to local groups	Work with partners through the IAG to ensure 'joined up' approach to consultation	Head of governance and assurance	Ongoing
Barrier free services	Undertake impact assessments and develop action plans to ensure fair & equal access for disabled people	Heads of all departments/services	Ongoing
Monitoring of DES	Monitor and review the DES where barriers are identified. Ensure feedback to show action has been taken	Equality and diversity group	Annually
To adopt an open and transparent approach to population needs analysis as the basis for informed decision making on service provision	Work closely with public health and local authority	Director of commissioning senior commissioning managers	Ongoing/continuous
To actively encourage and positively acknowledge and respond to service user feedback and complaints	Complaints monitoring	Senior commissioning managers	Ongoing/continuous
To adopt a 'prospective approach' to service monitoring/environmental provision etc – through contracting and service monitoring processes	Contract negotiations and service planning	Senior commissioning managers	Ongoing/continuous



# Hampshire and Isle of Wight Police disability equality scheme action plan

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Action	Lead	Target Date	Performance Indicator
<b>Action Plan 1</b>			
<b>Outcome</b> To ensure that the assessment process is properly effective in relation to disability equality in that we:			
<ul style="list-style-type: none"> <li>Do not disadvantage disabled people;</li> <li>identify potential barriers in advance; and</li> <li>best promote equality of opportunity.</li> </ul>			
1.1 Equality impact assessment (EIA) process to be reviewed to take into account all six strands of diversity. This will include reviewing the process for risk assessment.	Head of community safety department	April 2007	Process for equality impact assessment in place.
1.2 Once equality impact assessment process finalised, include this in manual of guidance for writing, reviewing and updating force policies and procedures.	Head of corporate services	April 2007	Equality impact assessment in force policies and procedures manual of guidance.
1.3 Ensure all new policies and procedures have had an equality impact assessment prior to being published.	Head of corporate services	April 2007	All new force policies and procedures have equality impact assessment.
1.4 Ensure an equality impact assessment is completed for all existing force policies and procedures.	(a) Head of corporate services department  (b), (c) and (d) Head of community safety department	December 2009	All force policies and procedures (FPPs) have had equality impact assessment.  <b>Interim targets:</b> <i>By Dec 2008</i> 50% of Association of Chief Police Officers (ACPO) high priority FPPs (if and when published). 30% of other FPPs. <i>By April 2009</i> 100% of ACPO high priority FPPs and 60% of other.
(a) Put in place process where equality impact assessment is requested for all reviews/updates and include in manual of guidance plus report on performance by department.			
(b) Ensure that force policies and procedures writers have suitable skills and coaching to be able to carry out equality impact assessment.			
(c) Provide a diversity consultative service to force policies and procedures writers.			
(d) Devise an appropriate quality assurance process.			
1.5 Develop process for appropriate force policies and procedures to be referred to independent advisory group.	Head of community safety department	December 2007	Process in place.
<b>Action Plan 2</b>			
<b>Outcome</b> To eliminate discrimination that is unlawful under the Disability Discrimination Act which is created by the built environment/attitude of staff and to take steps to take account of disabled persons' impairments, even where that involves treating disabled people more favourably than other people.			
2.1 Publish current state of affairs regarding access audit including implementation of station/building audit file.	Head of business and property services	April 2007	Prepare a report on the current situation for publication on the force internet site together with an access audit file at each site with information on action taken to date.
2.2 Identify next phases of plan with target date.	Head of business and property services	April 2007	Produce prioritised timetable of actions and include information on site access audit file.
2.3 Explore and consider a method to allow non-voice access to police during hours when stations are closed to the public as an alternative to the current voice intercom systems	Head of call management	September 2007	Prepare report with findings/recommendations. Notify community safety department for annual reporting.
2.4 To make use of a proposed scheme of 'mystery shoppers' to test accessibility focusing on physical and attitudinal issues.	Head of business and property services (with professional standards department)	December 2007	Evidence of compliance/non-compliance fed back to head of business and property services. Notified to community safety department for annual reporting.
2.5 Identify and implement means of informing members of the public of accessibility to individual police buildings.	Head of business and property services	May 2007	Accessible information provided to the public with list of features at each police site – including issues of improved access (for example 'hearing loop fitted') and issues presenting barriers (for example 'building is approached across cobbled road way').

Action	Lead	Target Date	Performance Indicator
<b>Action Plan 3</b>			
<b>Outcome</b> To ensure the force strategic objectives are inclusive of disability equality issues and promote positive attitudes towards disabled people.			
3.1 Produce a strategy and plan to provide generic training to all staff to raise disability equality awareness aligned with other force initiatives.	Head of training	December 2006	Produce and publish plan with timetable for provision of training.
3.2 Provide disability equality generic training to all staff.	Head of training	March 2008	Training provided and recorded on personnel system.
3.3 Explore the possibility of running co-ordinated awareness weeks across the constabulary, on regular basis.	Head of personnel and performance and diversity manager	September 2007	Outcome to be notified to community safety department for annual reporting.
3.4 Ensure consultation takes place through independent advisory group and internally with Hampshire Disability Support Group reference the content of disability equality training.	Head of training	March 2007	Ensure consultation is noted to be included in report of outcome to community safety department for annual reporting.
3.5 Where learning points emerge, ensure these are fed back through written updates and training sessions.	Heads of personnel and training	Ongoing	Maintain record of action taken; and report to community safety department for annual reporting.
3.6 With regard to force policy and procedure – ‘Standards for hard copy printed documents’, raise awareness of this to promote compliance.	Head of media and corporate communications department	March 2007	Details of standard advertised and information disseminated to raise staff awareness of their responsibilities.
3.7 Publications officer to assess all new external literature referred for review to ensure compliance with accessible standards.	Head of media and corporate communications department	March 2007 and ongoing	Process established for referral of such documents and publications officer working to a prepared list of requirements.
3.8 Have force minicom numbers and 24-hour fax number included on force letterheads and fax headers.	Head of corporate services	March 2007	Numbers included on force letterheads and fax headers.
3.9 Have minicom and fax numbers included on <b>all</b> force press releases.	Head of media and corporate communications department	Immediate/ongoing	Minicom and fax numbers included in all force press releases.
3.10 Work with independent advisory group to improve service delivery in respect of disabled people.	Head of community safety department	March 2007	Linked to action plan 5 – have established process for referral of matters to independent advisory group and focus on equality of outcome/improved service delivery.
3.11 Develop a total communication strategy to provide improved service delivery for people with learning difficulties.	Head of community safety department	December 2007	Total communication strategy in place.
3.12 Review the role of police link officers for deaf people to improve access for deaf, deafblind, deafened, hard of hearing people and speech impaired people.	Head of community safety department	June 2007	Role reviewed with recommendations made; included in annual reporting.
3.13 Promote victim focused service delivery where disabled people are recognised to ensure access requirements are met, with appropriate attention to repeat victims of crime.	Head of community safety department	December 2007	Full and proper recording of relevant impairment/access details with appropriate monitoring at local or central level.
3.14 Provide meaningful, actionable data with ready identification of disabled people and highlighting of repeat victims.	Head of corporate services	December 2007	Records management system adapted (at national level) for the recording of this information and requirement disseminated to all system users to ensure entry fields are utilised.
3.15 Issue Handbook – ‘The disability communication guide’ to all staff.	Performance and diversity manager	April 2007	Guide issued to all staff.
3.16 Consider/explore the use of the Employers forum on disability ‘disability standard audit’.	Performance and diversity manager with head of community safety department	October 2007	Prepare report with findings/recommendations for decision to be taken with result notified to community safety department for annual reporting.
3.17 Explore/develop improved access, including communications/information access in custody situations at the police station.	Head of community safety department	December 2007	Access improved and noted for annual reporting.
3.18 Explore implementation of a ‘DDA Kit’ with accessibility equipment for police station front counters.	Head of community safety department	December 2007	Concept explored, notified for annual reporting – and recommendations submitted for consideration.

Action	Lead	Target Date	Performance Indicator
<b>Action Plan 4</b>			
<b>Outcome</b> <i>To promote equality of opportunity for disabled people and seek to achieve a workforce that appropriately reflects the diversity of our community.</i>			
4.1 Promote the role of local diversity champion in each operational command unit/department linking to the diversity and employee relations team.	Head of personnel and performance and diversity manager	April 2007	Produce outline of expectation of this role and prepare list of local diversity champions for each operational command unit/department with established process for sharing best practice.
4.2 Review current procedures for recruitment including point at which medical information is sought, and procedures for advancement to ensure equality of opportunity.	Recruitment manager	December 2007	Present findings to equality and diversity in employment committee; notify community safety department for annual reporting.
4.3 Publicise and implement procedures and tools to identify dyslexia and associated impairments for potential and current staff.	Head of personnel and recruitment manager	January 2007	Procedure implemented and published through internal website.
4.4 Continue work with two ticks standard.	Head of personnel and performance and diversity manager	June 2007 and annually thereafter	Notify community safety department for annual reporting.
4.5 Investigate working with external agencies to provide work placements for disabled people looking to consolidate their skills in preparation for accessing work, to include signed off skills profile.	Head of personnel	December 2007	Present findings to the equality and diversity in employment committee; notify community safety department for annual reporting.
4.6 Develop concept of working interviews, to provide evidence for selection.	Head of personnel	December 2007	Conduct trial of working interviews to ascertain whether to introduce force-wide.
4.7 Identify how learning and development activities can be made more accessible to disabled people.	Head of training	December 2007	Produce action plan; notify community safety department for annual reporting.
4.8 Investigate working with Shaw Trust to facilitate the return to work of long term absent staff.	Head of personnel, performance and diversity manager and occupational health manager	February 2007	Present findings to the equality and diversity in employment committee with recommendations for actions to progress support process for improved return to work rate.
4.9 Introduce system to give priority to disabled staff and restricted officers on certain posts/postings.	Recruitment manager	April 2007	Procedure in place
4.10 Continue to promote reasonable adjustments and support received from access to work.	Head of personnel and performance and diversity manager	April 2007 and annually thereafter	Report key issues to community safety department for annual reporting.
4.11 Develop guidance manual for managers to aid understanding and improve confidence in disability issues and investigating reasonable adjustments for their staff. Include examples of reasonable adjustments.	Head of personnel and performance and diversity manager	December 2007	Produce manual of guidance published on the internal website, advise all managers of this resource.

#### Action Plan 5

**Outcome** *To provide a focused, accessible mechanism for the meaningful involvement of disabled people. To improve service delivery through increased understanding of barriers faced in respect of policy design or delivery as well as physical barriers. To engage with people to identify sustainable solutions that will eliminate discrimination. To improve employer/employee relations.*

5.1 Establish an independent advisory group in respect of disability issues with necessary funding (linked to action plans 1 and 3 for involvement).	Head of community safety	April 2007	Independent advisory group established with protocol established for meetings.
5.2 Work with the Hampshire Disability Support Group and staff associations to ensure meaningful engagement with disabled staff and employees who are carers of disabled people.	Head of community safety	June 2007	Establish process of internal consultation and involvement to seek feedback aimed at reducing identified barriers in employment.

Action	Lead	Target Date	Performance Indicator
<b>Action Plan 6</b>			
<b>Outcome</b> <i>To promote equality of opportunity between disabled people and other people. To eliminate discrimination that is unlawful under the Disability Discrimination Act. To promote positive attitudes towards disabled people. To ensure, as far as is possible, that companies engaged to supply goods and services to the constabulary act according to the requirements of the disability equality scheme.</i>			
6.1 Through regional and national collaboration, review the current procurement pre-contract and contract process together with terms and conditions.	Head of business and property services	December 2007	Report prepared together with actions required to ensure that processes are in accordance with requirements of Disability Discrimination Act and disability equality duty identifying any anomalies with European procurement legislation.
6.2 Amend process as necessary to ensure compliance.	Head of business and property services	December 2007	Procedure amended; notify community safety department for annual reporting.
6.3 Identify appropriate training for procurement staff.	Head of business and property services	December 2007	Report prepared together with timetable of roll out of training together with methods to be used to ensure information is disseminated to all staff engaged in procurements.
6.4 Staff engaged in procurement processes to be trained in updated requirements in compliance with legislation.	Head of business and property services	December 2008	Staff trained. Reported to community safety department for annual reporting.

#### **Action Plan 7**

**Outcome** *To promote positive attitudes towards disabled people. To promote equality of opportunity between disabled people and other people. To eliminate discrimination that is unlawful under the Disability Discrimination Act.*

7.1 Promote the social model of disability.	Head of media and corporate communications	April 2007	Article prepared for Hampshire Constabulary newspaper (Frontline) together with internal and external website information provided
7.2 Put in place process for having any document converted to alternative format with process trialled to ensure it is effective.	Head of media and corporate communications	February 2007	Any document can be converted to alternative formats within two weeks of request.
7.3 Standard letterhead and fax headers changed to a minimum of Arial 12 point for all outgoing correspondence with information to staff to explain the reason for this.	Head of corporate services	May 2007	Font on standard forms on computer amended and information disseminated to staff.
7.4 Existing force policy and procedure: 'Standards for hard copy printed documents', and standards for Email font/format to be promoted.	Head of corporate services	May 2006 and annually on review	Default position for fonts/font size confirmed and staff informed.
7.5 Continue work with partners to develop total communication strategy (as action 3 – service delivery).	Head of community safety department	December 2007	Report of progress for inclusion in annual reporting and further considerations of actions required for implementation.
7.6 In respect of community engagement, build relations with disabled people, both as individual members of the public and in their organisations and groups.	Head of community safety department	April 2007	Activity specifically included in community engagement strategy.
7.7 Develop separate communication strategies to accompany the publication of the disability equality scheme to engage and inform with all members of the public across all impairment groups.	Head of media and corporate communications	December 2006	Strategy outlined and specific communication issues addressed to provide external information on the disability equality scheme.
7.8 Develop internal communications strategies to make all staff aware of their responsibilities with regard to the general duty and how they can fulfil and exceed the duty in their work.	Head of media and corporate communications	December 2006	Strategy outlined for engaging with staff regarding the general duty and information disseminated to raise staff awareness of their responsibilities.



# South Wight Housing Association disability equality scheme action plan

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Action plan updated 1 September 2006  
Action plan updated 20 November 2006

## 1. Governance

		Completion date
1.1 Work to ensure that membership of its main board and its subsidiary organisations are broadly reflective of the communities where it works by setting and reviewing ethnicity and gender targets for membership.		
<b>What's already in place</b>	<p><i>What is the current governance profile? What are the targets?</i></p> <ul style="list-style-type: none"> <li>SWHA board consists of 13 board members (eight male and five female). All are white/British, none disabled. There are three tenant board members, two local authority nominees, two group nominees and six 'ordinary' board members.</li> <li>SWHA supported housing management board consists of seven members: three male, four female; six white/British, one white/other; six 'ordinary' members, one tenant member; one with a disability</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>SWHA has developed a new resident selection process to promote resident involvement within the board.</li> <li><b>Two new and one re-standing tenant board members attended the annual general meeting and the subsequent board meeting held on 26 September.</b></li> <li>SWHA are currently reviewing the training needs of the supported housing management board, which should include diversity awareness</li> </ul>	
1.2 Be transparent in the recruitment of members to its governance structures.		
<b>What's already in place</b>	<p><i>How are they currently recruited?</i></p> <ul style="list-style-type: none"> <li>Tenant board members elected by residents, <b>The resident board members were to be elected by residents but there was little interest in this process of gaining new members. A process of selection had to be introduced with members of staff nominating residents they have met who they thought would be interested or suitable in becoming members of the board. Once a list was prepared residents were invited to a session explaining the role of a board member, followed at a later date by interviews made up of a panel of the executive director, chairman of the board, and the community involvement worker.</b> Local authority nominees appointed by local authority, advertisements placed in local press and interviews held for ordinary board members taking into account specific skills/ experience required on the board.</li> </ul>	
1.3 Ensure that all involved in governance are well informed about diversity and equality issues and specifically in relation to the group's business.		
<b>What's already in place</b>	<p><i>How are current members informed?</i></p> <ul style="list-style-type: none"> <li>Diversity strategy plan currently being reviewed with group and report will be submitted to SWHA's board on 21 March 2006.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>SWHA have a one day training session planned for board members to include diversity</li> <li><b>Diversity strategy plan agreed by SWHA board – March 2006</b></li> </ul>	
1.4 Ensure that all new members undergo diversity training before being confirmed in post.		
<b>What's already in place</b>	<p><i>What training has been done and when?</i></p> <ul style="list-style-type: none"> <li>Diversity training sessions held for board members with staff on 7 January 2005</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>Yearly review of training needs</li> <li><b>Diversity training for South Wight Supported Housing Management Board members with staff took place on 10 August 2006</b></li> </ul>	June 2006

## 2. Recruitment and Staff Development

		Completion date
2.1 Ensure that all staff recruitment and staff development is transparent and in accordance with its legal obligations and equality and diversity principles.		
<b>What's already in place</b>	<p><i>How do we currently ensure this is done?</i></p> <ul style="list-style-type: none"> <li>SWHA regularly monitor staff recruitment activities – over the past year SWHA have encountered issues with monitoring every stage of recruitment as application forms are no longer required – applicants can apply on line or send covering letters and CVs. As a result only some information is being captured.</li> <li>SWHA capture ethnicity, disability, age and sex statistics for all new employees via personal details forms. Statistics are reported to the SWHA board on an annual basis.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>SWHA need to review the process of equal opportunities monitoring to ensure all necessary information is captured to evidence anti discriminatory practice.</li> <li>SWHA have sent out an equal opportunities monitoring form with recruitment packs.</li> <li>SWHA also need to review the process for monitoring ethnicity when on-line applications are received (Current practice shows that when applications are forwarded to managers, the ethnicity section is not removed).</li> <li><b>SWHA are planning on providing further training for managers facilitated by the HRBP and Jigsaw Training.</b></li> <li><b>Equal opportunities monitoring is now administered by the HR admin centre.</b></li> </ul>	<p>Ongoing</p> <p>Dependant on IT capabilities</p> <p><b>March 2007</b></p>
2.2 Consistently monitor and review the recruitment and existing staff levels of under-represented groups, particularly at senior management levels, and take action to redress imbalances whilst meeting the Group's commitment to 'employing the best'.		
<b>What's already in place</b>	<p><i>How is this done?</i></p> <ul style="list-style-type: none"> <li>Statistics are reported to the board to include numbers of staff, staff leavers/starters etc.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>SWHA need to develop a data base to capture all aspects of staff details to include cultural, faith needs, gender etc. which will provide a reporting mechanism for recording relevant stats.</li> <li><b>HR admin centre are planning to survey existing staff to identify their personal details and update the HRIS KCS – this will enable more accurate reporting and analysis to be undertaken.</b></li> </ul>	
2.3 Provide all employees with access to personal and professional development opportunities and monitor the outcomes and take up of these for all groups of staff.		
		Completion date

<b>What's already in place</b>	<i>How is this done?</i> <ul style="list-style-type: none"> <li>• SWHA training evaluation form captures equal ops information; however further development is needed to record this to evidence a clear audit trail.</li> <li>• SWHA endeavour to plan dates and times of courses to ensure all employees can access appropriate training whilst fitting in with individual lifestyles, e.g. part times, people with children. SWHA also pays overtime for those people having to do extra hours in order to attend a course, or they can take time off in lieu.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• As part of the new KCS system and centre HRBAT, SWHA can review statistics to ensure information relation to equal ops is appropriately recorded.</li> </ul>	August 2006 (dependant on training business partner)
2.4 Provide all employees with training in relation to diversity and equality issues particularly in relation to the implementation of this policy, their employment obligations and the provision of services.		
<b>What's already in place</b>	<i>How is this done?</i> <ul style="list-style-type: none"> <li>• Annual general diversity awareness training is facilitated across SWHA.</li> <li>• SWHA arrange various courses to ensure employees are fully aware of the specific needs of service users, residents and tenants.</li> <li>• SWHA also acknowledge legislative and contractual obligations regarding levels of training within the context of service provision throughout SWHA supported housing services.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA need to ensure a clear audit trail is developed to address staff training needs/versus compulsory under legislative/contractual obligations</li> <li>• Ongoing reviews</li> <li>• <b>Group aims to roll out consistent diversity training across all regions</b></li> </ul>	Annually scheduled for staff Annual reviews to meet relevant care and Support standards <b>TBC</b>
2.5 Ensure that the Group's employment policies are underpinned by recognition and value of diversity within the workforce.		
<b>What's already in place</b>	<i>What is issued to prospective and existing employees re: diversity?</i> <ul style="list-style-type: none"> <li>• SWHA ensures any job applicants are made aware of our equal opportunities policy statement. This is also covered within the standard induction procedure.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing review</li> <li>• <b>SHG have an Equality and Diversity P&amp;P that stipulate the Group's and all parties responsibilities and commitment to recognition and value of diversity within the workforce.</b></li> </ul>	
2.6 Ensure that its anti-harassment and bullying policy is clearly understood and that staff are confident that the Group will take seriously instances of harassment, bullying or inappropriate behaviour.		
<b>What's already in place</b>	<i>How is this done currently?</i> <ul style="list-style-type: none"> <li>• Policies are available to staff via the intranet or via hard copies of the staff handbook for past Isle of Wight Housing Association staff.</li> <li>• SWHA ensure any cases are fully investigated and action taken as necessary following relevant policies and procedures.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing – IT roll out across supported housing schemes will enable all staff to have first hand access to relevant policies/procedures</li> <li>• <b>Following Consultation, all IWHA contracted employees will be adopting SHG's policies and procedures regarding Dignity/Harassment</b></li> </ul>	IT roll out planned pre April 2006. <b>IT has been installed in all supported housing schemes – August 2006 1 January 2007</b>
2.7 Where external agencies are used as part of any process related to employment, that they are aware of and respect the Group's policies in this area.		
<b>What's already in place</b>	<i>How this is communicated currently – What is provided? What is checked?</i> <ul style="list-style-type: none"> <li>• Agencies are required to be members of the REC</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Contractors used by SWHA are going to be invited to attend a selection of training sessions, e.g. RNIB and RNID</li> </ul>	June 2006 <b>RNIB/RNID training August 2006 – SWHA staff and contractors attended</b>
2.8 Continue to ensure that all offices in the Group are compliant with the requirements of the Disability Discrimination Act.		
<b>What's already in place</b>	<i>How is this done currently? What is the current status of all offices?</i> <ul style="list-style-type: none"> <li>• SWHA hold quarterly local health and safety committee meetings at which issues relating to the DDA are discussed.</li> <li>• SWHA have identified an office on the island which does not meet DDA requirements; the board have agreed alternative use for the building and the development team are in the process of investigating opportunities</li> <li>• SWHA utilise occupational health specialists when appropriate</li> <li>• SWHA ensures reasonable adjustments are made as necessary, e.g. assisted purchasing of a hearing aid for an employee</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing as necessary</li> <li>• SWHA should as part of their R&amp;S strategy ensure they are more DDA compliant with regards to recruitment activities, e.g. offer to provide audio information, or asking if interviewees have any special requirements when inviting them to interview.</li> <li>• <b>DDA training is being identified for staff to assist with their understanding of the Act and issues relevant to service delivery</b></li> </ul>	To be discussed with R&S business partner – August 2006  <b>March 2007</b>

### 3. Access to Housing

3.1	Work with the housing corporation, local authorities and regional partnerships and other agencies to identify and assess the housing needs and aspirations of local communities and deliver a range of housing supply options which meet strategic and local housing needs – including homes for rent and ownership.	<b>Completion date</b>
<b>What's already in place</b>	<p><i>How do we do this currently? How do we know what diversity issues are for our partners, for LAs and HC etc?</i></p> <ul style="list-style-type: none"> <li>• SWHA participate and feed into the Isle of Wight housing strategy, local strategic core group, inclusive forum and disability groups such as the mental health forum, physical disability group etc.</li> <li>• The Isle of Wight Council administer the housing register and SWHA attend regular group meeting to review it's effectiveness and targets are being met.</li> <li>• SWHA meets strategic and local housing need by having a diverse range of options for housing. SWHA offer a cross authority 'homes mobility' provision and promote mutual exchange and tenant transfers.</li> <li>• SWHA home ownership is run in conjunction with the development team, SHG marketing team, housing management team to meet strategic need for the community as outlined in the housing/homelessness strategy.</li> <li>• SWHA also promote the 'right to buy' option for continual tenants with the organisation in conjunction with SHG policies.</li> <li>• Supported housing – SWHA have a diverse range of provision for vulnerable people, such as mental health hostels, young people schemes, services for the frail elderly and people with learning disabilities. SWHA work closely with statutory and voluntary sector partners to ensure community issues and needs are taken into consideration when providing supported housing resources, e.g. provision of holistic services (care/support packages)</li> <li>• <b>For new housing schemes housing management and development departments identify property types to meet a variety of physical need</b></li> </ul>	
<b>What's planned</b>	<p><b>Two SWHA residents are part of a local working group with the local authority and two other HAs on the Isle of Wight, looking at the current housing register process with the view to taking on a choice based letting system. A project is being investigated looking at all types of support needs that residents moving on from supported accommodation might need. The project has put in an exploratory bid to the housing corporation looking at the following</b></p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• <b>In order to increase efficiency and cease the cycle, SWHA has initiated research regarding the nature of the problem.</b></li> <li>• <b>Tenants will be encouraged to participate the research process.</b></li> <li>• <b>Based on the research, SWHA hopes to develop a programme, which will address the significant issues leading to tenancy breakdown. The programme may include:</b> <ol style="list-style-type: none"> <li>1) <b>a peer support group, whereby SWHA will offer training to those tenants, who have experienced a successful move on so that they may support tenants who are preparing for move on;</b></li> <li>2) <b>An assessment of furniture needs and access to funds; and subsequent provision of funds for purchasing furniture; and</b></li> <li>3) <b>Specialised training provided for supported housing scheme staff and/or life skills support staff commissioned on an outreach basis.</b></li> </ol> </li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• <b>To promote home stability for tenants with mental health issues and prevent homelessness.</b></li> <li>• <b>To create a more effective move on strategy.</b></li> <li>• <b>To free up space in the supported housing schemes by reducing tenant returns.</b></li> </ul> <p>Ongoing review of services through legislative and contractual agreements, e.g. core objectives through Supporting People Quality Assessment Framework and Care Standards</p> <p><b>Downsview Sandown developed with number of properties designed to meet specific applicants' needs. Final Lettings due Dec 06/Jan 07</b></p>	Annually
3.2	Ensure that access to the Group's range of housing options is transparent, and accountable and monitored.	
<b>What's already in place</b>	<p><i>How and who monitors this and what do they monitor?</i></p> <ul style="list-style-type: none"> <li>• SWHA have an allocation's policy which is run in conjunction with the Isle of Wight Council's housing register.</li> <li>• SWHA provide statistics to CORE, of all allocations both relating to rehousing directly from the register and those rehoused as part of associations transfer policy.</li> <li>• SWHA Arc House system provides an audit trail and the division of staff undertaking allocated tasks enables an accountable and transparent approach.</li> <li>• SWHA supported housing schemes have clear eligibility criteria and an assessment process which determines priority of need.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• <b>SWHA to provide Lettings report, specifically in relation to housing contribution to key local authorities</b></li> <li>• SWHA need to develop a policy and procedure which allows referrals directly to temporary supported housing accommodation e.g. development of a clear guidance to demonstrate the differences between nominations for permanent rehousing and temporary accommodation on health grounds.</li> <li>• SWHA reviews statistics of all supported housing schemes via monthly/quarterly returns to Supporting People.</li> <li>• <b>SWHA and other Social Landlords are working together on a project to move over to a Choice Based Lettings system.</b></li> </ul>	<b>Ongoing Lettings Manager October 2006 to March 2007</b>
3.3	Ensure that access to information on its housing options is open to all and non discriminatory.	
<b>What's already in place</b>	<p><i>What are the current standards for communication and information?</i></p> <ul style="list-style-type: none"> <li>• SWHA provide clear information on options for housing. The allocations process via the Isle of Wight Council's housing register enables a non discriminatory approach.</li> <li>• SWHA supported housing section provide leaflets on individual schemes which is available in large print, Braille etc. Each supported housing service has a clear eligibility criteria to meet the needs of the respective client group.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA need to develop multi cultural information on the back of headed letter paper to ensure it meets legislative and contractual agreements under Supporting People and care standards</li> </ul>	
3.4	Monitor all nominations and lettings to rented properties in relation to ethnicity and disability and ensure lettings are in accordance with targets and nomination agreements, and contribute to community coherence.	<b>Completion date</b>
<b>What's already in place</b>	<p><i>How is this done in respective organisations? What is currently monitored?</i></p> <ul style="list-style-type: none"> <li>• CORE statistics monthly and RSR statistics yearly provide a clear audit trail for all data.</li> <li>• SWHA supported housing section records all applications and lettings in relation to ethnicity and disability via Core and Supporting People KPIs</li> </ul>	
<b>What's planned</b>	Ongoing reviews – quarterly returns to Supporting People	<b>SWHA resident profile – questionnaire scheduled October 2006/report to board December 2006</b>

3.5 Work with residents and their agents to ensure that individuals and their support needs are identified at the start of their tenancies and arrangements put in place to ensure the sustainability of their letting.		
<b>What's already in place</b>	<p><i>What standards do we have? Who do we work with?</i></p> <ul style="list-style-type: none"> <li>• SWHA supported housing services have a clear and transparent assessment process which incorporates a housing related assessment of individual need in relation to the service user group.</li> <li>• The assessment process takes into consideration, health, cultural, religious and social needs.</li> <li>• Support plans are put in place when the service user moves into a supported housing scheme and/or when support commences via the community based services.</li> <li>• SWHA general needs team have a home visit form which is used for all potential residents which identifies health and support needs.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Processes are reviewed via Supporting People Quality Assessment Framework and annual reviews</li> <li>• SWHA need to develop this process further to promote an integrated pathway between letting and identifying support needs.</li> </ul>	Annually <b>Community support Services and Learning Disability schemes reviewed June 2006 – Grade B achieved</b>
3.6 Monitor all LCHO sales in relation to ethnicity and disability, in accordance with legislation and good practice, and local authority agreed targets.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• The sales and marketing dept monitor LCHO sales in relation to ethnicity and disability.</li> <li>• The Isle of Wight Housing Strategy outlines targets and areas to promote and evidence good practice.</li> </ul>	
3.7 Ensure new rented housing that it develops recognises strategic housing requirements and individual needs and is built for long-term housing sustainability and addressing mobility standards.		
<b>What's already in place</b>	<p><i>How is this currently demonstrated?</i></p> <ul style="list-style-type: none"> <li>• SWHA development team have clear guidance following legislation and specific regulations to ensure all mobility standards are fully addressed e.g. ramps, door widths, level access thresholds etc.</li> <li>• SWHA comply with SHG's sustainability and development strategies. SWHA consult with the local authority to address community and individual requirements.</li> </ul>	
<b>What's planned</b>	Ongoing review	
<b>4. Promotion of Social and Community Cohesion</b>		
4.1 Consult proactively with local communities and relevant authorities over design of housing and location to ensure it develops appropriate housing.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>How and who does this? What programmes/processes exist for consultation re. design?</i> <i>What specialist agencies do we work with re: diversity/disability?</i></p> <ul style="list-style-type: none"> <li>• SWHA consult with the local authority to review the strategic need for housing within the community. Questionnaires are sent out to tenants in new properties to gauge tenant views on design.</li> <li>• SWHA supported housing provision also consult with statutory and voluntary agencies to assess housing need for vulnerable client groups e.g. Inclusive Forum, Mental Health Housing Forum etc.</li> </ul>	
<b>What's planned</b>	Ongoing review	
4.2 Review the effectiveness of its sustainability strategy where appropriate, in relation to achieving community coherence and desirability of outcome.		
<b>What's already in place</b>	<p><i>Who does this? What are the diversity targets in this strategy?</i></p> <ul style="list-style-type: none"> <li>• SWHA supported housing services work closely with residents, statutory and voluntary agencies, carers and families to promote social inclusion, community coherence and positive outcomes for individuals and services; this is achieved through partnership working, e.g. Women's refuge, drug and alcohol services, Fairhaven, tenant/resident involvement activities etc.</li> <li>• SWHA diversity targets incorporate a transparent lettings policy, support planning policies and procedures to ensure the service is driven by assessed need.</li> <li>• SWHA supported housing work within the core objectives outlined with the Supporting People's quality assessment framework to ensure services are aware of, and meet individual and group's cultural, religious, sexual and health needs.</li> <li>• SWHA forms part of the social housing reporting system which ensures we are statistically accountable</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing – SWHA reporting to March 06 board</li> <li>• <b>The Group are reviewing this work during September. Details from Lisa Haigh of the Resident Involvement team.</b></li> <li>• SWHA review the strategic direction of diversity through working within statutory, contractual, legislative agreements such as Housing Corporation, ODPM, Audit Commission and local Authority</li> </ul>	
4.3 Ensure integrated approaches to new and developing communities by joint planning and use of its management, development and social investment resources.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>Give examples where this is being done.</i></p> <ul style="list-style-type: none"> <li>• SWHA through SHG acquired funding for a project of five, one bed units specially designed with people with mental health problems 'Willow Lodge'.</li> <li>• SWHA are also consulting with Primary Care Trust over provision of housing for severely physically disabled persons (Shackleton Lodge).</li> <li>• SWHA have an integrated pathway for move-on accommodation through management agreements, partnership working and this is evidenced through positive outcomes for the promotion of independent living.</li> <li>• An example of an integrated approach to developing communities through joint planning and use of management is 'Feek House' – a previous scheme for older persons which is now being used by the Isle of Wight Primary Care Trust as a rehabilitation unit for people with mental health problems</li> </ul>	
<b>What's planned</b>	SWHA to review integrated approaches as opportunities arise.	

4.4 Target its social investment activities to promote community cohesion and monitor outcomes particularly in relation to majority and minority communities.		
<b>What's already in place</b>	<p><i>Who does this and what is currently monitored?</i></p> <ul style="list-style-type: none"> <li>• SWHA Community Involvement worker has accessed funding to promote community cohesion, e.g. Growing Plants (voluntary group working in sheltered homes), to tackle social isolation within minority communities.</li> <li>• SWHA MYI bus works with 13 – 19 year olds to promote confidence building, gaining information/advice, breaking down boundaries, dealing with drug awareness/teenage pregnancy etc.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• There is an ongoing review as part of the funding agreements. Monitoring of services/work is undertaken by individual voluntary groups</li> <li>• Questionnaires are sent out to gauge feedback from the YP/SWHA to further develop ways of communicating and evidencing feedback</li> </ul>	<p><b>Produce a resident involvement strategy – December 2006</b>  <b>Covered by the group's strategy (done)</b></p>

## 5. Tackling Harassment

5.1 Expect that its residents, its employees and agents are able to live or work in an environment free from intimidation or harassment.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>How is this communicated? What is produced for staff, residents and agents?</i></p> <ul style="list-style-type: none"> <li>• SWHA employees have access to policy/procedure relating to harassment via intranet, hard copies of relevant guidance.</li> <li>• SWHA licence/tenancy agreements define relevant expectations of both landlord and tenant/resident.</li> <li>• SWHA adopt SHG's anti-social behaviour policy/strategy 2004</li> </ul>	
5.2 Support residents who may experience harassment or intimidatory activity and take effective action against perpetrators, making use of all the legal powers that are open to it.		
<b>What's already in place</b>	<p><i>What is current policy? How is this monitored?</i></p> <ul style="list-style-type: none"> <li>• SWHA supported housing provision have a clear procedure to deal with harassment etc. Licence and tenancy agreements clearly define obligations and expectations of the association and residents/tenants. The adult protection policy is adopted by all supported housing schemes.</li> <li>• SWHA have a anti-social behaviour policy.</li> <li>• SWHA use a data base to record all incidents of anti-social behaviour.</li> <li>• RSR stats also provide information on numbers of evictions due to ASBOs and those with demoted tenancies.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA will be reviewing the 'respect action plan' in order to develop current policies.</li> <li>• <b>Publish common leaflet on group approach to responding to harassment for all subsidiaries –</b></li> </ul>	<p>December 2006  <b>Policy services manager October to December 2006</b></p>
5.3 Work and exchange information with other agencies where that will enhance its ability to provide safer and more confident neighbourhoods.		
<b>What's already in place</b>	<p><i>How is this being done?</i></p> <ul style="list-style-type: none"> <li>• SWHA have an information sharing protocol with Hampshire Constabulary (written policy).</li> <li>• SWHA work with Safer Communities and health/social services to exchange information on individuals and neighbourhoods. SWHA community involvement worker, liaises closely with residents/agencies to promote safer and confident neighbourhoods, examples, young people's minibuses initiative, gardening projects. They also work as a mediator/advocate when a neighbour dispute requires objective intervention.</li> <li>• SWHA have identified residents from BME backgrounds to take part in a consultancy exercise for the governments 'change up' programme. Knowledge about support/advice facilities within their local community.</li> </ul>	
5.4 Expect any agent employed by the Group or contractor to observe and respect the policy and will treat seriously any instance of harassment or bullying by an employee or contractor.		
<b>What's already in place</b>	<p><i>Again, how is this communicated currently?</i></p> <ul style="list-style-type: none"> <li>• SWHA management agreements outline expectations on respect and harassment etc.</li> <li>• However, further work is required to offer training to contractors dealing with tenants/vulnerable residents who may have 'hidden' disability and specific needs.</li> </ul>	
<b>What's planned</b>	Contractors require training on harassment and diversity issues – personnel/maintenance scheduling relevant dates/times etc.	<p>December 2006?  <b>Contractors attended joint training session with the groups contractors July 2006</b></p>
5.5 Publicise and promote its policies to residents and other customers, and will report on its performance in tackling harassment.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>When is this done?</i></p> <ul style="list-style-type: none"> <li>• SWHA resident/tenant handbooks clearly outline harassment policies.</li> <li>• SWHA streets ahead also gives statistics and reports on its performance for tackling anti-social behaviour/harassment</li> <li>• Anti-social behaviour posters are visible and supported housing resident meetings address specific issues which are relevant to the client group and service area.</li> <li>• SWHA is part of the group which influenced the final SHG ASB policy, e.g. response times, low/high priority etc.</li> </ul>	
5.6 Monitor and report the outcomes from its actions.		
<b>What's already in place</b>	<p><i>What reports are done to boards on these issues?</i></p> <ul style="list-style-type: none"> <li>• Regular reports and statistics are presented to the Board.</li> <li>• SWHA have a data base which records all reports of incidents of anti-social behaviour/harassment e.g. date of incident, who and how is being dealt with, timescale etc.</li> </ul>	

## 6. Services to Residents and Customer Satisfaction

6.1 Ensure that all its housing service policies and processes are non discriminatory.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>What monitoring is currently in place? What is the current resident profile?</i></p> <ul style="list-style-type: none"> <li>• Each department is responsible for ensuring relevant policies adhere to diversity and equal opportunities.</li> <li>• SWHA has no accurate resident profile due to the merger with IW housing association – there is an increased supported housing provision and the community support team provide services to vulnerable people who are not SWHA tenants/residents</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA is developing a process to capture all data on SWHA residents/tenants and those supported via SWHA services</li> </ul>	September 2006

6.2 Provide all residents and customers with access to its services, to clear and easily understood information about its services and to redress mechanisms if there is dissatisfaction with service delivery.		
<b>What's already in place</b>	<p><i>What is currently done?</i></p> <p>SWHA provide residents and customers in the following ways:</p> <ul style="list-style-type: none"> <li>• Streets Ahead (resident's newsletters)</li> <li>• 1:1 meetings</li> <li>• Complaints procedure</li> <li>• Each supported housing service has an appeals process if residents are not happy with the outcome of an assessment, breach of licence etc.</li> <li>• Supported Housing service Newsletters also provide information on services and service delivery</li> <li>• SWHA supported housing services have a clear eligibility criteria which informs access to temporary/supported housing and support services</li> </ul>	
<b>What's planned</b>	Ongoing review	
6.3 Provide residents and customers with the opportunity to access services in ways which meet their needs, by monitoring service take up and resident satisfaction by ethnicity, gender and disability.		
<b>What's already in place</b>	<p><i>Describe what monitoring of resident satisfaction is currently done and how it is monitored.</i></p> <ul style="list-style-type: none"> <li>• SWHA supported housing monitor resident/tenant satisfaction through questionnaires, statistics are collated and compared to previous responses.</li> <li>• Key performance indicators monitor service take up and outcomes of service delivery, questionnaires, rent surveys, repairs surveys and newsletters all provide customers with the opportunity to access services.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing review via Supporting People and care standards</li> <li>• SWHA are developing a survey strategy to record satisfaction levels across all services and resident groups which will include ethnicity, age, gender etc</li> </ul>	
6.4 Explore with residents preferences and opportunities for recording personal information where it has relevance to service delivery – particularly in relation to faith or religion, health and support needs, or sexual orientation.		
<b>What's already in place</b>	<p><i>Has this been done at all?</i></p> <ul style="list-style-type: none"> <li>• SWHA supported schemes have a clear assessment process which takes into consideration and records personal information e.g. cultural, health, religion, sexual orientation etc.</li> <li>• This process is driven by the resident and it acknowledges rights, choice and individual beliefs.</li> <li>• SWHA also report statistics to CORE which gives information on resident profile.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing reviews</li> <li>• The assessment process is reviewed under the Supporting People core objectives – current self assessments are at level B.</li> <li>• SWHA are developing telescheduler – a data base which will record and report on resident preferences and personal information relevant to service delivery.</li> </ul>	<p>Annual self assessments</p> <p>Update from IT required – target for completion March 2006</p> <p><b>Telescheduler up and running for the community support service – April 2006</b></p>
6.5 Develop means of measuring and monitoring impact and outcomes of service delivery with residents that is non intrusive and voluntary. <b>From April 2007 we will all come under Open Door</b>		<b>Completion date</b>
<b>What's already in place</b>	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> <li>• SWHA produce 'Streets Ahead' which incorporates resident/tenant views regarding service delivery. Questionnaires, supported scheme newsletters and resident meetings provide evidence of the impact and outcomes of service delivery.</li> <li>• SWHA have recently adopted a consultative approach when undertaking major refurbishment works e.g. contractors, community involvement worker, residents and housing officers come together to discuss issues for debate/concern.</li> <li>• <b>SWHA make use of topic-related focus groups variety of service delivery and policy/procedural issues.</b></li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA need to develop a written process for measuring/monitoring outcomes of service delivery.</li> <li>• Supporting People KPIs can provide statistics on service outcomes from a supported housing perspective.</li> <li>• <b>Information days arranged for South Wight residents in five areas of the Island took place during the week beginning 21 August. Residents able to meet staff and put forward suggestions and comments. Several residents identified for future consultation/focus groups.</b></li> </ul>	

## 7. Resident Involvement

7.1 Provide and support a framework for residents which give them a wide range of opportunities to become involved with the group.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>What is current RI strategy?</i></p> <ul style="list-style-type: none"> <li>• SWHA supported housing provision have a strategy in place to involve vulnerable residents/tenants' in their communities, review of services, recruitment processes.</li> <li>• SWHA supported housing staff have the specialist knowledge and expertise to signpost residents/tenants' to other relevant agencies and groups targeted at specific client groups.</li> <li>• SWHA supported housing services also hold resident meetings at regular intervals to encourage participation in their local and wider communities.</li> <li>• Within the general needs area SWHA adopt the RI SHG strategy, however, the community involvement worker <b>has developed a 12 month action plan highlighting the main areas of resident involvement. There is ongoing work looking at all methods of engagement from local level to a group wide approach.</b></li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Resident Involvement is reviewed via Supporting People (QAF), individual support plans and results of questionnaires (annually).</li> <li>• Development of existing RI strategy to meet the needs of the Island demography and service user needs at local level.</li> </ul>	<p>Annually</p> <p>Dec 06</p>

7.2 Identify significant minority groups in its areas of operation and ensure the involvement strategy is capable of meeting their needs and aspirations to be involved.		
<b>What's already in place</b>	<p><i>Which are significant minority groups for your organisation? How have you identified them?</i></p> <ul style="list-style-type: none"> <li>• Each area within SWHA supported housing section has the skills and expertise to communicate effectively with their individual client groups, e.g. within the learning disability provision staff use picture language, makaton and sign to encourage choice, rights and respect individuality and 'hidden' disabilities.</li> <li>• SWHA supported housing services also recognise marginalised groups and endeavour to promote empowerment and social inclusion through service provision, e.g. focus groups, social activities, support with daily living skills and social skills.</li> <li>• SWHA can provide evidence of involvement with minority groups such as MYI bus for young people, vegetable project within a young people's scheme, 'changing rooms' project and mental health social fundraising.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing reviews – Supporting People and care standards</li> </ul>	Ongoing within practice
7.3 Promote resident involvement actively with all groups of residents through its community involvement team, and local housing managers.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• SWHA do not have a community involvement team however, the community involvement worker and supported housing scheme staff actively promote service user involvement through one to one and group work and liaison with colleagues.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• The community involvement worker is developing a diarised calendar offering specific issues and events e.g. a cheese and wine evaluation event appropriate to the resident group at Knights Court</li> </ul>	
7.4 Make sure that access to and information about opportunities for involvement are available to all residents, and presented in ways that are appropriate and accessible to minority communities.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• SWHA supported housing services ensure all residents have access to information about meetings, groups and opportunities for involvement which can be accessed using texting, leaflets, large print, Braille, Makaton, picture language.</li> <li>• The Streets Ahead newsletter also provides information about opportunities for involvement in every edition.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA need to develop translation details on headed paper.</li> </ul>	
7.5 Develop appropriate means of communicating with and involving groups who are currently underrepresented in the participation networks, particularly people with disabilities, and other minority groups.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> <li>• SWHA learning disability services promote communication through pictures, sign and Makaton.</li> <li>• SWHA offer resident handbooks which provide information and standards of service which service users have been consulted on and which are appropriate to their housing and support needs.</li> <li>• SWHA can evidence mental health residents have effectively participated in recruitment and minutes of resident meetings at individual schemes are available.</li> <li>• SWHA mental health schemes offer curry nights, cook and eat sessions, bowling and cinema visits.</li> <li>• Within SWHA learning disability schemes staff promote the health and wellbeing of residents by promoting shared breakfasts and lunches as well as social events.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing – reviewed through Supporting People and care standards.</li> <li>• <b>Different forms of media are going to be used for residents with different abilities such as Makaton DVDs explaining handbooks or surveys.</b></li> <li>• SWHA community involvement worker is organising DIY and gardening sessions with the young people services.</li> </ul>	Ongoing though practice and annually through legislative and contractual reviews.
7.6		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• SWHA young people schemes offer a shared brunch on a Friday for residents, relatives, agencies etc. to talk about issues affecting them and their community</li> </ul>	
7.7 Monitor levels of involvement and assess where there may be under-representation given knowledge of the local community profiles, and address imbalance.		
<b>What's already in place</b>	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> <li>• Focus groups</li> <li>• Resident/Tenant meetings</li> <li>• Involvement with recruitment</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA need to develop a process and audit trail for monitoring levels of involvement and addressing groups which are under represented</li> </ul>	April 2007
7.8 Promote access opportunities for hard to reach communities.		
<b>What's already in place</b>	<p><i>Any examples?</i></p> <ul style="list-style-type: none"> <li>• SWHA work positively with a diverse range of minority and socially excluded residents through its service provision for supported housing.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• The community involvement worker aims to develop focus groups to target hard to reach communities, such as young people, BME residents etc.</li> </ul>	
<b>8. Working with other specialist support agencies and BME housing associations</b>		
8.1 Continue to work with and support specialist and BME associations in areas where it is developing homes and services.		<b>Completion date</b>
<b>What's already in place</b>	<p><i>Which specialist agencies are used?</i></p> <ul style="list-style-type: none"> <li>• SWHA are specialist support/care providers who have a diverse range of service provision for people with learning disabilities, young people, mental health, frail elderly and ex offenders etc. SWHA supported housing services work closely with partner agencies to ensure development of provision meets community needs.</li> <li>• SWHA have no evidence of working with BME associations, largely due to its demography and geographical location.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing reviews though legislative and contractual agreements, e.g. Supporting People, Housing Corporation, ODPM, Care Standards</li> </ul>	

8.2 Identify community support needs on new and existing housing schemes and seek to meet those needs by working in partnership with appropriately skilled and staffed organisations.		
<b>What's already in place</b>	<i>How is this currently done?</i> <ul style="list-style-type: none"> <li>• SWHA has no written plans to improve and develop schemes to meet community demands due to funding cuts within current local authority expenditure (particular focus on Supporting People funding).</li> <li>• SWHA existing housing schemes have a clear eligibility criteria developed for specific client groups and levels of need.</li> <li>• SWHA works with the local authority, statutory and voluntary agencies to ensure community support needs are met within existing housing schemes, e.g. respite services are provided within mental health schemes as an alternative to hospital admission – these services were developed after health reduced the number of hospital beds for this client group.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Ongoing review</li> </ul>	
8.3 Develop transparent and effective procurement and monitoring of the services provided by specialist managing agents, and assess quality of outcome for residents.		
<b>What's already in place</b>	<i>What monitoring is in place?</i> <ul style="list-style-type: none"> <li>• SWHA hold meetings with the Women's refuge, Real World Trust etc., quarterly. Agencies provide written reports on rent arrears, new referrals, ethnicity, evictions and move-ons.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Regular quarterly meetings to monitor services provided by other specialist managing agents.</li> </ul>	
<b>9. Procurement and work with consultants and contractors</b>		
9.1 Identify all professional relationships where there are real possibilities of influencing the outcomes and quality of service delivery to its customers.		<b>Completion date</b>
<b>What's already in place</b>	<i>Who identifies and which are the key relationships?</i> <p>Nothing formal identified but relationships should be:</p> <ul style="list-style-type: none"> <li>• Housing services manager (HSM)</li> <li>• Property service manager (PSM), Supported service managers (SSMs), Care services director (CSD), support agencies and residents</li> <li>• SWHA management agreement provides for four units of move on accommodation to permanent rehousing per annum.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA await the completion of Supported KLOE.</li> <li>• SWHA plan a strategic meeting to be held between HSM, PSM, SSMs and CSD initially.</li> </ul>	
9.2 Ensure new procurement arrangements include assessment of equality and diversity in service delivery as part of tender assessment arrangements.		
<b>What's already in place</b>	<i>Identify where this is already in place.</i> <ul style="list-style-type: none"> <li>• Procurement review currently being undertaken by SHG procurement executive.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Procurement Review currently being undertaken by SHG procurement executive. <b>Training and advice being provided until policy in place.</b></li> </ul>	
9.3 Agree standards and monitoring arrangements with partner contractors and consultants to assess outcomes and identify where improvements can be made in relation to equalities.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• Nothing formal in place</li> <li>• Await strategic meeting between HSM, PSM, SSMs and CSD initially</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• SWHA expect that following the strategic review of professional relationships all contractors and consultants will be contacted to discuss diversity issues with both general and supported residents</li> </ul>	August 2006
9.4 Work with contractors and suppliers who provide services in people's homes to ensure they are sensitive to different needs, and that their work reflects the Group's commitment to diversity and equality.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• SWHA is developing training for contractors and suppliers to ensure they have a basic knowledge and skills base to communicate and effectively with work vulnerable residents/tenants.</li> <li>• <b>Two residents are being trained to work alongside the property services team at all aspects of their work from day to day repairs to negotiating contracts under the new EU regulations.</b></li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Other training initiatives to be identified through strategic meetings.</li> </ul>	September 2006
9.5 Explore opportunities for joint initiatives, including training, selection and employment initiatives, which include equalities and diversity outcomes.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• Nothing in place.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Initiatives to be identified through strategic meetings.</li> </ul>	September 2006
9.6 Work with other RSLs and partners to develop better practice and promote best practice within the group.		
<b>What's already in place</b>	<ul style="list-style-type: none"> <li>• <b>SWHA meet regularly with other local HA HSMs to share experiences and good practice and to develop local policies.</b></li> <li>• SWHA have nothing formal in place, however SWHA works closely with all local RSLs and partner agencies, such as social services, health, probation, local authority etc. to develop effective methods of communication, joint working for a multi-disciplinary approach to meet strategic needs at local and group level.</li> <li>• SWHA fully participate in relevant fora which helps to keep abreast of opportunities to develop practice.</li> <li>• SWHA meet regularly with other local HA HSMs to share experiences and good practice and to develop local policies.</li> </ul>	
<b>What's planned</b>	<ul style="list-style-type: none"> <li>• Further joint RSL meetings arranged with local associations.</li> </ul>	<b>Ongoing</b>



# Medina Housing Association disability equality scheme action plan

Contact: Medina Housing Association, policy and monitoring manager  
Tel: (01983) 824243 Email: robmoore@medinahousing.co.uk

Objective	No.	Action	Responsibility	Date to be achieved
<i>Impact assessment</i>				
Carry out an impact assessment of policies, procedures and practices to assess whether the Association's services disadvantage disabled people. Produce action plan	1	Determine list of services, policies, procedures and practices to be assessed	Policy and monitoring manager	31 March 2007
	2	Identify disabled people and groups to be involved in undertaking the assessment		31 March 2007
	3	Conduct assessment		31 October 2007
	4	Produce plan to address areas of identified disadvantage		31 December 2007
<i>Resident profiling</i>				
Implement system for the recording of disability for each household. Use information to tailor services to meet identified needs	1	Determine disability information to be collected	Head of housing/policy and monitoring manager	31 December 2006
	2	Design data collection fields on computer management information system to store data collected for each household	Group IT manager	31 December 2006
	3	Establish programme for the collection of data	Head of housing/policy and monitoring manager	31 March 2007
<i>Aids and adaptations</i>				
Review aids and adaptations service to ensure that it meets best practice recommendations	1	Review service provision against relevant standards set out in the Audit Commission's Key Lines of Enquiry	Head of maintenance services/repairs manager	31 March 2007
	2	Review service provision against relevant standards set out in the criteria for quality housing services		31 March 2007
	3	Produce action plan to address recommendations in review		31 December 2007
<i>Monitoring</i>				
Develop monitoring systems to record and report performance on disability issues	1	Review disability element of performance monitoring systems in light of DES requirements	Policy and monitoring manager	30 June 2007
	2	Incorporate disability reporting into standard performance reports		31 December 2007



# Isle of Wight College disability equality scheme action plan

Contact: Equality and diversity manager  
Tel: (01983) 526631 Email: pauline.hitt@iwcollege.ac.uk

Outcome	Action	Responsibility	Timescale
<i>To actively <b>promote</b> our responsibilities with respect to the public duty</i>			
All policies, procedures and practices do not disadvantage people with a disability in any way	Undertake disability impact assessments on all policies, procedures and practices	Equality and diversity manager	June 2007
	Undertake disability impact assessments on every new policy, procedure and practice	Equality and diversity manager	Ongoing
	Involve disabled learners, staff and the community in the above	Director of client services	June 2007 and then on going
All college publicity and promotional material will be accessible to all	Produce disability statement	Equality and diversity manager	September 2006 then annually
	Continue to develop website as a source of contact and information on disability issues	Marketing officer	Dec 2006 and then ongoing
	Ensure all signage is clear and accessible to all	Assistant principal	March 2007
	Ensure all literature is written in clear English and with availability for an accessible format of choice	Equality and diversity manager	November 2006 and then ongoing
	Share and celebrate achievements of those with a disability	Director of client services	July 2007 and then annually
	Promote and display information for those with a disability at all open day events	Learning support coordinator	Ongoing
<i>To actively <b>consult</b> with all learners, staff, visitors and the wider community who have a disability/learning difficulty</i>			
The Isle of Wight College offers a barrier free service for all who have a disability/learning difficulty	Hold an annual public consultation event	Equality and diversity manager	May 2007 then annually
	Be an active partner in the Island Access Group to have synergy with all other public providers and voluntary disability groups	Equality and diversity manager	Bi-monthly
	Regularly audit and monitor, with input from those with a disability, accessibility of all services – physical, support, information and guidance, and curriculum and service provision	Health and safety officer Disability safety officer	Half-termly report to equality and diversity committee Monthly reports to health and safety committee
The Isle of Wight College produces an annual report on its disability equality scheme	Compile report and present to the corporation	Equality and diversity manager	October 2007
	Report published and launched at an open event	Equality and diversity manager	December 2007
	To receive, act on and publish actions on any complaints	Director of client services	Monthly
The Isle of Wight College offers a safe, fair and welcoming environment to study, work or visit	Actively involve trade unions and student council to support consultation and disclosure	Equality and diversity manager	December 2006
	Regularly seek feedback in surveys and questionnaires from learners, staff and visitors	Equality and diversity manager Head of client services	Ongoing
	Encourage all to declare, but respect the right to decline and have a high regard for confidentiality	Quality team	

Outcome	Action	Responsibility	Timescale
<i>To actively promote and support opportunities for learners who have a disability/learning difficulty</i>			
Learners with a disability enjoy success and progression at the Isle of Wight College	Monitor achievements, retention, attendance and progression	Quality team	Part of annual quality cycle
	Set and monitor key equality and diversity impact measures (EDIMS) one of which refers to progression from level 2 to level 3 for learners with a disability	Equality and diversity manager	Half-termly with final review 2008
	Provide suitable initial guidance and assessment		
	Support learners through application process	Learning support coordinator Personal tutor	On application
	Actively encourage learners to declare disability	Course tutors	Pre-enrolment
	Provide individual plan to support: learning, personal care, mobility, and any 'reasonable adjustments' if needed	Learning support coordinator	
	School leavers are encouraged to present their S140(Moving On Plan)	Connexions advisors	On application
	Work with other agencies and providers as necessary	Learning support coordinator/ Equality and diversity manager	Ongoing
Learners enjoy a safe environment free from discrimination and bullying	All learners with a need will be assessed for a PEEP – Personal evacuation and escape plan	Disability safety officer	On enrolment
	ALL college learners will receive curriculum input and support in recognising and supporting the needs of their peers who have a disability	Course/personal tutors	At induction and ongoing
	All bullying and harassment will be challenged with the strongest measures available	Director of client service	Ongoing
	Any complaints will be managed swiftly and actions published	Director of client services	Half termly reports to equality and diversity committee
<i>To actively promote and support opportunities for staff who have a disability/learning difficulty</i>			
The Isle of Wight College will actively encourage applications from those members of the community who have a disability	Produce positive statements on all recruitment literature	Head of personnel	In place
	Produce a disability statement for staff	Equality and diversity manager	December 2006
	Provide all possible support through the recruitment process and beyond	Head of personnel	Ongoing
The Isle of Wight College will actively support and develop staff with a disability enabling them to enjoy a safe environment free from discrimination and bullying.	Set up a forum for consultation	Equality and diversity manager	November 2006
	Work with trade unions to support workplace environment and training needs	Unions reps	October 2006
	Actively encourage staff to declare disability	Personnel department	November 2006
	Work with other agencies to provide support as required		
	Provide training for ALL staff so they are aware of the needs of colleagues who have a disability	Equality and diversity manager	During induction and ongoing
<i>To actively promote and support opportunities for VISITORS with a disability/learning difficulty</i>			
Visitors feel welcome and supported throughout their visit	Ensure parking is appropriate, convenient and well signposted	Head of facilities	December 2006
	Ensure public facilities are fully accessible and signposted		
	Ensure all frontline staff receive training to receive visitors with disabilities	Head of client services	On induction and ongoing
	Ensure all students receive awareness training	Course tutors	On induction and ongoing
Visitors feel safe while on college premises	Issue deaf visitors with vibrating firm alarms	Head of client services	November 2006
	Provide instructions on how a disabled visitor would be supported in an emergency evacuation situation	Health and safety officer	Ongoing
	Provide equipment required (on notification) eg wheelchair, chair with arms, magnifier		
	All facilities eg lifts, ramps, toilets will be routinely checked and maintained for accessibility	Head of client services	Ongoing



# Riverside Centre disability equality scheme action plan

Contact: Riverside Centre DIAL manager  
Tel: (01983) 522823 Email: martin@riversidecentre.org.uk

Objective	No.	Action	Responsibility	Date to be achieved
<i>Review</i>				
Ensure policies and procedures are inclusive and promote equality, with support infrastructure	1	Ensure compliance with Chartermark assessment	Management	December 2006
	2	Review 2 tick accreditation		December 2006
	3	Facilitate International day of disabled people event		December 2006
	4	Develop advocacy project		December 2006
<i>Publications/documents</i>				
All Riverside Centre publicity and promotional material will be available in an accessible format	1	Review disability statement	Management	January 2007
	2	Continue to develop website as a source of contact and information on disability issues		January 2007
	3	Ensure all signage is clear and accessible to all		January 2007
	4	Ensure all literature is written in clear English and with availability for an accessible format of choice		January 2007
<i>Employment</i>				
The centre will always positively promote applications from potential job applicants with a disability on an equal basis as far as is practicable	1	If a disabled job applicant is successful in gaining employment, the centre will work to ensure full integration within the operation of the centre	Management	
	2	Special training or equipment needs will be explored with the candidate after the job offer letter is sent		
	3	The centre will wherever possible ensure that the services of any existing employee who becomes disabled are retained within their existing post.		
<i>Monitoring</i>				
Develop monitoring systems to record and report performance on disability issues	1	Review disability element of performance monitoring systems in light of DES requirements	Management	
	2	Monitor performance and report to the board of trustees		
<i>Environment</i>				
The Riverside Centre offers an accessible, safe, supportive and welcoming environment	1	The centre undertakes to comply as a minimum, with the provision of the Health and Safety at Work Act 1974 and all other acts and regulations that fall within this legislation	Management	
	2	The Riverside Centre will help disabled and non-disabled people by developing and providing a comprehensive programme of activity that is accessible, empowering and supported by a commitment to inclusion and equality		
	3	In partnership with our service users, volunteers and member organisations, we will provide services that empower people to realise their individual and collective potential		



# Isle of Wight Council disability equality scheme action plan

Barriers to access: Following consultation with disabled groups and individuals the following barriers have been identified

Contact: Isle of Wight Council, equality and diversity officer  
Tel: (01983) 821000 Email: rosie.barnard@iow.gov.uk

Outcome	Action	Responsibility	Timescale
<i>AIM 1: To eliminate discrimination against disabled people</i>			
Action plan following impact assessment	Undertake impact assessments	Departmental management teams	December 2006
	IAG to review priorities		
Publish outcomes of impact assessment	Annual report to cabinet and IAG	Equality and diversity officer	May 2007 and then annually each May
	Publish action plans on website		
Service plans, team plans, new and revised policies include outcome of impact assessment	Communicate requirement to managers	Equality and diversity officer	In place
	Promote/train managers on impact assessment		November 2006
	Report activity in annual report		May 2007 – then on an annual basis
Report and monitor incidents of harassment/discrimination of disabled people	Monitor via the staff disability forum/customer complaints team	Equality and diversity officer HR	Include in annual report May 2007 then on an annual basis
	Involve IAG in joint reporting opportunities		
Consult with disabled people to ensure that their voice is heard and action taken	Monitor complaints forms	Complaints officers	Include in annual report May 2007 then on an annual basis
<i>AIM 2: Promote employment opportunities for disabled people</i>			
Personal development courses available for disabled people	Join up and promote activities via the IAG	Equality and diversity officer	April 2007
Promotion of services that support independence and choice	Consultation with disabled clients to understand needs to enable service improvement	All departments	Ongoing
Barrier-free services	Consultation with services users to identify barriers	All departments via consultation officer	Ongoing, results published May 2007 and then on an annual basis
	Consultation via Island Voices to identify non users of services to understand the barriers		
	Develop actions to overcome barriers	Impact assessment action plans	
	Identify activity in annual equality and diversity report		
Children and young people have fair access to education to reach their full potential	Monitor achievement of disabled pupils	Children's Services Equality and diversity officer	July 2007
	Provide information and guidance to schools to ensure they understand their responsibility under the DED	Learning difficulties and disabilities manager - Children's services equality and diversity officer	October 2006
	Develop advice and guidance to schools to help them to develop their DES		October 2006

Outcome	Action	Responsibility	Timescale
<i>AIM 3: Promote consultation and communication with all disability groups</i>			
Isle of Wight Council is regarded a good employer for people with a disability	Encourage staff to be involved in the staff disability forum	Equality and diversity officer	Ongoing
	Training for staff, promote benefits of employing disabled people	Learning centre manager HR	Ongoing – results in annual report
	Review HR recruitment strategy	HR	January 2007
	DDA reasonable adjustments handbook	HR, equality and diversity officer In conjunction with property management group	February 2007
	Continue to improve physical access to council buildings	Equality and diversity officer In conjunction with property management group	Ongoing annual report Best Value Performance Plan
	Data publication	HR, equality and diversity officer	Annually
	Work with IAG to promote work experience opportunities for disabled people	HR, equality and diversity officer	Ongoing
Staff accountability	Enforcement of competency framework measures	Managers	March 2007
	Individual PDRs to include measures on equality and diversity	All staff	
Positively promote and encourage disabled people as employees	Through LEADER IW	Equality and diversity officer	November 2006
	Support of Island Disability Award Scheme		December 2006 and then on an annual basis
<i>AIM 4: Take positive steps to break down barriers which disable people</i>			
Improve physical access to council buildings	Continue to improve access to council buildings	Equality and diversity officer In conjunction with property management group	Ongoing with an annual review
	Ensure resource for physical improvements is continued	Equality and diversity officer In conjunction with property management group	Ongoing with an annual review
	Fit for purpose assessments of council buildings	Equality and diversity officer In conjunction with property management group	December 2006 Follow up in May 2007 followed by annual review
Improve communication	Promote Communication Action Plan to ensure staff are updated	Head of communications	July 2007 with annual review
	Monitor uptake of documents required in alternative format requests	All departments	March 2007 with annual review
	Improve information (alternative formats) in all reception/public areas	Services manager	March 2007 followed by annual review
Support to local groups	Work with partners through the IAG to ensure 'joined up' approach to consultation	Equality and diversity officer	March 2007
Barrier free services	Impact assessments and action plans ensure fair and equal access for disabled people	All departments	July 2007 – ongoing
Monitoring of the DES	Work with IAG to monitor and review the DES, where barriers are identified ensure feedback to show that action has been taken	Equality and diversity officer	April 2008
Celebrate disability	Support an annual disability equality with an awards ceremony	Equality and diversity officer Director of adult services	December annually



# Osel Enterprises Limited disability equality scheme action plan

Barriers to access: Following consultation with disabled groups and individuals the following barriers have been identified

Contact: Osel personnel and training manager  
Tel: (01983) 523000 Email: [jenni.charity@osel-tu.demon.co.uk](mailto:jenni.charity@osel-tu.demon.co.uk)

Outcome	Action	Responsibility	Timescale
<i>AIM 1: To eliminate discrimination against disabled people</i>			
Action plan following impact assessment	Undertake impact assessments	Senior management team	December 2006
	IAG to review priorities		
Publish outcomes of impact assessment	Annual report to chief executive and board of trustees	Personnel and training manager	May 2007 and then annually each May
	Annual report available to Isle of Wight Council and Jobcentre Plus		
Action plans, development plans, new and revised policies include outcome of impact assessment	1 Communicate requirement to managers	Personnel and training manager	October 2006
	2 Promote/train managers on disability equality and impact assessment		November 2006
	3 Report activity in annual report		May 2007 – then on an annual basis
Report and monitor incidents of harassment/discrimination of disabled people	Monitor customer complaints via training team	Personnel and training manager	Include in annual report May 2007 then on an annual basis
	Involve IAG in joint reporting opportunities		
Consult with disabled people to ensure that their voice is heard and action taken	Consultation with service users through service user forums and evaluation forms.	Training and employment team	Include in annual report May 2007 then on an annual basis
<i>AIM 2: Promote employment opportunities for disabled people</i>			
Personal development available for disabled people	Join up and promote activities via the IAG	Personnel and training manager	April 2007
	Personal development planning for all	Training and employment team	Ongoing
Promotion of services that support independence and choice	Consultation with all service users to understand needs to enable service improvement	All departments Training and employment team through 'Listen2Us'	Ongoing
Barrier free services	• Consultation with service users to identify barriers 'Listen2Us'	All departments	Ongoing with 'Listen2Us' and through evaluation, results published annually May 2007 and then on an annual basis
	Consultation with minority representatives to identify non users to services to understand the barriers	Personnel and training manager	
	Develop actions to overcome barriers	Personnel and training manager	April 2007 for inclusion in annual report
	Identify activity in annual equality and diversity report	Impact assessment action plans report	
	Information provided in different formats	Personnel and training manager Training and employment team	Ongoing
Children and young people have fair access to education to reach their full potential	Provide information and guidance to schools and school pupils to ensure they understand range of services available to them in support of disability equality	Personnel and training manager Training and employment team	Ongoing

Outcome	Action	Responsibility	Timescale
<i>AIM 3: Promote consultation and communication with all disability groups</i>			
Osel Enterprises Limited is regarded a good employer for people with a disability	Encourage staff to be involved in enterprise meetings covering disability equality	Senior management team	Ongoing
	Training for staff, promote benefits of employing disabled people	Training and employment team Personnel and training manager	Ongoing
	Review equal opportunities strategy regularly	Personnel and training manager Senior management team	January 2007
	DDA Reasonable adjustments handbook	Personnel and training manager	February 2007
	Continue to improve physical access to buildings and work adjustments	Senior management team	Ongoing with reports informing annual report
	Work with IAG to promote work experience opportunities for disabled people	Personnel and training manager	Ongoing
Staff accountability	Enforcement of competency framework measures	Managers	March 2007
	Individual personal development plans to include measures on equality and diversity	All staff	
Positively promote and encourage disabled people as employees	Through recruitment and training strategy	Personnel and training manager	Ongoing
	Support of Island Disability Award Scheme		December 2006 and then on an annual basis
<i>AIM 4: Take positive steps to break down barriers which disable people</i>			
Improve physical access to buildings	Fit for purpose assessment	Personnel and training manager	May 2007
	Pursue resources for physical Improvements	Finance manager	Ongoing
	Continue to improve access to buildings	Senior management team	Ongoing
Improve communication	Promote internal newsletter to ensure staff are updated	Personnel and training manager	Quarterly commencing March 2007
	Monitor uptake of documents required in alternative format requests	Training and employment team	March 2007 then on an annual basis
	Improve information (alternative formats) in all reception/public areas	Training and employment team	March 2007
Support to local groups	Work with partners through the IAG to ensure 'joined up' approach to consultation	Personnel and training manager	July 2007 – ongoing
Barrier free services	Impact assessments and action plans ensure fair and equal access for disabled people	All departments	Ongoing
Monitoring of the DES	Work with IAG to monitor and review the DES, where barriers are identified ensure feedback to show that action has been taken	Personnel and training manager	April 2008