

Disability equality statement

Eastlands Homes will proactively ensure that people with disabilities are treated fairly.

We will deliver a Disability Equality Scheme that ensures fairness, accessibility and transparency in every area of our work.

We will promote positive attitudes towards people with disabilities and will take steps to meet their needs, including positive action initiatives.

This includes;

- Consulting with tenants who have disabilities in order to plan and deliver an effective scheme.
- Assessing our performance and compliance against The Housing Association's Guide to Disability Equality Schemes and Action Plans
- Providing comprehensive involvement arrangements that allow customers to get involved in a way which suits them, including;
 - Tailored services to meet customers' needs wherever possible.
 - Analysis of feedback from involvement events, complaints forms, and communications and tenants surveys to review accessibility and address areas for improvement.
 - Regular service and policy reviews.
- Providing support and training for those involved in employment and governance processes, including;
 - Training to improve team members' awareness and response towards needs of individual customers and colleagues.
 - Monitoring our workforce profile annually and encouraging employees to discuss their needs with their manager or human resources team to ensure effective support is provided.
- Assisting people with disabilities during job application process and providing work experience opportunities through Remploy.
- Reviewing our recruitment approach to encourage applicants with disabilities to compete for vacancies.
- Establishing consultation groups with partner organisations to develop our employment policies and practices.
- Monitoring the profile of our Board and providing suitable training and development to ensure the needs of people with disabilities are fully considered when decision-making.
- Providing any necessary support to Board members with disabilities.
- Eastlands Homes recognises the importance of enabling people with disabilities to have maximum utility and enjoyment of their homes. Therefore;
 - 100% of new homes are built to Design for Access 2 standard.
 - Individual needs of tenants are identified ahead of improvement works to ensure minimum delay and disruption.
 - Adaptations to homes are recorded and - wherever possible - new tenants are matched to these properties for maximum benefit.

Contacting **Eastlands Homes: Call Eastline (0161) 274 2390, 8.00am – 5.30pm weekdays**

Write or visit: Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

Reception open 8.45am – 4.30pm weekdays

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- An Equipment & Adaptations agreement has been developed with Manchester City Council to ensure service standards are met.
- All contractors and suppliers must agree with our equality and diversity values. They are required to attend training sessions to ensure our customers receive a 'seamless' service.
- All partners involved in new build schemes must have suitable experience, knowledge and commitment to create an inclusive design.

The scheme will be reviewed annually - Eastlands Homes' Board will monitor progress each quarter. Customers will be updated on targets and performance through newsletters, Eastlands Homes' website and tenants and residents groups.

Between January 2008 and April 2009 we will carry out the following actions to make sure that people with disabilities are treated fairly;

1. We will contact customers who are disabled or vulnerable every six months to check and update on needs.
2. We will carry out exit interviews with customers using Eastlands House to check access issues.
3. We will monitor satisfaction rates of customers with disabilities.
4. We will ensure our appraisal process incorporates a review of knowledge in respect of services for people with disabilities.
5. We will ensure our website conforms to access standards.
6. We will publicise our commitment to meeting customers' needs in our newsletter.

7. We will display our Equipment & Adaptations leaflet in appropriate venues.
8. We will introduce customer satisfaction surveys for adaptations work carried out.
9. We will review our adaptations services annually in respect of cost, performance, standards and customer satisfaction.
10. We will establish consultation groups with our partners to support policy development and reviews.
11. We will conduct an annual analysis of our workforce including staff with disabilities - hierarchies will be monitored to track progress within the organisation.
12. We will use staff surveys to obtain feedback on Eastlands Homes' approach to disability equality.
13. Targets will be introduced to monitor percentage rates in the following areas;
 - People with disabilities involved
 - Satisfaction rates of customers with disabilities
 - Adaptations carried out within timescales
 - New homes developed to Design for Access 2 standard
 - New staff with disabilities at different levels in the organisation
 - Staff that have been trained on disability equality
 - Board members with a disability