

Appendix 6: Genesis Housing Group - Disability Equality Scheme

Action Plan

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Definition of disability Part 1 DDA 1995	Provides information and guidance on what constitutes disability for the purposes of the Act, and who is protected under it.	Our current approach to disability is consistent with the social model of disability as we implement initiatives aimed at removing the barriers that may restrict access to our services. Although we have not formally adopted the Social Model of disability, we are committed to working towards this standard in all that we do.	Formally adopt the Social Model of disability.	March 2008	Head of Diversity
Employment Part 2 DDA 1995	Prohibits discrimination in relation to employment of disabled people, including recruitment, training, promotion, benefits, dismissal, etc. Requirement for employers to make "reasonable adjustments" for a disabled person put at a substantial disadvantage by a provision, criterion or practice, or a physical feature of premises. Provides procedures for enforcement and provision of	Workforce Monitoring on Disability We monitor our workforce on disability including a recent report on Starters and Leavers. Information collated on our workforce is sent to the Group Diversity Committee for their attention and is used to evaluate the Group's progress towards its workforce targets. Recruitment The Head of Diversity has been in discussion with partners who could assist the Group extending it's advertising to reach under	Maintain regular reporting of on workforce Progress discussions and report on use of alternative recruitment methods for possible candidates from	Six monthly on-going reports October 2008	Head of Diversity Head of Diversity / Head of Resourcing

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	remedies for discrimination.	represented groups, in particular disability.	under represented groups.		Head of Diversity
		<p>Equality Opportunity Policy (EOP) We have an EOP, which covers disability and informs of our commitment to tackle discrimination based on one's diversity.</p> <p>All employees are informed of the potential disciplinary action that may ensue if they are found to discriminate against someone based on their disability or other diversity status.</p>	Review the Group's EOP to ensure that it covers the new duties arising under the Disability Discrimination Act 2005	June 2008	
		<p>Dignity at Work Policy We have a Dignity at Work policy and procedure that demonstrates our commitment to diversity and allows an employee to raise a complaint if they feel that they are being treated less favourably by virtue of their disability.</p>	Review the Group's Dignity at Work Policy to ensure that it covers the new duties arising under the Disability Discrimination Act 2005	June 2008	Deputy Director of HR
		<p>Mandatory training covering Disability We have mandatory training for all our employees and contractors on diversity that includes separate</p>	Evaluate mandatory diversity related training to ensure that	February 2009	Head of Diversity / Head of Learning & Development

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		<p>courses on disability.</p> <p>We also have stand-alone courses available on disability.</p> <p>Disability E-learning training The Group is currently procuring an e-learning package that will allow disability and diversity training to be made available to all its employees from their desktops.</p> <p>This new medium will increase employee awareness on the disability.</p> <p>The package selected is compliant with W3C requirements and also included speech to address literacy issues and visual problems that may affect a current or future employee's ability to access training.</p> <p>Staff Survey Question on Disability We included questions on disability within the staff survey to obtain a profile of the respondents and allow for action planning based on the responses.</p>	<p>it meets the needs of the Group, its employees and its customers.</p> <p>Evaluate any e-learning training to ensure that it meets the needs of the Group, its employees and its customers.</p>	<p>February 2009</p> <p>February 2010</p>	<p>Head of Diversity / Head of Learning & Development</p> <p>eputy Director HR</p>

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		<p>DSE Workstation assessments Anyone who has a pre-existing condition or is showing signs of a condition during employment they are referred to a qualified specialist occupational therapist, with workplace equipment provided to address the needs.</p>	Ensure that all DSE forms are completed by new starters and employees who relocate offices or workstations.	On-going regular activity	Head of Health & Safety
		<p>Employee Disability Forum We have an Employee Disability Forum, which will allow for internal consultation on disability issues and assist in raising the profile on disability.</p>	Maintain and service the Employee Disability Forum	On-going regular activity	Head of Diversity
		<p>Disability Guidance for Managers We have a policy available for our managers to assist them in meeting the needs of their employees with disabilities.</p> <p>This policy provides general advice on how to manage an employee who has a disability.</p>	Evaluate policy to ensure that it covers the new duties arising under the Disability Discrimination Act 2005 and is still achieving the desired outcomes.	September 2008	Deputy Director HR
		<p>Rehabilitation Leave Policy Within the revised Special Leave</p>	Evaluate policy to ensure that it covers the new duties	September 2008	Deputy Director HR

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		policy we have rehabilitation leave entitlement that is considerate of the needs of our employees who may require time off due to their disability.	arising under the Disability Discrimination Act 2005 and is still achieving the desired outcomes.		
Employment	Address worklessness in social housing	<p>Employee Targets on Disability We have also set three-year targets to improve the level of employees at senior level within the Group who declare having a disability.</p> <p>There are two main targets that are aimed at seeing an increase in overall number of employees recording a disability from 3% to 4.5% by 2010, and a separate workforce targets aimed at improving the percentage of disabled managers from level of 1% to 2.5% by 2010.</p> <p>Obtained Two Ticks Accreditation We have accreditation to the Two Ticks –Positive About Disability Scheme. We advertise the Two Ticks on all our applications and interview all applicants who meet the minimum standard and who have declared a</p>	<p>Monitor progress towards agreed targets.</p> <p>Report findings to the Group Diversity Committee with recommendations for improvements, if necessary.</p> <p>Review continued compliance against the Two Ticks standard.</p> <p>Review applications received to establish number of applicants applying with a</p>	<p>September 2008</p> <p>September 2008</p> <p>March 2009</p> <p>December 2008</p>	<p>Head of Diversity</p> <p>Head of Diversity</p> <p>Head of Diversity</p> <p>Head of Diversity / Head of Resourcing</p>

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		disability when applying for a position.	disability and the number who make a application under the guaranteed interview scheme		
Provision of goods, facilities and services. Part 3 - Disability Discrimination Act	It requires service providers to make "reasonable adjustments" for disabled people.	Translations We already provide information in Braille, Large font, audio and other accessible formats including British Sign Language	Review Alternative format communication Requests – to establish whether there are any gaps or areas for improvement.	June 2009	Head of Diversity
		Accessible Website We have speech-enabled software – Browsealoud that enables people accessing our website to select text that is then repeated aloud by the software. This application will assist individuals who do not speak English as their first language, individuals who have a visual disability and those who have adult literacy issues.	Evaluate usage of Browsealoud and report findings to the Group Diversity Committee with recommendations for improvements, if necessary	July 2010	Head of Diversity
		We have colour screen changes on our websites to assist those with visual disabilities related for example to colour blindness	Evaluate use of Colour Screens and report findings to the Group Diversity Committee with recommendations for improvements, if necessary	July 2010	Head of Diversity
		Many of our key documents are translated into widgets. Widgets are pictorial representations used instead of text to address literacy	Review the current documents translated into Widgets and identify any gaps that need addressing to improve	July 2011	Head of Diversity

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		issues.	accessibility of information by our customers. Consult with customers and stakeholders on process.		
		British Sign Language translations (BSL)			
		We have translated some of our main documents into British Sign Language as we recognise that this is a separate language.	Review the current documents translated into BSL and identify any gaps that need addressing to improve accessibility of information by our customers	September 2008	Head of Diversity
			Consult with customers and stakeholders on process.		
		W3C Compliance			
		Although the internet site already meets many of the w3c requirements, including for example, Alt-tags, and font size changes, the Head of Diversity is working with Policy and Communications to have the site externally assessed in April 2008.	Procure an external specialist to assess the Group's internet site and obtain Bobby accreditation.	September 2008	Head of Diversity / Deputy Director Policy & Communications

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		<p>Access audits</p> <p>The Group conducts real-time access reports on the accessibility of our buildings and common parts via a computerised system.</p> <p>These audits identify the areas of high, medium and low impact on disability and are used to schedule work in with planned maintenance and other one off special projects.</p> <p>These reports go to the Health & Safety Group for review and consideration with each area including the work required within their local plans.</p>	<p>Train new relevant employees ongoing on the system.</p> <p>Agree programme of audits to be conducted over the next three years</p> <p>Implement actions identified by the audits.</p>	<p>June 2008</p> <p>Regular on going activity</p>	<p>Group Head of Health & Safety</p> <p>Group Head of Health & Safety/ Head of Diversity</p> <p>Disability Access Group / Health & Safety Group</p>
		<p>Access to management company properties</p> <p>We are aware of the need and benefits of ensuring accessibility to our services.</p> <p>We are therefore committed to resolving the issue of accessibility to non-Genesis Housing Group properties from which Genesis services are provided to our</p>	<p>Contact the relevant Property Management Agents in order to develop a plan which identifies and explores possible solutions to accessibility issues in offices leased by Genesis Housing Group.</p>	<p>June 2008</p>	<p>Group Head of Procurement</p>

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		customers.			
		Aids & adaptations policy			
		We have A&A policies particularly within Pathmeads and Springboard. These policies allow our customers to request adaptations on their premises to assist their disability needs.	Review the current A&A polices to ensure that they cover the new duties arising under the Disability Discrimination Act 2005 and to ensure they are still achieving the desired policy outcomes.	June 2008	Diversity Champions (Pathmeads & Springboard) / Head of Diversity
		The A&A policies are supported with budgets that allow customers to apply for adaptations to the premises that will assist their disability requirements.			
		Eliminating Harassment			
		We have included within our Corporate Harassment and Equality Policy documents statements that discrimination on grounds of one's disability will not be tolerated.	Collate data on number of complaints received under these policies.	September 2008	Diversity Champions
Harassment & ASB	Section 3B (1) DDA prohibits harassment that occurs for a reason which relates to a person's disability.	Within our Anti Social Behaviour and Acceptable Behaviour policies tenants are made aware of the consequences if they are found discriminating against employees or neighbours based on their diversity/disability.	Report findings to Diversity Group.	October 2008	Diversity Champions Head of Diversity
	"Hard to fill in forms about harassment - it would be				Diversity

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Encourage Participation	better to complete over the phone and then sign”	Our staff are currently available to assist customers who want to make a complaint. However, based on the comments received at the Event, we will look into the ways in which complaints can be made to see if we can make them more accessible.	Conduct a review of the accessibility of the complaint processes across the Group – reporting findings to the Diversity Group	December 2008	Champions	
	“Need good disabled facilities at the venues”					
	“Must have someone there to greet you on arrival and to assist during the day.”	We will already use the information we have on our customers to arrange facilities for conferences and tenant meetings. Based on the comments received from our tenants, there is a need for us to review that this is consistently happening across the Group and at the expected level	Review the transport procedures and facilities, reporting findings to Diversity Group for discussion and peer review.	TBC	Diversity Champions	
	“Information about an event must include questions about disability especially what the persons needs are”		Create a Group policy and procedure on Disability Transport Needs	December 2008	Head of Diversity	
	“Lack of awareness of requirements of people with visual impairments Signers essential (need at next Springboard event)”	Encourage Participation				
	“RSL's need to know more about their tenants and be prepared to meet their needs at meetings and events”	We already use the information collated from our Your Say Your Way survey to consult with our customers who have a disability on the creation of our Disability Equality	This took place and an event was hosted in November 2007.	Complete	Head of Diversity	
“More information on range of						

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	ways to get involved”	Scheme.			
	“Take language barriers into consideration”	We are currently using the survey information to revise our Communications Strategy and our Ensuring Equal Access project	Ensure comments from Involvement Event are considered when reviewing the Communications Strategy and the Ensuring Equal Access project	September 2008	Diversity Champions / Policy & Communications
	“Include a page in newsletter on disabled issues”	Our Review of the Communications Strategy and the Ensuring Equal Access project will consider this issue.			
	“Champion for disability on resident associations”	<p>Tenant Groups – Disability Specific</p> <p>Within Genesis, we have created tenant groups that we use as a medium for regular consultation, participation and involvement of our disabled tenants.</p> <p>Specialist Disability Teams</p> <p>Within the Group, we have officers who regularly work with customers who have disabilities and who are therefore more sensitive to their needs.</p>	<p>Maintain existing tenants groups</p> <p>Investigate having Tenant Disability Champions</p>	<p>Regular ongoing activity</p> <p>TBC</p>	<p>Diversity Champions (Pathmeads, PCHA and Springboard)</p>

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		These officers are an excellent resource for the Group as we use their knowledge and expertise to ensure we are considerate to the specific needs of our customers who have disabilities.			