

**DISABILITY EQUALITY
SCHEME
2007 - 2010**

Contents

1.	Foreword by Rolande Andersen and Anu Vedi OBE	Page 4
2.	Genesis Housing Group	
2.1	About us	Page 5
2.2	Our mission statement and vision	Page 6
3.	Explaining the Duty	
3.1	Introduction to the scheme	Page 7
3.2	General duty	Page 7
3.3	Specific duties	Page 8
3.4	Our disability equality scheme	Page 9
3.5	How we developed our scheme	Page 9
3.6	Disability in housing	Page 9
3.7	Social model of disability	Page 10
4.	Disability Equality at Genesis	Page 12
4.1	Our disabled customers	Page 12
4.2	Their communication needs	Page 12
4.3	Adult literacy	Page 14
4.4	Profile of our disabled employees	Page 14
4.5	Our strategy for improving representation	Page 15
4.6	Arrangements for gathering information	Page 16
4.7	What we will do with the diversity data we gather	Page 17
4.8	Responsibility for implementation and review	Page 17
4.9	Creating our action plan	Page 18
6.	Appendices	
Appendix 1:	Our equalities and diversity policy statement	Page 19
Appendix 2:	Two Ticks - Positive about Disability	Page 20
Appendix 3:	Definition of disability	Page 22
Appendix 4:	Our equality impact assessment process	Page 23
Appendix 5:	Comments received during involvement event	Page 29
Appendix 6:	Our action plan	Page 33

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1. Foreword

This is the first disability equality scheme and action plan produced by Genesis. We are both very pleased to introduce this scheme, which represents the Group's commitment to disability equality and to creating communities and work environments that respect diversity and seeks to grow through utilising the strengths that this diversity brings.

Genesis has a long established history in providing quality homes and services to tens of thousands of people across London and the South East.

Our aim is to put our customers first in all that we do. We pride ourselves in putting our customers first, by delivering services that they want and by building and supporting new communities.

Operating in many of the most diverse boroughs in London, we recognise the need to improve access to our services. In doing so, we recognise that improved accessibility will lead to improved involvement by minority groups and disabled people. This will lead, in particular, to inclusive build designs that are innovative and sensitive to the needs of individuals with disabilities.

This scheme is consistent with our diversity strategy and the aims of the Group to eliminate discrimination, to promote equality of opportunity and to ensure equality of access for all.

Any targets we set within this scheme will feature within the Genesis diversity strategy, and will be regularly reviewed and scrutinised by our Diversity Committee.

Rolande Andersen
Chair - Diversity Committee

Anu VEDI OBE
Chief Executive

2. Genesis Housing Group

2.1 About us

We provide homes and services to tens of thousands of people across London and the southeast. The Group consists of PCHA, Pathmeads and Springboard housing associations. We also have in our group a charitable foundation, Genesis Community.

We are one of the largest and most successful housing groups in the UK, owning and/or managing more than 40,000 homes.

Our overriding aim is to put customers first and provide excellent service to all.

At the heart of communities for over 40 years, as the housing needs of Londoners have changed, so too has our organisation, our approach and our range of services.

- Permanent housing - Through subsidiaries PCHA and Springboard, we provide affordable rented homes, and a range of services to many of those most in need.
- Temporary housing and management services - Pathmeads is the largest Registered Social Landlord in London, providing property management services for over 30,000 homes. The contracts division manages homes for other landlords including local authorities, housing associations, primary care and NHS trusts, developers and private investors. The temporary housing division specialises in the provision of temporary accommodation, managing privately leased homes around London and the Home Counties.
- Affordable home ownership - We maintain an active part rent/part buy development programme, helping more people get a foot on the property ladder. www.genesishomes.org.uk
- Key worker housing - Pathmeads Key Places manages homes for London's essential workers - nurses, police officers, teachers and more.

- Supported housing - Springboard, is an acknowledged expert provider of supported housing for the elderly and for people with special needs. PCHA also has a very strong track record in the provision of effective support to the most vulnerable.

- Our development programme -

Genesis has an ambitious programme that aims to build 3000 new homes over the coming three years, working with a range of partners to deliver this. We were recently also awarded the highest amount of Housing Corporation funding in the National Affordable Housing Programme 2006/2008 of £138.9million.

We are part of the G15; a group of London housing associations that aim to build diverse and sustainable communities. The group works by putting profits back into building homes, improving existing stock, and delivering services to tenants and neighbourhoods.

2.2 Our mission statement and vision

Our Mission

Customers come first at Genesis. We provide quality homes and make sure they are better places to live in by delivering services that customers want and by building and supporting communities. We continue to expand our business so that we can make more of a difference. We use experience and innovation to make things happen

Our Vision

At Genesis we:

- Put our customers first;
- Work together and value everyone's contribution;
- Treat people as individuals, with integrity and respect;
- Focus on getting positive results;
- Try new ways of doing things to get better at what we do;
- Make efficient use of our resources.

3. Explaining the Duty

3.1 Introduction to the scheme

In 2005, the revised Disability Discrimination Act introduced a new legal duty requiring all public authorities to have “due regard” to disability equality.

The concept of “due regard” introduced a new standard by which public authorities must ensure equal treatment of people with disabilities. To assist public authorities in meeting this standard, the revised Act introduced a General and Specific duty requirements.

3.2 The general duty

The revised Disability Discrimination Act introduced a general duty that applies to all public authorities. This duty provides a framework for public authorities that can assist them in tackling disability discrimination and proactively make disability equality an integral part of their policies and decision-making process.

The general duty is the minimal standard that must be applied by public authorities and requires that “due regard” to disability equality is shown when providing services. The concept of “due regard” means that when providing services, public authorities should give weight to the need to promote disability equality in proportion to its relevance.

In demonstrating “due regard” public authorities must therefore act to :

- (a) eliminate unlawful disability discrimination;
- (b) eliminate harassment of disabled people that is related to their disabilities;
- (c) take steps to take account of disabled people’s disabilities, even when that involves treating disabled people more favourably than others;
- (d) promote equality of opportunity between disabled people and others;
- (e) promote positive attitudes towards disabled people; and
- (f) encourage participation by disabled people in public life.

3.3 The specific duty

To support implementation of the general duty, there are additional specific duties that apply to the majority of public authorities. These specific duty requirements are designed to ensure that public authorities introduce the relevant processes that will allow them to meet the general duty requirement of promoting disability equality.

The main requirement of this duty is to produce and maintain a disability equality scheme (DES), demonstrating how the public authority intends to fulfil the general and specific duties.

The other specific duties are to:

- Assess which functions and policies are relevant to the general duty
- produce and publish a disability equality scheme showing how it intends to fulfil its general duty
- Involve disabled people in the development of the scheme;
- within three years of the scheme being published take the steps set out in the action plan and report
- Assess and consult on the impact of our policies on disability equality
- Monitor our policies for adverse impact on disability equality
- Publish the results of these assessments and the consultation undertaken
- Ensure public access to our information and services
- Train our workers on the duties
- Produce an action plan detailing the steps the Group will take to fulfil the general duty.

3.4 Our disability equality scheme

This document sets out our commitment to disability equality. It sets out how we intend to continue to make disability an integral part of our work.

The scheme is supported by a three-year action plan that is owned by the whole of the Group as we recognised the role we all must play in mainstreaming disability equality into our functions, policies and services.

The actions that arise under this scheme will form part of our existing Diversity Strategy Action Plan and be introduced over the next three-years.

3.5 How we developed our scheme

This scheme was created through involvement with our disabled employees, customers and stakeholders.

On 22 November 2007, we invited our customers and disability stakeholders to an event that took place at the London Hilton. During the event, we had a number of workshops where participants broke into groups to discuss disability equality at Genesis.

The information collated through this and other involvement events and activities gave us a good understanding of where we are on disability and where there is room for improvement.

The final stage of developing this scheme involved conducting a gap analysis against best practice and other external standards. The information collated from this exercise formed the basis of our three-year action plan for improvement.

Details of this action plan are included within this document.

3.6 Disability in housing

Ensuring disability equality in housing has been raised through numerous policy initiatives and legislative guidelines; covering the way in which homes are built to the services offered within the housing sector.

The Disability Equality Duty aims to ensure that Registered Social Landlords and the housing sector considers issues of disability equality at all stages, including adaptations, gaining access to work by people with disabilities and to creating physically accessible environments.

In 2002, the Joseph Rowntree Foundation completed research in to housing

needs and disability, which revealed that houses were built without taking into consideration the needs of people with disabilities. This failure has led to exclusion and to disabled people living in unsuitable accommodation.

The research revealed that four out of 10 families with disabled children experienced homes which were cold, damp and / or in poor repair.¹

This research is supported by the English House Conditions Survey, which revealed that 25 per cent of all households in non-Decent Homes include someone who is long term ill or disabled.²

Although there have been improvements in recent years, there is still a need for more work to be done to assist disabled people to obtain the housing and support that meets their needs.

It is for this reason why the revised Disability Discrimination Act and the two new duties are so important to the housing sector and is why at Genesis Housing Group, we will use information we collate on our customers to evaluate and consider their needs as a way of improving disability equality.

3.7 Social model of disability

At Genesis Housing Group, we are committed to putting our customers first in all that we do and supporting and creating communities and attracting new talent within our workforce.

In meeting this aim, we have a strong commitment to meeting the social model of disability that recognises barriers and not an individual's impairment are what hinder inclusion by people with disabilities.

These barriers can be physical, attitudinal or organisational, yet all have the same negative impact on disabled people.

1 York University, 2002. The housing needs of disabled children: The national evidence, Joseph Rowntree Foundation. www.jrf.org.uk/knowledge/findings/socialcare/n72.asp

2 Department for Communities and Local Government, 2002, English House Conditions Survey, www.statistics.gov.uk/ssd/surveys/english_house_condition_survey.asp

Within the social model of disability, it is recognised that the way in which we build houses and offices and how we provide information can restrict access. By focusing on the barrier and not the impairment, we are able to find solutions that increase accessibility and participation by all parts of our community.

4. Disability Equality at Genesis

4.1 Our disabled customers

A key element of ensuring disability equality is to know one's customers. Since 2006, we have conducted two exercises that have helped us understand who are our customers and their needs.

The first survey and it was called 'Help Us to Help You' and was conducted through routine home visits by our Housing Officers, which saw over five thousand surveys completed.

The second survey was called 'Your Say, Your Way'. This was a broader survey, in which the Group received over six thousand responses covering issues of language, disability and communication needs.

In addition to other diversity related questions, both surveys asked our customers for information on disability equality.

4.2 Their communication needs

In both surveys we asked our customers whether they had a disability and if they did, we asked that they indicate their preferred method of communication.

The responses received varied dramatically by subsidiary, with 22.7% of Springboard customers who responded indicating that they had a disability that we should take into account when communicating with them, compared to only 0.3% for Pathmeads.

Table 1 : Survey results 2007

Do you have a disability that we need to know about to effectively communicate with you?				
	PCHA	Springboard	Pathmeads	Overall
Yes	16.9%	22.7%	0.3%	10.2%
No	67.8%	49.6%	99.7%	79.7%
Not provided	15.3%	27.7%	0.0%	10.1%

For PCHA and Springboard a significant minority of customers have a form of disability which our customers believe should inform the way we communicate with them.

This becomes more striking when results are presented cumulatively across Genesis, when for example 615 customers report restricted movement, 111 wheelchair use, 130 blind or partially sighted and 229 deaf or hard of hearing.

Table 2 : Survey results 2007 – Nature of disability

	PCHA	Springboard	Pathmeads	Overall
Partially sighted	70	36	6	106
Blind	17	7	0	24
Hard of hearing	109	66	4	179
Deaf	35	13	2	50
Restricted movement	424	191	0	615
Wheelchair user	64	47	0	111
Learning difficulty	84	45	0	129

Our surveys requested that customers suggest specific preferences for how we should communicate with them to take their disability into account.

524 customers requested communication by telephone call, 208 by home visit and 160 by large print correspondence.

Table 3 : Survey results 2007 - Means of communication

Means of communication	Number of customers requests
Large print	160
Audio tape	29
Braille	7
Hearing loop	13
Typetalk	19
Deaf signer	16
Home visit	208
Telephone call preferred	524

4.3 Adult literacy

The surveys revealed that 9.3% of our customers who responded have difficulty reading or writing their own language.

This is an important area that the Group is committed to exploring further as we recognise more needs to be done to address issues of adult literacy.

Table 4: Survey results 2007 – difficulty reading or writing in own language?

	Overall
Yes	9.3%
No	87.7%
Not provided	3.0%

4.4 Profile of our disabled employees

In September 2006, the Group completed a workforce monitoring exercise. The specific objectives of the exercise were to produce current information to enable the Group to identify and set a range of strategies to address the following key equality goals:

- Secure a workforce, which is reflective of the communities in which the Group operates
- Ensure equality becomes mainstreamed into all business practices
- Improving equality practices by identifying and removing discriminatory barriers, ensure fair and equal treatment in all areas of our employment provision
- Enable the Group to effectively evaluate and improve its performance over time
- Ensure that improvement measures are based on accurate and reliable data.

Analysis of the September 2007 workforce data revealed that 3% of the Group's employees stated that they had a disability.

Although this is higher than many of our peers within the housing sector, we are committed to increasing the overall number of employees recording a disability to 4.5% by 2010.

This figure will represent an overall increase of 1.5% based on the Group's current employee profile, and will be more than double the G15 average, which is currently 2.2%.

In our efforts to increase disability equality at all employment levels, we have also set targets to improve the percentage of disabled managers from the current level of 1% to 2.5% by 2010. This will be one percent higher than the current G15 average, which is 1.5%.

These targets reinforce the Group's commitment to promote disability equality as an accredited member of the Department of Work and Pension's Two Tick's – Positive about Disability scheme.

4.5 Our strategy for improving representation

We recognise that there are many strategies that will help us reach these targets. We are therefore committed to raising awareness of disability across the Group as we recognise that education on disability will help improve equality for our customers and our employees.

Improving knowledge and awareness of disability is likely to see an increase in the number of employees declaring a disability as we recognise that many of our employees are not be aware that their health condition is a classified disability.

In 2007, the Group signed up to and started using the Department of Work and Pension's Two –Ticks symbol on our job adverts. As part of this scheme, we guaranteed to interview any applicant with a disability who meets the minimum criteria. We therefore anticipate this leading to an increase in overall representation of people with disabilities within the Group.

These targets will be reviewed by Corporate Services annually and information reported to future meeting of this Committee.

Table 3: Genesis Housing Group Disability targets 2007 -2010

	GHG – Total	G 15 benchmark	Target 07/08	Target 08/09	Target 09/10
With disability*	3%	2.2%	3.5%	4%	4.5%
Managers with disability	1%	1.5%	1.5%	2%	2.5%

* People of working age population with limiting long-term illness

4.6 Arrangements for gathering information

At Genesis Housing Group, we value the diversity of our workforce and the communities which we serve. We value difference and are committed to equality of opportunity and fair access to our services, recognising that sections of our communities may experience discrimination.

To achieve this we devised a framework to allow us to identify disparate impact and seek improvements in equality of opportunity experienced by our staff and service users through the effective mainstreaming of diversity practices and target setting.

Gathering diversity information on employment and service delivery, is an essential barometer that:

- Shows if our policies are having the desired outcomes
- Provides information on whether there are parts of the community who our services are not reaching.
- Ensures the Group values diversity and compares its staff profile to ensure that it reflects the profile of our communities thereby helping to involve all groups within governance issues.
- Aids service planning by revealing if there are inefficiencies in the way we perform our activities
- Highlights training needs
- Monitoring also enables informed decisions to be made about priorities and resource allocation.

In addition to the statutory duties arising under the Race Relations (Amendment) Act 2000, we have duties to consider equality in service delivery and employment under the following legislation:

- Disability Discrimination Act 1995 and 2005
- Equality Act 2006
- Human Rights Act 1998
- Sex Discrimination Act 1975

Within this framework, we are committed to monitoring diversity information relating:

Contractors	Customers	Employees	Board
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4.7 What we will do with the diversity data we gather

We will collate data that will allow us to examine the impact of our services and policies on our customers, contractors and employees.

This approach will help continually drive the Group to improve and evaluate the service we provide by measuring and monitoring our business and performance in contributing to the improvement of the environment and society within which we live, work and provide services.

We will also use the information to benchmark ourselves against our peers, helping to ensure that we report our progress in an open and transparent manner.

4.8 Responsibility for implementation and review

The Board

The Board of Genesis Housing Group has overall responsibility for the implementation of this scheme. The Board has delegated this authority to the Group Diversity Committee.

Executive responsibility

Overall responsibility for the scheme rests with the chief executive, who works

closely with the Executive Directors and Board members to oversee implementation.

The Group Diversity Committee

The Group Diversity Committee has delegated responsibility from the Board for approving this scheme and for ensuring that adequate resources are provided to implement this scheme, for monitoring progress and for its regular review.

Group Head of Diversity:

This role is responsible for ensuring the practical implementation of this scheme. This role is responsible for coordinating the regular review and updating of this document.

All Managers:

All managers are responsible for ensuring that they integrate the targets of this scheme within their department and team plans.

All Staff:

All staff are responsible for the implementation of this scheme across Genesis Housing Group. It is the responsibility of each individual to ensure that they are fully conversant with this scheme and the targets of the action plan.

4.9 Creating our action plan

In creating our action plan, we looked to see what we do now and measured our performance against examples of good practice. We also conducted a review against the Disability Discrimination Act to evaluate any areas of weakness. The information collated from these exercises and from our involvement events, is used to create our action plan.

The comments received during our events revealed that the main areas of concern for our customers were:

- Venue accessibility
- Communication and being kept informed
- Training on disability for staff

We have therefore focused our action plan on these three themes. All comments made during the event are listed at Appendix 5 and our Action Plan is located at Appendix 6.

Appendix 1: Our equalities and diversity policy statement

Genesis Housing Group, as both a major employer and a large social landlord, is committed to eliminating discrimination and encouraging diversity amongst our workforce and the communities in which we serve. We aim to ensure that our workforce is truly representative of all sections of society and that each employee feels respected and able to give their best.

Furthermore, we will work together to ensure that our residents, and other customers, are provided with a responsive and culturally sensitive service, which addresses issues of discrimination and harassment in our housing.

We recognise that some forms of disadvantage and discrimination are widely experienced by particular groups (because of race, ethnic origin, colour, national origin, disability, sexuality, religion, gender, marital status or age).

We oppose all forms of unlawful and unfair discrimination and will seek to achieve equality by eliminating discrimination experienced on these grounds and promoting social cohesion.

We acknowledge that social cohesion is the bringing together, with the participation of all residents in an integrated way, of the economic, social, health and educational policies that will create a sustainable community. Genesis Housing Group's charitable trust, Genesis Community, continues to develop and implement projects that actively contribute to the social cohesion of communities within which we operate.

In addition, we support and promote diversity, by recognising that all people are different. We aim to recognise the needs of individuals and treat each person, in employment and through service provision, with dignity and respect.

Appendix 2: Two Ticks - Positive about Disability



What is the Disability Symbol?

It is recognition given by the Department for Works and Pension to employers who demonstrate good practice in the employment of people with disabilities. Employers have to meet five commitments regarding the employment, retention, training and career development of disabled employees.

Benefits of the Two Tick Symbol

- Sends a positive message to potential applicants with disabilities that the organisation is committed to taking positive steps to improve employment practices and outcomes for disabled people
- Demonstrates commitment to staff with disabilities
- Demonstrates that the organisation is making a positive contribution under the Statutory Duty to Promote Disability Equality

What do employers have to do to achieve the symbol?

In order to achieve the symbol employers need to provide evidence of commitment in five areas:

1. *Commitment One*
To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities. Minimum job criteria have to be advertised for all vacancies.

2. *Commitment Two*
Regularly consult with disabled employees. Ascertain from disabled employees at least once per year what steps the organisation can take to ensure they can develop and use their abilities.
3. *Commitment Three*
Retain employees who become disabled. Make every effort when employees become disabled to make sure they stay in employment.
4. *Commitment Four*
Improve the awareness about disability amongst all the organisation's employees to ensure that the commitments are continuously met.
5. *Commitment Five*
Review progress and plan ahead. At least annually review the commitments and how they are being achieved; plan for ways to improve on current performance and communicate progress and future plans to all employees.

Appendix 3: Definition of disability

The Disability Discrimination Act (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

For the purposes of the Act:

- substantial means neither minor nor trivial
- long term means that the effect of the impairment has lasted or is likely to last for at least 12 months (there are special rules covering recurring or fluctuating conditions)
- normal day-to-day activities include everyday things like eating, washing, walking and going shopping
- a normal day-to-day activity must affect one of the 'capacities' listed in the Act which include mobility, manual dexterity, speech, hearing, seeing and memory
-

Some conditions, such as a tendency to set fires and hay fever, are specifically excluded.

People who have had a disability in the past that meets this definition are also covered by the scope of the Act. There are additional provisions relating to people with progressive conditions.

The DDA 2005 amended the definition of disability. It removed the requirement that a mental illness should be 'clinically well-recognised'.

It also ensured that people with HIV, cancer and multiple sclerosis are deemed to be covered by the DDA effectively from the point of diagnosis, rather than from the point when the condition has some adverse effect on their ability to carry out normal day-to-day activities.

(source:<http://www.direct.gov.uk>)

Appendix 4: Genesis Housing Group equality impact assessment template

Introduction

An equality impact assessment (EIA) is a systematic and thorough way of finding out whether a policy or service affects different groups of people in different ways. It should become part of the normal policy making / policy review process.

SUMMARY DETAILS

**EQUALITY IMPACT
ASSESSMENT
TEMPLATE**

Subsidiary:	<i>(Insert)</i>	Department:	<i>(Insert)</i>
Lead Officer:	<i>(Insert)</i>	Contact Details:	(T) <i>(Insert)</i>
Other officer(s):	<i>(Insert)</i>		(E) <i>(Insert)</i>

Name of Policy/Procedure/Service/Function to be assessed:

(Insert)

Is this Policy/Procedure/Service/Function new? Is it a revision?

Yes No

Yes No

(Insert)

(Insert)

Consultation process

Internal

DEG

Executive

Committee

External

Customer representatives Key Stakeholder

B. PREPARATION

It is important to consider all available information that could help determine whether the policy/procedure/service/function could have any potential adverse impact. The following questions must therefore be completed in advance as it will assist in identifying the current information available and whether there is a potential for adverse impact.

In all cases, your analysis/decision must be evidence based. All monitoring information, research and consultation reports must be referenced clearly and where possible copies attached to this completed form.

1.	Do you have monitoring data available on the number of people (from different target groups) who are using or are potentially affected by your policy/function?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<i>Note:</i>	<i>If you have answered 'Yes', please specify below the monitoring information available, and ensure that you perform a comparative analysis of this data to evaluate if there is proportionate use/awareness of this policy, function, procedure amongst your customers (internal and external)</i>			
<i>(Insert)</i>				
2.	If you have answered 'No' as monitoring has NOT been undertaken, will this be done in the future?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Possibly <input type="checkbox"/>
<i>Note:</i>	<i>If you have answered 'No' or 'Possibly' please specify your reasons for this decision below.</i>			
<i>(Insert)</i>				
Page 26 of 33				

3.	Have you conducted any local/national consultations that could assist you in completing this EIA?	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
	Have you considered externally produced research documents or practice guides that could assist you in completing this EIA?	Yes	No
		<input type="checkbox"/>	<input type="checkbox"/>
Note:	If you have answered 'Yes', please reference below and where possible attach copies.		

	(Insert)
--	----------

c. YOUR POLICY, SERVICE OR PROJECT

1.	What is the main purpose of the policy?
	(Insert)

2.	<i>If this is a new policy, do any written procedures exist to enable delivery of the above?</i>		
	<i>(Insert)</i>		
3.	Whom will the policy / procedure / service / function impact upon the most?		
	<i>(Insert)</i>		
4.	Is the policy associated with any other Group policy (s)?	Yes	No
	<i>(Insert)</i>	<input type="checkbox"/>	<input type="checkbox"/>
5.	What are the desired outcomes (i.e. if this policy works well what will be achieved)?		
6.	<i>Is the responsibility for the proposed policy or function shared with another department or organisation? If so, what responsibility, and which bodies?</i>	Yes	No
	<i>(Insert)</i>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 5: Comments received during involvement event

The following is a list of the comments received during the Involvement Event held in November 2007.

Those we wanted to make particular reference, are highlighted in yellow.

We thank all who attended on the day and participated in making this event a success.

Workshop 1: Encouraging Participation in Public Life

Getting to venues - transport

Having good disabled facilities at the venues

Must have someone there to greet you on arrival

Having somebody there to assist during the day

Information about an event must include questions about disability especially what the persons needs are

Lack of awareness of requirements of people with visual impairments

Signers essential (need at next Springboard event)

RSL's need to know more about their tenants and be prepared to meet their needs at meetings and events

Ask tenants about their needs rather than their disabilities

"It can be hard work when we try to take part"

Feel as if they are invisible sometimes

Many people are ignorant to the needs of disabled tenants

People tend to speak to your carer or talk to you as if you are a child

Need more disability awareness training for staff

Invite more disabled people to Genesis events

Have more cross-scheme/subsidiary events

More briefings in advance of forthcoming events

Should send hard copy invite then follow up with 1-2-1 confirmation for attendance

More information on range of ways to get involved

Champion for disability on resident associations

Liaison at Genesis for all aids & adaptations

Assistance to those who are housebound due to their accommodation e.g. someone to take them out

During refurbishment have specific consultation with disabled tenants to build in better access.

Lack of access for appropriate accommodation

GenBrief for customers

Minutes/notes from tenant meetings to be sent to everyone

Set up feedback boxes in schemes where people can report issues anonymously

Update on action points from previous meetings

Take language barriers into consideration

Proactively providing transport and assistance instead of waiting for people to ask for it

More practical work when doing building work rather than cosmetic e.g. installing a lift rather than decorate the outside

Someone to support and help plan for the future - help access grants and services, provide information on what is available

Making venues more accessible for people with disabilities

Transport - need easy access for wheelchairs etc

Need a range of comfortable chairs - we sit for a long time at an event and so need good accessible chairs

More information given out - an events calendar would be helpful

Venues closer to home - local halls - would encourage more people to attend

Time of events can be an issue - so transport provider (taxi etc) needs to be reliable.

Transport needs to be accessible - Tail lift vehicle for wheelchairs.

Broadview and Brady Court computers are not working and this affects accessibility to information

Workshop 2:

What part can Genesis Community play in encouraging tenants to take part?

Genesis doing a very good job in getting tenants to the venues

To tackle apathy, Genesis need to demonstrate a link between involvement and change

Need to listen more carefully to our customers in the first place

Payment/gift vouchers for attending meetings

Payment for being a Board member should be optional

Start time for a meeting would be 11:00 - this relates to the venue distance and the travel

Workshop 3:

Promoting positive attitudes

ASB officers need to take harassment seriously

Use relationships with police, transport agencies, local shops and landlords to promote positive images of people with disabilities

More estate surgeries with opportunities for private meeting with housing officer

Include a page in newsletter on disabled issues

More regular communication while dealing with issues to update and feedback

Named contact within direct line for disabled customers

More training for staff around listening to what the tenant says without judging

More information about what funding is available for things like aids & adaptations and how to access it

Have a more flexible and responsive repairs service which take need into consideration

To have a named officer for tenants with disabilities

Having necessary adaptations at the office

Workshop 4:

Promoting Equal Opportunities

It means freedom of choice

Need to persuade disabled tenants to join committees

Core steering group should be set up on disabilities and equality

Make it clear to tenants that disability will not affect career opportunities at Genesis

Should not have to set up a separate group to talk about disability - it should be a matter of course

Harassment from other residents sometimes because of their disabilities

Engage young people in the area and invite them to help on schemes

Have staff trained to talk to individuals if they are feeling harassed

Need to prevent people feeling isolated - increase chances for people to meet

Information about travel services available to disabled tenants e.g. approved providers etc

Workshop 5:

Tackling Discrimination/Harassment

Can be difficult for staff to fill in diary sheets for ASB

Assistance should be offered for completing forms

Hard to fill in forms about harassment - it would be better to complete over the phone and then sign.

Take more perpetrators of ASB related to a persons disability to court

Appendix 6: Our action plan