

DISABILITY EQUALITY SCHEME

INTRODUCTION

Welcome to William Sutton Homes' Disability Equality Scheme and Action Plan. Our scheme will run from 2008 to 2011, setting out our commitment and intended actions to ensure that disabled people receive high quality services and are not disadvantaged in terms of access and involvement.

Through our scheme we aim to:

- Promote equality of opportunity between disabled people and others
- Eliminate any form of discrimination that is unlawful under the terms of the Disability Discrimination Act
- Eliminate any form harassment of disabled people that is related to their disabilities
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life and with William Sutton Homes
- Ensure that we take steps to take account of a disabled persons' disabilities even where this means treating them more favourably than others

William Sutton Homes is part of the Affinity Sutton Group, which operates in over 100 Local Authority areas, and owns and manages over 50,000 properties. William Sutton Homes (which was formed following the merger of William Sutton HA and Ridgehill HA) owns and manages 20,000 properties for a wide variety of customers across 50 Local Authority areas ranging from Newcastle-Upon-Tyne in the North, Plymouth in the South West and London.

In addition William Sutton Homes has 2 subsidiary organisations, CBS an in-house maintenance body based in Hertfordshire and Aashyanna HA a specialist B+ME association based in Bristol.

Our scheme and action plan have been developed using guidance and support from our parent company, Affinity Sutton, and meets expectations from the Disability Rights Commission and the Housing Corporation to ensure that we meet our regulatory requirements and to deliver high performing customer services.

The Affinity Sutton Group has in place a Diversity and Equality Policy, which sets out the following commitments for the Group:

- 1 Work towards eliminating disadvantage and use positive action where

- appropriate.
- 2 Encourage diversity and ensure all groups and individuals have access to housing and related services, based on need. We will treat no applicants for housing or employment less favourably than any other. We will act on any failures to do so
 - 3 Identify the needs of disadvantaged minority groups through establishing close relationships with these groups and to support these groups in accessing our housing services.
 - 4 Recruit fairly and monitor our recruitment, encouraging applicants from under-represented groups.
 - 5 Recognise our commitment to Equality and Diversity in the composition of our Board and in the recruitment of new Board Members.
 - 6 All operating companies within the Group to collect and monitor records of the race, gender and disability of housing applicants, job applicants and potential suppliers and contractors and to report performance to senior staff and our Boards.

In addition to the above policy, one of our senior members of staff will sit on the Affinity Sutton Equality and Diversity Group. This Group includes members from each housing association in the Group. The role of this group is to monitor the operating companies progress towards achieving actions and desired outcomes, whilst identifying good practice, encouraging group-wide working and co-ordinating our approach on diversity issues. The Group will also deliver an annual report to Board on diversity issues across the Group.

The Group requires that William Sutton Homes has its own mechanisms and structures in place for meeting these diversity and equality objectives, and this may include specific policies to meet localised issues.

Our own policy focuses on:

William Sutton Homes key business objectives are currently still in development but the old William Sutton Housing Association worked to the following;

1. To be a leading housing organisation
2. To provide high quality, affordable housing
3. To achieve excellence in service provision
4. To support thriving communities
5. To be a well respected employer of first choice

Again our Equality and Diversity Policy is currently being reviewed but the existing William Sutton Housing Association policy (September 2004) states that;

WSHA is committed to achieving disability equality, eliminating disadvantage experienced by disabled people and discrimination on the grounds of disability.

WSHA recognises that disabled people are disadvantaged by an environment and by social attitudes that reflect principally the needs of non-disabled people. WSHA further recognises that the operation of its services can reduce this disadvantage. Accordingly, WSHA commits itself to the objective of making its services, facilities and resources equally accessible and equally useful to disabled people and non-disabled people.

To ensure the successful delivery of these objectives, we have a range of structures in place including;

- An equality and diversity working group – known as the ‘Diversity Forum’ and which is represented by the Board, SMT and a range of operational staff
- An E+D action plan based on a mixture of self assessment, feedback from inspections and internal audits
- Resident scrutiny via the existing Residents Panels which are to be enhanced by the Regional Committees and which will see governance arrangements become more transparent and accessible
- Annual reporting to the Board to confirm progress against the action plan and agreeing future targets

Senior management commitment to the scheme has been demonstrated by approval from our Senior Management Team, along with submission to our Board for approval and comment. Our Board consists of residents and independent members and their input and comments validates our aims and objectives of this scheme.

As part of our commitment to the Disability Equality duty we will be publishing this scheme and informing our residents and staff on the actions we intend to take to deliver continually improving services. Our scheme will be available on our intranet and available to residents on our external website at www.williamsutton.org.uk.

We will also publicise the scheme through relevant publications and publicise the scheme and its future actions through resident forums and consultative bodies. We welcome feedback on the scheme and action plan from our residents, partners and staff, please get in contact with us if you have a comment to make.

THE LEGAL CONTEXT

The Disability Discrimination Act 2005 amended the Disability Discrimination Act 1995, and has placed a pro active duty on certain organisations to eliminate disability discrimination through issuing their own Disability Equality Duty and schemes. The Housing Corporation, our regulator was required by law to publish their scheme in December 2006 and in turn the Corporation have placed a requirement for Housing Associations to work towards and publish their own outcomes-based schemes by December 2007. Such

schemes are advised to be pro-active in involving disabled people in the schemes development and also to ensure a commitment to their involvement as the scheme is delivered and reviewed.

The general requirements of the duty are as follows:

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled persons in public life
- Take steps to take account of disabled persons disabilities, even where that involves treating disabled persons more favourably than other persons

The Housing Corporation also places expectations on housing associations through their regulatory code. We must be able to demonstrate a commitment to equal opportunities; working towards the elimination of discrimination and having in place an equalities and diversity policy. The Audit Commission, who inspect housing associations, have issued guidance on what excellent and fair performing associations should be delivering in terms of diversity. This includes using the Disability Right Commission guidance to deliver a Disability Equality Scheme.

Legal definition of a disability

Our Disability Equality Scheme needs to cover all the groups of people legally defined in law as disabled. The Disability Discrimination Act 2005 defines a disabled person as someone who has:

"A physical or mental impairment, which has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities"

There have been amendments to the Act, resulting in a broader definition. This has resulted in HIV, multiple sclerosis and cancer being classified as disabled from the point of diagnosis, rather than when a condition has an adverse effect on how a person can carry out normal day-to-day activities. The Act provides protection for people with progressive conditions.

INFORMATION GATHERING AND PERFORMANCE MONITORING

A core element of our approach is to establish 'where we are now' as an organisation in terms of delivering services that are used by disabled people and meeting resident and staff needs. By understanding where we currently are, we can plan more accurately and develop meaningful actions for improvement. We recognise the importance of robust evidence and information available to inform us on what we currently provide and we have recently completed a self-assessment exercise against the Audit Commissions' Key Lines of Enquiry (KLOEs)

The KLOE self-analysis process enabled us to compare actual performance with potential performance together with identifying where William Sutton Homes wishes to be with regards to disability.

We were also able to identify under performing areas and gaps in current services, which in turn supplied us with ideas and actions to feed into our overall action plan.

For example we identified that more work was required in the following areas;

- Undertake a customer profile exercise across WSH to obtain a better and more detailed understanding of our customers' needs
- To ensure all policies and procedures which are currently being reviewed pay particular attention to how they may impact on anyone with a disability
- To complete the DDA audit exercise of all of our offices to ensure that they are accessible to all of our customers
- To ensure that our disabled customers can play a full and active part in our involvement structures – both formal and informal
- To improve our Aids + Adaptations procedures

Performance information available

We currently use the following methods of collecting and reporting information and which will cover disability areas;

- A wide range of satisfaction surveys including responsive and planned repairs, anti-social behaviour, customer complaints, new tenant surveys and on new build schemes
- We link into Affinity Sutton group wide indicators which cover key functional areas such as Employment and Development
- We have a balanced scorecard approach to performance management which allows us to compare performance within each operating company including WSH
- Our annual customer satisfaction survey will analyse satisfaction for all customer groups including those with a disability

- We utilise the data within the Census to help shape and plan our future services and this will be supplemented by our customer profile survey which is due to commence from February 2008
- We regular review our services using a wide variety of diagnostic tools and perform self assessments against a wide range of benchmarks including the Audit Commissions Key Lines of Enquiry (KLOEs)

Outcomes

WSH also completed a review of all outstanding actions from previous Audit

Commission inspections, internal audits and existing Ridgehill HA and William Sutton HA action plans in November 2006 to create a revised Equality and Diversity Action Plan.

This plan was reviewed again in October 2007 and will be monitored by our internal working group, the 'Diversity Forum' which is a mixed group of staff and residents.

We have also established an on-line customer group specifically to look at issues affecting disabled customers and they have already begun to review key procedures such as our Aids + Adaptations process.

Track record of delivery

WSH is confident that we can continue to improve the services we provide to our disabled customers based on our track record of providing excellent customer services. In 2003 William Sutton HA was awarded 3 stars by the Audit Commission in recognition of the work that we do and we continue to record high levels of customer satisfaction across all our stock.

INVOLVEMENT

The pro-active involvement of disabled residents, service users and staff is a key requirement in the development of our scheme and action plan. We see it as highly important in identifying and consulting with relevant individuals, as it enables us to clearly understand priority areas, barriers faced by disabled people and to identify areas requiring improvements to take place.

Although we are currently undertaking a wide ranging review of resident involvement within WSH with the assistance of Dome consultants, WSH already has extensive opportunities for residents to become involved with us. These opportunities range from individual consultation on local matters through to involvement at Board level.

Involvement in the Disability Equality Scheme.

In addition to utilising the existing Resident Panel structure, WSH set up an on-line forum for disabled customers to feed into the process of developing our DES. Initially 30 customers were invited to take part in this forum of which 7 have now become active contributors to the weekly discussions which take place. The obvious benefits of the on-line forum are that customers don't need to travel to meetings, they can take part at a time of their own choosing and there are no additional costs incurred to either party other than their commitment.

The on-line opportunity will be promoted in our publication to all residents, Sutton News and we will continue to develop this mechanism to make it even more interactive and to encourage more customers to take part.

We also held 2 customer focus group discussions in Stoke specifically to

address issues relating to Aids and Adaptations to feed into the review of this service area. These were attended by 9 customers who have either applied for an adaptation or recently had one completed and their views will be fed into the wider review of this procedure.

Disappointingly the impact of the re-organisation made it difficult to incorporate the views of disabled staff (assessed as approximately 6% in the old WSHA) and this will be addressed in the review process.

Future review and assessment of our schemes' progress will be undertaken via the Diversity Forum and the on-line disabled customer forum. Our board champion will ensure that other resident board members (both of whom are disabled) will have the opportunity to consider any reports which are to be presented to the wider WSH board.

ASSESSING THE IMPACT OF OUR WORK - DISABILITY IMPACT ASSESSMENTS

Following Affinity Sutton Group-wide guidance, William Sutton Homes will develop and deliver a three year impact assessment timetable. All key members of staff will receive additional training and support to carry out impact assessments.

Impact assessments provide an in-depth evaluation of a policy, procedure, service of function and involve gathering information to assess whether there is a negative impact to one or more diversity groups. This will help William Sutton Homes to identify and act upon practices that disadvantage minority groups, and ensure that services are delivered in as responsive and equitable way as possible.

We support the following core principles of Impact Assessments

- Clearly identifying peoples needs and requirements
- Finding ways to improve service performance and support continuous improvement
- Being innovative and considering new ways of working
- Ensuring that diversity issues are considered when developing new strategies and delivering services
- Ability to identify problems and to respond in an appropriate way

Our impact assessment timetable will be developed and initially focus on reviewing policies, procedures, services and functions which have a large impact or risk to customers including those with a disability. Over the three years, areas of low impact or risk will also be assessed.

Impact assessments may take place as independent stand alone activities or be part of a wider improvement framework to assess how a particular area of our organisation is performing.

The Impact Assessment timetable will also be developed based on the

findings from the KLOE self- analysis and resident/staff involvement. To meet our customers concerns and needs we will aim to impact assess those areas highlighted as important or under-performing within the first year of the timetable.

We will use a template to record our key findings, and any areas identified for improvement will be fed into our Disability Equality Duty Action Plan which is part of our overall Equality + Diversity Action Plan. Our template has been designed with all Diversity and Equality issues in mind, to ensure we assess all these areas as appropriate. It has also been reviewed by a consultant from the Housing Diversity Network to ensure that it is fit for purpose and this review lead to changes to the original document.

A pilot impact assessment was performed within our review of existing complaints procedures and which have now been incorporated into an action plan. Although residents were not involved directly in the impact assessment, existing involvement structures were utilised to provide comment and scrutiny on the outcomes. It is likely that different groups of residents (such as the on-line forum) will be more actively involved in the future following the wider review of resident involvement which is currently taking place within WSH.

ACTION PLAN, MONITORING AND REVIEW

Our Disability Equality Action Plan has been developed based on the KLOE self-analysis, identifying where areas for improvement lie and priorities identified by disabled people through specific consultation and existing performance information. We are also developing actions that fit in with our strategic priorities and existing equalities strategies.

We decided that our action plan would focus on six core service areas, with specific actions in each. These areas covered:

1. Inclusive customer services
2. Asset management- The maintenance of existing properties and the development of new housing
3. Communications and information systems
4. Employment and governance
5. Enabling and participation
6. Monitoring and assessing performance

As a member of the Affinity Sutton Group functions such as Employment, Development and Finance are now carried out by the parent body and not the individual operating companies such as William Sutton Homes. The Affinity Sutton Group is also developing a specific scheme which will cover these areas and we will be supportive of their ultimate action plan

Our action plan will:

- Clarify the current area that requires action

- Outline actions and key priorities based on evidence gained throughout developing our disability equality scheme
- Respond to the priorities that disabled people identified through involvement
- Establish desired outcomes and where we want to be in terms of improved performance
- Establish measurable indicators of progress towards those outcomes
- Provide timescales to deliver outcomes and who is responsible for delivering these
- Date for review to see if improvements and measures have been met

We will maintain and update our action plans, adding specific actions which arise from conducting impact assessments through quarterly monitoring via our Diversity Forum. We will also ensure that our action plans are reviewed on an annual basis with Senior Management and Board being informed of progress.

We will also inform our residents of the service improvements we have delivered in relation to the areas they highlighted as requiring improvements.

We will do this through existing involvement and consultation approaches. The action plan will be reviewed by a range of bodies including the Diversity Forum, Regional Committees and Board as well as the on-line customer forum which we hope will develop into a separate entity in it's own right.

Key contact

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WILLIAM SUTTON HOMES DISABILITY EQUALITY DUTY ACTION PLAN 2008-11

Activity/ Action	Desired outcome/where we want to be	Why? Current weakness/negative impacts	Targets measures/measures for success	Timescale	Responsibility	Barriers to achieving desired outcomes	Date for review	Progress and evidence of successes to date
INCLUSIVE CUSTOMER SERVICES								
Produce an E&D policy and strategy for the new organisation to accommodate new legislation on age, faith, disability and sexual orientation, and best practice requirements set out in the Audit Commission KLoE 31 Diversity revised Nov 06.	New E&D policy will provide up to date guidance for staff so that they can deliver the best possible service to customers.	Currently have one for WSHA and one for RHA both of which are now out of date and therefore staff do not have up to date information to follow.	New P+P produced.	End Jan 2008	Diversity SA	None	Jan 2008	
Ensure procedures are in place and training given to ensure front line staff across all service areas work appropriately with people with mental health problems	All staff dealing with customers with mental health issues will be able to respond appropriately and sensitively to their needs.	Lots of new staff following the merger who need to have the relevant skills and knowledge	Training dates to be published and sessions evaluated	End March 2008	Access & Customer Care SAC via Head of Learning	Training now a group function		
Review current P&Ps to accommodate new legislation on age, faith, disability and	New P+Ps will provide up to date guidance for staff so that they can deliver the best	Again mix of WSHA and RHA still in existence and need harmonising for staff clarity	New P+Ps rolled out	End March 2008	All SACs	Large amount of work to be done but likely to be achieved in time for mock HQN	March 08	

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sexual orientation e.g. succession rights, joint tenancy, ASB & harassment, lettings	possible service to all customers irrespective of their individual circumstances					inspection		
Use resident profiling / communications need audit to identify hidden support needs especially within non supported housing stock.	WSH will have an up to date and accurate understanding of both the current and future needs of its customers and we will have mechanisms in place to ensure that any hidden support needs can be met as and where it is appropriate to do so	Current understanding of our customers is lacking and we do not hold up to date information in a central base which can be accessed by all those who need it to develop WSH services.	CP exercise completed and analysed. Any hidden needs will be identified and added to the action the plan.	End Feb 08	Diversity SAC / Access & Customer Care SAC	Large project to be done in tandem with Broomleigh and subject to IT considerations – could slip back	Feb 08	
Ensure that the expansion of choice based lettings initiatives include equality and diversity issues	All CBL schemes within which WSH participates (or in the case of Hertsmere, which it runs) will be able to demonstrate clearly and easily how they respond to issues which involve matters of	All LA.s meant to have these in place by 2010 therefore WSH will be participating in more of them so it is essential that any concerns are addressed thoroughly	Annual reviews will take place via the Lettings Teams	End Jan 08	Allocations & Lettings SAC	Again increasing numbers may delay progress	Jan 08	

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	diversity							
Ensure that lettings to applicants with disabilities are suited or adapted to their needs	All new tenants or tenants who are transferring will be let properties commensurate with their needs. Where properties do not come up to this standard then measures will be put in place to remedy this.	To better meet the needs of this client group and make better use of our existing stock	Satisfaction surveys undertaken routinely on all new lets.	End Jan 08	Allocations & Lettings SAC	None	Jan 08	
MONITORING AND ASSESSING PERFORMANCE								
Develop a continuous improvement system / performance improvement plan which ensures low satisfaction, areas of complaints, and diversity issues which arise out of user feedback and performance analysis, are acted upon and reported.	WSH will be able to demonstrate how it responds to areas low satisfaction in line with our desire to continually improve our services.	To ensure a high focus on excellent service delivery for all customers. Current inconsistencies in service delivery which will need to be addressed as part of a continuous improvement plan	Performance plan to be issued to all WSH staff	End of June 2007	Continuous improvement SAC	Work in progress		
Establish a new Equality & Diversity	To ensure that diversity retains a	Diversity can be seen as a side issue and	New group has now been established	Complete	Diversity SAC			

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Working Group to champion progress of the E & D action plan	high profile within WSH	needs to be embedded within the new organisational culture.						
Carry out a residents' profile and communications needs audit and ensure information obtained is migrated into the IT systems	WSH will have up to date information and will be able to clearly demonstrate how it communicates with its customers in the format of their choosing. The IT system will clearly show the communication needs of all customers and any mass distribution (such as Sutton News) will therefore meet customers' needs	Need to have a greater understanding of our customers' communication needs so that we can deliver this first time rather than placing the onus on the customer as we presently do.	CP exercise completed and analysed. Communication needs identified and logged on the database.	From Feb 2008	Diversity / Access & Customer Care SAC	Large project to be done in tandem with Broomleigh and subject to IT considerations – could slip back	Feb 08	
Keep up to date residents' profile and communications needs database by asking all new incoming residents to complete the 'Help us to know you' questionnaire.	All new customers will receive communications from WSH in their preferred format from the commencement of their tenancy with us.	Need to have a greater understanding of new customers which can be recorded and retained on a central database which is not possible currently.	CP exercise completed and analysed. In addition regular reviews undertaken to verify accuracy of information on the system	From Feb 2008	Diversity / Access & Customer Care SAC	Large project to be done in tandem with Broomleigh and subject to IT considerations – could slip back	Feb 08	

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Obtain the level of user satisfaction across key service areas in terms of age, gender, disability and ethnic origin and report inequality issues. Introduce an action plan to rectify any shortfall arising.	Through improved satisfaction surveys WSH will be able to address any areas of disparity between customers irrespective of who they are	To ensure a high focus on excellent service delivery for all customers irrespective of who they are. We currently only focus on differences between B+ME and non B+ME residents from our STATUS surveys.	The action plan will be routinely updated following notification from the Performance Improvement Team as and when survey results are obtained.	End of March 2008	Continuous improvement SAC		March 2008	
Publicise measures and processes which are introduced to make services more accessible to vulnerable residents including the availability of local translation / interpreter services and other communication aids as above	All WSH communications will routinely promote the methods by which our customers can contact us and these will be routinely tested to ensure that they continue to perform for those customers who rely on them	To ensure a high focus on excellent service delivery for all vulnerable customers. Again service delivery has been inconsistent and mystery shopping needs to be undertaken more frequently as tasks which are not carried out daily can quickly be forgotten	Publication of articles in Sutton News, on the website and in general material at estate offices (subject to the future review of the role of estate offices)	End of March 2008	Access & Customer Care SAC	Measures which are identified may take longer to establish with various changes / competing demands	March 2008	
Management should set deadlines for the reporting of Performance Indicator information to measure E & D performance. Ensure reporting takes place at regular intervals	Performance reporting on E+D KPIs will be integral to the performance management framework within WSH and will be accorded equal	To ensure that WSH is compliant with all legislation. WSH needs to identify what KPIs it wishes to monitor together with how and when it expects to see them.	KPIs to be identified	End of Dec 2007	Director of Financial Planning and Performance	Need to obtain agreement across the Group	Jan 2008	

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	status with other KPI measures							
ASSET MANAGEMENT								
Ensure all main customer access points are fully wheelchair accessible, with hearing loops, and comply, as far as is reasonable, with the requirements of the DDA. Consider the use of equipment for home visits e.g. mobile induction loops	WSH will be able to evidence that our customer access points are truly open to all and we will be able to produce feedback evidence that our home visits are able to respond to individual needs.	Our offices need to be compliant and work is currently being done in the former NW region to address this. No work has been done with regards to what portable equipment Officers may need to take with them when carrying out home visits (profiling exercise may help)	DDA audits to be completed and retained in an accessible drive. All actions will be reported on through to completion and mystery shopped. Staff will be advised of what equipment is available to them when carrying out a specialised home visit such as one requiring a portable device	End of March 2008	Access & Customer Care SAC / Asset Mngmnt & Maintenance SAC	Cost / benefit exercise required as part of the review of estate offices.	March 2008	
Continue to carry out Disability Discrimination Act (DDA) assessments of all of supported housing stock	WSH will be able to evidence that our supported housing stock is accessible and open to all.	The sheltered housing review has already begun to look at this issue and will report back on its findings in due course	DDA audits to be completed and retained in an accessible drive.	End Jan 2008	Asset Mngmnt & Maintenance SAC	Ongoing changes within Property Services may impact on people resources	Jan 08	
Review A & As (aids and adaptations) P&Ps in light of legislative changes i.e. new requirements under DDA 2005.	WSH customers will have equal access to funds and support in maintaining their independence.	The A+A procedure varied across regions resulting in inconsistent service delivery and lengthy waiting times in some areas.	New P+P agreed and adopted by WSH. Training delivered to key members of staff within the new P+P.	End Jan 2008	Diversity SAC / Asset Mngmnt & Maintenance SAC	None	Jan 08	

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	WSH will deliver a service on a par with excellent rated organisations.							
Work in partnership with contractors to enable recycling and storage of A & As equipment. Tendering of schedule of rates contracts with pre agreed specs	WSH will be able to demonstrate a value for money approach and one which is both efficient and effective from the customers' point of view.	The A+A budget is limited so we need to make best use of the resources available. The previous P+P did not make clear how recycling and storage could benefit both WSH and customers alike.	Revised arrangements documented and rolled out	End Jan 2008	Diversity SAC / Asset Mngmnt & Maintenance SAC	Ongoing changes within Property Services may impact on people resources	Jan 08	
Maintain A & As database and work closely with lettings team to enable suitable lettings to prospective tenants requiring support	WSH will make best use of its existing adapted stock to prevent wastage.	The information held is not always up to date which can make it difficult for the Lettings teams to make best use of stock which has been adapted and we will be looking to engage with LA wide schemes	All new A+As will be added to the asset register. Lettings to adapted stock will be measured and subject to the usual feedback.	End Jan 2008	Diversity SAC / Asset Mngmnt & Maintenance SAC / Lettings SAC	Ongoing changes within Property Services may impact on people resources	Jan 08	
Develop close working with local authorities to maximise available funding for A & As	WSH will be viewed as a key partner in the areas it works and will assist LA's with any requests to Central	Most of the staff who administered A+As within the former WSHA have left following the restructure which means that we will	Key stakeholder information will be recorded and retained on a central database. The database will be reviewed annually and	End Jan 2008	Diversity SAC / Asset Mngmnt & Maintenance SAC	Ongoing changes within Property Services may impact on people resources	Jan 08	

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	Government for additional financial help.	have to re-engage with specialist LA teams to develop our relationships with them	updated when necessary.					
COMMUNICATIONS								
Develop P & Ps to ensure the residents' profile and communications needs database is utilised so that communication meets the requirements stated. P&Ps should cover: <ul style="list-style-type: none"> • The range of information to be translated, put on tape , Braille • Ensuring access to facilities eg Language Line, hearing loops, signing, audiotapes etc • Special adjustments to service delivery 	WSH's P+Ps will clearly show what measures can and will be put in place to meet the needs of our customers. We will be able to provide accurate information across a range of formats as agreed with customers.	Although we aim to ensure a high focus on excellent service delivery for all customers, we are in the process of harmonising the P+Ps which existing pre-merger and each SAC is responsible for identifying any gaps in services and putting measures in place to address them.	Development of new P+Ps which clearly show our service standards. Service standard documentation will be updated and available at each customer access point, on the website or on request.	End Dec 08	Diversity / Access & Customer Care SAC	Large amount of work to be done but likely to be achieved in time for mock HQN inspection	March 08	
Review website to ensure it is accessible for	The WSH website will meet the requirements of a	The website will become an increasingly important	Website fully compliant with all requirements and can be badged as	End July 07	Access & Customer Care SAC	Ongoing issues with IT have delayed WSH	Jan 08	

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people with sight impairment	wide range of users including those with a sight impairment. We will use feedback tools to ensure that the site remains fit for purpose.	point of access for customers and it is therefore vital that it is fit for purpose. The former websites were not as interactive as others within the sector.	such by external bodies.			website		
ENABLING AND PARTICIPATION								
Promote equality and diversity through formal resident involvement and consultation structures including the Residents' Panel	WSH will be able to show that it's mechanisms for involvement are open and accessible to all.	Formal structures need to reflect the views of the many and not just the few. The Dome review of resident involvement will help develop new opportunities for involvement for our customers in ways which suit them. WSH needs to be able to evidence how minority groups have been engaged with us and what impact their involvement has had.	To concluded the RI review and publicise outcomes and create a menu of opportunities for involvement. Participation will be monitored to demonstrate that it is inclusive. Impacts will be recorded to demonstrate how and what participation has achieved.	End Dec 07	Resident Involvement SAC	Review underway with Dome but not yet ready to report back	Jan 08	
Monitor and report on the breakdown of service user involvement bodies by ethnicity, gender,	WSH will be able to show that it's mechanisms for involvement are open and	Some work has been done on recognised groups as part of their grant application process within the	To concluded the RI review and publicise outcomes and create a menu of opportunities for involvement	End Jan 08	Resident Involvement SAC	Review underway with Dome but not yet ready to report back	Jan 08	

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sexuality, age, disability, faith, location and others as relevant, including gypsies and travellers and new groups such as refugees and migrant workers.	accessible to all and that all groups can make a difference through involvement.	former WSHA and training has been delivered to a number of residents.	<p>Participation will be monitored to demonstrate that it is inclusive.</p> <p>Impacts will be recorded to demonstrate how and what participation has achieved.</p>					