

East North East Homes Leeds

Disability Equality Scheme 2008-2009





This document can be made available in large print, Braille and on tape. It is also available in translation. Please tick the required format / translation and return to:
East North East Homes Leeds, Freepost RRJX-YRTK-TACE, Leeds LS7 3YY

Please tick Document Name

I would like this document: **On tape** **On disc** **By email**
Large print **As text**

- | | | |
|--------------------------|---|------------|
| <input type="checkbox"/> | أود أن يكون هذا المستند باللغة العربية. | ARABIC |
| <input type="checkbox"/> | আমি এই দস্তাবেজটি চাই। | BENGALI |
| <input type="checkbox"/> | Htio bih ove informacije na bosanskom jeziku. | BOSNIAN |
| <input type="checkbox"/> | 我希望索取這份資料的中文譯本。 | CHINESE |
| <input type="checkbox"/> | من این سند در زبان دری میخواهم | DARI |
| <input type="checkbox"/> | لطفاً این متن را به زبان فارسی در اختیار من قرار دهید. | FARSI |
| <input type="checkbox"/> | J'aimerais ce document en Français | FRENCH |
| <input type="checkbox"/> | Επιθυμώ αυτό το έγγραφο στα Ελληνικά | GREEK |
| <input type="checkbox"/> | मैं यह जानकारी हिंदी में चाहूंगा। | HINDI |
| <input type="checkbox"/> | ئەم وەرەقەییەم بە کوردی دەویێت | KURDISH |
| <input type="checkbox"/> | 我希望將此文檔翻譯為中文。 | MANDARIN |
| <input type="checkbox"/> | سیکی ای معلوماتی دستاویز بیاژی زبان وچ چائی نی ایہ۔ | PAHARI |
| <input type="checkbox"/> | Chciał(a)bym otrzymać ten dokument w języku polskim. | POLISH |
| <input type="checkbox"/> | Eu gostaria deste documento em Português | PORTUGUESE |
| <input type="checkbox"/> | ਮੇਰੇ ਦਿਲ ਨੇ ਪੰਜਾਬੀ (Punjabi) ਭਾਸ਼ਾ ਵਿਚ ਸਾਰੀ ਦਾ ਹੈ. | PUNJABI |
| <input type="checkbox"/> | زده دا اسناد په پښتو ژبه کې شواړم | PUSHTO |
| <input type="checkbox"/> | Ndirikuda kutsanangurerwa izvi nechi Shona. | SHONA |
| <input type="checkbox"/> | Waxa aan jeclaan in aan helo dukumentigan oo af - Soomali ku quoran | SOMALI |
| <input type="checkbox"/> | Me gustaría esta información en... | SPANISH |
| <input type="checkbox"/> | Ningependelea hati hii kwa lugha ya Kiswahili | SWAHILI |
| <input type="checkbox"/> | இந்த ஆவணத்தை நான் தமிழில் பெற விரும்புகிறேன் | TAMIL |
| <input type="checkbox"/> | የዚ ጽሑፍ እዚ ብጽግኛ ትግርግ እደሊ። | TIGRINI |
| <input type="checkbox"/> | Мені потрібна ця інформація українською. | UKRANIAN |
| <input type="checkbox"/> | میں پرستار ہوں اور روز پان میں چاہوں گا/گی | URDU |
| <input type="checkbox"/> | T'êi mư̄n t'ai liệu này bằng tiếng Việt. | VIETNAMESE |

Your name:

Your address:

E-mail address:

Phone number:

For more details or if you'd like other languages or formats, please contact us on 0800 915 1600

ENEHL disability equality scheme

Contents

Introduction	4
East North East Homes Leeds	4
'A company with a passion for communities'	4
Our equality & cohesion policy statement	5
Our disability equality scheme	7
The social model of disability	7
Our action plan: leading by example	9
As a company	9
As an employer	10
As a service provider	11
Involving people	11
Involving stakeholders	11
Aids and adaptations	12
Vulnerable people's strategy	12
Impact assessment	14
Summary of Equality Impact Assessment	15
Monitoring, reporting and review	16
Our Action Plan	18
APPENDICES	19
1 Our legal duties	19
2 Related documents	20
Feedback form	21

How to contact us

- Call us on 0800 915 1600
- Call our minicom number 0845 127 1113
- Fax us on 0113 2476151
- Email us at enehl.enquires@enehl.org.uk
- Visit our website: www.enehl.org.uk
- Visit your local housing office

Introduction

In society, not everyone enjoys equality of opportunity. Whether through active discrimination or through unintentionally prejudicial systems, procedures and conditions, discrimination most affects those who have least power or control over their circumstances. In providing housing services, awarding contracts, employing staff and managing the company by the Board and its Committees, East North East Homes Leeds is committed to providing equality of opportunity and treatment for everyone.

East North East Homes Leeds
'A company with a passion for communities'

Our equality & cohesion policy statement

East North East Homes Leeds will promote equality, inclusiveness and social justice for all our residents and staff. We will work positively to achieve this by challenging all forms of discrimination, exclusion and injustice, and by promoting community cohesion and the potential for harmony.

East North East Homes Leeds values the rich social and cultural diversity of our area's communities. We will make sure our workforce and our services reflect that diversity and local communities' needs. We recognise that people face discrimination and disadvantage for many reasons. These include disability, health needs, age, race, sex, sexual orientation, religion, belief, language, asylum or refugee status, spent convictions, low income, employment, or family status. We will develop programmes and action to help people overcome disadvantage and discrimination so they can achieve their full potential in an integrated and cohesive society.

We will work in partnership with communities disadvantaged through discrimination so their voice is heard, their rights are respected and our decisions, policies and practices reflect their needs.

We will deal with hate crimes.

We will promote the development of groups representing disadvantaged communities with our residents and our partners. We will work to increase community groups' access to resources and help them to help those experiencing discrimination to take part.

East North East Homes Leeds, as a community leader, will challenge institutional discrimination within our Company if we find it so we lead by example. We will give a professional

and relevant service to all the community to achieve equality for everyone. We will work to remove barriers that exclude some sections of the community from decision-making and access to East North East Homes Leeds jobs and services. We will seek support from partners to join us in our commitment to removing discrimination, injustice and improving the quality of neighbourhoods.

We will identify targets to measure our progress in delivering equality and cohesion.

Promoting equality and inclusiveness is one of East North East Homes Leeds' key values. We will make sure we welcome and support the settlement of newcomers and help them to integrate into the community. We will tackle isolation and non-participation.

East North East Homes Leeds will keep this statement under review and update it whenever needed.

Our disability equality scheme

The social model of disability

It is widely accepted that disabled people generally have fewer opportunities and a lower quality of life than non-disabled people. Any actions taken to deal with or remove the disadvantage experienced by disabled people depend on what is believed to be the cause of the disadvantage.

The social model was developed by disabled people to counter what became known as the medical model of disability. The key difference between these two models is the location of the 'problem'.

In the medical model, disabled people can't take part in society as a direct result of their impairment. This model explains the difficulties disabled people face in their daily lives as individually based functional limitations.

A social model approach states that people with impairments are disabled by physical and social barriers. The 'problem' of disability results from social structures and attitudes, rather than from a person's impairment or medical condition. This approach has influenced a rights-based view of equality for disabled people and represents the key to understanding and addressing disability equality, the aim of which is to understand and dismantle the barriers that exclude and limit the life chances of disabled people.

East North East Homes Leeds adopts the social model of disability.

The Disability Discrimination Act recognises that equality of opportunity can't be achieved merely by treating disabled and non-disabled people in the same way. The Disability Equality Duty recognises this by requiring public authorities

to give due regard to the need to treat disabled people more favourably. This is distinct and unique to disability discrimination in equality law. It is also notable that unlike other anti-discrimination laws, the Act does not restrict positive discrimination in favour of disabled people in any way.

This is because under the Act only disabled people are protected against discrimination, and not those who are not disabled.

East North East Homes Leeds recognises that disability is an important strategic business priority. If we get it right for disabled staff and customers, we get it right for everyone.

What we do to overcome discrimination and improve disability equality will help improve the performance of the whole company.

This will include:

- setting appropriate performance targets
- considering training needs
- allocating appropriate resources for training, research and involvement.

Our action plan: leading by example

As a company

We:

- work to ensure our Board and Area Panels represent our diverse communities

We do this by:

- monitoring the profile of our Board and Area Panels
- advertising vacancies in a range of languages, formats and community venues
- taking positive steps to encourage disabled people with relevant skills and experience to apply for places on the Board and Area Panels

- make sure our Board and Area Panel members understand the legal requirements around equality and diversity

We do this by:

- ensuring all our Directors and Area Panel representatives are trained in equality, diversity and cohesion

- make sure our Board and Area Panel members actively promote equality and inclusiveness

We do this by:

- having a Board Director who champions equality, diversity and cohesion
- including equality and diversity in Board and Area Panel appraisals
- having a zero tolerance policy in relation to disability discrimination and harassment

Progress on improving disability equality should also be seen in people's attitudes.

The Employers' Forum on Disability suggests that we will know when we are winning when colleagues:

- describe disability as a business issue
- expect to be treated fairly if they acquire a disability while working for the company
- expect to be valued for recruiting disabled people and making adjustments
- can describe the plan for disability and explain this to customers and other stakeholders.

We will work towards this change in attitudes.

As an employer

We:

- make sure jobs are accessible to people with a disability

We do this by:

- advertising in a variety of locations and formats
- allowing people to apply for jobs in a variety of ways
- employ a workforce that includes people with a range of disabilities

We do this by:

- monitoring the composition of our workforce
- positively recruiting disabled people
- making sure all our staff are trained in equality and diversity training and receive annual refresher training
- making sure front line staff know how to use specialist equipment and know how to deal with different levels of vulnerability and disability
- making sure relevant staff have easy access to information about issues around vulnerability or challenging behaviour

As a service provider

To make sure our services and our housing are accessible for people with a disability, we:

- have customer service points which are accessible by people with a disability and comply with the Disability Discrimination Act
- have undertaken audits of our communal areas of our multi storey flats with the Access Committee for Leeds and have almost completed our programme of work
- have mobile and fixed induction loops in our offices
- have a central freephone and local call minicom number
- provide a comprehensive adaptations service that includes in-house Occupational Therapists (OTs)
- have adaptations staff and OTs who are trained in Disability Discrimination Act access audits
- advertise empty adapted properties as such and give preference to applicants with identified needs who our OTs check for suitability before we make an offer
- tailor our Decent Homes work to meet household needs in terms of adaptations

Involving people

Our access and customer care and resident involvement strategies show the different ways we engage people in our services.

We will:

- keep these activities under review
- continue to seek new ways of engaging with all the people in our area.

Involving stakeholders

To make sure we involve appropriate stakeholders who understand the needs of disabled people in developing new policies and strategies, we:

- ask our contractors to commit to equality and diversity standards
- are part of the Leeds Homes Construction Partnership, whose 'precious metals' scheme measures contractors' performance and recognises their achievements in meeting them through bronze, silver, gold and platinum awards
- make sure relevant contractors and stakeholders have easy access to information about issues around vulnerability or challenging behaviour
- have adopted a multi agency review approach to risk assess tenancy enforcement action against our vulnerable households.
- work with the Access Committee for Leeds on disability issues and they trained a number of our Adaptations staff and OTs in Disability Discrimination Act access audits
- work with a wide base of other community organisations to ensure that services are tailored to local needs.

Aids and adaptations

Our Adaptations Framework document sets out our procedures for managing the adaptations we make to the housing we manage.

It ensures effective liaison between ourselves and the Council's Social Care Department and that we are an integral part of cross- sector, cross-service sharing responsibility for performance, exchanging good practise and improving services.

It also aims to help all those involved in service delivery to commit to core service principles, delivering a service that is sensitive and responsive to client needs.

Vulnerable people's strategy

- Our vulnerable people's strategy provides effective support to vulnerable people so they can live independently in the community. This supports our wider aim of providing

community cohesion by facilitating settled and sustainable communities.

This strategy aims to:

- provide a strategic approach to housing, managing and supporting vulnerable tenants
- ensure that we have effective ways in place to support vulnerable tenants to promote independent living
- identify service developments that could support to vulnerable people in the medium to long term.

Impact assessment

East North East Homes Leeds is committed to taking all steps needed to assess the impact of our policies on people with a disability.

Equality impact assessments are a way of finding out whether our plans, actions and services will affect some communities or groups of people differently, for example by focussing on specific equality issues such as disability.

We need to make sure that our policies and services don't disadvantage disabled people. We also need to know if we can promote equality of opportunity, positive attitudes to and good relations more effectively.

Impact assessments look at and allow us to act to address barriers that might exclude particular communities or groups of people. The results mean we can make informed changes to our policies and activities to promote equality of opportunity and positive attitudes to and good relations between different groups.

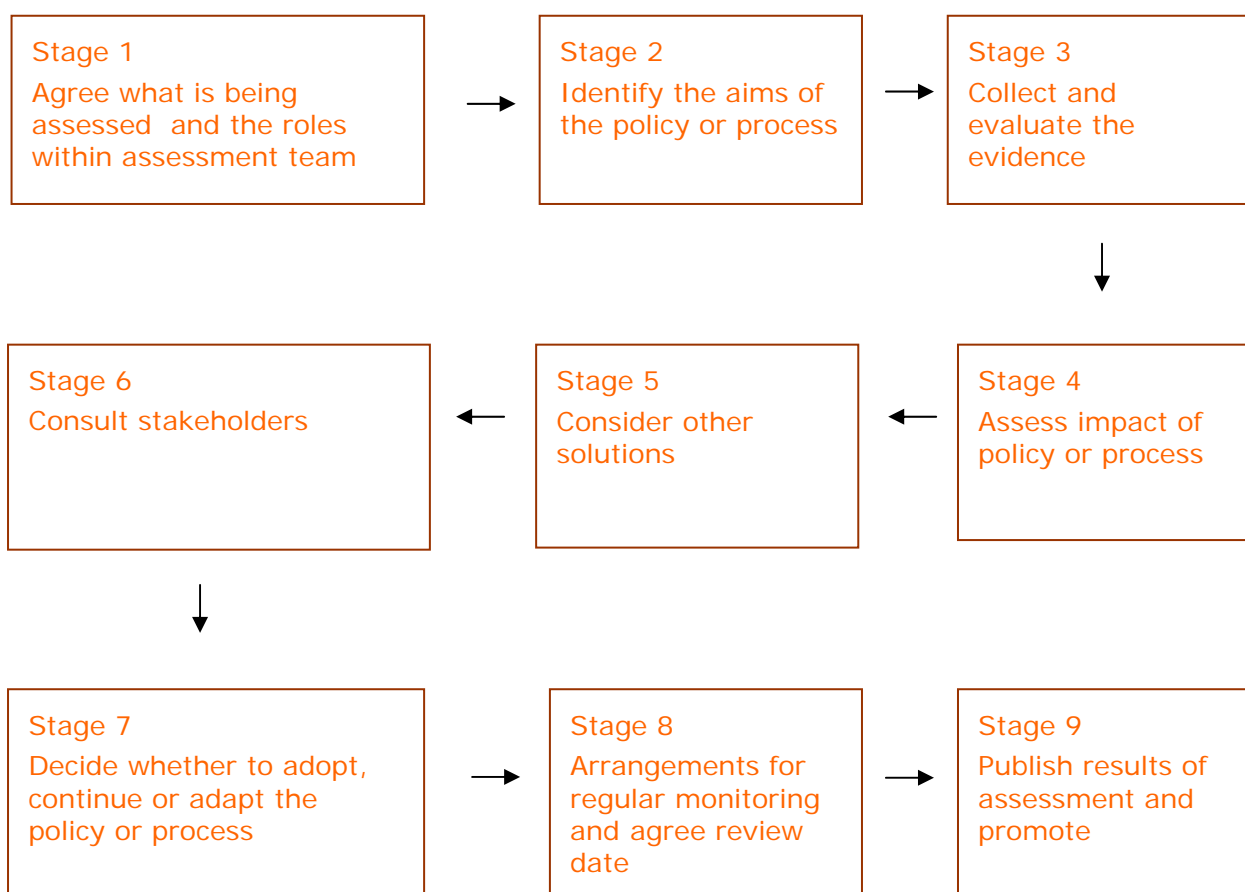
We have:

- Had Housing Quality Network training on Equality Impact Assessments
- Listed our existing policies, plans and services
- Prioritised Human Resources for assessment in 2007-2008
- Developed a programme for assessing all existing and new policies, plans and services
- Looked at how we will consult interested groups, including staff and customers
- Developed Equality Impact Assessment templates for staff and service users
- Looked at how we will publish our progress - what is being assessed, when and how, what the impact is, what action we plan to take and what difference this will make.

Our priorities for Equality Impact Assessment are to review policies and procedures in these areas to decide if they potentially discriminate against disabled people:

- consultation and involvement
- Choice Based Lettings and allocations
- harassment and anti-social behaviour
- aids and adaptations
- shared and public areas
- data collection on delivery by disability
- repair and maintenance services
- improvement works.

Summary of Equality Impact Assessment



Monitoring, reporting and review

We produce regular equalities monitoring reports to Board, Committees and Area Panels and publish articles on our work in newsletters and the local press.

These are the Best Value Performance Indicators (BVPIs) and our targets.

Indicator	2007/8 Target	2007/8 Outturn	2008/9 Target	2009/10 Target	2010/11 Target
BV11c Top 5% of earners that have a disability*	5.3%	4%	4.6%	5%	5.4%
BV15 Ill health retirements as a % of total workforce*	0.55%	0.5%	1.4%	1%.	1%
BV16 % of employees declaring they meet the DDA 1995 definition compared with % of economically active people in the area	4.24%	5.63%	5.5%	5.5%	5.5%

* Target has been reduced

** Target has been increased

We have agreed a lower target for the top 5% of earners that have a disability on the advice of the Housing Quality Network that our targets should be more realistic and achievable over the coming years. We are increasing the target for ill-health retirement, which reflects that in tackling absence there may be more ill health retirees.

With the removal of the Best Value Performance Indicator framework, we introduced additional performance indicators, agreed with the West Yorkshire Employers Coalition (WYEC).

Indicator	ENEHL Out turn 2007/8	Proposed Target 2008/9	Proposed Target 2009/10	Proposed Target 2010/11
% of staff who are disabled	4.96%	5%	5.30%	5.50%
% of senior managers who are disabled	4.17%	4.17%	4.50%	4.50%
% of middle managers who are disabled	7.79%	8%	8%	9%
% of junior managers who are disabled	0%	1%	2%	3%

The WYEC indicators also monitor the Social Model of Disability. Although we will monitor this in terms of workforce composition, we have not set targets in this area as we report on specific types of disability within our company.

Our Action Plan

We monitor performance and service developments through our Service Improvement Plan (SIP). We have a Strategic SIP and Team SIPs covering the full range of our activities.

They include all our action plans.

APPENDICES

1 Our legal duties

This is the legal framework that supports equality and diversity in relation to disability:

Disability Discrimination Act 1995 & Regulations 2003, 2004, 2005/6

A disabled person is 'Anyone who has a physical or mental impairment which has a substantial and long-term adverse effect on his / her ability to carry out normal day-to-day activities'. This Act is aimed at ending the discrimination faced by many disabled people in employment, education, and access to goods, facilities, services and premises. The 2005/6 Act extends the definition of disability to include people with HIV, multiple sclerosis and cancer, from the point of diagnosis. It also makes it unlawful for local authorities to treat disabled Members less favourably.

Special Educational Needs and Disability Act 2001

This Act extended the Disability Discrimination Act to education. It requires education providers to ensure that they don't discriminate against students with disabilities in all aspects of their studies.

2 Related documents

ENEHL policies

HIV/AIDS and Hep B Policy

Personnel Policy on Aids

Employment Policies for Disabled People

Retention and Rehabilitation of Employees with disabilities.

East North East Homes Leeds Business Plan 2007 / 2010

East North East Homes Leeds Access and Customer Care Strategy

East North East Homes Leeds Marketing And Communications Strategy

East North East Homes Leeds Customer Research Strategy

Lettings Policy

Supporting People Strategy: Shadow Strategy 2002 – 2003, Leeds City Council

Valuing People, A new Strategy for Learning Disability for the 21st Century, Department of Health, March 2001, Cm 5086

Children and Young People's Plan

Home Not Alone 2005 – 2010 A strategy to meet the housing and support needs of older people in Leeds

Feedback form

We're always trying to improve the quality of our services. Please help us by telling us what you think of this Equality & Cohesion Strategy.

Please fill in this form and:

- hand it in at any East North East Homes Leeds Housing Office
- send it to us at East North East Homes Leeds Freepost RRJX-YRTK-TACE, Leeds LS7 3YY
- fax it to us on 0113 2476151
- e-mail your comments to us at enehl.communications.and.information@enehl.org.uk

Thank you for your help.

Your comments on our Disability Equality Scheme:



Your name

Your address

Your phone no.

e-mail
address



east
north
east
homes leeds



east
north
east

homes leeds



Disability Equality Scheme 2008

A company wholly owned by Leeds City Council
East North East Homes Leeds
Registered in England & Wales No 06031596



FOR PEOPLE
0800 138 1625
24 HOUR FREE LINE



**RESPECT
STANDARD
FOR HOUSING
MANAGEMENT**



Leeds
CITY COUNCIL

north of england
excellence
2008-2011