

Disability Equality Action Plan 2007 / 8

ACTION	LEAD OFFICER	TIMESCALE
Housing and Customer Services		
Amend application form to include questions re disability of applicant and family members	Senior Housing Officer	Jan 2008
Survey all tenants who have had an adaptation completed	Maintenance Director	
Monitor lets and sales to disabled applicants through CORE data on a quarterly basis	Senior Housing Officer	Amend report from Apr 2008
Undertake profiling exercise of all our residents to improve our knowledge and requirements of our tenants	E&D HO	
Publish adaptations policy in newsletter and on website	Housing Director	
Make better use of mobile phone technology to contact hearing impaired tenants	Senior Housing Officer / IT Dept	2008
Amend NTV form to record preferable mode of communication & then integrate this information into IT system	Senior Housing Officer / IT Dept	2008
Monitor satisfaction with repairs by disability	Maintenance Director	
Monitor complaints received by disability	Housing Director	
Ensure website meets DDA compliance	Senior Housing Officer / IT Dept	Ongoing
Ensure office accessibility complies with DDA requirements	Housing Director	
Involve disabled residents in the further development and implementation of the DES	Senior Housing Officer	Throughout 2008
Ensure any issues individual raised in the face to face interviews are resolved	Senior Housing Officer	Jan 2008
Arrange Disability Awareness training for frontline staff	Housing Director	
Development & New Business		
Influence design on new build where this is possible	Maintenance Director	
Ensure all new build designed by Arcon are built to lifetime standard	Maintenance Director	
Employment and Governance		
Undertake annual survey of all staff and include a section on disability equality	Chief Executive	
Amend job applicant Equal Opportunity Monitoring form to include question on disability	Senior Housing Officer	Jan 2008