

wulvern your home team



Wulvern
disability action plan 2008



Wulvern disability action plan 2008

Wulvern is committed to promoting equality for all.

We are working to encourage positive attitudes towards disabled people and ensuring participation by disabled people in public life.

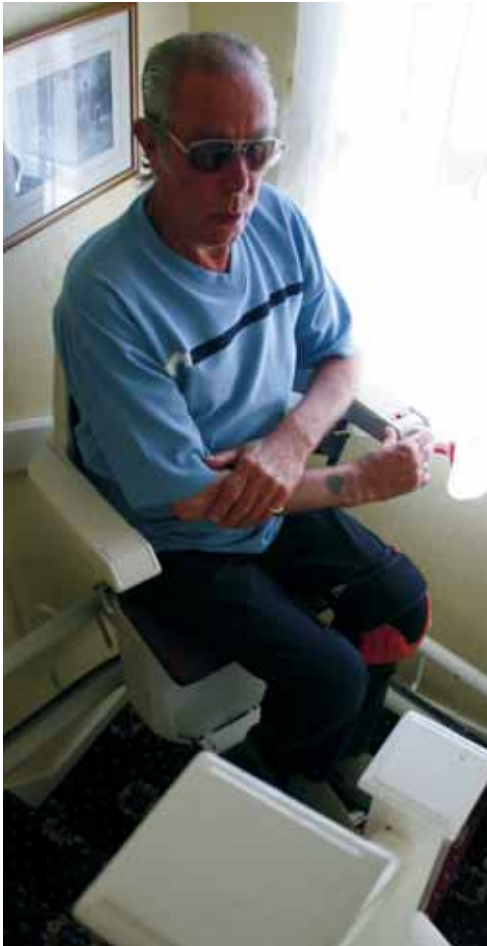
This document sets out how we will address the many issues related to disability to achieve our aim of improving quality of life, increasing opportunities and eliminating discrimination.



how we are consulting people

In order to prepare this action plan, Nikki Critchlow (Customer Involvement Manager) and Rochelle Baxter (HR Business Partner) held a consultation session with customers and staff. The purpose of this was to ask participants 'what matters to them' and to discuss what barriers they are facing in terms of disability equality. This session resulted in this initial action plan that is relevant to tenants, staff and appropriate external agencies. The plan will be reviewed after 6 months and again after 12 months.

The group will continue to meet regularly to review the various aspects of our business from a disability perspective, for example, new build plans.

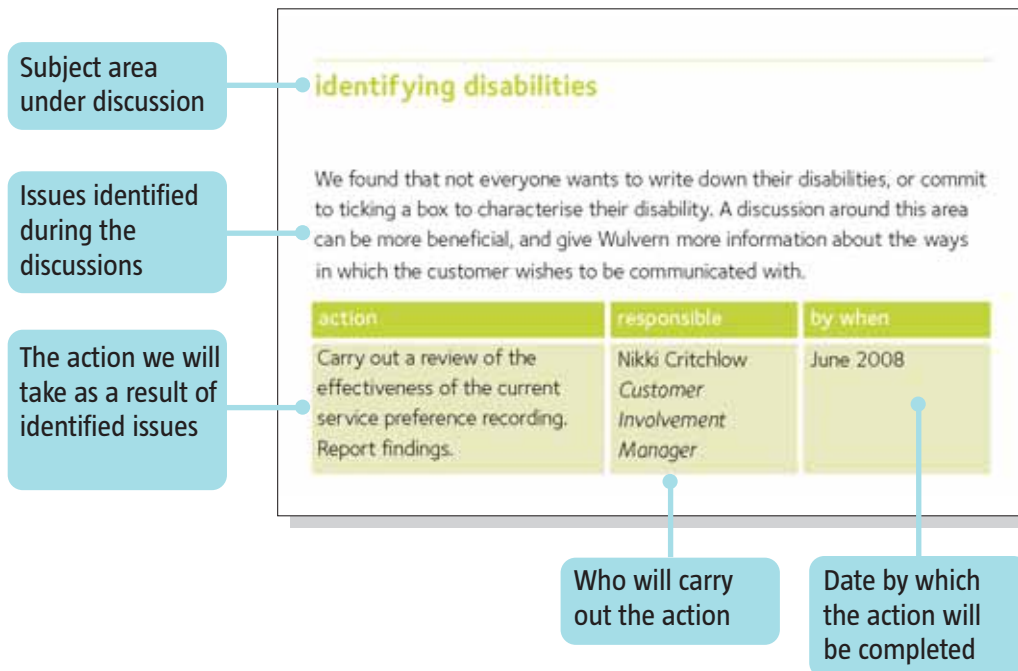


how to read this action plan

This disability action plan explains how Wulvern will develop our own Disability Equality Scheme. The results of the joint staff and customer consultation session are shown in the following section of this document.

The diagram below illustrates how we have set out the findings of the consultation session discussions. Each issue and question raised is shown, followed by an explanation of how Wulvern is responding to every individual finding, which member of staff is responsible and the date by which they will complete their initial task.

Example



our disability action plan 2008

identifying disabilities

We found that not everyone wants to write down their disabilities, or commit to ticking a box to characterise their disability. A discussion around this area can be more beneficial, and give Wulvern more information about the ways in which the customer wishes to be communicated with.

action	responsible	by when
Carry out a review of the effectiveness of the current service preference recording. Report findings.	Nikki Critchlow <i>Customer Involvement Manager</i>	June 2008

We discovered that information is not accurately gained from the outset as application forms ask for medical needs rather than disabilities.

action	responsible	by when
Consider implications of home visits at application stage to assess current arrangements e.g. what works well, what does not and then consider improvements to home life.	Amanda Seals <i>Lettings Manager</i>	June 2008
Review the effectiveness of the current Wulvern application form for housing.	Amanda Seals <i>Lettings Manager</i>	June 2008

It was felt that not all staff were aware of the different types and needs of disabled customers, or what Wulvern can do to assist.

action	responsible	by when
Establish the need for staff training on Disability Awareness based on customer need.	Julie Murphy <i>Assistant Director of Human Resources</i>	April 2008

suitable accommodation

It was suggested that if a person gets the right property the first time, it gives more independence and reduces knock-on effects. Questions were raised about our new build properties and whether they could be built with level access doors, wide doorways, low level sockets/switches and adjustable kitchens.

action	responsible	by when
Establish a working group to review new development policy, plans and completed developments. Findings to be reported.	Angela Hardman <i>Assistant Director of Development</i>	March 2008

Questions were also raised regarding the quality of our provision of temporary accommodation for homeless people who are disabled, of which no-one in the group particularly had very much experience. This was discussed further with a member of the review panel.

action	responsible	by when
Review the impact of disability on temporary accommodation. How is it considered? Do we have disabled-friendly temporary accommodation?	Rachel Chudley <i>Assistant Director of Housing</i>	June 2008



social interaction

When arranging meetings and events, it is important to ensure that consideration is given to the needs of the audience.

action	responsible	by when
Create a checklist available to all staff to generate thought about requirements e.g. layout of the room, location, accessibility, hearing loop etc.	Nikki Critchlow <i>Customer Involvement Manager</i>	February 2008
Create a budget for transport requirements and support equipment/materials for such circumstances.	Rachel Chudley <i>Assistant Director of Housing</i>	April 2008

anti-social behaviour

There are concerns that customers with a disability may be a target for harassment/anti-social behaviour.

action	responsible	by when
Raise awareness of Anti-Social Behaviour policy and Respect Agenda.	Matthew Cox <i>Anti-Social Behaviour Co-ordinator</i>	May 2008
Publicise regular adverts/articles on the above in Homewords.	Matthew Cox <i>Anti-Social Behaviour Co-ordinator</i>	May 2008

training on adaptations

Staff need to be aware of adaptations available. Basic knowledge on installation and how to use them will enable our staff to advise tenants (e.g. stair lifts).

action	responsible	by when
Establish the need for staff training on adaptations based on customer need.	Julie Murphy <i>Assistant Director of Human Resources</i>	April 2008



knowledge of facilities in properties

It was found that although information regarding the facilities available in each property and the adaptations done is stored on our in-house IT package, few people know how to access it.

action	responsible	by when
Review the information held on the IT system relating to adaptations. Report findings.	Keith Davies <i>Assistant Director of IT and Continuous Improvement</i>	May 2008

access to Wulvern facilities

There is concern that disabled parking spaces at Wulvern House are parked in by people who are not registered as disabled and not displaying a blue badge.

action	responsible	by when
Review and consider implementing a Car Parking Policy at Wulvern House.	Carol Thompson <i>Facilities Manager</i>	March 2008

The condition of the CNBC car parks at Nantwich and Breedon House was questioned. Breedon House was thought to be hard to access in a wheelchair.

action	responsible	by when
Review access arrangements at the Nantwich office and Breedon House. Discuss with CNBC and report findings.	Carol Thompson <i>Facilities Manager</i>	February 2008

review

Wulvern's Disability Action Plan will be reviewed by the working group on a 6 monthly basis.

action	responsible	by when
Working group to meet to review progress during June 2008.	Nikki Critchlow <i>Customer Involvement Manager</i>	June 2008
Working group to meet to review progress and set priorities for 2009 during December 2008.	Nikki Critchlow <i>Customer Involvement Manager</i>	December 2008





If you would like this document in your language,
on tape, in large print or in Braille, please ring us on 01270
506200 or ask at one of our offices.

إذا أردت هذه الوثيقة في لغتك أو على شريط أو بالحروف الكبيرة أو بالبرaille، الرجاء الاتصال
بنا على الهاتف على الرقم 01270 506200 أو أطلب ذلك لدى واحد من مكاتبنا. Arabic

如欲索取這文件以閣下語言、錄音帶、大字印刷或盲人用點字所編制的版本，
請致電 01270 506200 聯絡我們或向本辦事處查詢。 Chinese

જો આપ આ દસ્તાવેજ આપની ભાષામાં, ટેપ પર, મોટા છાપેલાં અક્ષરોમાં કે અંદાજિતિપિમાં મેળવવા માંગતાં હોય
તો કૃપા કરી, 01270 506200 નંબર પર અમને ફોન કરો અથવા અમારું ઓફિસમાં પૂછો. Gujarati

Se gradite aver questo documento nella vostra lingua, registrato in cassetta, grande stampa, oppure
in Braille, pregasi chiamarci al numero 01270 506200 oppure chiedere in uno dei nostri uffici. Italian

ئەگەر حەز دەکەیت ئەم بەلگەنامەیت دەست بەکەوێت بە زمانی کوردی، لە سەر کاسێت، بە پیتی گەورە یان بە برایل،
ئەوا تکایە تەلهفونمان بۆ بکە بۆ ئەم ژمارە 01270 506200 یان داوا بکە لە یەکێک لە ئۆفیسەکانمان. Kurdish

Jeśli chciałbyś otrzymać ten dokument w własnym języku, lub na taśmie, albo dużym drukiem,
prosimy dzwonić pod numer 01270 506200 lub zgłoś się do jednego z naszych biur. Polish

Se você gostaria de receber este documento na sua linguagem, em fita, em
letras grandes ou em Braille, por favor telefone ao 01270 506200 ou pergunte
em algum dos nossos escritórios. Portuguese

Eğer bu evrağı kendi dilinizde, kasette, büyük ebatlı baskıda ya da amalar
için kabartmalı yazıyla yazılmış olarak isterseniz lütfen bizi
01270 506200 den arayın ya da ofisimizden birine sorunuz. Turkish

اگر آپ کو یہ دستاویز اپنی زبان، ٹیپ پر، موٹی لکھائی میں یا بریل میں چاہیے تو 01270 506200 پر فون کریں یا ہمارے کسی دفتر سے رابطہ کریں Urdu

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন। Bengali

www.wulvernhousing.org.uk

Wulvern, Wulvern House, Electra Way, Crewe, CW1 6GW

Wulvern is an Industrial and Provident Society operating under charitable rules

