

**Tower Hamlets Homes - DH - Equality Impact Assessment Action Plan**  
**Decent Homes Programme as of February 2013**

No.	Action(s) proposed	Lead Service	Deadline	Status as Sept	Update/Progress as at December 2011	Evidence/Output	Estimated date of completion	Update/Progress as at March 2012	Status	Evidence	Update/progress as at Aug 2012	Status	Evidence	Update/progress as at Feb 2013	Status
1	<b>ACTION:</b> That resident satisfaction measured against targets is analysed by equality strands/protected characteristics six months into the programme to identify any negative impacts or lessons learned that can improve the programme in subsequent years.	Property Services	Mar-11	In progress	Customer satisfaction surveys have been taken from DH contractors. These are being cross referenced with satisfaction surveys from an independent	Complete	Evidence available on request. These surveys are now being validated independently by Kwest.	Ongoing	Complete	Evidence available on request. These surveys are now being validated independently by	ongoing	Complete	Evidence available on request. These surveys are now being validated independently by Kwest.	ongoing	Complete
2	<b>ACTION:</b> Develop a Lifelong Homes/Aids and Adaptations Strategy which plans further integration into Y2-Y4 programmes. This may include more proactive planning to: <ul style="list-style-type: none"> <li>Install more wetrooms and showers;</li> <li>Ensuring better good accessibility of communal areas and externals (included in December 2011 Diversity Working Group discussion);</li> <li>Earlier Added Value visits to understand needs at planning level and individual level;</li> <li>Better strategic and operational working relationship with Adults Health and Wellbeing and the Occupational Therapy service;</li> <li>Wider partner network (handyperson scheme etc.);</li> <li>Improve take up of adaptations.</li> </ul>	Property Services	Mar-11	In progress	An Aids and adaptations strategy is being developed by Lorraine Fairweather. This will highlight failures in the DH programme to address the needs of vulnerable residents.	In progress	Lorraine Fairweather will be able to advise.	Year one outturn shows a significant increase in referrals for OT assessments. 66% of all cases referred by the DH programme are not previously known to THH or LBTH.	In progress	Kirby Miles will be able to advise	Processes in place. Will be ongoing for the duration of the programme.	Complete	<ul style="list-style-type: none"> <li>Install more wetrooms and showers;</li> <li>Resident profiling – identification of residents requiring OT intervention</li> <li>Initial work undertaken prior to works commencing to determine which resident may require specialist adaptations to their bathrooms and/or kitchens, and prevent residents with OT needs slipping through the net. Information re: disability and vulnerability is extracted from THH's database and LBTH social care records building up a profile of residents we know need to be approached. Following this, the MOLESD survey further identifies residents with mobility issues for which OT screening tools need to be</li> </ul>	ongoing	Complete
3	<b>ACTION:</b> Ensure that through overall business processes as well as specific Decent Homes resident interaction, we gather consistent and comprehensive resident data concerning equality strands/protected characteristics and any specific access and communication needs, including contact details. This data should be loaded onto the common housing management system, Northgate Sx3.	Property Services / Business Development / ICT	Mar-11	In progress	the mentioned elements into the year 2 tender for DH works. OT needs are being addressed by Lorraine Fairweather. Further information is being collected through independent validation surveys from Kwest	In progress	Will remain ongoing through the rprogramme	Resident information collated and updated in appropriate application	In progress	Kwest data is available on request.	Will remain ongoing through the rprogramme	Complete	Kwest data is available on request. Enhanced data collected through resident surveying and MOLE forms	Will remain ongoing through the rprogramme	Complete
6	<b>ACTION:</b> Develop stronger working links with Occupational Therapy based around the Decent Homes programme, considering, for example, joint visits where appropriate.	Property Services	Mar-11	Complete	Lorraine Fairweather has been coordinating with Jo Ward from OT to streamline processes and ensure that OT processes are prioritised in year 2 and additional works Yr1	Complete	Please contact Lorraine Fairweather for specific details	Ongoing	Complete	Please contact Kirby Miles for specific details	Processes in place. Will remain ongoing through the duration of the programme	Complete	Please contact Kirby Miles for specific details. Examples include monthly meetings, joint surveys of resident properties, inclusion of OT perspective in strategic decision making.	Processes in place. Will remain ongoing through the duration of the programme	Complete
7	<b>ACTIONS:</b> Ensure that Decent Homes contractors' and THH staff are briefed on the range of services provided by THH's Personal Offer, in order to identify opportunities to provide support and information.	Property Services / Neighbourhood Services	Mar-11	In progress	Service Improvement and policy are at the following stage: we are writing a plan for embedding the personal offer amongst staff and contractors - so that's something we can include. Plan will be implemented from 1st April but will be signed off mid or late Feb.	In progress			In progress	Please contact Neighbourhood Services	Processes in place. Will remain ongoing through the duration of the programme	Complete	Processes are in place to brief resident facing staff and contractor staff with info about THH's Personal offer. Please contact Neighbourhood Services for specific details	Processes in place. Will remain ongoing through the duration of the programme	Complete
9	<b>ACTION:</b> Use relevant community and advocacy groups to provide information about Decent Homes for younger tenants, lesbian, gay or bisexual tenants, Black and Minority Ethnic tenants, Muslims, and those with no religious belief.	Communications / Property Services / Strategic Engagem	Mar-11	In progress	John Wooster holds a LGBT clinic every couple of weeks. John is aware of the need to convey information about DH to these groups.	In progress	This will be ongoing throughout the DH programme.	John Wooster holds a LGBT clinic every couple of weeks. John is aware of the need to convey information about DH to these groups.	In progress	Please contact John Wooster	Processes in place. Will remain ongoing through the duration of the programme. John Wooster holds a LGBT clinic every couple of weeks. John is aware of the need to convey	Complete	Further DH materials have been provided to John Wooster to highligh DH works, Please contact John Wooster for LGBT session times.	Processes in place. Will remain ongoing through the duration of the programme. John Wooster holds a LGBT clinic every couple of weeks. John is aware of the need to convey	Complete
10	<b>ACTION:</b> Ensure that the various points of communication are more clearly advertised for residents who are experiencing Decent Homes works.	Property Services / Communications	Mar-11	Complete	Works are clearly advertised around different sites. An effort has been made to ensure that all viewing properties are open for the duration of the works and communiation details of all RLO's are given out.	Complete	Available on request from the Comms team.		Complete	Available on request from the Comms team.	Processes in place. Will remain ongoing through the duration of the programme.	Complete	Available on request from the Comms team. Examples include leaflets delivered to tenants,	Processes in place. Will remain ongoing through the duration of the programme.	Complete
11	<b>ACTION:</b> Ensure that all residents: - receive information about their works and how extensive it will be; - are notified of clear dates for the start and end of the works; - are aware of who to contact if things go wrong.	Property Services	Mar-11	In progress	Residents have been provided with regular comms material throughout the DH process. Contact numbers including emergency numbers have been included on these communications.	In progress	Available from the Comms team.	Ongoing	In progress	Available from the Comms team.	Processes in place. Will remain ongoing through the duration of the programme.	Complete	Available from the Comms team. Resident DH packs contain generic information. THH Contractor to provide dates for start and completion of the works.	Processes in place. Will remain ongoing through the duration of the programme.	Complete
14	<b>ACTION:</b> Produce and publish a Refusals Policy which outlines the support which can be provided to households in order to support them in accessing this Programme.	Property Services	Mar-11	Complete	This was created at the beginning of the works.#	Complete	Will be provided		Complete			Complete	DH refusals policy available on request from DH t	Refusals policy created a	Complete
15	<b>ACTION:</b> Carry out analysis of refusals to identify if there are any groups of residents more likely to refuse and understand why this is.	Property Services	Mar-11	In progress	Analysis is taking place of refusals. This includes the reasons for refusals and the possible reasons for refusals. OT are working closely with vulnerable residents to ensure that adequate adaptations are made when required.	In progress	Please see RLC's and Lorraine Fairweather/ Mick Capper	Same as Dec 2011	In progress	please contact Courtney Snipp/Mick Capper/ Kirby Miles	Processes in place. Will remain ongoing through the duration of the programme.	Complete	Refusal rates are analysed by DH Data analyst Andrew Herman and presented at strategic meetings.	No update from current policy	Complete
19	<b>ACTION:</b> Ensure that literature and information about the programmes is available in the appropriate formats and languages and that they are accessible to a wide range of groups who may encounter language and literacy barriers. Leaflets and information can be made available in pictorial form to enable all residents to see how the process will affect their home	Property Services / Communications	Mar-11	Complete	asked JL Literature for the DH program has been published in a variety of languages. Alternative language information is available on request.	Complete	Please contact Comms		Complete	Please contact Comms		Complete	Please contact Comms for materials. Reference to these materials is on the back od most mainstream materials.	No update from current policy	Complete
21	<b>ACTION:</b> Monitor diversity and work with contractors to improve the diversity of their workforce and sub-contractors.	Property Services	Mar-11	In progress	Diversity of contractors workforce has been highlighted, especially the need for workers from the local community. This is prescribed in the tender specifications of the DH program. All contractors are required to have a bengali speaking RLO on site for the duration of works.	In progress	Current documents include translated versions of information and the ability to request a translator from RLO's.	Additionally RLOs can also contact Newham language line. Local labour rates are at approx. 35% - apprentices on the programme have a diversity profile representative of local community.	In progress	Current documents include translated versions of information and the ability to request a translator from RLO's.	Diversity of contractors' workforce is monitored through KPIs. Processes in place. Will remain ongoing through the duration of the programme.	Complete	Local deliverable monitoring to ensure workforce meets the minimum local employment figures as featured in the tender of the DH contract. DH team, property services can provide.	Diversity of contractors' workforce is monitored through KPIs. Processes in place. Will remain ongoing through the duration of the programme.	Complete
22	<b>ACTION:</b> Ensure that visits and other forms of consultation consider work patterns of residents and childcare needs.	Property Services	Mar-11	Complete		Complete			Complete		For information please contact RLOs	Complete	Multiple Resident Drop In Sessions take place at	For information please contact RLOs	Complete
23	<b>ACTION:</b> Ensure that visits and communications concerning Decent Homes are utilised, where appropriate, to collect data concerning gender reassignment and uploaded onto Northgate Sx3.	Property Services	Mar-11	Complete	Added Value Visit template has this in place.	Complete	Added Value Visit template has this in place.		Complete	Added Value Visit template has this in place.	Processes in place. Will remain ongoing through the duration of the programme.	Complete	Added Value Visit template has this in place.	Processes in place. Will remain ongoing through the duration of the programme.	Complete
24	<b>ACTION:</b> Train all contractors operatives on identifying vulnerable adults.	Property Services	Mar-11	In progress	Contractors are required to process a screening tool in every property where there may be aporentially vulnerable resident.	In progress	Ongoing	Contractors are required to inform THH about residents identified as vulnerable	In progress	Results of screening tools are being forwarded to Kirby Miles	Processes in place. Will remain ongoing through the duration of the programme.	Complete	Results of screening tools are being forwarded to Kirby Miles who liaises with contractors.	Processes in place. Will remain ongoing through the duration of the programme.	Complete
25	<b>ACTION:</b> Utilise LGBT surgeries at Positive East to establish how satisfaction can be improved for tenants who are having their Decent Homes work carried out.	Property Services / Strategic Engagem	Mar-11	In progress	John Wooster holds a LGBT clinic every couple of weeks. I have informed John of this requirement and he will be taking note of any issues raised and sending them over via email.	In progress	Email records can be requested from M Watts <a href="http://towerhams.intranet/business_areas/tower_hamlets_homes/how_we_d_o_things/diversity/diversity_champions.aspx">http://towerhams.intranet/business_areas/tower_hamlets_homes/how_we_d_o_things/diversity/diversity_champions.aspx</a>		In progress		Processes in place. Will remain ongoing through the duration of the programme.	Complete	Contact John Wooster	Processes in place. Will remain ongoing through the duration of the programme.	Complete
27	<b>ACTION:</b> Ensure that service users are aware of any codes of conduct that relate to staff views and opinions about sexuality; in short, make sure that service users know that if they are not happy or feel that they are victims of homophobia, their concerns and complaints will be heard and taken seriously.	Property Services	Mar-11	Complete	The Dignity at Work document details where employees can get support if they feel they are being harassed.	Complete			Complete		Processes in place	Complete	Details in Staff employment handbook	Processes in place	Complete
28	<b>ACTION:</b> Work with local mosques and Muslim organisations to provide information of Decent Homes programme and the impacts that it will have and who to contact if support is required.	Communications / Property Services / Strategic Engagem	Mar-11	Complete	Fokrul Hoque and Rassel Miah in Strategic Engagem are working in mosques to disseminate information. They are working with 3 mosques.	Complete			Complete	Contact Strategic Engagem	Processes in place	Complete	Contact Strategic Engagem	Processes in place	Complete
29	<b>ACTION:</b> Ensure that all staff who will be entering homes have completed THH Religion and Belief e-learning module, or provided with an equivalent equality and diversity training covering relevant issues.	Property Services	Mar-11	Complete	Religion and Belief e-learning is now available through the THH intranet. Hong Tu can direct you to the link if you can't find it. Takes about 2 hours to complete.	Complete			Complete		Processes in place	Complete		Processes in place	Complete

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30	<b>ACTION: Ensure that those who are pregnant or care for children are able to access the same level of information and support as residents generally. This could be achieved through home visits.</b>	Property Services	Mar-11	Complete		In progress		Mobility and parental needs are factored into resident consultation.s This includes ensuring that venues are accessible and have enough space. There are areas that can be improved. There is no creche or childminding facilities, or resident consultations at staggered parts of the day to allow for parental issues. Meetings that take place welcome parents to bring their children if necessary.	In progress		Processes in place. Will remain ongoing through the duration of the programme.	Complete	Contact RLCs/RLOs	Processes in place. Will remain ongoing through the duration of the programme.	Complete
31	<b>ACTION: Ensure that relevant policies and procedures concerning Decent Homes make reference to human rights were appropriate.</b>	Property Services	Mar-11	In progress	The most applicable aspect is Article 8 of The Human Rights Act (1998) and Equality Acts (2006 and 2010). (1) Everyone has the right for his private and family life, his home and his correspondence. (2) There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others."	In progress	The evidence here is the fact that policies are checked by James Caspell	As before	In progress	The evidence here is the fact that policies are checked by James Caspell	As before	Complete	The evidence here is the fact that policies are checked by James Caspell	As before	Complete

1

1