

The Hyde Group Disability Equality Scheme 2008 -2011



people...places...opportunity...aspiration

FOREWORD



David Eastgate and Julie Hollyman

The Hyde Group has developed its first Disability Equality Scheme to reflect our commitment to embracing diversity and inclusion into our service delivery and work force practices.

This evolving and dynamic document has been written to set our objectives and how we plan to meet them over the next three years. It will be reviewed and developed regularly to ensure that we constantly develop our thinking and practices as a company.

It provides us with a timely opportunity to define and implement The Hyde Group vision and aspirations in relation to equality and diversity and social inclusion by:

- Delivering excellent services that focus on individuals' needs and represent value for money
- Engaging more closely with our residents and prospective customers to ensure that their needs are listened to, and acted upon
- Tackling inequality and social exclusion

We will use this Scheme to strengthen the way we address diversity and inclusion, both in our own services and with our partners across the Group.

We see it as a powerful vehicle to consider and address the inequalities facing our customers and staff who have a disability or impairment – it signals real change in developing and delivering customer focused services.

A handwritten signature in black ink, appearing to be 'D Eastgate'.

David Eastgate
Group Chief Executive

A handwritten signature in black ink, appearing to be 'Julie Hollyman'.

Julie Hollyman (Chair)
Hyde Group Board

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EXECUTIVE SUMMARY

The Hyde Group has used a participatory approach to develop our first Disability Equality Scheme.

We have involved our residents and staff in defining the key priorities that we will focus on to promote disability equality during 2008-11.

The key actions that we have taken to develop this Scheme include:

- Setting up a Disability Equality Steering Group consisting of senior managers from all Group Directorates to lead on developing the Disability Equality Scheme Action Plan and ensuring that it is implemented.
- Using an evidence based approach to define the priority areas for improvement and drafting the action plan. This involved:

i) Identifying key Hyde Group functions and services that are relevant to the need to promote disability equality

ii) Mapping our current performance on disability equality in relation to the core functions

iii) Using the information gathered from the mapping exercise and consultation with our residents and staff to define the critical actions that we will take to promote disability equality

Our Disability Equality Scheme defines the approach we will use to mainstream disability equality across our key business functions. It also describes the actions that we will take to identify and address the key barriers that our customers and staff with a disability face in accessing and using our services.

These key actions that we will focus on include:

- Establishing and embedding a system for collecting, analysing and reviewing equalities monitoring information (including disability equality) on key functions such as housing management, asset management, employment and learning and development.
- Developing and implementing a programme of Equality Impact Assessment for key housing policies and employment and selection procedures and practices to ensure that the needs of our residents and staff with a disability are considered and addressed.

The key policies that we will initially review include the following:

- Aids and Adaptations Policy
- Anti-social Behaviour and Harassment Policy
- Allocations Policy
- Choice-based Lettings policy
- Customer Care Charter
- Resident Involvement Strategy
- Employment and Selection Policies and Procedures
- Commission and organise Disability Equality Awareness and Equality Impact Assessment training for staff.
- Review the Group Procurement Strategy and ensure that disability equality issues are embedded in the commissioning process.
- Use the analysis of disability monitoring and impact assessment exercises to define service areas that we need to review and improve performance on disability equality.

- Define disability equality performance indicators that we will use to monitor performance
- Establish an Accessible Housing Register
- Develop a policy to ensure that all new schemes have an access statement or assessment
- Develop Accessible Homes by ensuring that at least 50% of new affordable rented homes are built to Lifetime Homes Standards

To ensure that we deliver on our commitments, we will monitor our Disability Equality Scheme Action Plan and regularly report on progress.

Our Diversity and Inclusion Group will be responsible for monitoring performance on the Disability Equality Scheme Action Plan on a six monthly basis.

A report on key achievements and any risks or barriers that may need to be addressed will also be presented to The Hyde Group Executive Management Team for consideration and necessary action.

We will review and update the Disability Equality Scheme and Action Plan on an annual basis. We will involve our residents and staff at all stages of our work. We will also use the feedback we receive from residents through our annual surveys, on going involvement activities and the key learning from implementing this Disability Equality Scheme and Action Plan to regularly identify and remove any barriers that our residents and staff may face in accessing and using our services.



SECTION 1

Introduction

The Hyde Group - creating thriving communities

The Hyde Group is a leading provider of affordable housing. Through the delivery of this key business function, we make a significant contribution to meeting housing needs and improving people's quality of life.

The Hyde Group vision is:

- To make a positive difference to people's lives

Our purpose is to:

- Develop homes, places and communities where people can prosper
- Provide opportunities and encourage people to reach their aspirations

We deliver our vision through our work on the following six strategic objectives:

- Improve the services we deliver, in line with our customers' needs and aspirations
- Significantly increase the number of people we serve
- Improve the financial strength of the Group to support a wider range of services
- Mainstream the promotion and benefits of equality and diversity throughout all we do
- Support and promote sustainable, inclusive and healthy neighbourhoods and ways of working
- Recruit, develop and retain the people needed to deliver our vision

Vision for Diversity and Inclusion

The Hyde Group is committed to mainstreaming diversity and inclusion throughout all our business activities and promoting equality of opportunity. We believe that understanding and addressing the needs of our customers and staff with a disability is vital to our business vision of creating thriving communities.

We recognise that as a provider of social housing and related services, The Hyde Group has a corporate social responsibility as well as an ethical, legal, regulatory duty to ensure that we deliver equitable outcomes in all aspects of our work as a landlord, a service provider, an employer, a purchaser of goods and services and in our partnership work arrangements.

We welcome the regulatory requirement to produce a Disability Equality Scheme. We believe that it provides us the opportunity to review our current practices and pro-actively consider the steps we will take to ensure that the services we provide are appropriate and meet the specific needs of our customers and staff who have a disability.

The regulatory duty

The Disability Discrimination Act (DDA) 2005 places a duty on public sector bodies and partner organisations that deliver services for this sector to promote disability equality.

Our Disability Equality Scheme sets out how we will fulfil this duty in carrying out our core "functions" and ensuring due regard to the need to:

- promote equality of opportunity between disabled persons and other persons
- eliminate discrimination unlawful under the Act;

- eliminate the harassment of disabled people related to their disabilities
- promote positive attitudes towards disabled people
- encourage participation by disabled people in public life; and
- take steps to take account of people's disabilities, even where that involves treating disabled people more favourably than other people.

Our Disability Equality Scheme sets out:

- the way in which we have involved disabled people in its development
- our methods for assessing the impact of policies and practices on equality for disabled people
- our arrangements for gathering information about our performance in relation to disability equality and how we will put the information gathered to use, and
- the actions we will take to meet the duty.

The Disability Equality Scheme covers the key functions that we perform in our role as a provider of housing and housing services, an employer of staff, a procurer of goods and services and in our partnership working arrangements.

We believe that The Hyde Group's long term commitment to equality and diversity will be further strengthened by the regulatory requirement to promote disability equality and produce a Disability Equality Scheme.

The implementation of the Disability Equality Scheme will enable us to mainstream and embed disability equality into the day to

business processes and the culture of the organisation.

We believe that this will enable us deliver better services that respond to the individual needs of all our customers and will enable us to encourage effective participation by disabled people at all levels of the of planning and review of our business.

The definition of disability and impairment

For the purpose of our Disability Equality Scheme and Action Plan we have used the Disability Equality Act (2005) definition of a "disability" or "impairment".

The DDA 2005 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. It also defines impairment, as being different from a disability as it may not have a substantial effect on the person's ability to complete day-to-day activities and it may not be long-term.

The Hyde Group has formally adopted the social model of disability and has used this to define the actions we take to consider and address the needs of customers. The social model of disability recognises that the poverty, disadvantage and social exclusion experienced by many disabled people is not the inevitable result of their impairments or medical conditions, but rather stems from attitudinal and environmental barriers that exist within society that fails to take account of their specific needs.

These barriers exclude disabled people from active participation in society or from being independent because service design, accessible communication and access to information, buildings and attitudes make aspects of society inaccessible to them.

Through the implementation of our Disability Equality Scheme we will aim to reduce the barriers that exclude people who have a disability or impairments. These barriers can be:

- prejudice and stereotypes
- the way our services are organised and run
- lack of access to information, buildings and transport.

We recognise that in our Disability Equality Scheme we need to take into account the full diversity of disabled people – in terms of the type of impairment and barriers people experience, as well as other variables such as ethnicity, age, gender, sexual orientation and religion or belief.

Therefore, our Disability Equality Scheme will be an integral part of our Diversity and Inclusion Strategy and Annual Plan.

Section 2

Our approach to developing the Disability Equality Scheme

We have involved our customers and staff in defining the key priorities that we will focus on to promote disability equality. The key actions that we have taken include:

- Setting up a Disability Equality Steering Group consisting of senior managers from all Group Directorates to lead on developing the Disability Equality Scheme Action Plan.
- Using an evidence based approach to identify the priority areas for improvement and drafting the action plan. This involved:
 - i) Identifying key Hyde Group functions and services that are relevant to the need to promote disability equality.
 - ii) Mapping our current performance on disability
 - iii) Using the information gathered from the mapping exercise to define the critical actions that the Group will take to promote disability equality.

Engagement with Residents

- Engagement with residents who have a disability or impairment took place through a targeted postal survey questionnaire. The survey questionnaires were sent to approximately 1400 residents whose records indicated that they had a disability or impairment. A total of 534 completed surveys were returned and this gives us a very positive response rate of approximately 38%.

- Through this targeted engagement exercise we have:
- Gathered information on the different types of disability specific needs of The Hyde Group residents.
- Identified the key barriers that residents with a disability or impairment face when accessing services and considered the steps we can take to remove these barriers.
- Established how accessible Hyde Group offices are for residents with a disability or impairment and defined actions that are needed to make them more accessible.
- Established whether residents feel that Hyde Group staff consider and address their specific needs in relation to their disability or impairment when delivering a service and defined the steps that can be taken to improve the service.
- Established how satisfied residents with a disability or impairment are with their home, whether appropriate aids and adaptations have been provided and what further actions are needed.
- Established the levels of satisfaction amongst residents with a disability or impairment on the methods we use for communication, the steps we need to take to improve this and the communication preferences of individuals.
- Identified the residents who would like to take part in future engagement around service improvements that we will plan to promote disability equality.

The feedback that we have received from our residents through the completed questionnaires has provided us with vital

information about the specific disability related needs of our customers and the issues that we need to address in our Disability Equality Scheme.

The five key issues that our residents have asked us to focus on in the Disability Equality Scheme are:

1. Review our Aids and Adaptations Policy including the demand and supply of aids and adaptations, how information on the policy is provided to residents and how adapted properties are recorded in line with the requirements of the National Register of Social Housing (NROSH) Scheme.

2. Raise awareness amongst staff members (both Managers and front line staff) of the specific needs of residents with a disability or impairment and how to address these.

3. Consider and implement actions to improve overall customer service, in particular our responsiveness to specific customer needs.

4. Investigate how more support could be provided to residents to access our services. Options that have been suggested include improving communication of support services that are available to customers with a disability, offering more personal visits by staff, local surgeries for customers with a disability and improving transport arrangements.

5. Review and improve existing arrangements for engagement with customers so that the needs of disabled residents are considered in any estate improvement works.

We will continue to involve our residents, through a variety of methods, in the implementation of our Disability Equality Scheme and its ongoing review. In particular, we will contact those residents who have expressed an interest in contributing to further consultation and arrange for them to participate in our engagement activities.

Engagement with Staff

Engagement with staff took place through an on-line questionnaire on disability equality issues and experiences. This was sent to all staff for completion and the Human Resources Team has received 106 responses.

A number of staff who do not have a disability have also responded to the questionnaire. The feedback from staff has provided us with some information on the nature of the disability that staff experience, reasons for why the disability was not disclosed earlier, why the disclosure was made and the reasonable adjustments that have been made since the disclosure to provide support for them.

The feedback from staff has also provided us with information on the actions that we can take to improve the experience that staff have of our recruitment and selection process. The key actions that have been suggested include:

- Offer flexible working hours to staff
- A statement on the recruitment advertisement that indicates that applicants with a disability are encouraged to apply

- Ensure that Managers on Interview Panels are aware of and trained in disability equality issues.
- Offer reasonable adjustments including offering more time for interviews to disabled candidates depending on the nature of the disability.

The key findings from this exercise on how disabled people viewed The Hyde Group as an employer was mainly positive and we intend to build upon this positive experience through the actions that we included in our Disability Equality Scheme.

Section 3

Initiatives to promote disability equality

Our resident profile

We have recently completed The Hyde Group Residents Survey for 2007. This has provided us with some baseline information on the profile of our residents who have a disability and their satisfaction with the services that we provide.

Table 1
Disability profile of Hyde residents

	Disability	No Disability
Hyde Group	32.89%	67.11%
Hampshire	29.94%	70.06%
Surrey and Sussex	32.90%	67.10%
Kent	28.95%	71.05%
London	34.85%	65.15%
Hyde Southbank Homes	31.33%	68.67%
Minster	38.14%	61.86%
Hillside	32.30%	67.70%
Roundshaw Homes	28.47%	71.53%

Of the residents who took part in this survey 32.89% have stated that they have a disability or impairment and 67.11% do not. The tables below provide more detailed information on the profile of residents across The Hyde Group and their satisfaction levels with the services we provide.

The Survey also reveals that overall satisfaction with Hyde Group services is higher at 80.87% for our residents who have a disability compared to 78.70% for those who do not have a disability. A detailed breakdown is available in table two.

Table 2
Overall satisfaction with Hyde Group services

	Satisfied	Neither	Dissatisfied
Hyde Group - all	78.70%	9.08%	12.21%
Hyde Group - disabled	80.87%	8.44%	10.69%
London - all	72.49%	12.61%	14.90%
London - disabled	81.67%	10.83%	7.50%
Hampshire - all	80.72%	7.23%	12.05%
Hampshire - disabled	80.00%	4.00%	12.00%
Surrey and Sussex - all	71.35%	14.05%	14.59%
Surrey and Sussex - disabled	75.44%	12.28%	12.28%
Kent - all	80.72%	8.49%	11.44%
Kent - disabled	83.54%	5.06%	11.39%
HSH - all	80.26%	8.03%	11.71%
HSH - disabled	86.11%	3.47%	10.42%
Hillside - all	79.02%	7.80%	13.17%
Hillside - disabled	74.60%	14.29%	11.11%
Roundshaw - all	79.29%	7.36%	13.35%
Roundshaw - disabled	77.67%	7.77%	14.56%
Minster - all	85.03%	7.64%	7.32%
Minster - disabled	80.83%	10.83%	8.33%

According to the Survey, Hyde Group residents who have a disability are more satisfied with opportunities for participation at 64.84% compared to a satisfaction rate of 61.96 % for those who do not have a disability. A detailed breakdown is available in table 3.

The findings of the survey indicate that the actions that we are currently taking to identify and address the specific needs of our customers who have a disability and impairments are producing positive outcomes in terms of service delivery.

Table 3
Satisfaction with participation

	Satisfied	Neither	Dissatisfied	No option
Hyde Group - all	61.96%	13.63%	11.52%	12.88%
Hyde Group - disabled	64.84%	11.90%	9.03%	14.23%
London - all	59.15%	12.96%	14.65%	13.24%
London - disabled	65.04%	13.01%	6.50%	15.45%
Hampshire - all	71.08%	14.46%	4.82%	9.64%
Hampshire - disabled	80.00%	4.00%	8.00%	8.00%
Surrey and Sussex - all	57.07%	18.85%	10.47%	13.61%
Surrey and Sussex - disabled	56.45%	20.97%	8.06%	14.52%
Kent - all	61.31%	15.69%	10.95%	12.04%
Kent - disabled	63.75%	10.00%	11.25%	15.00%
HSH - all	60.26%	15.17%	12.61%	11.97%
HSH - disabled	68.71%	7.48%	10.20%	13.61%
Hillside - all	62.56%	11.85%	12.80%	12.80%
Hillside - disabled	66.67%	12.12%	10.61%	10.61%
Roundshaw - all	63.76%	11.38%	9.52%	15.34%
Roundshaw - disabled	58.33%	13.89%	7.41%	20.37%
Minster - all	66.24%	10.83%	10.83%	12.10%
Minster - disabled	66.67%	12.50%	10.00%	10.83%

Current good practice in promoting disability equality:

The Hyde Group has taken a number of actions over the past few years to ensure that we develop good practice in promoting disability equality across the organisation.

There are a number of examples that provide us with evidence that we need to ensure that we are pro-actively taking action to remove barriers that our customers and staff may face in accessing our services. A few examples of good practice are the following:

- In order to ensure that The Hyde Group offices were able to comply with the access requirements of the DDA, the Group commissioned Access Matters UK to conduct a disability access audit of 15 area offices in 2004. Some further audits of 10 sites took place in 2005 and 9 sites in 2007. Each property has been audited with respect to key access areas such as parking, public transport, entrance, reception, interview rooms or specialist areas, provision of information, staff awareness of disability issues, building management, accessible toilets etc.

The reports identified the key problem areas and the recommendations highlighted the priorities that we needed to address. The recommendations have been prioritised and action has been taken to address them. The key adaptations and reasonable adjustments that have been made include:

- The introduction of a mandatory training course on equality and diversity issues (including disability awareness) for all staff.
- Provision of information in accessible formats such as large print, Braille, on tape, text-phone, and support through British Sign Language.

- Introduction of induction loops, and portable loops where possible.
- Improved lighting in reception areas.
- Adaptations have been made to improve the access of reception counters, doors, toilets, fittings, décor etc.
- Improving accessibility of Location Maps and Location Signage.
- Installation of Ramps and Drop kerbs in parking areas where possible.

The audit was confined to reception areas and 90% of Hyde offices have accessible receptions. As new sites are opened the same process is to be followed.

- The Hyde Group's housing management teams in London include Housing Support Workers who advocate on behalf of our customers with a disability or impairment on issues relating to benefits, re-housing, debt, Anti-social behaviour, harassment and the provision of disabled adaptations.
- The Hyde Group has a policy for the provision of aids and adaptations for our customers who have a disability. Minor adaptations are carried out in-house and funded without delay.
- The Group has taken a number of actions to address disability equality issues in our Housing Development work. We already have a target for the development of Lifetime Homes and wheelchair standard properties across all tenure options. All new developments also have an **access statement** establishing how the completed development will meet access standards. This is an integral part of the planning process.

Our **Communication Strategy** aims to provide residents with accessible, easily

understandable information which is timely and tells them what they need - and want - to know about our services. A few key actions that have been implemented through the Strategy to improve the provision of accessible information include:

- Key corporate publications are Crystal marked for clarity and use of plain English e.g. arrears and rent account letters and Housing Application, Mutual Exchange and Transfer forms
- Key documents such as tenant handbooks and tenancy agreements are offered in accessible formats such as large print, audio tape, Braille and translations
- A number of alternative methods of communication are offered to make participation accessible to a wider range of residents such as face-to-face with a translator or a signer, on the website, through focus groups etc.
- Use of people flags in **I World** (our Management information system) is a general practice that highlights the particular accessible information requirements of our customers
- There is a requirement to produce all written information in a mixture of upper and lower case text, in a minimum of 11-14pt font size
- A Reception Toolkit has been produced which includes information and guidelines on handling request for interpretations and translations, Communicating with residents who have a disability, Text phone user guide and requirements for Reception signage.
- Meeting the 'Bobby' standard (Web Content Accessibility Guidelines provided by the World Wide Web Consortium's (W3C) Web Access Initiative to ensure that it is accessible to people with a disability.
- Browse aloud feature on the website which is a speech-enabling tool which makes our website more accessible to people with visual impairment and other reading difficulties. Content is spoken aloud as the cursor is moved over it. Browse aloud software is free to download.
- Some documents are provided as Adobe PDFs. There are features and capabilities of Adobe products that enhance electronic document accessibility for people with disabilities such as blindness, low vision, and motor impairments.
- The website can be optimised for people with reading difficulties or visual impairments. The option is available to change text size.
- The website can be translated using free online tools into nine languages. Content can be translated into other languages on request.

Other website accessibility features include:

- We do not use frames.
- We use alternative text (alt text) to describe the content of pictures.
- We have increased contrast between background and text for readability.
- Fields in online forms can be navigated with the keyboard 'Tab' key.
- We avoid colour combinations that may make the pages less accessible to people with colour blindness.

We have taken a number of actions to ensure that we improve the accessibility of our websites. The actions that have been taken include:

- The Hyde Group has recently reviewed its arrangements for **resident involvement**. We are now taking a number of actions to embed an integrated approach to resident involvement and diversity issues. Our aim is to make all involvement opportunities as accessible as possible to residents with a range of requirements, including those with disabilities.

We monitor the steps taken to accommodate specific diversity (including disability) related needs of our service users on a quarterly basis in order to ascertain how well integrated involvement opportunities are. Where it is identified that any one group (including those with a disability) have particular concerns, or are not able to access mainstream involvement activities we develop service user specific activities.

A review of monitoring information for the 12 months prior to November 2007 shows that within The Hyde Group we have taken several steps to ensure mainstream involvement is inclusive to people with a disability. These include:

- Providing newsletters in audio and Braille formats.
- Providing transport to venues for those with mobility issues.
- Providing IT equipment that allows an agoraphobic resident to take part in a newsletter editorial panel.
- Holding meetings in accessible venues.
- Hiring wheelchairs to make day trips accessible to a group of elderly residents with mobility issues.
- As an **employer**, The Hyde Group is committed to ensuring that all current or prospective employees are treated in a

fair and equitable manner at all key stages of the recruitment and selection process. We are taking a number of actions to promote disability equality such as:

- Ensuring that all candidates who have a disability and meet the minimum requirements of the person specification for an advertised job are guaranteed an interview with a member of the Human Resources Department being present.
- Prior to recruitment interviews taking place, all short-listed candidates are written to asking them if they have any special requirements that need to be accommodated at the interview. We can then arrange for a range of reasonable adjustments to be made, e.g. allowing companions to attend the interview, changing interview times to let candidates attend at less busy times of the day, changing recruitment tests so that visually impaired candidates can participate fully in the interview process.
- We are committed to providing reasonable adjustments to current and prospective employees. All potential employees are asked to complete a pre-employment medical questionnaire asking for any specific disability related needs. The Human Resources team are subsequently advised of the reasonable adjustments that are needed in the workplace and we take appropriate action to ensure that these are accommodated.
- We are also committed to making reasonable adjustments to assist sick employees to return to work and remain in meaningful employment.
- We collect equalities monitoring information at key stages of the recruitment and retention process to build and review the profile of our workforce. The monitoring information is reviewed to ensure that

employees with a disability do not experience any discrimination or barriers in career progression and personal development. We benchmark the disability profile of our workforce with other key organisations within our sector.

- We are committed to ensuring that all our employees, including those with a disability are able to actively take part in learning and development opportunities and progress their careers within the Group. We ensure that all our training venues, internal and external, can be accessed and can accommodate the specific needs of our employees with a disability. Wherever possible, reasonable adjustments are made for individual employees to attend training or coaching sessions.
- We have been awarded the “**Two Ticks**” accreditation. This symbol is awarded by Jobcentre Plus to employers who have agreed to take action to meet five commitments regarding the employment of disabled people. These are to:
 1. interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities.
 2. ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities.
 3. make every effort when employees become disabled to make sure they stay in employment.
 4. take action to ensure that all employees develop the appropriate level of disability awareness needed to make these commitments work.
 5. review the five commitments and what has been achieved each year, then plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.

- We are members of the **Employers’ Forum on Disability** which allows us to receive regular updates and guidance us on best practice in the recruitment and retention of employees who have a disability.

Assessing the Impact of our policies and practices

We will assess the impact of our policies, strategies, procedures, practices and projects on disabled people, through **Equality Impact Assessments (EIA)**.

We will develop and introduce an equality impact assessment process that is mainstreamed into the core processes that are used by the Group to develop and review policies, strategies, projects and service plans on a cyclical basis.

Equality Impact Assessments have been rolled out across the Group. An Equality Impact Assessment Template and Guidelines have been produced and appropriate training organised for staff who are responsible for the policy development and review.

We will plan a programme of Equality Impact Assessments on all our mainstream policies, procedures and functions on an annual basis.

The policies that we have prioritised for Equality Impact Assessments include:

- Aids and Adaptations Policy / Procedures
- Anti-Social Behaviour and Harassment Policy
- Choice-based lettings Policy / Procedures
- Allocations Policy / Procedures
- Resident Engagement Strategy
- Human Resources Policies and Procedure
- Hyde Plus Programmes

An on-going programme of Equality Impact Assessments will be a part of the mainstream policy development and review process.

Section 4

Monitoring progress on the Disability Equality Scheme

We will develop an annual Diversity and Inclusion Plan to deliver our commitments on disability equality. We will regularly review

our progress and produce an annual report to share our achievements with our customers, staff and partners.

The key roles and responsibilities for delivering our annual Diversity and Inclusion Plan and ensuring there is leadership and accountability across the Group are outlined below:

The Hyde Group Board	<p>Provide leadership and accountability on Diversity and Inclusion</p> <p>Review the Group's annual performance to ensure that we meet our regulatory and legislative obligations and provide services that are accessible and meet individual need</p>
Executive Management Team	<p>Ensure that appropriate leadership, resources and governance arrangements are in place to deliver the Diversity and Inclusion vision and business objectives for the Group</p>
Diversity and Inclusion Group	<p>Lead on defining the Diversity and Inclusion annual objectives for the Group, review progress and set targets for service improvements</p>
Senior Management Forum	<p>Lead on mainstreaming Diversity and Inclusion in their business streams.</p> <p>Cascade information on individual responsibilities and good practice to their teams</p>
Senior Management Teams	<p>Lead on developing and implementing Diversity and Inclusion Plans as a part of the annual service planning and review process – Use as a tool for service improvement.</p> <p>Cascading information, identifying and sharing best practice within teams.</p>
Hyde Staff and Partners	<p>Responsible for understanding and applying the Groups Diversity and Inclusion values, standards and behaviours in their interactions with customers and colleagues</p>
Head of Diversity and Inclusion	<p>Provide strategic advice and support to enable the Group to define diversity and inclusion objectives and deliver these as an integral element of the service planning and review process</p>

Disability Equality Scheme

If you would like a copy of this document translated or in another format such as large print, Braille, audio cassette or CD then please call 020 83207 2600.

Albanian

Skema e barazisë për personat me paafësi

Nëse një kopje të këtij dokumenti e dëshironi të të përkthyer ose në format tjetër si me shkrim të madh, shkrimin Braille për të verbrit, në kasetë audio ose në CD, atëherë ju lutemi telefononi në numrin 020 3207 2600

Bengali

প্রতিবন্ধী সাম্যতা পরিকল্পনা

আপনি যদি এই নথির একটি অনূবাদিত প্রতিলিপি চান বা অন্য কোনও ফরম্যাটে, যেমন বড় আকারের মুদ্রণ, ব্রেইলি বা অডিও ক্যাসেট বা সিডিতে চান, তবে অনুগ্রহ করে 020 3207 2600 নম্বরে ফোন করুন।

Farsi

طرح برابری فرصت‌ها برای معلولین

اگر می‌خواهید این متن برای شما ترجمه شود یا مایل هستید آنرا به فرمت‌های دیگر مثل چاپ شده با حروف درشت، خط بریل، نوار صوتی یا سی‌دی داشته باشید لطفاً به شماره 020 3207 2600 تلفن کنید

Gujarati

અક્ષમતા સમાનતા યોજના (ડિસ્એબિલિટી ઇક્વોલિટી સ્કીમ)

જો તમે આ દસ્તાવેજની નકલનો અનુવાદ મેળવવા માંગતા હો, અથવા તેને મોટા અક્ષર, બ્રેઇલ, આડિયો કેસેટ અથવા સી ડી જેવાં અન્ય સ્વરૂપોમાં મેળવવા માંગતા હો, તો 020 3207 2600 પર ફોન કરો.

Polish

Program Równouprawnienia Osób Niepełnosprawnych

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Punjabi

ਵਿਕਲਾਂਗਤਾ ਸਮਾਨਤਾ ਸਕੀਮ

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇੱਕ ਕੌਪੀ ਅਨੁਵਾਦਤ ਜਾਂ ਕਿਸੀ ਹੋਰ ਫਾਰਮੈਟ ਵਿੱਚ ਜਿਵੇਂ ਕਿ ਵੱਡਾ ਫਿੰਟ, ਬ੍ਰੇਲ, ਆਡੀਓ ਕੈਸੇਟ ਜਾਂ ਸੀਡੀ ਦੇ ਰੂਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 020 3207 2600 ਤੇ ਕਾਲ ਕਰੋ

Spanish

Programa de igualdad para los discapacitados

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Urdu

ڈس ایبلیٹی ایکیولٹیٹی سکیم

اگر آپ کو اس ڈاکیومنٹ کی ترجمہ شدہ کاپی یا کوئی دوسری شکل جیسے بڑی طباعت، بریلی، آڈیو کیسٹ یا سی ڈی چاہئے تو براہ کرم 020 3207 2600 پر کال کریں۔

Arabic

نظام مساواة الإعاقة

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Cantonese

殘障平等方案

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French

Programme pour l'égalité des personnes handicapées

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Hindi

अक्षमता समानता योजना (डिसेबिलिटी इक्वॉलिटी स्कीम)

यदि आप इस दस्तावेज की नकल या अनुवाद प्राप्त करना चाहते हैं, या इसे बड़े अक्षरों में, ब्रेइल, ऑडियो कॅसेट, सी डी जैसे किसी अन्य स्वरूप में प्राप्त करना चाहते हैं, तो 020 3207 2600 पर फोन करें।

Portuguese

Disability Equality Scheme (Programa de Igualdade para as Pessoas Portadoras de Deficiência)

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Somali

Nidaamka Sinnaanta Naafonimada

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Turkish

Özünülere Eşit Haklar Projesi

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Vietnamese

Chương trình Bình đẳng Khuyến khích

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