

DISABILITY MATTERS

Annual Report

Hounslow Homes has continued to strive to meet its obligations arising from the Disability Discrimination Act 2005, and to actively promote disability equality for our staff and customers by meeting best practice and providing excellent services.

One of the requirements of the act was for Hounslow Homes to produce a so called "Disability Equality Scheme" which set out how we would fulfil our duty to promote disability equality for a three year period, which we have done so, via our Disability Equality Scheme 2006-9.

Key progress made during 2006/7 includes:

- Extensive consultation & engagement of local community & voluntary groups, staff & customers to produce the Scheme itself
- Establishment of a single customer freephone (0800 085 6575) & minicom (0800 389 9821) number to improve accessibility & communication with disabled customers
- Purchasing, installation & staff training on the use of communication aids such as minicomms & portable loop systems etc
- All housing receptions & public buildings used by customers made accessible
- Signed version of a DVD introducing Hounslow Homes services produced & available to customers
- Over 50 cases of residents who have been harassed due to their disability successfully resolved by the ASB Team
- Regular quarterly monitoring & evaluation of disability equality work undertaken in Hounslow Homes

Plans for 2007/8:

- Complete programme to make all sheltered units accessible for disabled residents
- Further staff to be trained in use of BSL & receive disability equality training
- Conduct mystery shopping to highlight gaps experienced by disabled customers in accessing our services
- Begin pilot project on Convent Way to stop misuse of disabled car parking spaces by non blue badge holders
- Increase the membership of the Hounslow Homes Disability Forum
- All new build properties to be compliant with disability regulations
- Hounslow Homes fully accessible website to be re-launched in early 2008
- Further improve "self service" by making more of our services to customers accessible via our website.

Please contact the Equalities Team on 020 8583 3762 if you would like a full copy of the Disability Equality Scheme and the 2006-9 Action Plan or any other information regarding the disability equality work been undertaken in Hounslow Homes.

Translations

If you require a copy of the Disability Matters Annual Report, in another language or format please call 020 8583 2299 or minicom 020 8583 3122.

Nese keni nevoje per kopjen e Raportit vjetor per Paaftesia ka rendesi (Disability Matters) ne gjuhen shqipe ose ne ndonje format tjeteter ju lutemi thirrni 0208 583 2299 ose minikom 020 8583 3122.

اذا كنت تحتاج للحصول على نسخة من التقرير السنوي لشؤون المعوقين باللغة العربية او بشكل اخر الرجاء الاتصال على هاتف 020 8583 2299 او على المينيكوم 020 8583 3122 .

اگر به نسخه ای از گزارش سالانه موسسه "ناتوانی را مهم تلقی کنیم" به زبان فارسی یا هر شکل دیگری نیاز دارید، لطفاً با شماره تلفن ۰۲۰ ۸۵۸۳ ۲۲۹۹ یا مینی کوم ۰۲۰ ۸۵۸۳ ۳۱۲۲ تماس بگیرید.

જો તમને 'અશક્તતા સંબંધી માહત્તવ પરાવનું વાર્ષિક રિપોર્ટ'ની નકલ ગુજરાતીમાં અથવા બીજા કોઈ સ્વરૂપમાં જોઈતી હોય તો, મહેરબાની કરી આ નંબર પર ટેલિફોન કરો: 020 8583 2299 અથવા મિનિકોમ નંબર: 020 8583 3122

Haddii aad doonaysid nuqul ku saabsan warbixinta sanad kasta ee dadka naafada ah ku qoran afka Soomaaliga ama u qoran hab kale fadlan soo wac 020 8583 2299 ama minicom 020 8583 3122.

यदि आपको डिसेबिलिटी मैटर्स (असमर्थता के मामले) वार्षिक रिपोर्ट की कॉपी हिन्दी में या किसी और रूप में चाहिए तो कृपया 020 8583 2299 पर फोन करें या इस नंबर पर मिनीकॉम करें: 020 8583 3122

નેવર જુવનું ડિસેબિલિટી મેટર્સ (અસમર્થતા કે મામલે) વાર્ષિક રિપોર્ટની કોપી અન્ય ભાષામાં અથવા અન્ય સ્વરૂપમાં જોઈતી હોય તો, કૃપા કરીને 020 8583 2299 નું ફોન કરો અથવા મિનિકોમ નંબર 020 8583 3122 પર કોલ કરો.

اگر آپ کو "ڈیسیبلٹی میٹرز" رپورٹ میں مندرجہ سے متعلقہ معاملات کی سالانہ رپورٹ اردو زبان یا کسی اور زبان میں یا کسی اور زبان میں درکار ہو تو براہ کرم ایفون نمبر 020 8583 2299 پر یا مینی کوم نمبر 020 8583 3122 پر رابطہ کریں