

# Westlea Disability Equality Plan

This is an 'easy read' booklet



# Our Disability Equality Plan

- This is our first **Disability Equality Plan**.
- It is about how we will make sure that we treat everybody **fairly**.
- It will help **stop** people being treated badly because they have a disability.
  
- We want to tell you about the things we already do for people with disabilities.
- We have asked people with disabilities what they would like us to do.
- This plan also tells you **how** we are going to do these things.



Ann Cornelius

**Ann Cornelius, Executive Director of Operations**

## What is a disability?

There are lots of different disabilities.

A disability is where you find it difficult to do something that most people do - like walking around, seeing, hearing, or being able to understand things.



There are different sorts of disability

# What is our Disability Equality Plan?

There are **new laws** to make sure that groups like Westlea treat everyone more equally.

We need to work hard to:

- 1 Make sure that people with disabilities have the **same chances as everyone else**
- 2 **Stop people being bullied** because they have a disability
- 3 Stop people getting treated unfairly **because** they have a disability (This is called **discrimination**)
- 4 Help people **take part in making decisions**

The plan tells you **how** we will do this.

## Our action plan

We have an **action plan** to tell you **what** we are going to do and **when** we are going to do it.

We want to:

- look after our customers better
- make it easier for them to get the right home and support
- make it easier to live in our homes
- give jobs to more people with disabilities.



New laws



Our Action Plan

## How did we find out what disabled people want?

- **More than half** of the people who live in our homes have disabilities.
- So we needed to find out what **they** think about what we do and what would make things **better** for them.
- We have talked to lots of people with disabilities at our **Disability Forum meetings**.
- Some of them helped us to **write** our Disability Equality Plan.
- We have talked to people who **work** for us who have disabilities, and to **local groups** who work with disabled people.



Finding out what you think

## What did they tell us?

### Looking after our customers

We need to treat all our customers fairly. The people who live in our homes told us we should:

- 1** Get in touch with them in the way **they** want us to
  - at home
  - in writing
  - by phone
  - by text
  - face to face.
- 2** Give them a **clear answer** - and stick to it.
- 3** Make it clear **who** they should get in touch with and **how** they should do it.



Getting in touch

## Living in our homes

- We want to make sure we build **the right kind of homes** for people.
- We can make **changes** to our homes to help disabled people live in them more easily.
- Some of the things that people told us we could do better are:
  - 1** Giving people **better heating**
  - 2** Make our **toilets and bathrooms** easier to use
  - 3** Make it easier and quicker to get homes **changed** to meet their needs.



Easier to use  
bathrooms

## Getting the right home and support

- When people ask us for a home, we need to give them the kind of home they need.
- We need to know if they need **extra help** when they move in.
- Our residents who have disabilities told us that they would like:
  - 1 More time** to choose which home they want.
  - 2 More help** with applying for a home and moving in.
  - 3** To be able to get **the right kind of home**



Getting the right  
home and support

## Anti-social behaviour and harassment

- **Harassment is bullying.** Nobody should be bullied because they have a disability. If this happens, **tell us**, and we can help you.
- Sometimes, people with disabilities can behave in a way that upsets other people. This is called **anti-social behaviour**. This **isn't** their fault.
- We can help people who are part of this kind of situation.



Stopping bullying

## Some of the good things that we do

We **already** do lots of things to help disabled people, like:

- We provide letters and leaflets on **CDs**, or in **large print**
- We run a **Disability Forum** three times each year. This is a meeting where people with disabilities get together to talk about things, and hear about what we are doing.
- We spend at least **£50,000** each year changing peoples' homes to make them easier to live in.
- We offer **handy help** - to help people with decorating and repairs.
- We have an **occupational therapist**, to help us find the right homes for people, and to tell us when people need their homes changed.
- We have **support workers** who help you in your own home.



Information on CD



The Disability Forum



Help with  
decorating and  
repairs

## Things we will do to make things better

We have listened to all the things that people told us. We have written an **action plan**, to tell you what we are going to do to make things better in the next three years. You can ask for a copy of the action plan.

We will:

- Find out how residents want us to **communicate** with them.
- Pay a staff member to help people **apply** for changes to their homes.
- Look at how we make changes to people's homes to make it **quicker and easier**.
- Set up a **Disability Housing Register**. This will help us offer homes that meet the needs of disabled people.
- Look at how we can give people **more time** to decide which home they would like to move into.
- Think about how we can give people more help to **move house**.

Every year, we'll tell you how we are getting on with these things.

## Working at Westlea

- We want to make sure that people with disabilities find it easy to **work** at Westlea or to be a **board member**. We want to offer jobs to more people with disabilities.
- It should be easy for disabled people to fill in our application forms and come to interviews.



Making things better

A screenshot of a 'Job application form' from the Westlea Housing Association. The form is titled 'Westlea Housing Association Job application form' and includes a small 'Accessibility Statement' icon in the top right corner. Below the title, there is a note: 'You can do as get this form on computer or on, mobile app and others. Please fill in the form using black ink or type.' The form contains several fields with labels and input areas: 'Email Address for', 'Reference Number', 'Closing Date for Job', 'Local Name/Primary Name', 'Residential Care Home', 'First Name', 'Where did you see this job advertised?', and 'Are you registered with GPC?' Each field has a corresponding input box, some with dropdown menus or icons.

Easy applications

## Tell us what you think

- If you want to tell us anything, please **phone us** on **01249 465465**



Phone us

- or **email us** at **enquiries@westlea.co.uk**



Email us

- If you think there is something we could do better, or you have any new ideas, then we want to hear from you.



Telling us what you think

- If you would like us to explain or translate any part of this document, or if you would like it in a different format such as in larger print or on audio tape, please contact us on **01249 465465**



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