

Disability Equality Scheme Action Plan

1. Making sure the Disability Equality Scheme is put into practice

Purpose: To ensure compliance with our duty to promote equality of opportunity for all by ensuring that disability equality is mainstreamed into all policies, functions and procedures of the Council

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To implement the Disability Equality Scheme (DES)	M	Prepare action plan(s) to review functions, policies and procedures and all other elements of the Scheme	Completion of action plan(s) Increased awareness of disability equality across the Council	Ongoing from December 2006 All Managers
Identification of managers' responsibilities regarding the implementation of the DES	M	All managers/members to be trained in DDA and DES	Increased emphasis given to disability equality within all decision making across the Council	Ongoing from December 2006 SMT
To provide assistance in the implementation of the Scheme	M	Guidelines and advice to be developed and disseminated	Increased awareness of disability equality and the implementation of the DES	By March 2007 Corporate Policy and Head of Human Resource (H of PS)
Development of a stakeholder panel to support the work of the Valuing Diversity Group	M	Develop a full proposal to establish the panel Liaise with existing consultation groups	Panel created to scrutinise our disability equality work More effective and responsive disability equality policies and schemes across the Council	By December 2007 Corporate Policy
Raise the standard of disability equality across the Council	L	The Scheme will be reviewed every three years	Revised Scheme Continued updates to the Scheme	December 2009 H of PS and Corporate Policy

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To raise public awareness of the Scheme	M	Scheme made available via the Council's website	Increased awareness of the Council's commitment to eliminate discrimination	Ongoing from December 2006 H of PS and Valuing Diversity Group
To monitor the implementation of the Scheme	M	Annual monitoring and reporting of DES action plan tasks	Satisfaction across the authority of the progress made under the Scheme The Scheme is revised if necessary	Annual assessment and monitoring to Management Board and Scrutiny Committee Corporate Policy and H of PS
To encourage awareness and good practice in the private sector	L	To arrange DDA training events for new businesses, Council contractors, Hotels, Partners, etc.	Increased awareness of DDA	Ongoing from December 2006 All managers of the Council

2. Identifying Relevant Functions and Policies

Purpose: To give appropriate priority to the promotion of disability equality when carrying out functions and policies

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To meet the requirements of the Disability Discrimination Act 2005	M	To review all the functions and policies of the Council according to our duty to promote disability equality (the Scheme)	All functions and policies are reviewed as per the Scheme Application of the Scheme across all portfolios and services	Ongoing from December 2006 All new policies/functions reviewed Final review in December 2009 All Managers, SMT

3. Assessing and consulting on the likely impact of proposed policies

Purpose: To determine how policies, functions and procedures affect disabled people (in service delivery and employment) and whether they are having an adverse impact on some groups or individuals)

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
Inform all managers of the need to capture data necessary for long term impact to be assessed and to ensure that arrangements are made to monitor any adverse impact on the promotion of disability equality	M	A Monitoring form is produced and adopted Ongoing appropriate consultation and an evaluation of their effectiveness in supporting objectives	Data is monitored in a consistent manner throughout the Council. Corporate baseline statistics established	Review and reporting on critical policies ongoing from December 2006 All Managers SMT Corporate Policy
To ensure the consistent use of the monitoring procedure	M	A monitoring form will be used in conjunction with any applications to the Council for a service, job vacancy and customer satisfaction surveys	Service delivery is more able to meet the needs of the service users	Ongoing from December 2006 (in place for use April 2007) All Managers

4. Monitoring Council policies for adverse impact

Purpose: To build disability equality into the policy-making process, and to make that process clear, open and inclusive

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To assess the likely impact of proposed policies on the promotion of disability equality	H	Services undertake Impact Assessments on all functions, policies, etc	Qualitative research is provided to identify likely and existing impact, on disability equality	Annual assessment and publication by all services
Guidelines and training for additional DES statements within Impact Assessments	H	Develop guidelines for drawing out disability equality issues considered as part of the Impact Assessments	Guidelines developed and training available	Ongoing from April 2006

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
Annual monitoring of adverse impacts identified in Impact Assessments and other feedback mechanisms	M	Collection of adverse impact information considered by each service across the Council Compilation of information and consideration of impact on Council service delivery	Annual monitoring report to be produced	Annual assessment and reporting to SMT and Scrutiny Committee by Corporate Policy

5. Communicating the results of assessment, consultation and monitoring

Purpose: To make sure that monitoring, assessment and consultation activities and their results are clear and plain to our customers and staff

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
Identification of information needed	M	Direction given to services on what information needs to be available in accessible formats for public information	Information made available	By March 2007 H of PS
Development of staff guidance on how to produce accessible information	M	Develop guidelines for services to follow in producing accessible information	Service Area information easily accessible across the Council	By March 2007 H of PS
To identify arrangements for publishing results of assessments, consultation and monitoring	L	Results are published using a variety of media and formats: internet, intranet, special reports and newsletters	Publicly available record of progress	By December 2007 All Managers SMT Corporate Policy to co-ordinate

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
Development of accessible communication channels	M	The identification of appropriate communication channels for different community groups and employees undertaken through various consultation mechanisms	Maintenance and development of communication channels between the public and the Council	Ongoing from December 2006 All Managers SMT
User satisfaction monitoring	L	Monitoring by mystery shoppers on effectiveness of communication channels and accessibility of information	Increased accessibility of information across the district	Annual assessment of monitoring report to SMT and Scrutiny Committee by Corporate Policy
Dissemination of staff guidelines on specific communication needs of disabled people	M	Compilation of information available within the Council on customer care and service needs and production of guidelines disseminated to staff	Staff guidance to increase the accessibility of information for our customers	By December 2007 H of PS

6. Making sure the public have access to Council buildings, information, services and functions

Purpose: To ensure that disabled people know about particular services, encourage people to use services and remove the barriers to access so that the services are equally available to everyone in the community

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To identify service needs of disabled people and barriers to accessing services	M	Use consultation and monitoring arrangements and other available means to identify need	Increased satisfaction levels	Ongoing from December 2006 All Managers Corporate Policy
To provide information in accessible format	M	Ensure that all staff who have contact with the public are aware of procedures to accommodate people with language and accessibility needs	A greater take up of service or satisfaction with the service provided, revealed by future consultation	Ongoing from December 2006 H of PS Corporate Policy

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To continue to comply with all appropriate legislative requirements for building accessibility for all Council property	M	Publish programme of maintenance for all Council buildings	A more easily accessible built environment Increased understanding of access to services by area, facilities, etc. An increased awareness of the 'pockets' of limited access to Council services	By March 2007 Head of Architectural and Landscape Services
To clarify the role and responsibility for the Council's Access Officer	L	To identify expertise, ensuring all accessibility to buildings and Council owned open spaces issues are addressed	Expertise in the understanding of access to the built environment	By March 2008 Head of Development and Building Control Services
To ensure that the Council's Internet/Intranet are DDA compliant	M	The web group members to commission disabled groups to assess and make recommendations to improve the web site	Increased accessibility to the Council's website	By June 2007 I.T. Services Manager
To develop a Council alternative format register	L	To promote the existence of the Council's register of customers who would like to receive information in alternative formats, e.g. Large print, Braille, etc.	To provide Council Information in accessible formats	By December 2007 All Staff

7. Employment duties – monitoring employment and supporting employees

Purpose: Information from monitoring will be used to develop schemes (if required) to lead a workforce that further represents the profile of the community and to ensure that employees working for the Council have the skills, knowledge and attitude that ensures we meet our duty to promote disability equality

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
Annual employment monitoring (including disabled staff)	M	Annual reporting and dissemination of employment monitoring information	Produce annual employment trends and develop action plans arising from trend analysis	Annual assessments and reporting by H of PS
To identify barriers to access to employment and to work with other public sector agencies to attract disabled people into the recruitment process	M	Continue existing work to develop new initiatives through continued consultation and scrutiny mechanisms To retain “The Positive Towards Disabled People” award	Improvement and further development of statistical workforce profile information Publish statistical results in performance reviews	Ongoing from December 2006 H of PS
Engage community and consultation groups in the development of approaches for increasing workforce representation	M	Develop consultation mechanisms to discuss how to improve and increase the representation of disabled employees with the Council	Long-term increase in the number of disabled employees within the Council	Ongoing from December 2006 H of PS
To enable employees who are disabled or who have recently become disabled to remain in employment	M	In partnership with SCC Occupational Health Team and using Council’s existing policies to actively encourage staff to remain in the Council’s employment	Equality of opportunity for all	Ongoing H of PS
To incorporate the requirements of the DES into current training programmes	H	Ensure trainers (external and internal) include where appropriate Disability Awareness training Monitoring training programmes	Training reflects the requirements of the DES Annual statistics for disability related training of staff	Ongoing H of PS

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To ensure that all frontline employees have the relevant information about the Scheme	H	Managers to cascade information and arrange appropriate training to all frontline staff	To raise awareness of the Disability Discrimination Act requirements	Ongoing All Managers H of PS
Continual update and dissemination of staff guidelines on new disability equality legislation	H	Compilation of existing information available within the Council and production of up-to-date guidelines made available on the intranet	Increased awareness among all employees of legislative requirements. Employees made aware when new legislation is passed	Ongoing H of PS
Ensure equality issues (including DES) are addressed within the Induction process	H	Induction and Equalities and Diversity Programmes to cover DES responsibilities	Increased awareness among all employees	Ongoing H of PS

8. Complaints

Purpose: To ensure that the council has a complaints procedure where customers concerns are addressed

Objective	Priority H, M, L	Action	Outcome/PI	By whom/when
To provide the Council's complaints procedure in accessible formats	M	Ensure that the Council's complaints procedure/feedback forms are advertised and available via website, reception areas, Citizen Advice Bureaux, etc.	Community to have access to the Council's complaints procedure in a variety of ways and in accessible formats	March 2007 Head of Governance and Scrutiny Services