

South Derbyshire District Council

**DRAFT DISABILITIES EQUALITY SCHEME**

December 2006

# SECTION 1: INTRODUCTION TO THE SCHEME

## Welcome

Welcome to the Council's draft Disability Scheme for the period 2007 to 2010.

The Scheme describes the actions we will take to ensure that disabled people have opportunities and choices to improve their quality of life and are respected and included as equal members of our community.

At present, the Scheme is in draft. We have discussed our approach with a number of stakeholders in preparing the draft scheme. The Council wants to give disabled people and local organisations a further chance to have a say about issues and priorities before the Scheme is finalised.

## Purpose of the Scheme

The purpose of the Scheme is to:

- Explain how we have involved disabled people in decisions about issues, priorities and actions
- Find out what barriers are faced by disabled people (either as service users or as employees) and take steps to remove them
- Identify what's important to disabled people and what they need
- Provide better and more customer focused services
- Demonstrate that we are being proactive by 'mainstreaming' disability equality in all our decisions and activities and taking action to tackle the consequences of past decisions where we failed to do so
- Identify training and development needs across the organisation
- Promote disability equality within the wider community as part of our community leadership role
- Hold the Council to account for its performance in promoting disability equality

## Contents of the Scheme

The Scheme has 11 sections as outlined below:

Section 1:	Introduction to the Scheme
Section 2	Setting the Scene
Section 3	The Council's commitment to Equality of Opportunity
Section 4	Involving Disabled People
Section 5	Working for the Council
Section 6	Impact Assessments
Section 7	The Draft Action Plan
Section 8	Collecting and Using Information
Section 9	Reviewing the Scheme
Section 10	Publishing the Scheme
Section 11	Making comments

## **SECTION 2: SETTING THE SCENE**

### **Introduction**

This section discusses the legal background to the Scheme together with statistics relating to disability in South Derbyshire.

### **The Legal Framework**

The Disability Discrimination Act 1995 (as amended by the Disability Discrimination Act 2005) places a duty on the Council to promote disability equality.

It means that when we carry out our functions, we have to give due regard to the need to:

- Promote equality of opportunity between disabled people and other people
- Eliminate discrimination that is unlawful under the Disability Discrimination Act
- Eliminate harassment of disabled people that is related to their disability
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps to meet disabled peoples needs, even if this requires more favourable treatment

This 'general' duty builds upon the requirements of the 1995 Act which includes the duty to make reasonable adjustments to ensure disabled people can access employment; goods, facilities & services, and premises.

### **The Disability Equality Scheme**

Under the 2005 Act, we also have a 'specific duty' to produce and publish a Disability Equality Scheme.

The content of the Scheme is prescribed is prescribed in regulations and covers, amongst other things, involvement by disabled people in the development of the Scheme, action planning, impact assessment and data collection.

In addition, the Disability Rights Commission (now the Commission for Equalities and Human Rights) has produced a Statutory Code of practice covering both our general and specific duties.

A copy of the Code can be obtained via the Council's website – [www.south-derbys.gov.uk/equalities](http://www.south-derbys.gov.uk/equalities)

## Disability in South Derbyshire

The definition of disabled persons in the Act is a broad term and covers a wide variety of disabilities such as sensory impairment, loss of mobility, mental health issues, learning disabilities and certain medical conditions such as Cancer, HIV and Multiple Sclerosis.

Sometimes, people may not consider themselves to be disabled and yet they are still protected if they meet the Act's definition.

This makes it very difficult to form a judgement about the number of disabled people in South Derbyshire and the nature of their impairment.

The following statistics seek to provide a 'snapshot' of the district.

	<b>South Derbyshire</b>	<b>England</b>	<b>Source</b>
Percentage of people with a limiting long term illness	17.6% (14,317)	17.9%	Office of National Statistics 2001 Census
Percentage of people of working age with a limiting long term illness	13.1% (6,664)	13.3%	Ditto
Percentage of people who said their health was not good	8.6% (7,031)	9.0%	Ditto
Percentage of households with one or more person with a limiting long term illness	33.4% (11,021)	33.6%	Ditto
Percentage of people aged 16-74 who are economically inactive because they are permanently sick/disabled	5.3% (3,121)	5.3%	Ditto
Total Incapacity Benefit Claimants	3,000		Office of National Statistics February 2006
Total Severe Disablement Allowance Claimants	370		Ditto

It can be seen that the position in South Derbyshire is broadly comparable to the country as a whole.

However, it is important to remember that disabled people will have will have differing experiences based on their gender, age, sexuality, religion and ethnicity.

Moreover, research\* has shown that disabled people do less well than non-disabled people in many areas of life – for example, income, education, employment and housing. They are also likely to experience hate crime/harassment and for families with a disabled child or children with disabled adults in their family, child poverty.

\* 'Improving the Life of Disabled People,' Prime Minister's Strategy Unit 2005)

## **SECTION 3: THE COUNCIL'S COMMITMENT TO EQUALITY OF OPPORTUNITY**

### **Equality and Diversity Policy Statement**

The Council's Equality and Diversity Policy Statement (approved in October 2003) is a formal expression of our commitment to promote equality and diversity for all regardless of such considerations as gender, race, ethnic or national origin, disability, family status, age, religious belief, class or sexuality.

It says that we will:

- ensure all potential users enjoy equal access to our services
- provide equal opportunities of employment with us, and of training and promotion in our workforce
- promote equality and diversity within our community

The Policy also details responsibilities at Elected Member, management and employee level.

Since the approval of the Statement, the Council has appointed its first Member 'Champion' for Equalities and Diversity.

Our champion has played a key role in the establishment of the Values and Attitudes Group. The Group is made up of partners from a range of external organisations with an interest in equalities and acts as a 'reference group' for our work.

### **The Corporate Plan 2006/09**

The Corporate Plan sets out the Council's vision for South Derbyshire along with our plans and priorities for improving local services.

The Council's Vision is to 'Make South Derbyshire a healthier, more prosperous and safer place to live'.

Underpinning this Vision, are a number of Values that are intended to guide our actions and govern our relationship with people. These are:

- Make decisions openly and with integrity
- Involve the community in choices about services and priorities
- Be open and responsive to change
- Treat people fairly in everything we do
- Value employees and the essential role they play in service delivery

The scheme contains a number of proposals aimed at reducing inequalities across the district and giving everyone the opportunity to escape from poverty, enjoy good health, live in a safe environment and benefit from an increased sense of well being.

**The South Derbyshire Community Strategy 2005/2010**

An important factor in the development of the Corporate Plan was the South Derbyshire Community Strategy, which was produced by the South Derbyshire Local Strategic Partnership (SDLSP)

The SDLSP consists of a Forum, which is open to all residents and any organisation with an interest in the area. The Council is represented on the Partnership Board (which carries our day to day work) along with organisations in the public, private and voluntary/community sector.

The Strategy is based on 6 Themes, one of which is 'Creating Opportunities for All'. This Theme has two priorities:

- Improving communication, consultation and involvement with local people to provide better services
- Improving social inclusion by providing fair and equal access to all services for everybody'

**The Equality Standard for Local Government**

The Equality Standard for Local Government has been developed to help local authorities achieve and maintain high standards of equality in employment and service delivery.

The Standards has 5 levels of achievement:

Level 1	Commitment to a comprehensive equality policy
Level 2	Assessing needs/requirements and consulting with stakeholders
Level 3	Setting equality objectives and targets
Level 4	Establishing information systems and monitoring against targets
Level 5	Achieving and reviewing outcomes

Currently, the Council is at Level 1 of the Standard and we have set a target of achieving Level 2 by March 2008.

As part of the process of moving to the next level, we will be preparing a Corporate Equalities Plan that will bring together all of our work on equalities, including disability equality.



## Disability Equality

The Council's approach to the promotion of disability equality is based on the 'Social Model' of disability. This model is based on the principle that people with impairments are disabled by physical and social barriers.

We will:

- Comply with our legal duties under the Disability Discrimination Act 1995 in employment and service provision
- Work with disabled people to identify and remove barriers to inclusion and equality of opportunity
- Seek to provide flexible and responsive services that meet the needs of disabled people
- Involve disabled people in decision making
- Promote disability equality within the wider community
- Seek to eliminate discrimination through training and awareness
- Work to maintain our 'Two ticks' Positive about Disabled People' accreditation from Job Centre Plus

## **SECTION 4: INVOLVING DISABLED PEOPLE**

### **Our commitment**

The Council is committed to involving disabled people in the development and implementation of the Scheme.

This commitment is underpinned by the values and principles set out in our Corporate Plan and in our Equality and Diversity Policy Statement mentioned earlier.

We recognise that disabled people have an important contribution to make in such areas as:

- Identifying barriers faced by disabled people in accessing services, working for the Council and participating fully in the life of the community
- Setting priorities for action plans
- Planning and delivering services
- Targeting policies
- Operating effective employment policies and procedures

### **Consultation on the draft Scheme**

In the development of the draft Scheme, we have consulted the following organisations:

- Derbyshire Coalition for Inclusive Living
- Fingertouch Braille Group
- South Derbyshire Mental Health Association
- Derbyshire Association for the Blind
- Shop Mobility
- Age Concern/Collingwood Day Centre
- Newhall Day Centre (used by people with learning and physical disabilities)
- Multiple Sclerosis Group (Derby)
- Social Services (Woodville)
- South Derbyshire CVS (which has access to a wide range of consultation information obtained through their activities with specific group)
- South Derbyshire District Council Joint Negotiating Group (includes Trade Unions and management)

Section 7 explains how your comments and views have been built into the Action Plan.

**Thank you to everyone for your support.**

## **Next steps**

A clear message from disabled people and groups is that they would like to continue to be involved in the development and delivery of the Scheme. However, this involvement has to be genuine and make a real difference to Council plans.

We will be developing arrangements through the 'Opportunities for All' Working Group of the South Derbyshire Local Strategic Partnership (which is chaired by South Derbyshire CVS).

For employees, this will be through the Council's Joint Negotiating Group.

Work on involvement will also link in with our plans to review our Corporate Communications and Consultation Strategy early in 2007.

## **SECTION 5: WORKING FOR THE COUNCIL**

### **Introduction**

The Council has approximately 370 employees mainly based at three sites in Swadlincote (the Civic Offices, the Depot and Granville Court Sheltered Housing Scheme).

Over the past 3 to 4 years, we have introduced a number of measures to support good employment practice and the management of change within the organisation. In November 2005, this was officially recognised with the award of 'Investors in People' for a further 3 years.

Our 'People Strategy' (adopted in March 2006) contains a series of actions based on 5 themes – managing change, promoting diversity, employing people, developing people and communication.

### **'Positive about Disabled People'**

Last year, the Council was awarded the 'Two ticks' Positive about Disabled People' accreditation by Job Centre Plus.

This recognises our agreement to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.

More specifically we have agreed to:

- Interview all disabled applicants who meet the essential criteria for a job vacancy and consider them on their merits
- Ensure there are mechanisms in place to discuss with disabled employees what can be done to make sure they can develop and use their abilities
- Make every effort when employees become disabled to make sure they stay in employment through for example adjustments to the working environment or redeployment to a more suitable job
- Ensure that all employees have the necessary knowledge and awareness to make these commitments work
- Review progress, plan ahead and let employees know about progress and future plans

### **Employees with disabilities**

For the year ending March 2006, some 4% of employees declared they had a disability (Best Value Performance Indicator number 16a), which places us in to top 25% of English Councils.

However, none of the Council's top earners have declared that they have a disability. (Best Value Performance Indicator number 11c).

## SECTION 6: IMPACT ASSESSMENTS

### Council Services

The Council provides a range of local services. The main ones are:

- Refuse collection
- Street cleansing and grass cutting
- Recycling and composting schemes
- Provision of parks, sports and leisure facilities
- Supporting local businesses
- Grants to adapt homes for disabled people
- Encouraging inward investment and promoting tourism
- Providing grants to voluntary and community groups and organisations
- Delivering regeneration projects
- Determining planning applications
- Collection of Council Tax and Business Rates
- Administering Council Tax and Housing Benefits
- Managing and maintaining Council homes (including Sheltered homes)
- Licensing alcohol sales, food premises, taxi services, public entertainment and street trading
- Ensuring buildings and alterations are safe
- Working with partners to reduce crime and disorder
- Provision of a Community Warden and CareLine Service
- Controlling pests, dog fouling, flytipping, water, noise and air pollution
- Supporting local arts
- Enforcing Health and Safety
- Heritage conservation and protection
- Provision of sports and play activities
- Cemeteries and public toilets
- Protecting public footpaths
- Producing the plans and strategies which make up the Local Development Scheme (a land use framework)
- Electoral registration

Some of our services have been tailored to meet the needs of disabled people. They include, for example:

- Assisted wheeled bin and blue box collections
- Home adaptations and home insulation grants
- Community Wardens and alarm services (CareLine) in our sheltered homes
- Various concessions - Concessionary fares (Gold Card), admission to our Leisure Centres and pest control treatments.
- Designated spaces in car parks
- Home visits, if required, for most services

- The Environmental Education Service and other activities at Rosliston Forestry
- Provision for payments via the internet and the telephone

Specific mention should be made of our new Customer Reception and Contact Centre, which is part of our long-term plans to improve the way we handle initial enquiries (whether by telephone, e-mail or in person).

The reception area has been designed to accommodate wheel chair access in all areas and the Values and Attitudes group (including the Derbyshire Association for the Blind) was consulted on colour schemes and layouts.

We are also providing information kiosks at various locations throughout the district.

However, in general, most service areas do not systematically or routinely monitor the take up of services by disabled people, requests for service or complaints.

## **Mainstreaming – impact assessment**

The general duty requires the Council to be proactive by ‘mainstreaming’ disability equality into all our decision making and service provision.

Specifically, we are required to carry out assessments of the impact of our policies and practices (or the likely impact of our proposed policies and practices) on equality for disabled people.

The purpose of impact assessment is not only to ensure that the Council's decisions and activities do not disadvantage disabled people but also to identify where we might better promote equality of opportunity.

Clearly, we cannot look at all aspects of our work at once. We propose, therefore, to focus initially on services and policies that are the most relevant/important to disabled people, especially ‘new’ services and policies.

We will be involving disabled people in drawing up the programme and also in the detailed arrangements for undertaking assessments.

The Values and Attitudes Group will have a key role in ‘challenging’ our approach and the outcome of assessments.

## SECTION 7: THE DRAFT ACTION PLAN

### Introduction

The Draft Action Plan is based on 8 themes:

- involving disabled people
- accessing services
- improving our buildings and other facilities
- reviewing policies and services
- working for the council training and awareness
- community leadership
- monitoring and reviewing progress

Each theme has a number of actions which have been identified through consultation with disabled people and organisations or which are 'must dos' for the Council in terms of fulfilling our general duty.

Targets, anticipated outcomes and timescales are also shown for each action.

A copy of the Plan can be found in Appendix A (towards the end of this document).

### What you told us

Your key messages were:

- **Training and awareness:**

Council staff need to be more aware of the varied needs of disabled people. We also received offers of help in the design and delivery of training packages.

Several consultees expressed specific concern about the lack of privacy afforded to disabled people, when discussing personal matters/completing application forms etc at Council Offices.

- **Access to Services:**

Many consultees were unaware of the existing arrangements for helping disabled people to access services (such as assisted bin collections). They said they would appreciate having more information about what the Council does together with contact points.



A particular request was received to involve disabled people and groups in the development of the new contract for the Greenbank Leisure Centre so that services can be tailored to needs.

Concerns were also raised about the language used in 'official' Council correspondence as this can often cause stress and anxiety for some disabled people

- **Access to buildings:**

One consultee commented that the public sector looks at 'access to buildings rather than user friendly buildings'.

Comments from other consultees mirrored this view with concerns expressed, for example, about the provision and layout of disabled toilet facilities and the need for improved signage/access to information at some Council facilities.

We noted that the South Derbyshire Local Strategic Partnership had completed an audit of community building and an action plan to address needs was being developed.

- **Swadlincote Town Centre:**

The current state of the town centre (in terms of street furniture, uneven surfaces and obstacles in front of shops) was an issue for disabled people. They also had concerns about the improvement plans, especially around the Delph area.

Advice in drawing up the detailed proposals was offered to the Council.

- **Safety and security:**

Disabled people had concerns about personal safety in some parts of the district with reports of teasing and muggings. There was also reluctance to report incidents of anti-social behaviour because of fear of reprisals.

The need for improved lighting for public car parks was also mentioned.

- **Public transport and healthcare**

Support for the Council in lobbying for improved access to public transport and health care would be welcomed.

- **Working for the Council**

Employee representatives welcomed plans to involve employees across the organisation in the further development and implementation of the Scheme.

They want to do more to ensure that employees feel confident about declaring they have a disability so that they can be appropriately supported.

## **Priorities for 2007**

Priorities for the year ahead focus on:

- Strengthening consultation and engagement with disabled people
- Delivering some 'quick wins' that will make an immediate difference to the lives of disabled people
- Establishing the 'building blocks' for collecting information and monitoring impacts

## **Delivering the Action Plan**

The Plan details who is responsible for delivering each action.

Progress will be monitored by the corporate Equalities and Diversity Group (chaired by the Deputy Chief Executive) and reported to the Council's Finance and Management Committee on a quarterly basis.

The process will be overseen by the Council's member Equality 'Champion' and the Values and Attitudes Group.

The Plan will be reviewed and rolled forward annually to coincide with the production on the Annual Report.

## **Annual Reporting**

The Annual Report will chart the progress we have made in delivering the Action Plan. It will also highlight the information we have gathered as part of our work to promote disability equality and explain how we have used this information.

We plan to share progress reports with disabled people and other stakeholders and to make the Annual Report widely available.

## **SECTION 8: COLLECTING AND USING INFORMATION**

### **Council Services**

The collection of information on the extent to which Council services take account of the needs of disabled people will be an important on-going task.

We plan to use a variety of mechanisms including:

- Best Value Performance Indicators (set by Government) and local performance indicators (set by the Council)
- Recommendations made in reports by bodies such as the Audit Commission
- Analysis of complaints
- Satisfaction surveys (at a corporate and service level)
- 'Mystery shopping' exercises
- Service monitoring (in particular take up of services and requests for service)

The proposed programme of impact assessments (mentioned in Section 6) will be an important 'driver' of research and information collection.

Information will be used to identify and narrow any gaps in outcomes between disabled people and non-disabled people.

It will also be used to set challenging targets and monitor our performance in delivering the Action Plan.

### **Working for the Council**

The Council already has in place arrangements for collecting information on the effects of its policies and practices on the recruitment, development and retention of employees from minority ethnic communities and disabled employees.

Sources of information will include:

- Monitoring forms sent out with job application packs
- Return to Work interviews (following sickness absence)
- Performance Development and Review records
- Employee surveys
- Records of grievances and disciplinary action
- Exit interviews

The information will be used to help us to achieve a representative workforce and to identify any potential issues associated with the employment, development and retention of disabled employees.

## **SECTION 9: REVIEWING THE SCHEME**

The Scheme will be formally reviewed in three years time.

The review will take into account:

- our progress in delivering the Action Plan
- the views of disabled people, particularly on new/emerging issues and priorities
- the information we have collected and the impact assessments we have completed
- advice from the Commission for Equalities and Human Rights and best practice

Responsibility for the review will rest with the Deputy Chief Executive and the Finance and Management Committee.

## **SECTION 10: PUBLISHING THE SCHEME**

### **Our Arrangements**

The final version of the Scheme will be published on the Council's web site: [www.south-derbys.gov.uk/equalities](http://www.south-derbys.gov.uk/equalities)

Copies will also be made available for people to inspect at the Council Offices, local libraries and leisure centres.

We will provide a copy of the Scheme to everyone who has been involved in the preparatory work, together with Parish Councils/Meetings and our partners in the public, private and voluntary/community sectors.

A summary of the Scheme will be placed in the Council's newsletter 'The News' which is circulated to all households in the district.

Council managers will also be asked to discuss the Scheme in Team Briefings.

In addition, we will use Area Meetings and events organised by the South Derbyshire Local Strategic Partnership to publicise and promote the Scheme.

### **Looking Ahead**

As mentioned previously, the Council has plans to produce a Corporate Equalities Plan that will bring together all of our work on equalities, including the Scheme.

This is scheduled for 2008.

## SECTION 11: MAKING COMMENTS

Comments on the draft scheme are welcome.

Please send them to:

Deputy Chief Executive  
South Derbyshire District Council  
FREEPOST MID 21072  
Swadlincote  
Derbyshire DE11 7BR

Tel: 01283 221000  
Fax: 01283 595854  
E-mail [yourviews@south-derbys.gov.uk](mailto:yourviews@south-derbys.gov.uk)

An electronic version of this document is available on our web site at:

[www.south-derbys.gov.uk](http://www.south-derbys.gov.uk)

If you would like this document in another language, or if you require the services of an interpreter, please contact us. The information is also available in large print, Braille or audio format upon request.

If you would like to use any of these services, please contact the Customer Services Team on 01283 595795.

# **APPENDIX A**

## **ACTION PLAN**



## DRAFT DISABILITY EQUALITY SCHEME - ACTION PLAN

<b>1. Involving disabled people</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
1.1	Establish a Disability Equality Forum in association with the South Derbyshire Local Strategic Partnership (SDLSP)	First meeting of the Forum	Improved capacity to consult with disabled people; more informed and 'joined up' decision making by the Council and its partners.	March 2007	Head of Policy and Economic Regeneration with South Derbyshire CVS
1.2	Review access and other arrangements in all buildings used for public meetings, including the Council Offices	Review completed in consultation with disabled people	Greater involvement by disabled people in the work of the Council	March 2008	Head of Legal and Democratic Services
<b>2. Accessing services</b>					
<b>No</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
2.1	Do more to promote existing arrangements for helping disabled people to access Council services (e.g. home visits, assisted bin collections, payments via the internet etc)	'Get to Know the Council ' open day held  Items included in Council newsletters and service leaflets etc	Improved awareness of Council services and contact points	June 2007  On going	Deputy Chief Executive / Corporate Equalities and Diversity Group

<b>2. Accessing services (cont.)</b>					
<b>No</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
2.2	Add to the current mystery shopper surveys to specifically include access to services for disabled people	Survey arrangements finalised in consultation with the Derbyshire Partnership	Improved satisfaction with Council services	September 2007	Head of IT and Customer Services
2.3	Ensure that the Council's procurement processes and procedures comply with the requirements of the Disability Discrimination Act	Review of processes and procedures completed	More efficient and effective use of resources	September 2007	Head of IT and Customer Services
2.4	Involve disabled people in the development of the tender specification/evaluation for the Greenbank Leisure Centre	Consultation arrangements finalised. Input to tender process provided	Suitable and accessible services provided by the Leisure Centre Contractor	TBA	Head of Leisure and Community Development

<b>2. Accessing services (cont.)</b>					
<b>No</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
2.5	Review the use of language /presentation of 'official' Council correspondence (e.g. Council Tax demands)	Review programme determined in consultation with disabled people	Reduction in concerns and anxiety amongst specific groups	On going	Deputy Chief Executive/ EO&DAG/ Head of IT and Customer Services
<b>3. Improving our buildings and other facilities</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
3.1	Deliver a phased programme of works to ensure that all Council buildings are suitable for and accessible to disabled people	Programme delivered  95% of buildings accessible by March 2009 (BVPI 156)	Improved access to public buildings for disabled people	March 2010	Head of Finance and Property Services
3.2	Review signage and interpretation panels at the Rosliston Forestry Centre	Review completed in consultation with disabled people and action plan in place	Increased enjoyment of the facilities at Rosliston by disabled people	April 2007	Head of Leisure and Community Development

<b>3. Improving our buildings and other facilities (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
3.3	Work with disabled people on the development of detailed plans for improvements to Swadlincote Town Centre	Consultation arrangements undertaken in accordance with the Statement of Community Involvement  Input to developers brief provided	All public areas of the town centre are accessible to disabled people; current safety issues have been addressed	April 2007/ongoing	Head of Planning Services
3.4	Review the suitability of rooms in the Council Offices used for meeting customers	Review completed  Protocol for use of rooms established	High standards of privacy are maintained in discussions with service users	April 2007	Head of IT and Customer Services in conjunction with other appropriate Heads of Service

<b>4. Reviewing policies and services</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
4.1	Prioritise Council services in terms of their relevance to disabled people	Arrangements for prioritising services finalised in consultation with disabled people  Prioritised schedule produced	A shared understanding about what is important to disabled people and a platform on which to plan and deliver services that meet the needs of users	April 2007	Head of Policy and Economic Regeneration/Corporate Equalities and Diversity Group
4.2	Establish criteria and programme for conducting impact assessments	Criteria developed in consultation with disabled people. Timetabled programme of impact assessments in place	Mechanism in place for ensuring that the Council's decisions and activities do not disadvantage disabled people and also for highlighting ways of promoting equality of opportunity	April 2007	Head of Policy and Economic Regeneration/Corporate Equalities and Diversity Group

<b>4. Reviewing policies and services (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
4.3	Monitor the number and nature of complaints made to the Council by disabled people	Monitoring and reporting arrangements finalised	Disabled people have more confidence in Council services	April 2007	Head of IT and Customer Services
4.4	Evaluate the results of the 2006 Best Value User Satisfaction survey ascertaining satisfaction amongst disabled people	Evaluation completed	Better understanding of the differences of satisfaction between disabled people and other people	September 2007	Head of Policy and Economic Regeneration
4.5	Establish monitoring of disability and other equality issues in all service areas	Monitoring arrangements established as part of the service planning process	Information collected on a regular and consistent basis to measure gaps in service delivery; action taken to deal with disparities or disadvantage	September 2007	Head of Policy and Economic Development/All Heads of Service
<b>5. Working for the Council</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
5.1	Consult employees and Trade Unions about how they would like to be involved in the continuing development of the Scheme/Action Plan	Consultation completed and arrangements agreed	Increased confidence in the Council's commitment to equality in employment	December 2006	Head of Policy & Economic Regeneration in consultation with Head of Human Resources

<b>5. Working for the Council (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
5.2	Take the necessary action to retain the 'Two ticks – positive about disabled people' award (Job Centre Plus)	Action Plan delivered	The Council is recognised as a good employer with policies and procedures in place relating to recruitment and selection, employee development, adjustments to the working environment etc	December 2007/ ongoing	Head of Human Resources
5.3	Conduct an employee survey to identify barriers faced by disabled people in the workplace	Survey completed and remedial actions identified	Improved policies, procedures and methods of support	September 2007	Head of Policy & Economic Regeneration in consultation with Head of Human Resources
5.4	Collect and publish information about the recruitment, development and retention of disabled employees	Data collected and reported (as part of the Annual Report)	Data for stakeholders to make judgement about the Council's progress and performance	December 2007 (and annually)	Head of Human Resources in consultation with Head of Policy & Economic Regeneration

<b>5. Working for the Council (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
5.5	Progress challenging targets in relation to key national indicators	By March 2009, <ul style="list-style-type: none"> <li>• 4.9% of staff declaring that they have a disability (BVPI 16a)</li> <li>• 6.0 % of top 5% of earners who have a disability (BVPI 11c)</li> </ul>	A more representative workforce	March 2009	Head of Human Resources
<b>6. Training and awareness</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
6.1	Ensure that all new employees and newly elected Members receive basic equal opportunities awareness training as part of their induction programme	Total coverage achieved	All members and employees have a good general understanding or equalities issues (in terms of employment and service provision)	Ongoing	Head of Human Resources



<b>6. Training and awareness (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
6.2	Establish a specific programme of awareness raising and training in relation to disability issues	Programme developed in consultation with disabled people  Plans for rollout across the organisation finalised	Better quality services for disabled people delivered by confident and motivated employees and members.	September 2007	Head of Human Resources
6.3	Ensure that the Council's contractors and service delivery partners are aware of the need to provide disability equality awareness training to their employees.	Protocol established and contractors advised	More efficient and effective services which meet the needs of disabled people.	September 2007	Deputy Chief Executive/ Corporate Equalities and Diversity Group
<b>7. Community Leadership</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
7.1	Establish a comprehensive policy and procedures for dealing with all complaints of harassment (including disability related harassment)	Policy and procedures in place and widely promoted/publicised	Local people and employees feel more confident about reporting incidents; positive action is taken to deal with perpetrators	September 2007	Deputy Chief Executive

<b>7. Community Leadership (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
7.2	Lobby on issues affecting disabled people	All plans by other agencies to make adverse changes to local services challenged  Issues relating to health care and public transport raised with relevant bodies	Disabled people feel supported by the Council in securing services, which meet their needs.	On going	Member Equalities Champion
7.3	Review lighting and security in public car parks (liaising with the Safer South Derbyshire Partnership)	Review completed in consultation with disabled people and action plan in place	Disabled people feel safer in public car parks especially at night	September 2007	Head of Environmental Services

<b>7. Community Leadership (cont.)</b>					
<b>No.</b>	<b>Action</b>	<b>Target</b>	<b>Outcome</b>	<b>Timescale</b>	<b>Responsibility</b>
7.4	Increase uniform patrolling presence in locations where disabled people have been subject to anti social behaviour	Locations identified and patrolled	Disabled people feel safer and more supported	April 2007	Head of Leisure & Community Development
7.5	Report on progress made on the Disability Equality Scheme (DES)	Annual report produced and published widely	A clear demonstration of the Council's commitment to and progress towards equality for disabled people	December 2007 (and annually)	Head of Policy and Economic Regeneration
7.6	Review and roll forward the Action Plan	Updated Action Plan produced in consultation with disabled people	An agreed framework for delivering disability equality	December 2008	Head of Policy and Economic Regeneration