

Bassetlaw District Council
in partnership with **A1 Housing (Bassetlaw) Ltd**

Disability Equality Scheme 2006 – 2009



This plan includes the commitment and actions of the Council and A1 Housing designed to meet their legal obligations under the Disability Discrimination Act 2005.

As part of the consultation process A1 Housing have assessed their obligations and strategic drivers and these are reflected in the Action Plan (see Appendix). These actions will be monitored by the Council.

Introduction to the Disability Equality Scheme

The Disability Discrimination Act (1995) was introduced in order to improve opportunities for disabled people. It is unlawful to discriminate against a person because they experience disability. Organisations must also make 'reasonable adjustments' to ensure that the person can access services and employment.

Although the existing law has been in place for 10 years there are still many barriers which prevent disabled people from fair and equal access.

The Government has set out a vision for disability equality:

“By 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life and will be respected and included as equal members of society”

Public bodies have a significant impact on the lives of all citizens and the law was altered in 2005 to place greater responsibilities on local authorities and other public bodies to achieve this vision.

The Disability Discrimination Act 2005 (DDA 2005)

In April 2005 a new Disability Discrimination Act was passed by Parliament, which amends or extends the existing provisions in the DDA 1995, including :

- making it unlawful for operators of transport vehicles to discriminate against disabled people
- making it easier for disabled people to rent property and for tenants to make disability-related adaptations
- making sure that private clubs with 25 or more members cannot keep disabled people out, just because they have a disability
- extending protection to cover people who have HIV, cancer and multiple sclerosis from the moment they are diagnosed
- ensuring that discrimination law covers all the activities of the public sector requiring public bodies to promote equality of opportunity for disabled people – **The General Duty.**

Therefore, as from 5 December 2005, all public bodies must have due regard to the need to:

- Eliminate unlawful disability discrimination
- Eliminate disability related harassment
- Promote equality of opportunities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled persons in public life and
- Take steps to take account of disabled persons disabilities, even where that

involves treating disabled persons more favourably than other persons.

There is a specific duty or requirement for all designated public authorities to publish a **DISABILITY EQUALITY SCHEME** which sets out the action that will be taken to meet these requirements.

All public authorities covered by “**The General Duty**” must:-

- Publish a Disability Equality Scheme (including within it an action plan)
- Involve disabled people in producing the scheme and action plan
- Demonstrate they have taken action in the scheme and achieved appropriate outcomes
- Report on progress
- Review and revise scheme

The general disability duty will require public services to examine the way in which they employ and provide services in order to identify any patterns of systematic discrimination. They must then take proportionate measures to address any problems identified.

The “duty” applies to Bassetlaw both as an employer and a provider of services – for example:-

- Recruitment and retention policies and processes
- Staff training, learning and employee development
- Planning and delivery of local services
- Services outsourced to/procured from private contractors

The Council will have overall responsibility for agreeing this Disability Equality Scheme. The Chief Executive and the Council’s Chief Officers are responsible for ensuring that the Scheme is put into action across the authority.

Elected Members (Councillors), employees, managers of the Council and colleagues in partner agencies including A1 Housing all have a role to play in helping us to meet our duty to promote equality for disabled people.

The “General Duty” should end the unintentional discrimination which currently occurs when institutions fail to take into account the needs of disabled people and when developing new services or policies.

However, it should be acknowledge that there are already many instances where public authorities provide a strong lead on disability equality and make a real difference to disabled people’s lives.

How we will gather evidence about our performance on disability equality?

We will gather data to identify gaps in both employment and service provision functions. This will provide us with a sound evidence base for impact assessment, action planning towards disability equality and improving services in the future.

Historically there has been a scarcity of evidence about disability equality, in relation to data collection and monitoring of services to ensure that disabled people are not disadvantaged in using services. We will work to remedy this problem.

We will work with disabled people to devise an effective monitoring system that will enable us to better assess whether our services and employment practices are creating particular barriers for disabled people.

The Council's approach to disability

Bassetlaw District Council believes that promoting equality will improve public services for everyone. Our aim therefore is to make equality a central part of the way the council works by putting it at the centre of policy making, service delivery, regulation and enforcement and employment practice.

The Council acknowledges the **social approach to disability**, which was developed by disabled people as an alternative way of looking at disability. This asserts that the exclusion and deprivation experienced by disabled people is not the inevitable result of their impairments or medical conditions and can stem from societal attitudinal or environmental barriers. This approach, therefore, challenges what has become known as the traditional medical approach disability.

The key difference between these two approaches is that the social approach states that employers and service providers can create barriers which prevent disabled people from getting access to services or employment opportunities.

The solution, therefore is to remove barriers to our services and employment practices for disabled people. It differs from the traditional medical approach which states that disabled people are unable to participate fully in society as a direct result of their impairment.

The social approach has influenced a rights-based view of equality for disabled people – disabled people have the right to services and employment opportunities– if there are barriers, it is up to institutions to remove them.

This approach is central to understanding and implementing the Disability Equality Duty. As a service provider and employer we must understand and dismantle the barriers which exclude disabled people.

Some of the typical barriers faced are:-

Physical access barriers

Financial barriers

Inaccessible information

Inaccessible transport and housing

Flexible personal care, availability of personal assistants

Lack of role models, stereotypical perceptions – by disabled people themselves

e.g. I could never do that, they won't employ me.

Stereotypical perceptions – by service providers

e.g. disabled don't use our services

Attitudes and knowledge of line managers & staff

As part of the Council's approach to equality matters, a statement of intent was agreed - with regard to disability issues – as part of the Council's **DIVERSITY & EQUALITY POLICY** (2005). It states:-

“Extract” - Disability

“Bassetlaw is fully committed to achieving disability equality by eliminating both unlawful discrimination on the grounds of disability and the disadvantage experienced by people with a disability, wherever reasonably possible.

People with a disability are disadvantaged both by an environment and by social attitudes, which reflect principally the needs of non-disabled people. We fully acknowledge that improvements in the operation of our services can reduce this disadvantage.”

To achieve our aims we will:

- Recognise our responsibilities under the Disability Discrimination Act 1995, EU Directives and other relevant legislation and will follow the relevant codes of practice for employment, premises and services.
- Strive to provide services, which are relevant to the needs of people with disability. Making ‘reasonable adjustments’ wherever possible to ensure participation / access.
- Make sure that all our services and all documentation and premises are accessible and available to people with a disability.
- Whenever possible modify our procedures or equipment to make full use of an individual’s ability and adapt our facilities as necessary to accommodate people with a disability.
- Regularly "audit" our premises, services and processes to make sure DDA requirements are met.
- Train managers and staff in awareness and confidence to support people with a disability where needed. Consult with disabled people, their carers and representative organisations to help improve our performance.
- Guarantee people with a disability an interview for any employment vacancy for which they meet the minimum essential criteria.
- Provide systems, which seek to maximise access to employment and development by people with a disability.
- Continue employing, whenever practicable, employees who become disabled during their employment, and assist in their retraining.
- Develop an internal employees' forum open to all employees with a disability.

The Council will need to continue this approach and challenge what it currently does to find out whether and if this disadvantages disabled people. To do this we will need to encourage constructive feedback and then take action make reasonable adjustments.

The approach to improve the physical access was developed in partnership with local Access groups across the District. This work continues to develop.

The Council is aware of the:

CODE OF PRACTICE

“Rights of Access: Services & Premises (Services to the Public, Public Authority Functions, Clubs and Premises) which covers relevant matters including clarifying the situation in respect of public functions and other amendments/ adjustments to Part 111 of the Disability Discrimination Act.

Involving disabled people

In addition disabled people and other groups representing different impairment areas and/or their carers have been involved with the preparation of this disability Scheme through direct contact.

One of the key elements of the Disability Equality Duty is ensuring that disabled people are involved in the development of the Disability Equality Scheme.

We gathered evidence about barriers to our services from a series of consultation event in the autumn of 2006. This consultation consisted of participation which included disabled people which invited views about how well the local authority was meeting the needs of disabled people and what priorities we should focus upon.

Disabled people highlighted a number of particular barriers to our services which include:

- Communication – eg lack of awareness of communication needs of disabled people.
- Physical access – eg signage, being sent all over the hospital for different tests etc.
- Attitudes – attitudes of staff.
- Services for people with learning difficulties – eg signage being particularly confusing.

Some improvements have already been made to our services. Disability Equality and British Sign Language training has made some improvement and adjustments have been made to how we provide services.

In the past five years we have carried out in excess of £750,000 worth of access improvement works to make our buildings more accessible. Works undertaken include:

- New and refurbished lifts in Retford Town Hall, Worksop Town Hall and Group Flats at Conway Gardens, Retford, Larwood House, Worksop and Abbey Grove, Worksop.
- Installation of accessible toilets at Worksop One Stop Shop and Carlton Forest House.
- Hearing Induction Loop systems have been installed at Retford One Stop Shop, Worksop One Stop Shop, Harworth Office, Carlton Forest House, Retford Town Hall and in the meeting rooms and halls at all the local Community Centres.
- Manual doors have been replaced with automatic doors at Harworth Office and Group Flats at Conway Gardens, Retford.
- New signage has been installed at Worksop One Stop Shop, Carlton Forest House, 3 of the Group Flats and 8 Community Centres.
- Accessible reception and cash desks have been provided at Worksop One Stop Shop, Planning Services Reception and Carlton Forest House.
- Additional seating facilities have been provided at Worksop One Stop Shop and Retford One Stop Shop.
- Improvements have been carried out to the Shopmobility Premises at Retford.

A sum of money has been included each year in the three year capital plan to continue to make access improvements to our buildings with the aim of providing accessible services.

Much work is still required to ensure that the way we provide our services takes account of the needs of disabled people.

In addition, the following groups and individuals who have been involved in developing this Scheme:

Bassetlaw MIND (Mental Health)

Befriending Society (Rural isolation/lack of mobility)

Glenoaks (Turning Point –mental health)

Greenacres day centre (County facility for those with learning disabilities)

The Willows (facility for people with degenerative conditions)

Costhorpe Centre (Alzheimers's Society - facility those with this degenerative condition.

The consultation took place in late 2006 and was entitled “**ACCESS ALL AREAS**”.

The Council are most grateful to those who participated and want to continue to involve disabled people in delivering our Scheme through the establishment of a consultative group made up of disabled service users and individuals in the community who are committed seeing the Council improve its services to disabled people.

We will involve disabled people on employment matters and the services we provide including:

- Finding out what barriers disabled people face and taking steps to remove them
- Asking if disabled people are happy with the services we provide e.g. through satisfaction surveys, focus groups
- Setting priorities and helping us to plan things
- Looking at the impact of existing and proposed policies
- Monitoring and checking how well things are done

Reviewing and revising the scheme and providing feed back on how disabled people's views have influenced our decisions.

The consultation we have already undertaken has helped develop our ACTION PROGRAMME (See Appendices) containing key “Themes” which will be constantly reviewed during the life of this Scheme.(ie until 2009)

Disabled staff

The Council monitors the number of disabled staff it employs. Currently, around 3.83% of employees of the total workforce identifies themselves as disabled people compared to 18.60% of the District's population who are disabled people.

A1 Housing monitors the number of disabled staff it employs. Currently, around 20% of employees of the total workforce identify themselves as disabled which is similar to the Districts figures.

Over the coming period we will assess our recruitment practices (and related training) to ensure our jobs are promoted fairly and equally.

We intend to explore the possibility of establishing a disabled workers group to provide a forum of disabled workers who can advise us on how to ensure our employment policies and practices support disabled people working to provide local services. This group might also provide a network and support group for disabled staff working in the Council.

Impact assessment

Discrimination is usually not intended, it happens because a policy or service has not considered a wide range of different needs. Disability Equality Impact Assessment is a legal requirement for all public bodies. This is a systematic way of finding out whether a policy, service or strategy will have an adverse impact for any particular group or sector of community.

The review process is designed to tackle the long term challenge of removing “institutional discrimination” from the public sector, and ensure that policies, services and strategies do not unfairly discriminate against disabled people.

An important part of this process is to gather information about the barriers which disabled people and prevent fair access to employment and services. This information is then used to inform the impact assessment.

To support this approach it will be necessary to listen to the views of disabled people and to monitor the ways in which different sectors of this diverse community access and experience locally delivered council services in Bassetlaw.

It is our policy that when major projects and policies are undertaken that an Equality Impact Assessment takes place. Managers have clear written guidance about what they should do where these Equality Impact Assessments show negative impact for disabled people and we are committed to taking action to reduce or remove any such effects.

There is a programme for undertaking Equality Impact Assessments of key policies and procedures and the intention is to ‘risk assess’ all new proposals and policy /project activities and to examine the impact on disabled people of the way we deliver such services.

How we will publish the results of the impact assessment process?

We will publish an Annual Report which will list the Impact Assessments we have carried out in the preceding 12 months. This Report will summarise the main actions that have been taken to address issues raised through the Impact Assessment Process. This will be published on the Council’s website: www.bassetlaw.gov.uk

Copies of the outcome of completed Impact Assessments for individual policies, functions or procedures that have been carried out can be obtained by contacting:

Head of Community Engagement and Performance
Bassetlaw District Council
Queens’ Buildings
Potter Street
Worksop

Nottinghamshire
S80 2AH

☎ 01909 535609

✉ policy@bassetlaw.gov.uk

If these relate to A1 Housing please contact

Customer Services Manager
A1 Housing (Bassetlaw) Ltd
Carlton Forest House
Hundred Acre Lane
Carlton Forest
Worksop
Nottinghamshire
S81 0TS

☎ 01909 534520

✉ customer.services@a1housing.co.uk

Comments and Complaints

We will take all complaints seriously and will not tolerate any form of discriminatory behaviour.

Members of the public who feel that they have experienced disability discrimination in the way the Council has treated them may make a complaint through its corporate Complaints procedure.

We have grievance and disciplinary procedures in place and a policy on dealing with complaints of harassment relating to council employees.

We also have a 'whistle blowing' procedure, which extends the protection for employees who want to report bad practice without fear of being victimised as a result.

The Members' Code of Conduct and Standards Committee deals with complaints about the conduct of elected members.

Monitoring general public complaints is also another way of gathering information to see whether we are meeting our (disability) equality duties.

Monitoring the Scheme

There is an established structure in place within Bassetlaw Council and A1 Housing Ltd that will make sure that this Scheme is interpreted by each department into specific actions for their particular services.

Annual progress reports will be published and presented to Elected Members and Chief Officers. During the first year our external monitoring group will be established to ensure that disabled people have a role in managing council performance.

The strategy will ensure that disabled people are involved in monitoring and scrutinising the delivery of the corporate (& any departmental) action plans.

As for the wider general public, we will inform the public and our employees about this initiative by using:

- the Council's newsletter which is delivered to all homes in the District.
- the Council's newsletter for employees.
- Information to relevant voluntary organisations, community groups and representatives.
- A1 Housing's tenant's newsletter.
- A1 Housing's employee's newsletter.

We will provide information about our work to promote disability equality on the Council's web-site www.bassetlaw.gov.uk.

The overall Scheme will be reviewed at the end of 2009 and a new set of actions and targets devised for the subsequent three years.

The Action Plans

The Action plans (found in Appendices) were drawn up as a result of consultation with disabled people. The present format came about as a direct result of the consultation process.

The plans are designed to be Specific, Measurable, Achievable, Realistic and Time-bound. (S.M.A.R.T.).

We have tried to keep the language plain and clear. These plans will be added to as new actions are identified. We view these actions as the start of the disability equality process – not an end in themselves.

Below is a summary of some of the “**THEMES**” that each of the Council's and A1 Housing's services are committed to addressing within the Disability Equality Scheme.

CUSTOMER SERVICES

Including; using complaints & compliments feedback, consultation with disability groups by service managers, action relevant to the hearing impaired and the automated telephone service.

ACCESS

Including; access and facilities on Council premises which disabled citizens use regularly, conducting equality “risk assessments” of council policies & practices to ensure disabled people are not denied access or disadvantaged.

SERVICES

Including; matters related to housing which are managed by the housing authority 'A1 Housing', Bus stops & related facilities which are managed by the Passenger Authority and refuse collection to ensure that disabled and frail or housebound citizens receive an effective service.

SUPPORT & GENERAL

Including; improving staff awareness of disability and mental health issues in particular, improving contact between disability groups and individuals and elected members (local councillors), improving the access to lettings/hire of council facilities/buildings. improving how disabled people are portrayed by the council eg in picture images and reviewing the polling stations for accessibility at election times.

EMPLOYMENT

Including: reviewing the suitability of council workplaces to comply with relevant legislation, reviewing existing employment practices and assessing their impact on disabled staff/potential staff and,finally, the recruitment methods used in relation to attracting disabled staff into council employment.

Details of the **ACTION PROGRAMME** related to this SCHEME are outlined in the Appendices at the end of this document.

The programme stretches over 3 years and will be reviewed regularly by senior management and elected members of the Council.

Representatives of the local disabled community (and their carers where relevant) will be involved in this process.

DISABILITY SCHEME prepared by :-

HEAD OF COMMUNITY ENGAGEMENT & PERFORMANCE
HEAD OF HUMAN RESOURCES
In partnership with A1 Housing Ltd

December 2006

APPENDIX

CUSTOMER SERVICES

| Action | Milestone | Outcome | Timescale | Responsibility | Comments |
|--|--|---|-------------------------------------|---|---|
| 1a. Review monitoring of complaints/ Feedback procedures by disability category (BDC) | Identification of common issues requiring attention (report/analysis format) | Improved responsiveness to complaints about Council services from disabled people | Commence immediately Ongoing | Head of Community Engagement and Performance | <u>SPECIFICS</u> Improve methods & increased confidence by disabled people in raising issues |
| 1b. Introduce Complaints/ Satisfaction surveys monitoring to include question on disability and age questions (A1 Housing) | Customer Insight Programme analyses all complaints/satisfaction results by diversity/age/disability category | | April 07 | Customer Services Manager – A1 Housing | |
| 2a. Review all recent contact Undertaken with disability groups on service issues (BDC) | Survey organisations contacted during 2006/7. Review level/nature of feedback given on disability related issues & needs | Determine whether feedback has taken place and outcomes there from. | April 08 | Head of Community Engagement and Performance (coordinating) with ALL Heads of operational Services | <u>SPECIFICS</u> Identify any staff training needs & equipment/ facility requirements |
| 2b. Review tenant and leaseholder profile information (A1 Housing) | A consistent approach in recording diversity information and analyse information to improve working practices. | | April 08 | Customer Services Officer (Equality and Diversity) - A1 Housing | |
| 2c. Develop processes to gather tenant and leaseholder preferred method of contact and how to maintain existing profile information (A1 Housing) | | | Mar 09 | Customer Services Officer (Equality and Diversity) – A1 Housing | |

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|---|--|---|-------------------------|---|--|
| 2d. Review the role of the disability focus group (A1 Housing) | Disability Focus group now part of the Customer Panel the A1 Hundred Club | Disabled customers involved in the development of all areas of service improvement | July 07 | Customer Services Manager – A1 Housing | Materials used for Decent Homes work approved/ service improvements address all issues |
| 3a. Develop plan of action in relation to deaf/hearing impaired customers (BDC) | Review Data Protection issues related to “carer”/relative contact. Produce options/alternatives for consideration. | Improved service provided which is more inclusive to customers. | Commence April 2007 | Head of Revenues and Customer Services | <u>SPECIFICS</u> Resolve issue of who the organisation will speak to in relation to the hearing impaired person. |
| 3b. To explore service improvements e.g. of DVD’s for Decent Homes work, and tenancy conditions, for deaf and hearing impaired customers (A1 Housing) | Agree on the materials to be placed on a DVD | Improve customer awareness of Housing issues | Jan 08 | Customer Services Officer A1 Housing | |
| 3c. To explore service improvements for customers with mental health and learning disabilities eg methods of communication (A1 Housing) | | Improve customer access and satisfaction to the service | Jan 08 | Customer Services Officer (Equality and Diversity) – A1 Housing | |
| 4. Review automated telephone service. (BDC) | Conduct survey/review of user friendliness (& related technical aspects). Monitor usage by disabled people over agreed period. | Produce report with recommendations Develop alternative telephone arrangements to meet specific needs. | Complete by end of 2008 | Head of Revenues and Customer Services | <u>SPECIFICS</u> Determine whether any specific group eg elderly housebound/ sensory impaired are specifically disadvantaged by current system. |

ACCESS

| Action | Milestone | Outcome | Timescale | Responsibility | Comment |
|---|---|---|--------------------------------|---|---|
| 5. Conduct survey & audit of access and facilities on Council premises. (BDC and A1 Housing) Specific to disability and related to customer usage. | Commission the project. Production of report. | Report outlining priority issues with recommendations. Improvement of facilities in council 'walk-up' reception/buildings. | Immediately | Head of Revenues and Customer Services | <u>SPECIFICS</u> Ramp access Disabled toilets (doors/facilities) Signage Floor covering & steps/transitions Seating areas Other facilities eg walking sticks/Buggies. |
| | Consideration of recommendations. Identification of resources. Timetable of 'works'/Improvements | Information about improvements posted on Council website. | With completion by end of 2008 | | |
| | All premises used by A1 have been audited. | Carlton Forest Head office/OSS at Worksop and Retford DDA compliant | Complete | Technical and Design Manager – A1 Housing | Car parking, ramps, low reception point, and higher seating, lift |
| 6a. Conduct IMPACT ASSESSMENTS of key services & functions of particular importance to the disabled/elderly /infirm. (BDC) | Produce timetabled programme. Involve & consult disabled people and other relevant user groups. Produce risk assessments with recommendations | Improved management Information – Including user views along with quantifiable monitoring data (using disability categories) related to service accessibility and outcomes. | 2007 and ongoing | All Heads of Service | <u>SPECIFICS</u> Cross – references and links to other equality impact assessment plans. Eg gender/ethnicity age. |

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| 6b. Continue to work through the programme of Impact assessments (A1 Housing) | | Senior Management Team informed of amendments to the service following A1 | On going | Director of Strategy and Change – A1 Housing | |
|---|--|---|----------|--|--|

SERVICES

| Action | Milestone | Outcome | Timescale | Responsibility | Comment |
|---|--|--|---------------------------------------|---|--|
| 7.Housing Contact A1 Housing to discuss strategy & practices related to disability and disabled tenants. (BDC and A1 Housing) | Identification of tenant related issues. Establish liaison group. Discussion and resolution of issues. | Improved services to disabled tenants. | Commence April 2007 and then ongoing. | Head of Community Engagement & Performance With Managing Director (A1 Housing) | <u>SPECIFICS</u> Allocations Re-location Communal dwellings Staff awareness Handling complaints Tenant representation. |
| 8. Transport Contact transport authorities re policy and practices vis-à-vis; Bus stops (siting), bus Services & related. | Establish disability policy framework Identify extent of district- wide issues relevant to disabled people. | Increase clarity in relation to practice related to disability. Raised level of satisfaction for disabled transport users. | Before end of April 2008 | Head of Community Prosperity | <u>SPECIFICS</u> Citing of key bus stops in relation to specific services eg Retford Shopmobility |
| 9.Conduct survey and investigate practices in respect of domestic refuse collection. (BDC) | Establish database of households with specific needs. Identify 'quality of service' issues. | Complete Impact assessment with focus - disability. Improve quality of service | By June 2007 | Head of Environment and Housing Services | <u>SPECIFICS</u> Quality of services at identified households |

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| 10. Ensure disability is considered in all service reviews and in and currently, or proposed, outsourced contracts. (BDC) | Produce action/ Improvement plan for all devolved/ outsourced services. (monitoring element.) | Guidance Provided for contractors Service Providers. | From next service planning cycle | Head of Community Engagement & Performance | <u>SPECIFICS</u> To become active consideration in; Contract award criteria And/or financial allocations/budget decision/ recommendations. |
| | Produce guidance on disability equality for service reviews | Inclusion in all service planning arrangements. | 2007 ongoing | | |

SUPPORT & GENERAL

| Action | Milestone | Outcome | Timescale | Responsibility | Comment |
|---|--|--|-------------------------------------|--|--|
| 11a. Devise programme of staff training /awareness (BDC) | Training needs analysis. Identify resources | Improved knowledge/ Awareness of issues. | Commence May/June 2007 | Head of Human Resources | <u>SPECIFICS</u> To address mental health awareness issues. |
| | Determine programme. Commission delivery | Heightened support levels. | Deliver programme 2008 | | |
| 11b. Develop programme for staff to under go Equality and Diversity training (A1 Housing) | Agree programme and method of training | Improve staff awareness | March 07 | Director of Strategy and Change – A1 Housing | |
| 12. Improved Member awareness of disability issues. (BDC) | Discussion with Cabinet & senior Members. | Increased/ Improved contact between elected reps. & Disabled (advocacy) groups and individuals. Improved Ability to address issues raised. | Autumn 2007 to conclude by end 2008 | Head of Community Engagement & Performance | <u>SPECIFICS</u> Involve Town & Parish Councillors. |
| | Identify county/district & ward based disability groups. | | | | Representation of disabled people as councillors a key issue. |
| | Devise PR/ Publicity plan. | | | | |
| 13. Audit cost & | Survey of existing premises | Improved awareness of | Immediate | Head of Environment | <u>SPECIFICS</u> Monitor all |

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| availability of Council premises for lettings (BDC) | & Facilities. Review monitoring & letting arrangements | available lettings & facilities for disabled people Including cost & subsidies/discount available. | | and Housing Services | applications & usage by disability type. |
| 14. Provide continuing support for a District "Disability Forum" (BDC) | Increased participation across disability range. NOTE: Links to Community Engagement. | More disabled people given the opportunity to present views/ideas about living in Bassetlaw. | Ongoing | Head of Community Engagement & Performance | <u>SPECIFICS</u> Ref: Accessibility matters 3 "Making Public involvement inclusive". |
| 15. Review all publicity etc material to devise improved portrayal of disabled people (BDC) | Review representation & images/articles used in Council Communications, publicity and P.R. campaigns. | Leadership taken in valuing disabled people in local society and celebration of their contribution to the community & economy. | Produce report with recommendations by end 2008 | Head of Community Engagement & Performance | <u>SPECIFICS</u> Involve a variety of local community networks including the LSP. |

EMPLOYMENT ISSUES

| Action | Milestones | Outcomes | Timeframe | Responsibility | Comments |
|---|--|---|----------------------|--|--|
| 16a. Review of accessibility and suitability of Council workplaces from DDA/disability perspective. (BDC) | Produce report on findings with recommendations. | Improved accessibility & facilities for existing and potential disabled staff. | Commence June 2007 | Head of Community Prosperity/ Building Control Manager | <u>SPECIFICS</u> Address main buildings where employees based. |
| 16b. Review all A1 sites for accessibility (A1 Housing) | Identify priority plan | All sites reviewed and no addition work required | Feb 07 | Technical and Design Manager – A1 Housing | Involve existing disabled staff and/or external expertise. |
| | Produce report for any additional works | | | | |
| 17. Review key employment policies & practices in respect of existing and potential disabled staff. (BDC) | Discuss with Trade Unions. Survey & involve existing disabled staff. | Better retention/ management of existing employees. Improved job satisfaction levels. | Commence Autumn 2007 | Head of Human Resources | <u>SPECIFICS</u> Focus on workplace discrimination & harassment issues and procedures. Encompass facilities & |

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| | Discuss with disability forum/wider disabled community. | Enhanced reputation in the wider community | | | facilities & adjustments in the workplace. Examine: pay & terms and conditions and training & development arrangements. |
| | Report recommending changes. | | | | |
| 18. Review of recruitment methods with specific focus on attracting/employing disabled staff. (BDC) | Complete review of existing process/methods. | Devise departmental targets for improved representation. | Commence July 2007 | Head of Human Resources | <u>SPECIFICS</u> Focus on improved channels of communication. Use of 'public' schemes and work experience/ Placement Programmes Included aspects in all Manager Recruitment & Selection courses. |
| | Devise ideas/new or revised strategies. | Improved confidence and representation of disabled people seeking jobs. | Complete by end March 2008 | | |
| | Implement plan and review success.. | | | | |