

DISABILITY EQUALITY SCHEME AND ACTION PLAN

In line with Disability Discrimination Act legislation, the Council has developed its Disability Equality Scheme and Action Plan to be published on 4th December 2006.

The purpose of the scheme is to address how public bodies will

- promote disability equality
- eradicate unlawful discrimination and harassment
- address prejudicial attitudes, and
- encourage participation of disabled people in public life.

The scheme has been developed with the active participation of disabled people, who from the outset have been involved in planning and consultation. This work included a workshop and discussion-based community event held in July that raised issues for the action plan to address.

The action plan covers 3 years, and progress is to be reviewed annually as part of the Council's equalities and diversity review programme. This will be reported to the Equalities Panel for scrutiny.

It is envisaged that the action plan will be a living document that will accurately reflect local community need and views, and how the Council responds to this as employer, service provider and community leader.



CAMBRIDGE CITY COUNCIL



DISABILITY EQUALITY SCHEME 2006

Introduction

(to be completed ...)

1. THE LAW

The Disability Discrimination Act (DDA) 1995 gives disabled people rights in education, employment and occupation, access to goods, facilities and services, and managing, buying or renting land or property. In April 2005 the law was extended (DDA 2005) to broaden the definition of disability, to cover all activities in the public sector including aspects of transport provision, and to introduce a new duty of promoting equality of opportunity for disabled people. These aspects of the DDA 2005 come into effect in December 2006 as a Disability Equality Duty, with a general duty and a specific duty for public bodies including local authorities.

The purpose of this duty is to ensure the active promotion of equality of opportunity to everyone who is covered by the Disability Discrimination Act. It recognises that discrimination against disabled people is not only caused by individual acts of prejudice or ignorance, but can be deeply rooted in institutions and systems in society.

The law has been designed to strengthen the rights of disabled people and to promote improvements in their lives particularly in the areas of participation in public life, tackling prejudicial attitudes, removing discriminatory barriers and advancing achievements to match those of non-disabled people in society.

General Duty

The main duty is the general duty to promote disability equality, and Cambridge City Council will have to give 'due regard' to the need to:

- eliminate unlawful discrimination and harassment
- promote positive attitudes towards disabled persons, and equality of opportunity between disabled persons and other persons
- take account of disabilities – even if this means treating disabled people more favourably
- encourage participation by disabled people in public life

'Due regard' recognises that the disability equality duty is not the only factor public authorities need to think about. In Cambridge there is a significant local agenda due to planned future growth in the region, and the council itself is managing a major change to the way it delivers services to customers by developing a new Customer Service Centre. Implementing these changes will have a significant impact on all services and we will need to be aware of the implications for disabled people as these projects develop and progress.

Specific duties

These are more detailed than the general duty, requiring us to undertake specific practical steps to promote disability equality, and to create a framework in which we plan, deliver, evaluate and report on our performance in carrying out the general duty. The aim is that these measures will bring about genuine and significant improvements in the lives of disabled people.

A fundamental requirement of the legislation is that all public bodies develop a Disability Equality Scheme (DES) with an accompanying implementation action plan spanning a three-year period, to detail how we will meet these statutory obligations and the new duty. Disabled people are to be involved in the development of the Scheme, which also needs to detail how services will be assessed for impact on people with disabilities. The DES must incorporate plans to gather and review information regarding employment and service provision within the duration of the scheme, to ensure progression is made towards outcomes. Annual reports of the DES will show progress towards outcomes.

What is disability?

The Disability Discrimination Act defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. For the purposes of the Act:

- substantial means neither minor nor trivial

- long term means that the effect of the impairment has lasted or is likely to last for at least 12 months (there are special rules covering recurring or fluctuating conditions)
- normal day-to-day activities include everyday things like eating, washing, walking and going shopping
- a normal day-to-day activity must affect one of the 'capacities' listed in the Act which include:¹
 - mobility
 - manual dexterity
 - physical coordination
 - continence
 - ability to lift, carry or otherwise move every day objects
 - speech, hearing or eyesight
 - memory or ability to concentrate learn or understand
 - perception of the risk of physical danger

Multiple sclerosis, all forms of cancer, HIV

People with these conditions are now protected against unfair treatment in the workplace, education and housing or in accessing services, from the point of diagnosis.

Mental health

People with mental health problems will no longer have to show they have a 'clinically well recognised' condition. This will broaden the range of mental health conditions covered by the new legislation.

Learning disabilities

¹ www.direct.gov.uk

People with learning disabilities are often overlooked and excluded from mainstream society. They face major difficulties accessing basic services and having their concerns heard or listened to, or their needs met. Public bodies have an obligation to consult, identify and consider the needs of this group within the disability equality duty.

Hidden disabilities

It is important to recognise that not all forms of disability are visible, and that those people with hidden impairments are included in this new legislation.

Social model of disability

Cambridge City Council is committed to promoting the social model of disability as the basis for services, initiatives, planning and actions in order to progress disability equality.

The Disability Rights Commission describes the social model of disability as:

“Disabled people do not face disadvantage because of their impairments but experience discrimination in the way we organise society. This includes failing to make education, work, leisure and public services accessible, failing to remove barriers of assumption, stereotype and prejudice, and failing to outlaw unfair treatment in our daily lives.”

This makes the important point that disadvantages faced by disabled people are not the results of the impairments themselves, but of the

barriers placed in their way. These include physical obstacles, but are chiefly barriers set up by the attitude that disabled people are less capable of being full citizens, leading to a culture of discrimination and exclusion from society.

2. CAMBRIDGE CITY COUNCIL: WHERE WE ARE NOW

Cambridge City Council aims to achieve best practice around all equality issues including disability, and currently provides many services and initiatives across the council to meet the needs of disabled people.

Some examples of these are:

City Services

There is a pull out service for bins for elderly and disabled people, and a rangers service which will help the elderly and disabled to move furniture etc and items for bulky waste collections.

In building services there are female trades people who if requested will do housing repairs works for vulnerable tenants.

Human Resources

Training and development opportunities are focused on promoting the skills and career development of disabled staff.

The council follows the 'two ticks' good employment scheme, and works with Engaging Employers at Papworth Trust encouraging more applications from people with disabilities.

Statistics are collected on employment practices to identify representation and progression rates of disabled staff in the organisation.

The council offers disability related leave and flexible working packages, and employs a Diversity Adviser within HR to further improve equalities practice.

Community Services: Community Development

The council employs a Community Development Officer with specific responsibility for working with disabled groups in the voluntary sector to support that community. There are various projects such as the Cambridge Forum of Disabled People, and community centres have all been adapted to be accessible under the Disability Discrimination Act (DDA).

Community Services: Housing

There are various services for people with disabilities including home adaptations, information made available in different formats, home visits, inclusive consultation processes and a disabled housing register.

Community Services: Active Communities

Sports and leisure services include targeted and supported sessions for people with disabilities, such as the Start Up exercise referral scheme and the annual Disability Sports Festival.

Environment & Planning

The Disability Consultation Panel responds to planning applications, and disability groups are consulted regarding development work. Disability equality is a main consideration in environmental strategies. The council employs an Access Officer to advise on the DDA and access issues. The council assists in meeting disabled people's transport and mobility needs by funding Taxicard and Shopmobility services, and works in partnership to support the Dial-A-Ride service.

Arts & Entertainments

Services provide for disabled people in care facilities and also as part of mainstream programming.

Democractic Services

Contact points such as receptions or the website are designed to address access needs, and various steps are made to assist disabled people's participation in democratic services.

General

The council produces an annual Guide to Council Services for Older and Disabled People. This is reviewed each year to ensure relevance and accessibility, and it is distributed free of charge and in various formats.

Offering interpreting and translation services including communication support are standard practice throughout the council, and staff are advised on ensuring all information and events are fully accessible.

Cambridge Disabled Residents' Consultation Panel meets to look at different aspects of the council's business on a regular basis.

Access

In response to the physical access provisions of the Disability Discrimination Act which came into force in October 2004 relating to access to buildings, the council set up a senior level working group to plan, audit and identify adjustments to buildings and premises needed in order to meet these obligations. A capital programme budget was allocated to meet the works required, and all essential work was carried out in accordance with the timescale as set out by the legislation.

Community participation

There are a number of ways disabled groups or individuals can participate in the council's services and decision-making structures.

- Planning: there is a dedicated consultation panel that looks at planning applications and issues
- Consultation: consultation processes which directly engage different groups within the disabled community, including a residents' consultation panel looking at different aspects of the council's work
- Equalities Panel: includes representation from key disability organisation
- Disabled Staff Group: open to all disabled staff, with attendance classed as work time
- Community Development: various forums, information and advice

Joint working

Cambridge City Council is developing close working relationships with Cambridgeshire County Council on equalities issues as well as in other areas of work, and for the purpose of the DES have taken note of the report from the County's Physical and Sensory Impairment Board. It is envisaged that this link will continue throughout the duration of the DES, to ensure that dialogue on issues for disabled people continues and results in relevant actions being taken to address these by both councils.

3. DEVELOPING THE DISABILITY EQUALITY SCHEME

Involving disabled people

As a fundamental principle and requirement of the law, we are required to involve disabled people in identifying the barriers they face, setting priorities, assisting with planning, monitoring progress and evaluating outcomes. This establishes that actions are based on a proper and informed understanding of what needs to be done, and how to do it.

Involvement of disabled people must be more than consultation, and needs to include developing links with different forums and panels. We will ensure that disabled people are able to participate fully in the process. It may be necessary to make extra effort to reach certain groups such as those with learning difficulties or mental health issues, or disabled people from minority communities.

The process

In early 2006 Cambridge City Council established a working group to plan the development of its Disability Equality Scheme (DES).

Membership of that group included officers responsible for:

- access (physical, DDA)
- Community Development disability issues
- Equalities
- disability equality on planning issues
- consultation
- Best Value & Performance
- employment

This group met regularly to identify issues to be addressed and ways of involving the disabled community. Two key officers, the Access Officer and the Community Development Officer (Disability), maintained the links with key organisations, forums and individuals within the disabled community throughout this process.

Internal audit

In order to inform the development of the DES, a council-wide check was made across all departments of what we already provide in our services and employment practices. This was to help identify both good practice and any areas of concern. The results of this audit were fed back into the DES working group.

Consultation

A consultation audit around budget priorities was held with members of the disabled community in February 2006. This helped identify some key issues to feed into the Disability Equality Scheme. A further targeted consultation process took place in May 2006 with members of Speaking Up. This is a local organisation that enables people who experience learning difficulties, mental ill health or other disabilities to find their voice and shape their own lives.

Identifying priorities

Cambridge City Council held a community consultation event in July 2006 as a way to gain the views of people with disabilities. The event took place in a fully accessible central city venue. Targeted information

was sent out and the event was publicised on the council's web page to encourage people to attend.



Groups and individuals representing various disabilities were invited to get the widest range of perspectives possible. Attendees had to be Cambridge City residents. Members of the council's Disabled Staff Group and disabled representatives from the council's Equalities Panel and Cambridge Disabled Residents' Consultation Panel were also invited. Networks such as users of Shopmobility were used in order to gain maximum representation.

The event focused on the three key themes of **participation, culture and discrimination**. Disabled people facilitated workshop-style discussions. Discussions focused on the aims and principles of the Disability Discrimination Act. The Council's Equalities Champion, who is a member of the Corporate Management Team, led the event. Officers and staff from across the council supported and facilitated the day.

Notes from the workshops were posted on the council's website to give another opportunity for feedback and comments before finalising the first draft of the DES (see Appendix I).

Assessing impact

The law requires Cambridge City Council to assess the impact of how our services and policies impact upon people with disabilities. We already work in this way using two main methods: Equality Impact Assessments (EIAs), and consultation.

EIAs, which came originally from race relations legislation, are a way of checking services against equality criteria. This helps to identify any gaps, adverse impacts or opportunities to promote equality. The Council has a well-established EIA process, and disability is one of the criteria we look at along with race, gender, age, religion/belief, and sexual orientation. We shall not, therefore, have to revisit policies and functions that have already undergone an EIA. It will, however, be important that the programme of EIAs already planned is adequately resourced and followed through.

Procurement

The disability duties only apply to public bodies, but a large number of private or voluntary sector organisations carry out public functions and for that purpose may fall within the scope of this legislation. The Disability Rights Commission advises that where a private body has contracted with the public body to carry out a public function, then the

contractor will be bound by the general duty in relation to the carrying out of that function. The public body will still be responsible for complying with the duty both in the procurement process itself, and in monitoring the performance of the contract. Cambridge City Council will therefore need to begin to revise our standard terms and conditions to include information about the DDA 2005, including a requirement that the contractor complies with the anti-discrimination provision of that law.

4. MEETING THE GENERAL DUTY: THE ACTION PLAN

The purpose of the new disability equality duty is to make necessary and significant changes that will ultimately lead to improvements in the lives of disabled people. What these actions should be are identified through the processes outlined above: consultation and involvement, assessing impact, meeting statutory obligations, tackling discrimination and prejudice, and promoting equality. How our objectives will be achieved is detailed in the action plan that is part of this DES (see Appendix II).

Plans to publish

Legislation determines that all Disability Equality Schemes are published on 4th December 2006. At Cambridge this will be done as part of our celebrations of International Day for Disabled People, and the launch of our updated Guide to Council Services for Older and Disabled People publication.

Reviewing the DES and the action plan

The authority's Disability Equality Scheme is to be reviewed annually. A revised Scheme will be published no later than three years after the date of publication of the first Scheme, and at intervals of three years after that. We already produce an Annual Equality and Diversity Report that we publish on the Internet. This will be used as the vehicle for reporting on progress against our Disability Equality and Race Equality Schemes.

Reviews will be submitted to the Corporate Management Team, the Equalities Panel and Strategy Scrutiny Committee for consideration, and also to the Cambridge Disabled Residents' Consultation Panel.

APPENDIX I



**Cambridge City Council
Disability Equality Scheme Consultation Event, 14 July
2006**

Notes from all sessions

CULTURE WORKSHOP

Facilitator: Lynne Hester

1. Where do you come across attitudes that “put you off” or make you feel unwelcome or a problem?

- Education of motorists – awareness of disabled people
- Reception points – must be people based and not Interactive Voice Response
- Lack of induction loops and suitable facilities at meetings
- Call Centre – cost of access numbers (where customer has all inclusive phone tariff)
- Taxi Card Scheme – Taxi driver awareness of hidden disabilities
- Cyclists – particularly City Centre and Lion Yard
- Pavements
- Coach access – suitable vehicles – could CCC make a stipulation of contract? *Meridian have disabled coach access.*
- Street lighting – lack of in Historic Centre – has been promised for years.
- Shops – lack of awareness e.g. portable ramps, call bells

2. How do you feel we, as the City Council, promote positive and welcoming opportunities to disabled people?

The comments below are where the group felt that the City Council **did not** promote well:

- Disabled facilities at hired venues
- Assumptions – hidden disabilities

- Pavements – widths and restrictions
- Assessment of pedestrian routes
- Overload of motorist information signs
- Adequate breaks at consultation events
- Cycle hazards

3. Have you examples from your own organisations of how you promote disability equality in ways that the City Council could learn from, e.g. training, or putting in place procedures for addressing communication and access needs?

- Scooter – promotional video “Day in the life of a user”
- Facilities – good standards meeting DDA requirements at hired venues

PARTICIPATION WORKSHOP

Facilitator: Mark Taylor

BARRIERS TO PARTICIPATION

Democracy	Voting Representing Politics	Engagement	Not just consulting Panels Forums Being inclusive
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Audience Feedback

DEMOCRACY

Polling stations Not accessible to all
Light levels (too dark for partially-sighted voters)

Councillors Better training in disability issues
Accessibility – how do people get in touch with them?

Area committees Currently a positive experience (but perhaps people who walked out of initial meetings should be invited back)
Provision of disabled toilets
Better publicity of meeting dates (advertisements in free newspapers, rather than the Cambridge Evening News)

Neighbourhood watch Better publicity of meeting dates

ENGAGEMENT

- City Council finds it very difficult to stimulate active engagement with its communities (we haven't cracked it, but neither have the voluntary groups either)
- Better reporting back of results (eg Disability Consultative Panel)
- Possible use of advocates if fear of participation will 'out' a person's status (eg people living with HIV/Aids)
- People shouldn't need to identify themselves
- City Council should go to the disabled community, rather than the groups to the Council
- Dissatisfaction with Disability Strategy Steering Group – consulted with the disabled community, but adjudicated by able-bodied people with few tangible results
- Could try less formal consultation exercises (eg pub/drop-in groups)

PASTE-UP SUGGESTIONS

VERY IMPORTANT, VERY URGENT

Democracy

- Make the polling stations accessible to all (eg River Lane)
- Assistance at polling stations
- Awareness that English may not be the first language of people, therefore producing materials in other languages or interpreters
- Improved training for staff holding meetings and at polling stations
- Awareness/publicity of Area Committees
- Councillors to have DDA training

- Disability awareness training (including hidden disability issues) for councillors
- Better publicity
- More information
- Raise awareness of procedures for people with disabilities

Engagement

- Use free newspapers to advertise meetings
- Be aware that some people do not want to be identified as disabled – visit their groups for their views
- As a disabled group, people do come with their problems for us to help them to solve as they feel the Council does not listen them to
- Visits to particular groups
- Do not use consultation as political correctness but as an objective

LESS IMPORTANT, VERY URGENT

Democracy

- Make the local meetings accessible for all
- Improve polling stations accessibility
- Dropped kerbs are fantastically marked in Cambridge – just finish the job!
- Area Committees need more accessible venues

Engagement

- We need to get more people from organisations involved. If staff cannot make the event, get volunteers to come
- More advertising and more widely
- Advertise more about panels and forums that the City Council run
- Make meetings less formal therefore less intimidating!

VERY IMPORTANT, LESS URGENT

Democracy

- Inform Neighbourhood Watch by mail (not computer) of local police meetings
- Councillors need awareness of disabilities – practical training, not by paper
- Make sure Residents' Associations are encouraged to go to Area Committees
- Advertising for local meeting
- Local councillors to engage more actively in minority groups, ie hidden disabled like the mentally ill to vote at all
- Dropped kerbs to access routes
- Make it easier for disabled people to become councillors (eg length of council meetings, etc)
- Improve advertising for opportunities for people with disabilities to get involved
- Ensure that all meetings are held at disabled friendly buildings and always open disabled access (this building for example!)

Engagement

- Approach church groups, as there is a big network of them
- Good idea to consult disability groups individually – gives chance and time to focus properly on their needs
- Go to groups in their own areas
- Feedback and regular contact/mailings on action points to come out of meetings
- Perhaps City councillors could ring support workers to arrange informal meetings with the direct groups either at home or in coffee shops (for example) and then to make meeting an open forum where each person can offer their grievances
- Many persons with a plethora of mental illnesses often feel threatened by meetings of any kind, ie they are anxious, stressed, depressed to name a few, who feel that politics on any level does not include them

LESS IMPORTANT, LESS URGENT

Engagement

Telephone conversations

DISCRIMINATION WORKSHOP FACILITATOR: SUE SIMMS

Linked DDA Aims

- Promote Equal Opportunities
- Eliminate Unlawful Discrimination

The group wished to raise and talk about the following issues:

Travel in the City

- Areas and routes that motorized wheelchairs and scooters may and may not go – and people’s awareness of this.

Public Transport

- The reliability of public transport (it was noted that whilst planning decisions and planning policy are an area of responsibility of the City Council – transport issues themselves are the County Council’s remit).

Employment issues (General)

- Improved access to The Guildhall, Hobson House and all City Council premises for disabled employees
- Greater flexibility of the City Council as an employer
- More information should be given to job applicants in both the application pack and at interview about disabled access for City Council employees
- It was the responsibility of the Line Manager, and not the employee, to initiate the Access to Work scheme where appropriate

Employment issues (Hidden Disabilities)

- People with hidden disabilities such as mental illness should be supported more at work
- There should be more opportunities for flexible working and home working
- Employment terms, job descriptions and person specifications should be more flexible and more personalized to each employee and his or

her needs – so that those with hidden disabilities were not hindered from working and progressing at the Council

- Employees should be enabled and empowered

Employment issues (Multiple Disabilities)

- There should be greater awareness of and support for people with multiple disabilities, and also of disabled employees who suffered from illness as a result of their disability

Employment issues (Disability Awareness)

- There should be more Disability Awareness training and greater access to training
- It is especially important to train and support managers on disability issues

County Council Involvement

Although slightly outside the topic of this workshop – the group wished to know when the County Council's DES event would be held. It also wished to know why the County Council was not involved in or had attended Friday's event.

Notes taken by Paul Boucher, Martha Goodhill, Kerry Hewitt



DISABILITY EQUALITY SCHEME ACTION PLAN FOR 2007 – 2009

This Action Plan is part of the City Council's Disability Equality Scheme. The priorities and actions have been identified by:

- Undertaking a process of consultation with local disabled groups and individuals
- Undertaking a review of council services already provided
- Responding to the general principles and specific requirements of the Disability Discrimination Act legislation

This Action Plan will be reviewed annually to check against progress and the progress indicators up-dated.

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
Participation	1. Improve access to democracy - Address access to polling stations	Undertake Electoral Administration Act survey and address issues by May 2008 elections	By May 2008	DCEN
	- Ensure all committee venues are disabled friendly and accessible	Produce list of minimum access requirements for external venues	Summer 2007	Committee Services, Mark Taylor and Jackie Hanson
	- Publicise events widely - Use advocates where necessary	Incorporate guidance in updated Diversity Guidelines book, supported by training	April 2008	Strategy and Partnerships (S&P)

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	2. Develop methods of feeding back information from meetings, committees, Panels etc to the community, in accessible formats			Committee Services
	3. Develop varied forms of consultation and meetings, eg. informal, go to where disabled people are, open sessions	Develop best practice guidance, disseminate via briefing note/event	December 2007	S&P
	4. Promote forums, panels etc, as ways for disabled people to get involved	Develop best practice guidance, disseminate via briefing note/event Provide accessible formats for consultation papers, with relevant disability groups encouraged to respond	December 2007 On-going	Trevor Woollams S&P/All Departments
	5. Examine ways of working and democratic processes to identify and tackle any barriers to participation	Produce accessible information for people with disabilities on how to become elected member, how to get involved Address as part of Equality Impact Assessments Support flexible working patterns so that disabled employees are able to act as councillors or volunteers	December 2007 On-going On-going	Committee Services/S&P Link Officers All Departments

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	6. Councillors to actively engage with minority groups	Address as part of Equality Impact Assessment. Target Exec Councillors and Equalities Panel elected members	By June 2007	Committee Services/S&P
	7. Ensure staff are aware of best practice to ensure disabled people's capacity to participate in planned events	Incorporate in Disability Awareness training for staff	On-going	S&P/HR
	8. Improve and update awareness around and use of specialist services eg induction loops, facilities at meetings	Update 'Diversity - a guide to good practice'	By October 2007	S&P/HR
		Re-issue venue planning checklist to relevant staff	By January 2007	S&P
	9. Identify and tackle barriers or discouragements for disabled people to volunteer or take up positions of responsibility in their communities 10. Seek to recruit disabled people to be members of advisory groups and panels	Identify opportunities in all departments. Publicise widely.	On-going	Link Officers & DMTs
11. Actively seek applications from disabled people to participate in community activities				

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
Employment	12. Improve access to buildings and offices for disabled employees, and notify this to prospective job applicants	To be progressed through the Council's Accommodation Strategy	March 2007	DCEN/HoHR
	13. Progressively make buildings more accessible even if not open to public			
	14. Develop, promote and offer flexible/home working practices to staff where possible	Produce new Flexible Working Policy	March 2007	HR
	15. Ensure that job descriptions, person specifications, employment terms are fully inclusive	JDs and Person Specs will be checked to ensure that they are competency based and free from bias	On-going	HR
	16. Improve support at work for employees with disabilities, visible and hidden	Provide information to staff and managers about how to initiate Access to Work schemes	March 2007	HR
	17. Continue to develop and facilitate Disabled Staff Group and other staff support initiatives	Issues raised by Groups are actioned through the Diversity Working Group Complete a Staff Attitude Survey and identify actions to be progressed.	On-going 2007 –08	S&P/HR/TU's HR

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	18. Develop council-wide workplace bullying and safe contacts for all equality strands, including disabled staff	Dignity at Work Policy to be revised and re-launched, alongside Anti-harassment publicity campaign	March 2007	HR
	19. Develop shadowing/mentoring schemes for disabled people seeking promotion or development opportunities	Shadowing/Coaching/Mentoring schemes to be incorporated into new Organisational Development Plan within People Strategy	2007	HR
	<p>20. Continue to collect and evaluate statistical and qualitative information on recruitment development and retention of disabled staff, monitor progress of disabled people once employed by grade, monitor representation at higher grades</p> <p>21. Continue to measure how many disabled people work for the organisation and does this represent a proportionate number relative to the local community</p> <p>22. Monitor take up of training and development opportunities, career progression and promotion by disabled staff and compare with non disabled staff</p>	Use Resourcelink and the HR Payroll system to ensure that all equality monitoring is conducted promptly and accurately.	On-going	HR

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	23. Check the disability content of existing policies for recruitment development and retention against actual working practices	Recruitment and Selection processes to be scrutinised for any hidden bias and policy revised to include new Application Pack and Guidance for Applicants.	January 2007	HR
	24. Develop a policy of encouraging recruitment of disabled people, and plan how to make this known to disabled people in the community	New Recruitment Procedure will include specific section for people with disabilities. Attendance at community Job Fairs will reinforce this message. Continue to subscribe to 'two ticks' scheme (compliance with good practice standards for employing disabled people)	January 2007 On-going	HR HR
	25. Review recruitment process and materials to ensure they do not discriminate	Review currently underway. New centralised recruitment team in HR to receive equalities and diversity training	January 2007 By June 2007	HR HR/S&P
	26. Ensure performance schemes take into account issues such as support adjustments needed by some disabled workers	Ensure Performance Review process includes opportunity for employees to identify and request any support required	On-going	HR
	27. Ensure attendance management processes do not discriminate against disabled staff	Revise and re-launch Management of Attendance and Disability Related Leave policies	January 2007	HR

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	28. Evaluate grievance, disciplinary procedures and capability procedures in relation to disability	All procedures have been scrutinised for any hidden bias. Ensure that any discriminatory practices identified during employment are promptly and consistently acted upon.	On-going	HR
	29. Compare early retirement, redundancy and redeployment data in relation to disability	Use Resourcelink and the HR Payroll system to ensure that all equality monitoring is conducted promptly and accurately.	On-going	HR
	30. Establish clear procedures for developing actions, priorities, targets, tackling discrimination, training, new policies, as a result of evaluation of disability-related data	Ensure that any actions/priorities/targets identified are incorporated into the HR Service Plan and Corporate Equalities Programme	On-going	HR/Joint Equalities Group
Services	31. Identify any difficulties relating to movement around city of pedestrians, wheelchairs, bikes and motorised vehicles	Discuss possibility of joint work with the County Council on this, possibly through the County Council's Physical and Sensory Impairment Board		DEP
	32. Address issues of safety relating to street lighting provision	Refer issue to County Council as this is a County function	November 2006	S&P

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	<p>33. Gather data to identify whether disabled citizens</p> <ul style="list-style-type: none"> -are taking up services offered by departments -are using services as well as non- disabled -are achieving same outcomes as non disabled citizens -are as satisfied as non disabled people with the services they are receiving -and can services be offered in new ways that are more widely accessible 	<p>Continue to ensure that all council surveys are analysed by disability and results provided to service managers to inform EIAs</p>	<p>On-going</p>	<p>S&P/All departments</p>
	<p>34. Ensure that the development of the Customer Service Centre responds to needs of people with visible and hidden disabilities, including capacity to access the web</p>	<p>Consideration of the needs of disabled people (including staff) to be incorporated in the design stage of the Customer Service Centre and reviewed at regular intervals</p>	<p>By February 2008 and ongoing</p>	<p>S&P/Head of Customer Services</p>
	<p>35. Establish DES working group to implement action plan, review progress and continue community consultation</p>	<p>Set up working group to progress and monitor implementation of the action plan</p> <p>Report progress against the action plan annually in the Annual Review of Equalities</p>	<p>From January 2007 and on-going</p> <p>July 2007 and annually</p>	<p>S&P/JEG</p> <p>S&P</p>

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
Promoting positive attitudes towards disabled people	36. Investigate opportunities for partnership work for a public disability awareness campaign aimed at motorists, pedestrians, cyclists, coaches, taxis, shops – including around hidden disabilities and equipment	Discuss possibility of joint work with the County Council on this possibly through the County Council's Physical and Sensory Impairment board		DEP
	37. Increase and promote resources on disability equality eg training videos	Develop an Equalities Resources Library All opportunities to be taken to train managers and staff, e.g. dissemination of Disability Rights Commission media to all departments	July 2007 On-going	JEG S&P/HR
	38. Make training programmes available to staff and councillors to understand the principles behind the new duties, to understand the roots of discrimination, and to challenge attitudes and behaviour (should be delivered by disabled people)	Initial courses to be provided in partnership with Cambs County Council.	8 December 2006/17 January 2007	S&P/HR

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	39. Create opportunities to raise awareness of and support for people with multiple disabilities, and disabled staff who suffer additional illnesses	Use training and awareness raising events to highlight this issue	On-going	S&P/HR/TU's
	40. Raise awareness of disability issues and the needs of disabled people across the council, challenge negative attitudes towards or ignorance around disability and people with disabilities	Continue to support and promote the council's Disabled Staff Group Ensure that assessment of disability issues is effectively incorporated in the council's Equalities Impact Assessments	On-going	S&P All Departments/Link Officers
	39. Promote the social model of disability	Organise a 'What is...' session for staff on the social model of disability.	By June 2007	S&P/Community Development
Positive visibility	40. Publicise/market relevant policies to disabled people, in a way that is understandable and explains why they are appropriate	Review as part of implementation of Customer Access Strategy	By October 2009	Head of Customer Services
	41. Produce Plain English and accessible versions of key council documents for those with learning disabilities	Link Officers Group to identify relevant documents within their departments and agree a timetable for their production	By March 2007	S&P/Link Officers

Priorities	Issues arising from consultation and review	Council's planned actions in response	Timescale	Lead officer
	42. Incorporate disabled people in marketing material, and celebrate lives of disabled staff in staff communications www.imagesofdisability.gov.uk	Ensure that the council's 'Picture Library' contains up-to-date relevant images and promote their use Identify opportunities to celebrate lives of disabled staff e.g. include a 'Day in the Life of...' article in City Scene on a disabled member of staff	By March 2007 On-going	S&P All Departments
	43. Continue to develop events for annual International Day for Disabled People	Launch DES and Action Plan Launch new Guide to Services: For Older and Disabled People 2006-2008	4 December 2006 4 December 2006	S&P/Community Development/HR