

Disability Equality Scheme: Action Plan 2006 – 2009



Leicester
City Council

Disabled People's Priorities:

"We look forward to year on year progress towards the achievement of full equality for disabled people in Leicester."

Section 1: Involvement and Participation of Disabled People

Disabled People's Priorities: "We want to be included – ask us what we think!"

	What we will do	How we will do it	Lead officer	When
	Revise the Corporate Consultation Strategy and Toolkit to incorporate guidelines for communicating with and involving disabled people	<ul style="list-style-type: none"> involve disabled people in the review 	Trish Roberts-Thomson, Policy Officer, Policy & Performance	Spring 2007
	Explore the options for setting up a corporate Disabled People's Group to advise and comment on policy and performance in disability equality	<ul style="list-style-type: none"> involve disabled people in discussion of options meet participants' known access and support needs hold sessions in accessible accommodation offer a gift voucher or equivalent to participants and pay travel expenses where appropriate 	Monica Glover, Policy Officer, Policy & Performance	June 2007
	Participation			
	Positively encourage disabled people's participation through Council meetings, especially Area Committees	<ul style="list-style-type: none"> advertise public meetings to disabled people monitor take-up provide accessible information use accessible buildings 	Charles Poole, Head of Democratic Services	Ongoing
	We will ensure that reports	<ul style="list-style-type: none"> review report writing guidance to 	Charles Poole,	Spring 2007

	made to Council and Council committees take account of the impact on disabled people	ensure that all reports submitted for Scrutiny, Cabinet, or Council include reference to the impact on disabled people of recommendations made	Head of Democratic Services	
	Ensure that disabled people are enabled to vote in local and national elections	<ul style="list-style-type: none"> involve disabled people in reviewing accessibility to voting 	Charles Poole, Head of Democratic Services	Spring 2007, ongoing
	Raise awareness of disability legislation with Councillors	<ul style="list-style-type: none"> provide disability equality briefings and training meet our obligations to disabled Councillors 	Charles Poole, Head of Democratic Services	Spring/ Summer 2007, ongoing

Section 2: Communication and Information

Disabled People's Priorities:

"We need to have accurate information in formats we can understand."

	What we will do	How we will do it	Lead officer	When
	Advocacy			
	Assess the level of need and review the availability of advocacy services	<ul style="list-style-type: none"> involve disabled people and partners in assessment, review and action planning 	Monica Glover, Policy Officer, Policy & Performance	Autumn 2007

	Communication			
	Ensure that the Communications Policy meets the requirements of the Disability Discrimination Act 2005	<ul style="list-style-type: none"> • review and audit the Communications Handbook • involve disabled people in the process • publish best practice guidance 	Mark Bentley, Head of Communications	2007, ongoing
	Information			
	Provide up-to-date information on services to disabled people in accessible formats	<ul style="list-style-type: none"> • review, develop and disseminate existing good practice 	Monica Glover, Policy Officer, Policy & Performance	Summer 2007
	Seek to provide comprehensive information on the accessibility of services, facilities and events in Leicester	<ul style="list-style-type: none"> • work with partners to cost and report on the options 	Monica Glover, Policy Officer, Policy & Performance	Spring 2007, ongoing
	Information Technology			
	Ensure that the Council's website meets current standards of accessibility for disabled people	<ul style="list-style-type: none"> • involve disabled people in assessing the accessibility • monitor developments in accessibility in both hardware and software • include developments in a planned programme of improvement 	Jill Craig, Service Director ICT & CA	Ongoing
	Promoting Disability Equality			
	Ensure that disabled people and	<ul style="list-style-type: none"> • monitor our publicity 	Mark Bentley,	Ongoing

	disability equality are represented in a positive and appropriate way in our publicity	<ul style="list-style-type: none"> • present positive images of disabled people 	Head of Communications	
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Section 3: Customer Service, Compliments and Complaints

Disabled People's Priorities:

"We want to be listened to and treated with respect."

	What we will do	How we will do it	Lead officer	When
	Customer Service			
	Ensure that information and advice provided for staff about customer service to disabled people meets legal requirements	<ul style="list-style-type: none"> • review service delivery standards • incorporate guidance and best practice • monitor our service delivery to disabled people 	Departmental Equality Officers	Summer 2007
	Complaints and Compliments			
	Scope the process required for reviewing Complaints and Compliments and recommend improvements to accessibility for disabled people	<ul style="list-style-type: none"> • involve disabled people in the review of the process • identify barriers • seek best practice guidance 	Monica Glover, Policy Officer, Policy & Performance	Summer 2007

Section 4: Access

Disabled People's Priorities:

“We need user-friendly homes and environments where we are safe and can be independent, training and education that meets our needs, and transport that we can use easily.”

	What we will do	How we will do it	Lead officer	When
	City Council Buildings			
	Review our points system of prioritising improvements in accessibility to existing buildings, which requires disabled people's involvement to be clearly demonstrated before any works are carried out	<ul style="list-style-type: none"> involve disabled people in the review monitor and incorporate guidance and best practice 	Pat Midson, Disability Discrimination Act Officer	Autumn 2007
	Develop a system to ensure that improvements in accessibility are proactively advertised to disabled people by departments in order to improve service take-up	<ul style="list-style-type: none"> agree a pilot system of monitoring service take-up following accessibility improvements 	Pat Midson, Disability Discrimination Act Officer	Ongoing
	The Built Environment, streets and spaces			
	Ensure that all new City Council developments and environmental improvement projects meet the needs of disabled people, in line	<ul style="list-style-type: none"> Issue guidance on inclusive design principles and practice in relation to disability equality 	Andy Keeling, Service Director, Planning & Policy, Regeneration &	Spring 2007, ongoing

	with the Disability Discrimination Act 2005		Culture	
	Use our influence on development to promote disability equality and inclusive design	<ul style="list-style-type: none"> provide inclusive design information / guidance to developers and promote their early involvement of disabled people when planning schemes 	Andy Keeling, Service Director, Planning & Policy, Regeneration & Culture	Summer 2007, ongoing
	Education			
	We will work to bridge the gap for disabled young people between children's and adult services in the provision of education and youth activities	<ul style="list-style-type: none"> identify key areas for development and prioritise actions 	Penny Hajek, Service Director, Children's and Young People's Services	2007 – 2009, ongoing
	We will ensure that disabled parents and guardians have better opportunities to take part in the life of the school	<ul style="list-style-type: none"> work with schools to improve accessibility for disabled parents and guardians in supporting their children's education 	Penny Hajek, Service Director, Children's and Young People's Services	2007 – 2009, ongoing
	Housing			
	We will promote independence for disabled people and work to increase the availability of adapted housing	<ul style="list-style-type: none"> continue to work with disabled people to increase their independence 	Martin Clewlow, Suki Supria, David Taylor, Landlord Services Managers	2007 – 2009, ongoing
	Transport			
	We will ensure that barriers to	<ul style="list-style-type: none"> work with partners to identify and 	Jeff Miller,	2007 –

	access to highways and transportation are systematically removed	prioritise best practice which will improve access to highways, transport and services for disabled people, and ensure high standards of service delivery	Head of Service, Highways & Transportation	2009, ongoing
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Section 5: Service Planning and Delivery

Disabled People's Priorities:

"Ensuring we develop the services to meet our needs now and for the future."

	What we will do	How we will do it	Lead officer	When
	Procurement / Commissioning			
	Ensure that our current policies and practices meet the requirements of the legislation	<ul style="list-style-type: none"> review our implementation of the West Midlands Equality Standard 	Geoff Organ, Head of Procurement	Summer 2007, ongoing

Section 6: Employment

Disabled People's Priorities:

"We need employment opportunities equal to those of non-disabled people and reasonable adjustments so that we can perform as well as non-disabled employees."

	What we will do	How we will do it	Lead officer	When
	Increase the number of disabled people we employ to 3.5%	<ul style="list-style-type: none"> review employment policies, in particular: recruitment and 	Shilpa Arya, Senior Human	Spring 2007,

		selection, attendance management, and redundancy selection	Resources Advisor	ongoing
		<ul style="list-style-type: none"> develop an initiative to provide opportunities for people from 'Workout' (volunteers) to enter into paid employment with the Council 		Summer 2007
		<ul style="list-style-type: none"> develop and pilot a written policy for employing people with learning disabilities 		Summer 2007
	Promote equality of opportunity between disabled and non-disabled employees	<ul style="list-style-type: none"> develop and pilot a programme of coaching, mentoring and shadowing for disabled employees develop a work-type training programme for those with a learning disability promote via the Disabled Employees Group, as staff development initiatives 		2007 – 2008
	Eliminate discrimination that is unlawful under the Act	<ul style="list-style-type: none"> provide training on the Disability Equality Duty and Employment Equality for all disabled employees, managers, and Human Resources staff 	Shilpa Arya, Senior Human Resources Advisor	Spring 2007, ongoing

		<ul style="list-style-type: none"> work in harmony with trade unions on disability equality 		
	Seek to eliminate harassment of disabled employees that is related to their disability	<ul style="list-style-type: none"> review the Complaints, Grievance and Disciplinary systems to ensure that they meet the requirements of the Act 	Shilpa Arya, Senior Human Resources Advisor	Spring 2007, ongoing
		<ul style="list-style-type: none"> monitor and review all complaints of disability discrimination 		Ongoing
		<ul style="list-style-type: none"> review the effectiveness of the actions taken 		2008-2009
	Promote positive attitudes towards disabled employees and disabled people	<ul style="list-style-type: none"> ensure all publications, such as Human Resources News, are available in accessible formats use positive images of disabled people in leaflets and flyers 	Shilpa Arya, Senior Human Resources Advisor	Ongoing
		<ul style="list-style-type: none"> work with local partners to promote employment opportunities to people with learning disabilities 		2007 – 2008
		<ul style="list-style-type: none"> create Champion for employment of people with learning disabilities 		Spring 2007
	Encourage participation by our disabled employees in public life	<ul style="list-style-type: none"> promote time off for public duty through an open day for disabled employees 	Shilpa Arya, Senior Human Resources Advisor	Autumn 2007
	Take steps to take account of	<ul style="list-style-type: none"> be proactive in making 	Shilpa Arya,	Spring

	disabled people's disabilities, even where that involves treating disabled people more favourably than other people	<p>reasonable adjustments in line with individual employee need and in accordance with legislation</p> <ul style="list-style-type: none"> • monitor the adjustments made • review them in relation to changing employee need 	Senior Human Resources Advisor	2007, ongoing
		<ul style="list-style-type: none"> • review the Council's redeployment policy to ensure it complies with case law and current best practice 		2007, ongoing
		<ul style="list-style-type: none"> • train people with learning disabilities as interviewers and involve in recruitment panels and recruitment and selection training 		2007-2008
		<ul style="list-style-type: none"> • develop a Tomorrow's Leaders Programme for disabled employees 		2007-2008
	Ensure that Human Resources plays a key role in disability equality	<ul style="list-style-type: none"> • ensure the Disability Equality Scheme and Action Plan is mainstreamed into the overall Human Resources Strategy and Action Plan and is appropriately resourced 	Shilpa Arya, Senior Human Resources Advisor	Spring 2007

Section 7: Training for Staff

Disabled People's Priorities:

"We need all staff to understand disability equality and to put it into practice."

	What we will do	How we will do it	Lead officer	When
	Organisational Development			
	Ensure that staff understand and promote disability equality	<ul style="list-style-type: none"> • implement a corporate rolling programme of disability equality training for new and existing staff 	Steve Furniss, Head of Organisational Development	Ongoing
	Ensure that Corporate Induction includes Disability Equality	<ul style="list-style-type: none"> • involve disabled employees in the review • involve disabled people in the delivery of training 	Steve Furniss, Head of Organisational Development	Spring 2007
	Encourage disabled people to take advantage of Organisational Development courses and training	<ul style="list-style-type: none"> • ensure that all courses and training are fully accessible to disabled employees • ensure that those involved in delivering courses and training understand disability equality • monitor take-up 	Steve Furniss, Head of Organisational Development	Summer 2007