

Tower Hamlets Council Disability Equality Scheme 2007 - 2010 **Full Version**



**Around
1 in 5
of our local
community
are disabled**



2006 - 2007
Early Intervention
(Children at Risk)
2003 - 2006
Winner of 4 previous
Beacon Awards



INVESTOR IN PEOPLE



TOWER HAMLETS

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Foreword by Denise Jones, Leader of the Council

One of the great characteristics and strengths of the borough is its diversity and recognising this, equalities and diversity work has been a central commitment of the Council for many years. Our achievements have been recognised through beacon awards and achieving Level 5 of the Equality Standard for Local Government. But we know that we need to do more work on improving services and access for disabled people. That's why I think our first Disability Equality Scheme is so important.

We've based our scheme and action plan on the issues that disabled people highlighted through consultation and involvement including customer care, access, promoting services and employment. This makes sure we are focusing our action on the issues that will make a significant difference to disabled people's lives.

But it's not just about our services, it's also about our role as a community leader. The Council works with many organisations in the borough and we will use our influence to promote equality for disabled people. We will do this through the Tower Hamlets Partnership and by using our influence with other organisations such as Transport for London.

Each year we will report our progress back to local people and to those organisations working with disabled people so that we make sure you know what progress we are making and can hold us to account.

Cllr Denise Jones
Leader of Council

Introduction

The Disability Discrimination Act 1995 was amended by the Disability Discrimination Act 2005 and this placed a Disability Equality Duty on public authorities. This requires the Council when carrying out our functions to pay due regard to the need to:

- (a) Eliminate discrimination that is unlawful under this Act
- (b) Eliminate harassment of disabled persons that is related to their disabilities
- (c) Promote equality of opportunity between disabled persons and other persons
- (d) Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons
- (e) Promote positive attitudes towards disabled persons
- (f) Encourage participation by disabled persons in public life.

We have a specific duty to prepare and produce a Disability Equality Scheme which sets out how the Council will address these parts of the Duty over the next three years.

The Disability Equality Scheme

Tower Hamlets Council's Disability Equality Scheme shows how the Council will ensure that it promotes equality for disabled people to meet the Disability Equality Duty. The Scheme's objectives and key actions are aimed at developing and maintaining barrier free policies and services for disabled people. Their continuous involvement will be critical to the development, evaluation and review of the Scheme each year.

The Council's aim is to make sure equality for disabled people is at the centre of its work when developing a policy or strategy, providing a service, or employing people.

The Disability Equality Scheme:

- Explains how the Council will promote equality for disabled people and challenge discrimination against disabled people
- Will help remove barriers for all disabled people
- Addresses issues for disabled people with physical and sensory impairments, Deaf people, people with learning disabilities, former and current users of mental health services, people with hidden impairments and people living with HIV/AIDS

The Scheme is broken down into six sections:

- The first section provides a brief introduction to the Council's values and priorities,
- The second section provides a summary of its current position in promoting disability equality,
- The third section provides a summary of the work carried out to involve local disabled people and staff in the development of the Disability Equality Scheme, the key issues that emerged and what action the Council will take to address these.
- The fourth section is a summary of how we will use the information gathered to review and inform future Schemes
- The fifth section highlights the evidence the Council gathers to assess the impact of its policies and services on disabled people and,
- The sixth section outlines the Council's equality impact assessment process.

1. The Council's vision and key priorities for the borough

The Council's vision is to improve the quality of life for everyone living and working in Tower Hamlets. This involves helping to create a thriving, achieving community in which people feel at ease with one another, have good learning and employment opportunities, experience a higher standard of living and good health, and enjoy a safe and an attractive environment together with a wide range of cultural and leisure opportunities.

The Council has five key priorities:

- **A Better Place for Living Safely** – reducing crime, making people feel safer and creating a more secure and cleaner environment
- **A Better Place for Living Well** – improving housing, health and social care and promoting healthy living
- **A Better Place for Creating and Sharing Prosperity** – bringing investment into the borough and ensuring that all our residents and businesses are in a position to benefit from and contribute to growing economic prosperity
- **A Better Place for Learning, Achievement and Leisure** – raising educational aspirations, expectations and achievement, providing the widest range of cultural and leisure opportunities for all and celebrating the rich diversity of our communities
- **A Better Place for Excellent Public Services** – improving public services for local people to make sure they represent good value for money and are provided in ways that meet local needs

Diversity and equalities falls within the Excellent Public Services theme which is a cross-cutting priority that runs through all Council services.

2. The Council's current position on promoting equality for disabled people

Introduction

Disabled people experience a number of physical, policy and attitudinal barriers in their daily lives that impact on their right to equality of opportunity and experience of many areas of life including housing, leisure, transport, education, employment and retail. These include the design and management of products, facilities and services as well as staff attitudes in delivering a service.

There are an estimated 11 million disabled people living in Britain of which 6.8 million are of working age. Only 50% of disabled people are employed compared to 84% of non-disabled people. In London, there are an estimated 1.4 million disabled people with over 35,000 living in Tower Hamlets.

Previous consultation with disabled and deaf Londoners by the Greater London Authority (GLA) in 2003 and 2005 has shown a number of key issues that affect their quality of life.

These are:

Transport

- Barriers to using London transport such as ramps not working, problems with other passengers and wheelchair spaces being taken up by prams and other people.

Housing

- A lack of accessible housing and stairs and the lack of lift access cited by those who were dissatisfied with their housing.

Independent Living

- A need for help with housework, cleaning or shopping, a high dependence on friends or relatives while 40% reported that their health care needs were not being met.

Access to public buildings, streets, parks and open spaces

- Dropped kerbs, lack of parking, cars blocking dropped kerbs, inappropriate street furniture and a lack of facilities for deaf people.

Information

- A lack of consistent accessible information about disabled people's rights, entitlements and services.

Attitudes

- Negative attitudes towards those with hidden impairments experiencing the most discrimination due to lack of understanding and ignorance about their needs.

Disabled People and Council services: the Evidence

The picture of disability equality in London mirrors the experience of local disabled people in Tower Hamlets in terms of access to the built environment, independent living and services. Although local evidence of disabled people's experiences is limited, recent research and consultation does illustrate disabled people's quality of life.

The 2006 Annual Resident Satisfaction Survey revealed that fewer disabled people thought that the Council provided a 'good to excellent' service in refuse collection, libraries, leisure and sport facilities, primary and secondary education and adult evening classes. This may be attributed to some of the issues raised by disabled and deaf Londoners in the GLA survey and our workshops with local disabled people to develop the Disability Equality Scheme.

Access to buildings, streets, open spaces and parks

A mystery shopper exercise for the Scrutiny Review of Access to Council Services to check access to Council buildings in 2004/05 highlighted a number of barriers for disabled people including:

- Poor signs
- Poor access getting to and within buildings
- Poor layout
- Heavy doors
- Narrow entrances
- Lack of accessible parking

There were however, positive comments about the level of customer care provided by staff and that new buildings such as the Council's Idea Stores were more accessible than some of the older buildings in the borough.

An action plan is now in place to address these barriers including providing information online about disabled access to major Council buildings and revised communication guidelines that provide clear advice on addressing the needs of disabled people.

Through the Local Development Framework (LDF), the Council has adopted a pro-active approach to ensure that access to public buildings, streets, open spaces, parks and housing is improved in future and existing developments. The LDF outlines the vision for the spatial development of the borough in social, economic and environmental terms. It includes the policies and standards that the Council will use to ensure that developments are aimed at improving the quality of life for everyone and, in particular, issues that affect disabled people's quality of life. It addresses barriers such as those identified in the mystery shopper survey and includes:

- Requiring all consultation on developments at the pre-application stage to include the views of local disabled people
- Undertaking Equality Impact Assessments during the preparation of any planning documents included in the LDF. This has involved recent consultation with the Council's Access Group to assess the potential impact of developments on disabled people.
- Requiring Design and Access Statements for all major developments to demonstrate how they have incorporated the principles of inclusive design (based on national guidance from Centre for Access to the Built Environment). This requires that developers take account of the barriers that may face disabled people at each stage of the development and once the development is completed.

Independent Living

Recent consultation with disabled people has highlighted that we need to do more to improve the opportunities for disabled people to live independently.

According to the Housing Needs Survey 2004, there are an estimated 12,742 households in the borough with one or more members with special needs. This includes the 'frail elderly', people with physical impairments, sensory impairments, learning disabilities and mental

health conditions. 37.7% of households with one or more special needs members live in unsuitable housing. The biggest concern for households with members who have special needs is improving the support to live independently within their own homes including:

- Improving shower units
- Providing a car park space near the front door
- A lift or stair lift
- Single level accommodation

The findings from the Housing Needs Survey inform the Housing Strategy Statement to 2007/08 and the Local Development Framework for planning, regeneration and development within the borough. These include targets to improve independent living opportunities for disabled people such as:

- Ensuring that 31,500 new homes are built to Lifetime Home Standards by 2016. The Standards incorporate 16 design features, such as car parking and the layout and positioning of fixtures, that help to create accessible and adaptable housing to accommodate people's needs at different stages in their lives without the added cost of moving elsewhere.
- Ensuring that at least 10% of all housing is wheelchair accessible or easily adaptable for wheelchair users

During the Best Value Review of Older People in 2005/06, consultation with older people (including disabled people) highlighted concerns about:

- Providing home help for essentials such as cooking, cleaning and shopping that would greatly contribute to an older person living independently.
- Good access to equipment and adaptations for older people would be a basic requirement to remain independent and active.
- Better co-ordination of service provision in order to lead an independent life

These findings were included within the Council's Best Value Review Action Plan to improve support for older people to live independently including:

- Consistency in access to funding for adaptations regardless of an individual's tenure
- Improving access to adaptations for Registered Social Landlord (RSL) tenants

The government's 20-year strategy for improving disabled people's life chances will have implications for local councils especially education, housing, adult and children services, transport and leisure. The strategy aims to ensure that by 2025 disabled people have 'full opportunities and choices to improve their quality of life and will be respected and included as equal members of society.' To achieve this, an Office for Disability Issues was established in 2005 to oversee the strategy's implementation across government departments. The strategy focuses on the promotion of independent living and integration of services with the government believing that disabled people should have the biggest say in for choosing what they do and how they live. Measures to achieve this include improving the advice and provision of housing and transport options for disabled people and better planning of needs of disabled people's transition into adulthood by children and adult services. In response to the government's vision, Adult and Children Services have established a number of key objectives which include:

- Ensuring that care and support services are experienced by adult service users as 'joined up' across organisational boundaries
- Implementing electronic sharing of information between agencies to support single assessment process for older people

- Increasing the integration of social care, education and health services for vulnerable children.

Employment

In the Council's Employee Opinion Survey 2004, disabled staff expressed the least satisfaction across all staff groups, in particular about leadership, motivation and communication. An improvement plan has been implemented to address these concerns including:

- Producing guidance for managers to support disabled staff effectively
- Identifying development opportunities for disabled staff

Conclusion

Based on the evidence, it is clear that there are a number of barriers that local disabled people and disabled staff have experienced that are having an impact on their quality of life and working conditions. The Council is already working to improve the quality of life for both disabled residents and disabled staff. The Scheme's Action Plan builds on what the Council is doing to promote equality of opportunity and eliminate unlawful discrimination for disabled people.

3. Action Plan shaped by the involvement of disabled people

Local disabled residents and service users

The Council adopted the Social Model of Disability in 1997 and this informed how we involved local disabled people and staff in our Disability Equality Scheme. We were concerned as much about the physical and attitudinal barriers that local disabled people and staff experienced as much as their perception of the Council in its role as a service provider and employer.

We commissioned a local voluntary organisation, Disability Information and Training Opportunity (DITO) that is managed by and represents the interests of disabled people, to plan and facilitate the events to involve local disabled residents and service users. There were 10 discussion groups and an Open Information Event held during September 2006. The discussion groups provided an opportunity for participants to discuss issues including barriers to accessing services and information, getting about the borough, what discrimination means and how the Council should promote equality and tackle discrimination. There were also discussion groups targeted at specific community groups including the Somali and Bangladeshi community, young people and people with learning disabilities to capture their experiences of being disabled.

Following the discussion groups, an Open Information Event was held so that disabled people identified the key priorities that the Council needed to address to promote disability equality and in particular, how it should tackle the different parts of the Disability Equality Duty. In addition to the discussion groups, telephone interviews and one-to-one interviews were also conducted for some disabled participants unable to attend the meetings.

The Council's Access Group participated in two facilitated workshops that looked specifically at experience of access to the built environment: buildings, parks open spaces and streets. The first workshop provided the opportunity for the Group to describe the barriers they experienced and to suggest how they would address each issue. The second workshop explored these issues in more detail and developed more practical recommendations for the Action Plan.

Disabled Staff

A workshop was held with the Council's Disabled Staff Forum in September 2006 to look at the barriers and the attitudes that staff experienced in the workplace, their perceptions of the Council as an employer and how these should be tackled. Their concerns have informed the Council's priorities on promoting equality for disabled staff as an employer. More work is planned with disabled staff to further develop the Disability Equality Scheme.

The outcomes from consultation with local disabled residents, service users and staff were brought together to shape the priorities for the Council's Disability Equality Scheme. These are set out in the next section with the action the Council will take in the next 3 years to address these priorities.

Objective 1

Improving customer care and physical access to Council services to meet the needs of disabled people

The findings from the discussions with local disabled people and service users highlighted a number of key concerns relating to access to parks, open spaces, streets, Council buildings and customer care. These were:

- A lack of flexibility of services to accommodate the needs of disabled people such as providing support to fill in forms in person or over the telephone
- A lack of understanding about how to meet the needs of customers with hidden impairments
- Better recognition of the needs of physically disabled and visually impaired people
- Poor signs and physical access to the Town Hall and Anchorage House.

The Council is working towards eliminating these barriers and promoting equal access for disabled people by:

- Providing in house disability equality training and guidance on disability etiquette and language for staff.
- Implementing an annual rolling programme of works so that all Council's buildings are fully accessible to disabled people.

We will improve further customer care and physical access to Council services by:

Action	Continuing to make improvements to the Council's buildings to meet Part M of the Building Regulations (Access for Disabled People) by producing an annual programme. We will involve Tower Hamlets Access Group to undertake Mystery Shopper Surveys to support and review the implementation of the programme.
Deadline	March 07 and then annually
Outcome / Targets	More buildings are accessible to disabled people BVPI 156 Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people Targets: 2006/07: 60% 2007/08: 70% 2008/09: 80%
Disability Equality Duty	(a) and (c)
Responsibility	Head of Properties and Facilities Management

Action	Revising and improving disability equality training to include a strong focus on disability etiquette and language
Deadline	Revise by March 07 Implement from April 07 Review by March 08
Outcome / Targets	Improved customer satisfaction of disabled customers and staff
Disability Equality Duty	(e)
Responsibility	Head of Organisational Development

Action	Undertaking face to face surveys with customers at the new receptions of the Council and One Stop Shops to assess if the measures introduced by the Moving On Accommodation Strategy have met the needs of disabled customers and to inform future improvements
Deadline	Annually
Outcome / Targets	Improved customer satisfaction by disabled customers Annual Customer survey undertaken by OSS
Disability Equality Duty	(c)
Responsibility	Service Head of Customer Access

Action	Embedding disability equality within our customer care processes and procedures through improvements in training and awareness
Deadline	March 07
Outcome / Targets	Improved customer satisfaction by disabled customers All training of staff within Customer Access to include awareness element
Disability Equality Duty	(c) and (e)
Responsibility	Service Head of Customer Access

Action	Improving services' knowledge of the needs of disabled people through THIS Borough and creating a statistical profile of disabled people to inform service planning
Deadline	March 07
Outcome / Targets	The needs of disabled people embedded within service planning
Disability Equality Duty	(c)
Responsibility	Performance and Information Manager

Action	Investigating the effectiveness of responses to disabled people's complaints about services
Deadline	November 07
Outcome / Targets	Improved response to complaints and comments Reduction in complaints between disabled and non-disabled customers
Disability Equality Duty	(e)
Responsibility	Complaints Manager

Action	Relaunching the Children with Disabilities Register with merged data from Children's Services and the Primary Care Trust
Deadline	March 07
Outcome / Targets	This will provide an improved planning tool for the Council to identify and meet the needs of disabled children.
Disability Equality Duty	(a)
Responsibility	Disabled Children's Integrated Services Manager

Action	Improving access to play for disabled children in Mile End Park
Deadline	4 new inclusive play sessions by March 07
Outcome / Targets	Better play facilities available to disabled children
Disability Equality Duty	(e)
Responsibility	Director of Mile End Park

We will monitor our progress by:

- BVPI 156: Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people
- Customer Satisfaction Surveys
- Complaints monitoring
- Increasing levels of satisfaction of disabled people with Council services through the annual residents survey.

Objective 2

We will improve the choice and provision of accessible information to disabled people

The choice and provision of accessible information was continually reported by many participants as difficult and frequently and often absent. The key concern was that:

- There was a lack of information in Plain English and large print publications readily available from the Council.

In 2004, the Council adopted corporate standards on providing information to local people that includes:

- Guidance on making sure the style and format of our publications meets minimum national accessibility standards for visually impaired people and people with learning disabilities
- The different types of methods used to communicate with hearing impaired customers.

We will improve the choice and provision of accessible information to disabled people by:

Action	Reviewing the Council's Communications Framework and practice to reflect new disability guidelines and good practice. This will include guidance and agreeing monitoring to ensure compliance
Deadline	Review from January 07 Guidance issued April 07 Monitoring system agreed and implemented July 07
Outcome / Targets	All Council publications meet the corporate guidelines and are accessible to disabled people.
Disability Equality Duty	(a), (c) and (e)
Responsibility	Head of Communications/Head of Research and Scrutiny

Action	Involving local disabled user groups and disabled run voluntary organisations to review and prioritise the information to be made available in accessible formats
Deadline	Agree key information by March 07 Priority information available by June 07 Reviewed annually
Outcome / Targets	Priority information is available to disabled people
Disability Equality Duty	(c)
Responsibility	Head of Communications/ Head of Research and Scrutiny

Action	Extending accessible formats for the Council's weekly newspaper and promote this to disabled people. This will include Bengali tapes for visually impaired residents.
Deadline	Agree action plan by March 2007
Outcome / Targets	Council newspaper more accessible to disabled people Readership survey shows increase readership by number of disabled people by 5% each year.
Disability Equality Duty	(c)
Responsibility	Head of Communications

Action	Piloting the use of "easy read" to improve communications with residents with learning disabilities
Deadline	Pilot documents agreed by December 06 Review effectiveness of "Easy Read" versions of documents by March 07
Outcome / Targets	Improved information to people with learning disabilities
Disability Equality Duty	(c)
Responsibility	Head of Communications

Action	Reviewing our translation and interpreting service and guidance to ensure the needs of disabled people are embedded within it
Deadline	Review completed by March 07 with improvement plan Review progress annually
Outcome / Targets	Translation and interpreting service is fully accessible Benchmarking in 2006/07. 5% increase each year.
Disability Equality Duty	(a)
Responsibility	Head of Research and Scrutiny /Head of Communications

We will measure our progress by:

- Conducting a mystery shopper exercise of Council information
- Consulting with disabled people on progress.

Objective 3

We will improve the promotion of services and benefits to disabled people.

The lack of awareness of essential services and benefits that disabled people are entitled to has led to social isolation for some disabled people. The key concern was that:

- There was a lack of publicity about essential services and benefits such as community care and entitlement to aids and adaptations.

The Council promotes its services and benefits that disabled people are entitled through local disabled organisations, one stop shops, health centres, area housing offices, Idea Stores and its newspaper, Eastend Life.

We will improve the promotion of services and benefits to disabled people by:

Action	Meeting with disabled user groups to agree priority services and benefits to promote to disabled people
Deadline	Agree programme of service promotion including a map of services by March 07 Implement from April 07 Review programme annually as part of Disability Equality Scheme Action Plan review
Outcome / Targets	Increased awareness and uptake of services and benefits by disabled people Increase takeup on agreed services by 10%
Disability Equality Duty	(c)
Responsibility	Head of Research and Scrutiny (and relevant service heads)

Action	Organising team entries from disabled people for the London Youth Games to be held in Mile End Leisure Complex
Deadline	By May 07, with 6 teams entered in the Youth Games in summer 07
Outcome / Targets	Increased profile of disabled people in sport
Disability Equality Duty	(e)
Responsibility	Head of Recreation

We will measure our progress by:

- Increased use of the services identified as a priority by disabled people

Objective 4

We will improve access to independent living opportunities for disabled people

There were issues reported by disabled people about accessing aids, adaptations and assistance. The key concerns were that:

- The level of home care does not always meet the needs of disabled people to live independently such as being able to choose when support is received that takes account of different lifestyles
- Aids, adaptations and assistance for disabled tenants in social housing were sometimes lacking and people had to wait a long time for basic facilities.

The Council has a Supporting People programme that provides practical measures to support independent living for disabled people including aids, adaptations and home help. Central government provides funding for aids and adaptations through the Disabled Facilities Grant. The level of funding however, is much smaller than the demand from local people. In responding to this, the Council is reviewing the provision of aids and adaptations for disabled residents across all tenures to make sure it is making best of the funds and that they are targeted at those most in need.

We will promote better access to independent living opportunities for disabled people by:

Action	Reviewing the provision of housing related floating support services for disabled people with sensory and physical impairments, HIV and Acquired Brain Injury (ABI).
Deadline	June 07
Outcome / Targets	Better service provided to disabled people
Disability Equality Duty	(c)
Responsibility	Supporting People Manager

Action	Reviewing the provision of equipment and adaptations across all housing tenures.
Deadline	Review completed by June 07 Implement Improvement Plan from July 07
Outcome / Targets	Consistency of approach across tenures achieved.
Disability Equality Duty	(c) and (f)
Responsibility	Head of Strategy and Development

We will measure our progress by:

- Completing the review on schedule and then monitoring the agreed improvement plan.

Objective 5

We will improve working conditions and support for disabled staff

The level of support in the development and training of disabled staff was inconsistent and a major issue for some disabled staff. The key concerns were that:

- There was a lack of understanding by some managers about their duties under the Disability Discrimination Act 1995
- Support for travelling to and from meetings was not always being provided due to lack of support from managers
- Training sessions did not always meet the needs of disabled staff despite having notified HR in advance of access requirements.

The Council is recognised as a two ticks organisation committed to improving the recruitment, employment, retention and career development of disabled people. We have recently developed Guidance for Managers on supporting disabled staff to offer practical advice including:

- A summary of the duties of employers under the Disability Discrimination Act 1995
- Making sure that disabled staff are involved at the earliest stage to assess what reasonable adjustments need to be made
- Examples of what a reasonable adjustment is.

We will improve the working conditions and support for disabled staff by:

Action	Updating the Disability Employment Strategy and Action Plan
Deadline	Review completed March 07 Action Plan agreed and monitored annually
Outcome / Targets	More targeted action at employing disabled people <ul style="list-style-type: none"> • BVPI 16a Percentage of staff declaring that they meet the Disability Discrimination Act disability definition Target 2006/07: 4.8% Target 2007/08: 5% Target 2008/09: 5.2% • BVPI 11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools). Target 2006/07: 3.5% Target 2007/08: 4.5% Target 2008/09: 5.5%
Disability Equality Duty	(b) and (c)
Responsibility	Director of Human Resources

Action	Developing a personal development programme for disabled staff
Deadline	Programme implemented by January 07 Reviewed December 07
Outcome / Targets	Improved support to disabled staff
Disability Equality Duty	(c)
Responsibility	Head of Organisational Development

Action	Ensuring training courses are accessible to disabled staff by introducing a standard requirement form for all training
Deadline	Revised procedure introduced by March 07 Reviewed every six months
Outcome / Targets	Improved training opportunities for disabled people
Disability Equality Duty	(c)
Responsibility	Head of Organisational Development

Action	Continuing to increase the number of disabled people working for the Council
Deadline	Review every six month
Outcome / Targets	Increase the take-up of employment by disabled people <ul style="list-style-type: none"> • BVPI 16a Percentage of staff declaring that they meet the Disability Discrimination Act disability definition • BVPI 11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools).
Disability Equality Duty	(c)
Responsibility	Director of Human Resources

Action	Ensuring that approved list of providers is DDA compliant
Deadline	March 07
Outcome / Targets	Improved feedback by disabled staff
Disability Equality Duty	(a)
Responsibility	Head of Organisational Development

Action	Delivering a specific development programme for Disabled employees
Deadline	March 07
Outcome / Targets	Improved feedback by disabled staff
Disability Equality Duty	(c)
Responsibility	Head of Organisational Development

We will measure our progress by:

- Improved satisfaction of disabled staff in the Bi-annual staff survey
- Feedback from the Disabled Staff Forum
- BVPI 16a Percentage of staff declaring that they meet the Disability Discrimination Act disability definition
- BVPI 11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools).

Objective 6

We will improve consultation and involvement with disabled people and disabled staff

The feedback from both disabled people and disabled staff highlighted the lack of involvement and consultation by the Council on important issues. The key concerns were that:

- Local disabled people felt that consultation mechanisms were inaccessible due to the nature of venues used and the difficulty in getting to them and that their involvement offered no actual return or reward
- Disabled staff were not properly informed and consulted upon key issues affecting their rights such as office moves or refurbishment.

The Council employs a range of methods to consult and involve local residents, service users and staff including questionnaires, a Residents Panel, user groups, focus groups and staff surveys.

We will improve consultation and involvement with disabled people and disabled staff by:

Action	Reviewing the effectiveness of the Council's involvement with disabled people through discussions with user groups, staff, residents and disabled led voluntary organisations
Deadline	Plan review by March 07 Conduct review from April 07 to September 07 Implement improvements from November 07
Outcome / Targets	Increased consultation and involvement of disabled people
Disability Equality Duty	(f)
Responsibility	Consultation and Involvement Manager/Head of Research and Scrutiny

Action	Ensuring our Consultation and Involvement Toolkit and Policy reflects national disability advice on consulting and involving disabled people
Deadline	Review toolkit by March 07
Outcome / Targets	Consultation and Involvement Standards that meet the needs of disabled people
Disability Equality Duty	(f)
Responsibility	Consultation and Involvement Manager

We will measure our progress by:

- Improved satisfaction of disabled staff in the Bi-annual staff survey
- Feedback from the Disabled Staff Forum.

Objective 7

We will work with job agencies and businesses to assist disabled people to find work and increase local business awareness of their responsibilities under the Disability Discrimination Act (DDA)

The failure of employers to meet their DDA responsibilities and the lack of support were reported to be common issues experienced by disabled people. The key concerns were:

- A lack of support from job agencies in finding employment and going to interviews
- A lack of support at work due to negative attitudes of managers and staff.

The Council works with a range of agencies to encourage more local people into work. This includes:

- Supporting Skillsmatch who work with the Tower Project (an organisation working with young disabled people) to increase access to vacancies with Barts and London NHS Trust and the Hospitality Steering Group (a consortium of local catering, hotel, leisure and restaurant employers)
- The Council chairing a forum for local agencies with an interest in helping disabled job seekers to access employment.

We will work with job agencies and businesses to help disabled people find work and increase local business awareness of their responsibilities under the Disability Discrimination Act by:

Action	Increasing the number of disabled people in employment using Skills match
Deadline	December 08
Outcome / Targets	Increased number of disabled people in employment <ul style="list-style-type: none">• 60-80 clients registered by 08• 35 people into employment by 08• 15 people into self-employment by 08• 16 people undertaking volunteering work by 08
Disability Equality Duty	(c)
Responsibility	Access to Employment Manager

Action	Extending employment opportunities for people with mental health problems and learning disabilities by <ul style="list-style-type: none"> Increasing the number of employers committed to providing employment to people with learning disabilities. Developing vocational support services within the borough for people with mental health needs. increasing the number of disabled people with physical impairments accessing employment or training opportunities through the Day Opportunities Resource Centre
Deadline	4 significant employers signed up by September 06.
Outcome / Targets	More people with learning disabilities, mental health needs and physical disabilities in employment 5% increase (March 06 baseline) on numbers of people employed with mental health problems and / or disabilities known to the Council by September 06, and 15% increase by March 07
Disability Equality Duty	(c)
Responsibility	Director of Adult Services

Action	Promoting awareness of employers responsibilities under the DDA and the benefits of employing disabled people through the Council's Business Forum lunch seminars
Deadline	One session each year
Outcome / Targets	Increased awareness of local employers of the DDA
Disability Equality Duty	(e)
Responsibility	Investment and Business Team Leader

We will measure our progress by:

- The number of disabled people that have gained placements through Skillsmatch.

Objective 8

We will reduce obstacles and improve the safety of the borough's parks, open spaces and streets for disabled people

Access to the borough's parks, open spaces and streets were reported to be a common issue in getting about and feeling safe. The key concerns were that:

- Poor street lighting, broken and uneven pavements, and rubbish in parks are major obstacles to getting about.
- There was a lack of response to street maintenance complaints.
- Some disabled participants had experienced harassment on the street by young people and in their own neighbourhood related to their disability. Examples included having their home vandalised, being ridiculed and receiving verbal abuse.

The Council already addresses these barriers through its:

- Street Scene Improvement programme to make our streets safer, cleaner and obstacle free for everyone across the borough
- Hate crime reporting line that is open to the public who have been victims of a hate crime. This is operated in partnership with the Police.

We will reduce obstacles and improve the safety of the borough's parks, open spaces and streets for disabled people by:

Action	Reviewing the progress of meeting 40% clutter free target of the Council's Street Design Guidance with the Access Group.
Deadline	Review annually in November
Outcome / Targets	Improved access to streets for disabled people
Disability Equality Duty	(a)
Responsibility	Head of Transportation and Highways

Action	Ensuring the Supplementary Planning Document on Landscape Design reflects CABE Access and Design Guidance
Deadline	November 07
Outcome / Targets	Developers address access issues in the landscape design that meet CABE guidance 100% of major planning applications submit Access Statements that meet the access principles outlined in the SPD Landscape Design
Disability Equality Duty	(a)
Responsibility	Service Head, Major Project Development

Action	Consulting with the newly established Parks and Open Spaces Group to identify and agree action to address the major obstacles disabled people experience in the Borough's parks and open spaces
Deadline	November 07
Outcome / Targets	Improvement plan in place to address the key barriers for disabled people in parks and open spaces
Disability Equality Duty	(a)
Responsibility	Director of Environment and Culture

Action	Incorporating the disabled hate crime research project recommendations into the Integrated Hate Crime Action Plan.
Deadline	March 07
Outcome / Targets	Action Plan in place to improve reporting and responses to disabled hate crime
Disability Equality Duty	(b)
Responsibility	Head of Crime Reduction Services

We will measure our progress by:

- Feedback from disabled user groups
- Monitoring complaints from disabled people about street maintenance
- Monitoring disability hate crime reporting and responses.

Objective 9

We will work with transport providers to improve the accessibility of local transport for disabled people

Accessibility of transport was a major issue for disabled participants for those using both public transport and transport provided by the Council. The key concerns were:

- Poor knowledge by bus drivers on the needs of disabled travellers such as the correct use of ramps that can cause embarrassment and frustration for disabled travellers
- Local transport initiatives for disabled people such as community transport, Dial-a-Ride and Taxi Card were failing to provide some disabled people with a good service.

The Council supports a number of initiatives that help to tackle these concerns:

- Funding the Tower Hamlets Community Transport has been providing affordable and accessible transport for community groups since 1983
- Teaming up with the Police to tackle the abuse of Blue Badge passes in the borough by people who are not entitled to use them
- Campaigning so that Crossrail is fully accessible and that accessibility will be increased within existing stations connect to Crossrail such as Whitechapel
- Working to ensure that the DLR three car extension is fully accessible.

We will work with transport providers to improve the accessibility of local transport for disabled people by

Action	Evaluating the Council's Local Implementation Transport Plan with the Accessible Transport Forum including Community Transport
Deadline	Quarterly
Outcome / Targets	Improved transport options for disabled people
Disability Equality Duty	(c) and (f)
Responsibility	Head of Transportation and Highways

Action	Reviewing the promotion and distribution of the Blue Badge Scheme, Freedom Passes and Taxi Cards to disabled people
Deadline	March 07
Outcome / Targets	Improved take up and satisfaction with the Blue Badge Scheme, Freedom Passes and Taxi Cards Conduct monitoring and establish baseline for increased take up by November 2007
Disability Equality Duty	(c) and (f)
Responsibility	Head of Parking Services

Action	Developing more independent travel training for 11 – 19 year olds through a “Training the Trainer” pack, training for parents pack and peer group working.
Deadline	Recruit third trainer by March 07
Outcome / Targets	Disabled young people can use public transport and become safe pedestrians. 50 students will receive training in 06/07 to <ul style="list-style-type: none"> • Make the service available to more young people • Enable parents to continue Independent Travel Training with their children • Involve past students
Disability Equality Duty	(c)
Responsibility	Performance Monitoring/ Transport Client Officer

We will measure this by:

- Feedback from the Transport Forum
- Improved take up and satisfaction with Blue Badge, Freedom Passes and Taxi Cards

4. Reviewing and reporting the Scheme's progress

Effective reviewing and reporting of the Scheme's progress will be achieved through a range of measures to ensure that disability equality is embedded within the Council's strategic and service planning, delivery and review. We have identified a number of actions to achieve this. The following sections summarise how we shall achieve this through specific actions to ensure that disability equality is embedded in everything we do.

Regular monitoring and reporting of progress

The Disability Equality Scheme's Action Plan addresses the key concerns emerging from the involvement of disabled people, as well as key actions from the Council's Equality Action Plan. Reviewing the Disability Equality Scheme will be incorporated into the Council's existing Equalities Action Plan monitoring. This is monitored every 6 months with detailed reports to Corporate Management Team and Overview and Scrutiny Committee. This process ensures both senior officers and councillors can track progress and take any action necessary to maintain progress. A summary of the Scheme's Action Plan will also be considered by both the Tower Hamlets Access Group and the Disabled Staff Forum as part of the monitoring arrangements. In addition, the Council is considering an Annual Equalities Stakeholder Conference that will include considering the Scheme's progress and a report of the Scheme's progress will be published on the Council's website annually.

The role of councillors

Although councillors are not explicitly mentioned in the Disability Rights Commission guidance, in their executive and frontline roles, they are crucial to ensuring that the needs of local disabled people are addressed within the Duty and in monitoring how the Scheme works.

Our scheme recognises the role of councillors in reviewing and reporting the Scheme's progress by:

- Providing support so that councillors can promote the new Duty and scheme with constituents. This may include training and information that can help councillors raise these issues in their surgeries and community forums.
- Strengthening the monitoring role that councillors fulfil through their oversight of Council strategies and plans. Councillors can take a lead on monitoring not only the Disability Equality Scheme Action Plan but also raising any issues around disability in their discussions with services.
- Providing further analysis of ward and LAP data about disabled residents to ensure that they have greater local intelligence about the issue. Using their ward knowledge councillors will also be able to inform services about any local residents who are missing out on what is available for them as well as making sure residents know about local facilities.
- Analysis of Members Enquiries can provide another source of information and data on some of the issues and barriers that disabled people may face in accessing services.

In addition, we involved councillors in developing the Scheme by holding a Scrutiny Challenge session with a cross-party group of councillors to test the robustness of the Scheme in its early stages.

Publicising our progress on disability equality

In addition to the Council's six monthly monitoring and reporting and the role that councillors will play, we recognise the importance of making sure that disabled people are properly informed of the objectives of the Disability Equality Scheme and have the opportunity to be involved in providing regular feedback about how the Council is meeting the key priorities. To achieve this, we will be:

- Launching the first Disability Equality Scheme at the International Day for Disabled People in Tower Hamlets on 4th December 2006
- Publicising progress in Eastend Life and in voluntary organisation newsletters
- Publicising an annual report on the Council's website that will outline the key issues for disabled people, the action we have taken to address any adverse impact of our policies and practices, progress on the action plan and how these have informed changes to the Scheme.

We will continue to ensure that disability equality is embedded in delivering the Council's Vision by:

Action	Provide support to councillors including information and a training session so they can promote disability equality with their constituents.
Deadline	March 07
Outcome / Targets	Councillors promote disability equality and can refer local people to services. Monitor level of take up of support and training by Councillors in 2007 and set targets for future years.
Disability Equality Duty	(c)
Responsibility	Service Head, Research and Scrutiny

Action	Refreshing the Council's main corporate strategies to ensure they reflect the new Disability Equality Duty and the views of disabled people
Deadline	March 07
Outcome / Targets	The disability equality duty is embedded across the Council. All the Council's main corporate strategies show how they address the Duty and the views of disabled people each year
Disability Equality Duty	(c)
Responsibility	Service Head, Research and Scrutiny

Action	Taking a leadership role around disability within the Tower Hamlets Partnership. Initially we will sponsor a discussion at the Excellent Public Services CPAG considering partners' Disability Equality Schemes and the scope for joint action and initiatives.
Deadline	Discussion by March 07 with agreed actions during 2007
Outcome / Targets	Disability Equality Duty promoted across partners and Tower Hamlets Partnership
Disability Equality Duty	(c)
Responsibility	Partnership and Policy Adviser

Action	Review the Corporate Monitoring Guidelines to include a breakdown of disability categories to obtain a better profile of community needs
Deadline	Completed by March 07
Outcome / Targets	Improved monitoring arrangements of user needs
Disability Equality Duty	(c)
Responsibility	Service Head, Research and Scrutiny

Action	Promote the new Disability Equality Duty – what it means for disabled people, the Council and other services
Deadline	Promotion Campaign agreed January 07 and delivered throughout 07
Outcome / Targets	Increased local awareness of the new Duty and its implications
Disability Equality Duty	(c)
Responsibility	Service Head, Research and Scrutiny

Action	Sustain and extend the work undertaken to develop the Disability Equality Scheme including refreshing the corporate support available to services and disabled people
Deadline	Agree actions by March 07
Outcome / Targets	Improved support to services and disabled people to implement the Disability Equality Scheme
Disability Equality Duty	(c)
Responsibility	Service Head, Research and Scrutiny

Action	Reviewing the Council's Programme of Equality Impact Assessments (EIAs) as part of the annual review of equalities impact assessments to identify external factors that may affect our programme such as Olympic 2012 and new communities moving into the borough
Deadline	Annually
Outcome / Targets	A 3 year programme of Equality Impact Assessments by October 07
Disability Equality Duty	(b) and (c)
Responsibility	Service Head, Research and Scrutiny

Action	Considering how the Council can encourage, support and work with voluntary and community groups run by disabled people
Deadline	Agree actions by March 07
Outcome / Targets	Improved support to voluntary and community groups run by disabled people
Disability Equality Duty	(c)
Responsibility	Service Head, Research and Scrutiny

Action	Supporting schools to prepare a Disability Equality Scheme by offering training and advice
Deadline	December 07 (primary schools)
Outcome / Targets	All schools have a Disability Equality Scheme in place which embeds good practice. 100% of DES for primary schools meet Statutory Code of Practice and DRC Guidance for schools by December 07
Disability Equality Duty	(c)
Responsibility	Equalities and Partnership Development Manager, Children's Services

Action	Launch of Disability Equality Scheme for secondary schools
Deadline	December 06
Outcome / Targets	Launch DES by December 06
Disability Equality Duty	(c)
Responsibility	Equalities and Partnership Development Manager, Children's Services

We will measure our progress by:

- Feedback from disabled users forums
- Annual monitoring of our Disability Equality Scheme

5. Arrangements for evidence gathering

The Council uses a range of methods to gather evidence about the effect its policies and practices have on promoting equality of opportunity and eliminating unlawful discrimination for disabled people within employment, services and education. These include user databases, best value performance indicators, complaints feedback, satisfaction surveys, user groups and application forms. Examples of these are detailed below.

Tower Hamlets Access Group

The Access Group consists of local disabled residents and service users who have an active interest in improving access across the borough. It provides advice and is consulted on all access issues relating to the built environment, street environment and Council policies and services. Members have played a key role in participating and supporting the development of the Council's Local Development Framework. The views of the Access Group help to inform policies within the Framework relating to improvements to access to the built environment for disabled people and, they have also played a key role in identifying the Council's priorities in the Disability Equality Scheme for addressing any barriers to buildings, parks, open spaces and streets.

Learning Disability Service User Group

The Group is facilitated by Map Squad (an organisation run by and representing people with learning disabilities). Members of the group have the opportunity to express their views and opinions about Adult Services. This informs the Learning Disability Service of improvements it needs to make to support its service users.

Complaints monitoring

We monitor complaints including harassment by disability. The Council's complaints procedure has three stages. At the first stage, the complaint is dealt directly by the relevant service. If the customer is not satisfied, the complaint is investigated by a manager who aims to respond within 20 days and then if the customer is still not satisfied, it is dealt by the Chief Executive. A summary of complaints is reported to Corporate Management Team and Members and helps to inform how the Council is performing and any areas for improvement.

Annual Residents Satisfaction Survey

A random sample of residents is surveyed each year on a range of issues such as access to leisure facilities, lifelong learning opportunities, recycling and community safety. Analysis includes a breakdown by different groups including disabled people. The results of the Survey are used to help services plan, monitor and review how their services are meeting the needs of users and residents.

Best Value Performance Indicators

There are a wide range of Best Value Performance Indicators (BVPIs) the Council uses to measure its performance and to inform improvements to its services for disabled people including how we are providing opportunities for disabled people for independent living, improving access to the street environment, satisfaction with benefits services, housing, leisure, parks, libraries, public transport and open space, access to our Council buildings, recruitment and development opportunities and if we are meeting the needs of disabled pupils. Please see Appendix 2 for details of each BVPI.

Residents Panel

The Residents Panel is a representative sample of residents that reflects the different communities in the Borough. The Panel has approximately 2,400 members and is consulted on a range of issues linked to the Council's priorities and the Community Plan. A variety of techniques are used to gather evidence from the Panel including postal questionnaires, telephone interviews and focus groups. The findings gathered from the consultations are used to inform future service delivery.

Housing

Service take-up and customer satisfaction results are reported to Housing Management, broken down by resident diversity profile information. Feedback from disabled residents via complaints, Members Enquiries and Mystery Shopping exercises is also monitored. Housing also records any tenant and neighbourhood incidents/complaints that relate to issues such as hate crime, harassment, domestic violence, noise nuisance and graffiti by different groups including disabled people.

A Housing Needs Survey was carried out in 2004 to determine the level and types of housing need in the borough. The results of the survey are used to inform future requirements for planning and investment purposes. This includes the needs of households with disabled person/s and gives a breakdown of the demand for adaptations as assessed by the head of the household.

The information that is gathered informs Housing Service's Annual Health Check Report which also identifies any specific issues that impact upon different communities including disabled residents that future service planning needs to address.

Environment and Culture

The leisure centre card and library registration forms helps the Council monitor the level of usage of its leisure centres, Idea stores and libraries by different user groups including disabled people. We also monitor disabled users' satisfaction with our leisure centres through our customer feedback forms. Each leisure centre responds directly to any complaints/suggestions to the customer and will make improvements to the service where appropriate. This is reported back to users of the leisure centre through the customer feedback noticeboard. Customer feedback is also monitored through the Monthly Inspection Reports of each leisure centre which assesses the contractor's compliance with the Council's terms and conditions. This includes responding to customer complaints within 20 days.

Children's Services

A review of a disabled pupil's Statement of Needs is undertaken each year to look at how the support and provision has met the pupil's needs. This review also includes the views of the pupil.

Adult Services

There are 6 Best Value Performance Indicators that the Service monitors on adult social service users. This includes data on disabled users.

The service also uses local performance indicators to monitor those who receive assistance to live at home and also in respite/day care. This is divided into categories: learning disability, mental health and other categories including HIV.

In addition to using performance indicators, the service undertakes a user survey each year to measure their satisfaction and the service they receive. This is required by the Department of Health.

The results of the monitoring are used to assess the service's performance against key targets such as those set in the Supporting People Strategy.

Employment

The Council monitors the recruitment, training, development, retention and promotion of disabled staff. In the Council's Workforce to Reflect the Community report, Councillors are informed of the percentage of disabled staff employed (BVPI 11c) and percentage of disabled staff in senior management (BVPI 16a) every six months. These two Best Value Performance Indicators form part of our arrangements for workforce monitoring and reporting and are used to inform the Council's Disability Employment strategy.

In addition to statistical data, the Council consults with the Disabled Staff Forum on the effect of its policies and practices. A recent example is the Council's Accommodation Strategy which recently introduced new ways of working such as home working and hot desking. A number of issues were identified through consultation so that the needs of disabled staff were accommodated as part of introducing flexible working.

There are plans to improve the Council's arrangements for gathering evidence on the effect of its policies and practices on disabled staff. From 2006/07, we will be able to track the progress of disabled candidates through the recruitment process from application, short listing through to being selected for the post. In addition, we will be developing the Council's arrangements for gathering evidence on the impact our harassment and discrimination procedures have on promoting equality and eliminating discrimination for disabled staff.

6. The Council's methods for assessing the impact of its policies and practices on promoting equality and eliminating unlawful discrimination for disabled people

Under the new Disability Equality Duty, we have to undertake assessments each year to measure if the Council's functions have a negative impact on any section of the community or staff in terms of disability, age, gender, religion, sexual orientation and ethnic origin. The purpose of these assessments is to make sure that a policy or procedure is promoting equality of opportunity and eliminating unlawful discrimination for everyone.

An equality impact assessment provides a tool to help the Council improve its services for everyone in the community. It can help staff deliver excellent public services by ensuring that these services reflect the diverse needs of the communities living in Tower Hamlets.

In some cases, the equality impact assessment may relate to a policy, strategy, procedure or function that is due to be reported to Cabinet or another Council body. The Committee report must make reference to the main findings of the equality impact assessment and the proposed action set out in its action plan so that this can inform the decision making.

Because there are a large number of existing policies, strategies, procedures and functions already in place, the Council has also set out a programme to impact assess a number of these such as Corporate Complaints, Consultation and Support for Learning Service. Impact assessments are completed for services and functions on a 3 year rolling programme within each Directorate. As part of the annual review of equalities impact assessments, we will identify any disability equality factors that may affect our programme.

An initial screening must take place for all new policies, strategies, procedures and functions. This must be taken at this earliest stage and helps determine whether an equality impact assessment needs to be carried out.

The method for impact assessment is divided into 5 stages:

Strategic Approach

When assessing the impact of a policy or function, a service needs to allocate a team of staff and/or users with different perspectives and expertise, define each person's role and identify who has been trained in equality impact assessments. At this stage, the team must outline the reasons for the impact assessment, the purpose of the policy or function and the different groups that the policy or function is meant to benefit.

Information Gathering

This stage requires the team involved to identify the sources of information they have on different community groups, additional information and consultation they considered and where information is not available, to list the information sources that should be put in place to build a clearer picture of potential for unlawful discrimination or less favourable impact on one or more communities that cannot be justified.

Making a Judgement

This is the most important stage of the equality impact assessment where the team involved uses the information gathered in the earlier stages to consider whether there is potential for the policy, strategy, procedure or function to result in unlawful discrimination or a less favourable impact on any community group by age, gender, disability, ethnicity, sexuality and religion and belief.

Action Planning

An action plan is developed after all information has been considered to demonstrate what action will be taken to address the potential discrimination or less favourable impact a policy or function will have on any group in the community.

Publication and Review

All the Council's equality impact assessments must be published by law and these are made available each year on the Council's website.

Two examples of the outcomes from Equality Impact Assessments are outlined below.

Home to School Transport

An equality impact assessment of home to school transport for Special Educational Needs young people identified that support could be improved to encourage people to use mainstream transport.

The service developed an intensive programme to give students the opportunity to develop the skills to let them travel independently, both as a pedestrian or by using public transport. The training covers road and personal safety, hazard awareness, recognising landmarks and planning routes. The students gain both independence and confidence through individually tailored training packages that involve families and schools. Examples include using cameras for students to take pictures of landmarks to map out a route and students learning to cross the road without help and to travel independently on public transport.

Over 100 students have benefited from the programme and there is a waiting list to join it. To extend further the benefits of the scheme, the service is developing a training pack for parents to provide further help to students.

Disability Hate Crime

An equalities impact assessment of the Council's Crime Reduction Service in 2006 identified that "hate crime" reporting, recording and campaigning could be improved for hate against disabled people. To tackle this, the service has commissioned a local disability organisation to

- map how 'disability hate crime' is reported and responded to including differences and similarities with other aspects of hate crime
- consider the experiences and perceptions of 'disability hate crime' through focus groups with local disabled people and their organisations
- Gather information and current research around 'disability hate crime' particularly its impact on local communities
- Make suggestions and recommendations to improve action around disability hate crime.

It is hoped to introduce service improvements in 2007.

Equality Impact Assessment (EIA) Programme 2006 - 2008

2006/07

Directorate	Services or Functions
Chief Executive's	<ul style="list-style-type: none"> • Corporate Learning and Development Functions and Policies • Payroll Services and Reward Systems • Corporate Complaints • Procurement • Domestic Violence – Corporate Policy • Anti-Social Behaviour Control Unit • Drug Action Team
Development and Renewal	<ul style="list-style-type: none"> • Local Development Framework • Development Control - Enforcement • Investment and Business • Land Charges • Master plans (6) • Major Development Schemes
Housing	<ul style="list-style-type: none"> • Homeless Services (including review of EIA in 04/05) • Energy Efficiency services. • Revised proposals for Tenant Participation Compact (rolled over 2005/06) • Choice Based Lettings and impact of regional harmonisation (including review of EIA from 03/04) • Housing customer access proposals • Tenancy Support Service • Home Ownership services • Old Age Pensioners and Disabled Tenants Decorating Programme (including review of EIA)
Adult Services	<ul style="list-style-type: none"> • Consultation • Interpreting and Translation service • Learning and development • Transport
Environment and Culture	<ul style="list-style-type: none"> • Recycling • Environmental Protection
Children's Services	<ul style="list-style-type: none"> • Extended Schools • Children's Centres • Services for Disabled Children • Lifelong Learning Service • Exclusions • Admissions • Support for Learning Service • Kinship Care • Private Fostering

Directorate	Services or Functions
Chief Executive's	<ul style="list-style-type: none"> • Third Sector Compact and Codes of Practice • Domestic Violence – Sanctuary Project • Prevent and Deter Programme • Antisocial Behaviour Reporting Procedure • Policies supporting diversity in employment • HR Exit procedure • Pensions • Annual and Special Leave Schemes • Human Resources Strategy • Whistleblowing procedure • Occupational Health services and policies to ensure the wellbeing of staff
Development and Renewal	<ul style="list-style-type: none"> • Development Control – Applications • Master plans (3) • Design and Conservation
Housing	<ul style="list-style-type: none"> • Private Sector Housing Improvement Services (reassessment and review of progress against EIA recommendations from 04/05) • Technical Services – reassessment of repairs and major works functions/services (Reassessment and review of progress against EIA recommendations from 03/04 and 04/05) • Estate Services (Reassessment and review of progress against EIA recommendations from 03/04 and 04/05) • Local Housing Office service provision (Reassessment and review of progress against EIA recommendations from 03/04 and 04/05)
Adult Services	<ul style="list-style-type: none"> • Quality and Performance • Strategic Projects
Environment and Culture	<ul style="list-style-type: none"> • Traffic and Transportation • Markets Service
Children's Services	<ul style="list-style-type: none"> • Children in Public Care • Youth Participation • Primary Strategy and Ethnic Minority Achievement • Key Stage 3 Strategy and Ethnic Minority Achievement • Teacher Recruitment and Retention • Information and Support Services • Youth Support and Community Resources • Equalities Initiatives • Community Language Service • Early Years – Area Inclusion Co-ordination • Special Educational Needs Section • Junior Youth Service • Attendance and Welfare Service • Pupil Referral Unit • SWIFT

Best Value Performance Indicators: Disabled People

The following performance indicators are used to gather evidence on the effects of the Council's policies and practices on promoting equality and eliminating discrimination for disabled people.

BVPI 2a Level of the Equality Standard for Local Government to which the authority conforms

The Equality Standard provides a framework that helps local authorities integrate equalities into all areas of their work. This BVPI helps the Council to assess what level in the Equality Standard it has achieved. This is an important indicator for assessing how we are mainstreaming disability equality into the organisation's culture by for example, assessing what mechanisms we have in place to consult disabled people on our policies and practices.

In 2006, we received confirmation by external auditors that we had successfully achieved Level 5, the highest level of the Equality Standard. This also identified a number of recommendations for further strengthening the Council's performance and an Improvement Plan is being agreed. Achieving Level 5 is recognition that the Council is a leading authority on equality and diversity practice.

Target for 2006/07: Level 5

BVPI 11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)

This measures the number of disabled staff that work in a senior management role within the Council. This helps to inform the review of the Council's Disability Employment Strategy and the improvements it needs to make to support the promotion of disabled staff.

Target for 2006/07: 3.5%

BVPI 16a Percentage of staff declaring that they meet the Disability Discrimination Act disability definition

Target 2006/07: 4.8%

BVPI 16c Percentage of economically active disabled people in the authority area

These two indicators help us measure the percentage of disabled staff compared to the percentage of disabled people that are economically active in the borough. We have a Workforce to Reflect the Community Strategy that sets out what measures we will take to ensure that our workforce is representative of the local population. These indicators help us to set targets to improve the Council's performance to promote disability equality.

BVPI 43a / b Percentage of statements of special educational need prepared within 18 weeks excluding/including those affected by " exceptions to the rule" under the SEN Code of Practice.

This is a useful indicator to help the Council measure its progress and inform improvements to meet its key priority, A Better Place for Learning, Achievement and Leisure.

BVPI 43a, Target 2006/07: 100%

BVPI 43b, Target 2006/07: 97%

BVPI 53 Number of households receiving intensive home care per 1000 population aged 65 or over.

This measures the number of service users who are given support to live at home independently after a period of hospital treatment through the provision of intensive care (more than 10 contact hours and 6 or more visits during the week).

In 2005/06, 38.58 households received intensive home care per 1000 population aged 65 or over compared to 30.99 in 2004/05.

Target 2006/07: 38

BVPI 54 Number of older people aged 65 or over helped to live at home per 1000 population aged 65 or over.

This indicator helps the Council measure its targets set out the Council's Supporting People Strategy. This Strategy promotes opportunities for people including older people to live at home through the provision of care and support. The white paper "Modernising Social Services" sets out the Government's aims to promote the independence and social participation of social services users. Supporting people in their own homes is a key part of this agenda.

Target 2006/07: 180

BVPI 56 Percentage of items of equipment and adaptations delivered within 7 working days.

Small items of equipment can make a tremendous difference to the quality of life of service users and in some instances make it possible for them to lead an independent life in their own home. The timeliness of the delivery of these items is an important determinant of user satisfaction with the service.

In 2005/06, 95.55% of items of equipment and adaptations were delivered within 7 working days compared to 78% in 2004/05.

Target 2006/07: 95%

Satisfaction Surveys

There are a range of satisfaction surveys that the Government requires the Council to undertake every three years. These measure resident satisfaction including disabled residents with the Council's benefits service, housing services, leisure, parks and open spaces, libraries and museums and theatres/concert halls. This helps inform how well the Council is promoting equality of opportunity and eliminating discrimination for disabled residents as well as other residents. A description of each indicator is detailed below,

BVPI 3 General Satisfaction Survey

This survey measures the satisfaction of residents with the overall provision of services including refuse collection, recycling facilities, local transport, complaints handling and leisure and recreational facilities. It also gathers the opinions of residents about the areas of Council activities that they would like to see improvements to. The results of the survey help the Council to build upon the results of our Annual Resident Satisfaction Survey and are used to inform service planning, review and delivery. The results also inform the Council's performance against these indicators:

- BVPI 103 The % of respondents satisfied with local provision of public transport information
- BVPI 104 The % of all respondents satisfied with the local bus service
- BVPI 118c Percentage of library users satisfied with the library overall
- BVPI 119a Percentage satisfied with sports/leisure facilities
- BVPI 119b Percentage satisfied with libraries
- BVPI 119c Percentage satisfied with museums/galleries
- BVPI 119d Percentage satisfied with theatres/concert halls
- BVPI 119e Percentage satisfaction with parks/open spaces

BVPI 80 Benefits Satisfaction Survey

This survey measures the satisfaction of benefit claimants with the Council's Benefits Office and covers Housing Benefit and Council Tax Benefit. The survey measures customer satisfaction with getting in touch with the service, level of customer service when visiting the Benefits Office and the clarity and legibility of the forms, letters and leaflets. The survey results inform service improvements.

BVPI 119 Libraries Survey

This survey measures library service users' reasons for using the library, success in finding various items of information and their satisfaction with different aspects of the service. The results of the survey are used to inform improvements in libraries and Idea Stores.

BVPI 74 Tenants Satisfaction Survey

This survey measures tenant satisfaction with the Council's Housing Services including satisfaction with the condition of their property, the neighbourhood they live in, contact with the Registered Social Landlords, the Repairs Service and opportunities for participation in management and decision making. The survey also asks tenants for service improvement suggestions.

Access to the Council buildings and streets

BVPI 156 Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people

This measures the performance of the Council's programme of works aimed at making all its buildings that are open to the public fully accessible to disabled people. It is based on Part M of the Building Regulations.

Target 2006/07: 60%

In 2005/06, 54% of buildings were accessible compared to 39% in 2004/05.

BVPI 165 Percentage of pedestrian crossings with facilities for disabled people

This indicator measures the percentage of signal controlled crossings incorporating dropped kerbs, tactile paving and audible and tactile signals in the borough.

Target 2006/07: 100%

