






ACTION PLAN

For the Disability Equality Scheme

OUTCOME	OBJECTIVES	ACTIONS	WHO	BY When	Link to Comprehensive Equalities Policy action plan
1.Promote equality of opportunity between disabled people and other people	1.1.To raise awareness and advise staff, councillors, disabled people and service providers, about the duty and requirements of the DDA and how to apply law and good practice.	1.1.1 Set up an education programme for all groups. Combine with other equality training.	P	Dec07	✓ (Actions 2,15)
		1.1.2 Ensure new entrants are trained in access issues for disabled/DDA.	P	Aug 07	
		1.1.3. Investigate the process of work station assessments for new entrants, who are disabled	P	Jan07	
		1.1.4. Investigate the process of how hospital appointments for disabled people get recorded and improve the process.	P	Jan 07	
	1.2 To welcome job applications from disabled people	1.2.1 Investigate scope for improving on-line applications for job vacancies to enable these to be completed on-line	P	Feb 07	✓ (Action 14)
		12.2 Update the strap line on our job applications	P	Feb 07	✓ (Action 14)
	1.3 To research views of staff with disabilities	1.2.3 Set up regular meetings with staff to resolve issues around fire procedures, loop systems, accessibility into and out of the council offices etc.	Bdc/ JG	Oct/nov06 and ongoing 2 monthly	✓ (Action 6)

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<p>2. Eliminate discrimination that is unlawful under the Disability Discrimination Act</p>	<p>2.1.To ensure information reaches out and makes contact with its audiences in a way that meets their needs.</p>	<p>2.1.1 Each department to research all their main services to see if disabled people can use them.</p>	<p>Heads Of Service</p>	<p>July 08</p>	<p>✔ (Action 24)</p>
		<p>2.1.2 Research with disabled customers to see if needs met by services provided by SNC.</p>	<p>BdC /JG</p>	<p>Dec 06</p>	<p>✔ (Action 24)</p>
	<p>2.2 To provide excellent information about our services to our disabled customers in the format they require</p>	<p>2.2.1Review all methods of information and research with customers to see if reliable, informative, accessible etc.</p>	<p>Heads of Service</p>	<p>July 08</p>	
	<p>2.3. To look at technology that is being offered now to disabled people, see if it work and find any gaps</p>	<p>2.2.2 Improve “Services Provided for our Disabled Customers” booklet.</p>	<p>BdC</p>	<p>March 07</p>	
		<p>2.2.3. Create information leaflet for staff to understand how to help people with disabilities i.e. where to get an interpreter, or how to get a portable loop.</p>	<p>BdC</p>	<p>March 07</p>	
		<p>2.3.1 Undertake research with disabled people to see if our present technology works i.e internet, minicom etc. and improve if gaps</p>	<p>BdC IT/GT</p>	<p>May 07</p>	

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3. Eliminate harassment of disabled people that is related to their disability	3.1.To network with partners (health, police etc and agencies and other organisations).	3.1.1 Investigate forming partnerships to mutual benefit on hate crimes.	PPU/PK/ BdC	Dec 07	 (Actions 25, 26)
		3.2.1 Develop training package on harassment/hate crimes and how to report such crimes, to educate staff (particularly housing) and the public	PPU/PK	July 07	 (Actions 25,26)
		3.2.2. Review internal harassment policies/Dignity at Work Policy	P	June07	 (Actions 25,26, 8)
		3.2.3 Develop better publicity for disabled people about how to report disabled crimes and or/harassment	PPU/PK	June 07	 (Actions 25,26,8)
		3.2.4.Develop information on hate crimes which is more accessible and user friendly (e.g. small card with important numbers)	PPU/PK	Aug 07	 (Actions 25,26,8)

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<p>5.Encourage participation by disabled people in public life</p>	<p>5.1 Raise awareness to disabled people of opportunities available to them, e.g. school governors, councillors etc.</p>	<p>5.1.1 Investigate advertising jobs in magazines/journals that disabled people read.</p>	<p>P/BdC</p>	<p>Sep 07</p>	
		<p>5.1.2 Create information and advertise about the types of support available for disabled people to obtain work.</p>	<p>P/BdC</p>	<p>Oct 07</p>	
		<p>5.1.3.Find ways of enabling disabled people to help in the community e.g. run training sessions within areas like schools,</p>	<p>P/BdC</p>	<p>Oct 07</p>	
		<p>5.1.4. Publicise voluntary opportunities</p>	<p>P/BdC</p>	<p>Oct 07</p>	
	<p>5.2 Make sure the views of disabled people are sought when compiling policy documents</p>	<p>5.2.1 Set up forums for disabled people to view and comment on policy documents.</p>	<p>BdC/JG</p>	<p>Oct 07</p>	

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<p>6 Take steps to meet disabled peoples needs, even if this requires more favourable treatment</p>	<p>6.1 To analyse complaints from disabled people about access issues</p> <p>6.2. To set up meeting/ research with disabled people to involve them in our decision making.</p>	<p>6.1.1 Research methods of separating/logging complaints from disabled people from those from non-disabled people.</p> <p>6.1.2 Categories/analyse complaints</p> <p>6.2.3 Continue bimonthly forum and workshops with disabled groups to gain feedback on issues</p> <p>6.2.4 Produce and set up research paper questionnaires with disabled people who cannot attend meetings.</p> <p>6.2 5 Investigate the capability of setting up a database for disabled people-link with CRM</p>	<p>Po/BdC</p> <p>Po/BdC</p> <p>BdC</p> <p>JG/BdC</p> <p>Po/BdC</p>	<p>Jul07</p> <p>Jul 07</p> <p>ongoing</p> <p>Dec 06</p> <p>Feb 07</p>	<p>✔ (Action 16)</p> <p>✔ (Action 16)</p>
	<p>6.3 To remove physical barriers of access for disabled people</p>	<p>6.3.1 Conduct an audit on all council owned buildings, using disabled people to find any further gaps that we are not aware of and if feasible add to the building plan.</p> <p>6.3.2. Improve the process for people reporting dropped curbs/ pot holes</p> <p>6.3.3-Train staff to be able to deal with a query instead of passing a customer from “pillar to post”.</p>	<p>BdC</p> <p>BdC</p> <p>P/CCC</p>	<p>Aug07</p> <p>June 07</p> <p>July08</p>	

Disability Equality Scheme

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	6.4 To enhance rural transport services so that disabled people can access services.	6.4.1 To work with County Council to enhance the working of Journey Line.	AP/BdC/C C	Sept 07	

CODE FOR WHO

- BdC-Barbara di Cara-Acting Access office
- JG-Jessica Goodall- Policy Officer
- P-Personnel
- PPU-Policy & Performance Unit
- IT-Information Technology dept
- GT-Graham Thorp
- CCC-Customer Contact Centre
- AP-Andy Preston
- CC-Northamptonshire County Council

Disability Equality Scheme

Action plan to Disability Equality Scheme

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