

SUMMARY OF PROGRESS TAKEN FROM THE D.E.S. ACTION PLAN

APPENDIX A

A – THE DISABILITY EQUALITY SCHEME					
To ensure compliance with the General Duty of the Disability Discrimination (Amendment) Act 2005 i.e. to eliminate unlawful discrimination, to promote equality of opportunity, to eliminate harassment, to promote positive attitudes towards disabled people, to encourage participation by disabled persons in public life and to take steps to take account of disabled persons disabilities even when that involves treating disabled persons more favourably than other persons by ensuring that disability equality is mainstreamed into all policies, functions and procedures of the Council.					
	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	Each service to undertake an equality impact assessment of all their policies (that are relevant to the General Duty)	All Heads of Service	75% completed	By December 2007	
2	DES Action Plan reviewed quarterly by the DEG & progress reported to the EEG.	DEG Group	On going.		
3	Regularly review progress on implementation of the DES.	EEG Group	On going	From Feb-07	
4	Annual report to Cabinet & publish on the website	DEG Group	Outstanding – report completed	By Feb-09	In process of approval from EEG, CMT and Cabinet.
5	The Scheme will be reviewed in preparation for the next 3-year cycle.	DEG Group	On going	Review will commence in April 2009	Reminder: New scheme to be in place by Dec 2009
6	Each service to ensure that it has equality targets in its' SIP	All Heads of Service	On going	April-May 09	
7	Continue to support CCBAG, & the Beacon 'Can Do' Project, via the DEG.	DEG & Policy Unit	On going		

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
8	Publish DES article in Newslines & provide information to the press.	Communications Manager	2006/09 DES Completed		
	Place the DES on the council's Intranet & Internet website, & at public access points.	Policy Unit	Completed		
	Copies made available to groups & individuals involved with the development of the scheme.	Policy Unit	Completed		
9	To raise staff awareness DES placed on intranet / internet.	Policy Unit	Completed		
	Information circulated to staff via e-mail	Communications	On going		

B – FUNCTIONS AND POLICIES

Purpose of the Duty: To give appropriate priority to the promotion of disability equality when carrying out functions. The weight given to disability equality should be in proportion to the relevance of the function to the General Duty

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	Ensure that an up to date list of all policies of the Authority (according to the Code of Practice on the duty to promote disability equality) is maintained.	All Heads of Service	100% of all functions & policies have been reviewed as per the Code of Practice	March-07	

C – MONITORING

Purpose of the Duty: To determine how functions, policies and procedures are affecting people with different disabilities (in service delivery and employment) and whether they are having an adverse impact on some groups

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	<p>A corporate monitoring procedure has been produced and adopted, having regard to the guidance in the Code of Practice.</p> <p>Standardised questions are used in conjunction with any applications to the Council for a service, job vacancy and in customer satisfaction surveys.</p>	<p>Consultation Group</p> <p>Consultation Group, Personnel</p>	<p>Completed</p> <p>On going</p>	<p>Sept-07</p>	
2	<p>Continue to work in partnership with Caerphilly C B Access Group in developing a building improvement programme and other service improvements.</p> <p>Re-audit all schools to ensure compliance with DDA Regulations. (Accessibility Strategy)</p>	<p>DEG Group</p> <p>Education Health, Safety, Transport & Customer Care / Head of ICT & Property</p>	<p>On going / reports annually</p> <p>On going</p>	<p>Starting May-07</p>	<p>Amount of future funding in 2010 - onwards</p>
3	<p>Provide guidance to schools and share good practice in developing</p>	<p>Assistant Director for</p>	<p>On going</p>	<p>By April-09</p>	

	an inclusive ethos in schools	Communities & Leisure			
	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
4	Undertake annual equality audit of all Service Improvement Plans to establish progress each service has made	Policy Officer (Equalities), Executive Equality Group	On going	Started Aug-07	

D – CONSULTATION (ASSESSING & CONSULTING ON PROPOSED POLICIES)

Purpose of the Duty: To build disability equality into the policy making process and to make that process clear, open and inclusive

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	Develop a mechanism to ensure that the Council's Scrutiny process considers the inclusion of equality issues in all reports on new or amended policies.	Scrutiny Co-ordinator	Completed	Dec-07	
2	Consult with members of local disability organisations who were involved in the development of the scheme.	All services	On going	Start March-07	
3	Services should continue to use existing consultation mechanisms but ensure that the opinion / input of disabled people is included.	All services	On going	Start March-07	

E – PUBLISHING THE RESULTS

Purpose of the Duty: To make sure that monitoring, assessment and consultation activities and their results are clear and plain to the public

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	Results are published using a variety of media and formats: Newline, internet, intranet, special reports; Annual Reports etc.	Communications Manager	On going	From Sep-07	

F – ACCESS TO INFORMATION & SERVICES

Purpose of the Duty: To ensure that disabled people know about particular services; encourage people to use services; remove the barriers to accessing services so that services are equally available to everyone in the community

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	Use consultation and monitoring arrangements and other available means to identify specific actions required to ensure that individual service needs of disabled people in the community.	All services	Ongoing	Start Dec-06	
2	Each service to identify actions, which would specify how they would implement DES requirements in their service improvement plan.	Heads of Service	On going	Start May-07	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
3	<p>All documents, which are available to the public, must be in at least Arial 12 font (Arial 14 if possible) and must be available in different formats and languages to meet the needs of all members of the community, on request.</p> <p>A sentence must be added to all public documents stating that 'the document is available in other languages or other formats, upon request'. (although in some circumstances it might be more effective to use an interpreter rather than simply supply a document in another language).</p> <p>Provide a directory of council services with contact names and numbers and information on what services are available.</p> <p>When a database of service users exists within service areas, the individuals preferred</p>	<p>All Services</p> <p>All services</p> <p>Communications Manager</p> <p>Heads of Service.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>From Sept-07</p> <p>From Sept-07</p> <p>April-08</p> <p>From April-08</p>	

<p>communication method should be asked, i.e. 'how would they like the council to communicate to them, in what format'. Once an individual registers their communication preference, all communication that is sent to them should be in this format.</p>				
<p>Publicise 'How to Organise Accessible Events' guidance, more widely.</p>	<p>Policy Unit</p>	<p>Not completed</p>	<p>From April-08</p>	<p>Delayed due to lack of resources</p>
<p>When organising events and meetings for the public, officers should refer to the 'How to organise accessible events' guidance.</p>	<p>All Services</p>	<p>Not completed</p>	<p>From April-08</p>	<p>Delayed due to lack of resources</p>
<p>Within the Registration Service, there are loop systems available for all registration business and there is a BSL user within our staff. If she is not able to provide the level of service required to our customers we employ signers as required.</p>	<p>Registration Service</p>	<p>Completed</p>	<p>From May-08</p>	
<p>About to publish a brochure to assist bereaved people with the registration, burial, cremation and</p>	<p>Registration Service</p>	<p>Completed</p>	<p>From May-08</p>	

	<p>grieving processes and this will be available in many formats including large print, Braille, audio cassette etc.</p> <p>Within Penallta House all the registration facilities have full disabled access. Provision is also made for a 'domiciliary service' where if a disability prevented someone from easily accessing our services, we would attend at their home.</p> <p>Large print (A3) versions of agendas have been made available on request.</p>	<p>Registration Service</p> <p>Committee Services</p>	<p>Completed</p> <p>Completed</p>	<p>From May-08</p> <p>Sept-07</p>	
4	<p>Enlarge Newslite to accommodate more information specifically relating to disabled people. (This is important as disabled people particularly rely on Newslite for information about what is happening with council services)</p> <p>Promote the fact that it is available in different formats to meet the needs of disabled people. E.g. a</p>	<p>Communications Manager</p> <p>Communications Manager</p>	<p>On going</p> <p>On going</p>	<p>From Dec-07</p> <p>From Feb-07</p>	

	talking Newline				
	Maintain a record of the individuals who require Newline in a particular format.	Communications Manager	On going	From June-07	
5	Ensure website is fully accessible – with a varying font option.	Communications Manager	Completed	From April-08	
	Ensure that the information is current and accurate.	Communications Manager	On going		
6	Provide a customer focused service marketed within the deaf community via deaf clubs.	Customer Service Manager,	Completed	From April-08	
	Ensure the customer-focused service is marketed within the deaf community via deaf clubs within CCB, using appropriate marketing strategies.	BSL/English interpreter & Adcovacy Worker for Deaf People	Completed		
	Ensure that customer services are accessible to all disabled people.		On going	From April-08	
7	Incorporate DDA works for schools into all new builds and seek improvements to existing buildings. Schemes will be prioritised and appropriate funding arrangements sought through the Council's Capital Strategy Group.	Assistant Director, Planning & Strategy	On going	From Dec-06	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
8	<p>Continue to review school accommodation for pupils and students with learning difficulties so that they can gain equality of access to learning opportunities.</p> <p>In addition to the re-audit of all schools to ensure DDA compliance, the development of an Action Plan will prioritise access issues. Appropriate funding arrangements will be sought through the council's Capital Strategy Group.</p> <p>Ensure regular maintenance of school grounds to allow better access to all sections of the community.</p> <p>Accessible ramps into school buildings and DDA friendly reception areas in line with the 'Foundation Standards'.</p>	<p>Assistant Director, Planning & Strategy</p> <p>“</p> <p>“</p> <p>“</p>	<p>On going</p> <p>On going</p> <p>On going</p> <p>On going</p>	<p>April-09</p>	

9	<p>In addition to the many facilities that have already been provided for disabled people the Service will complete DDA Compliance Surveys for all leisure centres leading to a costed action plan for each site. Action Plans will be prioritised and appropriate funding arrangements sought through the Council's Capital Strategy Group. The service will also be seeking to complete impact assessments. Improved access to library services for disabled people.</p> <p>Continue to review support for people with learning difficulties so that they can gain the skills to access leisure services independently.</p> <p>Evaluate the need to provide staff in leisure centres that can use BSL to communicate with deaf people so that they can have full access to all classes provided by the leisure centre.</p>	<p>Assistant Director for Communities & Leisure</p> <p>“</p> <p>“</p>	<p>On going</p>	<p>April-09</p> <p>April-09</p>	
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	Continue to review the need to run exercise classes or other activities solely for disabled people.	Assistant Director for Communities & Leisure		Sept-07	
10	<p>Develop more inclusive and integrated groups for young people with learning difficulties e.g. youth groups, drama groups, creative arts activities, vocational training, sports and leisure.</p> <p>Ensure regular maintenance of parks, cut back bushes to allow better access.</p> <p>Undertake an evaluation of current barriers and gates used in Parks to prevent anti social activities and damage to park facilities, whilst permitting free and equal access to all sections of the public.</p>	<p>Assistant Director for Communities & Leisure</p> <p>Head of Public Services</p> <p>Head of Public Services</p>		<p>April-08</p> <p>March-07</p> <p>April 08</p>	
11	Undertake evaluation of polling stations.	Electoral Services Manager	Ongoing		
12	Redesign all emergency centre signage	Emergency Planning Manager	Ongoing		

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
13	<p>Relating to the provision of ICT services for the public in libraries, it requires the County Borough to review its provision of assistive technologies for those with special needs.</p> <p>All libraries provide a range of ICT facilities for disabled people including height adjustable computer benching and visual impairment software.</p> <p>White Rose Information Resource Centre in New Tredegar is participating in the 'Switched on Communities Project'. This project supported through RISE and the DSG International Foundation aims to make a sustainable impact on disabled individuals and their local communities through technology and training. This will involve providing disabled customers with access to an enhanced range of assistive technologies.</p>	Assistant Director for Communities & Leisure	On going		

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
14	<p>Relating to the provision of buildings and library space, aims to ensure that library services allocate a minimum of 28m2 for publicly accessible space and asks for Council Capital plans, including DDA schemes, to help improve building accessibility and 'fit for purpose.</p> <p>Over £200k has been spent on improving DDA access to libraries across Caerphilly County Borough since 2002-03. In 2007-08 Abertridwr Library, funded by the Council and Welsh Assembly Government, has introduced a new wheelchair accessible ramp into the building and now offers a DDA friendly counter for customers and staff.</p> <p>A number of new corporately financed building projects will, over the next 3 years, see the Library Service reach the minimum floor space required for public use, 28m2.</p>	Assistant Director for Communities & Leisure	On going	March - 2011	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
15	In addition to the improved access that we have undertaken to provide in many of the Adult Education Centres to ensure that we can deliver an inclusive service we will review our buildings to ensure that they provide DDA compliancy. Action for the future is to re house the provision at Oxford House which we cannot be made DDA compliant into the library on the Brooklands site	Assistant Director for Communities & Leisure	On going	April-09	
16	Allocation of provision for disabled people within ACL This service already provides learning opportunities for disabled people. This provision is both discrete and integrated depending on the needs of the individual. Individual needs are addressed at all levels and reasonable adjustments made wherever possible. Action for the future is to engage with the WRAP project through work with Abiltynet in order to provide an IT screening mechanism for those with	Senior Community Education Manager in partnership with WRAP project staff		May-08	

	disabilities and to provide specialist equipment to ensure that those with specific disabilities are not disadvantaged.				
17	The Youth Service continues to improve access to all its provision; actions include the application of a variety of delivery methods (currently the subject of a service development review), the appropriate training of staff in the application of access-related policies and protocols, and the refurbishment of premises. The Service is actively engaging with others within CCBC to encourage the adoption of appropriate design arrangements for new-build projects.	Principal Community Education Officer & Senior Youth Service Manager		May-08	
18	Produce a Strategy for dealing with people with a Physical Disability or Sensory Impairment. Advertise the ways of applying for a blue badge i.e. via the telephone, on line or through visiting the customer first centre. (Many people do not know that you can apply over the telephone	Director of Social Services Director of Social Services		April-08 April-07	

or on line).				
Provide an advocacy service for the deaf community.	Director of Social Services	Advocacy Officer now in place.	Dec-06	
Continue to monitor quality of services for people with a disability.	“	On going	April-08	
To continue to review and reshape day services along with the voluntary sector to provide a range of day services appropriate to the needs of residents of Caerphilly CBC. Continue to monitor response times in line with established targets/performance indicators.	“	On going	April-09	
Provide a central information point with a dedicated information telephone line for disabled people. Publicise existing Adult services Duty and Information team and Children’s Services team.	“	Freephone well publicised	April-09	
Improve the information provided in the carers pack so that it is fully accessible and easy to understand. Along with all other	“		April-08	

	<p>public information.</p> <p>Development of an integrated service for children with a disability, in partnership with Health, Education, Social Services and voluntary agencies.</p>	<p>Director of Social Services</p> <p>“</p>		<p>April-2010</p>	
19	<p>Improve access and safety to buildings. Ensure fire alarms that are both audible and have flashing lights are used in all new council buildings.</p> <p>Ensure sliding doors/automatic doors are installed in high use public accessed buildings with a view to making all main entrance doorways accessible.</p> <p>Ensure handrails are installed on both sides of staircases where appropriate.</p> <p>Ensure disabled toilet facilities have appropriate fittings.E.g. lower level basin, emergency pull cords.</p>	<p>Head of ICT & Property or Head of Building Consultancy (as appropriate)</p> <p>“</p> <p>“</p> <p>“</p>	<p>On going</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>		<p>Vibrating pendants will be issued to people attending meetings in Penallta House, who are deaf, deafened or hard of hearing, to ensure that they will be aware if the Fire Alarm is activated.</p>

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
20	Ensure that during the planning stages stationary equipment, e.g. hearing loops are installed within new public accessed buildings.	Head of ICT & Property or Head of Building Consultancy (as appropriate)	On going		
21	<p>Organise a campaign to promote awareness of disabled parking bays to:</p> <ul style="list-style-type: none"> • Educate non-disabled people about the importance of not parking in disabled bays. • Educate blue badge holders of the rules which apply to the parking in disabled bays i.e. misuse of the badge. • Encourage the private sector to enforce their disabled parking bays. <p>Liaise with police need to enforce the parking situation and parking on pavements.</p>	Chief Engineer/Chief Planning Officer		April-08	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
22	<p>Ensure proper consultation with disabled people before alterations to pavements i.e. drop kerbs are carried out.</p> <p>Eliminate charge for altering pavements.</p> <p>Liaise with police to enforce prevention of people parking on pavements everywhere.</p>	Chief Engineer		From Sept-07	
23	Ensure that a commitment and actions to improve access to the countryside are included in the Rights of Way Improvement Plan (ROWIP)	Chief Planning Officer		Dec-06	
24	Publicise the 'assisted collection service' for residents who are disabled and are not able to put their wheeled bin at the kerbside.	Head of Public Services		From April-07	
25	<p>Improve physical access to buses to provide:</p> <ul style="list-style-type: none"> • More bus stops with raised kerbs. • Encourage bus companies to provide more buses with floors that lower to the 	Chief Engineer		By Mar-09	

	<p>same level as pavement.</p> <ul style="list-style-type: none"> • Encourage transport providers to increase the number of bus routes. • Encourage transport providers to better coordinate trains and buses. 				
26	<p>Raise awareness of Part 3 of the DDA 1995 to the Taxi and Private Hire Trade. Send out a mail shot to the Trade reminding them of their responsibilities under the Act and to canvass levels of interest for Awareness Seminar and/to guidance on the Act.</p> <p>Provide an Awareness Seminar and Information packs on the DDA.</p>	<p>Head of Public Protection</p> <p>“</p>	<p>Completed Feb-08</p> <p>Specific guidance document on DDA & Taxi Trade issued in Feb 08. Go Skills training DVD purchased & interest in viewing DVD plus additional training offered to the trade Feb 08.</p>	<p>Training seminar to be held in 2008/9</p>	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
27	<p>Review vehicle licence conditions for compliance with the DDA. reviewed</p> <p>May need to add additional condition re- Disability compliant vehicles & verification of adapted equipment / vehicles. Will consider further 2008/09</p>	<p>Head of Public Protection</p> <p>“</p>	Completed	2008/09	
28	<p>Improving council houses for disabled people. Upon request carry out an appropriate assessment and if necessary and appropriate request adaptations to disabled persons' homes within the borough.</p> <p>Ensure all sheltered housing are fully accessible.</p>	Chief Housing Officer	On going	April-07	
29	<p>Develop a realistic profile of people with disabilities within the communities of Caerphilly County Borough. Collection of information held by CCBC and partner organisations and carry out further consultation with local communities.</p>	Performance & Policy Unit	On going		

G – TRAINING STAFF

Purpose of the Duty: To ensure that employees working in this area have the skills they need to ensure that public authorities meet their general duty to promote disability equality

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	To incorporate the requirements of the Disability Equality Scheme into current training programmes. Ensure trainers (external and internal) include where appropriate Disability Awareness training. Review training programmes.	Personnel Training Unit	A new learning and development framework has been completed.	Sept-07 Completed 2008	
2	Ensure trainers (external and internal) include where appropriate Disability Awareness training. Review Induction training programmes.	Personnel Training Unit	The induction process is currently under review and will be redeveloped and introduced.	Sept-07 To be introduced March-09	
3	Ensure trainers (external and internal) include where appropriate Disability Awareness training. Review Customer Care training programmes.	Customer Care Manager		From Sept-08	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
4	<p>Training programme for all Senior & Middle Managers has commenced.</p> <p>Review training programme to ensure that needs are being met.</p> <p>Seminar for Members on raising awareness of Disability equality issues has taken place. As part of the induction programme for new councillors after the 1st May elections, an Equalities Awareness session(s) will be held in the Autumn/ Winter 2008.</p> <p>The Management Development Programme is undergoing review and will work on meeting the needs of the DES. June 2008 is the target date for completion of the review.</p>	<p>Personnel Training Unit</p> <p>“</p> <p>Members Services Manager</p> <p>Personnel Training Unit</p>	<p>341 managers trained to date by VALREC</p>	<p>Sept-07</p> <p>Autumn / Winter 08</p> <p>June 2008</p>	<p>There is currently an issue over continuation of funding which needs to be identified by the EEG</p>

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
5	To incorporate the requirements of the Disability Equality Scheme into current Head Teachers, SENCO and Governor training. Review training programmes to ensure that needs are being met. Review training programmes to ensure that needs are being met.	Learning Education & Inclusion Service	On going		
6	To ensure that employees have knowledge of the Disability Equality Scheme that is commensurate with their post. Managers to cascade information and arrange appropriate training for individual groups of staff.	All Heads of Service	On going		
7	Develop appropriate equality awareness training programmes for all staff and corporately monitor the training provided.	Executive Equality Group / Personnel Training Unit		Sept-08	The Corporate training team are able to commission training to roll out to all employees. However, a stream of funding for the delivery needs to be identified by the Executive Equality Group.

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
8	<p>Train frontline staff in disability awareness to enable them to:</p> <ul style="list-style-type: none"> • Consider the need for sensitivity in dealing with people according to their need. • Be aware of all disabilities both visible and invisible. • Be able to recognise people who have difficulty communicating. • Communicate with people e.g. train staff to use BSL. <p>Know what services are available and who to refer people to (signposting)</p>	Customer Care Manager		April-08	
9	<p>Inform all Heads of Service of the need to capture data necessary for long-term impact to be assessed and to develop a robust evaluation system.</p>	Personnel Training Unit	<p>Further work is being developed on the data to be captured, to design a robust evaluation system. In addition all external training providers will be provided with a copy of the DES and asked to ensure that all their training is</p>		

			compliant. Adherence to all of the Council's Equality Schemes is also included as part of the procurement process when letting a tender for training activity.		
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H – EMPLOYMENT					
Purpose of the Duty: Information from monitoring will be used to develop schemes (if required) to lead to a workforce that represents the profile of communities in Caerphilly County Borough Council					
	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
1	To eliminate discrimination in the recruitment & selection process. Monitor the recruitment and selection process and record: Selection success rates Success rates at each stage of selection Examine job advertising policy	Personnel		On going On going On going March-08	

	Action	By Whom	Progress e.g. (On going/completed)	Dates	Problem Areas
2	Grievances	Personnel	On going	Commenced April-08	
	Disciplinary proceedings & decisions made		On going	Commenced April-08	
	Exit interviews		On going		
	Continue existing work with the council's DEG group and Caerphilly Access Group to develop new initiatives to help increase the number of disabled employees.		On going		
	Workforce split by salary and disability status.		On going	From April-07	
	Harassment & Discrimination complaints.			Commenced April-08	