



**Report to Personnel and Resources Committee
Cabinet**

Subject Disability Equality Scheme

Date P&R 29th January
Cabinet 1st February

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1. Purpose of the Report

To seek approval for the adoption of the Disability Equality Scheme.

2. Background

All local authorities are required to have in place a Disability Equality Scheme. This should be drawn up following consultation with disabled people and contain an action plan which will enable the local authority to deliver the general duty to promote equality for disabled people, and specifically to:

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled person in public life
- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons

The attached scheme has been drawn up following the outcomes of the Community and Quality of Life Scrutiny Committee Review into access to services for disabled people. Disabled people participated in this review and their views were taken into account in preparing the recommendations.

There have been further consultations on the Disability Equality Scheme. This has included discussions with Gedling Access Group, consultation with all the LSP Partners and discussion at the Housing Tenants Forum. Some additions have been made to the action plan as a consequence of the changes. There has also been consultation with the Trade Unions.

The scheme, as amended after consultation is attached as Appendix A. Once agreed the scheme will be placed on the internet.

Proposal

The Disability Equality Scheme contains service related elements and employment related elements, consequently it is presented to both Personnel and Resources Committee and Cabinet for approval. The employment data will be presented to Personnel and Resources for consideration.

5. Recommendation

It is recommended that the Disability Equality Scheme is agreed.

Appendix A



DISABILITY EQUALITY SCHEME

2006-2009

1. Introduction

The Disability Discrimination Act 2005 placed a duty on organisations in the public sector to promote disability equality. The specific elements of this 'general duty' are that in carrying out their functions, public authorities must have due regard to the need to:

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled person in public life
- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons

The need for public authorities to take on this duty is demonstrated by research that shows disabled people do not have the same opportunities or choices as non-disabled people and that this can lead to poverty, social exclusion and disadvantage. However, this is not as a consequence of the disabled person's impairments or medical condition, but from attitudinal and environmental barriers. This is defined as the 'Social Model of Disability', this understanding of the causes of inequality for disabled people has underpinned the development of this scheme and the various elements and actions within it. It is therefore accepted that in some instances, disabled people may be treated more favourably than others in order to ensure they are able to access public services this would also include, as far as possible offering choices to disabled people.

Through the application of the Disability Equality Scheme and the associated action plan, it is the intention of Gedling Borough Council, to mainstream disability equality into all activities. We will aim to ensure that access to all our

services is possible for people with disabilities in a way that meets their particular needs. We will endeavour to remove barriers that disabled people face and recognise that in designing services to meet the needs of disabled people this can often enhance services for everyone.

Some of the things which we already do are listed below:

- Documents such as Contacts Magazine, Benefits Claims forms etc are available in Braille or large print (on request)
- Our website is available in text only and oral format and meets approximately 93% of the 'AA accessibility' standards
- We have a rolling programme of works over the next ?years to enable us to improve access to our buildings
- The One Stop Shop and Cashiers Office have both been designed to enable those in wheelchairs or with mobility disabilities to move around the space and be comfortable
- In conjunction with the PCT we run a GP Referral Scheme to help those with long term illnesses and disabilities to improve their health and mobility through using our leisure centre facilities
- The Council has subscribed for many years to the 'two ticks' scheme in employment which assures disabled people who meet essential criteria on person specifications of an interview
- The Council has a policy on remote working which may be used to enable those with disabilities to continue in work, or take up employment opportunities
- The Council has available a fund to assist small businesses and organisations to make adaptations to their premises to assist disabled people's access

Gedling Borough Councils' stated aims are to:

- Improve Community Safety
- Develop facilities, activities and a safe environment of children and young people
- Improve the Borough's appearance

Each year the Council produces a Corporate Plan that details the key tasks and performance indicators that contribute to the achievement of these aims. In addition the Council is a partner in the Gedling LSP (Local Strategic Partnership) which includes other public service agencies in the Borough, and who have jointly produced the Gedling Community Strategy. Within both of these key documents are statements regarding the importance of addressing equality of opportunity in the delivery of services and how we ensure that the needs of all people in the Borough are met. The Corporate Plan and Community Strategy can be found at www.gedling.gov.uk.

The Council has in place an Equal Opportunities Policy covering both employment and service delivery. Disabled people have been included in this policy for several years and the Council has made a commitment through this policy to improve opportunities for disabled people. However the policy was reviewed in 2005 to take account of changes in equalities legislation and the current version can also be found on the Council's website.

The Council has also agreed a Corporate Equality Plan, which is an overarching document addressing a range of equality issues. Completing the actions within this plan are the foundations of equal opportunity across the Council and will assist in delivery equality of access for disabled people. The actions contained within this scheme are particularly in relation to disability, but are not the only activities that the Council is carrying out with regard to addressing barriers to services.

2. Involving Disabled People

In preparation for delivering this duty, the Community and Quality of Life Scrutiny Committee undertook a major review into access to services for disabled people in the borough. Their remit was to look at access to all services statutory, voluntary and private. The Working Group of Elected Members, researched information relating to the issues faced by disabled people in accessing services, heard evidence from public bodies, such as Nottinghamshire County Council, Department of Work and Pensions, PCT and Gedling Community and Voluntary Services. They also met with voluntary groups supporting disabled people and through responses to a formal questionnaire, were able to analyse the issues and concerns of disabled people.

The full report of this Working Group can be found on the Committee pages of the Council's website. The findings of this group have helped to inform this scheme and have identified some of the key issues which affect disabled people. Some of the findings of the group have led to specific recommendations to the Executive of the Council for action. These are referenced in the Action Plan.

The Gedling Access Group has been an active group of representatives of the Council, the public and the voluntary sector. Their main aim is improve physical access to facilities in Gedling for the disabled, and specifically to support the Shop Mobility Scheme which runs in Arnold Town Centre. At their meeting on 7th December 2006, a presentation on the Disability Discrimination Act was made, and following discussion, the members of the group developed and endorsed the action plan. In addition the group agreed to become a regular consultative forum on a range of disabled access issues, and to amend their constitution to reflect this. Annual reports on the progress on the action plan will be made to this group.

3. Equality Impact Assessments

The council already has in place a process for equality impact assessments. This was devised and developed by the Corporate Equality Group and endorsed by the Senior Management Team. The process requires consideration of the impact of any policy or service on disabled people, people from minority ethnic groups and on different genders. Through the process of developing the Race Equality Scheme, the services offered by the Council have been prioritised in terms of their direct impact on individuals (see Appendix ?). This prioritisation is equally relevant to the services offered to disabled people, and particularly identifies those services where there is the potential for differential impact in the way in which they are provided or the degree of discretion which can be afforded in its delivery.

The analysis of the service ranked the extent to which there was an impact on the 'customer', high, medium or low. Those services where there is a high impact are those which will be prioritised for equality impact assessments. In addition, as part of the Council's service planning process, all key tasks are required to be assessed for their potential equality impact. This is achieved through the Council's project management framework, which requires managers to identify those key tasks where there is a potential equalities impact, and as part of the project will ensure that an equality impact assessment is carried out.

There is a programme of equality impact assessments which is agreed by each Department on an annual basis. The Corporate Equality Group monitors completion of the impact assessments and acts as a reference group for these assessments to ensure consistency and challenge across all services. This process will continue to be applied to assessing the impact of services and policies on disabled people.

4. Gathering Information

Monitoring data forms a key part of any equality impact assessment, through analysis service take up, complaints etc the impact of any policy on people with a disability can be assessed and where there is any differential this can be examined. Where data has been obtained from a consultative activity, the disability status of respondents is generally available. However for some services it is more difficult to obtain this. In some areas it is because of the volume of the service requests dealt with eg Council tax collection, in some areas it is less relevant to collect eg grounds maintenance. For some service areas, the disability of a customer is relevant to the service they receive, eg council tax discount, disabled adaptation grants.

It is recognised that without obtaining information regarding disability, it will not be possible to identify any barriers which exist to providing access to services.

As part of the Council's on-going work regarding equal opportunities, data will be gathered on the disability status of customers in an appropriate manner.

There are 3 main ways to obtain the base data on which to carry out monitoring and analysis:

- Ensure that all service users are asked to provide monitoring information at the point of accessing the service, eg housing waiting list applications, applicants for training courses.
- For a specified time period eg one week a quarter, all service users are asked to provide the monitoring information
- A sample of service users eg one in ten, are asked to provide the monitoring information

Any of these approaches are acceptable and Heads of Service will identify which is most appropriate for their functions. In making this decision it will be necessary to have regard to the ease with which this information can be obtained. Employees who are either asking service users directly for the information or who may be contacted about it, must have received training in Diversity Awareness and understand why the information is being requested.

In order to ensure that the Council achieves level 2 of the national equality standards, it is necessary for each service area (Department) to establish a process for monitoring and reviewing data. The mechanism for this will vary according to the services and how it collects and uses data. This commitment will ensure that where data is collected it is reviewed holistically and there is an opportunity to identify trends with services, to identify where there are gaps in data collected and for a review of the evidence of how services are meeting the needs of disabled people.

Data Protection

Monitoring information is inevitably personal to the individual and the provisions of the data protection act will be applied at all times. The data will be kept confidential and any reporting will ensure that links can not be made to named or identifiable individuals.

Definition of Disability

The Corporate Equality Group have agreed a definition for all equal opportunities data collection activities and within this, the question used to gather information on those with disabilities is:

Do you have any long-term illness, health problem or disability which limits your daily activities or the work that you do? Yes/No

This definition is consistent with that used in the census, the Disability Discrimination Act and the Code of Practice on the Duty to Promote Disability Equality. On an individual basis where it might be necessary to determine someone's eligibility for services because of their disability, the Appendix to the Code of Practice on the Duty to Promote Disability Equality which gives further guidance on this definition will be used.

At this general level, further questions regarding the individual's specific impairment will not be asked. It is unlikely that this level of detail will be sought in terms of considering general service access issues. On an individual level, particularly where services are designed for the individual these issues will be come relevant eg Housing services*

Analysis

The data gathered will be used to provide information on service usage trends and compared to the population make-up of the Borough.

The Council has available a series of Community Profiles, which takes data from the national census, including data on those with disabilities, and presents this by ward within the borough. This information can be used to compare results and to identify if there is any differential between the census statistical data and that collected by the service area. This is particularly useful when considering service take-up rates in particular areas, and to identify if there are any possible barriers to disabled people accessing the services.

Benchmarking

Where appropriate, data will be used to compare with other similar authorities. For some areas this can be done through the Best Value Performance Indicators and comparisons made with audited data. It is also possible to benchmark through professional organisations and where these structures are available, individual Departments will do this.

Targets

Monitoring data provides information for setting targets. Care should be taken in establishing targets for the sake of it without clarity about how these are to be achieved. Where it becomes evident that there is a disproportionate impact of a policy it may be appropriate to review the policy and set a target for improvement. However, in order for there to be an improvement there needs to be action, eg training, publicity etc and the monitoring data will demonstrate whether these actions have been successful.

Departments are not required to set targets for any functions, unless this has already been determined as one of their equality objectives. However as part of their annual review of monitoring information, Heads of Service should consider whether establishing targets and seeking for improvement is appropriate.

5. Employment

The Council already has in place monitoring systems with respect to employment, those with respect to recruitment have been in place for many years. Others have been specifically developed to take account of the Race Relations (amendment) Act. These systems will be extended to include information on disabled employees to monitor any potential areas of inequality, this will address the requirements of the Disability Discrimination Act with respect to the employment aspects of the Disability Equality Scheme.

The following monitoring will be carried out on an annual basis with respect to disabled employees:

- All applicants for jobs, promotions and training
- Those who receive training
- Those who benefit or suffer disadvantage as a result of performance assessments
- Those who are involved in grievances
- Those who have disciplinary action taken against them
- Those who end employment with the authority

Data is currently collected on all employees in the authority as they commence employment. The make up of the workforce has been reported to Committee for 6 years and this base data can be used in monitoring other aspects of employment practice.

The ethnicity, disability and gender of applicants for posts, analysed by selection for interview and appointment has been carried out for a number of years, this practice will continue.

Monitoring of the Specific Duty requirement on employment will be undertaken annually. The reference period will be the full previous financial year. A full report on the findings of the monitoring exercise will be reported to the relevant Committee after this time. Where the results of the monitoring suggest there is a need, action planning will be included in the report.

Monitoring will be carried out as follows:

5.1 Recruitment and Selection

General description

Monitoring will be carried out for all people who apply for an advertised post with the Council. This includes temporary and casual work and both internal and external advertising. Monitoring of disability will take place at application and shortlisting stages and for each successful candidate.

Specific Method

Monitoring information is collected on the Equal Opportunities Monitoring Form issued with application information. The integrated personnel and payroll system enables collection of this information at all stages of the recruitment process, and subsequent analysis.

5.2 Promotion

General description

Monitoring will be carried out to identify the disability of all employees that have been promoted internally.

Specific method

Payroll records will be interrogated to identify any grade increases in an employee's primary employment. These occasions will be analysed in respect to ethnicity and the proportionality of UK white/ non-UK white employees will be examined. More detailed analysis may be conducted if the monitoring demonstrates disproportionate success in any way.

5.3 Disciplinary Action

General description

For each hearing held under the Council's Disciplinary Procedure the outcome of decisions will be monitored and the nature of these outcomes assessed against ethnic background to assess the equality of treatment between all employees.

Specific method

For each hearing, a record will be made in a master file, held securely, of the employee's name, department, outcome of the decision, special circumstances and disability – taken from the individuals personal record.

5.4 Training and Development

General description

Initially, the training undertaken through the Corporate Training Programme will be monitored and reported upon. The council have recently purchased an integrated payroll and HR system which enables the capture of data relating to attendance on course.

Specific method

The payroll/HR system can be interrogated to determine current employees who have undertaken training and can identify disabled employees. The

proportionality of disabled employees undertaking training can be compared to workforce population and anomalies explored.

5.5 Leavers

General description

A revised "Exit" procedure was introduced into the Council with effect from 1 April 2002. Under this system, each employee leaving the Authority is issued an Exit Questionnaire. The questionnaire seeks to identify reasons why the employment has ceased. It also captures data on disabled employees who leave the Council.

Specific method

The results of returned questionnaires are input into a statistical analysis software tool (SNAP). The results, monitored against reasons for leaving, will also be analysed to try to establish trends within departments or particular trends associated with disabled employees.

5.6 Performance Assessment

General description

Although the Council's Performance and Development Review scheme is not structured in such a way to allow analysis of "disadvantage" arising from the review process, it is possible to record which employees have not been offered a formal PDR.

Specific method

Data can be drawn from the monitoring work already carried out for the local key performance indicator in respect to PDR completion across the Authority. The proportionality of disabled employees not being offered a PDR interview can be compared to workforce population and anomalies explored.

The Council is committed to providing Equality Awareness training, including specific Disability equality awareness, for all employees and managers. This is done through a variety of means, including courses and cascade training. We endeavour to ensure training is available to all employees, and recognise that different ways of delivering this is important to ensure it is accessible to everyone.

The Council recognises three Trade Unions for the purposes of collective bargaining, these have been consulted on this Scheme. Through the normal informal meetings with the Trade Union representatives, and through the formal mechanism of the Joint Consultative and Safety Committee, issues of equality can be raised and addressed.

6. Procurement

The Council has recently reviewed its Procurement Strategy and as part of this, the requirement to ensure that equalities are considered as part of a procurement process has been recognised. The Council intends to use a series of standard questions in any pre-qualification process or Invitation to Tender which will ensure suppliers or partners have sound approaches to equalities. Responses to these questions will form part of the evaluation process in determining decisions on final suppliers.

It is recognised that there is the potential for suppliers to the Council to be responsible for delivery of the Disability Equality Duty on our behalf. This will be made clear within contract documentation and monitored as appropriate.

7. Action Plan

The Scrutiny Committee review into services for disabled people, gave rise to a number of actions which the Council are committed to pursuing. These are shown in the Action Plan attached as Appendix B. The Gedling Access Group have endorsed these and added others in addition.

There Scrutiny Review also had 2 recommendations which were not entirely for the Council to act upon, these have been passed onto the relevant agencies. The agencies will be asked for their response to these.

- Job Centre Plus be asked to design and produce a leaflet that Gedling Borough Council will distribute to local business to raise awareness of the 'Access to Work Scheme'
- The Council to provide funding for GCVS to design and produce a number of leaflets to sign post disabled people to self-help groups

8. Summary and Review

This Disability Equality Scheme has been developed to address the needs of disabled people within the Borough. It is a key strand of the Council's overall Corporate Equality Plan in terms of delivering equality of opportunity through the work of the Council. The Council will aim to present positive and constructive representations of disabled people in its work and to the community of Gedling Borough.

The progress on the actions within this plan will be reviewed annually, and presented to Gedling Access Group as formal consultees on this scheme. New actions may be added as a consequence of consultation at any point. However there will be a formal review of this scheme in 2009.

Appendix B

DISABILITY EQUALITY SCHEME – FUNCTION LIST

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
PLANNING & ENVIRONMENT						
Development Control						
Dealing with applications and enquiries under planning legislation	Client business	High	Low	No evidence	3	Language on forms. Monitor applications.
Enforcement of planning law	Cases	High	Low	No evidence	3	Monitoring
Appeals	Cases	High	Low	No evidence	3	Monitoring
Local Plans						
Planning Policy & Research	Public	Medium	Medium	No evidence	3	Consultaton/monitoring
Conservation Areas	Public	Medium	Low	No evidence	3	Monitoring
Listed buildings	Public	High	Low	No evidence	3	Monitoring
Environmental Improvement Schemes	Public	Medium	Low	No evidence	3	Monitoring
Tree Preservation Orders	Public client	Medium	Low	No evidence	3	Monitoring
Rights of Way	Public	Medium	Low	No evidence	3	Monitoring
Building Control						

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Dealing with applications & enquiries under the Building Regulations	Client business	High	Low	No evidence	3	Language Monitoring
Enforcement of Building Regulations	Client business	High	Low	No evidence	3	Language Monitoring

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Environmental Protection/Food Licensing & Health & Safety						
Enforcement of food hygiene and health & safety inspections	Businesses	High	High	Post inspection/ complaint questionnaires – No evidence	1	Monitoring responses by ethnicity
Enforcement of nuisance complaints and pollution issues, dog control	Cases	High	High		1	Monitoring
Provision of advice and information to businesses and individuals	Clients	Medium	Medium	No evidence Provision of leaflets in minority languages	2	
Licensing, including taxi licensing	Businesses & community groups	Medium	High	No evidence	2	
CABINET OFFICE						
Best Value/Performance Planning	Public	Low	Low	No evidence	3	
Crime & Disorder	Public/cases	High	High	Racial incidents	1	C&D strategy
Communications	Public	High	High	No evidence	1	Use of minority languages
DTP						

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Publications, documents, forms seen and used by the public	Public employees	High	High	No evidence	1	Language Visual impact

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/ Low	High/Med/ Low			
Community Planning	Public/ Community groups	High	High	No evidence	1	Build into communication planning process
PERSONNEL & ORGANISATIONAL DEVELOPMENT						
Recruitment & Selection	Public/ employees	High	High	No complaints	1	Review policies & training
Training	Employees	Medium	High	No evidence	2	Need to monitor
Personnel Policies	Employees	High	High	No complaints	1	Review as required
Health & Safety	Public/ Employees	High	Medium	No evidence	2	Analyse accidents by ethnicity
IT						
Website development & online access	Public/ employees	High	High	No evidence	1	Address language & good practice attraction
Hardware/software support	Employees	Low	Low	No evidence	3	None
Scrutiny	Members	Low	Low	No evidence	3	Member awareness
FINANCIAL SERVICES						
Council Tax						
Billing	Client & cases	High	Medium	No evidence	2	Bills in different languages

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Recovery	Client, cases & businesses	High	High	No evidence	1	Documentation available in different languages
Discounts	Client & cases	High	Medium	No monitoring evidence but have applications, refusals etc	2	Documentation available in different languages. Publicity
Exemptions	Client & cases	High	Medium	As above	2	As above
Benefits						
General Admin	Client, cases & businesses	High	High	No monitoring evidence	2	Documentation available in different language
Discretionary	Client, cases & businesses	High	High	No monitoring evidence but have applications, refusals etc	2	As above
Fraud	Client, cases & businesses	High	Medium	No monitoring evidence	1	
NNDR						
Billing	Client & cases	High	Medium	No monitoring evidence	2	Bills in different languages
Recovery	Client, cases & businesses	High	High	No monitoring evidence	2	Documentation available in different languages

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
One Stop Shop						
Complaints/Compliments	Cases	High	High	No evidence	2	Monitoring
Reception	Public & cases	High	High	No monitoring evidence	1	Documentation Language interpretation Monitoring
Advice	Cases	High	High	No monitoring evidence	1	Documentation Language interpretation Monitoring
Reliefs	Client & cases	High	Low	No monitoring evidence but have applications, refusals etc	3	Documentation available in different languages. Publicity

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Creditors						
Payments	Businesses & client	High	Low	No evidence	3	
Cashiers						
Considered possibly not applicable	Client	Low	Low	No evidence	3	
Bus Passes						
Take up (disabled and ethnic groups)	Client	Low	Low	No monitoring evidence	3	Publicity in different languages
Mortgages						
Considered to small to be significant	Client & cases	Low	Low	No monitoring evidence	3	
Sundry Debtors						
Payment	Client & cases	High	Low	No monitoring evidence	3	
Recovery	Client, cases & businesses	High	High	No monitoring evidence	1	
LEGAL & DEMOCRATIC SERVICES						
Legal						
Occasional Landlord harassment	Case	High	High	No evidence	1	Monitor
Estates	Public	Low	Low		3	
Prosecutions	Case	High	High	None	1	Needs monitoring

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Electoral						
Registration/language difficulties	Public	High	High	Feedback from officers about language difficulties in filling out form	1	Language Use of form

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Land Charges						
Mainly communications with solicitors	Business	Low	Low	No evidence	3	
Right to Buy						
400 enquiries, 150 applications – mainly telephones	Tenants	High	Low	No evidence	3	Language
Caretaking						
Limited contact with public	Employees	Low	Medium	No evidence	3	Training
Civic						
Requests from groups, societies etc for charitable events, openings etc.	Public	High	High	No evidence	2	Ensuring range of events attended. Monitoring requests and attendance.
HOUSING SERVICES						
Housing Management						
General Housing Advice	Public, Client, Cases	High	High	Complaints/compliments	1	BME Housing Needs Survey 2003 Review Equal Opportunities Policy
Homelessness Advice and Assistance	Cases	High	High	Equal Opportunities Monitoring	1	BME Housing Needs Survey 2003 Review Equal Opportunities Policy

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Accessing the Housing Register	Public, Client, Cases	High	High	Equal Opportunities Monitoring	1	BME Housing Needs Survey 2003 Review Equal Opportunities Policy
Maintenance of the Housing Register	Cases (Client)	High	High	Equal Opportunities Monitoring	1	BME Housing Needs Survey 2003 Review Equal Opportunities Policy
Letting of Accommodation	Cases	High	High	Equal Opportunities Monitoring	1	BME Housing Needs Survey 2003 Review Equal Opportunities Policy
Estate Management Race Harassment Policy	Cases, Client	High	High	Complaints/Compliments Race Harassment Monitoring	1	Review of procedures Review Equal Opportunities Policy
Serving legal documents for possession, anti-social behaviour etc	Cases, Businesses	Medium	Medium	No evidence	2	
Supported Housing e.g. Warden/ECU schemes	Cases	High	High	None	1	BME Housing Needs Survey 2003 Review Equal Opportunities Policy
Responsive Repairs	Cases	Low	Low	Complaints/Compliments	2	

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Tenant Consultation/ Participation	Community Groups, Cases	High	High	Satisfaction Survey Tenants Compact Questionnaires	1	Review Tenants Compact Updated Satisfaction Survey Annual Questionnaires with EO form.
Liasing with other agencies	Businesses	Medium	Medium	No evidence	2	
Rent						
Collection/recovery	Cases, client	Medium	Medium	No evidence	2	
Billing	Cases, client	Medium	Medium	No evidence	2	
Service Charge	Cases, client	Medium	Medium	No evidence	2	
Leasehold Charge	Cases, client	Medium	Medium	No evidence	2	
Policy						
Equal Opportunities Monitoring	Public, Client, Cases	High	High	Monitoring process in place through EO policy	1	Review Equal Opportunities Policy
Consultation	Public, Client, Cases, Community Groups	High	High	Questionnaires Satisfaction Surveys Focus Days Housing Strategy	1	Update, review and draw up an action plan. Review Equal Opportunities Policy
Policy/procedure development	Cases	High	High	Identify good practice examples	1	Continual review Review Equal Opportunities Policy
Partnership working	Businesses	High	<u>High</u>		1	

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Public Maintenance						
Planned Maintenance	Cases, Client	Low	Low	Satisfaction Surveys	3	Continual review, draw up an action plan.
Servicing of Appliances	Cases, Client	Low	<u>Low</u>		3	
Stock Condition Survey	Cases, Client	<u>Low</u>	<u>Low</u>		3	
Private Maintenance						
Improvement Grants Approvals	Client, cases	Medium	Medium	Satisfaction Surveys	2	Continual review, draw up an action plan.
Stock Condition Survey	Client, cases	Low	<u>Low</u>		3	
Enforcement of Housing Standards	Client, cases	Medium	Medium		2	
Provision of advice and information to Private Sector Residents and Landlords	Public	High	High		1	
Administration of Renewal Grants and Disabled Facility Grants	Cases	High	High	Satisfaction Surveys	High	Continual review, draw up an action plan.
LEISURE						
Leisure Centres	Public	High	Medium	User surveys	2	Monitor usage
Community Centres	Public	Medium	Low	Survey of users	2	Monitor usage
Parks & Open Spaces	Public	Low	Low		3	
Twinning & Tourism	Public	Low	Low		3	

Functions	Who is Customer	Impact on Customer	Potential for differential impact	Evidence of differential impact	Priority	Possible Action
		High/Med/Low	High/Med/Low			
Cemeteries	Client	High	High		1	Review services to BME groups
Sport Development	Public	Medium	High		2	Ensuring ranges of activity
Arts Development	Public	Medium	High		2	Ensuring ranges of activity
DIRECT SERVICES						
Refuse Collection	Public	High	Low		3	
Street Cleaning	Public	High	Low		3	
Grounds Maintenance	Public	Low	Low		3	
Highways Maintenance	Public	Low	Low		3	
Bulky Household Waste Collection	Client	High	Medium		2	

DISABILITY EQUALITY SCHEME ACTION PLAN

2006-2009

	Action	Outcome	Who	Date
CQL	Develop role of GAG as a consultative forum on all disability access issues	Better communication with disabled people Services delivered in ways to meet disabled people's needs	HoPOD	ongoing
CQL	Publicise the work of GAG			
CQL	One Stop Shop provides information on services for disabled people by improving links with GAG and GCVS	More accessible information for disabled people More services available at one place for disabled people	HoF	Ongoing
CQL	Positive Actions are taken to meet the target set for increasing the numbers of disabled employees to 3.5% (as set by BVPI target)	More representative employee base Addressing social inequality by enabling employment	HoPOD	Ongoing
CQL	A bi-annual conference is organised for disabled people including statutory and voluntary agencies	Better designed public services		
CQL	Use of the Corporate Equality Impact Assessment process to consider disability access issues	Services and policies designed to ensure equality of access for disabled people	SMT	ongoing
CQL	Disability Access Audit programme of works to continue to be progressed	Improved access to Council buildings for disabled people	HoDSD	ongoing
CQL	Full consultation with disabled people is carried out for actions within every ABI	ABI Action Plans address the needs of disabled people within that area	HoCU	ongoing
CQL	Review of Leisure facilities and activities to ensure equality of access	Improved opportunities for disabled people	HoLS	Ongoing

	Action	Outcome	Who	Date
	Town Centre Manager to: Explore viability of Shopmobility in other towns Give consideration to disabled access when reviewing town centre action plans Promotes Disabled Adaptation Grant	Improved access to facilities in town centres	HoCU	Ongoing
CQL	The Disabled Adaptation Grant facility is promoted through Contacts Magazine and through the publication of a leaflet for local businesses	Improved access to facilities for disabled people	HoPE	Ongoing
CQL	Consideration is given to increased funding for the Disabled Facilities Grant and for Disabled Adaptations in Council Houses	Improved quality of life for disabled people	HoH	Ongoing
GAG	Consultation on specific issues to be carried out using contacts at Shopmobility	Improved quality of consultation information from disabled people	SMT	Ongoing
	Report on progress on the Disability Equality Scheme Action Plan is made to GAG on an annual basis	Ensuring the Council continues to meet its disability equality duty	HoPO D	Dec 07
CEG	Explore further consultation and involvement opportunities for disabled people in conjunction with the partners of the LSP	Ensuring disabled people can be involved in all aspects of public service in Gedling Borough	HoCU	Update by Dec 07