

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Chief Executive's Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
1.Ensure training of relevant officers and disabled people in the new process of equality impact assessments	2007 (Actual start date to be confirmed with trainer)	Continue as necessary	Heads of Policy and Corporate Communication & Area Managers	Identification of relevant trainees. Training delivered	Those trained are able to carry out good quality impact assessments	18 officers have been trained across the CE service. Policy Officer continues to provide support for screening of policies/functions. Further/refresher training is available & delivered where new teams are identified to undertake MEIAs of specific policies.
2. Prioritise policies and undertake disability impact assessment of relevant policies as part of equality impact assessment	August 2007	Continue as necessary	Area Managers; Heads of Policy and Corporate Communication	Number of policies assessed by December 2008 and thereafter.	Policies that comply with disability legislation, promote disability equality and do not discriminate	The Council's Strategic Priorities Plan & the Corporate Communications Strategy were impact assessed in May/June 2008. Further policies and functions have been screened and prioritised for impact

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						assessment in 2009.
3. Ensure appropriate disability awareness training for Councillors, employees and volunteers	On-going	Dec. 2008	Head of Development & Training and Policy Officer - Equalities	Disability awareness delivered as part of new Council & employee induction; further Councillor & employee needs are identified and appropriate training provided	Embed and promote disability awareness in the Council	<b>Action now moved to P&amp;ICT Service.</b>
4. Improve consultation and engagement with various communities including disabled people on all relevant issues	On-going	To continue	Area Managers; Heads of Policy and Corporate Communication; Corporate Equalities Group (CEG)	Links established; views of disabled people sought prior to changes & decisions that affect them	Decisions & actions are informed by views of disabled people and all relevant groups	Consultation Action Plan and the Consultation Toolkit have been developed. Database of disability groups and contacts is being compiled to improve consultation with all target audiences. Communications support on all consultation activity

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						is provided where requested.
5. Improve communication with disabled people and all other equality groups	May 07	Continue as necessary	Heads of Policy & Corporate Communication s and Area Managers	Update and promote "Accessible Communication Guide" for staff; offer information in alternative formats	Clear and effective communication with all residents and service users	A corporate Communications Strategy has been developed. The new Communications Strategy covers communication with all residents
6. Raise awareness of the need to ensure that all equality statements advising on availability of accessible formats appear at the beginning of documents or in other prominent locations	May 2007	Continuous	Corporate Equalities Group (CEG) & Head of Corporate Communication	All new and revised documents meet the requirement	Those requiring information in alternative formats find it easier to place their request	New staff guidance on meeting communication support needs of service users is being developed, to be completed by March 2009.
7. Send copies of future News Releases to <b>Talking Papers</b> and other appropriate media	Aug. 2007	Continuous	Head of Corporate Communication	Links established with the relevant papers and media. The <b>Talking Papers</b> receive News	More disabled people are kept informed of happenings within and around the	News Releases are circulated to Local Press, Aberdeenshire Weeklies and

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				Releases in suitable formats	Council	Broadcast media. Now direct Contacts with Talking Papers.
<b>8.</b> Target specialist media and organisations to promote disability initiatives such as the DES	July 2007	Continuous	Policy Officer (P.O.) – Equalities & Head of Corporate Communications	Widespread communication of DES and other initiatives	Clear and effective communication with disabled people	DES and annual reports are published on the Website. DVD copies in circulation and available on request.
<b>9.</b> Liaise with Education, Aberdeenshire Disability Action (ADA) and other relevant bodies to institute disability awareness sessions in schools.	September 2007	November 2009	Policy Officer – Equalities, Education service and Aberdeenshire Disability Action (ADA)	Number of disability awareness sessions/activities held in schools	Embed positive attitudes to disability in young people and their families	Action now moved to the Education service Action Plan.
<b>10.</b> Include a paragraph in the standard invite to Kaizen events as follows: "If you have a disability for which we	July 2007	By July 2007	Kaizen Champion	Statement included in standard invite	Improved uptake of Kaizen by disabled employees	Kaizen main venues are accessible for people with disabilities. Statement included in Kaizen invite; no

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could make special provision, such as hearing/visual impairment please let us know in advance”						special requests for disability access received in 2008, and there is no reason to believe that staff were excluded due to disability.
<b>11.</b> Monitor and track any trends in Kaizen participants list to ensure that disabled employees are not excluded	October 07	Continuous	Kaizen Champion	Monitoring reports showing involvement by disabled employees	Inclusion of disabled employees in Kaizen process	No special requests received in 2008. No staff excluded due to disability.
<b>12.</b> Form disability equality groups	July 2007	April 2008	Corporate Equalities Group and Personnel & ICT Service	Disability Scheme monitoring group & Employee group formed by April 2008	Disabled people have a voice & are included in the heart of decision making	<b>Completed:</b> DES monitoring group formed. Disabled Employee Forum formed & launched in February 2008. Both groups informed and shaped relevant policies with the council in 2008.

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13. Ensure the Council's new Strategic Priorities document is designed and formatted in a way that is accessible to disabled people	-	By Sept 2007	Policy Manager	The plan is publicised and any requests for alternative formats are addressed.	Equal opportunity for disabled people to be aware of the Council's strategic direction	<p><b>Completed.</b> MEIA of Strategic Priorities finalised on 27 June 2008. "Recommendation: To monitor progress in the completion of MEIAs for Council key service strategies and policies to ensure Strategic Priorities are covered."</p> <p>This programme is being drawn up by the Management Team and scheduled for completion by 31 March 2009.</p>
14. Reinstate the Core Brief (for employees) and ensure accessibility by all. Include information on	-	By Sept 2007	Head of Corporate Communication & Policy Manager	All employees receive the Brief containing information on the Council's new DES.	Equal opportunity for disabled people to be aware of developments in	<p><b>Completed:</b> Core brief re-launched; Information on DES and related issues is</p>

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Council's DES					the organisation	published in various media including <b>accent</b> – internal newsletter.
<b>15.</b> We will discuss with our Community Planning Partners at a Community Planning Executive meeting how equality of opportunity for all equalities groups including disabled people can be embedded within our partnership work	-	12 Dec 2007 and thereafter as may be required	Policy Officer (Community Planning)	Equalities section in community planning partnership annual report, beginning 2007/08	Disability equality is mainstreamed into Aberdeenshire partnership working	Following consideration of Equalities at the CP Executive & Board meetings in Nov 2007, actions have been taken to create a link from the ACP website to equality schemes of the ACP partners, to publish a statement of the Partnership's commitment to equalities in their 2008 annual report, etc.
<b>16.</b> Modify council partnership assessment questionnaire to	July 2007	August 2007	Head of Policy	Partnership assessment questionnaires reported to relevant	Equalities including disability equality are always	<b>Completed:</b> The council's Partnership assessment

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include consideration of compliance with statutory equalities duties including disability duty				council committee when partnerships are approved or reviewed	considered before the council enters into new partnerships or when it reviews existing partnerships	Questionnaire has been modified to comply with equalities duties.
<b>17.</b> Ensure local community planning groups provide more opportunities for representation by disabled people and/or for their issues to be fed into the Community Planning Partnership	May 2007	Continuous	Policy Officer - Community Planning	Evidence of proactive engagement with disabled people	Community Planning is responsive to the needs of disabled people	The Aberdeenshire Community Planning Executive's decision (7 <sup>th</sup> November 2007) is that views from community groups should be fed into the CPP regular meetings through Councils for Voluntary Service representative.
<b>18.</b> Request the Community Planning Partnership to review membership of its Citizens Panel to ensure representation	June 2007	As required	Policy Officer - Community Planning	Presence of disabled people on the citizens panel	The voice of Aberdeenshire disabled citizens is heard through the Citizens Panel	<b>Completed.</b> The Citizens' Panel was refreshed in spring 2008. According to the consultant (IBP),

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by disabled people						20% of the new Panel have a disability. This is line with the 2001 Census which indicates that 18% of the UK population is disabled.
<b>19.</b> Develop closer links with local disability groups and other relevant bodies such as the DRC, CEHR and the Department for Work and Pension regarding ongoing issues for people with disabilities	July 2007	Continuous	Policy Officer – Equalities	Relevant contact persons are identified and links established	The Council is aware of, and stays within good practice	List of relevant local disability groups and organisations being collated. The equalities Officer has good links with the new EHRC, CoSLA & Scottish Councils' equalities officers Network.

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Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
<b>20.</b> Promote the Council's customer feedback guide, "Have Your Say", to disabled people and their organisations through appropriate media	May 07	Continuous	Customer Services Project Team	Booklet is produced in different accessible formats & publicised to employees and the public	Disabled people actively use the "Have Your Say" process to facilitate 2-way communication with the Council	The CSPT are in the process of gathering information on suitable groups to discuss this action with. The new target date for completion of the consultation is March 2009.
<b>21.</b> Ensure effective monitoring & implementation of the Council's Disability Equality Scheme	May 2007	November 2009	Chief Executive (supported by the Policy Officer and the Corporate Equalities Group)	All actions in the Scheme are implemented within agreed time scale	The Scheme is a functional tool achieving desired outcomes	DES monitoring group undertook 4-monthly monitoring culminating in this 2008 Annual Report.
<b>22.</b> Four monthly and annual reports on DES progress to be discussed and agreed by Service Management Team	Nov 07	Ongoing		Noted in Team minute	Disability Issues relating to Service mainstreamed into Management process	Four monthly monitoring of CE Service's Action Plan undertaken in 2008. Annual report goes to Management Team

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<b>23.</b> Monitor equalities status of suppliers and contractors	Aug 07	Annual ongoing process	Policy Officer + Central Purchasing Unit	Record of returns and action taken	Ensure equalities standards are transmitted via procurement process	Completed. In 2008, an Equalities clause included within the Council's tender documentation as part of a pre-qualifying questionnaire. Tenders have to evidence their compliance.
<b>24.</b> Ensure disability issues are embedded in the next Community Safety Partnership Strategy	Early 2008	Renewed with Strategy	Mercy & Kathleen Power	Strategy completed	CSP initiatives address community disability issues	Disability Equality Scheme monitoring group has been requested to identify relevant issues for feedback to Aberdeenshire Community Safety Executive.
<b>25.</b> Develop a disability incident reporting system equivalent to the one currently in use for race related	July 07	Sept 07 then ongoing	Policy Officer (equalities) + support	Reporting system in place	Robust reporting and monitoring of disability related incidents	The present racist incidents monitoring form (RIMF) is being reviewed by Grampian Police &

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incident reporting						Integrate Aberdeenshire Group to include monitoring of all hate crime.
<b>26.</b> Explore potential of multi-agency approach to DES reviews in 2010 with relevant Community Planning partners		March 2008	Head of Policy; Erin Wood	Recorded in minutes of meetings	Focused and integrated local approach to DDA obligations	Still to be discussed with Community Planning Partners. This action may be overtaken by the move to a Multi Equalities Scheme approach by

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## Finance Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
1. Identify and ensure appropriate disability training for members of staff.	2007	Continue as necessary	Finance Management	Identification of training needs assessed using EDRS and for new starts using induction training checklist.	Embed and promote disability equality in staff resulting in improved services and good relations with service users.	Training needs continue to be assessed and delivered where appropriate. Further/refresher training is available & delivered where identified.
2. Prioritise policies and undertake disability impact assessment of relevant policies as part of equality impact assessment	August 2007	Continue as necessary	Principal Benefit Officer	Number of policies assessed after December 2008.	Policies that comply with disability legislation, promote disability equality and do not discriminate	Finance policies (in particular Benefit Service Policies are currently being screened for consideration of partial or full MEIA)
3. Identify Impact Assessment trainers for Finance.	On-going	March 2009	Principal Benefit Officer	Confirmation in action plan updates.	Policies that comply with disability legislation, promote disability equality and do not discriminate	Two impact assessors identified – one to be trained. To be reviewed by March 2009.

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Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
5. Review publications forms, leaflets, web site content and promote use of plain language and accessible formats) Use standard minimum font where appropriate.	May 07	Ongoing	Finance Management	Update and promote "Accessible Communication Guide" for staff; offer information in alternative formats. Updates in Management Team minutes.	Clear and effective communication with all residents and service users	Benefit web site currently under review. Finance documentation reviewed and updated on an ongoing basis.
6. Undertake a feasibility study into the enhanced use of the Customer Relationship Management System to provide a one stop shop specific to the needs of the disabled society.	Dec 07	Ongoing	Customer Services Manager	By result of study and recommendation by Customer Services Manager.	Improves service and direct access to Council services for all users and in particular for disabled people in the community.	A report setting out a proposed network of Service Points across Aberdeenshire was agreed at P&R Committee on 13 <sup>th</sup> November. Needs of disabled persons will be considered as part of development of service points.

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7. Ensure that access to our premises and services remain accessible and have alternative plans provision where required.	Dec 07	Ongoing	Finance Management	Confirmation or update in Finance Management minutes where applicable.	Encourages better access to services for disabled people.	Ongoing.
8. Ensure effective monitoring and implementation of action plan	Dec 07	Ongoing	Finance Management	Confirmation or update in Finance Management minutes.	To ensure Finance comply with the Disability duty and that all actions are agreed within timescales stipulated.	Formalised system in place to ensure Finance Management Team are kept updated on progress within action plan.
9. Targeted benefit take-up amongst disabled people.	Jan 07	Ongoing	Principal Benefit Officer	Recording of statistics and take up outcomes. Reported in Benefit Management Team minutes.	Provides income maximisation and improved financial support to disabled people.	A joint working exercise with the Pension Service has secured an annual total of £116,786.80 in additional income for successful Attendance Allowance claims for

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						disabled pensioners. In addition an annual total of £46994.92 was generated in respect of Pension Credit. This exercise is ongoing.

## Housing & Social Work Service Action Plan

Action	From	To	Measure of Success	Outcome	Progress during 2008
<b>Changing Attitudes Awareness Raising Training</b>					
1. Provide awareness raising and training including on the DDA, the scheme and related policies to enable employees to be responsive to new legislation and requirements.	April 2007	Ongoing	Number of staff who have undertaken training Number of ways in which awareness raising is provided.	Employees are aware of their responsibilities and learning from training is evidenced in practice. Unlawful discrimination is avoided and a positive approach towards disabled people is demonstrated.	100% of Housing and Social Work employees have received Diversity and Equality Training. All new employees receive training through the Corporate Induction for new staff. DDA is covered in training in Anti-discriminatory Practice and the SVQ Law sessions.
2. Support organisations to provide awareness raising and training for staff, parents and carers. Ensure organisations are complying with the general duties in the DDA.	April 2007	Ongoing	Information submitted on the number of awareness raising/training sessions held. Monitoring of Service Level Agreements.	Organisations that we commission services from are demonstrating knowledge of and regard for the general duties in the DDA. Parents and carers are confident that providers are promoting a positive approach to disability.	Voluntary organisations and Foster Carers continue to be involved in training organised through the corporate training section. There are also joint sessions arranged with health e.g. Learning Disability and the DDA. Although there is nothing specific in the SLA on compliance with the DDA, Contracts Officers will be aware of the need for organisations to evidence awareness raising for staff where relevant.

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3. Identify employees who will require training on Impact Assessment and arrange for training to be provided.	May 2007	Ongoing	Training need recorded in EDRS. Actual training recorded in EDRS. H&SW Equalities Group will monitor the number of staff who have received training and their involvement with impact assessment.	Policies and functions of the Housing and Social work service can start to be impact assessed. The general duties can be addressed, evidenced or improvements made.	20 employees from the Housing and Social Work Service have undertaken the corporate Impact Assessment training. No one is currently waiting for training. Courses are arranged regularly to meet demand.
4. Develop a plan to prioritise and impact assess Policies and Functions of the service. Impact Assess the Autism Strategy by the end of 2007.	July 2007	Ongoing	H&SW Equalities group will develop and monitor the plan, the impact assessed policies and functions.	Policies will have regard to the 6 general duties of the DDA and functions will be proactive in promoting a positive approach to disability and eliminating discrimination and harassment.	Autism Strategy was impact assessed by December 2007. The H&SW Equalities Group has started to do work on prioritising the policies and strategies to be assessed using the corporate template.

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5. Carry out a review of all information provision via the website, leaflets and guidance to ensure that information is relevant and useful to all users.	Sept 2007	Ongoing	Provision of information in alternative formats to be monitored.	All users of our services have equal access to relevant and useful service information.	The redesigned community care pages on the web site have been launched. Information leaflets are reviewed periodically to ensure that they contain the relevant and updated information. The careers leaflets for social work, OT and social care have been prepared in line with guidance on ensuring that information is accessible to disabled people and career leaflets in relation to Housing are being progressed for use at future promotional events.
6. Ensure that employees are aware of corporate policies with an element relating to the Disability Discrimination Act (e.g. Accessible Information Policy).	Sept 2007	Ongoing	The Housing and Social Work Equalities group will monitor the number of employees made aware of policies.	Employees will be efficient in their practice and more knowledgeable of the link between the policy and the general duties of the DDA.	Corporate policies are available on Arcadia. Managers within the service have a responsibility to ensure that staff in their section are aware of the relevant policies

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7. Develop a better understanding of the demand for particular needs housing in Aberdeenshire.	April 2007	Ongoing	Housing stock database will be complete and the information will be used for planning purposes.	The service will be more responsive to the needs of people with particular housing needs, discrimination will be avoided, there will be the same opportunities for disabled people and where necessary special measures will be made to accommodate the needs of people with a disability.	Stock database includes major adaptations including ramps, kitchen and level access showers for Local Authority properties only. Identified that this could be improved to include RSL properties and should have better links once the Common Housing Register is implemented in 2009.

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<b>Communication</b>					
8. Review” Challenging Physical Disability – A Joint Strategy for Aberdeenshire” and set new priorities based on information from service users and carers.	July 2007	June 2009	Strategy developed and agreed by the appropriate committees. Priorities identified and actioned.	There will be a clear direction for the development of services for disabled people that will address the general duties of the DDA. Disabled people will be involved to ensure that the actions are appropriate and are achieved.	The reformed strategy group has continued to meet and has started to identify the priorities for service planning and development. The Group will form the basis of the Physical Disability Strategic Outcomes Group. Strategic Outcome Statements to be written by April 2009. Identified Strategic Outcome Statements will be referred to Senior Management Team Executive for agreement.
9. Support Aberdeenshire Disability Action to develop their information service.	April 2007	Ongoing	Evidence from Aberdeenshire Disability Action that there is an increase in the number of requests for information from disabled people.	Disabled people have the correct information in the correct format to ensure that they can access services and that needs are met in an efficient and effective manner.	Aberdeenshire Council has agreed funding for 2008-09 for the Disability Information Service. The review of ADA made some recommendations regarding the development of this service particularly in North and South Aberdeenshire and progress regarding implementation of the recommendations will be monitored over this financial year.

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10. Implement Housing Customer Feedback Framework.	April 2007	Ongoing	Increased feedback from service users - Monitoring and Evaluation of implementation of framework.	Disabled people have the facility to be able to feedback views on service delivery, if required in a format that meets the nature of their disability. This promotes equality and ensures involvement can continue.	IBP Strategy and Research, as the Council's preferred supplier, have been commissioned to review the existing sources of feedback and redraft these to ensure that they are consistent in style and also in the way that feedback is collated. The information will be reported on a quarterly basis in line with the Performance reporting or more frequently should it be required for a specific reason. Corporate Customer Feedback project almost nearing implementation stage, where employees in the Housing and Social Work service, through the Customer Relationship System, will capture feedback and work along with the Customer Feedback team to address compliments, complaints and comments from the public on the service provided. Target date of end of Sept for training for employees and implementation. A short life sub group, has been formed following a Housing & Social Work AIM session to look at a Service User and Carer Involvement Strategy similar to the Tenant Participation Strategy .It is anticipated that a document will be completed by Feb 09.

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Action	From	To	Measure of Success	Outcome	Progress during 2008
11. Identify communication methods from research – “Understanding the Housing and Support Needs of People with a Physical Disability and Sensory Impairment” and include in Housing Communications Strategy.	April 2007	April 2009	Progress and Development of Physical Disability and Sensory Impairment Strategy and Housing Communications Strategy.	People with a physical disability and/or a sensory impairment have an effective way of communicating with the Council to ensure their views are communicated and taken into account to assist in the continuous improvement of their housing and support needs.	Physical Disability and Sensory Impairment Research conducted by Craigforth is being used to inform the development of an outcome statement, which will cover the aforementioned client group as well as those with a learning disability. Outcome Statement completed by September 08.
<b>Access to Buildings &amp; Services</b>					
12. Access to services is based on an assessment of need and application of Eligibility Criteria. Impact of Eligibility Criteria to be monitored.	April 2007	Ongoing	Services are provided appropriately. Monitor comments/complaints.	Services are provided more equally across the geographical area and are targeted at people who are in greatest need. The general duty from the DDA is applied through out practice.	Impact of the introduction of Eligibility Criteria continues to be monitored at Team, Management and Senior Management levels. Induction and refresher training on Eligibility Training is currently being planned and will be rolled out end of 2008 / beginning 2009.

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13. Issues around access to Social Work and Housing buildings are addressed with assistance from the Access Panels across Aberdeenshire.	July 2007	Ongoing	Access to buildings is achieved and any issues resolved.	Disabled people have access to as many buildings as possible. Where access is not possible, alternative ways of meeting people are offered, such as home visits or meeting in an accessible building nearby.	Access Panels receive plans for any new buildings in their geographical area – including any social work or housing developments
14. Increase in the number of people receiving a Direct Payment as an alternative way to access services.	July 2007	Ongoing	Numbers of people in receipt of Direct Payments is monitored and a steady increase is reported.	Disabled people are offered a different way of arranging and receiving services. This enables the general duty of the DDA to be promoted and actioned.	Information from Direct Payments Caledonia, who provide the payroll service for people receiving a Direct Payment reports the following increase in the number of recipients April 2007 – 62 November 2007 – 76 June 2008 - 89 A Project Worker ( Self Directed Support ) post has been established and part of the remit will be to increase awareness with staff of SDS and increase the number of people receiving SDS

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15. Development of appropriate strategies that will encompass the general duty of the DDA in the provision of targeted services.	July 2007	Ongoing	Completion of the following strategies: <ul style="list-style-type: none"> <li>• Older person's Housing</li> <li>• Physical Disability and Sensory Impairment Housing strategy;</li> <li>• Care at home with the assistance of technology;</li> <li>• Sensory Impairment.</li> </ul>	Provision of services will be targeted to those in greatest need. A range of supports will be available based on information received from service users.	The Telecare strategy group has met on one occasion. The Telecare Interim Evaluation report is available on the Joint Improvement Team web site and the final report will be available by the end of August. A Project Manager is to be appointed to be based within the Commissioning Team and with the remit of mainstreaming telecare into current service provision. The report on the Eye Care Review Health Fit is now available and a Project Officer has been appointed to take forward the recommendations from the Review
16. Continue to develop a Local Investment Framework to ensure new affordable housing is targeted at need and match available supply for those with particular needs.	July 2007	Ongoing	No of houses built for particular needs in new developments.	Disabled people have a home that meets their needs and aspirations, promoting equality, eliminating discrimination and giving people choice.	07/08 128 new affordable houses built. 86 by RSL, including 8 for particular needs and 42 by private developers.

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17. Produce Equipment and Adaptations Policy to enable Tenants and their families to continue to live in their own homes safely and to maximise independence where the Council is unable to assist in the provision of suitable alternative accommodation to meet individual needs.	July 2007	April 2008	Shorter waiting times for people who require adaptations to their own home.	Disabled people will have the opportunity to remain in their own home with the assistance of an adaptation and supply of equipment to meet their needs. Promoting equality, independence and quality of life.	<p>Self-referral system now in place for minor adaptations, e.g. handrails.</p> <p>Major adaptations – still being assessed by Occupational Therapists.</p> <p>Report further to mock inspection carried out on repairs has highlighted that the Council need to review the way the service is delivered being more demand led than budget led. Management team are currently considering the recommendations.</p>
18. Develop flexible allocations policies to reflect the increasing need for adapted housing.	July 2007	Ongoing	No of waiting list applicants housed in a property suitable to their needs.	Disabled people will have more choice about the area where they want to live. This will provide more choice, and meet aspirations.	Review of Allocations policy where each housing applicant now chooses up to 5 areas of choice for being rehoused

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<b>Education</b>					
19. Work in partnership with Education Learning & Leisure Service on compliance with the Education (Additional Support for Learning) Act.	July 2007	Ongoing	Legislation is complied with. Children and young people with additional support needs receive the appropriate level of provision.	Children and young people with additional support needs are enabled to develop their full potential. The general duty of the DDA is evidenced in the lives of children.	<p>The Additional Support For Learning legislation is mainly being taken forward by Education. The policy pack "Supporting Children's and Young People's Learning in Aberdeenshire has been distributed across educational establishments and partner agencies. Its purpose was to provide establishments and practitioners with detailed guidelines on the identification, assessment and meeting of children's and young people's additional support needs. It has provided the context for the development of supporting guidelines including the following:</p> <ul style="list-style-type: none"> <li>• Working Together to Support Autism</li> <li>• Working Together to Support Motor Skills</li> <li>• Working Together to Support Sensory Impairment</li> <li>• Working Together to Support Literacy Difficulties</li> </ul> <p>The guidelines are available to staff through the Council's intranet and to parents and the wider community through the Council's web site.</p>

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20. Work with colleagues in Education, Further education, the NHS and Voluntary organisations to support students with additional needs in Further Education.	July 2007	Ongoing	Feedback from students and staff. Monitoring through student reviews at college and other appropriate means.	Appropriate support is available for students with the support being agreed prior to the student starting.	Student's needs are assessed through a multi-agency approach and agreement on how to meet needs is reached prior to the student commencing. Strategic issues are addressed through a high level meeting of appropriate partners.
21. Support Aberdeenshire Disability Action to restart their Disability Education project.	Sept 2007	Ongoing	Number of primary and secondary schools who have participated in the programme.	Evidence of positive attitudes towards disabled pupils in school and in the wider community.	The Education, Learning and Leisure service has provided funding for the development of the Disability Education Project to March 2009. Early indications are that this project is very successful with primary school pupils.
<b>Involvement of Disabled People in Decision-Making</b>					
22. To increase membership, progress and develop involvement of Armchair Group in consultation and information dissemination.	July 2007	Ongoing	No. of members of the Armchair group.	Disabled people will be able to participate in decision-making process from their own home. This will increase involvement and promote equality and inclusion.	Armchair membership still remains at 36 members.

## Housing & Social Work Service Action Plan

Action	From	To	Measure of Success	Outcome	Progress during 2008
23. Consultation with Older People in relation to Older Person Housing Strategy.	July 2007	Ongoing	No. of people consulted through a variety of methods.	Consultation with groups of older people some who may have disabilities will ensure that the needs of the population are identified and be fed into the future targets for service delivery. This will ensure that there is fairness of level of service and provision of housing and support needs given where practicable.	Consultation has taken place with the results being used to inform the final version of the Older Person's Housing Outcome Statement.
24. Agree protocol, to reflect Service Level Agreement and develop ongoing Action Plan for developing the Disabled Person's Housing Service.	April 2007	April 2008	Action Plan produced and implementation commenced.	Agreed protocol between Aberdeenshire Councils and Disabled Person's Housing Service will ensure that the need for adapted housing is shared and can be evidenced to assist in the development programme for not only new housing but making best use of existing resources.	Service Level Agreement has been signed ratifying the protocol developed, which will allow for the continued and enhanced service for those with a disability in relation to Housing. This protocol and performance measures are evaluated on a bi-annual basis

## Housing & Social Work Service Action Plan

Action	From	To	Measure of Success	Outcome	Progress during 2008
<b>Implementation and Monitoring of the Action Plan</b>					
25. The Housing and Social Work Equalities Group will report to the Senior Management Team Executive at regular intervals on progress with implementation and monitoring.	Nov 2007	Ongoing	Progress recorded in Senior Management Team Executive Minute.	Disability issues relevant to the Housing and Social Work service are mainstreamed into the reporting process to Senior Management Team Executive.	Progress with the actions in the Plan has been reported to Senior Management Team Executive during the year and amendments reflected in this annual update

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
<b>1</b> Identify appropriate disability training for each staff member	May 07	Dec 07	Heads of Service & Line Managers	All relevant staff have training need entered into EDRS by end 07	Training needs for Service staff re DDA will be identified and can be planned	All staff received corporate equalities training including disability content , through team briefs in 2006/7 and all new staff receive this training during induction. DM and BS staff additional trg needs identified – see next item <b>COMPLETED</b>
<b>2</b> Prioritise and deliver training	Jul 07	High priority by Mar 08, all by Sep 08	Heads of Service & Line Managers	Training recorded as completed in EDRS	Service staffs are fully aware of and comply with requirements of DDA within their post.	Pilot conducted 2006/7 for access training for DM/BS staff. This training is to be rolled out to all remaining DM/BS staff but behind target of Sep 08 due to undermanning within Building Control. Revised date for completion Mar 09. <b>ON GOING</b>
<b>3</b> Identify impact assessment candidate(s)	May 07	Jul 07	Heads of Service & Line Managers	Training need entered in EDRS	Competency in impact assessment and DDA equality	15 Impact Assessors identified <b>COMPLETED</b>

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
					awareness will be established across breadth of Service	
<b>4</b> Deliver impact assessment training	Jul 07	Oct 07	Heads of Service & Line Managers	Training recorded as completed in EDRS	Competency in impact assessment and DDA equality awareness will be established across breadth of Service	Training completed for the identified Assessors  COMPLETED
<b>5</b> Prioritise and impact assess policies, practices and functions	Oct 07	Nov 09 and ongoing	Support Services Manager and relevant policy officers	Policies recorded as assessed and reviewed as needed, reported to Mgmt Team	Service policies will comply with requirements of DDA	Mapping, screening and prioritisation conducted Nov 07- May 08; programme of assessments agreed Jul 08. COMPLETED
<b>6</b> Review leaflets, forms etc and identify source(s) of alternative formats	Oct 07	Mar 08 and ongoing	Support Services Manager & Heads of	Report to Management Team	Service will comply with DDA requirements	Corporate communications team to lead on this work

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
			Service, also external support		and mechanisms will exist to make publications available to disabled people as quickly and efficiently as possible	COMPLETED
<b>7</b> Assess access to Service premises and services and plan alternative provision	May 07	Dec 07 and Ongoing	Heads of Service & Line Managers  External support	Plan lodged at each location and confirmation of action in Management Team minute	Disabled access will be available wherever possible and clear alternatives will be provided where necessary	Audit of access to P&ES Service office locations which are open to the public (and suitable alternatives where necessary) is currently underway by Property Service. Information will be collated and available by December 2008 or as soon as possible after that date. ONGOING
<b>8</b> Ensure required access is achieved to proposed	Oct 07	ongoing	Head of Service Development Management	Applications assessed against required	Required access is consistently	Ongoing as part of relevant officer's duties.

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
construction devlts through relevant legislation and that this is addressed in a robust consistent manner			and Building Control and relevant policy officers	access standards and this recorded in standardised procedures	achieved in future construction developments	Supplemented by Access Panel involvement. COMPLETED
<b>9</b> Awareness sessions to include highlighting disabled requirements to customers/ stakeholders – promotion of access issues to customers/stakeholders	Oct 07	ongoing	Head of Service Development Management and Building Control and relevant policy officers	Inclusion in agendas of awareness sessions	Understanding of and compliance with disability access requirements across Aberdeenshire	Information included in leaflets distributed to customers.  COMPLETED
<b>10</b> Generate and include DDA/Access Panel information into applications and promote the Aberdeenshire Access Panels and their contribution to the building stds & devlt mgmt process	June 07	Ongoing	Head of Service Development Management and Building Control and relevant policy officers	Recorded in Management Team Minute	Ensure knowledge of DDA requirements and access to assistance and advice from DDA to all applicants	Information sheet currently under development for inclusion in planning application information packs, implementation estimate Jun 08.  COMPLETED
<b>11</b>	June 07	Ongoing	Head of Service	Recorded in	Maximise	Commencement of action

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
Work with Access Panels to assess Public Conveniences and signage			Consumer Protection and Support Services	Management Team Minute Confirmed in Access Panel Minute	access to public conveniences for disabled users	delayed due to outcome of Scrutiny and Audit Committee report on PCs and protracted sick leave of Cleaning Services Manager. Cross service working group formed in Aug 07 to implement the SAC recommendations, some of which relate to this action. The group has met several times, Access Panels representation planned in 2008. 3 existing facilities suitable for conversion to Changing Place style were identified in 2007 ONGOING
<b>12</b> Investigate and test feasibility of establishment of a home visit service on development management and building control services where disabled	Jan 08	ongoing	Head of Service Development Management and Building Control and relevant policy officers	Recorded in DM/BD management team meetings and reported to management team	Increase access to Council development management and building control	Pilot was to be conducted during 2008, reporting to Service Management Team by December 2008 for a decision on adoption as a permanent policy. However, due to legislative

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
persons cannot visit council offices as a result of their disability					services for disabled people	requirements re disclosure for staff in contact with vulnerable people, this pilot will not be rolled out. COMPLETED
<b>13</b> Establish and sustain strong links with Aberdeenshire disability organisations to inform plans	May 07	ongoing	Andrew Carruthers	Minutes of regular meetings and records of correspondence over sustained period	Involvement of disabled people in planning and policy making	Structure Plan team updating planning consultation database, including 12 relevant groups. Completed by December 2008. ONGOING
<b>14</b> Monitor Review and Report on this Action Plan	Ongoing	Ongoing	Management Team	Reports lodged with Disability Equalities Group, Annual Management Team minute report	Active and robust compliance with this plan	see last action in Plan COMPLETED
<b>15</b> Audit best practice nationally in the use of "Access Statements" to improve accessibility of significant projects	Aug 2007	Nov 2007	Head of Service Development Management and Building Control	Report to Service Management Team	Adoption, if appropriate, of Access Statements as a requirement of major	Not yet actioned due to staff turnover and pressure of work. May be implemented at future date as part of implementation of Planning

## Planning & Environmental Services Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
					projects --- improved quality of access for public	Scotland etc Act 2008. NOT IMPLEMENTED
<b>16</b> Four monthly and Annual reports on DES progress to be discussed and agreed by Service Management Team	Nov 2007	Ongoing		Recorded in SMT minute	Disability issues related to Service mainstreamed into management process	Report to Jul 08 SMT and quarterly thereafter COMPLETED

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
1. Promote disability equality among the new Council to be elected May 2007 and encourage all party group leaders and members to take part in induction on disability awareness	By 30 April 2008	30 December 2009	Policy Officer – equalities and Head of Development and Training	Disability equality needs of new Councillors are identified and addressed; members of new Council participate in appropriate disability awareness sessions	Those trained are able to recognise the potential impact of their decisions on people with disability	Original date of April 2008 had to be postponed. Equalities training given to members of Chief Officer selection panel. Date to be set for Out of Darkness Theatre Company post full Council meeting in 2009.
2. Establish employee disability forum	August 2007	Ongoing	Head of Service (Personnel)	Identify and establish forum members and hold first meeting to discuss focus of activity	Employees are engaged in and consulted upon issues from their perspective	Group established and several meetings facilitated. Feedback given on potential improvements to the recruitment and selection training are in hand.
3. improved data that is collected on recruitment, development and	August 2007	Ongoing	Head of Service (Development and Training)	3.1 full data on the number of disabled employees and type of disability	Future decisions on policies etc reflect accurately the needs of	Employee surveys provided indicative position on the number of

## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
<p>retention of employees by:</p> <p>3.1 identifying types of disability amongst current workforce</p> <p>3.2 revising the monitoring form to improve the quality of data collection</p> <p>3.3 identify ways to record applicants for and attendees to Council training courses</p> <p>3.4 improve the statistics held on disability of the current workforce by increasing the return rate for monitoring forms (currently hold</p>				<p>3.2 New form agreed by stakeholders</p> <p>3.3 New system in place and able to report and publish data</p> <p>3.4 Data held on current employees increases from 85% to 95%</p>	<p>people with disabilities to enable equal access to and support from services and jobs</p>	<p>employees advising that they have a disability and the type of disability.</p> <p>New form now in place after being agreed by Corporate Equalities Group</p> <p>Some problems with data entry and analysis due to staff shortages as well as changes in payroll numbers. Data available will be published in April 2009.</p> <p>Action plan being developed to achieve 95% completion target.</p>

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
data on 85% of employees)						
4. Identify and train impact assessors	June 2007	Ongoing	Head of Development and Training	Training noted as completed in EDRS or alternative route	Impact assessments are competent	Service representatives identified and trained. Programme set up to accommodate rolling programme of impact assessments
5. Conduct impact assessment of prioritised policies and procedures to ensure need of disabled employees reflected	August 2007	Ongoing	Head of Service (personnel and development and training)	Increased awareness of how specific policies and procedures impact disabled applicants/employees. Action plan developed fort timescale for reviewing policies	New and revised policies address the needs of disabled employees	Initial prioritised list developed and considered by DMT. MEIA's carried out on a range of policies include Absence Policy and Equality Policy.
6. Review and amend policy/procedure identified as high priority through impact assessment (e.g. absence policy)	December 2007	Ongoing	Head of Service (Personnel)	Review completed	High priority policies reflect needs of disabled employees and service users	See above

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## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
7. All employees to receive disability awareness training related to their duties and contact with the public	May 2007	May 2009 and ongoing	Head of Service (development and training)	Training recorded as completed as per EDRS or other route	First class services provided to all citizens	All corporate induction events include equalities awareness session. Specific event on deaf awareness run for frontline receptionists.
8. Review contacts with external disability organisations	July 2007	Ongoing	Director of personnel and ICT	Increased awareness within function and line management of external support facilities available	Best use made of local and national experts	Agreement with Aberdeen City Council, Aberdeen College and GFRS to host local "providers fair" to identify potential role(s) of these organisations e.g. advisor, consultee, provider of services etc.
9. Review forms, and other materials and where necessary source alternative formats	May 2007	May 2008 and ongoing	Heads of Service (development and training and personnel)	Report noted in service management team minutes	All services equally accessible to users	Development and training materials reviewed and now available in different formats and methods

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
						(e.g. sound bites, large font)
10. Implement a procedure to identify requests related to disability equalities( ICT)	May 2007	Ongoing	Head of ICT	Seek customer feedback	All employees given appropriate level of support with priority given to those with additional needs	Awareness raising sessions held with Service Desk personnel.
11. Website accessibility audit to SHAW Trust (ICT)	Feb 2007	Aug 2007	Head of ICT	Gaining accreditation	Our website allows all users to access it	Accreditation gained in March 2008. The new website to be audited early next year.
12. review access plans for our premises to ensure best practice	May 2007	Sept 2007	Principal Health and Safety Advisor	Plans logged at each location	All service users have equal access	Training centres at Jackieshillock, Huntly and Woodhill House have been assessed and some adjustments made.
13. Identify training disability champion	May 2007	Ongoing	Head of Service (development and training)	Nominee recorded in management team minute	Clear and focussed contact for support to	First champion now on adoption leave, second champion

## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
					services and service users	now on modified contract, third champion identified December 2008.
14. Develop training programme and review outsourced training for disability involvements (training)	May 2007	Ongoing	Head of Service (development and training)	Responses to service requests	Comprehensive programme planned and delivered making use of appropriate disability involvement	Initial training plan developed to be consulted upon. Links to providers seen as part of action 8 above.
15. Form links with disability training organisations	May 2007	Ongoing	Head of Service (development and training)	Record input from disability organisations	Real life and relevant training giving greater insight to officers	External organisation used for deaf awareness training and further organisation identified as being interested in working further alongside the council. Links to action 8 above.

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Personnel & ICT Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
16. Review training facilities	May 2007	Ongoing	Head of Service (development and training)	Report in minutes	All service users have equal access	Training centres at Jackieshillock, Huntly and Woodhill House have been assessed and some adjustments made.
17. Review written material and training library	May 2007	Ongoing	Head of Service (development and training)	Material available where possible	Up to date and relevant materials being used giving greater insight	Completed
18. Review advice and support to other services	May 2007	Ongoing	Head of Service (development and training)	Service feedback	Valid and reliable advice and support being provided	Being covered through MEIAs.

## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
<p>1. Ensure our staff receive disability awareness training appropriate to their duties.</p> <p>(a) Develop the training programme</p> <p>(b) Update the service induction checklists</p> <p>(c) Deliver the programme</p>	<p>Jul 07</p> <p>Jul 07</p> <p>Jul 07</p>	<p>Oct 07</p> <p>Oct 07</p> <p>Ongoing</p>	<p>Heads of Service</p>	<p>Improved staff awareness – measured through a mystery shopper survey or the staff attitude survey</p>	<p>Improved awareness of staff and improved services to the public.</p>	<p>2006 EAS provides a benchmark. All staff have seen the equalities video (new staff receive it on the corporate induction). Info on translation services published for staff. DVD sourced for awareness training – to be rolled out through team briefing New insert included in induction pack.</p>
<p>2. Train additional auditors to carry out access audits</p>	<p>Aug 07</p>	<p>Dec 07</p>	<p>Head of Roads, Operations &amp; Transportation</p>	<p>Trained auditors able to complete access audits</p>	<p>Increase the number of auditors to an acceptable level</p>	<p>Training sourced Alternative approach being investigated to combine safety and access audits into one quality audit as advocated in new guidance from the Dept. for Transport</p>

## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
						(Manual for Streets) which is being developed as policy for Scotland as a document called "Designing Streets" available early 2009.
3. Provide refresher training for design and maintenance staff	Sep 07	Dec 09	Head of Roads, Operations, Transportation & Property	Increase awareness of disability issues in these functions.	Improved awareness of staff and improved services to the public.	Raised at RMT and cascaded thru team briefing. One-day Awareness training course run for design staff 22/23/24 April 08.
4. Provide training for nominated staff on impact assessments to coincide with the programme of EIAs in Action 5	Jul 07	Jul 07	Heads of Service	Increased numbers of trained assessors	Trained assessors able to conduct impact assessments	Core group of staff have received EIA training. This may need to be extended as the EIA programme progresses.
5. Develop a	Jul 07	Aug 07	Heads of Service	Publish programme	Information	Prioritised list drawn

## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
programme of disability equality impact assessments for existing policies/functions and for assessing new policies.				and the findings of assessments	available on the programme to monitor progress towards meeting the general duty	up covering main functions but was reviewed in light of experience of first EIA. 2 new policies impact assessed and revisions to Taxicard Scheme and Seat Belts in School Transport complete with Passenger Vehicle Operation in progress.
6. Review our literature (forms, leaflets, notices) and other material for clarity and ensure it is available quickly and easily in alternative formats if requested, and is displayed			Heads of Service	Complete review, publish catalogue of available publications on the public web site and produce staff guidance on accessing alternative formats	Updated literature available in alternative formats as required.	List of publications etc drawn up. Council's Accessible Info Policy will be used as the basic standard. Relevant staff to be made aware of the policy when preparing new leaflets etc. Secondment of a

## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
appropriately (a) Compile list of publications (b) Make them available on the web site where possible (c) Review and update	Jul 07	Jul 07				Web Officer now allowing this to be progressed faster (started in post Jun)
	Aug 07	Oct 08				
	Aug 07	Jul 09				
7. Review the weighting system for assessment of revenue projects & programmes	Aug 07	Dec 07	Heads of Service	Publish revised criteria	Ensure the DDA duties are considered during assessment process.	Purchasing unit is awaiting a Scottish Parliament questionnaire that will be adopted by all authorities relating to the tender selection process.
8. Consider the implications for the procurement process and assessment of tenders	Jul 07	Aug 07	Heads of Service	Issue revised contract clauses and guidance for staff on assessment of tenders	Ensure appointed contractors are aware of the duties when working on our behalf.	Revised contract clauses incorporated into contracts for Roads.

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## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
9. Incorporate the DDA audit data into the asset management plan (AMP) to inform future repairs and upgrades	Jul 07 Jul 08	Dec 07 (for properties) Dec 08 (for roads)	Head of Roads and Property	Complete integration of the DDA audit data	Better management information will be available to inform future decisions	Info available from access audits is incorporated within the core fact documentation and influences the suitability rating of assets.
10. Publish a list of public buildings with their associated accessibility features, to then be updated on a regular basis, possibly as a live document on the web site with an opportunity to provide feedback.	Aug 07	Initial publication by Jun 08, then ongoing	Head of Property	Publish the information	Improved access to information and ability to provide feedback.	Budget bid submitted for the costs associated with using <b>DisabledGo</b> to undertake the surveys and host the data.
11. Develop a protocol to formalise the consultation and	Aug 07	Dec 07	Heads of Service	Publish protocol	Improved communication with and	Improved contact with Panels and officers attending

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## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
involvement process (including Access Panels), taking account of the workload issues for such groups and what the priority areas for involvement should be.					involvement of disabled people and groups	meetings where required. Review the effectiveness of this after 6 months operation. Positive feedback received to date.
13. Complete present programme of DDA compliance works within the allocated resources.		Annual prog. and review	Heads of Service	Delivery of agreed programmes of works	Improved physical access to premises	Programme behind target due to staff resource limitations. Reported position may change as a result of interpretation of the legislation by Audit Scotland relating to the categories of buildings which are included.
14. Develop asset management strategy	Aug 07	Dec 09	Heads of Service	Publish strategy	Ensure that accessibility	Strategies developed and presented to

## Transportation & Infrastructure Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
(where we are the Client service) to identify future service provision needs (to include accessibility issues where modifications are not possible).					issues are incorporated into future service planning	CEMT Jan 08. Requirements of DES included in strategies and included in new capital Plan which was approved by committee Jun 08
15. Agree a monitoring and review programme for this action plan within the service  (four monthly by the SMT)	Jul 07	Jul 07	T&ISMT	Evidenced in minutes.	Clear review mechanism	Mechanism agreed.

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
<p>1. Ensure our employees receive disability awareness training appropriate to their duties.</p> <p>(a) Develop the training programme</p> <p>(b) Deliver the programme</p> <p>(c) Measure the outcome of the programme</p>	<p>July 07</p> <p>Aug 07</p> <p>Jul 08</p>	<p>Oct 07</p> <p>Dec 08</p> <p>Dec 08</p>	<p>Director, Heads of Service, Legal Managers</p>	<p>This shall be delivered through the EDRS system.</p> <p>This shall be measured by means of the employee attitude survey, a mystery shopper survey and a survey of members of the public who have accessed our Service</p>	<p>Improved awareness.</p>	<p>Consolidated Action Plan derived from outcomes of AIM self-assessment, Stress Survey and Employee Attitude Survey develops these outcomes. Plan reviewed by DMT in January 2009.</p>
<p>2. Develop and undertake a programme of disability equality impact assessments on policies, functions and procedures</p> <p>(a) identify and train the Assessors</p> <p>(b) Assess all policies, functions</p>	<p>May 07</p> <p>Sept 07</p>	<p>Aug 07</p> <p>Dec 07</p>	<p>Legal Managers Law and Admin Equalities Officer</p>	<p>This shall be delivered partly through the EDRS system and by engaging stakeholders and disabled persons as part of the review process</p>	<p>Policies, functions and procedures that deliver and implement the six strands of the general duty</p>	<p>MIA Assessors trained; statutory policies under Licensing (Scotland) Act 2005 assessed (reported separately to Licensing Boards).</p>

## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
and procedures (c) Identify and involve disabled persons as part of the Assessment (d) Revise and Adjust policies, functions and procedures as appropriate (e) Publish and implement revisals	Sept 07	Dec 07				
	Mar 08	Jun 08				
	Jun 08	ongoing				
3. Standardise all our correspondence, forms, leaflets and literature on the Arial 12 point sans-serif font	May 07	Dec 07	Director, Heads of Service	Review complete	All literature being produced in a standard format	Implemented.
4. Review our literature, forms, leaflets etc. for clarity and ensure it is available in alternative formats if requested, and is			Heads of Service	Review Complete, involving disabled persons in the process	Updated literature and guidance for staff on accessing alternative formats	Ongoing review

## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
displayed appropriately (a) compile a list of all literature (b) Review and update, involving disabled persons in the process	Jul 07 Jan 08	Dec 07 Jun 08				
5. Provide training and systems for Monitoring Officers to ensure all reports have been checked for compliance with the Disability Duties	Jul 07	Dec 07	Heads of Service	Ensure, where appropriate, that all reports going to Committee include reference to:- <ul style="list-style-type: none"> <li>Any assessment of the impact of the proposal on disability equality</li> <li>Any consultation carried out in conjunction with that assessment; and</li> <li>Any action</li> </ul>	All relevant reports will demonstrate compliance with the Equalities legislation	Key task of Service Manager under modernisation review to ensure consistency across all Committees – training to be provided after implementation of new structure

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## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
				proposed, including any monitoring, proposed in consequence of the assessment and consultation		
6. Provide regular information updates for employees and members of the public on our achievements and work still to be done	May 07	Ongoing	Law and Admin Equalities Officer	Material available wherever possible	Bulletins to be given by e-mail, through Arcadia, in the Access Magazine and Notices for offices	Consolidated Action Plan referred to at 1 includes redesigned Team Briefings.
7. Work with disabled persons to produce an information leaflet for licence holders on the duties of the Disability legislation	Jul 07	Dec 07	Licensing Officers	Project complete	Production of Information Leaflet for Licence holders and guidance on accessibility of alternative formats	Consultation with stakeholders and public carried out August 2008
8. Integration of Law and Admin's	May 07	Dec 07	Legal Manager	Review complete	Inclusion of a Section on	Current Service Plan reviewed to

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
Action Plan with the Law and Admin Service Plan					Disability Equality in the Service Plan and linking the Disability Action Plan to the Law and Admin Service Action Plan	incorporate Action Plan; new style Service Report considered by DMT January 2009.
9. Establish a means of monitoring our Actions	Dec 07	Jun 08	Law and Admin Equalities Officer	Establishing an ongoing relationship with stakeholders and disabled persons to review and revise our Actions	Monitoring System in place	Progressed in conjunction with Licensing Board schemes (see 7)
10. Liaise with the Transport and Infrastructure Service to ensure that audits are carried out on all non-accessible buildings and to keep staff and the	Jul 07	Ongoing	Heads of Service linking with Head of Roads, Operations and Transportation	Information produced where available	Increase the number of buildings that are accessible, provide information via bulletins, notices for	Ongoing

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## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
public up to date of progress					staff and the public	
11. Establish definitive links with disabled persons and disabled groups in Aberdeenshire to ensure effective review of the Action Plan	May 07	Ongoing	Heads of Service Law and Admin's Equalities Officer	Establishment of contact with and involvement of disabled persons and disabled groups in the review of policies, functions and services of law and admin	Regular involvement of disabled persons in policies and functions	Progressed in conjunction with Licensing Board schemes (see 7)
12. Produce Service Guidance on co-option of community advisors	May 07	Nov 07	Administration Manager	Material produced where available	Guidance published and circulated	Key task of Service Manager under modernisation review.
13. Produce standard paragraph(s) on meeting equalities commitments for contactors and suppliers for inclusion during procurement.	May 07	Nov 07	Heads of Service	Standard paragraph(s) available to Central Purchasing Unit and Services	Consistent projection of principles of the General Duty to our contractors and suppliers via our procurement	Purchasing function transferred to Finance Service.

DISABILITY EQUALITY ACTION PLAN (2006-2009) - SECOND YEAR PROGRESS REPORT

## Law and Administration Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress during 2008
					process	
14. Ensure the developing communication strategy reflects the Authority's need for equalities related information	May 07	Ongoing	Senior Management Team/Corporate Communications	Strategy agreed and adopted	Improved access to equalities related data for decision makers	Ongoing support function.
15. Four monthly and annual reports on DES progress to be discussed and agreed by Senior Management Team	May 07	Ongoing	Senior Management Team	Recorded in SMT minute	Disability issues related to the Service mainstreamed into the Management process	Ongoing support function.