

Appendix

This appendix contains Service By Service Action Tables with notes on their progress and implementation status.

These tables may be used to view progress on every proposed action to date and referenced directly to the Action Tables in the Disability Equality Scheme to identify how each action relates to the six strands of the General Duty

CE Service Action Plan

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress update
1:Ensure training of relevant officers and disabled people in the new process of equality impact assessments	2007 (Actual start date to be confirmed)	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 trained.
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	Equalities impact assessment of the Corporate Communications Strategy currently underway. Assessment of the Strategic Priorities to start in Nov. 2007 as part of general equality impact assessment.
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	A Trainer has been identified to deliver Councillors' training. New Staff continue to receive training as part of corporate induction programme.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
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 being redeveloped to improve consultation with all target audiences There is increased awareness among officers to engage with disabled people.
5:Improve communication with disabled people and all other equality groups	May 07	Continue as necessary	Head of Corporate Communications	Update and promote "Accessible Information Guide" for staff; offer information in alternative formats	Clear and effective communication with all residents and service users	To be considered as part of the corporate communications strategy and revisions to Corporate Identity Manual.
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	To be included in new corporate ID currently being reviewed

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
7:Send copies of future News Releases to Talking Papers and other appropriate media	Aug. 2007	Continuous	Head of Corporate Communication	Links established with the relevant papers and media. The Talking Papers receive News Releases in suitable formats	More disabled people are kept informed of happenings within and around the Council	Contacts being sourced
8:Target specialist media and organisations to promote disability initiatives such as the DES	July 2007	Continuous	Policy Officer (P.O.) – Equalities & Head of Corporate Communication	Widespread communication of DES and other initiatives	Clear and effective communication with disabled people	To be done when new DES/DES update is published
9: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	In progress See H&SW Action Plan
10:Include a paragraph in the standard invite to Kaizen events as follows: “If you have a disability for which we could make special provision, such as hearing/visual impairment please let us know in advance”	July 2007	By July 2007	Kaizen Champion	Statement included in standard invite	Improved uptake of Kaizen by disabled employees	Kaizen main venues suitable for disability access/mobility difficulties.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
11: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	So far no special requests received No staff excluded due to access/mobility issues.
12: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	Employee Disability Forum and Disability Equality Group formed See P&ICT Action Plan
13:Ensure the Council's new Strategic Plan (2007-11) 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	The Plan is still being developed and will be subjected to equalities impact assessment to ensure it is accessible to disabled people.
14:Reinstate the Core Brief (for employees) and ensure accessibility by all. Include information on Council's DES	-	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 the organisation	Core brief re-launched; will publish a feature on DES annual report

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
15:We will discuss with our community planning partners at a CP 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	Item is included on agenda for CP Executive meeting on 7 th November
16:Modify council partnership assessment questionnaire to include consideration of compliance with statutory equalities duties including disability duty	July 2007	August 2007	Head of Policy	Partnership assessment questionnaires reported to relevant council committee when partnerships are approved or reviewed	Equalities including disability equality are always considered before the council enters into new partnerships or when it reviews existing partnerships	Ongoing. Awaiting external information and register of all partnerships. Revised target date End Dec 07
17: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	Outcome from meeting of CP Executive on 7 th November will provide direction on how to proceed on this action.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
18:Request the Community Planning Partnership to review membership of its Citizens Panel to ensure representation by disabled people	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	The last survey (July/August 2007) indicates that 17% of the panel has a disability. Discussions ongoing with panel consultant – IBP. Panel to be refreshed in 2008.
19: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	Appropriate links being established with relevant groups and organisations.
20: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	Actions in progress to contact local disability groups and involve them in this process

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
21: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	Monitoring in progress. 1 st annual report due Dec 2007.
22: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	Annual Report due 3 Dec. 2007
23: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	To be discussed
24:Ensure disability issues are embedded in the next Community Safety Partnership Strategy	Early 2008	Renewed with Strategy	Policy Officer + CSP Lead Officer	Strategy completed	CSP initiatives address community disability issues	Further discussion required
25:Develop a disability incident reporting system equivalent to the one currently in use for race related incident reporting	July 07	Sept 07 then ongoing	Policy Officer (equalities) + support	Reporting system in place	Robust reporting and monitoring of disability related incidents	To be discussed with the Aberdeenshire Community Safety partners. Need to identify resources

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress Update
26:Explore potential of multi-agency approach to DES reviews in 2010 with relevant Community Planning partners		March 2008	Head of Policy	Recorded in minutes of meetings	Focused and integrated local approach to DDA obligations	To be discussed with Community Planning Partners

Finance Service Action Plan

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress To Date
1: Identify and ensure appropriate disability training for each member of staff.	May 07	Ongoing	Head of Finance + Line Managers	All relevant staff have training need entered into the Employee Development and Review Scheme (EDRS)	Embed and promote disability equality awareness in staff resulting in improved services.	Request to FMT that all meetings within Finance have an agenda item of equalities to ensure that the DES actions or any issues relating are addressed. Reminder to ensure that EDRS and staff have any special training needs identified.
2: Identify impact assessment candidates within Finance.	May 07	Ongoing	Head of Finance + Line Managers	Training identified and recorded in EDRS training record.	<ul style="list-style-type: none"> • Policies complying with duty • Policies that do not discriminate • Policies that promote 	One impact assessor has been identified and trained. (Jill Duguid)

					and encourage people to participate	Another identified (Catherine Grigor) but training to follow at next available placement.
3:Impact assess existing policies, functions, and practices.	Sep 07	Ongoing	Head of Finance + Impact Assessors	Records of impact assessments.	<ul style="list-style-type: none"> • Policies complying with duty • Policies that do not discriminate • Policies that promote and encourage people to participate 	Assessment of Customer Care Policy under way. Revised policy will be submitted to Benefit Management Team in Nov 07 before approval and sign off of the EIA.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress To Date
4:Review publications i.e. forms, leaflets, and promote use of plain language and accessible formats. Use of the standard minimum font where appropriate.	Ongoing	Ongoing	Head of Finance + Line Managers	Confirmation/update in Finance Management Team Minutes	Ensures disabled people in Aberdeenshire have access to publications in various formats relevant to them.	Monitoring and review of forms procedure established. No outcomes to report at present.
Investigate ways in which small payment expenses associated with volunteers in community engagement might be paid more efficiently.	Jan 08	April 08	Head of Finance	By result of study and recommendation by Payments Section.	To encourage Improved participation of disabled people in public life.	Current Kaizen event within Finance to address 'Petty cash and small payments' is ongoing at present, which will address this action.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress To Date
5:Undertake a feasibility study into the enhanced use of Customer Relationship Management system to provide a dedicated one-stop shop/telephone line specific to the needs of the disabled society.	Dec 07	Mar 08	Director of Finance + CRM Project Team	By result of study and recommendation of Customer Relationship Management Project Team.	Improved steps to provide better quality and 'direct' access to services for disabled people.	Jill to discuss the progress of this with Morag Black. No progress to report at this moment in time. No outcome at present
6:Ensure that access to our premises and services 'remain' accessible and have alternative plans provision where required.	July 07	Ongoing	Head of Finance + Line Managers	Confirmation/update in Finance Management Team Minutes.	Encourages better access to services for disabled people.	Action being addressed. Monitoring and review procedure to be established. No outcome at present.
7:Ensure effective monitoring and implementation of the action plan.	May 07	4 monthly intervals	Head of Finance + Impact Assessors	Confirmation/update in Finance Management Team Minutes.	To ensure that Finance comply with the Disability duty and that all actions are implemented within agreed timescale.	Reports on progress to be provided to FMT every four months.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress To Date
8: Investigate the feasibility of a centralised budget for disability adaptations For disabled employees who require adaptations in order to carry out their duties.	Jan 08	Mar 08	Accountancy	By result of study and recommendation.	To provide a more accessible means for services to provide disabled employees with the equipment they require in order to carry out their duties.	Initial investigation Indicates that problems associated with ensuring fair allocation across Services will make an alternative approach more appropriate.
9: Targeted benefit take-up amongst disabled people.	Jan 07	Ongoing	Benefits	Recording of statistics and take up outcomes. Benefit Management Team Minutes.	Providing improved financial support to disabled people.	Successful programme under way.
10: Four monthly and annual reports on DES progress to be discussed and agreed by Senior Management Team	NOV 07	Ongoing		Recorded in SMT minute	Ensure disability issues relating to the Service are mainstreamed in the management process	A report will be submitted to Finance Management Team before December to update them on progress.

Housing & Social Work

Action	From	To	Measure of Success	Outcome	Progress to November 2007
Changing attitudes Awareness Raising Training					
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	April 2008	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	94% of Housing and Social Work employees have received Diversity and Equality Training. Progress is ongoing to achieve 100% by the end of November 2007. 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	April 2008	Information submitted on the number of awareness raising/training sessions held. Monitoring of Service Level Agreements	Organisations that we commission services from are demonstrating a 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 are involved in training organised through the corporate training section. There are also joint sessions arranged with health eg Learning Disability and the DDA. Although there is nothing specific in the SL A on compliance with the DDA, Contracts Officers will be aware of the need for organisations to evidence awareness raising for staff where relevant

3:Identify employees who will require training on Impact Assessment and arrange for training to be provided	May 2007	July 2007	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	16 employees from the Housing and Social Work Service have undertaken the corporate Impact Assessment training. Further employees have been identified to be part of the next programme of training
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	Dec 2007	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	The Autism Strategy is in the process of being impact assessed and this will be completed by the middle of November. The H&SW Equalities group has taken on the responsibility for drawing up a plan for impact assessment of new policies, plans and strategies. Action will be linked to the Housing and Social Work Kaizen on plans and strategies arranged for January 2008
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	Dec 2007	Provision of information in alternative formats to be monitored	All users of our services have equal access to relevant and useful service information	Redesign of the way that information is presented in the community care section on the web site is currently being undertaken. The draft 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
6:Ensure that employees are aware of corporate policies with	Sept 2007	July 2008	The Housing and Social Work Equalities group	Employees will be efficient in their practice	Corporate policies are available through Arcadia. For new staff, this

an element relating to the Disability Discrimination Act (e.g. Accessible Information Policy)			will monitor the number of employees made aware of policies	and more knowledgeable of the link between the policy and the general duties of the DDA	will be covered through the corporate induction. Information on new policies that are Impact Assessed will be available to staff. The Housing and Social Work Service will be gathering information on policies / strategies and plans for the Kaizen and may identify corporate ones relating to disability through this
7:Develop a better understanding of the demand for particular needs housing in Aberdeenshire	April 2007	April 2008	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
Communication					
8:Review” Challenging Physical Disability – A Joint Strategy for Aberdeenshire” and set new priorities based on information from service users and carers	July 2007	Dec 2007	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	An initial meeting of the reformed strategy group was held on 20 th September. The group agreed the process for revising the current strategy and made suggestions for Actions for 2007/08. The group will meet quarterly to ensure that the Actions identified are progressed

				the actions are appropriate and are achieved	
9:Support Aberdeenshire Disability Action to develop their information service	April 2007	April 2008	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	Development Worker for Disability Information Service appointed. Joint working with ADA to promote the Information Service. Monitoring with ADA on the number of requests for information
10:Implement Housing Customer Feedback Framework	April 2007	April 2008	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	Customer Feedback Framework being taken into account when producing new policies. Review of the framework to take place further to the launch of the Corporate Customer Service Charter in October 2007. Also work being done at Corporate level in relation to Customer Feedback system linked to Customer Relationship Management and Northgate systems

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 2008	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	Work commenced but no communication recommendations at this point to report, Strategy to be in place by April 2008
Access to Buildings & Services					
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	April 2008	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 eligibility criteria is monitored on a case to case basis by the community care teams. Team Managers will also ensure that the eligibility criteria is being applied correctly At Service Manager level and Senior Management Team Executive level the budget implications will be monitored
13:Issues around access to social work and housing buildings are addressed with assistance from the Access Panels across Aberdeenshire	July 2007	July 2008	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	Core Facts are collected on all Housing and Social Work establishments. There is a rolling programme for these being reviewed Alternative access arrangements are in place for offices that do not meet DDA requirements

				home visits or meeting in an accessible building nearby	
14: Increase in the number of people receiving a Direct Payment as an alternative way to access services	July 2007	July 2008	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	New national guidance on Self Directed Support (replacing Direct Payments) has been issued by the Scottish Government. Local guidance is being revised. Developments are progressed through a Direct Payments/ Self Directed Support group that also monitors the number of referrals for Self Directed Support
15: Development of appropriate strategies that will encompass the general duty of the DDA in the provision of targeted services.	July 2007	March 2008	Completion of the following strategies <ul style="list-style-type: none"> • Older person's Housing • Physical Disability and Sensory Impairment Housing • Care at home with the assistance of technology • Sensory Impairment 	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	Progress has been made through initial meetings to develop the physical disability and sensory impairment strategies. The Eye Care Review Health fit event is to be held in December and the outcome of this will inform actions in the sensory impairment strategy. Final draft of the Older Person's Housing Strategy completed May 2007. Will be out for consultation shortly. First meeting of the Strategy group for Assistive Technology being arranged. Action Plan to be prepared by May 2008 following the research "Understanding the Housing and Support Needs of People with

					Physical Disabilities and Sensory Impairment
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	July 2008	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	85 new houses were built during 2006/07. Of these, 81 were by a Registered Social Landlord and 4 through Special Needs Capital Grant. There were 44 units specifically for physically disabled people (20% of total) 28 units specifically for older people (13%) 7 units for people with a learning disability (3%) 6 units for people who are homeless (3%). Update due end of March 2008 with submission to Communities Scotland in July 2008 on progress made within the Local Housing Strategy
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	Currently progressing with some issues in relation to work being carried out by Occupational Therapists. Information in relation to this is currently being considered by Management Team
18:Develop flexible allocations	July	April	No of waiting list	Disabled people will	We have information in relation to

policies to reflect the increasing need for adapted housing	2007	2008	applicants housed in a property suitable to their needs	have more choice about the area where they want to live. This will provide more choice, and meet aspirations.	Waiting list applicants with a ground floor recommendations see report Need to investigate what information can be requested through Northgate system. We have identified other questions which may be of use, e.g. <i>Questions</i> <i>Does any member of the household use a wheelchair</i> <i>Will a future home require to be adapted</i>
Education					
19:Work in partnership with Education Learning & Leisure Service on compliance with the Education (Additional Support for Learning) Act	July 2007	July 2008	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	The policy pack “Supporting Children’s and Young People’s Learning in Aberdeenshire has been distributed across educational establishments and partner agencies. It’s 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: <ul style="list-style-type: none"> • Working Together to Support Autism • Working Together to Support Motor Skills

					<ul style="list-style-type: none"> • Working Together to Support Sensory Impairment • Working Together to Support Literacy Difficulties <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>
20:Work with colleagues in Education, Further education, the NHS and Voluntary organisations to support students with additional needs in Further Education	July 2007	July 2008	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	Feb 2008	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	Education Learning & Leisure has confirmed that they are to work with ADA to deliver a Disability Education Project. A Development Worker is to be recruited to progress volunteer recruitment etc prior to the project starting in April 2008
Involvement of Disabled People in Decision-Making					
22:To increase membership, progress and develop involvement of Armchair Group in consultation and information dissemination	July 2007	July 2008	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	Membership of the Armchair Group has increased from 13 members in September 2007 to 36 members as of 1 st November. Work will continue to increase the

				involvement and promote equality and inclusion	membership
23: Consultation with Older People in relation to Older Person Housing Strategy	July 2007	April 2008	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 Plan in place including Resident's of Aberdeenshire, Carers, Local organisations/service providers - (Help the aged, Age Concern etc), Registered Social Landlords and their tenants, Sheltered Housing representative group, Network member groups, Aberdeenshire Disability Action Group, Older People's Reps, non-users, councillors, Older Persons Management Team, Older Persons Housing Strategy Group, Community Health Partnership due to finish end of Dec 2007
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	SLA produced and agreed – to be signed off by Head of Strategic Development

				new housing but making best use of existing resources	
Implementation and monitoring of the Action Plan					
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	Nov 2008	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	Report to be prepared for Housing and Social Work Senior Management Team Executive meeting in January / February 2008 on progress with implementation

Law and Administration Action Plan

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
<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. 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>All new staff receive equalities training as part of induction. This is to be cascaded to all staff via team briefings. Additional training to be identified via EDRS</p>

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
<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 and procedures</p> <p>(c) Identify and involve disabled persons as part of the Assessment</p> <p>(d) Revise and Adjust policies, functions and procedures as appropriate</p> <p>(e) Publish and implement revisals</p>	<p>May 07</p> <p>Sept 07</p> <p>Sept 07</p> <p>Mar 08</p> <p>Jun 08</p>	<p>Aug 07</p> <p>Dec 07</p> <p>Dec 07</p> <p>Jun 08</p> <p>Ongoing</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>2 Impact Assessors identified and trained.</p> <p>Mainstreaming Equalities in the Service Plan.</p> <p>Scheduled review of Service Plan objectives on 11th Jan 2008.</p>
<p>3. Standardise all our correspondence, forms, leaflets and literature on the Arial 12 point sans-serif font</p>	<p>May 07</p>	<p>Dec 07</p>	<p>Director, Heads of Service</p>	<p>Review complete</p>	<p>All literature being produced in a standard format</p>	<p>Some compliance – to be promoted throughout Service</p>

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
<p>4. Review our literature, forms, leaflets etc. for clarity and ensure it is available in alternative formats if requested, and is displayed appropriately</p> <p>(a) Compile a list of all literature</p> <p>(b) Review and update, involving disabled persons in the process</p>	<p>Jul 07</p> <p>Jan 08</p>	<p>Dec 07</p> <p>Jun 08</p>	<p>Heads of Service</p>	<p>Review Complete, involving disabled persons in the process</p>	<p>Updated literature and guidance for staff on accessing alternative formats</p>	<p>As action3. Also an item for the Committee Information Kaizen (Service Plan Par. 5.4)</p>
<p>5. Provide training and systems for Monitoring Officers to ensure all reports have been checked for compliance with the Disability Duties</p>	<p>Jul 07</p>	<p>Dec 07</p>	<p>Heads of Service</p>	<p>Ensure, where appropriate, that all reports going to Committee include reference to:-</p> <ul style="list-style-type: none"> • Any assessment of the impact of the proposal on disability equality • Any consultation carried out in conjunction with that assessment; and 	<p>All relevant reports will demonstrate compliance with the Equalities legislation</p>	<p>Action held over pending Authority wide Kaizen on reporting</p>

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
				<ul style="list-style-type: none"> Any action 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	Employees notified of Service Action Plan. Progress on Action Plan published as part of Annual Report.
7. Work with disabled persons to produce an information leaflet for licence holders	Jul 07	Dec 07	Licensing Officers	Project complete	Production of Information Leaflet for Licence holders and guidance on accessibility of	Potential participants identified.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
on the duties of the Disability legislation					alternative formats	
8. Integration of Law and Admin's Action Plan with the Law and Admin Service Plan	May 07	Dec 07	Legal Manager	Review complete	Inclusion of a Section on Disability Equality in the Service Plan and linking the Disability Action Plan to the Law and Admin Service Action Plan	On Track – see Action 2 above
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	Noted for future action
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 public up to date of progress	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 staff and the public	Ongoing as Part of the structured Corporate Programme

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
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	Access Panels contacted to inform improvement to polling place accessibility
12. Produce Service Guidance on co-option of community advisors	May 07	Nov 07	Administration Manager	Material produced where available	Guidance published and circulated	Pending Kaizen on Committee Information System.
13. Produce standard paragraph(s) on meeting equalities commitments for contactors and suppliers for inclusion during procurement.	Jul 07	Nov 07		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 process	Under consideration as part of Aberdeenshire Improvement Model, self – assessment. Evidence gathering being reported to Progress Meeting of 19 th Nov 07

Action	From	To	Responsibility	Measurable Indicator	Outcome	Progress to Date
14. Ensure the developing information strategy reflects the Authority's need for equalities related information	Jul 07	Completed with strategy		Strategy agreed and adopted	Improved access to equalities related data for decision makers	Report to Strategic Management Team 19 th Dec 07. Draft Policy under consultation.
15. Four monthly and annual reports on DES progress to be discussed and agreed by Service Management Team	Nov 07	Ongoing		Recorded in SMT minute	Disability issues related to the Service mainstreamed into the Management process	On Service Management Team Agenda 10 th Dec 07

Personnel & ICT Action Plan

Progress as at October 2007

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
1: Provide support to the Disability Employee Forum, to enable it to define and articulate its purpose and ways of working.	August 2007	Ongoing	Personnel Team Leader	Regular meetings of the Forum.	Disabled people, and their representatives, are included at the heart of decision-making.	One meeting held – scoping meeting. Nov/Dec 07 intention is to raise awareness of the forum across the council – schedule first formal meeting Jan 08. Personnel Officer (Equalities) to support forum.
2: Improve service data that is collected on recruitment, development and retention of employees by: 1. Identifying types of disability amongst current workforce. 2. Revising the monitoring form to	August 2007 August 2007	Ongoing Ongoing	Personnel Team Leader Personnel Personnel	1. Full data on the number of disabled employees and the type of disability. 2. New form agreed by	Ensure the working experience within Aberdeenshire Council is fair in its personnel processes and there is an equality of opportunity in recruitment process.	Applicant and new employee monitoring form currently being revised – proposed implementation Jan 08 – to be agreed by CEG prior to implementation. New employee form to expand disability question

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
<p>improve the quality of data collection.</p> <p>3. Identity ways to record applicants for and attendees to Council training courses.</p> <p>4. Improve the statistics held on disability of the current workforce by increasing the return rate for monitoring forms (currently hold data on 85% of employees).</p>	<p>December 2007</p> <p>April 2007</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Development & Training</p> <p>Personnel</p>	<p>stakeholders.</p> <p>3. New system in place and able to report and publish data.</p> <p>4. Data held on current employees increases from 85% to 95%.</p>		<p>and ask those who are disabled to disclose type of disability. Will assist in identifying types of disability amongst workforce.</p> <p>System in place as of 01 Sept 07 to record applicants for and attendees to training courses – employee number being used to link delegates with EMIS. Further work still required by IT to finalise system.</p> <p>Currently hold statistics on 95% of current workforce.</p> <p>Monitoring statistics to be published Jan 2008</p>

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
3:Identify service employees to train as impact assessors.	June 2007	August 2007	Heads of Service Dev & Training Personnel ICT Principal Health & Safety Officer	Corporate Training Records	Those trained have the ability to conduct a good quality impact assessment.	11 P&ICT employees trained. Further training to be undertaken as and when required.
4:Conduct impact assessments with the involvement of people with disabilities, of prioritised policies and procedures to ensure needs of disabled employees are met	August 2007	Ongoing	Heads of Service Dev & Training Personnel ICT Principal Health & Safety Officer	Increased awareness of how specific policies and procedures impact upon disabled applicants/employees. Action plan developed for timescale for reviewing policies.	Policies that comply with disability duty, positively promote disability equality and do not discriminate	Impact assessments being undertaken with involvement of disabled people. Absence Policy currently under review. Involvement of disabled employees in the process – comments sought from Employee disability forum members on current policy and disabled employee to attend Personnel policy group.
5:Review and amend the service policy/procedure identified as high priority through impact assessment (e.g., Absence Policy)	December 2007	Ongoing	Personnel Manager	Review completed.		

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
<p>6:</p> <p>1.All employees to receive Disability awareness training.</p> <p>2. Prioritised groups to receive specific training related to their duties and contact with the public.</p>	May 07	May 09 and ongoing	Employee Development Officer	Corporate training records	Embed and promote disability equality awareness throughout the workforce and volunteers resulting in improved experience of services.	All employees attend induction course which covers disability awareness. Equality DVD has been cascaded down through staff. Currently identifying groups to receive specific training relating to duties, i.e. frontline service staff, councillors etc. Councillor training to be undertaken in Jan 08.
7:Review service forms, and other materials and where to source alternative formats	May 07	May 08	Heads of Service Dev & Training Personnel ICT Principal Health & Safety Officer	Report noted in Departmental Management Team Minute	Disabled people of Aberdeenshire will have access to all information in appropriate formats, and to have clear and effective communication with all our residents, service users and	Review still to be undertaken and awareness to be raised amongst staff of the requirements set out in the Accessible Information Policy.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
8:Implement a procedure to identify and prioritise personal requests related to Disability Equalities (ICT)	May 07	Dec 07	Head of ICT	Seek customer feedback	employees. Allow employees to work efficiently and effectively.	Special requirements asked for on forms for new start and replacement pc's Will be extended to leased equipment. Question now asked on software request form if adaptive software needed. Awareness raising of these provisions underway throughout staff group

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
9:Review access plans for our service premises to ensure best practice	May 07	Sept 07	Principal Health and Safety Officer	Plans logged at each location	Maximise, as much as possible, access to buildings, within the constraints of the building.	Rolling program for upgrade of council premises has been developed. Personnel Staff, Management Services and H&S staff work within Woodhill House where disabled access is available. Training have DDA accessible access at Woodhill, Huntly and on ground floor at Fraserburgh. ICT offices, other than Woodhill House, need to be assessed to establish if DDA compliant.
10:Identify Service Equalities Champion	May 07	Ongoing	Personnel Team Leader	Nominee recorded in Departmental Management Team Minute	Single contact point for equality issues.	Actioned – Personnel Officer (Equalities) appointed.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
11:Review training facilities	May 07	Ongoing	Head of Service Dev & Training	Report in Management Team Minute	Maximise, as much as possible, access to training.	Ongoing – once employee disability forum potential there for member input
12:Review written material and training library	May 07	Sept 07 Ongoing	Head of Service Dev & Training	Material available where possible	Disabled people to have access to all information in appropriate formats.	Ongoing – training course materials such as PowerPoint slides, booklets etc have been reviewed to ensure that they are in Ariel font size 12 as a minimum.
13:Review advice and support to other services	May 07	Ongoing	Heads of Service Dev & Training Personnel, ICT Principal Health & Safety Officer	Service Feedback	Consistent advice and support reflecting good practice.	Ongoing
14:Develop confidential email/telephone system (ICT) To review information gathered from confidential email/telephone system and take any required action.	31 December 07		Head of ICT Departmental Management Team	System in place. Actions generated.	Ensure practices promote fairness and equality, and access to development within employment, and removal of identified barriers.	Noted – awaiting request for ICT input.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
15:Set up initiative to promote current definitions and disclosure of disability	Aug 2007	Ongoing	Personnel Team Leader	Improved percentage of disclosures	Better understanding of relationship between community and workforce. Identifies scale and areas for remedial action	Article to be published in Dec 07 issue of Accent which will address action and also raise awareness of the employee disability forum. Also potential to promote through use of intranet/payslip insert etc
16:Monitor, review and report on this Action Plan.		Ongoing	Departmental Management Team	Quarterly agenda and minutes.	Actions and outcomes consistently and continuously meet the needs of the disabled community.	Actioned
17:Four monthly and annual reports on DES progress to be discussed and agreed by PICT Management team	Nov 2007	Ongoing	Service equalities champion	Recorded in DMT minute	Disability issues relating to Service are mainstreamed into management process	Report to be presented at Nov Management Team meeting and quarterly thereafter.

Planning & Environment Services

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
1: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	<p>All staff received corporate equalities training, including disability content, through team briefs in 2006/7 and all new staff receive this training during induction.</p> <p>Further training needs have been identified and agreed by SMT for DM and BS staff re access requirements – see next item</p>
2: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 within deadline by Sep 08.

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
3: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 awareness will be established across breadth of Service	15 Impact Assessors identified
4: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
5: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	Prioritisation being carried out Nov 07, findings will be reported to service management team Dec 07 and programme of assessments agreed.

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
6:Review leaflets, forms etc and identify source(s) of alternative formats	Oct 07	Mar 08 and ongoing	Support Services Manager & Heads of Service, also external support	Report to Management Team	Service will comply with DDA requirements and mechanisms will exist to make publications available to disabled people as quickly and efficiently as possible	Corporate communications team to lead on this work
7: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. Information will be collated and available by April 2008.

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
8:Ensure required access is achieved to proposed construction developments through relevant legislation and that this is addressed in a robust consistent manner	Oct 07	Ongoing	Head of Service Development Management and Building Control and relevant policy officers	Applications assessed against required access standards and this recorded in standardised procedures	Required access is consistently achieved in future construction developments	Ongoing as part of relevant officer's duties. Supplemented by Access Panel involvement.
9: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	Sessions included on list of topics to be covered in 2008.
10: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.

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
11:Work with Access Panels to assess Public Conveniences and signage	June 07	June 08 and Ongoing	Head of Service Consumer Protection and Support Services	Recorded in Management Team Minute Confirmed in Access Panel Minute	Maximise access to public conveniences for disabled users	Commencement of action delayed due to outcome of Scrutiny and Audit Committee report on PCs and protracted sick leave of Cleaning Services Manager. Thus completion 'slipped' by 6 months. Some work already commenced. Cross service working group formed in Aug 07 to implement the SAC recommendations, some of which relate to this action. The group has met 3 times and is currently information gathering. Access Panels representation planned in early 2008. At least 3 existing facilities suitable for conversion to Changing Place style facilities will be identified by 30 Nov 07.

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
12:Test feasibility of establishment of a home visit service on development management and building control services where disabled persons cannot visit council offices as a result of their disability	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 services for disabled people	Pilot scheme in development, to be piloted Jan – Jun 08 and reported to Service Management Team thereafter for a decision to be taken on adoption as a permanent policy
13: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 currently updating planning consultation database, including 12 disability groups - whose representation will be reviewed and supplemented where appropriate by July 2008.
14: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

Action	From	To	Responsibility	Measurable indicator	Outcome	Progress to Date
15: 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 projects --- improved quality of access for public	Behind schedule – to be completed by end June 2008.
16: 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 Dec 07 SMT and quarterly thereafter

TRANSPORTATION & INFRASTRUCTURE ACTION PLAN

Action	From	To	Responsibility	Measurable indicator	Measure of success	Update at Oct 07
<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>© 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</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 & Transportation</p>	<p>Trained auditors able to complete access audits</p>	<p>Increase the number of auditors to an acceptable level</p>	<p>One trained auditor in each office. Others will be required</p>
<p>3. Provide refresher training for design and maintenance staff</p>	<p>Sep 07</p>	<p>Dec 09</p>	<p>Head of Roads, Operations, Transportation & Property</p>	<p>Increase awareness of disability issues in these functions.</p>	<p>Improved awareness of staff and improved services to the public.</p>	<p>Noted for future action</p>

4. Provide training for nominated staff on impact assessments to coincide with the programme of Equalities Impact Assessments (EIA) 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 programme of disability equality impact assessments for existing policies/functions and for assessing new policies.	Jul 07	Aug 07	Heads of Service	Publish programme and the findings of assessments	Information available on the programme to monitor progress towards meeting the general duty	Prioritised list drawn up covering main functions but this will need to be reviewed in light of experience of first EIA.
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 appropriately (a) Compile list of publications (b) Make them available on the web site where possible © Review and update	Jul 07 Aug 07 Aug 07	Jul 07 Jul 08 Jul 09	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.	Some work has been carried out to draw up lists of publications etc.

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 are 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).
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.	Report to be submitted to CMT making a business case for funding associated with Disabled Go providing this service.

11. Develop a protocol to formalise the consultation and involvement process (including Access Panels), taking account of the workload issues for such groups and what the priority areas for involvement should be.	Aug 07	Dec 07	Heads of Service	Publish protocol	Improved communication with and involvement of disabled people and groups	Increased level of input to Access Panel meetings. To be reviewed after 6 months to see if formal protocol required.
13. Complete present programme of DDA compliance works within the allocated resources.		Annual programme and review	Heads of Service	Delivery of agreed programmes of works	Improved physical access to premises	Programme on target.
14. Develop asset management strategy (where we are the Client service) to identify future service provision needs (to include accessibility issues where modifications are not possible).	Aug 07	Dec 09	Heads of Service	Publish strategy	Ensure that accessibility issues are incorporated into future service planning	Property audits complete, others underway. This information needed to inform Asset Management Strategies.
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.

Corporate Action Plan

PICT Progress as at October 2007

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
1: Establish Employee Disability Forum which covers a broad range of disabilities, provide support to the forum, to enable it to define and articulate its purpose and ways of working	August 2007	Ongoing	Chair of Corporate Equalities Group	Identify and establish forum members and hold first meeting to discuss focus of activity	Disabled people, and their representatives, are included at the heart of decision-making.	See main P&ICT Action Plan
2: Improve data that is collected on recruitment, development and retention of employees by: a) Identifying types of disability amongst current workforce. b) Revising the monitoring form to improve the quality of data collection.	August 2007 August 2007	Ongoing Ongoing	Personnel Team Leader	Full data on the number of disabled employees and the type of disability. New form agreed by stakeholders.	Ensure the working experience within Aberdeenshire Council is fair in its personnel processes and there is an equality of opportunity in recruitment process.	(a) – (d) As detailed in P&ICT Action Plan.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
c) identify ways to record applicants for and attendees to Council training courses as well as EDRS/PDRS.	May 2007	Sept 2007		New system in place and able to report and publish data.		
d) improve the statistics held on disability of the current workforce by increasing the return rate for monitoring forms (currently hold data on 85% of employees).	April 2007	Ongoing		Data held on current employees increases from 85% to 95%.		
e) Consider remedial action to address any inconsistencies from benchmarking of workforce against national comparators.	July 2007	Aug 2007		Proportion of employees with disabilities is in line with benchmark comparators.		(e) Full analysis to begin following implementation of revised monitoring forms (at this time data collected will be meaningful and use categories similar to that used nationally). Collecting benchmarking data on an ongoing basis.
f) Establish system to monitor disabled people entering into personnel policies		Dec 2007		Reports to Management Team		(f) system

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
e.g. Grievance to identify any issues. g)Report on analysis of training, EDRS/PDRS.		June 2008	Head of Dev & Training	Annual Reports		currently be established (g) to be undertaken
3:Work to obtain the best possible benchmark of disability in the general and working age population	July 2007	Nov 2007	Head of Development and Training	Publication of updated benchmark	Better understanding of relationship between workforce and community	Being addressed – working with partnership organisations
4:Identify council employees, and invite people with disabilities, to train as impact assessor(s).	June 2007	August 2007	Service Directors	Names held by Training Team.	Those trained have the ability to conduct a good quality impact assessment.	Training has been undertaken, further training to be conducted as and when required. Disabled employees to be identified and briefing session on EIA to be held.
5:Organise and deliver training to nominated service employees and invite people with disabilities.	Aug 2007	Dec 2007	Head of Dev & Training	Corporate Training records.		Ongoing

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
6: Assess, support and monitor progress of impact assessments across the whole organisation.	August 2007	Ongoing	Corporate Equalities Group	Increased awareness of how specific policies and procedures impact disabled applicants/employees. Action plan developed for timescale for reviewing policies.	Policies that comply with disability duty, positively promote disability equality and do not discriminate	Awaiting the outcome of the Impact Assessment of the initial group of Policies currently underway
7: Assess, support and monitor progress of reviews and amendments to policies and procedures as a result of impact assessments across the whole organisation.	December 2007	Ongoing	Corporate Equalities Group	Review completed.		
8: Develop Training Programme in consultation with stakeholders (including employees and councillors),	May 07	Ongoing	Head of Dev & Training	Responses to Service Requests	Disabled people to be actively involved in the decision-making process regarding training programmes.	Ongoing

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
9:All employees and councillors to receive disability awareness training.	May 07	May 09 And Ongoing	Head of Dev & Training	Training recorded as completed.	Embed and promote disability equality awareness throughout the workforce and volunteers resulting in improved experience of services.	Councillor training to be held Jan 08 by an external provider. Employees currently receive awareness at induction training. Potential for training being delivered to councillors to also be delivered to employees. Investigating at present updating the equalities DVD to address all 6 strands.
10:Prioritise groups requiring specific training related to their duties and contact with the public	May 07	May 09 And Ongoing	Corporate Equalities Group	Training recorded as completed.	Embed and promote disability equality awareness throughout the workforce and volunteers	Awaiting outcome of Service Training Needs Analyses.

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
					resulting in improved experience of services.	
11:Form links with disability training organisations	May 07	Ongoing	Head of Dev & Training	Record input from disability organisations	Disabled people involved in the decision making process.	Being undertaken – ‘Out of the Darkness’
12:Review outsourced training providers for disability involvement	May 07	Ongoing	Head of Dev & Training	Record input from disability organisations	Disabled people involved in the decision making process.	To be undertaken
13:Review contacts with external Disability organisations, scope, identify gaps, engage and provide appropriate support	July 2007	Ongoing	Chair of Corporate Equalities Group	Increased awareness within function and line management of external support facilities available	Disabled people will be involved in designing service provision and the decision making process.	Ongoing + see P&ICT Action Plan

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
14:Website accessibility audit by SHAW Trust (ICT)	Feb 07	Aug 07	Head of ICT	Gaining accreditation	To demonstrate good practice – accessibility for disabled people.	Initial audit completed and action plan written to enable accreditation by March 2008
15:Review access plans for our premises to ensure best practice	May 07	Sept 07	Principal H&S Adviser	Plans logged at each location	Maximise, as much as possible, access to buildings, within the constraints of the building.	See P&ICT main table
16:Review advice and support to other services	May 07	Ongoing	Departmental Management Team (P&ICT)	Service Feedback	Consistent advice and support reflecting good practice.	Ongoing
17:To review setting up confidential e-mail/telephone system specifically for employees with a disability to allow them to report any access barriers to their development within their employment.	Dec 07		Corporate Equalities Group	Use of Service	Ensure practices promote fairness and equality, and access to development within employment.	Noted for future action

Action	From	To	Responsibility	Measurable Indicator	Outcome	Status
To be promoted via accepted Council media that will allow full range of disabled employees to access information.			Head of Corporate Communications			See above
18:Monitor, review and report on this Action Plan.		Ongoing	Corporate Equalities Group	Recorded in Minutes of Meetings	Actions and outcomes consistently and continuously meet the needs of the disabled community.	See P&ICT Action Plan
19:Facilitate annual process to involve disabled people and their organisations in prioritising Policies for Impact assessment	Aug 2007	Ongoing annually	Heads of Service Dev and training personnel ICT Principal Health and Safety Officer	Record of priorities and those attending	Prioritisation for MEIA takes into account the priorities of disabled people and their organisations	To be undertaken