

Disability Equality Scheme 2007-2010

This document sets out how Harrogate Borough Council will meet the Disability Equality Duty as set out in the Disability Discrimination Act 2005. The policy content and action plan is integrated within the overall single Diversity Action Plan 2007-2010 that the Council is committed to deliver against.

If you require this document in an alternative format (large print, audio tape, Braille or other languages) please contact us on the details below:

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Foreword

At Harrogate Borough Council we believe that equality of opportunity is paramount to service provision in delivering our services and employing people to deliver our services.

We have, over the years, worked towards integrating equalities into the provision of services, which reflect the diversity of our community. We recognise our moral obligation towards equality of service delivery and employment and that we have specific duties under the Race Relations Amendment Act 2000, the Disability Discrimination Act 2005, Age Discrimination Act 2006 and the Equality Act 2006.

We believe that our aim of mainstreaming diversity issues in service delivery is the way forward so to ensure delivery of our services to all.

We see equality as a fundamental part of our aim of involving all local people in the decision making process and ensuring that the Council is accessible and responsive to all.

In achieving this we aim to:-

- Mainstream equalities into policy, service delivery and political processes.
- Continue to work with our partners to ensure we provide appropriate and all-inclusive services.
- Monitor our performance.

P M Walsh
Chief Executive

1.0 Disability Discrimination Act 2005 - What Does It Mean?

The Disability Discrimination Act (DDA) 2005 introduced new measures that aim to end the discrimination faced by disabled people in employment, access to goods, facilities and services and property rights.

From December 2006 there will be a statutory duty on the public sector to promote equality of opportunity for disabled people - "The Disability Equality Duty". Under this duty public authorities must have due regard to the following;

- Promote equality of opportunity between disabled people and other people
- Eliminate discrimination that is unlawful under the Disability Discrimination Act
- Eliminate harassment of disabled people that is related to their disability
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps to meet disabled peoples needs, even if this requires more favourable treatment.

1.1 The Disability Equality Scheme

There is a requirement to involve disabled people in producing the Disability Equality Scheme including the action plan.

There are several key elements that must be included as part of the scheme, these being;

- A statement of how disabled people have been involved in developing the scheme
- The action plan which sets out key actions which the authority will take to promote disability equality.
- Arrangements for gathering information about performance of the authority on disability equality
- Arrangements for assessing the impact of the activities of the authority on disability equality and improving these when necessary (in the form of an impact assessment)

- Details of how the authority is going to use the information gathered, in particular in reviewing the effectiveness of its action plan and preparing subsequent schemes.

Departments who fail to comply could face enforcement action taken against them by the Disability Rights Commission.

The Disability Rights Commission sees that by effectively meeting the duty it will;

- Improve both the effectiveness and the efficiency of public authorities, by ensuring that the resources invested in services actually benefit all those they are aimed at, or who need them. Additionally, making services effective for disabled people can offer benefits to the general population; for instance improving information access for disabled people generally benefits all service users.
- Enable authorities to make a real, positive change to the lives of disabled people.
- Increase confidence in authorities' ability to deliver first-class services.
- Enable authorities to better meet the requirements of audit and inspection bodies, which are also required to comply with the disability equality duty and which will be considering public authorities' performance within their inspections or assessments.

(Disability Rights Commission; Statutory Code of Practice 2005)

2.0 Equality And Diversity Delivery Within The Council

2.01 Context

To put things into perspective it is important to look at the profile of the Harrogate district and the Council employee.

The Harrogate District is within the County of North Yorkshire and covers 505 square miles containing a large rural area with the western part forming an Area of Outstanding Natural Beauty.

The population of the District is estimated at 154,000 (2004 Census) a 1.7% increase since the 2001 population census, 27% of the overall population within the County of York and North Yorkshire. The Harrogate District has the second highest population within North Yorkshire. The 2001 census information shows that 15.6% of the population have what is classified as a limiting long-term illness.

Harrogate Borough Council currently employs 1357 members of staff (October 2006). Of the employees 18 (1.3%) identified themselves as having a disability.

(Full demographic profile details can be found in the strategy document.)

2.1 Accountability

Overall responsibility for the Policy lies with members and its implementation rests with the Chief Executive.

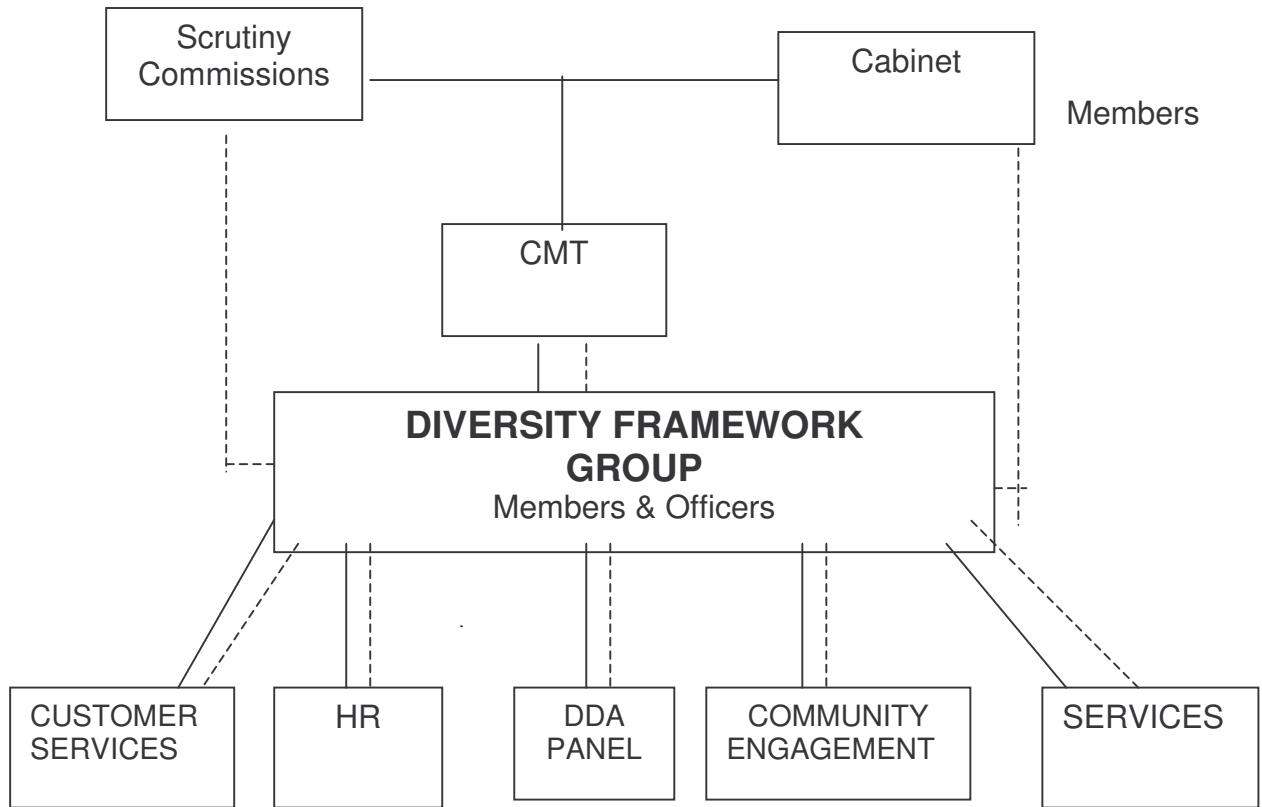
As part of the Council's restructure in April 2005 a new Directorate of Corporate Policy and Improvement was established to ensure that there was clear corporate direction and compliance to Council priorities and objectives. The Equalities and Diversity agenda is now part of the work of that Directorate and the agenda will be led by the Executive Director, Corporate Policy and Improvement.

Chief Officers and Heads of Service are responsible for the implementation of the policy in their own service areas. Employees have the responsibility both morally and legally not to discriminate against individuals or groups in the course of their duties and in the course of their employment.

The Head of Human Resources is responsible for: corporate employment issues within the scope of the policy, specialist advice, training and monitoring the employment aspects of the policy.

The diagram below shows how diversity is to be incorporated in internally within the Council.

Internal Diversity Links



Key

- Membership Representation
- _____ Reporting Relationship

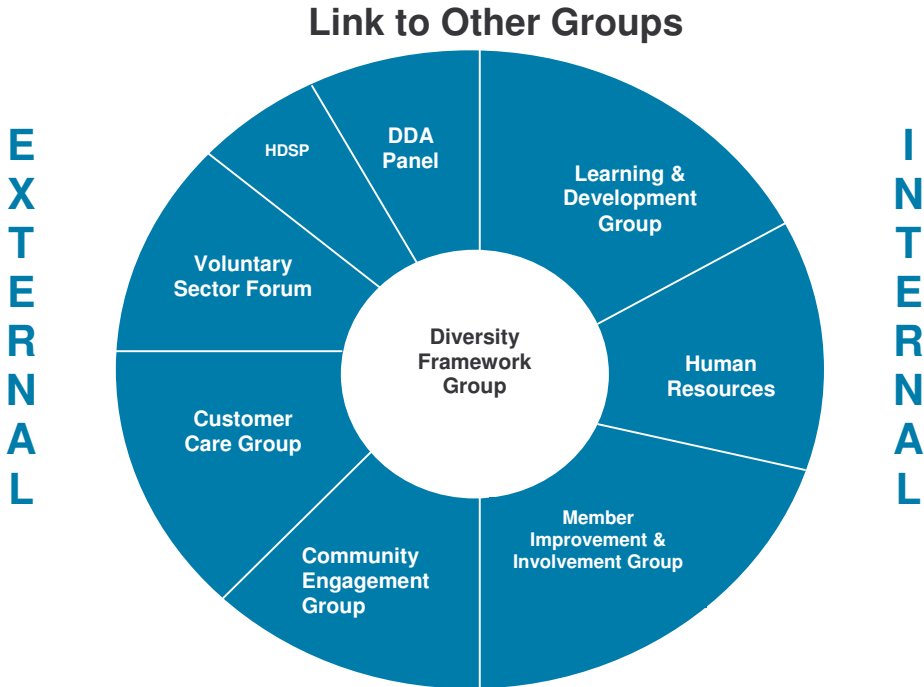
2.2 Diversity Framework Group

The corporate equality and diversity work will be supported by the Diversity Framework Group. This is a joint Member/Officer Group who will develop the strategies, policies, and action plans, support their implementation and undertake the work to ensure that the Council deliver the diversity strategy, the agreed actions and meet any legal requirements detailed within the equality duties.

The Diversity Framework Group (DFG) includes:-

- The Councillor Member Champion (Chair)
- Two Councillor Members from the Overview and Scrutiny Commissions
- Lead Director
- Head of Human Resources
- Chair of the DDA (Disability Discrimination Act) Panel
- Corporate Partnership Development Officer
- Chief Customer Services Officer
- Operational Services Head
- Strategic Policy Officer
- Housing Tenancy Services Officer

The Council will ensure that both as an employer and a service provider diversity and equality is integrated within its provision. The diagram below shows how the Diversity Framework Group feeds into other internal and external groups as a two way process.



DDA = Disability Discrimination Act Panel

HDSP = Harrogate District Strategic Partnership

2.3 Overview and Scrutiny Commission

Overview and Scrutiny provides the opportunity for the general public to influence the actions of the Council, question how decisions have been made and consider suggestions for improvement. It provides the opportunity for Councillors to champion issues of local concern to residents and to participate in the development of new policy.

Both the diversity strategy and supporting action plan have been to the Councils' Organisational Improvement and Environment Overview and Scrutiny Commission where Council Members scrutinise the work presented so to ensure that the policy/work is robust and representative of their community needs.

2.4 Employment

The Council has developed an effective system for obtaining monitoring data on all applicants applying for jobs at Harrogate and have virtually a full monitoring profile of employees working in the Council. We produce annual reports on our monitoring data, including analysis data on ethnicity, gender, disability and age.

The Council is committed to ensuring:-

- That all employees have equal access to jobs within the Council.
- That all employees have equal opportunities for training, career development and promotion.
- That all job applicants are treated with fairness, dignity and respect at every stage of the recruitment and selection process and in the terms and conditions of employment.
- That all trainees, secondees and consultants are treated with fairness and dignity.
- That employees are trained in diversity and equality awareness.
- That we monitor all recruitment activity to discover whether we are receiving applications from all sections of the community and to ensure that the recruitment and selection process is carried out objectively.
- That employees whose actions contribute to a breach of any part of this policy are subject to the Council's disciplinary procedure.
- That all employment policies and procedures comply with the law.
- That we maintain a work environment that is free of discrimination, harassment and bullying.

2.5 Service Provision

The Council is committed to ensuring:-

- That all of the services we are responsible for, whether provided by our own workforce, in partnership, or on our behalf, are made available to all service users with due regard to the principles of equality and fairness.
- That all service users are treated with fairness, dignity and respect.
- That our service managers regularly monitor the service impact on equalities and take appropriate action.
- That all contractors directly supplying us with goods or services or executing works for, or on our behalf, comply with the equal opportunities legislation.
- The Council values the diversity of the community and visitors to the district and wants its services to be accessible to all.

The Corporate Customer Care Policy & Procedures document sets out the Council's aims to provide services;

- The right quality
- Good value
- Effective
- Efficiently managed
- Capable of adapting to changing needs
- Designed to meet the needs of all of the people and diverse communities we serve
- Customer-centred, involving listening to customers, complaints and comments, in a warm and friendly manner
- Inline with statutory requirements
- Inline with the Council's resources.

(Corporate Customer Care Policy & Procedures, September 2006).

2.6 Performance And Monitoring

The Council will monitor its equality policies and procedures to ensure that they support the Council's commitment. It will also monitor performance against targets relating to equality and diversity on a quarterly basis.

There are several performance indicators and targets set by the Council that relate to equality and are reported on a regular basis both as part of a corporate basket of measures and as Best Value Performance Indicators held within the Council's strategic plans. The corporate Diversity Framework Group will monitor these quarterly, as do the Overview and Scrutiny Commissions.

Specifically relating to disability there are two Best Value Performance Indicators that are set by the Council. The targets set are held within the table below.

BVPI	Detail	Target 2007-08
BV 156	% of LA buildings accessible to people with a disability	79.59%
BV16a	% of LA employees with a disability	1.3%

2.7 Access And Information Provision

We are committed to good customer care, openness and transparent decision-making. We provide a wide range of information in different formats for communication and information purposes.

Harrogate Borough Council's 'Access to Services' strategy (2007) details the Council's vision for providing access for its customers to its services and will directly impact on the diverse groups within the district.

The strategy has several key aims:

- Provide customers with a choice of access channels to the Council's services
- To ensure that customers can access services no matter what their personal circumstances
- To work closely with other public service providers to deliver services in a consistent and co-ordinated way
- To provide opportunities to ensure that routine contacts can be handled in the local area
- To allow customers to express their views on issues and options which are to be brought before the Council and have the opportunity to make those views known
- To provide a range of channels for customers to take part in consultation and research.

(Access to Services Strategy 2007).

2.8 Consultation

2.8.1 Internal Consultation

Internally within the Council there is a mechanism to consult with employees through the staff survey. This is carried out every two years and provides an opportunity for staff to comment on issues that impact on how they carry out their job, equalities being one and in particular valuing diversity within the workplace and if they feel they have been discriminated against due to their disability or special needs. The survey not only looks at whether the Council is committed to equalities but also looks at awareness. It is important that employees are aware of what the Council has in place to address equality issues such as guidance as to where to go if they are subjected to discrimination and how this will then be dealt with internally. The survey is anonymous and the results will identify areas that need improvement in relation to the approach to equalities.

Within the Council there is also a mechanism through the Employee Forums for disability and diversity related issues and policies to be discussed if they arise.

2.8.2 External Consultation: Harrogate And Ripon District Access Groups/ Disability Review Group

Within the District there are two Disability Access Groups, one in the Harrogate and one in Ripon. The group looks at accessibility issues that impact on disabled or impaired persons around the district (not just issues relating to Harrogate Borough Council) as well as being a consultative group who can offer advice or comments on new plans or proposals that the Council may be initiating. For example the Royal Hall renovations, Blue Badge holders and parking ticket review and customer access to services have all been recent consultation items.

Representatives from the Council attend the access groups to provide requested information as and when requested depending on the agenda items. However more officers are now starting to go to the group with proposals of agenda items and pieces of work that they may wish to get involved with.

The Chairs of the disability access groups then feed into the Harrogate Borough Council internal Disability Review Group. This group solely focuses on Council related matters. The group was established in 1998 with the objectives to;

- 1) Establish and implement Disability Discrimination Act (DDA) best practice across all services
- 2) Establish closer links between other DDA organisations
- 3) Produce advice and information to service managers
- 4) Identify, develop and implement training programmes
- 5) Ensure new sites/services are developed and reviewed within the context of DDA.

The Disability Review Group is made up of members from representatives of physical and sensory impairment and mental health organisations and members of the public,

for example Henshaws Society for Blind People, the Harrogate and District Deaf Society and a service user from the Learning Disability Partnership Board. Work is under way to expand the membership further and this can be evidenced in the action plan found at the back of this document in Appendices 2.

Both groups are aware of the work that Harrogate Borough Council is trying to deliver and are consulted on a regular basis to shape and develop policy and service provision in those areas that impact directly on them.

The Disability Review Group have played a significant part in shaping the corporate diversity strategy and action plan through scrutinising the disability elements within both documents.

3.0 Impact Assessments

3.1 Internal Processes

Internally within Harrogate Borough Council if there are any proposed changes to current policy or services or in developing new ones an initial risk assessment is carried out by the officer involved. The assessment identifies if there would be any implications on social equity, customer care or people with disabilities. The assessment will be presented and evidenced throughout the internal approval process. This assessment is presented by a mandatory risk assessment check box that is included in every formal report.

3.2 Equality Impact Assessments

Harrogate Borough Council have recently completed Equality Impact Assessments in all service areas, not only on focusing on disability to meet the Disability Equality Duty requirements but also considering race, age, gender, sexual orientation and faith.

All local authorities have a mandatory requirement to progress against the Equality Standard for Local Government. There are five standard levels to achieve in total and to attain each level there is set criteria to deliver against. Level 2 requiring completion of equality impact assessments. Harrogate Borough Council has a single corporate diversity strategy and supporting action plan covering all aspects of diversity. The impact assessments have been carried out in all service areas and the key issues have been fed into an overall diversity action plan.

The disability actions from this plan can be found at the back of this document in Appendix 2.

In carrying out the Impact Assessments and so to achieve Level 2 of the Standard we can identify against the following actions;

1. Leadership and corporate commitment:

- Publish draft Corporate Equality Action Plan;
- Demonstrate corporate engagement in an impact and needs / requirements assessment process;
- Develop corporate mechanism for assessing development of information and monitoring;
- Create corporate structures for overseeing development of information and monitoring systems;
- Ensure that mechanisms are in place for responding to harassment on grounds of race, disability, sexual orientation, etc.

2. Consultation and community development and scrutiny:

- Ensure that the draft Corporate Equality Action Plan has been circulated to designated community, staff and stakeholder groups with a consultation timetable and is published in an appropriate range and formats;

- Engage in consultation with designated community, staff and stakeholder groups and wider community on all aspects of equality policy;
- Review equality content of 'Community Strategy';
- Engage in consultation with members, employee representatives, departments and service areas on impact and needs / requirements assessments and all aspects of the Corporate Equality Policy;
- Each Unit and service area to engage in consultation with designated community, staff and stakeholder groups on its impact and needs / requirements assessments and its service delivery;
- Each Unit and service area to engage with equality self-assessment, scrutiny and audit on its service delivery;
- Seek to ensure that the equality policy and objectives are incorporated in 'partnership' arrangements engaged in by the Council.

3. Service delivery and customer care:

- Engage in Unit and service area impact and needs / requirement assessments;
- Engage in development of Units' service level equality objectives and targets;
- Review of services should include the procurement function and all contracted services and partnership arrangements;
- Each service area should establish monitoring and information systems.

4. Employment and training:

- Develop and adopt fair employment and equal pay policy element of the Corporate Equality Policy;
- Engage in employment equality assessment of the local labour market area;
- Engage in equal pay review;
- Adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants;
- Produce a standard range of application forms and job descriptions that are clear and explicit;
- Review personnel information system for monitoring suitability including supporting the council's statutory ethnic monitoring duties;
- Develop a programme of equality training to support the Corporate Equality Policy and service objectives;
- Ensure the training programme is consistent with the training arrangements in the Council's Race Equality Scheme;
- Make all employment procedures consistent with current legislation and Employment Codes of Practice.

4.0 Arrangements For Consultation

A detailed consultation timetable for the Disability Equality elements held within the Draft Diversity Action Plan was drawn up and was completed by mid October 2007.

Internally within Harrogate Borough Council

Diversity Framework Group – 29th August 2007
Community Engagement Working Group – 12th September 2007

With partners and stakeholders

Disability Review Group – 17th May 2007
Harrogate and Ripon Public Involvement Group – 11th September 2007

Wider Consultation with Community and Voluntary Sector – 12 weeks beginning the 30th July 2007. A list of those consulted with can be found at the back of this document in **Appendix 1**.

Although feedback was minimal arising from the consultation, the comments that were received were very constructive and have been incorporated into the revised scheme document.

To request any further information or to provide any feedback or comments regarding the scheme please contact the Corporate Equality and Diversity lead:

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5.0 Conclusion

The Council is committed to improving its performance on all equality strands be it disability, age, gender or race for example and will aim to meet the various levels within the Equality Standard over future years and any statutory and legislative requirements arising out of the various Equality Duties. The Equality Standard will mainstream equalities into service delivery and employment within Local Authorities.

Harrogate Borough Council will continue to and build on involving and consulting service users with physical and sensory impairments so to deliver and shape services to meet the needs of the public.

Consultation List

Multiple Sclerosis Society

Epilepsy Action

Harrogate & District Access Group

Diabetes UK - Harrogate & District Branch

Opening Doors for Disabled People

Henshaws Society for Blind People

Open Country

Harrogate & District Deaf Society

Stonham Tenancy Support

Ripon & District Disability Action Group

Disability Action Yorkshire

Supporting Disabled People

Learning Disabilities Partnership Board

Harrogate and District Transport

Sheltered Housing Panel (Harrogate Borough Council)

Disabled Tenants Group (Harrogate Borough Council)

Harrogate District Society For The Blind

Leeds and District Amputee Association

Harrogate Advocacy

Arthritis Research

Essential Needs

Help at Home Scheme

Barnardos

Disability Information Service

Wilf Ward Family Trust

Age Concern- North Yorkshire

Age Concern Knaresborough

Alzheimer's Society

Disability Action Yorkshire

Dyslexia Action

Paperworks

Arthritis Care (Harrogate & District)

Better Government for Older People

BT Age and Disability Action

Down's Syndrome North Yorkshire

Society for the Blind, Harrogate & District

Supporting Older People

Harrogate & Area CVS

Ripon CVS

DISABILITY EQUALITY DUTY

ACTION PLAN

2007-2010

DISABILITY EQUALITY ACTIONS 2007-2010

Diversity Action Plan No	Action	Target	Lead Department	Timescale
Corporate Actions				
1.3	To ensure that Equality and Diversity (including disability equality) is integrated within all services	To corporately ensure Equality and Diversity (including disability equality) is included within service plans and where appropriate key pieces of work	Department Corporate Policy & Improvement	April 2007 onwards
1.8	To standardise the wording on documents regarding accessing them in alternative formats- both internal and external documents and communicate to staff.	Standardise wording for alternative formats & communicated to staff so to ensure documents and information is accessible to all.	Department Corporate Policy & Improvement	December 2006
9.5	Improve communication between Harrogate Borough Council and North Yorkshire County Council including establishing a NYCC representative on HBC's Disability Review Group to deal with NYCC issues	Improved working between HBC and NYCC for the benefit of the officer and stakeholder.	DDA Lead Department of Development Services	On going
	To continue to build on the use of Paper Works in commissioning work to	To commission work to Paper Works where appropriate through identifying suitable pieces of work and raising the	Department Corporate Policy & Improvement	On going

Diversity Action Plan No	Action	Target	Lead Department	Timescale
	increase the Council's partnership work with other organisations that employ disabled people.	awareness of the facility.		
Employment & Training				
1.9	To organise diversity awareness training involving; a) Front line staff, b) Members c) as part of Induction	Diversity awareness training sessions organised for staff, in particular to continue the deaf awareness training and look at developing visual impairment training for frontline staff.	Department Corporate Policy & Improvement	
1.18	To identify an employee representative to sit on the Disability Review Group.	Employee representative to sit on the DRG to ensure that employees with a disability also get consulted on key Council policies and procedures that may impact on them	Department Corporate Policy & Improvement	October 2007
5.5	Develop appropriate disability equality training for casual staff unable to access corporate training but who deliver many of the front line services across Leisure, Museums and Arts.	Identify potential Trainers Assess financial impact Identify funding	Department of Community Services Leisure, Museums and Arts	October 2007
5.7	Better consider the needs of a wider range of abilities including people with hidden disabilities and mental health issues be it through consulting these groups	Link to training development	Department of Community Services Leisure, Museums and Arts	To be agreed

Diversity Action Plan No	Action	Target	Lead Department	Timescale
	about their needs, concessionary pricing, marketing, specific activities or staff training.			
13.4	Consult employees with a disability: Annual consultation with disabled employees as part of the Council's commitment to the double tick disability commitments	Identification of any specific needs/issues	Department of Resources Human Resources	July 2007
13.5	Where appropriate consider Remploy clients for employee positions at HBC in order to actively encourage Local Authority employees with a disability.	Initial meeting with Remploy to consider the opportunity April 2007	Department of Resources Human Resources	On going
Community Engagement & Consultation				
	To continue to work jointly with partners so to avoid duplication and consultation fatigue of these groups and to link in with existing groups to support consultation. For example, the CVS multi-agency forums and community groups.	To increase the number of joined up partnership consultations (measured through the community engagement register).	Department Corporate Policy & Improvement	On going

Diversity Action Plan No	Action	Target	Lead Department	Timescale
1.14 1.15	To monitor who Harrogate Borough Council (HBC) is consulting with and to develop a hard to reach consultation database to ensure consultation is inclusive of all groups and not over exhausting others.	Development of a consultation database for Community Engagement, incorporating a tick-box for Hard to Reach contacts and web site information	Department Corporate Policy & Improvement	January 2008
2.1	Undertake customer profile of all council tenants, waiting list applicants and allocations/nominations to identify diversity information.	Complete tenants census by April 2008. Introduce waiting list profiling by April 2008.	Department of Community Services Housing Department	Jan 2007-April 2008
2.6	Future housing needs surveys to include greater consideration of gender, faith, culture, ethnicity, disability and age	Surveys reviewed to check for diversity relevance	Department of Community Services Housing Department	Ongoing
3.3	Recommend that more detailed information be sought of any existing diversity issues arising out of the recent Fear of Crime Survey.	Identify any diverse issues arising from the 06/07 fear of crime survey, disability been one aspect.	Department of Community Services Head of Public Protection	June 2007
5.4	Build on existing partnerships with agencies (including Barnardo's, North Yorkshire Children and Young Peoples Service,	Attend relevant working groups Gain results from surveys carried out by NYCC	Department of Community Services Leisure, Museums and	On going

Diversity Action Plan No	Action	Target	Lead Department	Timescale
	Adult and Community Services CVS and the Learning Disability Partnership) to link in with various local groups and organisations in order to facilitate communication and consultation so to consult with disabled people and address shortfall in service provision, to identify issues relating to service delivery.	Ensure Leisure, Museums and Arts consultation is circulated to appropriate organisations and/or individuals	Arts	
7.2	Ensure that venues are accessible to all (e.g. suitable for disabled, on regular public transport route) and at appropriate times when carrying out a public consultation event.	To encourage more participation from underrepresented groups during consultations	Department of Development Services Forward Planning	Public consultations commencing after April 2007
10.3	Increase community membership and engagement in local regeneration partnerships	Accessibility issues considered when organising public events and meetings e.g. timing and location.	Department of Development Services Economic Development Unit	April 2007
9.6	Build on the existing framework with local disability groups and extend consultation in respect of all aspects of diversity, in order	Widen the Disability Discrimination Act stakeholder membership so to feed into the already established disability access groups	Department of Development Services Property Management	Ongoing

Diversity Action Plan No	Action	Target	Lead Department	Timescale
	to more comprehensively involve a greater range of age and disabilities including physical, sensory, learning and mental health disabilities.			
Customer Care & Access To Services				
2.2	Provide alternative methods of communication for tenants/waiting list applicants identified through customer profiling e.g. other formats, languages, phone contacts etc. to ensure equal access to services.	Alternative methods available by Dec 2008	Department of Community Services Housing Department	Jan 2007-April 2008
2.4	Undertake regular inspection of communal areas of council properties to risk assess potential hazards for service users.	Inspection procedures introduced by April 2008	Department of Community Services Housing Department	Ongoing
2.7	Housing Needs/Warden Services: Allocation policy for supported accommodation housing takes greater account of support needs of applicants.	Implement needs assessment by Dec 2007	Department of Community Services Housing Department	December 2007
5.6	Continue and develop further partnerships with the	Develop partnership project with PAD Officer (NYCC)	Department of Community Services	On going

Diversity Action Plan No	Action	Target	Lead Department	Timescale
	voluntary sector to identify opportunities for joint working and to improve links with the community. Through linking in with the local CVS who work in partnership with the Council's Funding Advice Worker to provide funding advice, information and support to local groups and individuals whose activities promote disability access and equality.	Circulate funding bulletin Support funding applications with a disability focus for example Awards for All.	Leisure, Museums and Arts	
11.5	Ensure information on transport concessions is available to all potential beneficiaries	Information to be available in various formats and to distribute where possible to the varying groups who may benefit.	Department of Development Services Concessionary Fares	On going
12.1	Ensure all Customer Reception Areas meet a consistent standard for accessible information	Facilities meet a consistent standard & have self service access points in main Council buildings	Department of Resources Customer Services Unit	Complete by June 2008
12.2	Publicise services and facilities available at each location via web site and other published information	Information available on the web site, telephone directory & other corporate documents	Department of Resources Customer Services Unit	April 2007
12.3	Language line / alternative formats Review current service to ensure fitness for		Department of Resources Customer Services Unit	Complete by September 2007

Diversity Action Plan No	Action	Target	Lead Department	Timescale
	purpose			
12.7	Telephone: Review out of hours E team service to improve accessibility	Revised service operational from Jan 2008	Department of Resources Customer Services Unit	Oct 2007
15.4	Continue to monitor uptake of Housing Benefit	Year end diversity analysis for Revenues & Benefits Service	Department of Resources Revenues & Benefits	On going
Disability Discrimination Act- Building & Property Management Compliant				
9.1	Continue to review and implement service improvement plan to upgrade remaining sites which do not comply with Disability Discrimination Act requirements. Replacement of Lofthouse and Middlesmoor toilets with new compliant building.	Upgrading of Public Conveniences to be DDA compliant across the district where possible (not all achievable due to site restrictions)	Department of Development Services Property Management	On going
9.3	Bring forward improvements to increase the number of public buildings accessible to people with disabilities	Where possible public areas in buildings accessible to members of the public	Department of Development Services Property Management	On going
9.4	Review existing access audits in consultation with people with disabilities to identify possible improvements across the Council's Public Buildings.	Number of properties for which an Access Audit has been undertaken by a competent person.	Department of Development Services Property Management	On going

