



Discover Disability Equality and Diversity in Dundee



Dundee City Council's
Disability Equality and Diversity Scheme 2007-2010
Third Annual Report - December 2009

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**Dundee City Council
Disability Equality and Diversity Scheme
2007 - 2010**

Third Annual Report/
Review of Disability Equality Scheme

December 2009



Picture - Public involvement event 24th August 2009

Publication

This report and partner disability equality schemes and reports are available on the websites as listed below.

Dundee City Council Website:

www.dundeeecity.gov.uk

Dundee Partnership Website:

www.dundeepartnership.co.uk

Alternative Formats: This annual report has also been published in an Easy Read version which can be accessed on www.dundeeecity.gov.uk. A hard copy in Easy Read, LARGE PRINT or other formats and languages can be requested by contacting the council as detailed below.

Dundee City Council

Post: Freepost, Floor 2 Tayside House, Dundee, DD1 3RB

Tel: 01382 433558

Fax: 01382 433060

Minicom: 01382 433310

Email: disability@dundeeecity.gov.uk

Website: www.dundeeecity.gov.uk

Have your say on the council's delivery of disability equality

Please email your comments to disability@dundeeecity.gov.uk

Contacts: Dorothy Wilson: Tel.01382 433865, Elena Brown: Tel.01382 433235

You are invited to participate in Dundee City Council's re-launched Disability and Age Equality Action Group by emailing us on above. This group will help us to develop our new Single Equality Scheme. Together we will decide what the important things are that we need to do to improve the lives of older people and disabled people over the next 3 years.

Useful community contacts:

Dundee Access Group: Mobile. 0792 206 9039

www.dundeeaccessgroup.co.uk

The 5 Digits disability issues group: Tel. 01382 431970

the5digits@yahoo.co.uk

Celebrate Age network: Tel. 01382 305745

www.dundeecanforum.org.uk

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1 Introduction

- 1.1 Welcome to Dundee City Council's third and last Annual Report on their Disability Equality Scheme which was first published on 4th December 2006
www.dundeeecity.gov.uk/dundeecity/uploaded_publications/publication_329.pdf.
- 1.2 This report is the City Council's response to the Disability Equality Duty under the Disability Discrimination (Public Authority) (Statutory Duties) (Scotland) Regulations 2005.
- 1.3 The report provides a review of the progress made on the Action Plan to improve disability equality in Dundee over the last 3 years, as a result of Dundee City Council's Disability Equality Scheme 2007 -2010.
- 1.4 The plans for future reviews of Disability Equality for Dundee City Council, and of how the council has involved disabled people to set outcome targets for the next three years are outlined in the council's Single Equality Scheme which will be in place by December 2009. The Single Equality Scheme will also co-ordinate delivery of 'cross-strand' equality and diversity actions including the publication of Equality Impact Assessments, Service Monitoring and training.



Picture - Public involvement event 24th August 2009

2 Review of Disability Equality Scheme Action Plan

2.1 The Action Plan for Dundee City Council's corporate Disability Equality Scheme 2007-2010 includes 49 actions which are regularly monitored on the Online Plan Monitoring Database. These actions were drawn up as a direct result of the involvement of 71 people who contributed their views to the published scheme.

2.2 The following table summarises the Council's progress in undertaking the actions identified in the corporate Action Plan.

Progress	Actions (total=49)
Completed	44 (90%)
Unlikely to be achieved	0 (0%)
Abandoned	5 (10%)

The 5 abandoned items relate to Equality Impact Assessment progress and resources for community contact and involvement. These will now be progressed as part of the Council's Single Equality Scheme Action Plan www.dundee.gov.uk/equanddiv/.

2.3 The council's duty as an Education authority is covered in a separate Disability Equality Scheme available on the Education Department's section of the website www.dundee.gov.uk/education.

The Education Department has produced a separate Annual Report on this scheme and review, also available on the Council website.

2.4 Continued progress on disability equality has generated a range of positive outcomes across Council departments for accessible service delivery, social inclusion and improved quality of life for disabled people.

2.5 Disabled people have told us they want regular feedback on the positive actions achieved as a result of their involvement in the Council's Disability Equality Scheme.

2.6 In July 2009 Dundee City Council circulated a third 'Newsletter' on their corporate Disability Equality Scheme to feedback a summary of positive outcomes to people involved in the scheme development.

3 Positive Action

Disability equality outcomes and achievements

In collaboration with local disabled individuals and groups, the following is a summary of key outcomes that have been achieved:

- Camperdown Wildlife Centre worked with blind and partially sighted people to implement a Braille booklet of Animal Enclosure information
- Responding to the diverse needs of adult learners, the Council has provided read and write software, coloured overlays, reading rulers, mouse balls, big size key boards, access to signers and dyslexia friendly resources
- The Caird Hall reconstructed one of its 'Jury Boxes' to provide for 9 wheelchairs users and carers /friends. Since in place it has grown in popularity with an increase in disabled customers
- Working with blind and partially sighted groups and people with learning disability a feature tactile sign was installed at Baxter Park. This sign has been illustrated as good practice in the Scottish Association of Building Standards Managers Inclusive Design Handbook 2009
- Working with PAMIS a 'Changing Places' toilet with integrated hoisting facilities has been developed at Windmill toilets, Broughty Ferry beach complete with accessible parking. This is one of the few publicly accessible Changing Places toilets in Scotland on the Changing Places website www.changing-places.org (One other is located in the Garden Lobby of the Scottish Parliament)
- Staff attitudes were reported as a priority by disabled people. The council's 2007 staff employee survey found that 92% of council staff were aware of the Council's approach to equality and our Equality Schemes (2007 Employee Survey Report)
- The budget on dropped kerbs was increased in response to feedback on the barriers to mobility of insufficient dropped kerbs. More dropped kerbs also make life easier for people with buggies



- Financial support was given to 'Shopmobility' by the Council. Shopmobility Dundee provides free loans of manual and powered wheelchairs, and powered scooters to those with mobility problems, who wish to visit Dundee City Centre for shopping etc.
- The promotion of Barrier-free buses is a priority for the Council. Almost all city buses are now low floor vehicles that help wheelchair users and people with buggies get out and about
- Further to feedback on accessible taxi provision, a Taxi-restraint seminar was developed for taxi operators with Dundee's Citizen of the Year from the '5 Digits' group and Dundee Access Group
- Support for the Licensing Committee has raised awareness of accessibility of licensed premises. The 'Best Bar None' Awards, in conjunction with "5 Digits" disability group, now has a 'disability equality' category for Dundee



Picture - Public involvement event 24th August 2009

- Survey work and trials have been conducted on bin routes to reduce pavement clutter from bin collection, which disabled people have told us impede their access to footways
- On Domestic Waste Collection routes an "Assisted Bin Collection" is available for over 70`s with a confirmation of disability
- A 'Carer Goes Free' policy is implemented at Dundee Contemporary Arts Centre, and reduced carer rates are available on leisure and sports facilities, and at the Dundee Flower and Food Festival.

- A Multi-Agency Transition Group aims to ensure that young people with care and support needs have a smooth transition on leaving school and transfer into adult services
- Baldovie Recycling Centre offers Disabled Parking, Disabled Toilet, Lowered Kerbside for Access and Attendant/Assistance
- Joint Consultation with deaf users and local deaf organisations has led to the introduction of a new BSL online translation service pilot being brought forward in Dundee. This will add to the mainstreaming of BSL interpreting into the Council's Translation Service. A move that has been commended by the Deaf community
- 'Tip Cards' were developed with the Dundee Equality and Diversity Partnership for reception personnel to help raise awareness on equality issues and the needs of disabled people. Evaluation of the Tip Cards was carried out in February 2009. A further 300 Tip cards were ordered for on-going awareness training of front-line reception personnel.
- The Council was very pleased to be nominated for a national award for innovation in dementia friendly design for one of its residential homes for the elderly with dementia. The Dementia UK Awards 2009 is presented by the Dementia Services Development Centre and showcases projects that promote best practice in dementia design with the involvement of people affected by dementia.
- Dundee City Council has reported that 85.7% of its buildings, which have open public access, are accessible to disabled people. This is the highest reported rate in Scotland.

What you said about Council's services...



Linda and Jenny "Jenny loves getting out and about, especially at the weekends but we're really limited as to how long we can spend away from home. Last September Jenny was away for the whole day in Dundee at the SOMA sports session - but this was only possible because of the proper changing facilities (complete with hoist) at the Douglas Sports Centre"
Learning Disability Alliance News June09

4 Involvement of disabled people

Disabled people have told us they like to be involved in work in the city that impacts on their quality of life.

We have maintained our key contacts on the Council's Disability Equality Scheme in the following ways:

- Public consultation and involvement in a polling review, which fed back on communication needs and accessibility issues.
- A joint consultation report was issued to feedback to disabled people who were consulted by the Dundee Equality and Diversity Partnership in January 2008. Actions identified have been addressed by partners.
- OPEN VOICE, a group made up of Council employees with a disability has been consulted on council service plans, personal emergency evacuation plans, polling stations and taxis.
- The disability@dundeecity.gov.uk email account is a preferred way for some citizens to communicate with the Council on disability issues.
- Dundee Access Group has been consulted on major building projects including the Waterfront Development, McManus Galleries and Dundee House. An Access Statement has been produced for Dundee House outlining its accessible features. A walk-round of McManus Galleries was carried out with Dundee Access Group.
- The 5 Digits, a group of disabled people from Broughty Ferry, are involved in the 'Best Bar None' Awards that include a category on 'disability access'. Their representatives continue to be involved in the promotion of disability access improvements to licensed premises in the city.



Picture - Public involvement event 24th August 2009

- An information session on developing induction loops technology was attended by 14 hearing aid users. Electrical Clerk of Works has been put in place in response to reported problems with performance of induction loops. This provides technical back-up to help ensure that there is a quick response available if loops are found not to be functioning.
- We have been working with local deaf organisations and our partners in the Dundee Equality and Diversity Partnership to utilise a 'voluntary register' of deaf people asking them to identify their preferred method of communication. The partnership has worked with a recommended supplier to bring the online BSL translation service to a local level in Dundee with the provision of a delivery point for Dundee City Council at 6-7 City Square, a high public use venue. Feedback is currently being monitored.
- Dundee Partnership in Practice (PIP) held consultation activities and collated views of people living in Dundee with a learning disability. 65 adults with learning disabilities, 50 carers, and health and social work employees and stakeholders attended events.
- Dundee City Council is committed to creating 100 new "housing with care" services by 2011 as part of a policy to offer a more diverse range of housing options. To identify the needs of older people and their carers, 2 consultation events were held at the Marryat Hall. Questionnaires were distributed at existing sheltered housing and housing with care complexes and Focus Groups were held with minority groups.
- An Action for Carers meeting was held on 4th March 2009. Our Social Work department have worked to ensure that the needs of carers and particularly young carers are supported.

What you said on our involvement activities...

"I think the system you have been operating up to now has worked quite well. i.e. give a progress report at a round table meeting at a venue as before - summarise the points raised by the various interested parties and the action the Council has taken to address the points. If action was not taken, a reason given. Timescales also for implementing existing and future proposals." *Deaf person*

5. Review of information on disability equality

5.1 Workforce Monitoring

The employment rate for disabled people in Scotland stood at 48.1% in 2008 compared to an employment rate of 75.6% for the total working age population. In Dundee, the employment rate for disabled persons stood at 40.4% in 2008 against a total working age rate of 71.5%" (Annual Population Survey, Scottish Government)

Other key facts and figures on employment within Dundee City:

- 40% of jobs are in the public sector in Dundee (Dundee City Council Company Database 2009). The council is a major employer in the city.
- 66,200 Dundee City residents are in employment, representing an employment rate of 71.5% of the working age population. (Annual Population Survey Jan-Dec 2008). Dundee has significant levels of unemployment.
- Latest Scottish Government figures for 2008 indicate that 27% of Dundee's population of working age have health problems that last more than 12 months.
- On average, in 2008, there were 3,481 persons claiming unemployment related benefits each month in the city, a resident based rate of 3.9%. (Office for National Statistics; Nomis). The latest monthly jobseekers allowance figures which reflect the impact of the recession are 5,033 persons or a rate of 5.7% for August 2009.
- Within Dundee 50% of all Incapacity Benefit/ Severe Disablement claimants are between 25 and 49 years of age while 30% of the same age group are in receipt of Disability Living Allowance (November 2008). The latest available figures in September 2009 maintain similar trends which impacts on the numbers of disabled people available for work within the typical working age sectors of Dundee.

Workforce monitoring is carried out by Dundee City Council to comply with its legislative duties and to ensure that its workforce reflects the community it serves. All Dundee City Council employees have now transferred to the council's Resource Link (Payroll/Personnel system). The transfer will allow the council to report more accurate equality information in the future.

Equality monitoring allows the Council to highlight possible inequalities, investigate the underlying causes and remove any unfairness or disadvantage in employment and recruitment. Monitoring also allows us to check that the Council's equality policies are working.

From the information collated on workforce monitoring, there remains a relatively high incidence of employees who have not provided equality information. 39% of employees have decided not to provide information on 'disability'.

- Despite incomplete disclosure rates the Council has shown a modest increase year on year on employee disclosure of disability. 1.2% in 2007 declared they had a disability. This increased to 1.6% in 2008 and 1.7% this year in 2009.
- Of particular interest is the increase in the numbers of people with hearing loss employed by the Council: 20 people with partial or full hearing loss is reported in 2009. This is up from 3 people reported in 2008. The Council appreciates that the deaf community has experienced specific disadvantage and social exclusion and is pleased that progress in this area has been achieved.
- There are also modest rises in the reported numbers of employees with visual loss, another sector of the community who have told us they feel isolated and excluded.
- Statistics on people affected by mental ill health have indicated a figure as high as 1:4 of the population. Dundee City Council has also seen a rise in reported numbers of employees declaring that they have mental health issues. This is a cross strand issue as all minority groups experience increased mental ill health due to the exclusion that inequality and social exclusion brings.

The Personnel department has developed a plan to encourage employees to disclose their equality details, in order to raise disclosure rates and improve workforce monitoring.

The Personnel department is working to ensure that the wider community is aware of employment opportunities within the council, and taking reasonable steps to encourage the wider community to apply for council vacancies.

Following changes to the Application for Employment form the Council can now report information for job applicants by disability type and also for current disabled employees who are applying for a promoted post.

- Over 2008/9 the council recruited 1048 employees. The disclosure rates for successful candidates have improved over the previous year. In 2007 58% of successful candidates chose not to provide information on disability. This was reduced to just 6% of successful candidates in 2008.
- From analysis of available statistics around 4% of job applicants are successful. There appears to be no significant differences for people with a disability in the percentage of job applicants who are successful, although figures broken down by disability type are less reliable given the numbers who did not declare their disability type.

A Training and Development system is currently being developed by the Information Technology Department and piloted within the City Council which will allow the Council to provide better management information with regard to training across the equality strands.

- From analysis of available statistics around 60% of people applying for training received it. There appears to be no significant differences for people with a disability in the percentage applying for and receiving training. As with recruitment reporting, figures broken down by disability type appear to be less reliable with regard to training.



Picture - Public involvement event 24th August 2009

5.2 Service Monitoring

Key facts and figures on the population within Dundee City and Scotland:

- Dundee City has an estimated population of 142,470 (GRO Scotland Mid Year Estimate 2008)
- In Dundee 18.0% of the population are estimated to be aged 65 years or over. The number of persons in this age group is greater than the Scottish average of 16.6%" (GRO Mid Year Population Estimate 2008)
- The 2001 Census shows that 24 per cent of adults in Scotland have a limiting long-term illness. Dundee, as with the rest of Scotland, will require to ensure its services are inclusive for the significant numbers of older and disabled people in the community
- The 2007/2008 Scottish Household Survey estimates that 33% of households in Scotland have at least one person with a long-standing illness, health problem or disability. Dundee, as with the rest of Scotland, will require to address the impact of its service delivery on its people affected by disability including carers, family and friends

Consultation with disabled people has continued to focus on the social exclusion of people with sensory loss.

- There are an estimated 1,012,000 people in Scotland with some degree of hearing loss (of whom approximately 546,000 are over the age of 60)
- The number of people in Scotland whose first or preferred language is BSL is estimated to be around 6,000 (Scottish Executive)
- There are an estimated 2,000 Deafblind people in Scotland

The importance of monitoring equalities data is included in the Council's customer service training initiatives. This will help facilitate relevant service monitoring in relation to disability and other equalities strands.

The Annual Consumer Survey 2008 conducted a total of 800 face to face interviews. Of those interviewed 102 people considered themselves to be 'disabled', and 128 recorded a Yes to the question "Do you have any

illness, health problem or disability which limits your daily activities?" The consultant who carries out the survey suggests that the numbers are such that any comparisons that can be drawn between these respondents and the sample as a whole would be inconclusive, and more work needs to be done to ensure we have a sufficient sample to achieve statistical validity and meaningful comparison. Therefore, for future Annual Consumer Surveys, further consideration needs to be given to ensuring that the survey picks up any variation in satisfaction with, or perception of, the Council among people with disabilities and other equalities groups compared to the public as a whole. This has been discussed with the consultant who carries out the survey, but needs further discussion within the Council to agree the approach to future surveys.

A student paper dated May 2008 has become available through the Council's Social Work Department. This study considered the impact of the Disability Discrimination Act 2005 in Dundee and collated survey results on people's views on what changes they had experienced as a result of the legislation. Questionnaires were distributed in Dundee to 7 community centres and 1 skills centre which caters for people with physical disabilities. Of a sample of 400 questionnaires handed out, 100 were returned. 20% of the participants were reported to consider themselves as having a disability (this is a significant return by disabled people and is therefore of note). The following points were noted in the report:

- 85% of the participants were aware of the 2005 Disability Discrimination Act
- 57% were aware of what service providers should be doing to comply with the law e.g. equal opportunities, accessible facilities
- A small number of respondents were carers and spoke about access being difficult when manoeuvring buggies
- People were able to describe improvements they had seen e.g. ramps, dropped kerbs, kneeling buses, disabled toilets, automatic doors
- The report concludes that "it was clear that many respondents did feel their views were noted and improvements were being made"
- The report noted the impact on stakeholders "At a local level there appears to be evidence to show an increase of people's awareness of their rights, they feel consulted and that their views are listened to"

The findings of this survey indicate that disabled people in Dundee feel listened to and are informed about the legislation. The results also confirm that disabled people noted improvements in disability equality over the duration of Dundee City Council's Disability Equality Scheme.

6 Mainstreaming equalities

The Local Government in Scotland Act 2003 recognises that addressing equality is a key element in effective community planning. Statutory guidance on community planning recently issued to local authorities highlights that equality should be mainstreamed into community planning partnership activity.

'Equalities' forms part of the characteristics of a 'best value' Council, and Dundee City Council strives to adopt the characteristics of a Best Value Council in the course of delivery of its services for Dundee.

Equality is a key element underpinning the development of Single Outcome Agreements. Recent guidance from COSLA highlighted that Single Outcome Agreements provide an opportunity for Councils and community planning partners to work together to advance equality. The guidance also states that the Single Outcome Agreement and equality schemes should complement each other.

- A relevant outcome in Dundee's current Single Outcome Agreement for disability equality is "Our people will have high quality and accessible local services and facilities", focussed on communities as geographical entities.
- A more specific SOA reference where action may be prioritised is through the outcome "Our people will receive effective care when they need it." This includes support for disabled people and carers.

To implement mainstreaming of equalities across all strands, in April 2009 the Council's Management Team agreed to the development of a Single Equality Scheme for the local authority. The Council's Single Equality Scheme will be in place by December 2009. An Action Plan, outlining the steps to be taken towards the development of the Council's Single Equality Scheme, can be accessed at the following website: - www.dundee.gov.uk/equanddiv/.

- A community involvement event was held in August 2009 to collate the views from a range of minority communities on the Council's delivery of its' Single Equality Scheme. Disabled people and older people were well represented at the event and have identified their willingness to engage with the Council's re-launched Disability and Age Action Group to continue to promote disability equality in the city.
- As part of a process of continuous improvement, the Dundee Equality and Diversity Partnership provided equalities training for all partner

agencies. This training comprised half day equalities awareness sessions and a full day of equality impact assessment training. The Equality and Diversity Partnership is also undertaking a 'fit for purpose' review in respect of delivery of the Single Outcome Agreement. The Single Outcome Agreement for Dundee can be accessed via the following website - www.dundeepartnership.com/.

- Dundee City Council appointed a new Equality and Diversity Co-ordinator to support and advise Dundee City Council on effective planning and implementation of equality and diversity best practice, including the publication of Equality Impact Assessments.
- The Council has appointed department Equality Champions who meet to develop and share promotion of equality and diversity across council departments.
- Service Delivery and Employment monitoring will be developed as set out in the council's Single Equality Scheme 'Action Plan'.
- The Council's Equality and Diversity website will also be developed to suit the Single Equality Scheme approach, whilst preserving the specific requirements of disability equality.

7 Conclusion

The Action Plan taken forward under the Council's Disability Equality Duty promoted social inclusion and improved quality of life for disabled people in Dundee. A summary of positive outcomes in Section 3 of this report demonstrates how the Council has delivered significant progress in disability equality over the 3 years of its Disability Equality Scheme.

Evidence from survey feedback and involvement confirm that disabled people do feel consulted and that their views have been listened to.

Monitoring has shown that employment figures are beginning to reflect a more significant contribution from disabled people in the Council's workforce.

In this 3rd and final report Dundee City Council has completed 90% of actions under its Disability Equality Scheme, with remaining items brought forward under a new Single Equality Scheme.

There is a continued and concerted commitment to disability equality within the Council's new framework for a Single Equality Scheme.



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