

REPORT TO: POLICY AND RESOURCES COMMITTEE
10 NOVEMBER 2008

REPORT ON: DISABILITY EQUALITY SCHEME - ANNUAL REPORT 2008

REPORT BY: Director of Leisure and Communities and Depute Chief Executive (Support Services)

REPORT NO: 563-2008

1.0 PURPOSE OF REPORT

- 1.1 The Report informs the Committee of the progress made in implementing the council's corporate Disability Equality Scheme 2007-2010.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that the Committee notes the progress made in applying the council's corporate Disability Equality Scheme 2007-2010 and approves the appended Second Annual Report - Disability Equality Scheme 2007-2010.

3.0 FINANCIAL IMPLICATIONS

None

4.0 MAIN TEXT

- 4.1 Reference is made to the approved Committee Report 660-2006 which detailed content of the corporate Disability Equality Scheme published on 4th December 2006 to enable the Council to meet its statutory Disability Equality Duty under new disability discrimination legislation.

Progress on Priorities for Action and Equality Impact Assessment are contained in the Annual Report, which utilises monitoring of Actions arising from the scheme carried out through the Strategic Plan Monitoring Database.

- 4.2 There are five general duties associated with the legislation with a specific duty to publish and report annually on a Disability Equality Scheme. The Education Department has published a separate Disability equality Scheme, and a separate Annual report, as recommended under the legislation.

5.0 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6.0 CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted in the compilation of this Report.

7.0 BACKGROUND PAPERS

Discover Disability Equality and Diversity in Dundee available on the website at
http://www.dundee.gov.uk/dundee/uploaded_publications/publication_329.pdf

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Director of Leisure and Communities
Date: 30th October 2008

Patricia McIlquham
Depute Chief Executive (Support Services)

Date: 30th October 2008

Discover Disability Equality and Diversity in Dundee

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

Second Annual Report

December 2008

Publication

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

Dundee Equality and Diversity Partnership Website:

<http://www.dundeepartnership.co.uk/page.php?id=643>

Dundee City Council Website:

http://www.dundeecity.gov.uk/dundeecity/uploaded_publications/publication_329.pdf

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

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- 1 Feedback from consultation events

1 Introduction

- 1.1 This is Dundee City Council's second Annual Report on their Disability Equality Scheme which was first published on 4th December 2006.
- 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 This report provides a review of the progress made on the Action Plan to improve disability equality in Dundee, as a result of Dundee City Council's Disability Equality Scheme 2007 -2010.

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 corporate 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 drafting of the published corporate scheme.
- 2.2 The following is a table of the Council's progress in undertaking the actions identified in the corporate Action Plan.

Progress	Actions (total=49)
Completed	26 (53%)
On Schedule	21 (43%)
Ahead of Schedule	0 (0%)
Behind Schedule	1 (2%)
Unlikely to be achieved	0 (0%)
Abandoned	1 (2%)

- 2.3 The council's duty as an Education authority is covered in a separate Disability Equality Scheme available on the education Department's website <http://www.dundee.gov.uk/education>. The Education Department has produced a separate Annual Report on this scheme also available on the council website.

2.4 In July 2008 Dundee City Council circulated a second interim progress report on their corporate Disability Equality Scheme.

2.5 Consultation and Involvement of disabled people:

- Contacts from the Disability Equality Scheme have been maintained including a public consultation event held in December 2007 and a meeting between BSL users/deaf people and members of the Equality and Diversity Partnership in April 2008. A joint consultation report was issued to disabled people who were consulted by partners from the Dundee Equality and Diversity Partnership in January '08.
- 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 active as a preferred way for some citizens to communicate with the Council on disability issues and to enable the Council to monitor the types of issues that come up.
- Dundee Access Group has been consulted on building projects including the Waterfront, McManus and Dundee House. An Access Statement has been produced for Dundee House and a follow-up presentation given to Dundee Access Group.
- The 5 Digits, a group of disabled people from Broughty Ferry, have been actively involved in the 'Best Bar None Awards' that now includes a category on 'disability access'.

2.6 Corporate expenditure has been made available for Induction Loop testers to achieve best performance from installed Loops for customers. A pilot Building Managers forum is now up and running.

2.7 Tip Cards - ' pilot' by reception personnel to help raise awareness amongst employees of equality issues and the needs of disabled people is ongoing. Evaluation is to be carried out by the end of 2008.

2.8 The needs of BSL users – Dundee City Council has supported a Scottish Government pilot for online interpreting facilities and we have consulted with local BSL users to improve services. We have been working with local deaf organisations to develop and utilise a 'voluntary register' of deaf people asking them to identify their preferred method of communication. This is a Partnership Initiative.

2.9 Positive images of disability - the council's Public Relations department has extended its bank of positive images on disability to include in published material.

2.10 ITEMS still requiring ACTION:

- Review available statistics in 2008 on Service Delivery and Employment in relation to promotion and training and analyse them.
- Engage in the implementation of good practice on accessible information and communication for disabled people (also part of generic equality and diversity scheme) which is to be taken forward with the Dundee Partnership.
- Make available published examples of EQIAs (Equality Impact Assessments).

Have your say on the council's delivery of disability equality; please email your comments to disability@dundeecity.gov.uk

3 Review of improved performance through the outcomes of Equality Impact Assessments (EQIAs)

3.1 The corporate Equality Impact Assessment (EQIA) screening process recorded 143 items for action in the corporate Online Plan Monitoring Database.

The following is a table of the Council's summary progress in undertaking the actions identified in the corporate Equality Impact Assessment (EQIA) screening process.

Progress	Actions (total=143)
Completed	87 (61%)
On Schedule	36 (25%)
Ahead of Schedule	0 (0%)
Behind Schedule	13 (9%)
Unlikely to be achieved	0 (0%)
Abandoned	7 (5%)

Equality Impact Assessment screenings now form part of committee reports which are accessed on the Dundee City Council website.

4 Review of progress on the build-up of information on disability equality

4.1 Workforce Equality Monitoring

The Council's 'Race Equality and Diversity Scheme 2005-2008', 'Disability Equality and Diversity Scheme 2007-2010' and 'Gender Equality and Diversity Scheme' sets out how the Council plans to meet the requirements of employment legislation. All of the council's equality schemes give a commitment to equality monitoring.

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.

A meeting of Dundee City Council's Policy and Resources Committee on 28 April 2008 advised Committee of the available employment equality monitoring statistics for Dundee City Council for 2007.

The statistics in the Employment Equality Monitoring Report was generated from a number of different and independent information systems. For data protection purposes no record of less than five has been reported.

It is anticipated that all employees will have transferred to a new payroll/personnel system by the end of 2008. As part of this process employees were asked to complete a transfer form which included equality monitoring information.

'Non disclosure' of equality monitoring information is partly due to the number of employee records which have not yet transferred to the new Payroll/Personnel system. However it is also apparent that there is a relatively high instance of non disclosure from employees who have already transferred to the new Payroll/Personnel system. Once all employees have been transferred every effort will be made to ensure that non disclosure rates are kept to a minimum.

The Committee noted the employment equality monitoring statistics for disability which are summarised below, and remitted the Council's Disability Action Group (DAG) to monitor and analyse the statistics in relation to our Disability Equality and Diversity objectives.

- 3% of those applying for employment with Dundee City Council have a declared disability.

- In 2007, the Council had a total of 21,367 job applicants of which 653 had a declared disability.
- 162 or 1.8% of those employed by Dundee City Council in 2007 declared a disability. Of this 145 did not specify their disability. All disability categories were below 5 with the exception of 'Other Chronic Condition or Disability' which totalled 5. 7085 responded 'no', while 1748 employees left it blank/chose not to specify.

From Census data it would appear that national and local figures are inconclusive on the "number of people available for work, who have a declared disability", and therefore at present it would be difficult to draw conclusions or set targets.

From the information available there is still a relatively high incidence of non disclosure of information with 15% of employees failing to enter their ethnic background, 30% failing to enter their religious belief and 19% failing to enter any disability information. The council will make every effort to reduce the level of non disclosure.

The former Disability Rights Commission commissioned research into Disability Identity which suggested that 50% of people covered by the DDA did not think of themselves as being disabled and about half of them felt "insulted" by the tag. Things have moved on to some degree but there are still issues for people with health conditions (e.g. cancers) who do not consider themselves as disabled despite the legal coverage and some groups such as people with mental health issues who see themselves often as "patients" rather than consider themselves as being disabled.

- On the category of 'employees who cease employment', 7 were recorded as having a declared disability, No information was available with regard to the category of disability.
- 3 employees who declared that they had a disability were subject to disciplinary action in 2007.
- There were 199 instances of employees who declared they had a disability applying for training and there were 179 instances of employees receiving training.

The Equal Opportunities section of the council's Application for Employment form has been amended to ensure that the authority will be in a position to improve its monitoring information. This has been achieved by inserting a question on whether the applicant is applying for a promoted post; a breakdown of disability into a number of classifications; the addition of a further age band to capture information in relation to applicants/ employees aged over 65; and a question covering religious belief.

The Council is continuing to develop corporate systems to enable the Council to report fully on training requested and undertaken by employees. Council Departments have been requested to set up interim systems to ensure more complete information can be reported.

FUTURE ACTION

- When complete the equality monitoring statistics will be analysed by the Race Equality and Diversity Group (REDAG), Gender Equality and Diversity Action Group (GEDAG) and the Disability Action Group (DAG) and, if required, action plans prepared to address any issues. Action plans will be subject to review on an annual basis following the publication of the equality monitoring statistics. It is acknowledged that this analysis will be of a limited nature until all employees have been encouraged to respond to the 'disability' section.
- The Personnel Department will provide advice and guidance to departmental training co-ordinators in order for them to develop or establish systems where training can be recorded and reported. The system will require to record training requested and undertaken and whether training resulted from the Staff Development Review process.
- Employees who did not disclose monitoring information or have an incomplete disclosure of information relating to equalities will be contacted and encouraged to fully disclose the information.
- As an interim measure an analysis of current employees by earnings will be provided and considered by each of the equality groups.

4.2 Service monitoring

The 2001 Census shows that 24 per cent of adults in Scotland have a limiting long-term illness.

The 2001/2002 Scottish Household Survey (SHS) estimates that less than one in five adults in Scotland have a disability and/or a long-term illness.

"Demographic Change 2007" records the following population trends locally in Dundee:

- The number of young people is falling
- Recent rises have occurred within 16-24 age groups, likely due to increasing student numbers and migrant workers
- outward migration has led to a drop in 25-44 year olds
- 45-64 age group is relatively stable
- 75+ age group has increased in line with the rest of Scotland

Such demographics will have a significant impact on the provision of inclusive services, which meet the needs of a range of users with diverse equalities issues including 'disability'.

Consultation with disabled people has also focused on the needs of people with sensory loss. The following demographics highlight the incidences of deafness in Scotland:

- 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)
- In Scotland there are an estimated 701,000 people with mild to moderate deafness
- In Scotland there are an estimated 57,000 people with severe to profound deafness
- 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
- It is estimated that there are around 5,000 people in Scotland with a dual sensory impairment. Relatively few people are totally deaf

and totally blind – many have a little hearing and/or sight left.”
(Deaf-blind Scotland)

- There are an estimated 10,400 deafened people in Scotland aged 16 and over
- In Scotland the ratio of qualified interpreters to sign language users is estimated at around 1 interpreter for every 200 sign language users

The importance of monitoring equalities data is included in the council's customer service training. 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 comparisons that can be drawn between these respondents and the sample as a whole would be very indicative in nature. 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 the possible approaches need further discussion within the Council. This will take place prior to the 2009 survey.

5 Review of POSITIVE ACTION and things that have actually changed for disabled people

5.1 Developing Good Practice and user Involvement

A fundamental part of the Disability Equality Duty is that for the first time ever public authorities have a statutory requirement to involve disabled people in achieving disability equality.

Involving disabled people increases the likelihood of success, thus increasing our chances of reaching our strategic objectives.

Dundee City Council promotes consultation and involvement of disabled people by raising disability issues and good practice awareness through our council department's 'equality champions'.

We also continue to ask the help of our disabled employees and carers to further the actions of our scheme through a new '**OPEN VOICE**' employee group.

At Dundee City Council we have taken the opportunity to build on a culture of public involvement. We invite continuous feedback on disability issues and council services through our now established email account disability@dundeecity.gov.uk

5.2 A more accessible council website

The address of the new council website is:

<http://www.dundeecity.gov.uk>

We asked: Are there any difficulties you have in using the site? Can you find all the information you are looking for and how easy was it to find? Do you use any assistive technology and how does it cope with our site? If you have any problems, please let us know"

We did: Road-testing of the council website with disabled people. We are still welcoming your comments at disability@dundeecity.gov.uk; a questionnaire is available to complete on request. The Council's website has been redesigned to make it more accessible. The site now includes a 'browsealoud' facility which reads text for people with visual or literary difficulties, as well as improved search facilities.

5.3 Provision of 'Changing Places' toilets

http://www.changing-places.org/cp_toilets/dundee_broughty.asp

"The above changing places toilet facility is now available in Dundee at Broughty Ferry." Our thanks to those from PAMIS and others who contributed to working group meetings that have led to this Dundee City Council facility becoming part of the Changing Places national campaign. We are now working to promote installation of a Changing Places toilet at a Dundee shopping venue and would welcome the support of a commercial company in the city to make this a reality.

5.4 Using Positive images of disability

"Link to Dundee and Tayside image bank: search under word 'disability' etc.":

<http://www.d-t-imagebank.co.uk/guest.cfm>

Keeping up to date with links to existing image bank development, this supports our own priority to provide access to more positive images of disability.

The council's Public Relations Design Team has also purchased positive images from a national photo bank for use in publications.

5.5 Promoting good access to Licensed Premises

The 5 Digits group, disabled people from Broughty Ferry, based at the McKinnon centre have been actively involved locally in the 'Best Bar None Awards' that now include a category on 'disability access'

<http://www.bbndundee.com/about.html>

5.6 New dementia friendly design

The new Janet Brougham House (dementia friendly) Care Home for Older People building was completed on 20th December 2007 and opened to building users 25th January 2008. It provides 100% accessible en-suite shower room design to BS8300, and innovative use of way-finding markers such as colour coding and layout. An official Opening was held 25th June 2008 with Balie Helen Wright championing older people's services. A 'Secured by Design' Award was also achieved working in collaboration with Tayside Police's Architectural Liaison Officer. An Article entitled "Dundee City Council improve dementia care" was published in 'Building Scotland' magazine in June08 highlighting this good practice.

5.7 New tactile sign

An inclusive Tactile Sign was officially opened to the public in Baxter Park in Dundee in April 2008. This was developed in collaboration with local visually impaired people and organisations as well as people with learning difficulties, and is a feature in the new lottery funded historic restoration project. It is anticipated that this will raise awareness of the needs of people with sensory and cognitive issues.

5.8 Tackling pavement clutter

A survey of all areas with 'wheeled bins' is to be undertaken by the council's Waste Management Department over several months. The results will be analysed to indicate the full extent of reported problems with pavement clutter from bins, and allow the department to plan how these can be overcome and the costs involved.

5.9 Support for people with learning difficulties

'Befriending' and support services were reviewed to maximise independence opportunities for disabled people. This item was raised within the council's corporate Disability Action Group in June 2008. There are already council plans with befriending and support opportunities, but feedback from people with learning difficulties was that they would welcome a dating and friendship service.

5.10 Implementing Accessible Information

The council's Social Work department has been involved in the past year in strategy development in a number of disability related key areas; Mental Health, Older People and Physical Disabilities. These include the production of a 'Carer Strategy' that is written in plain English and follows best practice for text size and easy read summary and images. There has been a lot of discussion with local professionals and Advocacy representatives to ensure that a Partnership in Practice Plan for learning disabilities is accessible to the target audience. Colour coding has been used and the language is consistent between the document and a Power point presentation on the strategy.

Social Work's Public Information Officer has incorporated the (SAIF) Scottish Accessible Information Forum's accessible information checklist into a clear print operating procedure. The Social Work Department's Effective Communication Framework - Part 2 covers Public Information which also incorporates the SAIF checklist.

All social work public information is designed by the council's corporate Public Relations Design Services who provide alternative formats on request.

5.11 Raising awareness of 'Typetalk' service

Delivered through the BT TextDirect system, Typetalk connects people who cannot speak or hear on the phone, with other people using a telephone, by providing a text-to-voice and voice-to-text relay service. A phone survey of key council services found there was a fairly high level of awareness of this, with everyone who had used the service saying it had been very useful. There were some areas with lower levels of awareness so a circular was issued with information on 'Typetalk' including the website link: www.typetalk.org to raise this at team briefings and in any induction training for new employees, to make sure everyone is familiar with the system.

5.12 Supporting a pilot of a new online BSL (British Sign language) interpreting service in Scotland

Responding to input on our Disability Equality Scheme by local deaf people, we can report that there have been developments in the field of online interpreting services here in Scotland over the past 3 months. We supported the completion of a successful 6 month pilot for the Scottish Government on the provision of online BSL interpreting. Deaf people reported that they would prefer to use an online interpreter rather than rely only on Typetalk. A service that you can "spot purchase" as you need it has been developed by a Glasgow company. Deaf people and organisations are encouraged to use the service in order for it to grow.

5.13 Employment opportunities in the city for disabled people

'Discover Opportunities' is the Dundee Partnership's Employability Programme. The [Discover Opportunities Centre](http://www.discoveropportunities.org.uk) in the heart of the city brings together staff from various organisations to provide a more joined up service to help people progress on their employability journey into employment, education or training. To find out more on opportunities for disabled people you can explore the website <http://www.discoveropportunities.org.uk/SupportandAdvice/Disability/Disability.aspx> or visit the Discover Opportunities Centre or Telephone 01382 434460: Employability Programme Manager

5.14 Accessible Dundee

Dundee city has adopted a 100% low floor bus fleet and also has the following to make travel that bit easier and more accessible:

- Smartcard activated audio departure information at bus stops
- Taxicard scheme that offers discounted travel to disabled people <http://www.dundee.gov.uk/a2z/taxicard/>
- Concessionary travel [click here](#)
- Shopmobility available in the Overgate, Wellgate and major supermarkets in the city. [Click here](#) for information.
- Friendly bus [click here](#)
- Dundee Community Transport Scheme provides affordable transport options for bona fide voluntary and charitable organisations [click here](#) for further information.

5.15 Assisted Bin Collection of domestic refuse Tel. (01382) 432777 <http://www.dundee.gov.uk/wasteman/refusecollection/>

5.16 Working in partnership with disabled people

Individuals who have an interest in disability issues can also share their views with other like-minded individuals by joining the local access panel, Dundee Access Group. This is an independent lobby group who are helping promote disability equality in Dundee across all areas of disability <http://www.dundeeaccessgroup.co.uk/>
Dundee City Council's corporate Disability Action Group representative regularly attends their meetings to provide a link with the Council and take forward any initiatives.

6 Training

- 6.1 The Council continues to develop systems to enable the Council to report fully on training requested and undertaken by employees. Whilst this is an area that requires to be developed by working jointly with departments, the Council has been able to report considerably more training information than it did the previous year.

- 6.2 Dundee City Council operates a Staff Development Review scheme. This allows managers and employees to agree objectives for the coming year, and address any job specific training requirements.
- 6.3 Front of house reception teams have engaged in a programme to raise awareness of the needs of disabled people.
- 6.4 100 sets of 'Tip Cards' have been distributed in the Council together with over 400 through the Dundee Equality and Diversity Partnership. Interest has also been shown in use of the cards nationally.

These cards provide easy to access 'tips' for front line receptionists on how to be more customer friendly to disabled people. They are not meant to be a comprehensive source of information on all disabilities but they will help when receptionists need some quick pointers in meeting individual needs. Using a combination of these good practice tips will be helpful for people with a range of disabilities.

Use of the Tip Cards is being evaluated.

- 6.5 Training on disability issues is integrated into council department training programmes including training to counteract the stigma experienced by some groups such as people with HIV and AIDS.

The services of the Employment Unit are open to anyone who has a health problem or disability and this would include persons who are HIV Positive or who have Aids. Also, for Absence Management training, it is made clear to participants that the definition of disability under the DDA includes people who are HIV Positive and that this applies from the point of diagnosis. People with HIV and AIDS are also covered by the council's equal opportunities policy.

FUTURE ACTION

- The Personnel Department has provided advice and guidance to departmental training co-ordinators in order for them to develop and establish systems where training can be recorded and reported. The system will require to record training requested and undertaken and whether training resulted from the Employee Development Review process.

- It has been identified by the Disability Action Group that the council would benefit from monitoring the level of training currently undertaken by the authority on 'disability issues'. At present there is still no common database that can provide statistics on training on 'disability issues' although records are held by the Personnel Department and at a department level by department training co-ordinators. There is evidence from members of the Disability Action Group that job specific training is ongoing as identified by the Employee Development Review process. This will continue to be reviewed with Training Co-ordinators.
- Dundee City Council has appointed a new Equality and Diversity Co-ordinator in response to equality and diversity legislation moving towards a single equality duty. This new role will work closely with established disability equality contacts within the authority to continue the good practice that has been developed under the current Disability Equality Scheme. Areas for cross-strand co-ordination include;
 1. EQIA - Equality Impact Assessments
 2. Service Monitoring
 3. Employee Monitoring
 4. Consultation Framework
 5. Information and Communication Strategy
- The Council has developed an information strategy which will develop the facility to record preferred method of contact for all citizens including those with a disability.
- Council Department's web-pages will continue to be developed in line with Clear Print Guidance

7 Delivery of the Disability Equality Duty

Disability legislation puts a positive duty on public bodies referred to as the 'Disability Equality Duty' that requires local authorities to deliver on the 6 themes of the duty:

7.1 Promotion of equality of opportunity between disabled people and other people

Dundee City Council has progressed this by embedding disability equality within the council committee process. From the beginning of November 2007 all council Policies and Plans required to meet the Equality Impact Assessment process as part of Committee approval by elected members.

7.2 Elimination of discrimination that is unlawful under the Act

The council has responded to this by continuing to take action to eliminate discrimination in the provision of its own services and functions, and by facilitating elimination of discrimination in its other roles.

7.3 Elimination of harassment of disabled people that is related to their disability

Dundee City Council continues to work with its partners to empower disabled people in the city to ensure that we help eliminate the harassment of disabled people that is related to their disability

7.4 Promotion of positive attitudes towards disabled people

The council and its partners continue to promote the benefits of a positive attitude towards disabled people, from the more inclusive services and facilities that benefit everyone to tapping into the resources that disabled people have to offer to the community.

Building positive attitudes towards disabled people amongst its employees has been given a boost by the council's implementation, with its' partners, of the pilot 'Tip Cards' scheme. The 'Tip Cards' have been developed as a good practice model, and we have had good feedback on their use by front of house receptionists, providing them with 'key tips' on how to make services more customer friendly for disabled people.

7.5 Encouragement of the participation by disabled people in public life

Dundee City Council has liaised with last year's Citizen of the Year in Dundee, who is a local wheelchair user. An active member of local disability groups including Dundee Access Group (the local Access

Panel for Dundee) this has been a very productive partnership. Together with other disabled people and local community partners this individual has been part of The Best Bar None Awards scheme judging the new 'disability access' category. This celebrates good practice in disability access to local licensed premises.

In addition, and in response to feedback from disabled people on concern about handling of restraints in accessible taxis, an awareness seminar for taxi drivers was developed in conjunction with Tayside's Cab Enforcement Unit and Dundee Licensing Committee.

The council continues to welcome the contribution of disabled people in the community planning process. It facilitates direct resolution of disability related issues by attending regular meetings of Dundee Access Group. Dundee Access Group has been consulted on developed proposals for the new Council Headquarters, 'Dundee House' which will form a landmark public building within the cityscape.

The council hosts, with its' partners, consultations to help shape improvements in council public services, and identify further issues, including the request by people with sensory loss to hold a meeting on deaf issues with signed translation services and note-taker on 1st May 2008.

7.6 Taking steps to meet disabled people's needs, even if this requires more favourable treatment

The council has recognised that sometimes it is necessary to offer more favourable treatment to deliver a more equal community. This is reflected in continuing council policies including the 'Guaranteed Interview Scheme' and 'Carer goes free' leisure ticketing, which have positive feedback.

The National Concessionary Travel Scheme for disabled People has a companion goes free element and Dundee City Council have actively promoted this. In particular response to the needs of Blind and Visually Impaired Citizens and working in collaboration with Dundee Blind and Partially Sighted Society we have reduced the need for eligible citizens to complete complex forms.

Personal Emergency Egress Plans (PEEPS) are being progressed through council departments in conjunction with our Health and Safety Co-ordinator, to improve emergency evacuation procedures for disabled people from council premises.

8. Conclusion

- 8.1 A review of Dundee City Council's Disability Equality Scheme 2007 - 2010 Action Plan has recorded progress at the end of the second year as reported through the council's Corporate Strategic Plan Monitoring Database. This is reflected in the delivery of actual outcomes documented by input to the council's specific disability@dundeecity.gov.uk email account and through ongoing consultations and actions.
- 8.2 The Equality Impact Assessment process is embedded within the council's committee approval process and is mainstreaming disability equality within delivery of council services and policies. Publication on the council website of completed EQIAs is under review.
- 8.3 Workforce monitoring information on disability is now almost fully in place, and the figures that are recorded on levels of employment of disabled people in the authority require to be reviewed in the future. There is also evidence of reluctance to declare disability in equality monitoring, and still more work needs to be done to build confidence around confidentiality and reasons for monitoring to enable more effective information gathering.
- 8.4 Service monitoring is devolved to departments to ensure through the Equality Impact Assessment process that services and policies are developed in line with predictions in the equalities make-up of the local community. The council's Planning and Transportation department enables access to the latest data on local population demographics through a range of surveys and data collection, as well as national data promoted to inform council departments in delivery of their functions.
- 8.5 The Disability Equality Duty has been viewed as a positive influence on the delivery of more inclusive services and functions in Dundee City Council. This has been measured in part by how aware our employees are of the Disability Equality Scheme. Results of our Employee Survey for 2007 reported a high level of awareness of equality issues with 86.2% Agreeing or Strongly Agreeing with the statement "I am aware of the Council's approach to disability equality and our Disability Equality Scheme". 6.7% of respondents to the Employee Annual Survey declared they had a disability, and differences in satisfaction levels were found to be insignificant amongst disabled and non-disabled employees.

8.6 Dundee City Council will await further guidance from the Equality and Human Rights Commission (EHRC) www.cehr.org.uk on the new Equality Bill which will contain a new streamlined Equality Duty to replace the race, disability and gender equality duties. This will also cover gender reassignment, age, sexual orientation and religion or belief. In a move towards a single equality scheme Dundee City Council has appointed department Equality Champions who will help develop cross strand initiatives.

8.7 The council's Disability Action Group priorities are as follows:


- Tips Cards pilot evaluation
- BSL DVD/ sign-bytes
- Changing Places toilet 24hr. opening in commercial premises
- Employment issues for people with sensory loss
- Effective induction loop facilities
- Further promotion of Positive Actions
- Disability Equality Scheme: Action Plan Annual Review



Disability Equality Duty


Joint Consultations

JOINT Actions needed / Outcomes / Comments from Consultation

- 
- BSL - review of technology/how to enable deaf people who are BSL users to make a complaint, and make an enquiry on services e.g. texting, faxing, speech to BSL software, video conferencing, translation/BSL interpreters.
 - Positive Action on Employment for deaf and visually impaired people
 - Changing Places Toilet in city centre location linked to 'Shopmobility' and Overgate shopping centre
 - 'Positive Action Directory' link to Partnership website

Dundee City Council Consultation Outcomes

Positive Action Recognised

- 
- Bus Station accessible with good toilet facilities
 - Broughty Ferry beach excellent with Changing Places Toilet
 - Website is felt to be more accessible/easier to navigate
 - Better staff awareness
 - Easy Read Version of Disability Equality Scheme Annual Report
 - Talking Bus-stops and text boards on bus-stops is good
 - Planning and Transportation consultation is good
 - Olympia facilities and help available in gym
 - Good uptake of deaf and deaf-blind awareness training for council staff
 - Communication with carers improved
 - Customer Services good at putting you through to person who can help
 - Customer services staff helpful and friendly
 - Council departments have been prompt in responding to request for information
 - Generally very good
 - Contacts available for Council Customer Services:
Minicom 01382 433310, Fax 01382 433060
 - Council involves deaf/hard of hearing people in 'mock interview' staff training for recruitment and selection
 - Bus pass used to join library which made it easier
 - Travel entitlement card used to access other services is good
 - Customer Services very helpful
 - Assisted Bin collection good but not everyone aware that it is available
 - Dundee City Council is to be commended for it's efforts in the area of equality and diversity

Issues Raised



- Takes too long to get Improvement Grant for disability adaptations
- A second Changing Places Toilet in city centre is needed linked to Shopmobility and Overgate, on RADAR key
- More Positive Action on employment for people who are visually impaired and deaf/hard-of-hearing people
- Taxis: complaints on booking and lack of restraint of wheelchairs
- Seats requested at taxi ranks
- Demand responsive transport
- Some problems with induction loops identified; research ongoing.
- Customer Services desk; perception that further training required on Ethnic Minority issues
- Issue RADAR keys in city centre office location
- Provide more cycle lanes to reduce cyclists using pavements
- Blue Badge; automatic trigger requested for renewal, and re-use of electronic photo ID to avoid provision of hard copy passport photo
- Stricter control of obstructions and clutter on pavements e.g. bollards, flowers from flower shops, 'A' boards
- People parking in front of dropped kerbs so that they are not accessible
- More evidence of jobs taken up by disabled people
- Introduction to council in BSL requested on website
- BSL - review of technology/how to enable deaf people who are BSL users to make a complaint, and make an enquiry on services e.g. texting, faxing, speech to BSL software, video conferencing, translation/BSL interpreters.
- How to make a complaint/contact the council in BSL
- Texting service requested
- Mental Health in employment noted as an issue
- How many deaf people in Dundee, and how many employed by the council; Police reported to have positive action on job identification as suitable for deaf/disabled people - will council do the same?
- Query raised on what are Perth and Kinross Council service contacts for deaf people: website details as follows. Enquiry raised: Perth and Kinross Council: 2 High Street Perth PH1 5PH, Tel. 01738 475000, Fax. 01738 475710 Email: enquiries@pkc.gov.uk, Textphone: 01738 442573
- Positive Action Disability Directory to highlight positive action by the council for disability such as assisted bin collection, Taxicard etc
- Some householders still leaving bins out cluttering pavements forcing people onto road and into traffic

Actions needed / Outcomes / Comments from Dundee City Council



- Talk at McKinnon Centre on council's Positive Action on Disability being arranged.
- Customer Services training to involve people with disabilities.
- Investigate issuing RADAR keys from central point – Customer Services.
- Review Blue Badge reissue procedure to reduce need to provide new photograph if possible.
- Clarify with Transport Section Parking Attendants the procedure for enforcing parking in front of dropped kerbs.
- See joint Actions identified also.