

**REPORT TO:** POLICY AND RESOURCES COMMITTEE  
26 NOVEMBER 2007

**REPORT ON:** DISABILITY EQUALITY SCHEME

**REPORT BY:** DIRECTOR OF LEISURE AND COMMUNITIES AND DEPUTE CHIEF EXECUTIVE  
(SUPPORT SERVICES)

**REPORT NO:** 617-2007

**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 First 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/dundeecity/uploaded\\_publications/publication\\_329.pdf](http://www.dundee.gov.uk/dundeecity/uploaded_publications/publication_329.pdf)

And the Education Department's *Disability Equality Scheme 2007-2010* available at

[http://www.dundee.gov.uk/dundeecity/uploaded\\_publications/publication\\_288.doc](http://www.dundee.gov.uk/dundeecity/uploaded_publications/publication_288.doc)

**Stewart Murdoch**  
**Director of Leisure and Communities**  
**Date:**

**Patricia McIlquham**  
**Depute Chief Executive (Support Services)**

**Date: 19 November 2007**

Discover Disability Equality and Diversity in Dundee

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

First Annual Report

December 2007

## **Publication**

This report and partner disability equality schemes and reports are available via the Dundee Equality and Diversity Partnership website and on individual websites as listed below.

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

**Alternative Formats:** This annual report has also been published in an Easy Read version which can be accessed on [www.dundee.gov.uk](http://www.dundee.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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## APPENDIX

Feedback from consultation event of 4th December 2006

## 1 Introduction

1.1 This is Dundee City Council's first Annual Report on their Disability Equality Scheme 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 from the Dundee City Council corporate Disability Equality Scheme 2007-2010 includes 49 actions, on the corporate Strategic Plan Monitoring Database, to be undertaken as a result of the involvement of 71 people who contributed their views in the drafting of the published corporate scheme.

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

Progress	Actions (n=49)
Completed	14 (29%)
On Schedule	33 (67%)
Ahead of Schedule	0 (0%)
Behind Schedule	1 (2%)
Unlikely to be achieved	0 (0%)
Abandoned	1 (2%)
First Update not done	0 (0%)

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 June 2007 Dundee City Council circulated an interim progress report on their corporate Disability Equality Scheme.

This reported on Consultation and Involvement of disabled people:

1. Questionnaire and 'face to face' consultation with disabled people in drafting of Disability Equality Scheme published 4th Dec06. Contacts have been maintained for specific consultation
2. Launch consultation event 4th dec06 in Caird Hall complex with feedback issued to those attending which has helped inform our Action; see APPENDIX
3. OPEN VOICE employee reference group set up to enable council to involve and consult employees with a disability
4. "disability@dundee.gov.uk" email account ongoing use as a preferred way for some people to communicate on disability issues and to enable the council to monitor the types of issues that come up
5. Dundee Access Group involved in consultation on building projects including the Waterfront and McManus projects and more recently Dundee House. Access Statement produced for Dundee House.
6. Use of tactile paving in the city centre consulted on with visually impaired people

**Corporate expenditure** on Hoist at Windmill toilets in response to consultation with people with multiple disability needs, and for tactile sign at Baxter Park developed with involvement of disabled people

**EQIA (Equality Impact Assessment) incorporated into Committee process & employee training complete**

**Road testing of council website** by visually impaired people & people with learning disabilities scheduled

**ITEMS that were reported as still requiring ACTION:**

1. Monitoring statistics on Service Delivery, Employment in relation to promotion and training, and analysis of same for disability discrimination **Further progress noted later in this report**
2. Awareness raising of issues around disability for Building Managers e.g. emergency evacuation, induction loops etc. **Leisure & Communities are piloting a Building Managers Network to action**
3. 'Information and Communication Strategy' and implementation of good practice on accessible information and communication for disabled people (also part of generic equality and diversity scheme) **Action ongoing through the Equality and Diversity Partnership**
4. Commission stock bank of positive images of disabled people for publication purposes. **Existing national/ local image banks**
5. Published examples of EQIAs need to be taken forward **Further progress noted later in this report**

People were asked to have their say by emailing comments to [disability@dundeecity.gov.uk](mailto:disability@dundeecity.gov.uk). The council's Disability Equality Scheme was publicised on our website at [http://www.dundeecity.gov.uk/dundeecity/uploaded\\_publications/publication\\_329.pdf](http://www.dundeecity.gov.uk/dundeecity/uploaded_publications/publication_329.pdf)

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

The corporate Equality Impact Assessment (EQIA) process recorded 143 items for action in the corporate Strategic 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) process.

<b>Progress</b>	<b>Actions (n=143)</b>
Completed	48 (34%)
On Schedule	73 (51%)
Ahead of Schedule	1 (1%)
Behind Schedule	15 (10%)
Unlikely to be achieved	2 (1%)
Abandoned	4 (3%)
First Update not done	0 (0%)

Equality Impact Assessment screening results 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 11 June 2007 advised Committee of the available employment equality monitoring statistics for Dundee City Council for 2006.

The statistics in the Policy and Resources Committee report on 11 June 2007 were generated from a number of different and independent information systems. For data protection purposes no record of less than five has been reported.

Dundee City Council is transferring from ISIS to Resource Link (new payroll/personnel system) and it is anticipated that all employees will be transferred to Resource Link by March 2008. As part of this process employees are asked to complete a transfer form which includes the 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.

- 2.66% of those applying for employment with Dundee City Council have a declared disability.

In 2006, the Council had a total of 11,741 job applicants of which 312 had a declared disability.

The Equal Opportunities section of the 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 job 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.

- 1.23% of employees in post in Dundee City Council have a declared disability.

'Employees in post' were recorded as 107 declaring a disability; 11 Hearing Impaired (Full/Partial), 18 Other Chronic Illness, 9 Physical or Motor Impairment, and less than 5 recorded in other categories of visual loss, learning difficulties and mental ill health. 6454 responded 'no', while 1985 employees left it blank or no information was provided. 108 were recorded as 'Unspecified'.

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.

On the category of 'employees who cease employment' 6 were recorded as having a declared disability, with hearing and other disabilities recording less than 5 respondents.

No significant data was recorded on employees applying for and receiving training.

The Council is currently developing 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.

## **FUTURE ACTION identified and reported to committee:-**

- 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' records have transferred to Resource Link.
- 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 just under 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
- out 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'.

A section on the importance of monitoring equalities data is under preparation and will be included in the customer service training programme. This will help facilitate relevant service monitoring in relation to disability and other equalities strands.

The Annual Consumer survey 2007 conducted a total of 800 face to face interviews. Of those interviewed; 72 people considered themselves to be 'disabled', and 120 recorded a Yes to the question "Do you have any illness, health problem or disability which limits your daily activities?" Comparisons that can be drawn are indicative in nature.

Gathering the views of disabled people in the next Annual Customer Survey will be reviewed to ensure that we have a more statistically valid sample for disabled people, and that the level of accuracy is sufficient to allow meaningful comparison with the full sample.

## **5 Review of actual improvements and things that have 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 'disability champions'.

As well we have asked 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 new email account [disability@dundeecity.gov.uk](mailto:disability@dundeecity.gov.uk)

At [disability@dundeecity.gov.uk](mailto:disability@dundeecity.gov.uk) **"You said"....We did**

**"What guidance do you give on the admittance of guide dogs to zoos used by persons with a visual impairment"** Dogs are traditionally excluded from zoos for fear of animal distress; we are trying to help our visually impaired users at Camperdown Wildlife Centre by the installation of 2 kennels for assistance dogs. We have benefited from the involvement of Guide Dogs for the Blind Association in improving the centre, and are promoting this as an inclusive outing for school trips etc.

**"Parking barriers/payment at barriers - these are considered difficult to use for someone with difficulties reaching and negotiating card slots"** This does not relate to council car-parks. Link to information on council car-parks <http://www.dundeecity.gov.uk/a2z/carparks/>

**"To keep you in the picture, work has started on a new disabled toilet at Stobsmuir"** Sharing information on new facilities.

**"I was appalled that many premises did not have appropriate access and / or toilet facilities"** From a wheelchair user about a night out in Broughty Ferry. We have responded by facilitating discussions through the Licensing Board who have produced their own Disability Equality Scheme <http://www.dundeecity.gov.uk/foisa/licensingboard.pdf>

The Licensing Board has dealt with a complaint on disability access. Hearings held resulted in an agreement being reached concerning action which the licensee was going to take (including installation of disabled toilet facilities) following an access audit of the premises; and the Board agreed to take no further action.

A further complaint is ongoing concerning the lack of progress at other Broughty Ferry pubs and it is likely that the Board will hold hearings into the suitability of these premises in January 2008.

**"When dealing with public authorities, the response at reception is often to write things down for people. As English is not deaf people's first language, a good proportion cannot read and write"** From a service user whose preferred means of communication is BSL, who we are working in partnership with to improve services for British Sign Language users.

**"Further to request for information on accessible parking bays to put on Dundee Access Group website, please find attached list of accessible parking bays in the city provided by our Planning and Transportation Department"** Working with the local access panel for Dundee to promote awareness of accessible parking.

**"The legislation covering regulation of parking in loading bays allows a time limit of 10 minutes regardless of a person's disability, and enforcement ensures that businesses do not suffer as a result of unlawful parking in loading bays"** Helping to inform a disabled user who complained about issue of a parking ticket.

**"I just wanted to inform the group of the outcome of the very good collaborative work that the Parking section in Planning and Transportation has undertaken with Pie.com to ensure that Dundee was represented on the UK's First Disabled Road Atlas"** Dundee taking part in national initiatives to promote disability equality. Link at [www.parkingforbluebadges.com](http://www.parkingforbluebadges.com)

**"I am looking for a person to contact with reference to some of the public house and cafes not having the proper facilities for wheelchair uses"** We assisted by explaining the role of the authority and what the legislation says, and directing complainants to the DRC (Disability Rights Commission) website for guidance on claims about physical barriers to access: <http://www.drc-gb.org/pdf/SP16.pdf>. (The Disability Rights Commission (DRC) closed at the end of September 2007. It was replaced by the new Equality and Human Rights Commission (EHRC) [www.cehr.org.uk](http://www.cehr.org.uk); Jane Campbell will chair the Disability Committee in the new commission).

**"The address of the new council website is: <http://www.dundeeecity.gov.uk> 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"** Road-testing of the council website with disabled people. We are still welcoming your comments at [disability@dundeecity.gov.uk](mailto: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.

[http://www.changing-places.org/cp\\_toilets/dundee\\_broughty.asp](http://www.changing-places.org/cp_toilets/dundee_broughty.asp)

**"The above changing places toilet facility available at Dundee, 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.

**"Link to government initiative to deliver a national image bank, in development":**

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

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

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

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

**"Complaint regarding specific roads with lack of dropped kerbs for mobility access"**

Additional expenditure was approved in 2007 on dropped kerbs.

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, an independent lobby group who are helping promote disability equality in Dundee across all areas of disability <http://www.dundeeaccessgroup.co.uk/>

## **6 Training**

The Council is currently developing 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.

Dundee City Council operates a Staff Development Review scheme. This allows managers and employees to agree objectives for the coming year, address any training requirements and to discuss positive and negative issues for the past year. These are not currently recorded on any computer system at present, although it is planned that they will be available under the new Personnel/Payroll System.

Over 85 council employees have completed training on the Equality Impact Assessment (EQIA) process, with individuals involved in policy and service development having completed the initial screening of all council policies and functions. This Equality Impact Assessment awareness is cascaded and through EQIA department reps ongoing and future EQIA screening ensures that equalities issues are mainstreamed into all council activities.

100 sets of 'Tip Cards' are to be piloted in the Council together with up to a further 400 through the Dundee Equality and Diversity Partnership. These cards will 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 will be evaluated and reported on in the Second Annual Report of Dundee City Council's Disability Equality Scheme.

## **FUTURE ACTION**

- 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 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 no common database exists 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 be reviewed with Training Co-ordinators.

## **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 the embedding of disability equality within the council committee process. At the beginning of November 2007 all Policies and Plans require to fulfil 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 taking 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 has worked 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 will be given a boost by the council's implementation, with its' partners, of a pilot 'Tip Cards' scheme. The 'Tip Cards' have been developed as a good practice model, and by early next year we will see their use by front of house receptionists with 'key tips' in making services more customer friendly for disabled people.

## 7.5 Encouragement of the participation by disabled people in public life

Dundee City Council has recently hosted the Citizen of the Year Award in Dundee which went to a local citizen who is a wheelchair user. 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. It is hosting, with its' partners, an event on 6th December 2007 in Dundee to thank those disabled people who have helped shape improvements in council public services over the last year, and identify any further issues.

In response to public involvement through Dundee City Council's Disability Equality Scheme 2007-2010 action was taken to tackle the hazard of wheelie bins as obstacles on pavements:

**A Pilot scheme has been introduced in Blackness Road and monitored by EHTS (Environmental Health and Trading Standards) Department trying to encourage owners to put their bins back in after collection. When the pilot started there were approx. 40 bins left out after day of collection and this has now reduced to 6. The wardens are continuing to monitor the situation and tackle other side effects of this initiative.**

## 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 council policies including the 'Guaranteed Interview Scheme' and 'Carer goes free' leisure ticketing, which have had positive feedback. The National Concessionary Travel Scheme for disabled People has a companion goes free element and Dundee City Council have actively promoted this.

## 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 first 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](mailto:disability@dundeecity.gov) email account.

An end of year joint partnership survey to measure impact of disability equality schemes in Dundee has had to date 27 responses. This survey will collect further responses and together with a public event on 6th December 2007 will result in the publication of a joint consultation report by the Dundee Equality and Diversity Partnership in early 2008.

Survey Feedback at present shows 42% awareness of Dundee City Council's Disability Equality Scheme. 30% said council services have improved for disabled people and 22% said they have not. 19% said there had been improvement to employment opportunities for disabled people in the council, but 30% said there had been no improvement. There was a number of survey returns with no responses indicated against improvements, around 50%.

- 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 planned.
- 8.3 Workforce monitoring information on disability is still not fully in place, and as such 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 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 has 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.

## APPENDIX

### **Dundee City Council DISABILITY EQUALITY SCHEME 4th Dec06 launch**

#### **FEEDBACK : Points raised with Feedback following in BOLD**

#### **Table One Does our scheme reflect your understanding of the Disability Equality Duty for public bodies?**

1. Did people feel involved and consulted in the preparation of the scheme?

**People were contacted by email, in person, by telephone etc. and reported that they were happy with methods of involvement. Questions in the questionnaire were a balanced mix of 'open' and 'more specific' questions, and were considered to be easily understood**

2. Did the contents of the scheme reflect views given, and areas of concern?

**Responses to questions in peoples own words were considered useful. It was suggested that in future, a note indicating that these would be included in the published document should be included. People thought that 'priorities for action' related to the responses that had been given e.g. dropped pavements; noted that also affect people using buggies.**

3. Was it helpful to have the 'Good Practice Audit' outlining work already in place in Dundee City Council departments to promote disability equality?

**This list was considered useful but appeared to miss off some Council services. We need to promote information of the good practices Council departments currently provide, e.g. library services for the blind and partially sighted, and available recreational and sports development.**

4. Was the final published scheme document useful to people

**The size of the final scheme document was recognised as large but it was considered useful to have it broken down into appendices, and a plain English summary (Executive Summary). Some users would benefit from posters/flyers increasing awareness of the Disability Equality Duty.**

5. Did people get the final scheme document in a form that suited their needs?

**Electronic format was favoured by most people, but some people still felt that there was a potential for high levels of electronic exclusion in the target 'disability' group(s)/individuals. Those who had required hard copies received these by post/on the day, and face to face events/ meetings clarified detail and understanding.**

6. How will progress be reported on to ensure actions are followed through?

**Publication of annual report providing details of targets achieved.**

## Dundee City Council DISABILITY EQUALITY SCHEME 4th Dec06 launch

**FEEDBACK : Points raised with Feedback following in BOLD**

### Table Two What/where are the primary sources of information on services from DCC?

1. **Website** Signed guide on website would be useful incl. signing for major headlines. Involvement of users in how to navigate the website was advised.

**As part of the re-launched Council website, expected June07, there will be a BSL signed welcome message. Disabled users are involved in 'road-testing' navigation of the site, in line with security access (GOOGLE use noted rather than Council site to access Council facilities)**

2. **Focus group** to develop video signing in partnership with the Council was suggested

**The Council continually reviews ways of improving communication methods through its equalities agenda. Involvement of stakeholders from the deaf community would be welcomed to further this objective**

3. **Information for groups** representing people with disabilities needs to be made available with sufficient notice, so groups are able to arrange to pass appropriate information in appropriate formats  
**Opening times for Olympia was mentioned. This will be resolved by the Leisure & Communities Department to ensure appropriate local groups representing people with sensory needs are informed in advance.**

4. **Mail Contact List**: Ask groups in the city to sign up to a mail contact list, so that information on Council services can be efficiently distributed

**Community Groups are listed on the Council website and are updated by individual groups.**

5. **Updates for service users** All methods considered: audio, radio, signing on notice boards (video etc) e.g. at Olympia leisure and swim complex

**This will be taken up by Leisure & Communities Department as noted at item 3 above for enhanced communication to users with sensory loss**

6. **Schools** It was felt that the school curriculum is not available in formats to suit visually impaired people.

**Education Department's, Multi-Sensory Service provides advice and support to schools on issues of curricular adaptations and appropriate resources. As a service, they support families, children and schools to enhance the opportunities available for visually impaired children.**

## **Dundee City Council DISABILITY EQUALITY SCHEME 4th Dec06 launch**

**FEEDBACK : Points raised with Feedback following in BOLD**

**Table Three How would you describe the quality and quantity of data that is available from DCC?**

Note: Discussion on the table did not centre only on 'data' as people agreed this was a difficult area to tackle

1. Council's Complaints Procedure. How do people find out about it and importance of making complaints

**Customer Services Team contact details recorded in Disability Equality Scheme. New email account [disability@dundeecity.gov.uk](mailto:disability@dundeecity.gov.uk)**

2. Information provided in appropriate formats and in Easy Read/Plain English.

**The Disability Equality Scheme is available in alternative formats on request. The 'Executive Summary' in the document is a 'plain English' summary of the scheme**

3. Attendance at Consultation/Involvement events, and link with other existing forums/meetings

**Attendance at the launch event was to ensure representation of people with a range of disabilities including people with learning disabilities, and visual impairment who feel under-represented. Expenses were given.**

4. Recording data about individual needs

**A sensitive area that must be a choice for the individual on whether they choose to disclose. A Statement about WHY the information is required is helpful.**

5. The right Council officers attending events, and open communication

**Officers from the Council's corporate Disability Action Group was in attendance at the launch event representing major Council departments, to put a 'face' on the service delivery. This was considered helpful.**

6. Other areas discussed for future review/action

**Taxis, pavements, disability awareness training by disabled people, timescale for actions, record customer needs at first point of contact.**

## **Dundee City Council DISABILITY EQUALITY SCHEME 4th Dec06 launch**

### **FEEDBACK : Points raised with Feedback following in BOLD**

#### **Table Four Education's Disability Equality Scheme: Disability and its impact on life long learning. Discuss?**

1. The Schools Pupil Council was considered to be a good way of involving pupils with a disability  
**The city wide pupils' council are producing a leaflet to promote the scheme**

2. Grove Academy was mentioned as having difficult access to some departments, with an unreliable lift and going outside to access some classes

**The Education Department has a programme of works informed by access audits and user involvement. However some older properties present challenges to achieving good practice. The PPP programme will reduce difficulties across the Council schools with up-to-date provision**

3. What input does those with special mobility and sensory needs have to the planning and building process? Using CDs to communicate with deaf pupils?

**When planning educational establishments we rely on the input from a variety of professionals with specific experience of disabilities from architects to occupational therapists to create an accessible building.**

**On an individual level, most children with a physical disability have their needs described in an Individual Education Programme (IEP). As part of the consultation process for developing an IEP the child is consulted and their needs both physical and academic are detailed. The child has an opportunity to discuss issues relevant to their physical needs as part of the development and review of an IEP. Through this mechanism we can gain insights into the issues encountered by children with disabilities accessing education and educational establishments.**

4. Needs of parents with disability was discussed including safe/ accessible routes to schools and information for parents on Disability Equality Scheme.

**A copy of the Education Departments Disability Equality Scheme is available on the Dundee City website. Schools have an electronic copy of the scheme and will shortly be issued with hard copies. Dundee's Accessibility Strategy is also available for viewing on the website. Dundee's Home School Support Service can also assist families who experience access to school problematic.**

**If parents inform the school of their needs, provision can be made for a variety of supports i.e. translator, signer, enlarged print, change of location for meetings etc.**

**Some people thought being able to connect with other parents who have a disability would be useful.**

5. The attitude of some pupils towards other pupils with a disability was noted as upsetting. It was felt that this was also an issue around negative attitudes for disabled people in further education, outside the school environment

**The Education Department considers early intervention to be most effective in breaking down negative attitudes. More emotional support for children with disabilities was considered important.**

6. The biggest obstacle to progress was agreed to be negative attitudes

**Role models were seen as important i.e. teachers with disability. There is a training provision available for children and young people who are non-disabled called 'Understanding Disability' in which children and young people are effectively disabled for a day by various means and have to cope with a day's life at school with a disability.**