

### Disability Equality Scheme Action Plan

**Key: ASB** - Anti-Social Behaviour; **DDA** - Disability Discrimination Act; **ICT** - Information and Communications Technology; **JIP** - Joint Investment Plan; **LEAP** - Local Equipped Area for Play; **MIDAS** - Minibus Driver Awareness Scheme; **PATS** - Passenger Assistant Training Scheme; **RADDAG** - Rochdale & District Disability Action Group; **RANS** -Rochdale Additional Needs Service; **SMT** - Senior Management Team; **TA** - Teaching Assistants

#### Theme 1 Eliminate Unlawful Discrimination

#### Adult Care

Action 10/11	Outcome	Responsible Officer	Completion date
Assess training needs in services linked to general awareness and more specific disability issues. Develop and deliver training in partnership with other services where appropriate. Further equality training to be developed for staff and partners.	Staff competence and confidence in work relating to general and specific disability issues is raised and targeted at areas of need.	JM / MOK	March 2011
Refine and develop interventions e.g. Aiming High for disabled children targeted service delivery.	Councils mainstream equalities considerations, leads by example and engender support throughout partner agencies.	JM	Ongoing
Carers need access to information, advice and support to enable them to understand their rights and entitlements. Support the continued development of The Carers' Association (Heywood, Middleton, Rochdale, Pennines).	Provide support to carers' groups to promote carers' rights across the borough.	JM/JP	Ongoing
Proportion of male carers accessing information, advice and support through carer's services does not reflect the proportions of male carers (42%, Carers UK) Ensure that promotional events, activities and materials include reference to male carers. Provide bespoke activities to target recruitment of male carers.	Increase the number of male carers accessing information, advice and support.	JM/JP	March 2011

### Adult Care

<p>Carers need access to information, advice and support to enable them to understand their rights and entitlements.</p> <ul style="list-style-type: none"> <li>Promote carer's rights to an assessment. Advise and support assessment teams to ensure they have the capacity to fulfil carer's assessment targets.</li> </ul>	<p>Increase the numbers of carers accessing a carer's assessment.</p>	<p>JM/JP</p>	<p>March 2011</p>
<p>Providing information in a variety of formats to promote access to people from a range of backgrounds and circumstances.</p>	<ul style="list-style-type: none"> <li>Establish business case.</li> <li>Develop and agree work plan.</li> <li>Undertake work according to priorities.</li> <li>Improve and update information according to service developments / service user needs.</li> </ul>	<p>JM/CJ</p>	<p>March 2011</p>
<p>Charging for services.</p> <ul style="list-style-type: none"> <li>Monitor changing policy and impact, identify and raise any gaps or risks identified. Ensure that risks are mitigated against in actions.</li> </ul>	<p>Ensure that charging policies are carried out fairly and do not unintentionally disadvantage any service user on grounds other than means.</p> <p>Ensure that risks are mitigated against in actions in 10-11</p>	<p>JM/JJ/SW</p>	<p>March 2011</p>
<p>Gender imbalance in workforce roles relating to provision of care.</p> <ul style="list-style-type: none"> <li>Promote care as a valued career to men as well as women through Care Ambassador Scheme. Ensure that appropriate alternatives provision is in place where a service user requires a male care worker.</li> </ul>	<p>Ensure that service users are able to access personal care services through a person of an appropriate gender.</p>	<p>JM/ Workforce</p>	<p>Ongoing</p>
<p>Carers need access to information, advice and support to enable them to understand their rights and entitlements.</p> <ul style="list-style-type: none"> <li>Using events, professional and community networking opportunities to engage carers to register for information, advice and support.</li> </ul>	<p>Increase number of carers registering to access information, advice and support to min. of 1200. Ensure that carers recruited are reflective of local community.</p>	<p>JM /JP</p>	<p>March 2011</p>

### Adult Care

<p>Adult Care Staff at all levels need to sustain the awareness of equality and diversity issues which is integrated into their professional training.</p> <ul style="list-style-type: none"> <li>• Ensure that all staff have accessed relevant professional training embedded with equalities prior to or upon take up of post within the service. Provide additional training and awareness sessions to enhance existing knowledge and skills.</li> <li>• Continue to monitor basic awareness in existing professional training. Brief managers on revised equalities framework. Encourage staff to undertake e-learning package.</li> </ul>	<p>Ensure that all adult care staff access a minimum level of equality awareness training. Ensure that all relevant staff are able to carry out their duties as part of the SES including undertaking EIAs.</p>	<p>JM</p>	<p>March 2011</p>
<p>All new projects need to include equalities considerations from the strategic development stage.</p> <ul style="list-style-type: none"> <li>• Include equalities as an element of the work required to develop a strategy or project plan.</li> <li>• Undertake EIA of personalisation based on data from projects which are closely linked to personalisation agenda (e.g. POPPS SIU-as preventative services; Direct payments as provision).</li> </ul>	<p>Ensure that all new strategies include an EIA. Measure the Equalities impact as an element of the strategy work plan.</p>	<p>JM</p>	<p>Ongoing</p>

### Adult Care

<p>People who are not eligible for social care services but who are vulnerable or at risk due to social care issues require services which will provide support to achieve goals minimise the likelihood or impact crisis Ensure that services that work with vulnerable adults deliver good quality and challenging outcomes which meet the needs and aspirations of a diverse range of vulnerable adults.</p> <ul style="list-style-type: none"> <li>Continue to deliver and improve services which reach diverse groups of vulnerable adults. Ensure that services maximise resources towards support which enables adults to fulfil their potential and achieve the Seven Adult Care outcomes. Ensure that services continue to evidence that they are successfully engaging and delivering support to diverse groups of vulnerable adults.</li> </ul>	<p>Provide services such as POPPs, SIU, Comple@t, Primary MH services to a wide range of vulnerable adults. Ensure that diverse groups of vulnerable adults engage with and value the services.</p>	<p>JM/ DD</p>	<p>Ongoing</p>
<p>Vulnerable adults may require particular support to ensure their community safety; protect them from harassment or discrimination. Provide specific support to vulnerable adults who are at particular risk due to age, disability or health condition.</p>	<p>Adults feel safe and free from harassment in a variety of settings. Adults who experience risk to their safety or wellbeing are protected.</p>	<p>JM / Safeguarding</p>	<p>Ongoing</p>
<p>Need to ensure that there are no differences in key outcomes for different equalities strands (waiting times for assessment and length of time between assessment and service). Continue to provide services which deliver reduced waiting times. Scrutinise the data by equalities strand to identify any differences or risks and take appropriate actions where necessary.</p>	<p>Reduce waiting times (assessment and length of time between assessment and service). Ensure there are no differences in waiting times between equalities strands.</p>	<p>JM</p>	<p>Quarterly monitoring</p>

### Adult Care

<p>Need to collect and analyse reliable performance data in order to fully assess the impact of equalities actions. Collect and analyse data on take up, outcome and, where possible, satisfaction with service by operational team and equalities strand (G,R,D).</p> <ul style="list-style-type: none"> <li>Procure system able to run reports by team / equalities strand. The system also needs to be able to respond to future data needs, e.g. sexual orientation. Need a policy on "asking" for E&amp;D data.</li> </ul>	<p>Collect and analyse data on take up, outcome and, where possible, satisfaction with service by operational team and equalities strand (G,R,D).</p>	<p>JM</p>	<p>Quarterly monitoring</p>
<p>Local population has areas with higher than average sickness benefit claimants. Risk that claimants from "hardest to help" groups (long term claimants) will experience inequalities as a result of their struggle to return to work. Provide specialist support in partnership with a range of other providers to support the most at risk sickness benefit claimants to return to and sustain employment. Continue to provide In2Work project with additional assistance to Learning Disability (LD) and secondary mental health service users, depending on 10-11 funding allocation.</p>	<p>Provide specific support to sickness benefit claimants through In2Work SIU project. Achieve sustained employment target of 110 and support NI 146 and 150 through activity.</p>	<p>JM / Social Inclusion Unit / LD and MH Teams</p>	<p>Quarterly monitoring</p>
<p>Increase the number of older people with mental health needs accessing intermediate care services via specialist multidisciplinary assessment from 0 to 300</p>	<p>More home-based reablement services and support in partnership with the PCT, to ensure a more holistic whole-systems approach to reablement to maximise independence and wellbeing.</p>	<p>JM/PL/CB</p>	<p>Quarterly Monitoring until March 2011</p>
<p>To reduce high cost out of Borough placements for people with learning disabilities.</p>	<p>To establish more suitable placements in the Borough ensuring greater value for money and a focused approach to in-house, in-Borough service delivery.</p>	<p>JM/MOK</p>	<p>Ongoing monitoring and quarterly reporting.</p>

### Children's Social Care

<b>Children's Social Care</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Provide adequate assessments of children and their family's needs and care management.	Children and families receive a quality service and are able to feedback all issues, concerns and compliments.	KL	March 2011
Provide Family Support Services for children and their families (including day care, sponsored child-minding, family work, child & adolescent mental health services and home care support).	Children and families receive a quality service and are able to feedback all issues, concerns and compliments.	KL	March 2011
Provide direct payments.	Children and families are empowered and facilitated to exercise both choice and control over service provision. 90 direct payments by 2010.	KL	March 2011
Increase access to mainstream services across the Borough for disabled users e.g. breakfast clubs, leisure activities.	Disabled children can access more mainstreamed services.	KL	March 2011
Provide more support to children especially those in high profile groups such as, children 14+, ASH, ADHA, children handling needs.	Children from high profile groups can access more support.	KL	March 2011
Look at transition services from Children's Social Care to Adult Care.	To ensure children have a smooth transition from Children's Social Care to Adult Care.	KL	March 2011
Pilot the Personalisation Agenda. Try to design services for the child.	Services are shaped to meet children and family requirements.	KL	March 2011
<b>Environmental Management</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Use the findings of an evaluation of transport methods for customers to educational and social care establishments to develop services so they conform to DDA requirements.	All transport provision can accommodate clients with special needs in the mainstream service provision.	PC	Ongoing
Implement the new Government legislation which enables service users to have more choice of social transport. Social services helping to implement this.	All transport provision can accommodate clients with special needs in the mainstream service provision.	PC	Ongoing

### Financial Services

Action 10/11	Outcome	Responsible Officer	Completion date
Annually update race and disability briefing.	Staff are aware of and able to offer advice on our responsibilities as an employer and service provider in respect of disability and race.  Annually update race and disability briefing.	RH	Ongoing

### Impact Partnership

Action 10/11	Outcome	Responsible Officer	Completion date
Highways & Engineering - Action plan for improving communications with Members being developed.	Improved understanding of disability and equality issues with Members.	CC	Ongoing
Highways & Engineering - New quality and environmental management systems being implemented.	Systems to include audit procedures to ensure disability and equality issues considered in work programmes.	CC	Ongoing
Highways & Engineering - Communications strategy and plan being developed for Impact Partnership. Equalities work group proposed to ensure equality issues are included.	Equalities task group formed to ensure relevant issues are included in new project, quality and environmental management systems.	CC	Ongoing
Highways & Engineering - Equalities task group to review local procedures in new quality management system to ensure equality issues are incorporated.	Equality issues included in local procedures for service delivery.	CC	Ongoing

### Customer and Communications Service

Action 10/11	Outcome	Responsible Officer	Completion date
Provide induction loops in all Customer Service Centres, library reception points and interview rooms.	Services are more accessible to the hearing impaired.	PC	April 2011
Maintain existing levels of disabled employees in line with corporate targets.	Council improves its performance in employing disabled people and integrating disabilities into everyday life of working for the Council.	PC	Ongoing

### Learners & Young People's Service

Action 10/11	Outcome	Responsible Officer	Completion date
Further staff training needs in general awareness and specific disability issues.	Staff competence and confidence in work relating to general and specific disability issues is raised.	CD	Ongoing

### Legal & Democratic Services

Action 10/11	Outcome	Responsible Officer	Completion date
Assess training needs both in terms of staff and Elected Members both in terms of general awareness and more specific disability issues. Develop and deliver training in partnership with other services where appropriate.	Staff competence and confidence in work relating to general and specific issues is raised and targeted at areas of need. Members' awareness of general and specific disability issues is raised.	CP/AJ	31 <sup>st</sup> December 2010

### Regeneration Service

Action 10/11	Outcome	Responsible Officer	Completion date
Council to approve a formal commitment that public money will only be available to projects which are reasonably accessible to disabled people.	Council able to make commitment based on informed decisions. Work towards ensuring disability equality is actively promoted and mainstreamed into all the Council's decisions and activities.		Ongoing
Community Safety team to ensure that all service documents, meetings, plans, policies and strategies have an equality and diversity item.	Disabled people will be included in all works and projects, and all plans, policies and strategies will not discriminate against disabled people.		Ongoing
SMT lead review of Service Equality Action Plan on a quarterly / yearly basis.	Maintain momentum and scrutiny of required actions to improve services for disabled people throughout the service.	JS	Ongoing

### People Management Service

Action 10/11	Outcome	Responsible Officer	Completion date
Ensure goodwill of members is turned into action; work closely with the Performance & Development Service to develop performance management and equality objectives.	Integration of employment/Inclusive Workforce Strategy targets within service and team plans.	SR	Ongoing

<b>People Management Service</b>			
Ensure the Inclusive Workforce Strategy is project managed and implemented to ensure the percentage of disabled staff working with the Council reflects that of the community.	Improve the ability to recruit and retain disabled people in the workforce.	LG	Ongoing
Ensure that the Pay and Grading Review treats disabled people with fairness and equality.	Grades and pay reflect the duties of all staff.	LG	Ongoing
Brief Heads of Service on Access to Work and reasonable adjustments. Research and issue guidance on the role and work of access to work and what constitutes reasonable adjustments and where appropriate assistance can be obtained.	Better awareness and utilisation of support available from Access to Work. More positive efforts to recruit and retain disabled people.	SAB	Ongoing
Ensure that equality impact assessments are conducted and issues identified are addressed where reasonable.	All our services be as accessible and convenient to disabled people as anyone else.	SMT	Ongoing
Improve ability to recruit and retain disabled people by ensuring all staff involved in recruitment are trained and follow the Council's Fair Recruitment and Selection Policy.	Positive action taken to recruit disabled people. Appropriate reasonable adjustments are made to enable them to undertake jobs across the Council.	SR	Ongoing
<b>Performance &amp; Development Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Work towards ensuring disability equality is actively promoted and mainstreamed into all Council decisions and activities through the provision of training to staff and members on disability and equality issues.	Disability equality becomes a major consideration in all the Council's policies, strategies, actions and decisions.	SA/MB/SMT/Head of Service	March 2011
Introduce policy to ensure that all service documents, meetings, plans, policies and strategies have an equality and diversity item.	Disability equality becomes a major consideration in all the Council's policies, strategies, actions and decisions.	JB/SA/SMT	March 2011

<b>Performance &amp; Development Service</b>			
Define disability and undertake audit of the current levels of information available (corporately and from partners) regarding people with disability, where they live, ages, etc. Devise an action strategy to fill information / data gaps.	Members and officers become more aware of levels of disability within the Borough and are able to tailor strategies and actions to target disabled people.	SG	March 2011
Lead the Council's work towards the achievement of level 3 of the new Equality Framework by March 2011.	Systematic examination of the Council and its services and actions to remove barriers faced by disabled people.	SA/Head of Service	March 2011
Co-ordinate and lead the Council in implementing the Disability Equality Scheme.	Fulfilment of the Council's disability equality duty.	SA/Head of Service	March 2011
Roll-out across the council and local strategic partnership a new evaluation framework and an integrated impact assessment framework to support the focus on customers and improving outcomes.	There are currently various approaches to undertaking equality impact assessments across the council and its partners. A single evaluation framework will ensure a coordinated approach to, and increased focus on; the wide range of equality and diversity issues relevant to the provision of all council and partnership services. This approach aims to ensure that no residents/service users experience disadvantage or dissatisfaction when in the receipt of services, and that all residents/ service users are able to access all relevant services to their satisfaction.	BB/Head of Service/ SEC Group/Local Strategic Partnership	March 2011
<b>Planning &amp; Regulation Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
SMT commit to equality targets identified in the service plan.	Equality improvements achieved, progress made regarding barriers to disabled people using services and recruitment of disabled people.	SMT	Mar 10
Equality and diversity training for all staff in the service by using e-learning software.	Greater awareness of equality issues by staff.	SMT	Reviewed March 2010 more action needed
Undertake equality and diversity impact assessments for projects when relevant.	Services are adjusted for the needs of disabled people. Barriers to services are removed.	SMT	Reviewed March 2010 Planning questionnaire reviewed to ensure data captured. Requested previous data to review feedback.

### Schools Service

<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Equality clauses in all external contracts. DDA Assessments on new buildings and alterations.	Ensure issues are taken into account by contractors.	SM	Ongoing
Equality Issues on Agendas of Team Managers meetings and cascade to Team Briefings.	Increased awareness of issues and legislation in Schools Service Teams.	SM	Ongoing
Work with other agencies within LA to promote consistency of approach re: disabilities e.g. RANS.	Providing high quality and current information re: legislation and strategies covering a variety of disabilities including those linked to SEN in schools.	SM	Ongoing

### Link 4 Life

<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Further equality training to be developed for staff and partners; All staff training module re disability Planned to make permanent current development post for disability and cultural provision.	Council mainstreams equalities considerations, leads by example and engenders support throughout partner agencies.	PF	Ongoing
Refine and develop interventions e.g. Aiming High for disabled children targeted service delivery.	Improved access to all facilities.	PF	Ongoing

### Strategic Housing Service

<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Service includes equalities considerations on all agendas and agreements with partner agencies. Equality impact assessments undertaken on all policies, functions and services. Service supports Rochdale Boroughwide Housing in undertaking equality impact assessments of its services.	Equalities considerations are mainstreamed into all policies, functions and services. Service provides a 'good example' and supports its partners. Needs of disabled people are addressed.	JC	Ongoing

<b>Strategic Housing Service</b>			
Service includes equalities considerations on all agreements with partner agencies. Equality impact assessments undertaken on all policies, functions and services. Service supports Rochdale Boroughwide Housing in undertaking equality impact assessments of its services.	Equalities considerations are mainstreamed into all policies, functions and services. Service provides a 'good example' and supports its partners. Needs of disabled people are addressed.	AJ/SMT	Ongoing

<b>Disability Equality Scheme Action Plan</b>	
<b>Additional Actions Required by All Services</b>	
SMT lead regarding review of Service Equality Action Plan on a quarterly / half yearly basis.	Monitoring and review of equality actions and targets.
Retain a presence in the Service Equalities Contacts Group and support RADDAG initiatives.	Greater awareness and promotion of equality issues within the service. Disability equality is considered a prominent issue by SMT.

<b>Disability Equality Scheme Action Plan</b>			
<b>Theme 2 Promote Equal Opportunities</b>			
<b>Adult Care</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Support DP4LR (Disabled People for Learning in Rochdale) which mentors service users who volunteer to provide one to one support to other service users. The mentors also facilitate groups which enables Moving On to offer a wider range of courses.	To provide practical support to individuals and assistance to empower them to apply for employment and achieve independent living.	JM/ Social Inclusion Unit	Ongoing
Support KICKSTART which concentrates on providing social opportunities for people with physical/sensory impairment and their carers and is governed by volunteers at Moving On.	To enable greater independence and emotional wellbeing of individuals with physical and sensory impairment through accessing opportunities which promote a good quality of life.	JM/ Social Inclusion Unit	Ongoing
Work in relation to service provision for people with a diagnosis within the Autistic Spectrum Disorder will be a priority for LD	A joined up approach, preferably regionally, to address this specific user group – developing services with other authorities, PCT's and	JM/MOK/BW	March 2011

services linked to mental health service commissioning and the prevention and early intervention agenda.	partners to ensure a specialist approach is taken to this. This will ensure that the future needs of adults with ASD are effectively met in a resource-effective way.		
<b>Adult Care</b>			
Day services will be reviewed and developed in line with Valuing People Now to improve access to employment opportunities.	To maximise the experience and benefits of those accessing day services, and promoting economic well-being through assistance with training and education to enable access to open employment.	JM/ LD	Ongoing
Learning Disabilities to support the development of the PSA16 local delivery plan.	To improve employment and accommodation opportunities for adults with learning disabilities age 18-64, ensuring more LD clients known to the authority are in settled accommodation and paid employment.	JM/MOK	March 2011
To complete the strategic review of learning disability services and implement a range of recommendations focusing on the personalisation agenda, housing and support and improved value for money.	The Strategic Review will be the catalyst to set a challenging agenda that will promote partnership working across the sector with a specific focus on transforming the Supported Living service, promoting wider options for accommodation and support. The Personalisation Agenda will be promoted to encourage people to be more creative regarding how their support needs are met and the development of universal, community based services will enable people to participate more fully in community life. The review will enable the current three year LD commissioning strategy, due to run out in March 2011 to be refreshed. The latter will utilise the planning4care information on the prevalence of LD across the borough.	JM/LD Teams	March 2011
Finalise and implement the outcomes of the strategic review of Learning Disabilities services.	Aims to increase the range of services available to service users by developing a long term plan to reconfigure the group home model of service delivery within the context of personalisation and by providing service users with greater choice and control.	JM	March 2011

### Children's Social Care

<b>Children's Social Care</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Develop an integrated multi-disciplinary disabled children service.	Borough-wide service available to children and families in need.	KL	Ongoing
<b>Environmental Management</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Upgrade parks to Green Flag standard on an access for all basis, cleaner, safer, greener.	Parks upgraded to Green Flag standard. Improved access to countryside / leisure.	PC	Ongoing
Host leisure and sporting events / activities for disabled people.	Develop Queens Park Lake in partnership with disabled people as a regional fishing facility and exemplar project.  Host leisure and sporting events / activities for disabled people	PC	Ongoing
Equality considerations to be fundamental in service communications strategy, to provide information and communication possibilities in a range of formats.	All communications to be available in formats helpful to disabled people.	PC	Ongoing
Introduce / continue: flexible working arrangements offered for advertised posts; adjustments to office accommodation; flexible career progression / skill transfer opportunities through trainee posts; on the job training and revised structures / career paths.	Barriers to employing disabled people are removed.	PC	Ongoing
<b>Financial Services</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Council's Equality and Diversity Policy adopted by contracted companies. Include Equality clauses in all contracts.	Council policies maintained through contracted companies and individuals.	RH	Ongoing
Council should seek to ensure that the principles of disability equality are built into its relationships with its partner organisations - Officers to raise equality considerations as appropriate. Include equality considerations on all agendas and agreements.	Council mainstreams equality considerations, leads by example and engenders support throughout partner agencies.	RH	Ongoing

<b>Impact Partnership</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Property - Undertaking of Disabled access surveys and post survey adaptations/ alterations under Best Value indicator 156.	Improved accessibility to Council public buildings.	CC	Ongoing
ICT - As part of the Council's capital investment programme, an annual contingency provision is made for the supply of any specially adapted IT, equipment or software for users with special needs e.g. image enlargers, one handed keyboards, voice recognition software etc.	Equality of employment opportunities for disabled people entering the workforce. Providing reasonable adjustment for existing staff to meet their changing needs in the workplace and/or at point of use for public services such as libraries, people's network etc.	CC	Ongoing
Highways & Engineering - Project management procedures to be reviewed to ensure equality issues included in contracts.	Disabled people's needs are considered in all projects.	CC	Ongoing
Highways & Engineering - Equalities Task Group to review local procedures with regard to multi-agency working.	Improved working arrangements with relevant stakeholder groups.	CC	Ongoing
Contact Centre - Install radio receiver on sliding gate and radio transmitter fob.	Improved accessibility to council public buildings.	CC	Ongoing
Contact Centre - Installation of Minicom System.	Improved communications with hearing impaired.	CC	Ongoing
<b>Customer and Communications Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Enhance employment opportunities by developing the use of the Job Shop, facilitate the Website, explore potential for work life balance and Review and reconfigure the duties of vacant posts in Customer and Communications to facilitate the employment of disabled people.	More disabled people in the workplace.	PC	Ongoing
Obtain a breakdown of numbers of ethnic minority staff and staff who identify	Managers have a greater understanding of staff profile and can implement improvement	PC	Ongoing

themselves as disabled for each service within the Customer and Communications Service.	plans where necessary.		
<b>Customer and Communications Service</b>			
Carry out the actions in the Libraries Community Engagement Plan that are designed to making a real impact on the most vulnerable members of society.	Increased take up of library services by all – including those with disabilities	PC	Dec 2010
Explore the potential to make the website and intranet more accessible, including the use of speech browsers.	More disabled people can easily access all Council Services.	PC	June 2010
To ensure that workplaces in Customer and Communications are accessible in terms of access/egress, circulation space, toilet provision, etc.	Disabled people are encouraged to work for the Customer and Communications Service.  To ensure that workplaces in Customer and Communications are accessible in terms of access/egress, circulation space, toilet provision, etc.	PC	April 2011
Support and practice the Council's Inclusive Workforce Strategy.	Create an inclusive workforce representative of the local community it serves.	PC	Ongoing
Review and amend job descriptions and person specifications to include equality issues. Promote equality and diversity through Induction programme, Code of Conduct and equalities training.	Increased staff awareness of equality and diversity issues and their duty to support and promote them.  Review and amend job descriptions and person specifications to include equality issues. Promote equality and diversity through Induction programme, Code of Conduct and equalities training.	PC	Sep 2010
Carry out Equality Impact Assessments against new policies and procedures and address any negative impacts that are highlighted.	All services to be as convenient and accessible to disabled people as anyone else.	PC	Sep 2010
Further extend the home working scheme.	Barriers to employing disabled people are removed.	KM	Ongoing

Listen and respond to the views of our customers through consultation, removing barriers to claiming where possible and improve customer satisfaction	Improved customer satisfaction levels and increased benefit take up for disabled people	DK	Ongoing
<b>Customer and Communications Service</b>			
Monitor requests for information to be produced in large print and Braille to ensure customer needs are met.	Improve access to information for customers with disabilities	DK	Ongoing
Regular attendance at appropriate community events to provide advice on benefit entitlement for disabled people and promote take up by carrying out targeted benefit take up campaigns	Improved access for disabled people, ensuring that those who need help the most are aware of entitlement	DK	Ongoing
Use of the Mobile Advice Centre to provide easier access for disabled people to information and services in all townships and priority areas of high deprivation	Improved access to a wide range of information and services for disabled people	DK	Ongoing
Carry out a demographic analysis of our benefit caseload to identify and address inequalities in benefit processing times for disabled people	Provide equal service delivery for disabled people	CG/CC	Ongoing
Carry out Equality Impact Assessments on all new policies and strategies to assess unequal impact or unmet needs of disabled people	Unequal impact and unmet needs of disabled people identified. Policies and processes will have regard for the needs of all customers	DK	Ongoing
Work jointly with the Pension Service and DWP to promote disability benefits and discounts and maximise Housing Benefit and Council Tax Benefit take up	Efficient take up activity will ensure disabled people are aware of entitlement to benefit and discounts	DK	Ongoing
<b>Learners &amp; Young People's Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Monitor and review staff recruitment and selection procedures and employment practices in line with new legislation and best practice.	BVPI's met. Representative, supported workforce.	CD	Ongoing
<b>Legal &amp; Democratic Services</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Ensure venues for all council meetings are DDA compliant.	Disabled people are able to attend meetings and contribute to the democratic process.	CP/AJ/FS	31/12/10

Ensure premises selected for use as polling stations are DDA compliant.	Disabled people are able to and contribute to democratic process.	CP	Ongoing
<b>Legal &amp; Democratic Services</b>			
Provide documentation for Council meetings in various formats (e.g. large print or Braille); offer interpreter facilities for both Elected Members and the public.	Elected Member/members of the public with visual/hearing impairments are able to attend meetings and contribute to the democratic process.	CP/AJ/DS/FS	31/12/10
<b>Regeneration Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Relocate Community Safety Service away from the Town Hall to provide a front line service to all sections of the community.	Joined-up front-line service for people from any background who are victims of hate crime.		
Council's equality and diversity policy is adopted by contracted companies. Include equality clauses in all contracts. Council should seek to ensure disability strategy principles are built into relationships with partner organisations.	Council policies maintained through contracted companies and individuals. Council mainstreams equality considerations, leads by example and engenders support throughout partner agencies.		
All Partnership & Regeneration Service staff to attend a one day equality and diversity training course.	Greater staff awareness of equality and diversity issues.	JS	

<b>People Management Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Ensure all staff are aware and able to offer advice and guidance to disabled applicants.	Disabled people are well informed and supported in applying for jobs with the Council.	SR	Ongoing
Lead the Council working towards service / corporate targets regarding the percentage of RMBC employees declaring they meet the Disability Discrimination Act Criteria (Bulba).	Council improves its performance in employing disabled people and integrating disabilities into everyday life of working for the Council.	SR	Ongoing
Undertake survey of employees and link to review of Inclusive Workforce Strategy - all employees surveyed and can define themselves as disabled if they wish to.	The Council and services become more aware of levels of staff disability and better able to support staff in overcoming employment barriers.	SR	Ongoing
Establish, promote and support a disabled employees group.	Disabled staff have a focus to come together to discuss issues and make representation	SR	Ongoing

	collectively.		
<b>People Management Service</b>			
Include equality issues in contractual agreements by ensuring the Council's Equality and Diversity Policy is adopted by contracted companies/agencies and that equality clauses are included in all contractual arrangements.	Council engenders commitment and support for equalities with partner organisations and leads by example.	LG	Ongoing
Regularly review and update guidance material.	Disabled people are able to make choices based on a range of relevant, accurate and up-to-date information.	SMT	Ongoing
Review and revise the Service Equality Action Plan on a quarterly basis and report on progress.	Disability and equality issues are mainstreamed into HR policies and procedures.	SMT	Ongoing
Equality considerations to be fundamental in the service communication strategy and produce communications in a range of formats to meet the needs of disabled people.	Improved access to and satisfaction with services.	SR	Ongoing
Ensure barriers to employing disabled people are removed by introducing flexible working arrangements/policies and procedures, flexible career progression, skill transfer opportunities through trainee posts and revisions to structures.	Disabled people are encouraged to work for the Council and develop a fulfilling career within a flexible supportive environment.	SR	Ongoing

<b>Performance &amp; Development Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Council to approve a formal commitment that public money will only be available to projects which are reasonably accessible to disabled people -Research and prepare report for EPB, ELT etc outlining key issues, considerations and feasibility.	Disability equality is a major consideration in the use of financial resources.	SA/Head of Service	March 2011
Establish closer relationship with Access 2 Work (A2W) - Single key contact identified	Removal of barriers to employment for disabled people.	Central Safety Unit. Disability champion.	March 2011

and publicised to managers along with relevant background information.			
<b>Performance &amp; Development Service</b>			
Ensure that all Heads of Service are provided information about A2W and reasonable adjustments and are informed about where help can be obtained for making reasonable adjustments.	Removal of barriers to employment for disabled people.	Central Safety Unit. Disability champion?	March 2011
Lead the Council's work towards the achievement of level 3 of the new Equality Framework by 31 March 2011.	Systematic examination of the Council and its services and actions to remove barriers faced by disabled people put in place.	SA/Executive Director	March 2011
Co-ordinate and lead the Council in implementing the Disability Equality Scheme.	Fulfilment of the Council's disability equality duty.	SA/Service Equality Group Heads of Service	March 2011
Implement a new, boroughwide approach to customer insight using a series of targeted approaches to inform an overall approach.	The Council will continue to acquire detailed knowledge of its resident and transient population, and of existing, new and emerging communities. Although communities have generic service requirements, there are also some with substantial differences in service needs. An improvement in customer insight will make the effective targeting of services to relevant, customers more efficient.	AF	March 2011
Develop a coordinated approach to improving customer satisfaction and improve our ratings in the Place Survey	Some Council services are already performing well against National Indicators but public perception and satisfaction with council services is often quite poor. The coordinated approach will target those services which need to improve and will ensure that improvement is tangible and visible to service users. Those services which are already performing well will improve their public image and promote greater customer satisfaction.	JS/KL	March 2011
<b>Schools Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Teaching Assistants / SS Team, some of who may be disabled, raise awareness of disability issues within LA training available	Improved knowledge and understanding by TA/SS employees of the definitions of disability regarding both pupils in schools and of adults	SM	Ongoing

to all schools.	working in educational settings. TA/SS recognise whether required outcomes are in place.		
<b>Schools Service</b>			
Consult with teacher associations/trade unions on a new Fair Recruitment & Selection document for Headteacher's and Governors to advise schools to consider their statutory responsibilities as well as providing guidelines of good practice.	Fairer recruitment in relation to equality issues and disability.	SM	Ongoing
Monitor and work towards service / corporate targets regarding the percentage of RMBC employees declaring they meet the Disability Discrimination Act criteria (BV16a).	Increased representation of disabled staff within the workforce to 3% by August 2008.	SM	Ongoing
Progress Special School/PFI project to timescale (AH 57). Primary Schools Renewal Programme makes effective use of DFES Accessibility Grant. Wide consultation undertaken on PFI Special/Schools Project. Primary Schools Renewal and Building Schools for the Future (Secondary School Renewal). Utilise funding targeted to improve modernisation and accessibility of school buildings.	Improve the quality of public buildings (LPSA target 68) and AH 14. All children and young people have access to high quality environments (CYPP 3.2).	SM	Ongoing
Incorporate six strands into the EIA process.	Ensure that all new strategies include an EIA. Measure the impact on equalities as an element of the strategy work plan.	SM	Ongoing
<b>Link4Life</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Provide equality training for all Link4Life employees.	All employees trained in disability equality. Specialist training provided where appropriate.	PF	Ongoing
Monitor users of cultural services and develop action plans to ensure visitors/users reflect the disabled population within borough.	Identify and target under-represented sections of community, increase range of activities available for disabled people and establish a database for direct marketing of services.	PF	Ongoing
Ensure Link4Life contracts reflect equality	Allow greater inclusion by service users.	PF	Ongoing

needs.			
<b>Link4Life</b>			
Provide specialist support and advice to Rochdale Disability Sports Forum, RADDAG, Carers Forum and develop links with other appropriate service users and potential users to promote greater inclusion and participation.	Increased involvement and participation in sport and physical activity by disabled people.	PF	Ongoing
Adopt appropriate marketing strategies to reflect disability issues.	Improved access to services provided by Link4Life.	PF	Ongoing
Audit appropriate services using Inspiring Learning for All criteria & identify strategies to implement improved service provision.	Improved service provision which meets ILFA criteria.	PF	Ongoing
<b>Strategic Housing Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Increase specialist housing for young people from 6 to 11 units over next 3 years.	Members of young physically disabled people able to live safer and more independent lives.	GP	March 2013
Continue with the Disabilities Facilities Grant.	Increased awareness and use of adaptations. Supports independent living and better quality of life for disabled people.	KA	March 2011
<b>Business Partnerships</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Promote our workforce as one which reflects the diversity of our borough. Actively encourage more people from minority groups to be users of our services and work with partners to increase participation in the services we offer directly or those we have commissioned.	Ensure the workforce reflects the diversity of the Borough.	NB	Ongoing
Respond to our customers and improve their satisfaction across all areas of the service. Develop creative ways of engaging with customers and key stakeholders.	Engage with customers to improve the quality of services. Diversify the ways to consult with customers and key stakeholders to ensure services reflect customer needs.	NB	Ongoing

<b>Additional Actions Required by All Services</b>	
<b>Action 10/11</b>	<b>Outcome</b>
Council should seek to ensure that the principles of disability equality are built into its relationships with its partner organisations - Officers to raise equality considerations as appropriate. Include equality considerations on all agendas and agreements.	Disability equality becomes a major consideration on all agendas and agreements. Partners share the Council's ambitions regarding disability equality. Leads to removal of barriers to employment and services encountered by disabled people.
Equality considerations to be fundamental in service communications strategy, to provide information and communication possibilities in a range of formats.	Greater awareness of services by disabled people, removal of barriers regarding contacting and using services.
Introduce / continue: flexible working arrangements offered for advertised posts; adjustments to office accommodation; flexible career progression / skill transfer opportunities through trainee posts; on the job training and revised structures / career progression criteria; revised structures / career progression criteria.	Disabled people are attracted to employment with the Council. Disabled people have greater opportunities to obtain and maintain employment with the Council and achieve promotion.
Council's Equality and Diversity Policy adopted by contracted companies. Include Equality clauses in all contracts.	Contracted companies consider equality issues in the services they provide. Service provision takes account of barriers encountered by disabled people and is adjusted to overcome such barriers.
Ensure issues identified in equality impact assessments are addressed where possible.	Progress regarding the removal of barriers to employment and barriers to services encountered by disabled people.
All staff involved in recruitment to be trained in line with Fair Recruitment and Retention.	Disabled people have greater job opportunities and are more able to maintain employment with the Council.

<b>Disability Equality Scheme Action Plan</b>			
<b>Theme 3</b>	<b>Eliminate Disability Related Harassment</b>		
<b>Adult Care</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Work with vulnerable adults to ensure that they do not become victims of crime	Greater partnership working with Rochdale Community Safety Partnership Board to ensure a joined up approach to empowering vulnerable adults and reducing the levels of crime.	JM	Ongoing
Work with community safety to ensure that equality groups within the Borough including older people and disabled people are not victims of hate crime.	Increased reporting of hate crime indicates greater willingness to report these, and levels of hate crime and outcomes to be measured.	JM	Quarterly Monitoring

### Legal & Democratic Services

Action 10/11	Outcome	Responsible Officer	Completion date
Provide training both for staff and Elected Members in terms of general awareness and more specific disability issues. Develop and deliver training in partnership with other services where appropriate.	Staff and Elected Members become more aware of issues which, if not addressed, may become the subject of harassment investigations.	CP/AJ	Ongoing

### Regeneration Service

Action 10/11	Outcome	Responsible Officer	Completion date
Awareness raising presentations and provision of personal alarms / security publicity (in a range of formats) for disabled people and carers at events.	Disabled people and carers will have access to the Community Safety Service's information and products.	HC	Ongoing
Personal Safety training for carers of the elderly or disabled in order to tackle doorstep crime.	400 carers trained to reach into 1,800 homes across the Borough to reduce incidents of doorstep crime.	HC	Ongoing
Consideration given to DDA access when installing Alley gates or physical barriers to tackle ASB, burglary and off-road biking.	Community taking ownership of their area and improved cohesion via the development of home watch schemes. Referrals for disabled people made to the Handy Person scheme for property target hardening to reduce burglary. Reduction of crime and ASB targeted.	HC	Ongoing
Development of ASB drop-in sessions and citizen package (for use in schools) to raise awareness and reinforce key messages.	Acceptable behaviour identified to young people through citizen package, reduction in ASB, crime and disorder and people feeling safer.	HC	Ongoing
Produce various documents including Annual Multi-Agency Racial Harassment Forum Action Plan, Borough-wide Domestic Violence Strategy, and Corporate Workplace Domestic Violence Strategy. Raise awareness of Hate Crime through publishing leaflets to communities.	Lead to increased reporting of offences and confidence in reporting, better understanding of issues and reduction in Crime and Disorder.	HC	Ongoing
Carry out crime and disorder surveys via the citizen's panel.	Community providing information in relation to their concerns about crime and disorder. Strategic groups able to target their activities and tackle community concerns.  Carry out crime and disorder surveys via the citizen's panel.	HC	

### People Management Service

Action 10/11	Outcome	Responsible Officer	Completion date
Ensure our service delivery policy and strategies continue to include actions to eliminate harassment related to: Disability Gender Ethnicity Age Sexual Orientation Religious Belief Bullying	Disabled people do not suffer harassment.	LG	Ongoing

### Performance & Development Service

Action 10/11	Outcome	Responsible Officer	Completion date
Increase service staff awareness and understanding of the Dignity at Work Policy and the support available.	Greater awareness of the Council's policy and procedure on bullying and harassment and the support which is available.	SA/JB/SMT	Ongoing
Lead the Council's work towards the achievement of level 3 of the new Equality Framework.	Systematic examination of the Council and its services and actions to remove barriers faced by disabled people put in place.	SA/Head of Service/Executive Director Lead for E&D	March 2011
Co-ordinate and lead the Council in implementing the Disability Equality Scheme.	Fulfilment of the Council's disability equality duty.	SA/Head of Service/Executive Director Lead for E&D	March 2011

### Planning & Regulation Service

Action 10/11	Outcome	Responsible Officer	Completion date
Equality and diversity training for all staff in the service by using e-learning software.	Equality & diversity training of staff will cover harassment of staff, service users and customers using licensed services. Action will therefore be taken to address harassment of these groups.	SMT	Reviewed March 2010 more action needed.

### Schools Service

Action 10/11	Outcome	Responsible Officer	Completion date
Provide training sessions on equality issues to governors, teaching and non teaching staff in schools.	Higher level awareness of harassment issues among school staff.	SM	Ongoing

<b>Strategic Housing Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Increase specialist housing for young people from 6 to 11 units over next 3 years.	Specialist housing allows disabled people greater protection from harassment at home.	AJ	Ongoing
To monitor all Disability Hate Crimes reported to social landlords and ensure that appropriate action is taken against perpetrators.	Collect, report and monitor disability hate crime Incident Information from Social Landlords and provide ongoing support.	AJ	Ongoing
<b>Additional Actions Required by All Services</b>			
<b>Action 10/11</b>	<b>Outcome</b>		
Ensure issues identified in equality impact assessments are addressed where possible.	Progress regarding the removal of barriers to employment and barriers to services encountered by disabled people including harassment.		
All staff involved in recruitment to be trained in line with Fair Recruitment and Retention.	Disabled people have greater job opportunities and are free from harassment in their employment with the Council.		

<b>Disability Equality Scheme Action Plan</b>			
<b>Theme 4</b>	<b>Promote positive attitudes towards disabled people</b>		
<b>Legal &amp; Democratic Services</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Provide training both for staff and Elected Members in terms of general awareness and more specific disability issues. Develop and deliver training in partnership with other services where appropriate.	Staff and Elected Members become more aware of disability issues and are therefore able to develop more positive attitudes towards the needs of and difficulties encountered by disabled people.	CP/AJ	31/12/10
<b>People Management Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Continue to contribute and give support to the Equalities Action Group and support and promote initiatives by RADDAG.	Continue to promote positive attitudes towards disabled people across the Council.	SR	Ongoing

### Performance & Development Service

Action 10/11	Outcome	Responsible Officer	Completion date
Promote positive images of disabled people and incorporate this into the Communications Strategy.	Promote positive images of disabled people and incorporate this into the Communications Strategy.	PY/KL	March 2011
Lead the Council's work towards the achievement of level 3 of the new Equality Framework by March 2011	Systematic examination of the Council and its services and actions to remove barriers faced by disabled people put in place.	SA/Head of Service/Executive Director Lead for E&D	March 2011
Co-ordinate and lead the Council in implementing the Disability Equality Scheme.	Fulfilment of the Council's disability equality duty.	SA/ Heads of Service/Executive Director Lead for E&D	March 2011

### Planning & Regulation Service

Action 10/11	Outcome	Responsible Officer	Completion date
Equality and diversity training for all staff in the service by using e-learning software.	Staff become aware of issues affecting disabled staff, service users and users of licensed services, and so positive attitudes become promoted.	SMT	Reviewed March 2010 more action needed.

### Customer and Communications Service

Action 10/11	Outcome	Responsible Officer	Completion date
Ensure all staff receive Customer Care and Equality and Diversity training.	Increased awareness and understanding of the needs of disabled people, resulting in service delivery that better meets the needs of its customers.	PC	April 2011
Retain a presence in the Service Equalities Contacts Group and support RADDAG initiatives.	Maintain communications with disabled people. Promotion of positive attitudes towards disabled people.	PC/DK	Ongoing

## Disability Equality Scheme Action Plan

<b>Theme 5 Encourage participation by disabled people in public life</b>			
<b>Adult Care</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Work with service users holistically to support them to overcome barriers	Self-reported experience of service users tell us that they feel more independent, have a greater sense of well being and have a greater sense of choice and control over their lives and access to services.	JM	May 2010 and May 2011
Consultation with carers to look at how services for carers can be delivered better focussing on consulting with carers as experts and our key partners	To ensure that services are commissioned on an evidence-based model and address the needs as outlined through empirical research, local needs analysis and the views of service users and carers.	JM/ JP	Ongoing
<b>Impact Partnership</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Highways & Engineering- Equalities task group formed to ensure new systems incorporate appropriate consultation procedures.	Agreed procedures for consultation during project development.	CC	Ongoing
<b>Customer and Communications Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Explore further the potential of ICT in libraries to overcome barriers to communication resulting from disability.	More disabled people are able to gain access to public ICT.	PC	April 2011
Assistive technology built into the planning process for the new Municipal Offices development	More disabled people are able to gain access to public ICT.	PC	April 2011
Develop an ongoing programme of outreach work in the community, with local partners/community groups dealing with disabled people.	More disabled people are able to receive the benefit of library services.	PC	April 2011
Carry out the actions in the Libraries Community Engagement Plan that are designed to making a real impact on the most vulnerable members of society.	Libraries Community Engagement Action Plan has been produced, which compliments the RMBC Community Engagement Strategy. The action plan includes points on forging further partnerships to benefit local communities.	PC	June 2010

<b>Customer and Communications Service</b>			
Retain a presence in the Service Equalities Contacts Group and support RADDAG initiatives	Supporting RADDAG initiatives will help disabled people to have a greater influence on service improvements.	PC / DK	Ongoing
<b>Learners &amp; Young People's Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Disabled children, young people and adults to be consulted and listened to about their needs.	Needs recognised, leading to appropriate changes in provision and higher participation rates.	CD	Ongoing
Ensure children, young people and adults with communication difficulties are supported to participate and contribute.	Increase participation, feedback and improvement in services.	CD	Ongoing
<b>Legal &amp; Democratic Services</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Ensure venues for all council meetings are DDA compliant.	Disabled people are able to attend meetings and contribute to democratic processes.	CP/AJ/FS	31/12/10
Ensure premises selected for use as polling stations are DDA compliant.	Disabled people are able to contribute to democratic processes.	CP	Ongoing
Provide documentation for Council meetings in various formats (e.g. large print or Braille); offer interpreter facilities for both Elected members and the public.	Elected member/members of the public with visual/hearing impairments are able to attend meetings and contribute to the decratic process.	CP/AJ/DS/FS	31/12/10
<b>People Management Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Establish, promote and support a disabled employees group.	Disabled staff have a forum to voice their opinions about employment and service issues, and influence improvements.	LG	Ongoing
<b>Performance &amp; Development</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Lead the Council's work towards the achievement of level 3 of the new Equality Framework by March 2011.	Systematic examination of the Council and its services and actions to remove barriers faced by disabled people put in place.	SA/ Head of Service/Executive Director Lead for E&D	March 2011
Co-ordinate and lead the Council in implementing the Disability Equality Scheme.	Fulfilment of the Council's disability equality duty.	SA/ Head of Service, Executive Director Lead for E&D	March 2011

<b>Performance &amp; Development</b>			
Lead a coordinated approach to consultation across the council, and ensure systematic feedback to customers on how we have changed service delivery in response	Customer consultation takes place by various services in an ad-hoc manner, leading to frequent duplication of questions asked of the same service users. This in turn leads to customer irritation and dissatisfaction, and costs and inefficiencies in officer time and resources. A coordinated approach will follow the "Collect Once, Use Many Times" principle of data collection, with services coordinating their public consultations. This supports efficiencies in data analysis, service response and customer feedback over a specified time-frame.	Head of Service	March 2011
Implement a new Families Development Programme which is aimed at improving customer focus on families needs.	Ensure involvement of people to help improve customer focus on family needs	HL	March 2011
<b>Planning &amp; Regulation Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Undertake equality and diversity impact assessments for projects when relevant.	If disability equality is considered a prominent issue by SMTs in employing staff and providing services this will lead to greater involvement of disabled people in influencing improvements. Equality impact assessments will provide a systematic way of examining services to cover disability issues.	SMT	Reviewed March 2010 more action needed.
<b>Link4Life</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Consult with disabled service users annually. Monitor progress and effectiveness.	Annual user surveys to reflect appropriate consultation with disabled service users.	PF	Ongoing
Consult on sport and physical activity with Disability Sports Forum and RADDAG and undertake a needs assessment for the Sport & Physical Activity Alliance (SPAA).	Draft a SPAA action plan to support and extend provision of services for disabled people.	PF	Ongoing

<b>Strategic Housing Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Consult RADDAG on the equality and diversity action plan target for disabled people.	To ensure that the needs of disabled people are considered and to overcome any barriers to housing services.	AJ	May 2010
Develop a new Equality and Diversity monitoring system which will comply with the statutory requirements and good practice. This has not been achieved yet but Equality Programme Board is now dealing with this matter.	A monitoring form will be produced to capture information about service users in relation to disability. The information collected will enable us identify and eliminate any disability discrimination.	AJ	
Explore the possibility of piloting a trainee scheme for people with disabilities. This has not been achieved due to lack of vacancies but will carry forward to next year	Achieve a workforce that reflects the population we provide services to by increasing the number of disabled people working within the Strategic Housing Service.		
To monitor all Disability hate crimes reported to social landlords and ensure that appropriate action is taken against perpetrators.	Collect, report and monitor disability hate crime Incident Information from Social Landlords and provide ongoing support.		
Develop a consultation strategy for the service.	Potential to include disabled people in consultation exercises and develop services that overcome barriers to services.	AJ	Ongoing
<b>Regeneration Service</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Involve disabled people's organisations when developing JIP projects.	JIP regularly uses the expertise of disabled people to inform future work.	HC	
Actively involve disabled groups in consultation on Planning Policy, particularly through the help of RADDAG and the disability network.	Disabled people are aware of planning policy and issues, and actively involved in the planning process.	HC	
<b>Business Partnerships</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Working with partners to ensure resident views are included in the shaping of our service provision. Undertaking regular	Increase partnership working and deliver consultation events which will help shape our services around customer needs.	NB	Ongoing

consultation with partners and stakeholders to commission services which deliver quality outcomes.			
<b>Schools</b>			
<b>Action 10/11</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Completion date</b>
Involvement of children and young people in the design of the new post-16 centre for Rochdale centre.	Involve disabled people in consultation exercises and develop services that overcome barriers to services.	SM	Ongoing
Involve children and young people in the design of new secondary schools (BSF).	Involve disabled people in consultation exercises and develop services that overcome barriers to services.	SM	Ongoing
Listen to the voice of young people by analysing outcomes of Big Listen, TellUs Survey and Health and Well Being survey in identifying priorities and shaping of services.	Obtain the views of young disabled people to shape services to their needs.	SM	Ongoing
<b>Additional Actions Required by All Services</b>			
<b>Action 10/11</b>	<b>Outcome</b>		
Retain a presence in the Service Equalities Contacts Group and support RADDAG initiatives & ensure issues identified in equality impact assessments are addressed where possible.	If disability equality is considered a prominent issue by SMTs in employing staff and providing services this will lead to greater involvement of disabled people in influencing improvements. Equality impact assessments will provide a systematic way of examining services to cover disability issues.		