

Renfrewshire Council Disability Equality Scheme 2006-2009

1.0 Introduction

- 1.1 This is Renfrewshire Council's first Disability Equality Scheme. It covers a three year period from 2006 to 2009. The Scheme details how Renfrewshire Council will meet its commitment to promote Disability Equality and tackle discrimination on the grounds of disability. It sets out a range of disability equality outcomes, and the actions which will be undertaken by the Council between December 2006 and December 2009.

2.0 The Disability Equality Duty

- 2.1 The Scheme has been developed as a result of the Disability Discrimination Amendment Act 2005. This legislation places a General duty on all public authorities, when carrying out their functions to have due regard to the need to:

- Promote equality of opportunity between disabled people and other people.
- Eliminate discrimination that is unlawful under the Act.
- Eliminate harassment of disabled people that is related to their disability.
- Promote positive attitudes towards disabled people.
- Encourage participation by disabled people in public life; and
- Take steps to take account of disabled peoples' disabilities, even where that involves treating disabled people more favourably than other people.

- 2.2 In addition to this General Duty the Council is subject to Specific Duties, which are laid down in the Disability Discrimination (Public Authorities) (Statutory Duties) (Scotland) Regulations 2005. The Regulations set out the specific steps which must be taken to assist public authorities to fulfil the General Duty. These Specific Duties are;

- Publish a Disability Equality Scheme
- Involve disabled people in the development of the scheme
- Carry out Impact Assessments
- Make arrangements for gathering relevant information
- Develop an action plan, and implement the steps set out in the action plan within three years
- Report on progress on an annual basis

2.3 Renfrewshire Council's Disability Equality Scheme has been developed to show how we intend to fulfil the General and Specific Duties set out above.

3.0 Format of the Disability Equality Scheme

3.1 The format of the Disability Equality Scheme follows the outline of the Specific Duty to promote disability equality outlined above. The legal definition of disability is highlighted, alongside the social model of disability, which underpins both the legislation and the implementation of the General and Specific Duties

3.2 The Scheme also contains additional sections to provide a clearer understanding of the national and local strategic context in which the disability equality scheme was developed. The Scheme also identifies who in the Council will be responsible for its implementation and where and how progress on implementing the Scheme will be reported.

4.0 Definition of Disability

4.1 The Disability Discrimination Amendment Act 2005 defines a person as having a disability if he or she has a physical or mental impairment, which has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities.

4.2 A long term adverse effect is defined as an impairment which has;

- lasted at least 12 months, or,
- where the total period for which it lasts is likely to be at least 12 months, or,
- which is likely to last for the rest of the life of the person affected.

4.3 Normal activities are defined as activities which are carried out by most people on a fairly regular and frequent basis. The test of an impairment affecting normal day to day activities is whether it affects one of the broad categories of capacity listed in Schedule 1 of the Act. These categories are;

- Mobility
- Manual dexterity
- Physical co-ordination
- Continence
- Ability to lift, carry, or otherwise move everyday objects
- Speech, hearing or eyesight
- Memory or ability to concentrate, learn or understand or,
- Perception of the risk of physical danger

4.4 People who are HIV+, have cancer or multiple sclerosis, are automatically treated as disabled under the Act. People with a severe disfigurement are covered by this definition of disability as are those who are registered as blind or partially sighted.

5.0 Social Model of Disability

- 5.1 Underpinning the Disability Discrimination Act 2005, and the approach to promoting disability equality contained within the legislation is the Social Model of Disability. The Social Model recognises that it is primarily the loss or limitation of opportunities, due to environmental and social barriers, that prevents people who have impairments from participating in society on an equal level with others.
- 5.2 Renfrewshire Council adopted the Social Model of Disability in 2002 as part of our Equal Opportunity in Service Delivery Policy. The Social Model of Disability provides the basis of the development and implementation of Renfrewshire's Disability Equality Scheme.

6.0 National Context

- 6.1 The Disability Equality Scheme sits within a broader strategic context. The equalities agenda, and the legislation that underpins it, has developed significantly over the last five years, and will continue to do so. For instance, the Disability Equality Duty is the second "strand" of the equalities agenda where a specific Duty has been placed on the public sector to promote equality and tackle discrimination. The first strand was Race, with the implementation of the Race Relations Amendment Act 2000.
- 6.2 From April 2007 the Gender Equality Duty will come into force, which alongside the Race Equality and Disability Equality Duties, will provide a substantial legal and policy framework to promote equality across the public sector. This will be supplemented with the launch of the Commission for Equality and Human Rights (CEHR) in October 2007. The CEHR will incorporate the Disability Rights Commission and the Equal Opportunities Commission and from 2009 the Commission for Racial Equality. The CEHR will primarily be responsible for ensuring that the public sector meets the general and specific duties contained within the legislation and more broadly promoting equality and human rights.
- 6.3 The duty to promote disability equality builds on the achievements of the Disability Discrimination Act 1995. The Council, in implementing the Disability Equality Duty, will continue to ensure that the legislative requirements of the Disability Discrimination Act 1995 are met.

7.0 Local Strategic Context

- 7.1 There are a range of local strategic initiatives which have a role to play in ensuring the General Duties of the Disability Equality Duty are put in place. A number of these initiatives involve the Council working closely with our Community Planning Partners to provide services, opportunities for engagement with disabled people while others inform the development and implementation of these key initiatives.

- **Renfrewshire Community Planning Partnership**
- **Regeneration Outcome Agreement**

- **Workforce Plus Employability Framework**
- **Integrated Children's Service Plan**
- **Community Health Partnerships Joint Planning Performance and Implementation**
- **Inclusion Strategy**
- **Local Transport Strategy**
- **Antisocial Behaviour Strategy**

8.0 Renfrewshire Council

8.1 Renfrewshire Council is committed to promoting equality for all our citizens through the services we provide, in our role as the largest single employer in the area and through our Community Planning Partnership. Our Corporate Statement details our commitment to tackling inequalities. Social Inclusion is one of the three Guiding Principles which underpin our Community Plan, and with it our commitment to promoting and enhancing equal opportunities.

8.2 We have 10 key objectives as set out by our Community Plan and Corporate Statement. These are;

- To provide and promote learning opportunities which meet the needs and aspirations of individuals, businesses and communities
- To support and sustain economic growth which generates work and health
- To make significant progress towards Renfrewshire being one of the healthiest areas in Scotland
- To provide the best possible support and care to vulnerable individuals
- To improve and maintain our neighbourhood and homes
- To create safe places to live, work and play
- To raise achievement, set standards and continually improve
- To ensure all our services are designed to meet the needs of our residents
- To modernise the way we work
- To develop services in ways which can be sustained

8.3 Disability equality cuts across all of our key objectives. One of the principal goals of the Disability Equality Scheme will be to ensure that disability equality is mainstreamed across the range of our key objectives. Mainstreaming equality is the systematic consideration of the particular effects of all policies, at the point of planning, implementation and evaluation on disadvantaged groups. Equality is the goal. Mainstreaming is a process that aims to achieve the goal.

8.4 Mainstreaming brings consideration of equality issues into the core of all policy work, so that they are central to all activities - policy development, research, advocacy, dialogue, legislation, resource allocation, planning, implementation and monitoring of services, policies and functions.

9.0 Procurement of Goods and Services

9.1 The Council procures a wide range of goods and services from a range of providers in the statutory, voluntary and commercial sectors. Under the Disability Equality Duty the Council has a responsibility to ensure that those we procure from meet the requirements of the Disability Equality Duty. In particular, organisations in the statutory, voluntary or commercial sector who provide services on behalf of the Council.

10.0 Key 20 Corporate Initiatives

10.1 The Council has identified its key 20 Corporate initiatives- a range of projects, strategies and developments which are the priority areas of work for us. Disability Equality is a cross cutting theme across our Top 20 Corporate initiatives.

11.0 Responsibility for and Reporting on the Disability Equality Scheme

11.1 The Disability Equality Scheme, with its commitment to meeting the General and Specific Duties of the Disability Equality Duty, is a corporate document. The responsibility for implementing the Scheme lies with the Council. The Council's Corporate Management Team (CMT) consisting of the Chief Executive and the Director's of each service department have endorsed the approach set out in the Disability Equality Scheme.

11.2 The Chief Executive's Department has lead responsibility for ensuring that the Disability Equality Scheme is submitted the Council's Leadership Board, and that the actions and outcomes detailed in the Scheme are undertaken and achieved. Council Service departments will undertake equality impact assessments on their services and policies identified in template 3 of the Disability Equality Scheme.

11.3 The Leader of the Council currently holds the brief for Social Inclusion, and the development and implementation of the Disability Equality Scheme will form part of the Leader's portfolio.

11.4 Reporting on progress of the Council's Disability Equality Scheme will be addressed using a number of methods. Firstly, and most significantly, progress on the Disability Equality Scheme will be reported to the Council's Leadership Board. The Leadership Board provides strategic leadership for the Council and ensures consistency across the Council's policy objectives.

11.5 Progress will also be reported through the Council's Public Performance Reporting framework, which includes features in the Renfrewshire magazine, and information being posted on the Council's web Portal. In addition, as part of the commitment to engage with disabled people, a series of workshops will take place during the winter of 2007/08, to allow disabled people and groups to directly comment on the progress being made through the Disability Equality Scheme. This approach will also help to identify new areas of action required to meet the outcomes identified in the Disability Equality Scheme.

12.0 Renfrewshire Disability Profile

- 12.1 The following section provides information on the disabled population of Renfrewshire. It provides estimates of the total number of disabled people in the local authority area and attempts to quantify the level of disability by different types of impairment.
- 12.2 There is no definitive estimate of the number of disabled people in Scotland. As such it is not possible to provide a definitive estimate for the number of disabled people in Renfrewshire. The following information is intended to provide some context for the development and implementation of the Disability Equality Scheme.
- 12.3 Renfrewshire Council serves a population of slightly over 170,000 people. The majority of the population live in the main towns of, Paisley, Johnstone, Renfrew and Erskine. Renfrewshire is the ninth largest local authority area in Scotland.
- 12.4 The 2001 census contains information on the number of people who have a long term limiting illness, health condition or disability. Renfrewshire has 36,272 people with a limiting long term illness, 21% of the total population in 2001. This compares to the figure for Scotland which was 1,027,872 or 20.31% of the population in 2001.
- 12.5 The proportion of the population who are long term sick and disabled is higher in the Regeneration Outcome Agreement (ROA) target areas than in Renfrewshire as a whole; The 2001 Census figures show that 21% of Renfrewshire's population has a limiting long term illness compared to 26.9% of the population who live in the core ROA target areas. In addition:
- The number of adults with learning difficulties known to the Council in 2005 was 885 or 6.4 per 1,000 population
 - There were 568 registered blind people in Renfrewshire in 2005 or 3.4 per 1,000 of the population.
 - There were 238 deaf people known to the Council in 2005 or 1.4 per 1,000 of the population
 - The number of homecare clients with mental health problems in 2005 was 112 or 0.7 per 1,000 population
 - The number of homecare clients with learning disabilities in 2005 was 67 or 0.4 per 1,000 population
 - The number of homecare clients with physical disabilities in 2005 was 1,577 or 9.3 per 1,000 population
- 12.6 Table 1 below provides a comparison between the rates and levels of employment in 2004-05 for the disabled and non-disabled working age

population of Renfrewshire and Scotland. The information presented in this table is drawn from the Scottish Executive's Annual Population Survey in Scotland 2005 for Renfrewshire Council, published in June 2006

Table 1. Working Age Employment Rates and Levels 2004-2005 for Renfrewshire by disability and 15% deprivation areas

	% 2004	%2005	Level (no.)
Renfrewshire	74.5	74.5	78,000
Scotland	74.7	74.9	2,339,000
	% 2004	%2005	Level (no.)
People with a Disability in Renfrewshire	42.5	46.5	11,000
People with a Disability in Scotland	44.3	44.7	291,000

- 12.7 The table illustrates that there is a substantial gap in the employment rates between disabled and non disabled people in Renfrewshire and in Scotland.
- 12.8 For example in 2005, 74.4% of the working age population in Renfrewshire were in employment. This is slightly below the employment rate for Scotland as a whole which is 74.9%. This is a markedly higher rate of employment than for disabled people. In Renfrewshire in 2005, only 46.5% of the disabled working age population in Renfrewshire were in employment. Although there remains a large gap in the rate of employment between disabled and non disabled people in Renfrewshire, it should be noted that the gap has decreased between 2004 and 2005.
- 12.9 In 2004 only 42.5% of working age disabled people were in employment in Renfrewshire, compared to 74.5% of non disabled people. The percentage of the disabled working age population in employment in Renfrewshire rose to 46.5% in 2005, while the employment rate in Renfrewshire for non disabled people remained static at 74.5%. Notwithstanding this improvement it is clear that further work needs to be done to close the gap in employment rates between disabled and non disabled people.

13.0 Involving Disabled People

- 13.1 Central to the development of the Disability Equality Scheme has been the involvement of disabled people in its development. This involvement has taken a number of different forms.
- Workshops held with disability groups to assess the priorities of different groups of disabled people in relation to the services, functions and policies of Renfrewshire Council. Groups have included the Transact Group

based at the Disability Resource Centre in Paisley, the Disability Network, hosted by Renfrewshire Council for Voluntary Services and the Visually Impaired Forum.

- A questionnaire included in the Council's Public Service Panel to identify disabled people's views on a range of services provided by the Council and their priorities for improved access and service delivery for disabled people.
- An online consultation on the Council's website to identify disabled people's views on a range of services provided by the Council and their priorities for improved access and service delivery for disabled people.
- Meetings with disability organisations including Inclusion Scotland on how best to develop and promote Disability Equality across Renfrewshire Council.

13.2 The engagement process with disabled people and groups had two main aims. The first was to inform disabled people in Renfrewshire of the new Disability Equality Duty and the requirement on the Council and other public sector organisations to produce a Disability Equality Scheme. The second element was to identify key priorities for disabled people to be included in the Scheme.

14.0 Feedback from the Engagement Process

14.1 The engagement process with disabled people and groups such as Renfrewshire Visually Impaired Forum and the Renfrewshire Access Panel provided a range of views, and priorities for the Disability Equality Scheme. The specific concerns of disabled people were in many cases not markedly different from the broader population; in particular there was a general concern about antisocial behaviour in Renfrewshire and the need for Strathclyde Police and the Council to tackle it.

14.2 There were however some clearly identified priorities which were of particular importance to the disabled people the Council engaged with. These were;

- More accessible open space and streets. Issues were raised about the need for more dropped kerbs, modified traffic lights and a reduction in the number of zebra crossings throughout Renfrewshire. There were concerns about the use of some forms of street furniture and advertising boards.
- Transport was a key issue for disabled people, in particular the cost and accessibility of public transport. A key concern was for the Council to work more closely with Strathclyde Passenger Transport (SPT) and the bus companies to ensure disabled people received an equal service. The issue of accessible taxis and the treatment some disabled people have received from a small minority of taxi drivers was also raised. Car parking, particularly non-disabled people parking in disabled parking

spaces and the view that the blue badge scheme was being abused was raised. The issue of transport and ensuring an improved quality of access and service for disabled people is being addressed through the Local Transport Strategy 2006.

- Employment for disabled people was seen as a vital issue, particularly the role the Council could play, as the largest employer in Renfrewshire, in recruiting and retaining more disabled staff.
- Access to information and services was raised, particularly in relation to people who are profoundly deaf and use British Sign Language to communicate, was an important issue.

14.3 As part of the engagement process a list of priorities was drawn up, based in part on the requirements of the Disability Equality Duty and on two policy documents which have been produced by and for Disabled people in Scotland over the last 18 months. The first document is; “the Manifesto for Inclusion” which was drawn up by Inclusion Scotland in February 2005. This outlines a wide range of policy areas where disabled people wish to see the public sector improve their performance, such as transport, independent living, access to information and services and employment opportunities.

14.4 The second policy document which influenced the development of priorities for the Disability Equality Scheme is the Disability Rights Commission’s “Putting Disability at the Heart of Public Policy in Scotland- Priorities for Action”. This document outlines 10 priorities for action to improve equality for disabled people and to eliminate discrimination.

15.0 Findings from Public Service Panel and On-line Questionnaire

15.1 The Public Service Users Panel and the on-line questionnaire asked disabled people to identify their priorities for a Disability Equality Scheme for the Council. The Public Service Panel consists of 2,000 Renfrewshire residents, half of whom live in the Regeneration Outcome Agreement target areas.

15.2 The survey found that 17% of respondents described themselves as having a disability, which is approximately in line with national estimates of disability in Scotland and the UK.

15.3 Respondents to the Public Service Panel were asked a series of questions about what they saw as the most important priorities for the Council’s Disability Equality Scheme. Respondents were asked to rate each question 1 to 5, 1 being the most important, 5 being the least.

16.0 Disability Equality Priorities identified by Public Services Panel

16.1 The following issues were identified;

- Improving access to the built environment- streets, street lighting, pavements, public space.
- Increasing the availability of accessible transport
- Tackling harassment and bullying of disabled people

- Improving the accessibility of housing
- Improving access to services to support independent living
- Improving access to social care services
- Promoting disability equality as an employer
- Improving access to benefits and the Council tax system
- Improving access to Council buildings
- Increasing disabled people's involvement and participation in public and community life
- Improving access to employment and training opportunities
- Improving access to education services
- Improving access to Council services
- Improving access to information

16.2 In analysing the results in terms of importance the Public Services Panel respondents identified the top priorities for disability equality as;

- Improving access to the built environment- streets, street lighting, pavements and public spaces.
- Increasing the availability of accessible transport
- Tackling harassment and bullying of disabled people
- Improving access to Council Services
- Working with our partners to provide more joined up services

17.0 Future Engagement

17.1 The process of involving disabled people in the development of the Council's Disability Scheme does not end with the publication of the Scheme. An ongoing process of engagement has been developed with disabled people and groups to help ensure the Disability Equality Scheme is implemented and that it is effective. The Council will establish a process of regular communication and engagement with disabled people in Renfrewshire to keep them informed about the implementation of the Scheme and to ask for their feedback and involvement.

17.2 It is clear however that we need to do more as a local authority to engage with disabled people, particularly more "hard to reach" disabled people such as those with learning difficulties, disabled people who have carers and children with disabilities. Part of the ongoing development and implementation of the Disability Equality Scheme will be to develop effective engagement mechanisms with these groups, to ensure their needs and priorities are being met.

17.3 More work also needs to be undertaken to consult with disabled staff as to their priorities and requirements from the Disability Equality Scheme. Working with our staff in this area will be a feature of the development of the Disability Equality Scheme in its first year. We will consult with staff to determine the best mechanism to take this process forward.

17.4 Renfrewshire's Community Plan Management Group agreed, in September 2006, a strategic approach to community engagement and consultation. This

sets out how the Council, and our Community Planning Partners will work together to engage with, and consult, communities in Renfrewshire, including disabled people and their organisations.

- 17.5 The Community Planning Partnership will take cognisance of Communities Scotland's "National Standards of Community Engagement". In addition, the Community Engagement and Consultation document makes explicit our partners obligations under the Disability Equality Duty, and partners commitment to engaging as fully as possible with disabled people across the spectrum of the community planning process.

18.0 Disability Equality Outcomes

- 18.1 Renfrewshire Council is committed to delivering on the disability equality agenda. To do so effectively we need to be able to demonstrate that the implementation of the Disability Equality Scheme has positive outcomes for disabled people in Renfrewshire. The disability outcomes outlined below have been drawn from a combination of the engagement process with disabled people and the Council's own strategic priorities.
- 18.2 Annex 1 of the Scheme details the disability equality outcome indicators. One of the most important early tasks for the implementation of the Disability Equality Scheme is to develop robust baselines for each of the identified Outcomes. In the first year of implementation of the Scheme we will define a baseline position for each of these outcomes. This will allow us to set challenging outcome targets for disability equality.
- 18.3 The outcomes we want to achieve through the Disability Equality Scheme are;
1. Increase disabled peoples access to Council services
 2. Increase access to information about our services for disabled people
 3. Reduce the gap in the level of satisfaction with services between disabled and non-disabled service users
 4. Increase the level of disabled people in employment with the Council and other employers
 5. Reduce the incidence of harassment on the grounds of disability for our staff and service users
 6. Increase the number of disabled people participating in public life
- 18.4 The Disability Equality Scheme Action Plan, contained in Annex 2 of this document, identifies a range of tasks which the Council will undertake over the next three years to achieve these outcomes.

19.0 Impact Assessment

- 19.1 Central to the implementation of the Disability Equality Scheme is the need for the Council to carry out disability equality impact assessments on all new and current Council policies, strategies and services. Equality impact assessment is a statutory requirement of the Disability Equality Duty. The Council and other public sector organisations have to conduct equality impact assessments to be compliant with the General and Specific Duties.
- 19.2 An equality impact assessment is a process of assessing the effects that a proposed or existing policy, strategy or service is likely to have on different groups in the community. The assessment includes monitoring the effect of the policy, service or strategy once it has been put into practice.
- 19.3 Equality impact assessments are designed to anticipate and identify the consequences for different equality groups of particular policy initiatives, ensuring that as far as possible any negative consequences for a particular group or sector of the community are eliminated or minimised. Renfrewshire Council's approach to equality impact assessment is one which covers all six strands of the equality agenda;
- Disability
 - Race
 - Gender
 - Age
 - Sexual orientation
 - Faith/ religious belief
- 19.4 The Council's impact assessment model has a comprehensive approach, which helps to ensure that all policies and services are impact assessed in a single cycle across all the equality strands, rather than repeatedly reviewing policies and services by individual equality strands. Equality impact assessments need to be built in to the early stages of the development on new policies, services and strategies. Working in this way is the most effective means of integrating and mainstreaming the equalities agenda into the way the Council works.

20.0 Benefits of Equality Impact Assessments

- 20.1 Policies, strategies and services do not affect everyone in the same way. The equality impact assessment process has the following benefits;
- It puts the equality agenda at the heart of policy making
 - It ensures that services do not overlook or exclude any group and that they serve everyone equally well
 - It improves the quality of all policies
 - It ensures that policies are developed with full recognition to the range of needs
 - It raises awareness of any inequalities between different groups that could arise directly, or indirectly as a result of proposed policy and consider alternative ways of achieving this.

- It helps to identify direct or indirect discrimination
- It encourage greater openness and public involvement in policy making

21.0 Implementation of Impact Assessment

- 21.1 Each Council department will undertake equality impact assessment of existing policies and services, as identified in Annex 3. The officers responsible for undertaking equality impact assessments will be identified by the Senior Management Teams (SMTs) of each department as having a remit for strategy, policy and service development within their department. In the main these officers will be at middle and senior management level.
- 21.2 One of the critical elements of ensuring a successful impact assessment process is that the officers who are tasked with conducting them have the appropriate training and support. A series of equality impact assessment workshops will be rolled out across service department SMTs to explain the process involved. The officers identified by SMTs will receive training on the impact assessment process, and ongoing advice and support from officers within the Chief Executive's Department.
- 21.3 All draft equality impact assessments will be agreed with the Chief Executive's Department prior to implementation. An equality impact assessment resource will be developed for the Council's intranet to provide further information and support to managers undertaking equality impact assessments.
- 21.4 As part of the development of the Scheme all Council departments identified services and policies relevant to the General Duty. Departments undertook an assessment of the relevance of services and policies to the General duty and gave them a rating; high medium or low.
- 21.5 This rating will form the basis of the programme of impact assessments which will be undertaken over the period of the first Disability Equality Scheme. High priority services and policies will be impact assessed in year 1 of the Scheme, medium priority policies and services in year 2 and low priority services and functions in year 3. The full assessment of the Council's services and policies is identified in Annex 3. The impact assessment programme will be reviewed at the end of the first year of implementation to ensure its effectiveness. We will ensure that the programme is both manageable and effective in meeting our duty for disability equality.

22.0 10 Stages of Equality Impact Assessment

22.1 Renfrewshire Council's model of equality impact assessment has 10 stages. These are;

1. Specify the aims of your policy or function
2. Consider the data and research available to assess the likely impact across the different equality strands
3. Complete the rapid impact assessment checklist and decide if a further, full impact assessment is required.
4. Assess the likely impact of the policy or function on equality strands. Is it discriminatory? Is it unlawful? Is it justifiable in law? Does it advance or restrict equality?
5. Consider the alternative ways of delivering a policy or function in order to minimise a negative impact or eliminate unlawful discrimination
6. Assess whether any further research or consultation is needed to investigate the impacts of the proposed policy on different groups in the community.
7. Consult relevant stakeholders
8. Make a decision on the proposed policy or service
9. Make arrangements to monitor and review the impact of the policy or service including any negative impacts
10. Provide feedback to all stakeholders by publishing the results of the impact assessment

23.0 Impact Assessment for New Policies and Services

23.1 An equalities impact assessment will be conducted for each new policy and service as a central element of the development of the new policy or service. In the first instance this will involve a scoping exercise, based on the Scottish Executive's rapid assessment model for equality impact assessment. This involves answering a series of questions about the development and implementation of a new policy or services. The rapid assessment questions are detailed below:

- What is the purpose of the proposed policy/ service (or changes to the policy/ service)?
- What is the intended outcome of the policy/ service?
- Who is affected by the policy/service or who is intended to benefit from the proposed policy/ service and how?

- How will the policy/ service be put into practice and who will be responsible for it?
- How does the policy/ service fit into our wider aims or related policy initiatives?
- What evidence are you aware of on the needs of the 6 equality strands in this policy/ service area and have you referred to it?
- Have you considered what evidence and information is available on the possible impact of this policy/ service on equality across the 6 strands?
- Based on the evidence and information available, could the policy/ service impact differently on people from different equalities strands?
- Could this policy/ service have an adverse impact on any particular group?
- Who has been consulted on the impact of the policy/ service on equalities groups?
- If adverse or potentially adverse impact is identified, what action will be taken to remedy this (full impact assessment)?
- Who will be responsible for undertaking this action?
- When will this be done?
- How will the impact of the policy/ service be monitored?

24.0 Gathering Information

24.1 The Disability Equality Duty gives clear guidance on the information the Council needs to gather to fulfil the Specific Duties on disability equality. The Statutory Code of Practice states that public sector organisations need to “gather information on the effects of its policies and practices on disabled people.” Specifically, for the Council to meet the requirements of the General and Specific Duties information needs to be gathered on;

- The recruitment, development and retention of disabled staff
- Educational opportunities, achievement and attainment of disabled pupils
- The extent to which the services the Council provides takes into account the needs of disabled people.

24.2 All data will be collected and reported on with due regard to Data Protection legislation.

25.0 Recruitment, Development and Retention of Disabled Staff

25.1 For information on employment, the Council’s personnel and payroll system, Resourcelink, can provide information in the following categories with regard to disability. This information will be disaggregated by Council Department.

- Applications
- Successful candidates
- Number of people in post
- By grade of employment
- Grievance
- Disciplinary
- People receiving training
- Exit interviews

26.0 Educational Opportunities, Achievement and Attainment of Disabled Pupils

26.1 The Council's Education and Leisure Services Department uses SEEMIS, a database which will be developed to provide the following information on school pupils in Renfrewshire disaggregated by disability.

- The number of disabled pupils on the school roll
- Educational attainment at key levels of disabled pupils
- Exclusion rates of disabled pupils
- Absence levels of disabled pupils
- Percentage of disabled pupils in mainstream education

27.0 The extent to which the Services the Council Provides Takes into Account the Needs of Disabled People

27.1 The Council's Public Service Panel provides a demographically accurate cross section of the population of Renfrewshire. As such, approximately 20% of the Panel's membership contains people who have a long term limiting illness or disability.

27.2 The Public Service Panel is used on a quarterly basis to provide information on a range of themes, such as community safety, and as a way to gauge customer satisfaction with a wide range of services and functions undertaken by the Council. The Public Service Panel provides information on how our service users view our performance, which can be disaggregated by disability. This provides useful information on gaps in service satisfaction, differences in service use by disabled and non disabled people, and it helps to identify particular areas of service which are not meeting the needs of disabled people.

27.3 Linked to the Public Services Panel are focus groups which will be used on a regular basis to gather qualitative information on Council services and how well they are performing from the perspective of disabled people. Qualitative information provides a useful resource for services as it is possible to get a much richer picture of the strengths and weaknesses of our services.

27.4 The Council complaints system is being reviewed and refined, to allow complaints to be monitored and analysed by equality strand. The Council's new complaints system will provide data for analysis which will identify areas where services are not meeting the needs of users, and in the context of the Disability Equality Scheme, where disabled service users are encountering particular barriers or problems.

27.5 The Council will regularly engage with disabled people and groups. We will involve disabled people in discussion about the quality and performance of our services, how effectively we are tackling barriers to services for disabled people and how we can continue to improve our services for disabled people.

27.6 The Council is developing a Citizen's Account which is due to be launched in the spring of 2007. The Citizen's Account will improve access to services, and it will also allow the Council to monitor, by equality strand, the range of people using our services. The data collected through the Citizen's Account will provide an important source of information on the potential barrier to services that disabled people face, and will enable the Council to take steps to address these barriers.

28.0 Using Information

28.1 Accurate, relevant information is central to effective policy making and to service development and improvement. The information we collect on disability equality will be analysed to assess how well we are performing in meeting the General Duty on Disability Equality, and against our stated disability equality outcomes.

28.2 The Council will use the information it gathers on disability equality in an active way. It will be used to inform policy and service planning, and critically, in changing the way we deliver services to ensure disability equality.

29.0 Implementing the Scheme

29.1 The Disability Equality Scheme will be implemented between 2006 and 2009. The Action Plan will form the basis of the implementation of the Scheme. This identifies the department's within the Council who are responsible for undertaking specific tasks. Progress made against the tasks in the action plan will be reported on an annual basis to the Council's Leadership Board, with the first report going to the Board in December 2007.

29.2 It is our intention to engage with disabled people on a regular basis to discuss the progress being made with regard to the Disability Equality Scheme. This will assist us in assessing the impact the implementation of the Scheme is having on disability equality. This element of the engagement process will also help to identify new tasks and areas of work which need to be developed as the Scheme is implemented.

29.3 The progress made implementing the Disability Equality Scheme, and the ongoing engagement process with disabled people will feed in to the development of the Council's second disability equality scheme. The second Disability Equality Scheme will replace the first scheme in December 2009.

30.0 The Action Plan

30.1 The action plan in annex 2 is set out by Disability Outcomes. For example, the outcome, "Increase the number of disabled people working for the Council"; the action plan sets out a range of tasks which will be undertaken over the next three years to achieve this outcome.

30.2 The action plan details which department in the Council will have the lead responsibility for the task. Each task has a link to the General Duty for disability equality. The action plan also details the timescale for implementing each task and the outcome indicator we will use to monitor the successful implementation of the task.

30.3 In addition, there are a range of tasks which will be undertaken to deliver the Disability Equality Scheme. These tasks are detailed in section 1 of the action plan. These tasks are in line with the requirements of the statutory code of guidance produced by the Disability Rights Commission.

31.0 Reporting

31.1 Progress on the action plan will be reported on an annual basis to the Council’s Leadership Board. The first annual report will be published in December 2007. The tasks in the action plan will be refreshed on an annual basis, as new policies and services are developed, and to reflect the changing strategic and policy context. This will help to ensure that the Disability Equality Scheme remains a “live” document, which will inform our planning and service delivery activity over the next three years.

32.0 General Duty Linkages

32.1 The outcome indicators and action plan makes clear linkages between tasks and the General Duty of Disability Equality. These are represented on the action plan as an abbreviation. The key for the abbreviation is included below;

General Duty	Abbreviation Code
Promote equality of opportunity between disabled people and other people	PEO
Eliminate Discrimination that is unlawful under the Act	ED
Eliminate harassment of disabled people that is related to their disability	EH
Promote positive attitudes towards Disabled people	PPA
Encourage participation by disabled people in public life	EP
Take steps to take account of disabled people’s disabilities, even where that involves treating disabled people more favourably than other people	TS/FT

Annex 1: Outcome Indicators template for Disability Equality Scheme 2006-2009

Ref.	Outcome	General Duty Linkage	Outcome Indicator	Source	Baseline	Target
1	Increase disabled people's access to Council Services	PEO	The percentage of Council buildings which provide services which are accessible to disabled people	Statutory Performance Indicator	2005/06 66.8% of Council properties accessible to disabled people	2009 96% 2008 95% 2007 76%
2	Increase access to information about our services to disabled people	PEO	The Council's Portal to be accessible to disabled people by achieving an AA Accessibility rating	Council Portal achieve external Accessibility conformance	Development work underway to achieve "A" accessibility	"AA" Accessibility Achieved by the Portal
3	Reduce the gap in the levels of satisfaction with services between disabled and non disabled service users	ED	Satisfaction levels, expressed as a percentage of people satisfied or very satisfied with a range of key Council services	Public Service Panel questionnaire of 2000 households	To be established from Public Service Panel users survey in Spring 2007	A % narrowing of the gap in satisfaction levels between disabled people and non-disabled people
4	Increase the number of disabled people in employment by the Council	PEO TS/FT	The number and percentage of staff employed by the Council who are disabled, by department and by grade	Data held on the Resourcelink personnel and payroll system	To be established from data on Resourcelink	Year on year increase in the number and % of disabled people working in the Council

Annex 1: Outcome Indicators template for Disability Equality Scheme 2006-2009

Ref.	Outcome	General Duty Linkage	Outcome Indicator	Source	Baseline	Target
5	Reduce the incidents of harassment on the grounds of disability for our staff and service users	EH PPA	The number of complaints of harassment from disabled people The number of incidents of harassment recorded for staff	Complaints of harassment by disabled people to the Council ASSIST team Complaints of harassment by staff via the "Violence and Intimidation at Work "policy	To be established by summer 2007	Year on year decrease in the number of complaints of harassment by disabled service users and staff.
6	Increase the number of disabled people participating in public life	EP	The number of disabled people involved in Community Planning Fora, Community Councils, Parent and Teachers Associations, Tenants and Residents Associations	Databases which contain the membership of the identified groups	To be established by summer 2007	The groups identified in the outcome indicator are more reflective of the broader community from which they draw their membership

1. Produce and Implement the Disability Equality Scheme 2006-2009

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
1.1	Publish a Disability Equality Scheme	Chief Executive's Department	All	December 2006	Disability Equality Scheme published to timescale
1.2	Make Disability Equality Scheme available in a range of formats, eg tape, large print Braille and so on.	Chief Executive's Department	PEO MDP/FT	February 2007	Disability Equality scheme is available on request in an accessible format
1.3	Develop and implement a training programme on the Disability Equality Duty and the Disability Equality Scheme with Staff and Elected members	Corporate Services	PEO ED PPA	Staff; April 2007 onwards Elected members; May 2007 onwards	Training programme developed and implemented. Number and percentage of staff, and elected members receiving training
1.4	Training key managers on equalities impact assessment and how to undertake them.	Chief Executive's Department	PEO ED	February 2007, roll out completed by November 2007	All appropriate departmental managers have received equality impact assessment information and training
1.5	Develop an Intranet resource to support the equality Impact assessment process	Chief Executive's Department	PEO ED	By November 2007	An Intranet training resource on equality impact assessment is available
1.6	Develop a promotional campaign for the public on disability equality.	Chief Executive's Department	PEO PPA EH	May 2007	Public informed of disability equality.

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
1.7	Link with Community Planning Partners to ensure disability equality is mainstreamed into Community Planning processes.	Chief Executive's Department	PEO ED PPA EP	From March 2007	Report to Community Plan Management Group in the March 2007 cycle.
1.8	Publish results from Consultation with disabled people on the Council website.	Chief Executive's Department	PEO PPA	By December 2007	Increased information on disability equality available to service users
1.9	Produce a summary "easy read" version of the Disability Equality Scheme	Chief Executive's Department	PEO ED	By Spring 2007	Increased understanding of the Disability Equality Scheme
1.1	Incorporate the Disability Equality Duty into the service plan guidance	Chief Executive's Department	PEO ED TS/FT	December 2006	Contribute to mainstreaming of the Disability Equality Duty into Council planning processes.
1.11	Ensure Standing orders for Contracts are revised to include the new duties on disability equality	Corporate Services	PEO ED EN PPA TS/FT	April 2007	Mainstream the Disability Equality Duty into the Council contracting processes
1.12	Ensure that the Council's terms and conditions of grant are revised to include new duties on disability equality.	Corporate Services	PEO EP EN PPA EP TS/FT	April 2007	Mainstream the Disability Equality Duty into Council Grant processes.

2. Disability Outcome: Increase disabled people's access to Council Services

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
2.1	Continue the programme of adaptations to Council buildings	Asset Management	DEO ED EP	January 2007 to December 2009	Increase the number and percentage of council building accessible to disabled people
2.2	Continue to identify barriers to services for disabled people	All departments	PEO EP ED	January 2007 to December 2009	Barriers to services are identified and removed
2.3	Ensure Customer Care training takes account of disability equality	Corporate Services	PEO PPA ED	November 2007	Customer care training is reviewed and refreshed
2.4	Complete the Planning for Change Programme	Housing and Property Services	PEO EP ED	November 2007	New Council HQ and Customer Services Centre established
2.5	Ensure new Council facilities are fully compliant with the Disability Discrimination Act (1995)	Housing and Property Services	PEO ED EP	January 2007-December 2009	New facilities are fully accessible to disabled people
2.6	Engage on a regular basis with disabled people regarding improving access to services	Chief Executive's Department	PEO ED EP TS/FT	Engagement on a six monthly basis	Disabled people are involved in the identification of barriers to services

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
2.7	Work with partners to implement the local Transport Strategy to increase disabled peoples access to public transport	Planning and Transport	PEO ED TS/FT	January 2007-December 2009	Local Transport strategy is implemented
2.8	Continue the implementation of the Council's accessibility policy for taxi licences	Corporate Services	PEO ED TS FT	January 2007-December 2009	Council licensing policy is implemented. 100% of the taxi fleet with disabled access subject to legal process

3. Increase Disabled People's access to information

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
3.1	Develop the Community Portal site to ensure Accessibility standards are reached	Chief Executive's Department	PEO ED	November 2007	Council Portal is accessible
3.2	All council documents and information to be available in a range of formats on request	Chief Executive's Department	PEO ED	Summer 2007 onwards	All Council literature to include information on alternative formats
3.3	Consult with the disabled community on the most suitable alternative formats for information	Chief Executive's Department	PED ED	Spring 2007	Disabled people involved in identifying the most suitable alternative formats
3.4	Assess the potential for increasing access to British Sign Language Services	Social Work Department	PED ED TS/FT	By December 2007	Report on the level and need of British Sign Language provision in Renfrewshire
3.5	Develop a corporate database of service user who require information in an alternative format	Chief Executive's Department	PEO TS/FT ED	By Spring 2008	Help to ensure disabled service users get suitable information.
3.6	Develop a directory of Council services for disabled people	Chief Executive's Department	PEO ED PPA	By Summer 2008	Directory of services published
3.7	Develop effective engagement mechanisms with "hard to reach" disabled people	Chief Executive's Department	PEO ED PPA	By Spring 2008	Effective engagement processes are in place

Annex 2: Disability Equality Scheme Action Plan 2006-2009

4 Increase the number of disabled people working for the Council and other employers

Ref	Task	Lead Responsibility	General Duty Linkage	Timescale	Outcome Indicator
4.1	Review current recruitment and retention policies for disability equality	Corporate Services	PEO ED PPA EP TS/FT	Summer 2007	Policies are brought in line with the Disability Equality Duty
4.2	Develop an appropriate mechanism for engaging effectively with disabled staff	Chief Executive's	PEO ED EH PPA EP TS/FT	November 2007	Engagement mechanisms with disabled staff are in place
4.3	Training key staff on revised recruitment and retention policies	Corporate Services	PEO ED PPA	November 2007 - May 2008	Key staff have received training on new policies and practices.
4.4	Maintain Council's double tick status	Corporate Services	PEO PPA ED TS/FT	Annual renewal	Council retains public acknowledgement and commitment to employing disabled people.
4.5	Promote double tick status to staff and public	Corporate Services	PEO PPA	By November 2007	Raised awareness of double tick status and what it means.
4.6	Implement the Council's Employment diversity strategy	Corporate Services	PEO ED PPA TS/FT	2007-2009	Diversity strategy implemented increasing employment and promotion opportunity for across equality strands.
4.7	Implement the Council's flexible working pilots	Corporate Services	PEO ED PPA TS/FT	2007-2009	Flexible working pilots operational across all departments.

Annex 2: Disability Equality Scheme Action Plan 2006-2009

Ref	Task	Lead Responsibility	General Duty Linkage	Timescale	Outcome Indicator
4.8	Working with partners agree and implement an employability framework for Renfrewshire.	Chief Executive's Department	PEO PPA EP TS/FT	2007-2009	Employability Framework in place - increased number of disabled people accessing employment - including with the Council.
4.9	Review support given to staff who become disabled in the employment of the Council	Corporate Services	PEO TS/FT	Feb 2008	Support services meet the needs of disabled staff.
4.10	Ensure appropriate adjustments are in place to enable disabled staff to perform their jobs.	All Departments	PEO ED TS/PT	January 2007 onwards	Disabled staff have the appropriate adaptations they require to carry out their jobs.
4.11	Maintain up to date and accurate disability data of the Resourcelink personnel and payroll system	Corporate Services	PEO ED	January 2007 onwards	Accurate data available on number of disabled staff in Council.
4.12	Review Council job advertising process	Corporate Services	PEO PPA ED	By August 2007	Council's advertising maximises potential of disabled people to apply

Annex 2: Disability Equality Scheme Action Plan 2006-2009

5 Improve Disabled People's satisfaction with Services

Ref	Task	Lead Responsibility	General Duty Linkage	Timescale	Outcome Indicator
5.1	Undertake a Public Service Panel to determine levels of satisfaction with key services	Chief Executive's Department	PEO ED EP	By Summer 2007	Gaps in satisfaction levels between disabled and non disabled people identified.
5.2	Undertake engagement with disabled people on the findings of the Public Services Panel	Chief Executive's Department	PEO ED EP	By October 2007	Develop richer information services on satisfaction gaps.
5.3	Undertake the programme of equality impact assessments of Council policies and services	All Departments	PEO TS/FT ED EH PPA ED	High priority - December 07 Medium priority - December 08 Low priority - December 09	Services and policies impact assessed and necessary amendments made.
5.4	Review and update the Customer Matters Toolkit and	Corporate Services Department	PEO ED PPA	March 2007	Customers Matter Toolkit reviewed to take full account of Disability equality.
5.5	Undertake staff training on disability equality	Corporate Services	PPE ED PEO	2007-2009	Staff have an improved understanding of disabled service users needs
5.6	Implement Citizens Account Pilot	Corporate Services/Finance and IT	PEO ED	April 2007	Improved information on customer need/service users.

Annex 2: Disability Equality Scheme Action Plan 2006-2009

Ref	Task	Lead Responsibility	General Duty Linkage	Timescale	Outcome Indicator
5.7	Implement the redesigned customer complaints procedure with equalities monitoring section.	Chief Executive's Department	PEO ED	April 2007	Improved information on services by equality strand.
5.8	Undertake staff briefing on the new complaints procedure.	Chief Executive's Department	PEO PPA	April 2007	Staff trained on new procedures to insure full implementation
5.9	Undertake quarterly monitoring of customer complaints by equality strand	Chief Executive's Department	PEO ED	From Spring 2007 - December 2009	Complaints monitoring undertaken to ensure disability equality.
5.10	User monitoring to identify trends or concentrations of complaints	Chief Executive's Department	PEO ED	Ongoing quarterly monitor from Spring 2007	Monitoring undertaken to address services problems
5.11	Conduct a staff suggestion scheme on improving services and facilities for disabled people.	Chief Executive's Department	PEO ED TS/FT PPA	By December 2008	Innovative service develop approaches identified by Council staff, and implemented as appropriate
5.12	Undertake feedback exercise with disabled community on finding of complaints monitoring	Chief Executive's Department	PEO EP ED PPA	Autumn 2007 onwards	Increased involvement of disabled people in service improvement.

Annex 2: Disability Equality Scheme Action Plan 2006-2009

6 Reduce the incidence of harassment on the grounds of disability for our staff and service users

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
6.1	Statistical baseline established for the level of harassment of disabled people in Renfrewshire	Chief Executive's Department	PEO EH	Summer 2007	statistical baseline established
6.2	Review Council's harassment and intimidation/violence at work policy.	Corporate Services	PEO EH ED	By Autumn 2007	Council policy in line with the Disability Equality Duty
6.3	Ensure Council's Antisocial Behaviour Strategy identifies issues of harassment of disabled people	Housing and Property (Chief Executive's)	PEO EH ED	Summer 2007	Antisocial Behaviour Strategy in line with the Disability Equality Duty
6.4	Provide staff with training on harassment issues/disabled people	Corporate Services	PEO EH PPA	Autumn 2007 onward	Staff have increased awareness of and skills to deal with this issue.
6.5	Ensure school bullying policies incorporate bullying of disabled pupils	Education and Leisure Services	PEO EH ED	Start of school year 2007/08	Anti-bullying policies are in line with the Disability Equality Duty
6.6	Establish a monitoring system through ASIST team to identify disability as part of the ASB monitoring process.	Housing and Property Services	PEO EH ED	November 2007	Monitoring system in place
6.7	Monitor incidents of harassment on a six monthly basis	All Departments	PEO ED EH	April 2008 onwards.	Monitoring system operational, and monitoring system acted on

Annex 2: Disability Equality Scheme Action Plan 2006-2009

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
6.8	Report incidents of harassment of disabled people on an annual basis.	Chief Executive's Department	PEO ED EH	December 2007	Incidents of harassment reported to relevant Policy Board
6.9	Engage with disabled community on best ways of tackling harassment on disabled people.	Chief Executive's Department	PEO ED EH EP PPA	Summer 2008 onwards	Reduce the level of harassment of disabled people

Annex 2: Disability Equality Scheme Action Plan 2006-2009

7. Increase the Number of Disabled People participating in public life

Ref.	Task	Lead Responsibility	General Duty linkage	Timescale	Outcome/ Indicator
7.1	Conduct a baseline survey of disabled people's involvement in public life	Chief Executive's Department	EP ED EP	By February 2008	Level of disabled people's involvement in public life in Renfrewshire established
7.2	Through the implementation of the voluntary Sector Compact, work with RCVS to encourage more disabled people to become involved in volunteering	Chief Executive's Department	EP ED EP PPA	January 2007 - December 2009	Increased number of disabled people involved in the voluntary sector
7.3	Continue to develop the Disability Network supported by RCVS to involve disabled people with the public sector	Social Work Education and Leisure Services Planning and Transport	EP ED EP PPA	January 2007-December 2009	Increased membership of the Disability Network
7.4	Engage with disabled people about becoming more involved in public life	Chief Executive's Department Corporate Services	PPA EP	Autumn 2007	Engagement process undertaken
7.5	Develop and undertake a promotional campaign to promote the potential for disabled people to become more involved in public life	Chief Executive's Department	EP ED PPA PEO	February 2008	Promotional campaign agreed, based on the engagement process with disabled people

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Chief Executive's

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Community Plan	1 2 3 4 5 6	Yes	No	1 High
Antisocial Behaviour Strategy	2 3	Yes	Some	2 Medium
Community Safety Strategy	2 3	Yes	Some	2 Medium
Regeneration Outcome Agreement	1 4 5 6	Yes	Some	1 High
Employability Framework	1 6	Yes	Yes	1 High
Community Portal	1 4 6	Yes	Yes	2 Medium
External funding strategy	1 6	Yes	No	2 Medium
Best Value Service Review Programme	1 2	Yes	No	3 Low
Communications Strategy	1 4 5	Yes	No	2 Medium
Media and Communications Services	1 4 5	Yes	No	3 Low
Service Planning Guidance	1 2 6	No	No	3 Low
Corporate Statement	1 2 3	No	No	3 Low

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Corporate Services

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Recruitment and Selection policy	1 2 3 4 6	Yes	No	1 High
Grievance and Discipline Policy	1 2 3 4	Yes	No	2 Medium
Employment Diversity Strategy	1 2 3 4 5 6	Yes	No	1 High
Flexible working policy	1 2 3 4 5 6	Yes	No	1 High
Training and Development	1 2 3 4 5 6	Yes	No	2 Medium
Management Development Programme	1 2 3 4 5 6	Yes	No	2 Medium
Violence and Aggression at Work policy	1 2 3 4 6	Yes	No	2 Medium
Special Leave Policy	1 2 3 4 5 6	Yes	No	2 Medium
Flexible Leave Policy	1 2 3 4 5 6	Yes	No	2 Medium
Absence Policy	1 2 3 4 6	Yes	No	1 High
Harassment, Discrimination and Victimisation policy	1 2 3 4 6	Yes	No	1 High

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Pensions	1 2 4 6	Yes	No	2 Medium
"Whistleblowing" policy	1 2 3 4	Yes	No	2 Medium
Community Council scheme	12 3 4 5 6	Yes	No	1 High
Senior Citizen's Scheme	1 4 5 6	Yes	No	3 Low
Customer Contact Centre	12 3 4 5 6	Yes	No	1 High
Customer Services Strategy	1 2 3 4 5 6	Yes	No	1 High
Registration Services	1 2	Yes	No	3 Low
Council Grant Services	1 6	Yes	No	2 Medium
Administrative Services	1	No	No	3 Low
Job Evaluation and Single Status	1 2 3 4 5 6	Yes	Yes	1 High
Licensing and the District Court	1 3	Yes	No	2 Medium

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Legal Services	1 2 3	Yes	No	3 Low
Property Enquiry service	6	Yes	No	3 Low

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Finance and IT

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Council Tax service	1 6	Yes	Some	2 Medium
Housing Benefit Service	1 6	Yes	Some	2 Medium
Non-Domestic Rates Service	1	Yes	No	3 Low
IT Services	1 6	Yes	No	3 Low
Procurement services	1 2 4 6	Yes	No	1 High

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Environmental Services

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality? Yes/ Know/ Don't Know	Relevance to Disability Equality 1. High 2. Medium 3. Low
Refuse Collection	1 2 6	Yes	No	1 High
Special Uplift Service	1 2 6	Yes	Yes	1 High
Pull Out Service	1 2 6	Yes	Yes	1 High
Garden Assistance Scheme	1 2 6	Yes	Don't know	2 Medium
School Catering	1 2 6	Yes	No	2 Medium
Social Work Catering	6	Yes	No	1 High
Janitorial Services	6	Yes	No	3 Low
Food Safety Service	1 6	Yes	No	3 Low
Health and Safety Services	1 6	Yes	Don't Know	3 Low
Trading Standards; Consumer Advice	1 6	Yes	No	3 Low
Trading Standards; Enforcement Services	1 2 3 6	Yes	No	3 Low

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality? Yes/ Know/ Don't Know	Relevance to Disability Equality 1. High 2. Medium 3. Low
Health Promotion	1	Yes	No	3 Low
Public Health and Housing	1 2 6	Yes	No	3 Low
Neighbourhood Noise	1 3	Yes	No	3 Low
Cemeteries	1	Yes	No	2 Medium
Parks	1 5 6	Yes	No	2 Medium
Play Areas	1 5 6	Yes	No	2 Medium
Recreation Facilities	1 5 6	Yes	No	2 Medium
Playing Fields	1 5 6	Yes	No	2 Medium

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Education and Leisure Services

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Primary Schools	1 2 3 4 5 6	Yes	Yes	1 High
Secondary Schools	1 2 3 4 5 6	Yes	Yes	1 High
Special Schools	1 2 3 4 5 6	Yes	Yes	1 High
Lifelong Learning: Community Facilities	1 2 5	Yes	Yes	2 Medium
Lifelong Learning: Community Education and Youth Services	1 2 4 5	Yes	No	2 Medium
Lifelong Learning: Community Capacity	1 2 4 5	Yes	Yes	1 High
Placing Requests for Primary and Secondary Schools	1 2 4	Yes	No	2 Medium
School Boards	1 2 3 4 5 6	Yes	No	2 Medium
Learning Clusters	1 2 3 4 5 6	Yes	No	2 Medium
Learning Neighbourhoods	1 2 3 4 5 6	Yes	No	2 Medium

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Leisure and Cultural Services	1 2 4 6	Yes	No	2 Medium
Museum Services	1 2 4 6	Yes	Yes	1 High
School Transport	1 2 6	Yes	Yes	1 High
Childcare Provision- pre 5	1 2 3 4 6	Yes	No	2 Medium
Town and Community Halls	1 2 5 6	Yes	No	2 Medium
Education Welfare Benefits	1 2 6	Yes	No	2 Medium
Community Learning and Development Strategy	1 2 4 5	Yes	No	2 Medium
Youthlink	1 2 3 4 5 6	Yes	No	2 Medium
Inclusion Strategy	1 2 3 4 5 6	Yes	Yes	1 High
Additional Support for Learning Strategy	1 2 3 4 5 6	Yes	Yes	1 High
Psychological Services	1 2 4 5 6	Yes	No	1 High
Healthy Lifestyles	1 2 4 5 6	Yes	No	2 Medium
School Estates Strategy	1 2 5 6	Yes	Yes	1 High
Out of School Learning	1 2 4 5 6	Yes	No	2 Medium

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Housing and Property Services

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Allocations Policy	1 2 6	Yes	Yes	2 Medium
Voids	6	No	No	3 Low
Local Housing Strategy	1 2 3 4 5 6	Yes	Yes	1 High
Aids and Adaptations	6	Yes	Yes	1 High
ASIST and Mediation	3 6	No	No	3 Low
Neighbourhood Wardens	2 3 4	Yes	No	2 Medium
Estate Management	2 3 4	Yes	No	3 Low
Urban Renewal and Regeneration	6	Yes	Yes	1 High
Homelessness Unit	3 6	Yes	Yes	2 Medium
Tenant Participation	1 4 6	Yes	No	2 Medium
Property Information and Plans	6	No	No	3 Low

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Building Services	6	Yes	No	3 Low
Sheltered Accommodation	6	Yes	Yes	2 Medium
Management of Council owned and leased premises	6	Yes	Yes	2 Medium
Arrears	6	No	No	3 Low
Repairs and Maintenance	6	No	No	3 Low
Common Housing Register	6	Yes	Yes	2 Medium

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Planning and Transport

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Local Transport Strategy	1 2 4 5 6	Yes	Yes	1 High
Access Strategy	1 2 4 5 6	Yes	No	2 Medium
Area Development Frameworks	1 3 4 5	No	No	2 Medium
Development Control	6	Yes	No	2 Medium
Building Control	6	Yes	Yes	2 Medium
Architect Services	1	No	No	3 Low
Planning Services	5	No	No	3 Low
Roads and Footway maintenance	1 2 4 5 6	Yes	Yes	1 High
Street Lighting	1 2 4 5 6	Yes	No	2 Medium
Car Parking	1 2 4 6	Yes	Yes	2 Medium
Town Centre Maintenance and Management	1 2 4 5 6	Yes	Yes	1 High

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Asset Management Policy	1 5 6	Yes	No	2 Medium
Design and Maintenance of road structures	1 2 6	Yes	Yes	1 High
Street Tree Maintenance	1 2 4 5 6	Yes	No	1 High
Advertising Signs	1 2 4 5 6	Yes	Yes	1 High
Occupation of roads (Skips, pavement cafes etc.)	1 2 4 5 6	Yes	Yes	1 High
Traffic Lights/ Street Furniture	1 2 4 5 6	Yes	Yes	1 High
Economic Development	1	Don't know	No	3 Low
Employability Projects	1 4 5 6	Yes	No	1 High

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Department: Social Work

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Joint Futures Strategy	1 2 4 5 6	Yes	No	1 High
Joint Health Improvement Plan	1 6	Yes	No	2 Medium
Integrated Children's Service Plan	1 2 4 6	Yes	No	1 High
Services for Adults with Learning Difficulties	1 2 3 4 5 6	Yes	No	1 High
Services For Adults with mental Health problems	1 2 3 4 5 6	Yes	No	1 High
Home Care Services	1 4 5 6	Yes	No	1 High
Day Care Services	1 2 4 5 6	Yes	No	1 High
Income Maximisation Service	1 2 5 6	Yes	No	2 Medium
Commissioning and Contracting Services	1 2 3 4 5 6	Yes	No	1 High

Annex 3. Review of relevance of services and policy for the Disability Equality Duty

Service or Policy	Relevance to the General Duty 1. Promote equality of opportunity 2. Eliminate discrimination 3. Eliminate harassment 4. Promote positive attitudes 5. Encourage participation in public life 6. Meet Disabled People's Needs/ Favourable treatment	Evidence that the Function/ Policy could have an impact on disabled people Yes/ Know/ Don't Know	Is there evidence of public concern about the function/ policy in relation to disability equality	Relevance to Disability Equality 1. High 2. Medium 3. Low
Childcare services	1 3 4 6	Yes	No	1 High
Criminal Justice Services	1 4	No	No	2 Medium
Looked after children services	1 2 4 6	Yes	No	1 High
Disability Resource Centre	1 2 4 5 6	Yes	No	1 High
Visually impaired unit	1 2 4 5 6	Yes	No	1 High
Hearing Impaired Unit	1 2 4 5 6	Yes	No	1 High