

**TAMESIDE MBC**  
***Disability Equality Scheme 2009-12***



**Corporate Performance**  
**Tameside MBC Council Offices**  
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**December 2009**

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## **1. WHAT IS THE DISABILITY EQUALITY SCHEME?**

### **1.1 An Overview of the Disability Equality Scheme**

- 1.1.1 All councils are required to produce a Disability Equality Scheme under the Disability Discrimination Act (DDA) 2005. The Scheme should take the form of a Strategy and Action Plan that sets out how the authority will respond to its obligations under the Act and which summarises the authority's approach towards disability equality.
- 1.1.2 Under the Requirements of the Disability Discrimination Act Local Authorities such as Tameside are required to fully review their Disability Equality Scheme at least once every three years. This review should assess progress since the introduction of the scheme and, with the involvement of Disabled people, lead to the production of a reviewed Disability Equality Scheme.
- 1.1.3 This document is the reviewed Disability Equality Scheme for Tameside Council covering the period 2009-12.
- 1.1.4 The intent of the reviewed Disability Equality Scheme is to set out Tameside Metropolitan Borough Council's approach to planning and delivering disability equality, and to evaluating progress towards disability equality.

### **1.2 Contents of the Disability Equality Scheme**

- 1.2.1 The reviewed scheme contains the following elements:
- A summary of progress towards disability equality in Tameside over the period 2006-09
  - Details of how local disabled people have been involved with its development.
  - Details of how the Council intends to measure the impact of the Council's policies and practices on equality for disabled people.
  - The steps that the Council intends to take to meet the obligations under the DDA 1995 and 2005.
  - Details of the arrangements made for collecting data on the effect of the Council's policies and practices on disabled persons with particular reference to:
    - Their effect on the recruitment, development and retention of disabled employees
    - Their effect on the educational opportunities available to, and achievements of, disabled pupils and students
    - The extent to which services provided take account of the needs of disabled people
  - The arrangements for:
    - A review on a regular basis
    - Preparation of subsequent Disability Equality Schemes
- 1.2.2 The core of the Scheme is the Disability Equality Scheme Action Plan, which sets out the Council's priority actions relating to disability equality. The Action Plan sets out how we intend to:
- Identify the barriers faced by disabled people
  - Take steps to remove barriers faced by disabled people
  - Tell people what our responsibilities are, both as an employer and as a provider of services
  - Provide information about our arrangements for involvement of disabled people, service assessments and training
  - Work in partnership with other organisations to promote disability equality in the wider community

- Meet our legal requirements under the DDA 2005.
- Measure progress towards improved outcomes for disabled people across the borough

## **2. A BRIEF OVERVIEW OF DISABILITY EQUALITY LEGISLATION**

### **2.1 Outline of Legislation**

- 2.1.1 The content of the Disability Equality Scheme is governed by the DDA 2005, which imposes a number of statutory duties on public authorities such as Tameside Council.
- 2.1.2 The DDA 2005 extends the 1995 Act to include an active duty to promote disability equality. Under the duty public authorities are required to have **due regard** to the need to:
- Promote equality of opportunity between disabled people and others
  - Eliminate unlawful discrimination
  - Eliminate harassment of disabled people that is related to their disability
  - Promote positive attitudes towards disabled people, even where that involves treating disabled people more favourably than others.
- 2.1.3 The legislation also covers 'hidden' disabilities such as HIV, Multiple Sclerosis and Cancer from the point of diagnosis. This means that individuals with these conditions are protected against discrimination before symptoms become apparent, as well as after.
- 2.1.4 'Due regard' means that the Council must make changes to its policies and services according to how relevant that policy or service is to disabled people: it is more important that issues are addressed for a service or policy that has a significant impact on disabled people. To meet its duties under the DDA 2005 the Council must consider in detail any adjustments that need to be made to policies and services, even if that means treating disabled people more favourably than others.
- 2.1.5 In order to help meet the General Disability Equality Duty outlined above, councils and other public authorities also have a Specific Duty produce a Disability Equality Scheme with the involvement of local disabled people.

## **3. PROGRESS TO DATE IN TAMESIDE**

### **3.1 Where are we now?**

- 3.1.1 Tameside Council has been working for many years to provide a better service for people who are disabled. The introduction of the authority's Disability Equality Scheme in December 2006 has led to an increased focus on achieving equal outcomes for people who are disabled in the borough.
- 3.1.2 Disability Equality has been successfully embedded into the culture of the authority leading to measureable improvement in outcomes for disabled people. In particular the following actions have been taken which highlight work that has been undertaken to help achieve disability equality:
- In Tameside Council's 2008 Corporate Assessment the Audit Commission said; 'Equality and diversity is at the heart of service planning and delivery'
  - Over the lifetime of the scheme 115 Equality Impact Assessments have been carried out on a wide range of policies, strategies and functions. As a result of these impact assessments a range of actions have taken place to help ensure that all services understand the impact of the actions they carry out on disabled people.
  - Tameside Council has moved to the 'Equality Framework for Local Government' an equality based performance management tool which measures the authorities progress towards specific outcomes for equality and diversity. The use of this framework will help ensure that the authority manages equality, including disability equality, effectively and provide a benchmark for performance against specific outcomes which relate to disability equality.

- Wherever feasible the authority has ensured surveys and other research, consultation and engagement exercises include the question 'Do you consider yourself to be disabled?' as a standard equality monitoring question. This has helped ensure that the authority, wherever possible, has developed robust sets of data that enables the Council to show where there are differences between the experience of disabled and non-disabled people in the borough.
- In 2008/09 the Older Peoples' Service reorganised into four geographically focused locality teams responsible for assessment, care management and review of older people receiving services. The locality areas are coterminous with NHS Tameside and Glossop health provider function which offers us an opportunity for integrated, creative working at the locality level. Staff within the teams, are able to focus on resources and activities that are available within the communities they are working, which will offer service users a much wider and imaginative choice in order to meet identified outcomes and self directed packages of support.
- In order that people remain healthy and safe and have satisfying fulfilling lives, any support must be personalised to the individual. Practitioners across all Adult services using person centred planning tools to capture what effective personalised support looks like for each person to maintain and improve their health & wellbeing. These tools are being used at a person's first point of contact with Adult Services, when being discharged from hospital and at review stage, capturing what's "important to" and "important for" the individual in terms of personal aspirations, needs and effective support arrangements. All individuals are given the opportunity following assessment or at review to choose to manage their support via a form of individual budget that suits them and their carers/family best.
- We are supporting disabled people into employment, including those with mental health needs, physical disabilities and learning disabilities. We are currently working to develop ways to increase the recruitment and retention rate of disabled people. Tameside Employment Partnership ensures that the needs of disabled people are taken into account in the recruitment offer of employers moving into the Borough.
- Sports Services delivered over 2100 hours provision for young people with disabilities in 2008-09. Provision has also been developed for adults with disabilities and adults with mental health issues.
- Through the Aiming High for Disabled Children consultations children and young people have identified the need for more access to sport and leisure and new services are being commissioned in line with their views.
- Tameside has been re-accredited by the Employment Service with the 'Two Ticks Positive About Employing Disabled People' symbol, recognising the support provided for disabled employees.
- £7m has been invested in the refurbishment of Copley, Hyde Leisure Pool and Ashton Pool to make them DDA compliant.
- A work experience placement scheme for people with learning disabilities and mental health needs has been established within Tameside MBC and has achieved 7 successful placements to date.
- Tameside Sports Trust is working closely with disabled people and physiotherapists to help improve access to sport centres and their Active Guide now includes details of which facilities within each are accessible to disabled people.
- Housing Services increased the budget for the Anchor Staying Put scheme and the Equity release scheme by almost 20%. Adult Services continued to develop the First Call Handyman Service, which offers help with small scale housing tasks and repairs to people over 60.
- The Green Footprint project, which developed from consultation with disabled people consists of an allotment that enables service users to learn skills such as gardening, promoting healthy living and eating.

### **3.2 Challenges for 2009-12**

- 3.2.1 Despite the progress that has been made over the course of the last three years Tameside Council recognises that areas of inequality still exist for people who are disabled in Tameside. A self-assessment of progress to date has highlighted several areas for further focus over the life time of the reviewed Disability Equality Scheme.
- 3.2.2 A key focus of the new scheme will be on reducing the gap between disabled and non-disabled people in Tameside. Whilst the available information shows there have been improvements in the delivery of services, in employment and in overall satisfaction there remain differences between the experience of disabled and non-disabled people in Tameside's revised Disability Equality Scheme focuses on reducing these differences to help ensure that all of Tameside's residents have a fair chance when living and working in the borough.
- 3.2.3 Some further areas of focus within this revised scheme are highlighted below. Full details of how these issues are to be addressed can be found in the Disability Equality Scheme Action Plan at Appendix A. This document also includes the services responsible for actions, and the deadline by when we intend to have achieved our objectives.
- 3.2.4 Challenges that the Disability Equality Scheme seeks to address include:
- Closing gaps between the experience of disabled and non-disabled people in day to day life, in particular in:
    - Increasing Satisfaction with the delivery of Council Services
    - Increasing feelings of safety in the local area
    - Increasing bullying or harassment when working for the authority
  - Increasing the accessibility of sports and physical activity in the borough
  - Providing equitable standards of customer services for disabled people
  - Enabling participation by disabled people in a variety of forums including:
    - The design / re-design of services for disabled people
    - The development of public buildings by the authority
    - Events held by the authority
    - Consultation and engagement activity held by the authority
  - Ensuring all staff understand, and are able to accommodate the needs of disabled people as far as is reasonable and appropriate
  - Continuing to use Equality Impact Assessments to ensure that the impact of services, policies and strategies on disabled people is taken into account

## **4. BACKGROUND TO TAMESIDE'S DISABILITY EQUALITY SCHEME**

### **4.1 How did we arrive at our priorities?**

- 4.1.1 To ensure that the Disability Equality Scheme meets the needs of disabled people in the most reasonable and appropriate manner, and that Tameside Council is fulfilling its obligations under the DDA 2005, priorities within the Scheme were developed using the widest possible range of information and consultation data. A list of the key information used is included below. Please note that this list is not exhaustive:
- The consultation and involvement of disabled people via the Tameside Disability Network and its annual Listen Here conference

- The assessment of work undertaken between 2006-09 to meet the actions identified in Tameside's Disability Equality Scheme 2006-09
- Consultation and involvement work undertaken as a part of the production of Tameside's 2008-11 Corporate Equality Scheme (including the involvement of disabled people)
- Re-examination of the requirements of existing legislation (e.g. DDA 2005) and the requirements of proposed future legislation under the Equality Bill.
- Examination of Equality Impact Assessments carried out by Tameside Council between 2006 and 2009 with relevance to disability equality
- Examination of the business processes that have been used to take forward Disability Equality within the authority, including business and resource planning

#### **4.2 The involvement of disabled people**

- 4.2.1 Consultation and engagement with disabled people has always been a successful part of ensuring that the needs of disabled people are addressed by the Council in carrying out its activities. The Specific Duty to create a Disability Equality Scheme goes a step further, and requires the **involvement** of disabled people. This means that disabled people must be actively involved in determining actions and assessing which need to be most urgently addressed. In addition to the activities outlined below Tameside Council's primary method of involving disabled people is through its 'Listen Here' Disability Network conference.
- 4.2.2 The following activities have taken place that contribute to this process. Please note that this list is not exhaustive:
- Review of relevant data arising from widespread consultation and engagement with disabled people in Tameside carried out over 2006-09, including:
    - Tameside Residents' Opinion Survey (2006 and 2008)
    - Tameside Employee Survey (2006 and 2008)
    - The Really Important Questions Conference Report (2007 and 2008)
    - The 'Listen Here' Disability Conference and Report (2007, 2008 and 2009)
    - Tameside's Citizens Panel Reports
    - The Big Chat Conference Report (2007 and 2008)
    - Involvement of 'Listen Here' Disability Network attendees in identifying priorities to be included in the revised Scheme
    - Consultation with Trade Union representatives

## **5. DATA COLLECTION AND USE**

### **5.1 Outline of systems for the collection of data**

- 5.1.1 The Council has arrangements in place for collecting data that provides evidence of how well it is meeting its obligations in relation to disability equality. Regular monitoring, assessment and review of this evidence enables the Council to identify any barriers that disabled customers or employees may face and to take appropriate action to ensure that services are delivered in an equitable way. This includes the following. Please note that this list is not exhaustive:
- The monitoring of employment data by service area (e.g. success of job applicants, progression, uptake of training, terminations of contract).
  - The production and publication of annual Workforce Equality report showing employment data for the authority as a whole

- Use of a standard monitoring form for customers and employees with consistent wording to record demographic data
- A range of mechanisms to consult disabled people and involve them in the design and delivery of services. This includes service-level consultation such as user forums and large council-wide projects such as the three-yearly Residents' Opinion Survey and two-yearly Employee Survey.
- The results of all consultation are analysed by disability, to help identify any 'equality gaps' between disabled and non-disabled people.
- Feedback from consultation findings is disseminated and incorporated into the Business Plan actions of services.
- A Disability Network has been established to link together a range of existing user groups and forums across Tameside, including those of our partner organisations within the Tameside Strategic Partnership. The network has now held three annual conferences aimed at involving disabled people in accessing and informing the development of services
- As part of the annual Business Planning process, the actions undertaken by services are assessed for their impact on equality groups including impact on Disabled people. Individual actions within annual online Business Plans are also assessed for impact on equality groups. Where impact is identified services must ensure that they take action to ensure that the impact does not result in inequality for people who are disabled.
- Services carry out regular Equality Impact Assessments to identify with robust data how Council functions impact upon minority groups, including disabled people. The results of these Assessments are published on the Council website. These assessments have taken place since 2004
- Where possible information from National Performance Indicators is disaggregated by equality group and used to measure progress

## **6. THE PERFORMANCE MANAGEMENT OF DISABILITY EQUALITY**

### **6.1 The Equality Framework for Local Government**

- 6.1.1 Between 2002 and 2009 Tameside Council Worked towards the Equality Standard for Local Government. The purpose of the standard was to mainstream Equality and Diversity into the day-to-day work of public authorities. In 2009 the Standard was reviewed and a replacement model for the performance management of equality and diversity was put into place called the Equality Framework for Local Government.
- 6.1.2 The new Equality Framework for Local Government is an outcomes based framework which lists the outcomes which should be achieved to reach a given level of the Framework. The Framework consists of three separate levels:
- Developing
  - Achieving
  - Excellent
- 6.1.3 Due to Tameside's previous achievement of level four of the Equality Standard for Local government the authority is able to claim the Achieving level of the Framework and has the aim of achieving the Excellent level by the end of March 2011.
- 6.1.4 The outcomes within the Framework are focused on achieving equality for all equality groups including disability equality. In order to monitor achievement the authority is producing plans for each service which state how the specific outcomes within the Framework will be achieved over the next two years. Together with previous work towards the Equality Standard for Local Government and statutory Equality Schemes this

information will form the basis for the performance management of equality, including disability equality, across Tameside Council.

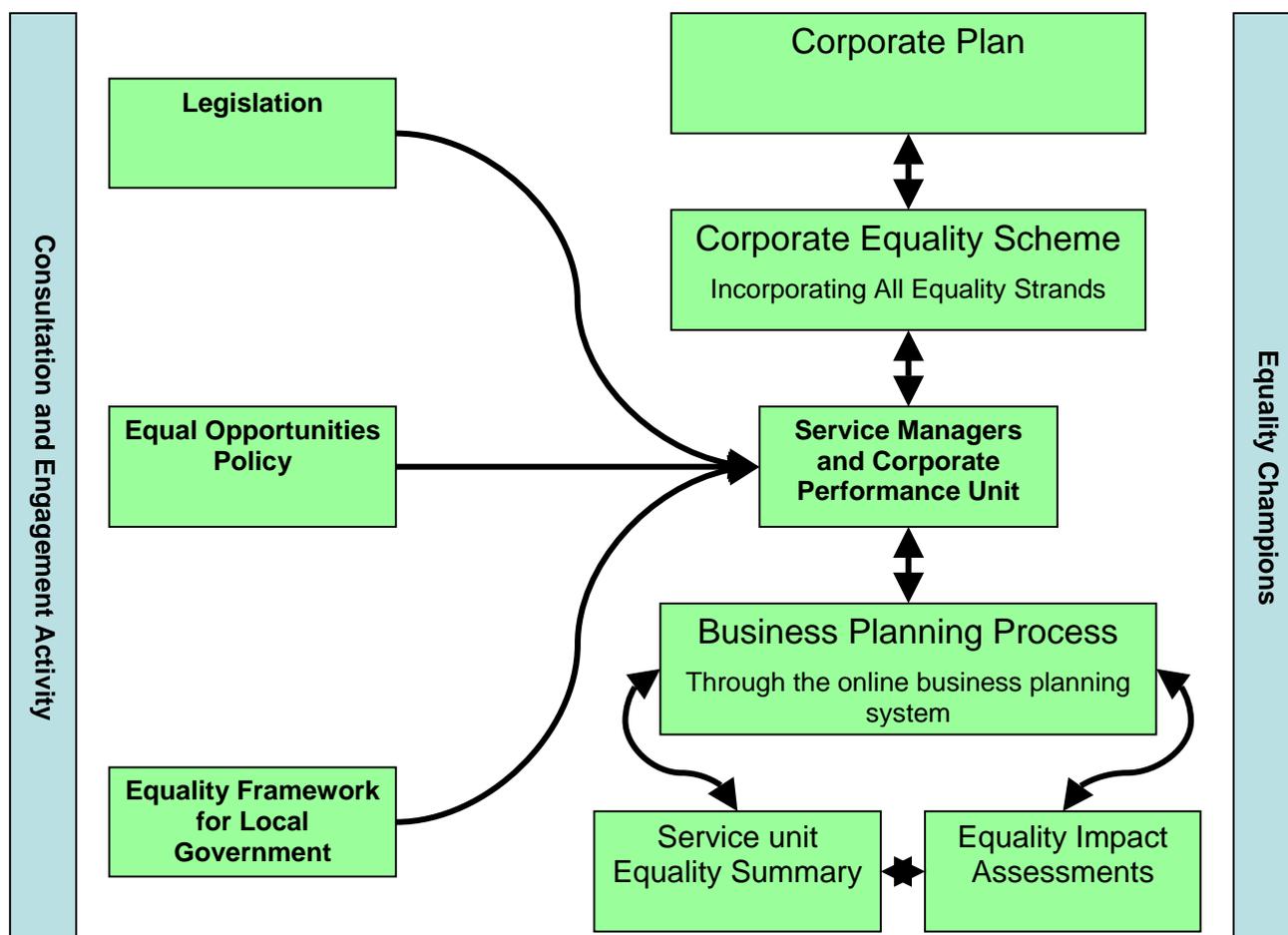
## **6.2 Reducing Inequality through Tameside Strategic Partnership**

- 6.2.1 Tameside Strategic Partnership (TSP) is made up of both public, private and voluntary organisations from across Tameside. These organisations work together to with the aim of reducing a wide range of inequalities across the borough of Tameside.
- 6.2.2 The TSP work to reduce inequality through the Sustainable Community Strategy (SCS) specifically under the Supportive and Healthy Tameside themes but work is also captured in wider aims such as Prosperous Tameside.
- 6.2.3 The SCS includes key areas of focus to ‘Provide more services to support our carers’, ‘Create more opportunities for younger disabled people to live independently’, ‘Expand individual budgets and direct payments to let people using social care shape and commission their own services’, ‘Support people with disabilities into employment’. These areas of focus are direct examples of actions contained within the key overarching strategy for the TSP; however the sub strategies of the TSP contain further work and detail on how the partnership plans to reduce disability inequality.
- 6.2.4 Equality Impact Assessments are undertaken on the key strategies of the TSP to ensure that access to services are fully understood and any issues taken forward and monitored by relevant officers.
- 6.2.5 The Disability Network and Tameside Voice ensure that disability equality issues are fully represented within the partnerships work and contribute to the development of plans and activity. Understanding our communities is a central theme of the TSP. Specific events have been arranged to ensure hard to reach stakeholders have been given the opportunity to contribute to the work of the TSP. Consultation events such as Listen Hear (Disability conference) and Really Important Questions (Older People conference) ensure the involvement of all sections of the community are included within all work projects and programmes.

## **6.3 Corporate Performance Management of Equality and Diversity**

- 6.3.1 With the Equality Framework at the core, processes have been put in place to ensure that equality and diversity are integral to Tameside’s performance management processes. In 2008 Tameside Council developed a single Corporate Equality Scheme aimed at taking forward Equality across the organisation. This document contained statutory plans required in order to meet the specific duties for public authorities under the Disability Discrimination Act, the Equality Act and the Race Relations (Amendment) Act. Including Tameside Council’s:
- Corporate Equality Plan
  - Race Equality Scheme
  - Disability Equality Scheme
  - Gender Equality Scheme
- 6.3.2 In addition to the production of the Corporate Equality Scheme in consultation with a wide range of equality groups the following process and plans are used to ensure that Equality is performance managed effectively within the authority:
- Tameside Council’s Corporate Plan
  - The Equality Framework for Local Government
  - Tameside Council’s online Business Planning Process and Performance Management System

6.3.3 The diagram below shows how the different elements of performance management link in with work taking place to meet the equality and diversity agenda:



#### 6.4 Disability Equality and Corporate Planning

6.4.1 The Disability Equality Scheme and Action Plan is the key method of determining corporate priorities and objectives to meet the needs of Tameside's disabled citizens and employees. The reviewed Disability Equality Scheme will be incorporated into Tameside's Single Equality Scheme, a comprehensive plan detailing Tameside Council's approach to Equality and Diversity. The Single Corporate Equality Scheme is available for reference in Tameside's Libraries and via the Council's website at the following location: <http://www.tameside.gov.uk/equalitydiversity>.

6.4.2 Due to the requirement to review the Disability Equality Scheme at least once every three years a reviewed Disability Equality Scheme document has been produced. This document will be incorporated into the Single Corporate Equality Scheme at its next review in 2011.

6.4.3 As a part of the production of the Disability Equality Scheme actions have been added to the action plan within Appendix A which set out the key steps that the authority will take to achieve disability Equality. These actions will be integrated into the corporate planning process through a range of processes that are used corporately to manage the work of the authority. These processes are outlined in sections 6.5 – 8.1 below.

#### 6.5 Disability Equality and Business Planning

6.5.1 Tameside Council's online Performance Management System is the key method used for planning the delivery of services and activity by the authority. As such it is a key forum through which Disability Equality Scheme Actions are taken forward. Equality planning has been fully integrated into Tameside's online business planning process. Two main elements of the business planning process deal directly with equality issues:

- Judgements of impact for individual business planning actions

- The Equalities Summary

### **Judgements of Impact**

6.5.2 Each action within the business planning system has an equalities section where Service Unit Managers carrying out business planning are required to make a judgement of the impact of a particular action on different equality groups including an assessment of which groups are affected and the steps that need to be taken to address any adverse impact.

### **The Equalities Summary**

6.5.3 The Equalities Summary is designed to give a general assessment of each Service Unit within the Council and includes:

- General impact assessment of each policy, strategy and function within the Unit
- Breakdown of the workforce profile
- Explanation of workforce characteristics and actions taken to redress imbalances within the workforce (i.e. proportion of disabled employees)
- Record of any scheduled Equality Impact Assessments
- Record of any Equality Impact Assessments carried out over the last 12 months
- Record of any training needs identified and training scheduled to address equality and diversity

### **6.6 How does this help achieve disability equality?**

6.6.1 The business planning system outlined above helps to achieve disability equality by making disability equality goals a core part of the organisation's day-to-day activity.

6.6.2 Rather than treating disability equality as a separate, additional, role of the organisation we recognise that in order to meet the needs of **all** our citizens effectively, consideration needs to be given routinely to those most likely to face barriers both as employees and users of council-run services.

## **7. MONITORING THE ACHIEVEMENT OF DISABILITY EQUALITY**

### **7.1 Why Monitor Disability Equality?**

7.1.1 In order to ensure that the authority is achieving its disability equality objectives a variety of methods are used to monitor equality. The section below gives an outline of the key tools that will be used to measure and manage disability equality.

### **7.2 Day-to-day at a service level**

7.2.1 Regular discussion of progress against equality objectives / actions then takes place as part of senior managers' normal procedures for monitoring the business plan and briefing Members on progress. This will be done in different ways and at different intervals, depending on the system the senior manager has in place. Progress is fed through to the Equality Champions group which is responsible for ensuring that services are able to take disability equality forward effectively.

### **7.3 Monitoring through the Equality Champions group**

7.3.1 The Equality Champions group consists of representatives from each main service area. The purpose of this group is to contribute to the corporate co-ordination of equalities work. The Equality Champions play a vital role in communicating with and supporting managers, and so help to embed the equality planning process within the organisation. The Equality Champions also liaise with relevant managers to report progress on equality objectives to the group and collectively the group undertakes quarterly monitoring of key equality objectives and EIAs. This informs the reports that are taken to Executive Team.

#### **7.4 Monitoring through the Executive Team and Executive Support Team**

- 7.4.1 The Executive Team receives biannual reports regarding progress against the equality objectives and Equality Impact Assessments that have been set by service areas. This is supplemented by additional reporting if particular concerns arise in the meantime or when particular changes, such as the revision of the Disability Equality Scheme, take place which require the approval of the Executive Team.
- 7.4.2 The Executive Support Team receives quarterly reports on the progress of work to take forward equality and diversity. Additional reports are brought where particular concerns in the meantime or if there are particular projects relating to equality and diversity that require consultation with the group.

#### **7.5 Corporate Scrutiny of equality & diversity work**

- 7.5.1 The Council's Scrutiny Unit's annual report summarises equality and diversity issues where they have arisen from corporate Scrutiny work during the previous year. This is used to inform corporate work around equalities and may highlight issues for future Scrutiny Panels to investigate.

### **8. EQUALITY IMPACT ASSESSMENTS**

#### **8.1 The Equality Impact Assessment Process**

- 8.1.1 Service Units at Tameside are required to schedule a programme of Equality Impact Assessments in priority order for strategies, functions or policies that have a major impact on a variety of minority groups. According to the DDA 2005, all new **and existing** functions, strategies and policies should be assessed for their impact on disabled people.
- 8.1.2 Equality Impact Assessments at Tameside assess impact on all of the core equality groups including Disability, Race, Gender, Sexual Orientation, Religion and Belief and Age.
- 8.1.3 Equality Impact Assessments are used to investigate whether a particular policy, strategy or function has an impact on equality groups (e.g. disabled people). Assessments of impact including disability equality have taken place at Tameside Council since 2004.
- 8.1.4 Completed Equality Impact Assessments are published on the Council's public website at the following location: <http://www.tameside.gov.uk/eia>

### **9. ACCESS TO INFORMATION**

#### **9.1 Available accessible information**

- 9.1.1 A range of publicly accessible information is already available in relation to the Council's services, most notably via the Council's website. Tameside Council is committed to ensuring that all visitors can access our website, and as a result Tameside's website now conforms to at least Level AA of the W3C Web Content Accessibility 1.0 Guidelines. In addition the website is speech enabled, and users can download free 'Browsealoud' software to read out the text on the [www.tameside.gov.uk](http://www.tameside.gov.uk) web pages.
- 9.1.2 Tameside libraries also have additional equipment to help people with visual impairments to use computers. Tameside's public website contains information about the accessibility equipment available at specific libraries with. At a minimum all libraries are equipped with at least one computer with a trackball mouse, a mouse tray, a large keyboard and up to 9x magnification of the information on screen.
- 9.1.3 Additional activities to make information more accessible include:
- Information for Deaf and Hard of Hearing people is available in British Sign Language on the Council website
  - Tameside Council can be contacted by both telephone on 0161 342 8355 and Minicom on 0161 342 2283 for information and help accessing services
  - The Council Newspaper 'The Citizen' is available as a talking paper

- A range of large-print Council documents are available on request
- Guidance notes on the production of printed publications that are accessible to disabled people have been available since 2006 and have recently been updated as a part of an exercise aimed at improving the communications produced by the authority.

## **10. COMPLAINTS**

### **10.1 Recording and Dealing with Complaints**

10.1.1 All complaints to the Council are dealt with via the Corporate Complaints Procedures or the respective complaints procedures for Social Care and Education. Services are responsible for dealing with all types of complaints in relation to their service. In addition, demographic data for complainants is recorded and monitored each month, including disability status. Senior Managers within the authority receive a regular breakdown of complaints data which highlights areas where there is a disproportionate representative of a particular equality group. Where this is the case action is taken to ensure that the reasons for difference are assessed and that actions are taken to address any inequalities that are identified.

## APPENDIX A: DISABILITY EQUALITY SCHEME ACTION PLAN 2009-12

This action plan lists all the key activities that the Council has committed to undertake during the next three year period *that are pertinent to the General and Specific Duties referred to in the DDA 2005*. In addition to those listed in this action plan, there are many other service-based activities that support or contribute to the promotion of disability equality, which are identified and monitored each year in business plans.

Objective	Action	Measure	Timescale	Responsibility
<b>Access to Information and Services</b>				
1) Ensure that all Senior managers have an appropriate level of Equality Training	Commission and deliver a training programme for all senior managers.	Proportion of Senior Managers who have undertaken equality and diversity training.	March 2010	Corporate Performance
2) Continue to provide services for disabled people that: <ul style="list-style-type: none"> <li>Allow disabled people to exercise choice</li> <li>Promote equality generally</li> <li>Put disabled people at the centre of service delivery</li> </ul>	Key actions to achieve this objective are as follows: <ul style="list-style-type: none"> <li>Continue to carry out Equality Impact assessments that assess the impact of policies, strategies and functions on disability equality</li> <li>Carry out consultation and engagement activity including the Listen Here Conference and the Big Chat to inform the development of services</li> <li>Carry out training activity to help ensure that Council staff take the needs of disabled people in the borough into account.</li> </ul>	The success of this action will be measured through feedback from service users who are disabled, primarily given at Tameside's annual 'Listen Here' Disability Network conference.  Feedback on progress will be published in the 'Listen Here' conference report. Other key engagement forums such as the 'Big Chat' conference will be used to help assess progress and will be taken into account in the annual update of the Disability Equality Scheme.	To be reviewed September 2010	Adults Services Services for Children and Young People Community Legal Services
3) Continue to analyse evidence for, and respond to possible or	Steps to be taken over the lifetime of the Disability Equality Scheme to identify and remove barriers include:	The key measures for success against this action will be the 'equality gap' between overall	To be reviewed September	Service Unit Managers Arts, Events,

Objective	Action	Measure	Timescale	Responsibility
actual barriers to service delivery for disabled customers	<ul style="list-style-type: none"> <li>- Continuing to involve disabled people in building new facilities and improving existing ones</li> <li>- Continuing to involve disabled people in processes to configure new services or improve existing ones</li> <li>- Ensuring that Council events are accessible to disabled people and that information about events is communicated effectively to disabled residents</li> <li>- Ensuring that all Council publications continue to meet best practice guidance in relation to disability, and can be made available in alternative formats</li> <li>- Continuing to ensure that all Council publications reflect disability equality positively</li> </ul>	<p>satisfaction with council services for disabled people and non-disabled people based on data from the Residents Opinion Survey and the 'equality gap' between the proportion of complaints received using the Corporate Complaints System from disabled and non-disabled people where this information is statistically valid.</p> <p>Wider qualitative and quantitative data sources will be used as a part of the annual update of the Disability Equality Scheme to inform the assessment of progress.</p>	2010	and Tourism Communications Corporate Performance Equality Champions Group
4) Make the Corporate Equality Plan, including the Disability Equality Scheme, available in a range of formats.	<p>The Disability Equality Scheme is available on the Council's website and in hard copy in all Tameside libraries.</p> <p>Following the agreement of the Revised Disability Equality Scheme easy read, summary and audio versions will be made available. Further alternative formats will be made available on request.</p>	Success against this action will be measured through the availability of the Disability Equality Scheme in the formats and locations listed.	December 2009	Corporate Performance
5) Reduce Health Inequalities between disabled and non-disabled residents	<p>Actions that will be taken over the next three years will include:</p> <ul style="list-style-type: none"> <li>• Increase the levels of physical activity for disabled people through increasing the accessibility of Sports Services for disabled people.</li> <li>• Increase the take-up of health related</li> </ul>	<p>Progress against this action will be monitored through the use of National Indicator 8: proportion of people taking at least 3 x 30 minutes of physical activity a week.</p> <p>Further measures to be assessed</p>	August 2010 and December 2012 Monitored annually	Health Improvement Team Older Adults Services Younger Adults Services

Objective	Action	Measure	Timescale	Responsibility
	<p>services provided by the authority by disabled people.</p> <p>Further actions to be identified within Tameside's Health Inequalities Strategy which will be reviewed by the end of August 2010.</p>	<p>and agreed within the listed services and through the review of the Health Inequalities Strategy as a part of ongoing development work to address health inequalities.</p>		Sports Services
6) Increase feelings of safety for disabled residents	Examine of how existing work to increase feelings of safety across the borough can be adapted to ensure that the needs of disabled people are taken into account effectively.	The key measure of success against this will be the proportion of residents who consider themselves disabled who say that they feel safe in their local area. As measured once every three years through the Residents Opinion Survey and in relevant Citizens Panel Surveys.	June 2011 and ongoing	Community Safety Older Adults Services Younger Adults Services
7) Take action to identify and reduce the level of disability hate crime	<p>Where possible pre-emptive action will be taken to prevent hate crime and help increase reporting, steps to be taken include:</p> <p>Where hotspots of disability hate crime occur appropriate actions will be taken to address incidents. Information about actions taken each year will be recorded in the annual update of the Disability Equality Action Plan.</p>	This action will be measured using monitoring data from Greater Manchester Police relating to hate crime which is disaggregated by equality group and shared with partners through Tameside Hate Incident Panel.	Ongoing, measured quarterly through hate incident reporting figures from GMP	Community Safety Tameside Hate Incident Panel
8) Improve the availability and accessibility of information for disabled people	Continue to review documents produced for impact and accessibility on an ongoing basis and ensure that all documents follow Corporate branding guidelines.	Progress against this action will be reported annually in the update of the Disability Equality Scheme.	Ongoing, progress updated annually	Arts, Events Management and Tourism Older Adults Services

Objective	Action	Measure	Timescale	Responsibility
	<p>Services listed to work together to increase the availability of information. In particular focusing on effective communication of existing and new sources of information. Particular areas of focus will include:</p> <ul style="list-style-type: none"> <li>• Information about self-directed support and independent living</li> <li>• Information about transport and travel</li> <li>• Examination of areas where a single point of access can be used for the communication of information</li> </ul>			<p>Younger Adults Services Youth Services</p>
<p>9) Increase the accessibility of public places within Tameside.</p>	<p>Actions taken to increase accessibility that will be reported against annually as a part of the Disability Equality Scheme Annual Update.</p> <ul style="list-style-type: none"> <li>• Continuing to ensure that Council owned premises are accessible to people with a range of disabilities.</li> <li>• Continue using enforcement action to ensure that public places are accessible and safe.</li> </ul>	<p>This action will be measured using actions taken to increase accessibility of streets and highways the authority has control over. Including:</p> <ul style="list-style-type: none"> <li>• Number of enforcement actions against cars parked in enforcement areas</li> <li>• Number of pedestrian crossing with facilities for disabled people</li> <li>• % of Council buildings which are DDA compliant</li> </ul>	<p>Ongoing progress updated annually</p>	<p>Technical Services and Property Services Environmental Services District Assemblies</p>
<p>10) Increase the proportion of disabled people living independently within the borough.</p>	<p>Actions taken to increase independent living include:</p> <ul style="list-style-type: none"> <li>• Develop information sources and</li> </ul>	<p>Progress towards this action will be assessed through annual updates of the disability equality scheme. Further measures of progress for these actions will be</p>	<p>Measures established December 2010 Progress</p>	<p>Adults Services</p>

Objective	Action	Measure	Timescale	Responsibility
	availability concerning Personalisation and Self-Directed Support <ul style="list-style-type: none"> <li>• Investigate options for a single point of access for support for disabled people to help provide support for disabled people living in Tameside.</li> </ul>	defined within the organisation as independent living activity is developed.	updated annually	
<b>Assessment, Consultation and Monitoring</b>				
11) Continue to support and develop Tameside's Disability network including the annual Listen Here conference	The conference is the key mechanism by which Disabled people are involved in the assessment of progress towards disability equality, the monitoring of the Disability Equality Scheme and the setting and prioritising of disability objectives for Tameside Council. Key actions are as follows: <ul style="list-style-type: none"> <li>• Host Listen Here conference 2010</li> <li>• Produce action plan setting out actions taken as a result following each conference</li> </ul>	Success of the network and conference will be measured through the 'Listen Here' Annual Conference Report and conference feedback	Conference to take place annually	Adults Services
12) Encourage the participation of disabled people in public life	Continue to ensure appropriate representation of disabled people on Council or Tameside Strategic Partnership bodies representing service users or the community. Examples include: <ul style="list-style-type: none"> <li>• Councillors</li> <li>• Tameside Voice</li> <li>• Tameside Citizens' Panel</li> <li>• Attendance at Council meetings / District Assembly meetings</li> <li>• Council consultation and engagement activities e.g. surveys and service user /</li> </ul>	Success against this objective will be measured through the level of representation of disabled people on the bodies and surveys listed.	Ongoing progress reviewed annually	Service Unit Managers Tameside Third Sector Coalition

Objective	Action	Measure	Timescale	Responsibility
	<p>focus groups</p> <p>Capacity building support to be provided by Tameside Third Sector Coalition</p>			
<p>13) Monitor and promote good consultation practice with disabled people, in partnership with Tameside Third Sector Coalition and other members of Tameside Strategic Partnership</p>	<p>Services are encouraged to engage disabled people in the decisions that affect them, so that decisions relating to disability may be based on evidence.</p> <p>Over the lifetime of the scheme Tameside Council will use its position as a local leader to share learning and work with partner organisations to engage disabled people more effectively.</p> <p>Best practice will continue to be disseminated through the Consultation and engagement group.</p>	<p>Success against this action will be monitored annually through the annual update of the Disability Equality Action Plan</p>	<p>Ongoing</p>	<p>Corporate Performance Consultation and Engagement Group Service Unit Managers</p>
<b>Performance Management Actions</b>				
<p>14) Continue to ensure that areas for Equality Impact Assessments are identified, that assessments are carried out and published in a timely fashion and that action is taken as a result of Impact Assessments.</p>	<p>Service Unit Managers retain responsibility for identifying Assessment through the Business Planning Process carrying them out with support where required from Equality Champions and the Corporate Performance Unit.</p> <p>All services to carry out Equality Impact Assessments where relevant and deliver appropriate activities to address any inequalities identified</p> <p>All Impact Assessments must include an assessment of the accessibility and appropriateness of available information for disabled people.</p> <p>Progress on Equality Impact Assessments Planned will be monitored by Corporate Performance on a quarterly basis and</p>	<p>Equality Impact Assessments planned and completed will be monitored through quarterly reports to EST and Six monthly reports to ET. Including a year on year breakdown on EIAs planned and completed.</p> <p>An assessment of progress will be delivered through a report assessing outcomes delivered through Equality Impact Assessments.</p>	<p>Ongoing, progress reported Quarterly in the year</p>	<p>Service Unit Managers Corporate Performance</p>

Objective	Action	Measure	Timescale	Responsibility
	<p>reported quarterly to Executive Support Team and every six months to Executive Team. Numbers of Impact Assessments and timeliness of completion will be reported year on year to ensure that assessments continue to be carried out effectively.</p> <p>Completed assessments carried out by services can be viewed on the Council's website at <a href="http://www.tameside.gov.uk/eia">http://www.tameside.gov.uk/eia</a> .</p>			
<p>15) Ensure that all relevant Service Units have adequate equality monitoring systems in place, including for disability.</p>	<p>Implement a reviewed indicator 2009, collection of a revised indicator showing the proportion of services with adequate monitoring systems in place and the proportion of services that use this data effectively will continue with performance monitored on an annual basis.</p>	<p>Success against this measured through EPI 1: Measuring the level and adequacy of Equality Monitoring Systems in place.</p> <p>Performance against this indicator will be included in the annual update of the Disability Equality Scheme action plan.</p>	<p>Performance Monitored Annually</p>	<p>Service Unit Managers</p>
<p>16) Improve satisfaction for people who consider themselves to be disabled within Tameside Council's Workforce</p>	<p>Improvement will be achieved by:</p> <p>Continuing to analyse and respond to potential and actual barriers to job performance for disabled employees identified through business planning, the annual workforce survey and the employee survey.</p> <p>Tracking data and identifying issues relating to, promotion, training, and termination of contract and taking action as identified in the Annual Workforce Equalities report and through line, and business, management processes.</p>	<p>The performance against this action will be measured using the levels of satisfaction for disabled employees within the workforce against the following questions in the employee survey:</p> <p>Agreement / Disagreement with the following statements:</p> <ul style="list-style-type: none"> <li>• The Council genuinely cares about the well-being of employees</li> <li>• Employees are treated equally regardless of their age, gender, disability, ethnic origin, religious beliefs, or sexual orientation</li> </ul>	<p>Ongoing monitored annually through the Workforce Monitoring Report and Bi-annually through the Employee Survey</p>	<p>Corporate Performance People and Performance Service Unit Managers</p>

Objective	Action	Measure	Timescale	Responsibility
		<ul style="list-style-type: none"> <li>I believe that equality issues are taken seriously within Tameside Council</li> </ul>		
17) Increase success rate of disabled job applicants	<p>Continue to track success rate of disabled job applicants and take steps to address issues should the data show a statistically significant difference between the success rates of disabled and non-disabled job applicants</p> <p>Success rates for disabled job applicants are recorded and monitored on an ongoing basis. Where identified actions to address issues will be identified annually within the Annual Workforce Equalities Report.</p>	This will be measured through the annual Workforce Equalities Report which includes data on the success rates of disabled job applicants.	Ongoing actions identified annually through the Workforce Monitoring Report	Human Resources
18) Produce and publish an annual update of the Disability Equality Scheme action plan	Involvement of disabled people in reviewing and monitoring the action plan will take place via the Disability Network. An annual update will be published in December each year and will be available on Tameside Councils website or on request from the Corporate Performance Unit.	Success against this action will be measured by the timely publication of annual updates to the scheme.	Annually from December 2010	Corporate Performance
19) Review and republish the Disability Equality Scheme	Involvement of disabled people in reviewing the Disability Equality Scheme will take place via the Disability Network.	Success against this action will be measured by the timely review of the scheme.	December 2012	Corporate Performance
20) Provide disabled people with an equitable standard of customer service by ensuring that employees in all service areas, particularly those in frontline positions,	<p>Frontline services should have plans in place to ensure disabled customers receive a high quality of customer service from Council employees.</p> <p>Implement the reviewed performance indicator measuring the number staff who have attended equality training at a minimum of once every two years. This indicator was</p>	Success against this action will be measured through EPI 2: Proportion of Staff who have received relevant equalities training within the last two years and by the equality gap between the satisfaction of disabled and non-disabled people with council services, as reported through the	Ongoing monitored annually using Corporate Local Performance Indicators	Service Unit Managers Organisational Development Corporate Performance

Objective	Action	Measure	Timescale	Responsibility
access disability equality and awareness training	reviewed in 2009 and performance against the reviewed indicator year on year will be used to demonstrate progress against this action.	Citizens Panel and Residents Opinion Surveys.		
<b>Employment and training</b>				
21) increase the proportion of employees who declare that they are disabled	<p>Review actions in place to encourage declaration of disability by employees.</p> <p>Regular communications about the councils work around disability equality will continue to help reduce the differences.</p>	The success of this action will be measured using the proportion of employees declaring that they consider themselves disabled in the workforce survey and in the Employee Survey.	Ongoing activity monitored through the Employee Survey bi-annually and the Workforce Equality report on an annual basis.	<p>Service Unit Managers</p> <p>People and Performance</p> <p>Corporate Performance</p> <p>Communications Service</p>
22) Reduce the 'equality gap' between the satisfaction of disabled and non-disabled employees	All Services to put in place Improvement Action Plans which identify where steps will be taken to address any issues raised within the survey including areas where issues for disabled employees are identified.	<p>This action is measured by looking at the differences between disabled and non-disabled employees for the following key questions in Tameside's Employee Survey:</p> <ul style="list-style-type: none"> <li>• Overall, how satisfied or dissatisfied are you with your present job?</li> <li>• In the last 12 months how many times at work would you say you have experienced...?</li> <li>• verbal abuse from the public</li> </ul>	Ongoing Activity monitored through the Employee Survey bi-annually.	<p>People and Performance</p> <p>Corporate Performance</p> <p>Service Unit Managers</p>

Objective	Action	Measure	Timescale	Responsibility
		<p>over the telephone</p> <ul style="list-style-type: none"> <li>• verbal abuse from the public face-to-face</li> <li>• threats of violence, over the telephone</li> <li>• ...threats of violence, face-to-face</li> <li>• bullying or harassment by your manager</li> <li>• bullying or harassment by the people you work with</li> <li>• bullying or harassment by other people in the Council</li> <li>• a lack of courtesy or helpfulness from other Council staff</li> </ul>		
23) Continue to identify barriers to employment with TMBC faced by disabled potential job applicants and take relevant action	Apply for reaccreditation against the 'Two Ticks' standard. The symbol is awarded by Jobcentre Plus to employers in England, Scotland and Wales who have made commitments to employ, keep and develop the abilities of disabled staff.	<p>Success against this action will be measured using the proportion of disabled employees within the workforce.</p> <p>This indicator will be used both excluding and including schools staff, as the local authority does not have direct control over the recruitment process for schools staff.</p>	Ongoing measured annually through annual workforce monitoring report	People and Performance Service Unit Managers Economic Development Unit Corporate Performance
24) Review and update relevant disability	This will mainly focus on the information published on the intranet, the public website	Progress against this action will be assessed in the annual update of	Ongoing	Corporate Performance

Objective	Action	Measure	Timescale	Responsibility
equality information and make it widely available to all employees	<p>and in staff publications. Updates are also provided as necessary at Equality Champions meetings and in other forums where relevant.</p> <p>Specific steps to be taken in the first year of the scheme include:</p> <ul style="list-style-type: none"> <li>- Revision of Tameside's Disability Guide for Managers</li> <li>- Review of advice given to staff on printed publications via the Communications team and Design and Print Services</li> <li>- Annual updates of workforce data and performance indicators</li> <li>- Undertake the Bi-annual Employee Survey and analyse and distribute findings relating to equality and diversity</li> <li>- Quarterly distribution of complaints monitoring data to senior managers highlighting areas where there are significant differences for equality groups, including disabled people.</li> </ul>	the Disability Equality Action Plan, which will include an assessment of progress against the steps set out in this action.		Communications People and Performance
25) Maintain clear, visible leadership on disability within the Council	<p>The equalities agenda at Tameside is led by Cllr M. Sidebottom (Cabinet Secretary), on behalf of Cllr Taylor, Cabinet Deputy (Co-ordination Services). Megan Nurse (Assistant Chief Executive) is the Senior Manager responsible for equalities.</p> <p>Continue to co-ordinate activities across services via the Equality Champions group.</p> <p>Continue to ensure reports on equalities, including disability, are made to Cllr Sidebottom and the senior management team.</p>	Progress against this action will be assessed in the annual update of the Disability Equality Action Plan, and through the delivery of regular reports on progress to senior managers and Members.		