

**AGENDA MANAGEMENT SHEET**

**Name of Committee**                      **The Cabinet**

**Date of Committee**                      **23 November 2006**

**Report Title**                                **Disability Equality Scheme and Action Plan**

**Summary**                                      The Disability Discrimination Act 2005 has placed a statutory duty on public agencies to positively promote disability equality and to produce a Disability Equality Scheme.

**For further information please contact:**                      Ms. S. Gibney                                      Mr. John Lyons  
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    No.

**Would the recommended decision be contrary to the Budget and Policy Framework?**

**Background papers**                      See attached DRC publication "Do the Duty"

**CONSULTATION ALREADY UNDERTAKEN:-**                      Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members                            Cllrs David Booth, Bob Hicks and George Atkinson
- Cabinet Member                            Cllr Peter Fowler
- Chief Executive
- Legal                                            Sarah Duxbury
- Finance
- Strategic Directors                            David Carter, Chair, Strategic E & D Group
- District Councils
- Health Authority

Police

Other Bodies/Individuals  - Warwickshire Disability Forum and consultation with disabled people across Warwickshire.  
- WCC Strategic Equality & Diversity Group

**FINAL DECISION**

**SUGGESTED NEXT STEPS:**

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation  This initial version out for further comment to interested stakeholders, especially disabled people

## Agenda No

### The Cabinet - 23 November 2006.

#### Disability Equality Scheme and Action Plan

#### Report of the Strategic Director – Performance & Development

##### Recommendation

1. Cabinet is asked to endorse and approve this initial version of the Disability Equality Scheme and Action Plan for implementation and publication.
2. Cabinet notes that this version will be subject to further consultation with disabled people from December 2006 – February 2007.

1. The Disability Discrimination Act 2005 (DDA) extends the definition of disability to include people with progressive conditions such as HIV, multiple sclerosis and cancer.

2. It also makes it unlawful for a public authority to discriminate against a disabled person when exercising its functions and it imposes a number of general and specific duties on public bodies similar to those under the Race Relations (Amendment) Act 2000. Similar duties will be imposed in relation to gender with effect from April 2007.

3. The **general duty** states that in exercising its functions, a public authority must have due regard to the need to eliminate discrimination and harassment against disabled people; must promote positive attitudes towards disabled people and promote equality of opportunity between disabled people and other persons. This duty will also extend to schools, providing an additional level of protection from discrimination, in addition to the Special Education Needs and Disability Act.

4. For the County Council, the new duty requires us to look at all our functions as: employer; service provider; landlord and elected organisation and consider what we need to do to fulfil the duty. The Disability Rights Commission has produced a Statutory Code of Practice which translates the new DDA into concrete actions for local authorities to implement.

5. One of the provisions is that it is illegal for a local authority to discriminate against its own elected members in relation to them carrying out official duties. Local authorities will have to make reasonable adjustments in relation to disabled members and provide them with support so that they will not be discriminated

against. This could, for example, cover sign language and interpretation at official meetings and functions

6. The **Specific duty** requires all significant public agencies to publish a Disability Equality Scheme by 4 December 2006, detailing what steps (actions) will be taken to eliminate discrimination, and address disability equality. Each school is required to produce its own Scheme by December 2007

7. The initial Disability Equality Scheme for Warwickshire County Council is attached at **Appendix B** for Cabinet Members. . This Scheme has been developed in conjunction with Warwickshire Disability Forum, and with the active involvement of disabled people across Warwickshire through a series of focus groups and web based questionnaire. In addition, the Equality Officers from the County Council and the local district and borough councils have worked in partnership with Warwickshire Police to prepare their respective Schemes.

8. The Scheme includes the three year corporate action plan. In addition, each Directorate is expected to include disability and other equality targets within service plans as from 2007/08.

9. Progress with the Scheme must be reported to Cabinet annually, and the Scheme must be subject to a comprehensive review in 2009. However, the Scheme is a living document, and citizens of Warwickshire will be invited to provide feedback at any time.

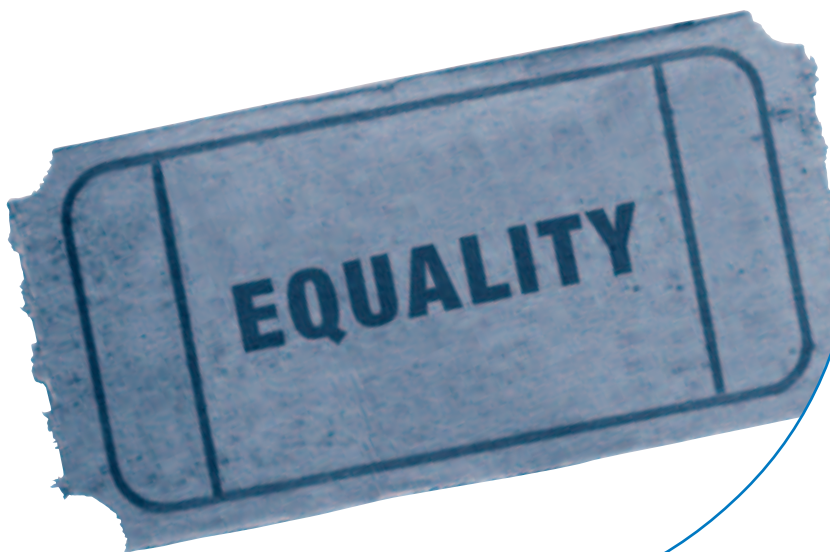
10. Cabinet is therefore requested to endorse and agree the initial Disability Equality Scheme for implementation and publication, and note that this version will go out for further consultation with disabled people from December 2006 – February 2007.

David Carter  
Strategic Director of Performance and Development  
Shire Hall  
Warwick

November 2006

# Do the Duty:

What the Disability Equality Duty  
means for you



We all want to live in communities where we can participate fully and equally. We all want our children to do well at school, we all want to be able to use services like hospitals and libraries and to be included. Many indicators show us that for disabled people this hasn't yet happened and there remains considerable work to be done to get to this point.

To ensure this happens a Disability Equality Duty is being introduced for the public sector. This new legal duty will mean that any public body will need to actively look at ways of ensuring that disabled people are treated equally. A similar duty was introduced on race a couple of years ago.



### What does this mean for you?

This new law requires organisations like yours across the public sector (including hospitals, local and central government, schools and colleges) to be proactive in ensuring that disabled people are treated fairly.

Well run public sector organisations have already been doing a lot on disability equality in relation to the Disability Discrimination Act – this new law will complete the picture.

However, this duty is not necessarily about changes to your buildings or adjustments for individuals, it's all about weaving equality for all, including disabled people, into your culture in practical and demonstrated ways. This means including disabled people and disability equality into everything you do from the outset.

Leadership from the top of your organisation is essential in order to deliver this duty effectively so that by December 2006, when this becomes law your organisation will be taking forward a real, positive change to the lives of disabled people. If you are not taking disability equality seriously you are failing 20% of the population. After all, how can you achieve your strategic aims if the equality of 1 in 5 of the population is not high on your agenda?

## How can you do your duty?

The duty sets a new legal standard for everyone in the public sector, requiring due regard to be paid to the promotion of disability equality in all decisions. This is your chance to build in equality at the beginning. For on-going programmes and activities steps will also need to be taken to ensure the promotion of disability equality.

For most bodies there are specific requirements you have to meet, a full list of organisations covered is included in the DRC Code of Practice: The Duty to Promote Disability Equality.

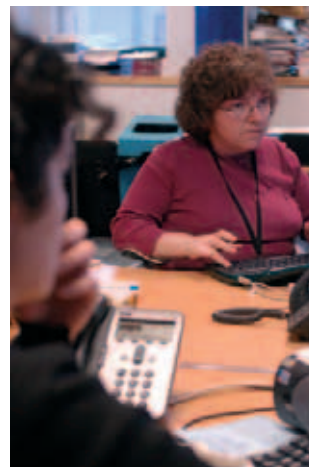
These requirements are a set of concrete steps that together form a process to achieve specific outputs which will result in real change in how disabled people (both employees and service users) are treated.

These organisations will need to do this through the production of a Disability Equality Scheme and action plans and these must be ready by December 2006 (April 2007 for schools in Wales and December 2007 for primary schools in England).

## What is a Disability Equality Scheme?

A Disability Equality Scheme is simply a framework for you to follow in order to meet the duty. Within the scheme you must set out:

- The way in which disabled people have been involved in its development.
- Your methods for assessing the impact of policies and practices on equality for disabled people.
- The actions which you will be taking to meet the duty.
- Your arrangements for gathering information about your performance in relation to disability equality and how you will put the information gathered to use.



## Closing the gaps

You are required to take the steps set out in your action plan and these should result in improved outcomes for disabled people, demonstrating in this way that your authority has paid due regard to disability equality.

Whilst getting the process right is important, the Disability Equality Scheme is only a means to an end.

The whole point of this duty, and of the Disability Equality Scheme, is practical improvements for disabled people to close the gaps in opportunity that disabled people face.

Every year you must publish a report detailing progress on the duty and identifying what outcomes you have achieved.



## Four things you can do straight away

Your Disability Equality Scheme must be ready by December 2006. So it's essential you get on with things straight away.

Here are some ideas for a few things you can start with immediately.

- 1 If you are a public body you will be covered by the duty. Most likely you will also have to meet the specific requirements and produce a Disability Equality Scheme but you can check this out on the DRC website [www.dotheduty.org](http://www.dotheduty.org)
- 2 Find out how well you perform as an organisation when it comes to promoting disability equality. What does your organisation know and what does it need to know?
- 3 Do your senior management and top team know that you are going to have to produce a Disability Equality Scheme? If not someone needs to tell them and it's probably going to have to be you!
- 4 Does your organisation have a solid track record of involving disabled people? If you want more than token involvement the thinking on this needs to start now.






## Help is at hand

The Disability Rights Commission is here to help you with guidance, information and events.

We will be producing a whole range of guidance and information. Some will be for specific sectors like local government, health or housing. Others will be around particular issues like impact assessments or involving disabled people.

There will also be a whole series of conferences and events that you can come along to find out more about how to do the duty.

To start making a real difference to disabled people and moving your organisation forward go to our website: **[www.dotheduty.org](http://www.dotheduty.org)**

 <b>Telephone</b>	08457 622 633
 <b>Textphone</b>	08457 622 644
<b>Fax</b>	08457 778 878
<b>Website</b>	<a href="http://www.dotheduty.org">www.dotheduty.org</a>
 <b>Post</b>	DRC Helpline FREEPOST MID 02164 Stratford upon Avon CV37 9BR

WARWICKSHIRE COUNTY COUNCIL  
**DRAFT DISABILITY EQUALITY SCHEME**  
2006 – 2009



*Working for  
Warwickshire*

## FOREWORD

### BY THE CHIEF EXECUTIVE AND LEADER OF THE COUNCIL

This is the first Disability Equality Scheme to be produced by Warwickshire County Council. Its accompanying Action Plan is part of our overarching Equality and Diversity Strategy, which sets out the way in which the County Council will eliminate unlawful discrimination and promote equality of opportunity for all people.

It is well documented that disabled people do not have the same opportunities or choices in their lives as non-disabled people. Nor do they enjoy equal respect or full inclusion in society on an equal basis. The disadvantage and social exclusion that disabled people face is not always the inevitable result of their impairments or medical conditions, rather it stems from the environmental and attitudinal barriers that they encounter in everyday situations. The emphasis on removing the barriers that affect disabled people is known as the “social model of disability” and this approach provides a basis for the successful implementation of the duty to promote disability equality. For the County Council, this is about weaving equality for disabled people into all our policies, practices and service provision in visible and meaningful ways.

In partnership with disabled people and the other public and voluntary agencies in Warwickshire, we want the actions that are proposed in this Scheme to make a real difference to the lives of disabled people who work and live in Warwickshire. By taking this action, we will also improve services for everyone.

Signed .....

Chief Executive

Signed .....

Leader of the Council

November 2006

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6. Gathering Evidence and Monitoring
7. The involvement of disabled people in developing this Scheme
8. Implementing the Scheme
9. Training
10. Comments and Complaints
11. Publication of the Scheme

### **Appendices:**

- |            |  |
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| Appendix 1 | Corporate Disability Action plan 2006 – 2009                             |
| Appendix 2 | List of groups involved in the development of the Scheme                 |
| Appendix 3 | Organisational structure and main County Council functions               |
| Appendix 4 | WCC's framework for the Performance Management of Equality and Diversity |

## **1. BACKGROUND TO THE DISABILITY EQUALITY SCHEME**

From December 2006, all public authorities will be under a statutory duty to proactively promote equality of opportunity for disabled people. This requires the County Council to make a positive shift in its approach from being reactive to disabled people's needs, to one where it anticipates the needs of disabled people in everything it does – whether that is providing services, employing people, developing policies or communicating with the public.

The new duty which is a requirement of the Disability Discrimination Act 2005, comprises “general” and “specific” duties (explained later) and aims to make a real difference to the lives of disabled people where previously, the various pieces of legislation and government policy have failed to make any substantial impact.

### **Definition of disability**

Wherever the term ‘disability’ is used in this document, it means the legal definition of disability as specified in the Disability Discrimination Act 2005 which is:-

“A person has 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”.

In its report ‘Improving the Life Chances of Disabled People’ (Strategy Unit, 2005), the Government sets out its vision of disability equality which is:-

“By 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life and will be respected and included as equal members of society.”

The report also states that the estimated number of disabled adults living in the UK is approximately 11 million, and 770,000 disabled children. Many of these people experience low level impairments and would not define themselves as disabled. For example, there are numerous people living with ‘hidden’ disabilities such as epilepsy and dyslexia. However, wheelchair users, blind people and deaf people make up an important minority of disabled people

Furthermore, mental illness affects 1 in 4 of the population at some point in their lives. This includes conditions such as depression and anxiety, as well as alcohol and drug addiction. As people age and live longer, they are more likely to develop illnesses and conditions which affect their quality of life. In addition, there is a growing disabled population as a result of, for example, improved medical interventions, and better survival rates of babies at twenty one and twenty two weeks old over a ten year period. This population includes a growing number of people with profound and multiple learning disabilities, as well as those with a diagnosis of Autistic Spectrum disorders.

The 2001 Census reports that there are 84,795 people living in Warwickshire with a limiting long term illness, and this equates to 16.8% (close to one-fifth) of the local population.

Given all these facts and statistics, there is no doubt that disability issues impact upon us all, either directly or indirectly at some time or another.

Using the definition above, the UK population of disabled people is distinct from and much larger than, the 3 million people in receipt of disability related benefits. Thus, the population of disabled people is highly diverse and includes people from all age groups and across the income and education spectrum. This means that people with different impairments and from different socio-economic backgrounds have very different day-to-day experiences.

In the United Kingdom, many disabled people experience unfair treatment and discrimination solely on the basis of their medical condition or impairment. For example, disabled people are more likely to be unemployed or earn low wages compared to non-disabled people. Physical barriers in the built environment or simply the negative beliefs and attitudes that some people hold about disabled people can serve to compound their marginalisation from everyday life.

Warwickshire County Council has adopted the Social Model of disability to inform its work. This means it will strive to remove the physical, social, attitudinal and environmental barriers which negatively impact on the lives of disabled people who live and work in Warwickshire.

## **2. INTRODUCTION TO THE DISABILITY EQUALITY SCHEME**

This Disability Equality Scheme (DES) will be a separate section of the County Council's overarching Corporate Equality and Diversity Strategy. The Strategy explains the County Council's general approach to meeting its legislative obligations, and its duties and responsibilities in promoting and delivering equality for all. A copy of this Strategy can be found on the County Council's web site at [www.warwickshire.gov.uk/equality](http://www.warwickshire.gov.uk/equality). The Strategy is due to be revised in 2007 to include the Gender and Race Equality Schemes.

This DES sets out the County Council's plans for making equality happen for disabled people living and working in Warwickshire. The purpose of the DES is to mainstream disability equality into the County Council by building it into the way it works wherever relevant. This DES looks at how the County Council can close the gaps in outcomes and experiences for disabled people compared with non-disabled people. This DES is both a strategy and an action plan describing the journey from where the County Council is now, to where it wants to be in the area of disability equality

All schools in Warwickshire must have their own DES in place by December 2007. The Children's, Young People and Families Directorate will support schools to develop their own Disability Equality Schemes, building on the work

that has already been done on Accessibility Planning and integrating disabled pupils into mainstream schools.

### **Who is responsible for the Disability Equality Scheme?**

- The County Council has overall responsibility for the DES
- The Cabinet, Chief Executive, elected members, employees and managers of the County Council and colleagues in partner agencies, all have a role to play in helping the organisation to meet its duty to promote equality for disabled people

The arrangements described below will ensure that the County Council co-ordinates the work involved in putting the Scheme into practice:

- A Cabinet Portfolio Holder has lead responsibility for equality and diversity as part of his/her brief
- Overview & Scrutiny Committees will examine the progress that is being made with both the Corporate and Directorate disability action plans
- The Chief Executive and Strategic Directors, supported by the Corporate Equality and Diversity team, are responsible for ensuring that the Scheme is put into action across the County Council
- A Strategic Equality & Diversity Group (SEDG) of senior managers meets regularly to ensure that effective targets are set and effective action is taken to promote equality and eliminate discrimination throughout the Authority. The Chair is a Strategic Director. This group will oversee progress of the DES and the corporate disability action plan.
- Each Directorate Equality & Diversity Group will ensure that impact assessments are carried out, and that disability equality targets and actions are developed and delivered as part of the service planning process each year.

(see diagram at Appendix 4)

### **3. THE EQUALITY STANDARD FOR LOCAL GOVERNMENT**

The County Council has adopted the Equality Standard for Local Government as a generic framework to ensure that it is responsive to the needs of all its employees and service users, and that equality for all is taken into account in everything it does. In particular, the Equality Standard will help the County Council meet its statutory duties for delivering on disability equality, as well as the other equality strands. The six equality strands are:

- Disability
- Religion/belief
- Age
- Sexuality
- Gender
- Race

The Equality Standard comprises 5 levels, and by progressing through each level, the County Council will be able to demonstrate progress and achieve continuous improvement in its equalities work. For more information about the Equality Standard, please refer to the Corporate Equality and Diversity Strategy mentioned above, or contact a member of the Corporate Equality & Diversity team (see contact details in Section 11 of this Scheme).

#### **4. THE LEGISLATION**

The County Council will carry out its duties under the existing and future disability legislation. This includes:

The Disability Discrimination Act (DDA) 1995 as amended by the Disability Discrimination Act (DDA) 2005.

The Special Educational Needs and Disability Act 2001

The Children Act 2004 (which includes provisions for disabled children)

Building Regulations 2000 and Part M requirements

#### **The Disability Discrimination Act (DDA) 2005**

This Act updates the DDA 1995, and imposes both a general duty and specific duties on councils and other public bodies:-

(a) The general duty states that the Council must have due regard to:

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled people in public life, and



- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons

In order to meet the general duty, the County Council must:

- Carry out impact assessments on policies, strategies and services
- Collect and study evidence, identify and address gaps
- Prioritise actions
- Involve disabled people
- Let people know what the County Council is doing
- Set an example to others
- Train its staff on disability equality issues and the DES
- Work with others to deliver disability equality

(b) The Specific duty says that the County Council must develop a DES which shows:-

- How disabled people were involved in the development of the Scheme
- The "functions" of the County Council (see Appendix 3)
- How the County Council is doing on disability aims
- How evidence will be collected and used in the future
- The County Council's work as an employer
- How results from impact assessments will be used
- The County Council's 3 year action plan to improve disability equality
- How the County Council will monitor and review its work

## **5. WHAT IS THE COUNTY COUNCIL ALREADY DOING?**

Here are just a few examples of what has already been achieved by the County Council:-

### Access Audits:

The County Council has been carrying out access audits on all its properties to identify physical barriers, and has prioritised where adaptations and reasonable adjustments are required to make them more accessible to disabled people. Over the past four years, about £2 million has been spent on improvements to County Council properties (non schools), including Libraries, Museums, Fire Stations and Homes for Older People. A bid for a further £0.5 million is being made to enable further adaptations to be carried out in 2007/08.

Through the Schools' Access initiative, a significant amount of money has been spent on school buildings and meeting the equipment needs of individual children and young people with disabilities. Schools' Access not only considers physical access but how easy it is for users with learning and

communication needs to negotiate buildings through clearer signs and the use of symbols.

### Community Transport

The County Council's Community Transport team is continually working to provide vital community links, especially in rural or remote areas. For example in Stratford, the Community Links service covers the whole district to give access to people who are "stuck" for other modes and cannot use ordinary transport. It gets people to local market towns or to major retail centres around the county.

Access to transport for socially excluded or disadvantaged groups is being more widely addressed in the "Accessibility Strategy", which forms part of Warwickshire's Transport Plan 2006 –2011. More information about this can be found at [www.warwickshire.gov.uk/ltp](http://www.warwickshire.gov.uk/ltp)

### Warwickshire's Children's Fund

This Fund is leading on and promoting two key initiatives which benefit disabled service users:

- (a) The Warwickshire Award for Involvement: Is based on the national 'Hear By Rights Framework'. This provides an opportunity for organisations working with disabled young people in Warwickshire to demonstrate how well they involve and seek the views of young people, parents and carers in policy and service development,
- (b) The "me2 Award Project". This is Mencap's kite mark award scheme for the inclusion of children with disabilities into mainstream groups/settings, and is currently being rolled out across Warwickshire.

For more information please contact the Warwickshire's Children's Fund on 01926 742183.

### The Integrated Disability Service

The integration of services for disabled children, young people and their families is a concept that has been discussed in Warwickshire since the outcome of a Best Value Review in 2002/03. Consequently a pilot project was established in January 2005 to bring together a dedicated team of multi-agency, multi skilled professionals from the statutory and voluntary sectors including Education, Health and Social Services. The pilot project served as a "test bed" for trialling a new way of partnership working, with lessons learnt from the process helping to inform the future direction of service delivery. Services for disabled children, young people and their families are now unified through cross agency, multi disciplinary teams working under one line management structure.

Central to the Integrated Disability Service is consultation with families on the services they require through a Parent and Carers' Forum; representation of families on interview panels for key appointments, and a forum for children and young people who attend special school.

### Workstep

Workstep is a central government funded scheme managed by JobcentrePlus to support more disabled people into mainstream employment. The kind of support offered can be tailored to meet individual requirements, such as help with job hunting and interview skills. Research has shown that disabled people value the assistance that the Workstep programme can give them in setting personal goals, and increasing self confidence and esteem when they are trying to find, gain or stay in employment.

The County Council works closely with JobcentrePlus and supports a number of participants in work, and on the Workstep scheme.

For more information about Workstep, please contact the County Council's Workstep Support Worker on 01926 412241.

### Adult Disability Services

The work of the Adults Disability Services division is focused on the needs of service users with a range of disabilities, and the Warwickshire Learning Disability Partnership Board employs people with learning disabilities as part time clerical assistants. This success was achieved by redesigning the application form and job description to include picture supported language, which in turn made the recruitment process more accessible to a wider range of applicants. This has not only been a good experience for learning disabled staff, some of whom have moved on to other jobs within the County Council, but also for managers and colleagues involved in the recruitment process.

### Library and Information Service

Improving access to information and leisure for visually impaired people is a major service improvement area of the Library and Information service. Apart from extensive collections of large print and spoken word books only available through public libraries, and a postal tape service developed with Warwickshire Association for the Blind, the Library and Information Service has also developed a range of access improvements to computers in the Information Zones in all libraries in Warwickshire. These improvements include magnification on screen, screen readers and customised PC set up capabilities.

Through national inter-lending, the Library and Information Service is also able to search and supply books and information in alternative formats not available locally.

## **6. GATHERING EVIDENCE AND MONITORING**

In order to make improvements and to chart progress with the DES, the County Council must collect and make use of data about staff and service users with disabilities.

### Employment:

The County Council gathers information on its staff from a computerised personnel records system – Human Resources Management System

(HRMS). This system has the capability to produce a number of workforce profiles. The County Human Resources team will collect information in relation to the recruitment, development and retention of disabled employees.

However, this is a new system, and there has been a previous under-reporting of disability from County Council staff . As part of the corporate action plan, the organisation will attempt to improve the number of staff declaring whether or not they have a disability. To help the County Council achieve this, County Human Resources will produce a targeted electronic and leaflet campaign for all staff, to raise awareness of the definition of disability and the requirements under the Disability Discrimination Act 2005.

#### Service Delivery:

In addition to the requirement to gather information in relation to employment, the County Council must also gather information on the extent to which the services it provides and the functions it performs, take account of the needs of disabled people.

The County Council already collects data from a randomly selected number of residents through its annual Public Satisfaction Survey, and also through the Citizen's Panel and Mystery Shopper exercises. It must ensure that the views of disabled people are properly represented in customer surveys of this kind. It must also ensure that results are analysed to identify areas where there is a gap between the satisfaction of disabled people and non-disabled people so that policies can be implemented to address these gaps.

Some service areas such as the Children, Young People & Families Directorate and the Adult, Health & Community Services Directorate regularly collect feedback from disabled service users through a number of established conferences, workshops and forums.

The Equality Impact Assessment process also provides a wealth of information which service areas use to improve provision for disabled people.

The Corporate Equality & Diversity team has developed a "Disability Equality Audit Tool" which Directorates can use periodically to assess their progress in achieving disability equality in service delivery and employment.

When the County Council receives complaints from disabled people about delivery of services or access to employment, it will act upon the information received and use this to ensure that wherever possible, improvements are made.

The Warwickshire Disability Forum meets twice a year to discuss issues and concerns that affect disabled people. Representatives from health agencies, the voluntary sector, local councils, the Police and disability organisations are invited to attend. The Forum provides useful qualitative data on disability issues which affect the local community.

## **7. THE INVOLVEMENT OF DISABLED PEOPLE IN DEVELOPING THIS SCHEME**

### External consultation

Initially, in the Autumn of 2005, the Equality Officers from the County and local district/borough councils and Warwickshire Police met to discuss how best to go about developing their respective Disability Equality Schemes. It was agreed that where possible, these public agencies would work in partnership and share their data to avoid consultation fatigue and duplication of effort.

In March 2006, members of the Warwickshire Disability Forum were asked to complete a brief questionnaire which asked them how they thought disabled people would want to be involved in developing the Scheme. There were only a few responses but it seemed that disabled people would prefer the “focus group” approach, using some core themes as a framework for discussion.

Each District/Borough Council was asked to arrange a number of focus groups with disabled people in their local area, and these agencies also developed a web based/postal questionnaire as an alternative method through which disabled people could express their views. There were 36 responses to the web based questionnaire between July and September 2006.

Warwickshire County Council held a number of focus group sessions across Warwickshire between July and September 2006 with existing groups and networks of service users, parents and carers.

In addition, the County Council was also able to access and make use of data which had been collected through a variety of conferences that it had hosted with disabled people – for example the annual “Customer First Conference” hosted by the Adults, Health and Community Services Directorate.

A full list of all those organisations that were involved, or invited to be involved in discussions about the development of the Disability Equality Scheme can be found at Appendix 2.

### Internal Consultation

Staff were approached to find out whether they would like to participate in the development of this Scheme, and subsequently a disabled staff network met on a number of occasions between June and September to discuss the issues that affected them, specifically in relation to access to County Council premises and employment and training prospects. It is anticipated that this network will continue to meet and assist the County Council in reviewing aspects of the DES which are of importance and relevance to staff.

## **What did disabled people tell us?**

This is a brief summary of what disabled residents and WCC staff have said:

### Buildings Access and Inclusive Design

- Access to Shire Hall is especially difficult
- Designers/planners should consult with disabled people from the outset
- WCC should promote a best practice model of accessibility which describes the minimum accessibility requirements, but should strive to go beyond Part M of the buildings regulations
- Car Parking can be a problem – spaces for disabled people should not be abused or misused
- Car Park spaces must be designed correctly to allow room for people to exit their vehicle from either side
- There should be a corporate standard for the design and production of signage which meets the needs of disabled people with visual impairments and learning disabilities

### Access to Information and Communications

- Information must be readily and easily available in a range of formats
- Warwickshire View does not reach all residents, for example, in Arley. Need to ensure that information is distributed more widely, especially in rural or remote areas
- Information could be distributed through day centres and some disabled people prefer face to face communication
- Ensure that the Corporate Identity Manual is regularly reviewed to accommodate the needs of people with visual impairments and learning disabilities, e.g. leaflets are still produced in different styles
- Make the WCC website fully compliant to the triple “BOBBY” accessibility standard
- Ensure a standardised and consistent approach to the use of picture supported language by WCC and its suppliers/providers
- All directorates should produce accessible information to a corporate standard. Guidance should be issued to staff.
- Directorates should know their service users and communicate with them in an appropriate format.
- Need to see more positive images of disabled people in news items

### Customer Access & Service delivery

- Access to Transport is fundamental to enable disabled people to access services and to be independent - there is not enough assisted transport
- One Stop Shops need to be fully accessible and ensure that privacy is taken into account. Need accessible interview/meeting rooms.
- Some staff would benefit from disability awareness training to meet the needs of disabled customers, e.g. some front line staff should have British Sign Language training

- Need to advertise the County Council's Complaints procedure more effectively
- Awareness about visual impairments could be improved
- Taxi drivers not always disability aware – disabled people do not always feel safe.
- Procurement policy should ensure that only taxi companies which can provide fully accessible vehicles are utilised as “preferred providers”
- Often, when phoning the Council, people are passed from one person to another before they get the information they need. Customer Contact staff need to have access to interpreters or need to speak more than one language
- There should be more opportunities to access education and training courses locally rather than having to attend a college.

#### Consultation, Involvement and Democratic Participation

- Some disabled people said they did not think they would not have the time to become elected members, but thought that more disabled people should be represented on committees and Local Strategic Partnerships etc.
- Disabled people would like more information about decisions which affected them and the role of elected members
- They would like more information about the role of Area Committees etc.
- Some disabled people would like to become members of local consultation forums
- Some disabled people would like to work more closely with councils to scrutinise the effectiveness of their Disability Equality Schemes
- Some would like to be involved in “Mystery Shopper” exercises

#### Employment & Training

- Disabled people are often in lower paid jobs than non disabled people
- There is a need for WCC staff to receive “Disability Equality” training
- Supervisors and managers need knowledge and skills to support disabled people in the workplace if required, e.g. knowledge of reasonable adjustments
- The County Council should provide more work experience opportunities or apprenticeships for disabled students and adults
- The County Council should lead by example and not use inaccessible venues. Should use its purchasing power and only recommend external venues which are fully accessible.
- The County Council needs a standardised approach to the development of job descriptions and person specifications which do not inadvertently discriminate against disabled people
- The County Council needs to monitor the recruitment, progression and promotion prospects of disabled people within the Authority
- Employers in general discriminate against applicants with mental health conditions as there is a stigma associated with these due to lack of knowledge and understanding.

## Community Safety

- Police and Fire Fighters need to have a better understanding of various impairments and conditions to provide a good service for disabled people, e.g. mental health awareness, medications etc.
- Would like to see more Neighbourhood Watch Schemes that include/involve disabled people
- Some disabled people have a fear of crime and harassment, and have experienced high levels of bullying/verbal abuse. Not sure where to report it.
- Some disabled people would like safety assessments on request
- Need better street lighting in some areas of the County
- Some disabled people have been the victims of “opportunistic” thieves
- Emergency lines only staffed by English speakers – need access to interpreters as this could doubly disadvantage non English speaking disabled people

These comments, in conjunction with the strategic priorities for the County Council have been used to develop the Corporate Disability Action Plan at Appendix 1.

As part of this Action Plan, the County Council will explore ways of encouraging more active involvement of disabled people in scrutinising and measuring our progress on disability equality, and in reviewing our priorities during the three year life cycle of this first Scheme.

## **8. IMPLEMENTING THE SCHEME**

### **Assessing Impact**

The County Council will continue to assess its policies and functions to determine whether they have or are likely to have an adverse impact on equality for disabled people.

In September 2006, a revised impact assessment toolkit was made available to Directorates, and this can be accessed by staff on the electronic Corporate Document Library.

Since 2004, some staff in each Directorate have undertaken Equality Impact Assessment training, and part of the process of impact assessment requires service managers to consult externally with disabled people/groups where appropriate. They are also required to specify in an impact assessment report how they intend to use the information collected to modify or improve services if any adverse impact or unfair discrimination has been identified.

A full list of Equality Impact Assessments undertaken since 2004 can be found in the Corporate Equality & Diversity Strategy, Appendix 2 which can be found at [www.warwickshire.gov.uk/equalities](http://www.warwickshire.gov.uk/equalities).



## **Future Consultation and Involvement**

The County Council has a Corporate Consultation Strategy and each Directorate is expected to consult with disabled people about policies, strategies and services which affect them, and also to monitor their service user base for ethnicity, gender, disability etc.

The Warwickshire Disability Forum will continue to meet twice a year to discuss issues and concerns that affect disabled people.

The County Council's Disabled Staff Network will continue to be a vehicle through which employees can have their say about any disability issues which might affect them at work.

## **Action Planning**

In addition to the corporate action plan, from 2007/08, each Directorate will be expected to include disability and other equality targets to meet specific needs within the service, operational and team plans. The development of actions and targets will be partly based on the analysis of evidence and data from equality impact assessments.

## **Measuring Performance, Evaluation and Review**

The County Council will review progress on its DES and Action Plan annually with a report to the Strategic Equality & Diversity Group and to Cabinet.

In addition, each Directorate will be expected to report progress on all its equality targets to the appropriate Overview & Scrutiny Committee at the end of each financial year.

The performance of the County Council overall will be measured against what are known as the Best Value Performance Indicators (BVPI's).

For audit and inspection purposes, all councils have to collect and report progress on a number of BVPI's relevant to disability equality. These are:-

- BVPI 2a The level (if any) of the Equality Standard for Local Government to which the Authority conforms
- BVPI 3 The percentage of citizens satisfied with overall service provided (aggregated by disability)
- BVPI 11c The percentage of top 5% of earners in the County Council who have a disability
- BVPI 11cf as above, but for the Fire & Rescue Service
- BVPI 14 The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce (aggregated by disability)
- BVPI 15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce (aggregated by disability)

- BVPI 15f as above, but for the Fire & Rescue Service
- BVPI 16a The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the Authority area
- BVPI 16af as above, but for the Fire & Rescue Service
- BVPI 16b The percentage of economically active disabled people in the Authority area
- BVPI 156 The percentage of Authority buildings open to the public in which all public areas are suitable for and accessible to disabled people
- BVPI 165 The percentage of pedestrian crossings with facilities for disabled people

The County Council also chooses to measure the following, and this is known as a Corporate Health Indicator:

- CH5 The percentage of staff satisfied overall with the County Council as a place to work (aggregated by disability)

Directorates may wish to develop their own local performance indicators in relation to service specific disability equality targets and outcomes.

In 2007, the existing Corporate Equality & Diversity Strategy will be revised to take account of the new statutory duties for disability and gender equality and will provide opportunities for us to consider the challenges of promoting equality across all the six equality strands of disability, race, religion/belief, gender, sexuality and age.

### External Review & Scrutiny

Throughout the three year life of this Scheme, mechanisms will be established to involve disabled people in the scrutiny and review of the DES and action plan. Particular focus will be placed on looking at whether the priorities set were the right ones and whether the actions have been achieved; how successfully disabled people were involved in developing and monitoring the Scheme; the way information has been gathered and used, and the process for conducting impact assessments.

## **9. TRAINING**

The County Council has in place a one day “Introduction to Equality and Diversity “ course which includes information about disability equality.

The County Human Resources team already deliver some short Disability Awareness sessions, but it is acknowledged that in order to improve the effectiveness of its service delivery to disabled people, and to ensure that disabled staff are treated fairly, all staff will need to undertake Disability Equality Awareness Training, either as part of the usual induction package, or as a specialist module. This need is reflected within the Action Plan.

## **10. COMMENTS OR COMPLAINTS**

Any complaints about the way the County Council is meeting its duty under the DDA 2005 will be dealt with through the standard corporate complaints procedure. Complaints officers will be expected to register at the outset whether complaints are of a discriminatory nature, and to monitor complaints on the basis of race, gender, disability, religion/belief, sexuality and age. This information will help the County Council to effect continuous improvement in the delivery of its services.

We welcome feedback or comments about the DES at any time. Any feedback will be considered as part of the annual review process. If you would like to provide feedback on this Scheme, please contact the Corporate Equality & Diversity team (contact details can be found in the next section).

## **11. PUBLICATION OF THE SCHEME**

Copies of this Scheme can be found at [www.warwickshire.gov.uk/equalities](http://www.warwickshire.gov.uk/equalities)

This Scheme is available in large print, Easy Read version, and on audio tape. Should you need a copy of this Scheme in one of these formats, please contact the Corporate Equality and Diversity Team on:-

Telephone 01926 410410

Minicom number: 01926 412277

E-mail: [corporateequalities@warwickshire.gov.uk](mailto:corporateequalities@warwickshire.gov.uk)

**DRAFT WCC Disability Equality Action Plan 2006 - 2009**

<b>Key:</b> P & D = Performance and Development Directorate E & E = Economy and Environment Directorate CHRS = County Human Resources		AH&CS = Adult, Health & Community Services CYP&F = Children, Young People & Families SEDG = Strategic Equality & Diversity Group		
<b>THEME 1: LEADERSHIP AND CORPORATE COMMITMENT</b>				
<b>Outcome</b>	<b>Action</b>	<b>Target Date</b>	<b>Responsibility</b>	<b>Review Date</b>
All elected members, managers and staff understand the disability duty; the social model of disability, and how to break down barriers which prevent fair and equal access for disabled people	1. Appropriate corporate training programme identified and agreed for staff and members	April 2007	P & D and SEDG	Dec 07
	2. Personal development planning process is used as a mechanism to ensure training needs are identified	Ongoing	Strategic Directors	April 07
	3. Briefing note about the duty made available on the Managing People Database and the corporate equalities web page	Dec 06	P & D (Change Mgt)	Mar 07
	4. Staff have opportunity to attend disability awareness training either face to face or through e-learning	Ongoing	Strategic Directors	Ongoing
	5. Directorates review induction processes to include input on equality and diversity issues	Ongoing	Strategic Directors & HR	Ongoing

## Appendix 1

	6. Training content advocates the social model of disability	Ongoing	P & D (Change Mgt)	Ongoing
Disability Equality Scheme is subject to continuous review	1. Monitor DES with Strategic Equality & Diversity Group	Twice yearly	SEDG	June 07
	2. Annual progress report to Cabinet	Annually	P & D (Change Mgt)	Dec 07
	3. Major review of Scheme	Dec 09	P & D (Change Mgt)	Dec 09
The concerns of disabled people are recorded, understood and acted upon	1. Complaints reporting forms to include equal opps monitoring data	April 07	P & D (Change Mgt)	April 07
	2. All Directorates to collect equal opps data in consistent fashion	April 07	Strategic Directors	April 07
	3. Annual complaints monitoring report to include data aggregated by race, disability, gender etc.	Annually	P & D (Change Mgt)	Annually
All new policies, strategies and functions are impact assessed as a matter of course for disability (and other) equality	1. Directorates to identify new and emerging policies/strategies/functions in the annual business planning cycle	April 07	Strategic Directors	Ongoing

## Appendix 1

All corporate and directorate business/service plans include equality actions and targets	1.Targets partly developed from the outcomes of impact assessments	April 07	Strategic Directors	Oct 07
Procurement process and procedures are DDA compliant	1. Procurement Code of Practice is reviewed to reflect the new disability duty 2. Procurement training is reviewed to include relevant equality content 3.Ensure that disability equality is appropriately reflected and given due weight, in the specification, selection and award criteria in a way which is consistent with EU and UK procurement rules 4. Where necessary, provide information about the Procurement and tendering process in accessible formats	April 07	Resources	Dec 07
		April 07	Resources	March 08
		Ongoing	Resources	Ongoing
		April 07	Resources	Dec 07
County Council to use a standardised system to collect equal opps monitoring data on service users and staff	1. All directorates to agree a standardised approach to equal opps monitoring 2. Standardised monitoring form to be produced and publicised	June 07	SEDG	Dec 07
		Aug 07	SEDG	Dec 07
County Council to use its influence to ensure that equality and diversity is reflected in the Local Area Agreement	1. Local Area Agreement objectives and outcomes to be impact assessed	Nov 06	P & D (Change Mgt)	April 07

<b>THEME 2: CONSULTATION, ACTIVE PARTICIPATION, AND SCRUTINY</b>				
Disabled people are encouraged to participate in public life	1. Design Local Democracy Week 2007 to target and inform disabled people about the local democratic process and the benefits of becoming elected members	Oct 07	P & D (Law & Governance)	May 07
	2. Information and publicity about council meetings and committee papers are published and made available in accessible formats on request	Ongoing	P & D ((L&G)	Ongoing
	3. Use accessible venues for council/public meetings	Ongoing	P & D (L&G)	Ongoing
	4. Seek to recruit disabled people to be members of advisory groups/committees	Ongoing	All Directorates	Ongoing
Disabled people are involved in the scrutiny and review of the DES	1. Establish mechanisms to involve disabled people in the Scrutiny of the Scheme.	April 07	P & D (L & G)	Dec 07
Directorates consult with disabled service users and/ or staff on policies, strategies and functions that affect them	1. Seek advice from and liaise with corporate Consultation Officer	Ongoing	Strategic Directors	Ongoing
	2. Utilise the Warwickshire Disability Forum and local disability forums to make initial contact with disabled people	Ongoing	Strategic Directors	Ongoing
	3. Demonstrate evidence of consultation with disabled people in impact assessments and service reviews	Ongoing	Strategic Directors	Ongoing

<b>THEME 3: ACCESS TO SERVICES, CUSTOMER CARE AND SERVICE DELIVERY</b>				
<b>Access to buildings and inclusive design</b>				
All new WCC builds accessible and inclusive of the needs of disabled people	1. Access statements produced and submitted as part of planning applications	Ongoing	Resources (Property)	Ongoing
	2. Consult and involve disabled people in production of access statements	Ongoing	Resources	Ongoing
External and internal signage meets the accessibility needs of disabled people	1. Corporate signage standard reflects the needs of disabled people	Ongoing	Resources	Ongoing
Complete DDA adaptations to existing WCC buildings as identified through the access audits	1. Produce an estimate of projected expenditure to complete adaptations to existing WCC buildings required under DDA for each of the next 3 years	Feb 07, Feb 08 and Feb 09	Resources	Dec 07
	2. Ensure commitment to continued funding for physical access improvements	Feb 07, 08 and 09	Strategic Directors	Annual budget process
	3. Complete all projected work priorities detailed within the annual costed plans	March 2010	Resources	Annually
<b>Access to Information and Communications</b>				
Provide detailed up to date guidance for all staff on the production of information to a corporate accessibility standard	1. Review and update existing Good Practice guidance on Provision of Information	April 07	P & D (Comms)	June 07
	2. Publicise guidance to all staff	June 07	P & D (Comms)	June 07



## Appendix 1

Identify preferred organisations for the supply of documents in a variety of formats, e.g. CD's, audio, pictorial, braille	1. Establish and publicise protocol for the method of obtaining documents in alternative formats	June 07	P & D ( Comms)	June 07
Directorates provide documents and materials that meet personal needs	1. Ensure staff in directorates are familiar with internal procedures for responding to requests for materials in different formats	June 07	Strategic Directors	June 07
Use positive images of disabled people in information and marketing materials	1. Ensure all Communications staff are aware of the work of the Images of Disability campaign	April 07	P & D (Comms)	June 07
Improve accessibility of the WCC web site for all	1. Investigate possibility of achieving the triple BOBBY accessibility standard	April 07	P & D (Comms)	June 07
All staff are aware of existing WCC guidance on disability issues	1. Publicise the 'Making Events Accessible' and 'Disability Language' guidance notes to all staff	Dec 06	P & D (Change Mgt)	Dec 06
Implement a standardised picture supported language system throughout WCC for people with learning disabilities	1. Research and propose one system for universal usage across WCC and with partner agencies etc.	Dec 07	AHCS and CYPF to lead??	March 08
Corporate Identity Manual reflects accessibility requirements of people with visual impairments and learning disabilities	1. Corporate ID manual regularly reviewed and updated	Ongoing	P & D (Comms)	Annually

<b>Access to Transport</b>				
Taxi firms and other transport providers contracted to WCC meet customer care and accessibility standards for disabled customers	1. Procurement to identify preferred taxi and other transport providers which are DDA compliant	April 07	Resources (Proc)	Dec 07
Warwickshire's Local Transport Plan 2006-2011 will include further improvements for disabled people to access transport	1. Set up a 'Confident Traveller' group to ensure transport provision takes account of the needs of all 2. Deliver three urban Quality Bus Corridor Schemes (UQBC's) 3. Deliver two Inter-Urban Quality Bus Corridor Schemes (IUQBCs) 4. Deliver three Quality Bus Initiative Schemes (QBI's) <b>Note:</b> UQBCs, IUQBC's and QBIs all include provision of low floor fully accessible buses	By 2011	E & E ((Transport Planning)	Annually
Gaps in demand responsive/flexible accessible transport provision are identified	1. Co-ordinate evidence from local needs based assessments	Dec 07	E & E (Community transport)	Dec 07
	2. Publish a report with recc's	April 08		Dec 07

## Appendix 1

Partners are engaged to maximise opportunities for improving access across the county	1. Continue to work with partners and stakeholders to make improvements	Ongoing	E & E (Transport Planning)	Ongoing
Research undertaken into the feasibility of a transport co-ordination centre that will help meet the needs of disabled people	1. Produce a report with a recommendation for funding and development	Nov 07	E & E (Transport Planning & Comm Transport)	Nov 07
Monitor number of requests for dropped kerbs with tactile paving, and requests for pedestrian crossing facilities throughout the County	1. Identify opportunities for provision of further dropped kerbs and pedestrian crossing facilities as part of normal highways maintenance programme 2. Monitor number of crossings and dropped kerbs installed on annual basis	Ongoing	E & E (Highways)	Dec 07

<b>Creating Safer Communities</b>				
Monitor incidents of harassment or discrimination experienced by disabled people in Warwickshire	1. Investigate possibility of developing a joint system with other agencies to record and report disability related incidents in the community	Ongoing	P & D and partner agencies	April 07
	2. Liaise with Warwickshire Police on the True Visions initiative	Ongoing	P & D (Change Mgt)	Ongoing
	3. Ensure WCC Bullying and Harassment procedures for staff are consistent with DDA.	Mar 07	P & D (CHRS)	Mar 07
Ensure that the Domestic Violence (DV) service provision meets the needs of all the community, including disabled people	1. Production of a DV database for use by all partner agencies 2. Database to record information on disability, age, gender etc.	Nov 06	Community Protection with partners	Nov 06
Ensure that DV information is accessible to all groups throughout the county	1. Ensure information for service providers is available in a variety of formats to meet the needs of disabled people	Mar 07	Community Protection with partners	Mar 07
WCC Community Safety strategy reflects issues that impact upon disabled people	1. All community groups are consulted on revisions to the Community Safety Strategy 2. Any revisions to the Strategy are impact assessed	Ongoing	Community Protection and partners	Mar 07

<b>Customer Care</b>				
Customer Care training for front line staff includes input on equality and diversity considerations	1. Customer Care training made available for all front line staff either via face to face or e-learning	Ongoing	Strategic Directors and P & D	Ongoing
Provide services which meet the specific needs of disabled customers	1. Collect equal opps monitoring data on service users 2. Identify barriers to access through impact assessments and customer feedback 3. Remove barriers to access or deliver services in different ways 4. Car parking spaces provided for disabled people are designed to acceptable accessibility standards and are not used inappropriately 5. Involve disabled people in Mystery Shopper exercises and utilise feedback to improve services	Ongoing	All Directorates and service areas	Ongoing
<b>THEME 4: EMPLOYMENT AND TRAINING</b>				
Consult with staff on disability equality issues related to employment	1. Consult through disability staff network and Staff Reference groups 2. Consider inclusion of questions pertaining to disability equality issues in corporate staff survey	Ongoing May 07	P & D (CHRS) P & D (Change Mgt)	Ongoing Annually

Increase the number of disabled people employed by the County Council	1. Review advertising strategy with recruitment agency and Guaranteed Interview Scheme to attract applications from more disabled people	April 07	P & D (CHRS)	Dec 07
	2. Review recruitment material, including job descriptions and person specs to remove criteria which have the potential to discriminate against disabled people	Ongoing	Strategic Directors and HR staff	Oct 07
	3. Monitor and review employment related BVPI targets	Ongoing	P & D (CHRS)	Annually
	4. Ensure phone lines that are frequently used for recruitment purposes are accessible to disabled people, e.g. provision of minicomms/textphones	April 07	Strategic Directors and HR staff	April 07
	5. Corporate Recruitment and Selection training course incorporates disability equality awareness as appropriate	April 07	P & D (CHRS)	Oct 07
Increase the number of work experience placements for disabled people	1. Produce proposals for providing work experience placements for disabled people	April 07	P & D (CHRS)	

## Appendix 1

Managers understand the concept of reasonable adjustment and know what support and advice is available	1. Review guidance and awareness for managers on this issues	April 07	P & D (CHRS)	April 07
Data on number of disabled staff is up to date and accurate	1. Personal data checks undertaken periodically to encourage more staff to declare whether or not they have a disability	Ongoing	P & D (CHRS)	Dec 07, 08
	2. HRMS updated to incorporate new figures	Ongoing	P & D (CHRS)	July 07
Equality and diversity issues included in the planned review of personal development planning activity	1. Review to consider development of individual behavioural competencies in equality and diversity	Dec 07	P & D (Change Mgt)	Dec 07
Publish employment data annually	1. Collect and collate data on recruitment, retention and development of disabled people	Ongoing	P & D (CHRS)	Annually
WCC uses, as far as possible, training and conference venues which are fully accessible	1. Publicise list of accessible internal and external venues for managers and staff	April 07	P & D (CHRS)	April 07
Greater awareness of disability issues amongst new staff and elected members	1. Review all induction programmes to include equality and diversity input	June 07	Strategic Directors and P & D (L & G)	June 07

LIST OF CONSULTEES

Here is the list of contributors who kindly helped with the development of Warwickshire County Council's Disability Equality Scheme:

**Adults**

Members of the Warwickshire Disability Forum

Rugby Disability Forum – in partnership with Rugby Borough Council

Rugby Race & Disability Forum – in partnership with Rugby Borough Council

Warwick District Peoples Disability Forum – in partnership with Warwick District Council

Warwickshire County Council's Disabled Staff Network

Satkaar (Black & Minority Ethnic group)

South Warwickshire Users Forum

Fordsfield Day Centre and Circles

Saltway Day Services

Edward Street Day Centre

Ramsden Day Centre

Warwickshire Association for the Blind

**Children, Young People & Families**

Wacky Forum

Stratford Parenting Project

Ileap

Take A Break

DISC (Disability Inclusion, Sensory Communication Service)

**Web based survey**

Developed in partnership with local councils

36 responses in total



**Feedback from conferences and workshops with service users**

Customer First conferences – 2005 and 2006

Anti Bullying Conference

AccessAbility Project

Dyslexia Awareness Event – 2005

**Feedback provided to WCC from consultation events organised by Nuneaton & Bedworth Borough Council**

DIAL

Ram Ravers

Action for Autism

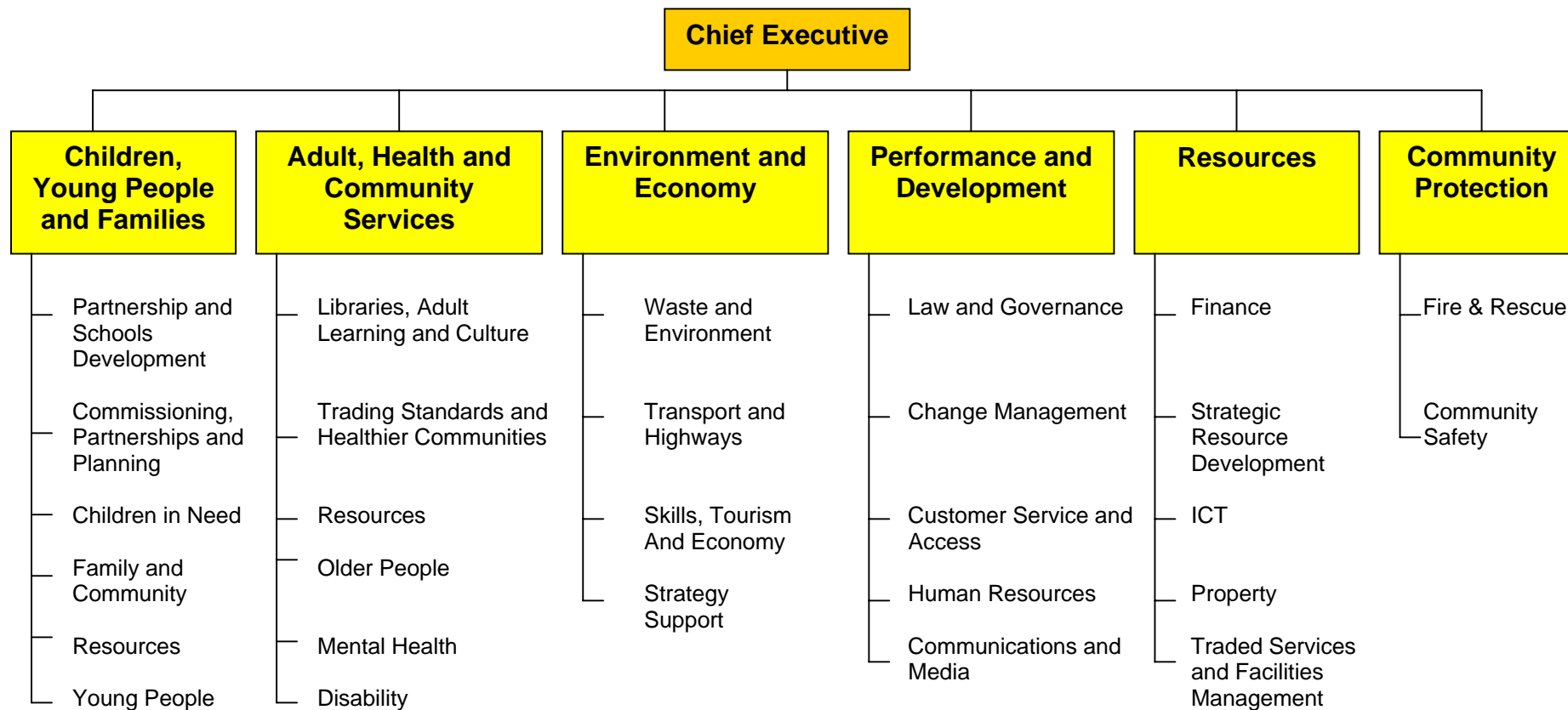
Guideposts Careers Support

Nuneaton and Bedworth Disability Forum

Aspergers United

Silver Surfers

**Warwickshire County Council**  
**Organisational Structure as from 1 April 2006**



WCC's framework for the Performance Management of Equality and Diversity

