

# Disability Equality Scheme (DES) Action Plan 2009-2012 (as at 18 Nov 2010)

## Herefordshire Council, NHS Herefordshire, and Hereford Hospitals NHS Trust

This Action Plan is divided into the 5 priority areas of work identified in the DES.

Action completed	Completion deferred
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Action	Lead Officer	Why	Target Date
<b>1. Transport</b>			
1.1. Arrange public sessions when wheelchair/scooter users can practise getting on and off a bus	Diversity Officer/Public Transport Manager	To increase confidence of wheelchair users in using buses	October 2009 Event held 7 Oct – no takers
1.2. Instigate policing of parking bays in private Council car parks	Facilities and Premises Manager	To cut down on abuse of disabled parking bays	November 2009 As part of the normal office procedures, car park usage is checked on a regular basis
1.3. Launch and promote the use of digital cameras in Info Shops to take the necessary photos of Blue Badge holders	Info in Herefordshire Manager	To simplify and speed up the process of applying for a Blue Badge	December 2009
1.4. Investigate placing of bus stop in Mountfield Road, Kington	Public Transport Manager	To improve access to buses for public	December 2009 Investigated: The cost of providing a formal bus stop cannot be justified by the anticipated usage, therefore the existing informal arrangements should continue
1.5. Carry out a “business improvement” initiative to improve the way in which Blue Badges are issued and managed	Info in Herefordshire Manager	To improve the service delivered to customers	January 2010 Presentation of findings 23 Mar.
1.6. Promote where and when Blue Badges can be used	Info in Herefordshire Manager/Diversity Officer	To improve awareness of the scheme	January 2010 Deferred to later edition of HM
1.7. Carry out further promotional work on Baywatch project	Diversity Officer	To cut down on Blue Badge fraud and the use of disabled parking bays by non-Badge holders	February 2010
1.8. Erect Baywatch signs throughout the Hospital	Communications Assistant	To make clear the Trust’s commitment to supporting disabled visitors and staff	March 2010

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1.9. Erect signage in private Council car parks to designate Blue Badge bays	Strategic Asset Manager	To make clear the Council's commitment to supporting disabled employees and visitors	March 2010 On target for completion April 2010
1.10. Produce and promote local parking policies for Council buildings	Facilities and Premises Manager	To clarify parking arrangements for employees, particularly Blue Badge holders	March 2010
1.11. Erect Baywatch signs at PCT offices	Associate Director Facilities, NHS Herefordshire	To make clear the Council's commitment to supporting disabled employees and visitors	March 2010
1.12. Promote where and when Blue Badges can be used on the Hospital site	PALS Officer	To improve awareness of the scheme	April 2010
1.13. Review number of disabled parking spaces at Hereford County Hospital	Assistant General Manager/Local Security Manager	To find out whether current provision is adequate and plan next steps	June 2010
1.14. Identify a solution to address inconsistent distribution of accessible taxis across the county	Licensing Officer	So that people who need accessible taxis aren't disadvantaged because of where they live	June 2010 Council cannot influence where taxis work. Currently, Council can arrange for drivers to give passengers their mobile number if the passenger has difficulty finding an appropriate vehicle. Licensing are exploring a new web system similar to lift share where the passenger could post details of journeys required for matching up with suitable vehicles.
1.15. Investigate feasibility of dual use loading/disabled parking bays	Lead Engineer	To increase number of parking bays for Blue Badge holders	June 2010 It is considered inappropriate to have dual use bays when both loading and badge holders are permitted use of the bay at the same time, as the bays would be occupied removing the opportunity for HGV's to stop, which could lead to them double parking and hence to congestion on the network. However consideration can be given to amending times for loading and permitting badge holders to park outside these time. Difficulties with this is delivery to smaller outlets who cannot control deliveries. This option will be considered when any review of parking takes place.
1.16. Produce promotional information about evening public transport which allows for public feedback	Public Transport Manager/Head of Communications/Diversity Officer	To increase uptake of evening transport provision and provide feedback	August 2010 Leaflet drafted but deferred due to lack of funds for printing.

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1.17. Research ways to support blind and visually impaired people to stop a bus when waiting at the bus stop	Diversity Officer/Public Transport Manager	To increase confidence of blind and visually impaired people in using buses	September 2010 Meeting with public and bus providers Nov 10 to discuss difficulties and suggest solutions.
1.18. Provide mandatory wheelchair access training for all drivers of accessible taxis	Regulatory Services Manager	To ensure the safety of disabled passengers and raise drivers' awareness of the needs of disabled people	January 2011
1.19. Carry out further promotional work on Baywatch project	Diversity Officer	To cut down on Blue Badge fraud and the use of disabled parking bays by non-Badge holders	February 2011 Likely to be severely curtailed due to lack of funding.
<b>2. Toilets</b>			
2.1. Aim to incorporate Changing Places toilets when redeveloping Hereford Leisure Pool, Hereford Centre and Maylord Orchards <sup>1</sup>	Head of Asset Management and Property Services	To provide suitable toilet facilities for all disabled people in new developments	2012
2.2. Improve access, cleanliness and facilities in accessible toilet at Blackfriars Education Centre	Strategic Asset Manager	To provide better toilet facilities	March 2010 A review of public access to Blackfriars is currently underway (April 10) as part of a wider CYPD accommodation strategy. Amey Herefordshire have been advised of the need to ensure that cleaning standards are not compromised and the Facilities Management Team on site are also monitoring standards. It is hoped that will be improved this Summer when a programme of further moves is proposed.
2.3. Review toilet facilities within Hereford County Hospital	Assistant General Manager/Local Security Manager	To find out whether current provision is adequate and plan next steps	September 2010
2.4. Collate and review comments, compliments or complaints about toilet facilities at the County Hospital	PALS Officer	To consider the views of patients and visitors in order to provide appropriate facilities	September 2010

<sup>1</sup> Future toilet provision in Maylord's is a matter for DRE Ltd who are the owners. The Council only owns the site on which it is built. While we can suggest that they consider that provision when they come to refurbish the shopping mall (in 2012 at the earliest), we cannot insist.

Action	Lead Officer	Why	Target Date
<b>3. Training and Attitudes</b>			
3.1. Develop a flexible and creative programme of disability equality training for front-line staff	Equality & Diversity Manager	To ensure that as many front-line employees as possible can access appropriate training	March 2010 Currently there is a review of all E&D training including induction, and this will be completed by October 10. In the meantime we do have a programme of DET as a stand-alone session. Due to the development of the HEHRC further training is scheduled for Jan-March 2011 to be delivered from April 2011.
3.2. Print Two Ticks disability symbol on all recruitment literature in all media	Human Resources Manager (Recruitment)	To promote Council and PCT commitment to employing disabled people	March 2010
3.3. Develop an e-learning induction course for all new employees of the Council and PCT	Equality & Diversity Manager/ Training and Development Officer		March 2010 There has been some progress on this and a draft outline of the training programme has been developed. This is connected with 3.1.
3.4. Introduce e-learning for Trust staff relating to disability issues	Head of Education and Training	To improve accessibility to education and training on disability issues	March 2010
3.5. Review the use of the Two Ticks disability symbol with a view to including it on all Hospital recruitment literature and media	HR Resourcing Manager	To promote the Trust's commitment to employing disabled people	April 2010
3.6. Ensure all health and adult social care provider contracts include obligation to gather and analyse service user/patient feedback and use it to improve services	Head of Customer Experience Team	To improve quality of services provided	June 2010
3.7. Develop diversity content for ILM Level 2 and 3 programmes in line with nationally recognised management standards	Equality & Diversity Manager/ Training and Development Officer	To ensure that all managers within the Council and PCT act in accordance with national standards, and understand their role in managing diversity in the workplace	June 2010 Draft outline of training agreed, awaiting confirmation from ILM connected to 3.1.
3.8. Review the provision of disability training to all employees of the Trust	Head of Education and Training	To ensure employees access appropriate training	November 2010
<b>4. Inclusive Communities &amp; Services</b>			
4.1. Promote Plain English training to council and PCT staff	HR Manager (Learning, Training and Development)	To improve council and PCT written communications	September 2009 All 50 places were taken up

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4.2. Scheduled "Brand Audit" to include specific focus on how accessible Council and PCT literature is	Head of Communications	To improve Council and PCT written communications	October 2009 Brand audit undertaken plus scrutiny of literature and access to information – cabinet report on improvements in Nov 2010
4.3. Undertake 'Communications Made Simple' workshops	Head of Communications	To make council and PCT communications easier to understand and more efficient	October 2009 Workshops undertaken in adult social care/HR and ICT but more planned for 2011
4.4. Meet with representatives of Disabled community to discuss ways to increase access of county fairs for disabled people	Manager (Markets & Fairs and Street Trading)	So as not to financially disadvantage disabled people who cannot ride independently, and improve accessibility	November 2009 A separate action plan now exists to support disabled people at the May Fair
4.5. Review circulation of Herefordshire Matters to ensure that a copy is made available to each individual (eg. send enough copies to residential homes)	Head of Communications	To ensure that all members of the public can access Herefordshire Matters	December 2009 New distribution system with Royal Mail to ensure all members of the public receive a copy
4.6. Produce a single house style for council and PCT staff	Head of Communications	To make council and PCT communications easier to understand and more efficient	December 2009 Workshops undertaken in adult social care/HR and ICT but more targeted for 2011
4.7. Research accessible fairground attractions, ways of adapting existing ones, and evidence of use from other areas	Disabled community with support from Diversity Team	Use this information to influence accessibility of fairs throughout county	February 2010 Meeting held Feb 10 with Markets & Fairs, Access for All and Showmen's Guild
4.8. Take active steps to provide more work placements and taster days for disabled people by creating a "management pool" of suitable placement areas	Assistant HR Officer (Diversity)	To help with the transition from training to work for disabled people and provide meaningful, better quality work placements	February 2010 Members of JCDG approached for suggestions of suitable areas/job roles for placements and contact made with Barrs Court School to identify students. Individual managers will now be approached to see if they can offer any placements during the summer term.
4.9. Consider the different channels and media which can be used for Hospitals Trust recruitment advertising	HR Resourcing Manager	To ensure that job adverts are distributed as widely as possible and encourage disabled applicants	March 2010

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4.10. Improve the minimum access standards guidance to include advice on purchasing furniture and equipment that improve access	Head of Additional Needs	To help schools to prioritise key improvements to the physical environment in their accessibility plans	April 2010
4.11. Achieve Level A and aim for AA accessibility compliance for NHS Herefordshire website	Knowledge and Web Services Manager	To comply with legislation and ensure that the website is accessible to all users	April 2010
4.12. Tag all PDFs on Council website	Knowledge and Web Services Manager	To ensure that PDFs are accessible	April 2010
4.13. Provide a volunteer support service to disabled people at Hereford's May Fair	Diversity Officer/Disabled community	To help disabled people enjoy the May Fair and encourage their attendance, and to support people who need additional help with getting around when the May Fair is on	May 2010 Work was underway, but the need for CRB checks was an obstacle. Re-scheduled for May 2011
4.14. Development of an action plan around disability sport to be included in the Cultural Consortium agenda	Assistant Director, Economy and Culture, and Senior Sports Development Officer	To improve access to and provision of disability sport	June 2010
4.15. Ensure that 100% of Herefordshire schools publish and annually review their DES	Access and Improvement Coordinator	To help to ensure that early years provision and schools offer appropriate educational opportunities and support to disabled children and parents	July 2010
4.16. Accessibility Audit to take place, with businesses completing and returning accessibility form	Assistant Director, Economy and Culture	To improve accessibility to local businesses	August 2010
4.17. Build a push-button mechanism into the internal doors at Gaol Street Clinic	Associate Director Facilities, NHS Herefordshire	To make the clinic easier to access	September 2010
4.18. Produce and promote a "Care Directory" listing services available for disabled people	Associate Director of Integrated Commissioning	To inform residents about the services available to them	September 2010
4.19. Develop process in liaison with schools to obtain the views of children and young people, parents and carers on aspects of provision for disabled children and young people	Head of Additional Needs	To comply with the duty to consult and to inform planning and delivery of provision and resources	To start September 2010
4.20. Promote the use of plain English training to all Hospitals Trust staff	Head of Education and Training	To improve the clarity of written communication	September 2011
4.21. Hold a "user engagement" event	Knowledge and Web Services Manager	To help the Council and PCT to ensure that their web services are usable as well as accessible	October 2010

Action	Lead Officer	Why	Target Date
4.22. Discuss accessibility of Courtyard for wheelchair users at the quarterly review meeting, and develop further actions	Assistant Director, Economy and Culture/Principal Arts Officer/ Property Operations Manager	To improve access at the Courtyard Centre for the Arts	December 2010 To be added to next review meeting agenda (Nov 10).
4.23. Produce DES guidance and template for schools available on line	Head of Additional Needs	To support schools to comply with their statutory duty	Dec 2009 (Secondary) Dec 2010 (Primary)
4.24. Deliver a programme of training to raise awareness of schools' disability duties to head teachers and governors	Head of Additional Needs	To help head teachers and governors to understand their responsibilities under the Disability Discrimination Act	Dec 2009 (Secondary) Dec 2010 (Primary)
4.25. Signpost all schools to the nationally available guidance and support materials	Head of Additional Needs	To enable schools to produce robust action plans to implement DES	Dec 2009 (Secondary) Dec 2010 (Primary)
4.26. Facilitate opportunities for schools to consult with disabled people	Head of Additional Needs	To support schools to comply with their statutory duty	Dec 2009 (Secondary) Dec 2010 (Primary)

## 5. Advice and Support for Disabled Employees

5.1. Produce and promote a set of guidance notes for line managers entitled "Managing Disabled Employees" to include guidance on Disability Leave	Head of HR Services for Council & PCT	To reaffirm rights and responsibilities of managers and disabled employees and to provide "plain English" guidance	December 2009 Likely to be in place by April 2011.
5.2. Review Hospitals Trust HR policies and guidance for managers and staff regarding disability leave	HR Manager	To reaffirm rights and responsibilities of managers and disabled staff and provide clear guidance	June 2010
5.3. Provide "Equality and Diversity" VRQ Level 2 training to all HR Officers, Assistant HR Officers, and HR Advisers	Learning and Development Advisor/Head of HR Services for Council & PCT	To improve the understanding of HR employees in the Council and PCT so that they can better support disabled employees	December 2010
5.4. Provide "Managing Diversity" VRQ Level 3 training to all HR Managers	Learning and Development Advisor/Head of HR Services for Council & PCT/Equality & Diversity Manager	To improve the understanding of HR managers in the Council and PCT so that they can provide a better support service for disabled employees	December 2010 Likely to be rolled out in April 2011 when re-organisation has settled
5.5. Install an induction loop at the Castle Green training centre	Learning and Development Advisor	To improve training facilities for hard of hearing people	December 2010