

# EQUALITY DIVERSITY



## DISABILITY EQUALITY SCHEME 2007-2010

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## FOREWORD

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Birmingham City Council's vision for the city places support for equality and diversity amongst our highest priorities. The Disability Equality Scheme (2007 –2010) underlines this commitment as well as fulfilling our statutory duties.

We recognise the contribution that the diversity of our population has made to our economic growth and prosperity. We believe that it is important, both morally and economically, to accelerate the pace of change in the area of disability equality.

We are seeking significant improvement in how the impact upon disabled people is taken account of when developing services or policies.

We intend to work towards real outcomes and support practical improvements in the day-to-day life and experience of disabled people. We have involved, and will continue to involve, disabled people in the process of identifying and progressing our priorities for action.

We are proud of what we have achieved to date. But we are not complacent: we will continue to work towards promoting equality of opportunity for all, whilst ensuring that there is greater cohesion between the people and communities in the city.

This scheme will continue to develop. We will monitor progress and publicise what we find to enable us to learn from, and act on, any shortcomings.

The success of any scheme clearly requires dedication and support from our staff, all communities and partner agencies. I am grateful to them for the good spirit they bring to the city, and to their continuing efforts in support of equality, diversity and cohesion. As the Cabinet Member for Equalities and Human Resources, with the responsibility for the City Council's portfolio for Equality and Diversity, I will champion the progression of this Disability Equality Scheme and related corporate priorities for the city.

I welcome your comments and suggestions.

Cllr Alan Rudge  
Cabinet Member for Equalities & Human Resources  
Birmingham City Council

# 1 THE PURPOSE OF THE DISABILITY EQUALITY SCHEME

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The City Council has a long-standing commitment to disability equality. We have been active in identifying and acting on best practice. This scheme reinforces and deepens that commitment.

The Disability Discrimination Act 1995 as amended by the Disability Discrimination Act 2005 now places a General Duty on all public authorities, when carrying out their functions, to have due regard to the need to:

- eliminate discrimination that is unlawful under this Act;
- eliminate harassment of disabled persons that is related to their disabilities;
- promote equality of opportunity between disabled persons and other persons;
- take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons;
- promote positive attitudes towards disabled persons;
- encourage participation by disabled persons in public life.

"Due regard" comprises two linked elements: proportionality and relevance. In all their decisions and functions authorities should give due weight to the need to promote disability equality in proportion to its relevance. Disability equality will be more relevant to some functions than others. Public authorities will need to take care when assessing relevance, as many areas of their functioning are likely to be of relevance to disabled people.

## 1.1 What is a Disability Equality Scheme?

Under the Disability Discrimination Acts, public authorities are also subject to additional Specific Duties to support the achievement of the outcomes required by the General Duty.

The Specific Duties are as follows:

- a public authority should publish a Disability Equality Scheme demonstrating how it intends to fulfil its general and specific duties;
- a public authority should involve disabled people in the development of the Scheme;
- the Scheme should include a statement of:
  - o the way in which disabled people have been involved in the development of the Scheme;
  - o the authority's methods for impact assessment;
  - o steps which the authority will take towards fulfilling its general duty (the "action plan");

- o the authority's arrangements for gathering information in relation to employment, and, where appropriate, its delivery of education and its functions;
- o the authority's arrangements for putting the information gathered to use, in particular in reviewing the effectiveness of its action plan and in preparing subsequent Disability Equality Schemes;

Extract from Disability Rights Commission publication 'The Duty to Promote Disability Equality – Statutory Code of Practice' (December 2005)

- a public authority must, within three years of the Scheme being published, take the steps set out in its action plan (unless it is unreasonable or impracticable for it to do so) and put into effect the arrangements for gathering and making use of information;
- a public authority must publish a report containing a summary of the steps taken under the action plan, the results of its information gathering and the use to which it has put the information.

The Disability Equality Scheme covers all relevant services, functions and policies of Birmingham City Council, bringing them within a single coherent framework and action plan. The Scheme makes it clear how Birmingham City Council plans to meet both the General and Specific Duties. It summarises the City Council's overall approach to disability equality and how it links to the corporate aims and objectives.

## 1.2 Involvement and Consultation of Disabled People

In order to meet one of the Specific Duties placed upon public authorities, disabled people must be involved in the development of the Disability Equality Scheme.

In developing this Disability Equality Scheme, the City Council has actively involved and consulted different groups of disabled people and the organisations representing them. The Scheme was developed by involving people from across the City Council, service users, disabled people, strategic partners and voluntary and community organisations, including specialist disability groups (see Appendix 2). These people have contributed to refining and developing the Scheme through peer reviews and focus groups. The result of our recent consultation workshops held between April 2006 and August 2006 is in the document entitled "Person Centred Plan about Birmingham City Council's Disability Equality Scheme in Easy Read Format".

A Consultation Event was held on the 14 September 2006 to discuss the development of the Equality Schemes and encourage debate around the key action points being considered by Birmingham City Council. The consultation period lasted until 16 October 2006.

## 1.3 Progress to Date

Over the last two years Birmingham City Council has had a series of successes in addressing disability issues. These include the following:

- Established the "Wayfinder" Talking Signs system throughout the city centre in 2006, enabling visually impaired people to receive practical audible information of where they are and brief directions to find transport, places of interests, shopping, etc.;
- Established a carers' one stop support shop in 2006, offering advice and guidance to carers;
- Established a Disability Advisory Network (DAN) in 2006. DAN is supported and facilitated by disabled members of staff from the directorates and is open to all disabled employees of Birmingham City Council. DAN aims to provide information, guidance, support and advice to disabled employees; to promote disability issues across the City Council and to act as a consultative and developmental forum for improving the City Council's policies, systems and practices;
- Adopted guidance (in 2005 and 2006) that all planning applications to the City Council for buildings used by the public have to take regard of this guidance on access;
- Established the Birmingham Centre for Inclusive Living (CIL) in 2005. This is a resource centre run and managed by disabled people to promote independent living;
- Approved (in 2004) the Cabinet Report on British Sign Language (BSL). Birmingham City Council was the first authority in the country to promote BSL as a recognised language. The City Council employs in-house sign language interpreters, offering an urgent request service. It is regularly used by a significant number of local people, and by many visitors to the City;
- Established regular meetings with a number of disabled service users and staff groups to ensure that the voices of its citizens and staff are listened to;
- Appointed a dedicated HR Adviser within Human Resources, who is responsible for disability employment issues. Birmingham City Council was one of the first local authority employers to create such a post;
- Provided (for over twenty years) intensive support, customised training and equality of opportunity to jobs within the city for disabled people;
- Supported the Supernumerary Employment Training Scheme for disabled people which has been in operation for twenty years. The scheme has grown and developed into a nationally recognised model of good practice. The scheme offers a 9 month paid training placement to a disabled person. Trainees are also assigned a mentor to support them through the programme;
- Established a comprehensive list of text phones in operation around the City Council and made full training available to all staff;
- Actively promoted the use of the Type Talk Service;

- Made available, since 2004, job application forms and supporting information in various formats, giving disabled people the opportunity to seek employment with the City Council. They also offer the opportunity to request a job application pack via SMS text messaging and have developed a leaflet offering practical support to disabled people applying for City Council jobs.

This track record is built on the City Council's firm policy commitment to disability equality, evidenced by:

- The fact that the City Council continues to be a disability "Two Tick" symbol user. The "Two Tick" symbol is awarded to employers who sign up to five commitments, which includes the recruitment, retention and development of disabled people.

## 2. THE CITY COUNCIL'S VISION AND PRIORITIES

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### 2.1 Our Vision for Birmingham

Birmingham City Council has a clear vision for Birmingham, for the future of the city and its people. We want Birmingham to be a city with a strong and sustainable economy offering benefits to all its citizens. A city where people are safe, well housed, healthy and enjoy a high quality of life within thriving communities. A city where everyone feels they can play their part to the full. A city where people want to live and work and businesses choose to invest.

#### Our aim is for people to:

- Succeed economically – benefiting from training, jobs and investment;
- Stay safe- living without crime and the fear of crime;
- Be healthy- enjoying long and healthy lives;
- Enjoy a high quality of life – living in a city which is clean and green with good sports and leisure opportunities;
- Make their contribution – valuing one another and playing an active part in the community.

#### So our priorities are to:

- protect and support vulnerable people;
- ensure everyone has a decent home;
- make the city cleaner, greener and safer;
- provide excellent services;
- ensure services are connected and customer focussed;
- build the city's reputation at home, nationally and internationally;
- maintain a city where communities get on well together;
- promote the city region.

We will continue to foster understanding between the generations and between communities. Working alongside our partners, we will encourage those who feel excluded to make use of the many opportunities it offers.

#### We will achieve all of this through:

- Transforming the way we manage our business and work with partners as well as support our staff;
- Improving our approach to customer service by listening to suggestions from our citizens;
- By working closer with our communities.



## 2.2 National Context

Disability is categorised by Census 2001 as a Limiting Long-Term Illness (LLTI). Below is a summary of Census 2001 on LLTI.

	% of population with a Limiting Long- Term Illness		
	1991	2001	
Birmingham	14	19.7	5.7
West Midlands	13	18.9	5.8
England	12.8	17.9	5.1

**Table 1. Limiting Long-Term Illness, Census 1991 and Census 2001**  
Sources: 2001 Census, 1991 Census © Crown Copyright.

Table 1 above shows that the percentage of people with LLTI has risen significantly from 1991 to 2001 both nationally and locally. A recent survey showed that over 6.8 million UK disabled people are of working age, which represents 19 percent of the working population.

Most disabled people develop their impairment during their lives. As a result, the percentage of disabled people rises with increasing age. Of the workers aged between 50-64 years, 33% are disabled . About 11% of full-time employees, and 15% of part-time workers, provide unpaid care for someone with a limiting long-term illness.

The last decade has seen significant improvements for disabled people in:

- employment;
- education;
- housing and living independently;
- access to shops and other buildings providing services to the public.

Nationally, the gap in employment rates has narrowed in the past five years: 51% of disabled people in the UK are now in work compared to 46.6% in 2000 . The total number of disabled students in higher education rose from 86,250 in 2000/1 to 121,080 in 2003/4. The number of people receiving direct payments has gone up from 5,500 in 2001 to nearly 20,000 by 2005 . In 2005, 2.9% of the Senior Civil Service were disabled people compared to 1.5% in 1998.

Much of the way in which society is organised and resourced is still based on the "Individual Model of Disability". Under this approach, disabled people are split for convenience into medical groups, with their disability acting as their defining attribute and limitation. The "Social Model of Disability", on the other hand, states that, in the

main, it is not the impairment or the disabled person that is the issue: rather, it is society's failure to take into account people's diverse needs. The Social Model shifts policy away from a medical, charity, or care agenda into a rights led, equalities agenda. Disabled people contend that the systematic removal of barriers to their progress is a more effective approach - socially, morally and economically. Put simply, it is better and more economical to support disabled people being independent than to provide services which foster and maintain dependency.

## 2.3 The Local Context

Limiting Long-Term Illnesses rise with age. Birmingham's LLTI percentage increases from less than 7% of people under 30 years old to nearly 42% for the age group of 60-64 .

	% of population with a Limiting Long- Term Illness		
	1991	2001	
0-15	3	5.3	2.3
16-29	4.2	7.0	2.8
30-44	7.4	13.2	5.8
45-59	17.8	26.7	8.9
60-64	29.5	41.5	12
65-74	34.8	47.1	12.3
75 or older	54.1	65.5	11.4

Sources: 2001 Census, 1991 Census © Crown Copyright.

Birmingham City Council provides a range of services to disabled people: 22,000 adult and 4,600 children use Social Care & Housing disability services. There are 45,000 Blue Badge scheme users. It is estimated that Birmingham has 4,020 people with a severe or profound learning disability and 25,115 people with a mild or moderate learning disability .

The City Council is the largest employer in Birmingham and employs approximately 52,708 people. Of the total workforce, 1.9% are disabled people. Within its senior management (above PO7 level), 2.4% are disabled people . However, this percentage depends on self-declaration. There are likely to be more employees who have chosen not to declare a disability. Birmingham City Council aims to increase the percentage to 2.3% by 2007/08. A number of initiatives are being put in place to achieve this target.

## 2.4 Aims of the Disability Equality Scheme for 2007-2010

Birmingham City Council is committed to the Social Model of Disability, and this Scheme is our commitment to turning that policy into practice.

The aims of the City Council Disability Equality Scheme are to:

- Support the vision for Birmingham outlined above;
- Mainstream disability equality within the City Council's service areas;
- Prioritise community cohesion, as expressed through the Community Cohesion Strategy;
- Develop and extend our consultation and engagement with the community, partners and stakeholders;
- Ensure that Equality Impact Needs Assessments have meaning and impact from a disability equality perspective;
- Take a joined up perspective to equality - linking disability equality actions to the other five priority equality strands: age, race, gender (including trans-gender), sexual orientation, and religion & belief.

## 3. THE KEY DRIVERS FOR DISABILITY EQUALITY

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### 3.1 Realising the Vision

Birmingham's diversity is fundamental to its social and economic future. Disability equality is critical if we are to achieve our vision of a city with a strong and sustainable economy, where people play their full part and enjoy a high quality of life within thriving communities.

We all benefit from living in a society that is inclusive and cohesive – where different groups live in mutual respect and acceptance of diversity. Progress and peace result from valuing differences and harnessing these differences to achieve objectives.

There is a clear moral imperative in working to achieve disability equality. In addition, as the City Council, the largest employer in the city, we must demonstrate our commitment to equality and diversity, setting an example to other employers including those who provide services on our behalf to mirror our values and beliefs.

There is also a clear business case, based upon the City Council's need to attract, recruit and retain good quality staff. The broader the applicant base, the better the quality. Creativity, innovation and fresh thinking are encouraged if employees comprise people from all walks of life. A diverse workforce should be better able to understand the needs of customers from different backgrounds.

### 3.2 The Legal Imperatives

A range of legal and best practice frameworks underpin our commitment to disability equality, as follows.

#### 3.2.1 Disability Discrimination Acts

The Disability Discrimination Act 1995 has been amended by the Disability Discrimination Act 2005 so that it now places a General Duty on all public authorities, when carrying out their functions, to have due regard to the need to eliminate discrimination and harassment of disabled people; to promote equality of opportunity for, and positive attitudes towards, disabled people; and to encourage and enable disabled people to play a full part in public life.

The duty covers all functions and activities of the City Council. It is a positive duty which means that the City Council must think about the needs of disabled people when they develop their services and functions, rather than making adjustments after the event.

### 3.2.2 Human Rights Act 1998

The Human Rights Act (1998) came into force in October 2000 bringing into effect, in UK Law, the European Convention on Human Rights. The implementation and integration of this piece of legislation will increase the accountability and liability of the City Council to local citizens as far as equality, social justice and social exclusion issues are concerned.

### 3.3 Meeting the Equality Standard (BVPI 2a) Requirement

One of the Best Value Performance Indicators for local authorities is BVPI 2a, which is the Equality Standard for Local Government. The Equality Standard sets out a generic 'quality' framework to mainstream equality of opportunities across all parts of the City Council. There are five levels of the Standard. Level 1 is the lowest and 5 is the highest. For each of the levels there are list of indicators that the council has to provide evidence on. Birmingham City Council was self-assessed and externally audited as Level 3 in 2004.

The outcomes of the assessment against the Equality Standard will provide information for reviewing the Disability Equality Scheme. The Equality and Diversity Division is responsible for the Equality Standard.

## 4. MANAGING CORPORATE EQUALITY

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### 4.1 Planning for Equality

The City Council's Corporate Equality and Community Cohesion Framework, of which this Scheme is a part, provides the strategic and policy framework for the delivery of equitable services to the diverse citizens of Birmingham. The valuing of diversity will be balanced with the commitment to social and community cohesion.

Each directorate is required to develop equality action plans, which address the specific needs of communities, and the common issues which cut across them irrespective of age, race, disability, gender, religion and belief and sexual orientation.

In this way, the equalities and diversity agenda is being embedded systematically in the strategic and business planning processes of the City Council.

### 4.2 Measuring Equality

Under the Disability Discrimination Act 2005, Local Authorities are required to identify all of the functions and policies that have a disability equality dimension and to carry out an impact assessment against them. The City Council has reviewed all its functions and policies against all six equalities dimensions, including disability, and has prioritised its approach accordingly.

The City Council has also developed a thorough Equality Impact Needs Assessments (EINA) methodology to address the need for impact assessments. The EINA examines how a policy, procedure or service may have an unequal impact on different groups of people. It will enable service managers to improve proposed or existing provision.

All Service areas will go through the process of initial screening, which will be a required part of the Service Planning process. Cabinet report checklist will require specific reference to Equality Impact Needs Assessments. All new strategies, policies, functions, service developments will be required to have full impact assessment at an early stage.

The City Council has reviewed and collated its list of primary functions and policies that have relevance to disability equality as required by the legislation. EINAs will be conducted for all items on the list. Wherever possible, the EINA will be included as part of other scheduled reviews. An EINA toolkit has also been developed to assist service areas in conducting impact assessment. Supporting advice and guidance will be provided by the City Council's Equality and Diversity Division.

### 4.3 Equality Performance

There is little point in mainstreaming equality responsibilities, in planning for equality, and in measuring the equalities impact of what we do, if no real improvements result. Each Directorate is therefore required to show:

- Evidence of measurable improvements in access for all under-represented groups;
- Implementation of the requirements of equality related legislation;
- Evidence of measurable improvements in respect of widening the profile of service users having regard to need and relative to the local population;
- Evidence of measurable improvements in respect of providing services that meet the needs of all groups in the communities the directorate serves.

Where gaps and adverse impact are found through the EINA process, action plans will be developed and included in the annual service plans and work programmes. Where there is insufficient data available about the impact of the service on specific groups, the first stage will be to establish monitoring and feedback mechanisms to obtain it on a regular basis.

### 4.4 Scheme Responsibility

The Disability Equality Scheme requires high-level commitment and support if it is going to bring the change that it promises. Responsibility for the effective implementation of duties relating to this scheme lies with the City Council, which is committed to the fulfilment of its obligations in the performance of all its functions, powers and duties.

Cabinet has responsibility for approving, implementing and monitoring the Disability Equality Scheme on behalf of the City Council. The Cabinet member for Equalities and Human Resources is the lead member for the Scheme and has responsibility for updating Cabinet and the relevant Scrutiny Committees on its implementation and impact. The Head of Equality and Diversity is responsible for the delivery and co-ordination of the scheme within the City Council.

Though Scheme responsibility is as described, responsibility for equalities outcomes rests firmly with Cabinet members and the Directorate Management Teams. The City Council recognises that the Equality Schemes provide the framework for progressing the equalities agenda, but that results will only be achieved through mainstream service provision. This is the mainstreaming agenda. In this context, equality and diversity service is the conscience of the City Council as a whole: advising on impact; monitoring progress against action plans; overseeing EINA implementation and responses.

## 4.5 The Annual Review

The City Council recognises that the Disability Equality Scheme has to be a 'living' policy to be effective and therefore it will be monitored regularly. The City Council will ensure that the Scheme is reviewed on an annual basis from 2008.

The revised scheme will be published and made available in July on the City Council's website. Hard copies will be available in the libraries and neighbourhood offices.

## 4.6 Review of the EINA

The City Council revised its Equality Impact and Needs Assessment in June 2006. Details are available on the City Council's website and intranet facilities.

Impact Assessments have also been built into the following:

- The newly revised Corporate Service Planning Guidance;
- The Risk Management Process;
- Business Transformation arrangements;
- The Corporate Consultation and Engagement Strategy;
- The Communication Plan;
- The Council Plan;
- The Local Area Agreement.

The Initial Screening Proforma will further be reviewed, taking into account the requirements relating to the new Duties for Gender and Disability. All completed Initial Screening Proformas and Full Assessment Reports will be published through the internet on an ongoing basis throughout the year.

In light of the new duties, a Project Team on EINA has been established to ensure compliance with the new requirements, to further enhance the toolkit in view of the City Council's commitment to mainstreaming the equalities agenda, and to continue to ensure that:

- All service areas have adequate monitoring systems, and where they do not, what they will do to remedy the situation;
- All service areas have a clear criteria they will use to measure equality performance;
- All service areas are encouraged to use different methods of consultation;
- All service areas evidence how adverse impact has been addressed;
- All service areas publish result of assessments, consultation and monitoring.



In the revised EINA toolkit, all the City Council officers involved in the process are requested to assess their functions, services and policies by answering five questions:

1. Are disabled people being discriminated or harassed?
2. Are there alternatives to help disabled people to reach their potential?
3. Do we provide good employment opportunities for disabled people?
4. Have we put positive steps to eliminate barriers faced by disabled people?
5. Are there alternatives that can encourage disabled people to participate in public life?

The EINA will be managed by the Corporate EINA Task Group which will meet regularly to assess the progress of all the EINAs. The Head of Equality and Diversity will submit a progress report to the Cabinet Member for Equalities and Human Resources and the Corporate Management Team to ensure that: (1) service areas are carrying out EINAs; and (2) as a result of EINA outcomes, the service areas are making the necessary adjustments.

In April each year, the Equality and Diversity Division will produce a summary of the Impact Assessments, consultation and monitoring undertaken. Where monitoring has not been established, the Division will summarise how the monitoring arrangements will be put in place. This information will be made available through the internet and the intranet.

## 5. DISABILITY EQUALITY IMPLEMENTATION

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### 5.1 The Action Plan

The Scheme has been developed in consultation with, and with the involvement of, disabled people. This process resulted in the following headline areas being identified as priorities in the three year action plan (see Appendix 1).

- **Involvement of disabled people in designing services**  
Establishing robust mechanisms to enable disabled people in influencing the design of services. Building the capacity and raising the awareness of groups acting on behalf of disabled people.
- **Information**  
Ensuring that information presented by the City Council is accessible to disabled people.
- **Social Care and Health Services**  
Ensuring that the City Council's social care and health functions monitor, understand, and act on their disability equality responsibilities; ensuring that City Council staff understand this and are trained accordingly. Working with partner social care and health service delivery organisations to assist them in meeting their disability equality responsibilities.
- **Accessible Housing**  
Ensuring more accessible housing is available for disabled people including improved adaptations of properties and provision of housing related support to promote independent living.
- **Transportation**  
Encouraging investment in the City's transportation system to enable disabled people to travel safely and freely.
- **Education**  
Ensuring that disabled children and young people have fair access to educational opportunities and services, so reaching their full potential.
- **Employment**  
Ensuring a better representation for disabled people in the City Council workforce. Enabling disabled people participate in employment representative bodies.
- **Access to Environment and Service**  
Enabling better access to the environment and City Council services by disabled people. Ensuring that Council functions such as planning promote access for disabled people.

- **Discrimination and Inclusion**  
Ensuring that the procedures for identifying discrimination and promoting inclusion are robust and that City Council staff have the necessary skills to implement the procedures effectively.
- **Involvement in Community Activities**  
Encouraging the active participation of disabled people in sport, arts and other community based activities for recreation and personal development.

## 5.2 Prioritised Functions and Policies

The Action Plan is further underpinned by the EINA process. The Race Relations (Amendment) Act 2000 brought with it a requirement for local authorities to set out their functions, policies and procedures and screen them for relevance to the promotion of race equality. The Equality Standard extended that screening to include gender and disability. Legislation now requires the promotion of equality in six strands: race; gender; disability; age; sexual orientation; and religion and belief.

In practice, this means that every three years in all these equality strands, each service area within Directorates identifies all of their existing functions, policies, procedures, strategies, plans, and any that are proposed or are to be reviewed (or are in the process of change). Due to the disability and gender duties, we have now reassessed the list previously published in May 2005.

Items on the list relevant to achieving equality are identified, principally covering: (1) those functions or policies that affect the public; and (2) those that are related to employment. The list has been approved by each Directorate's Senior/ Directorate Management Team/ Leadership Team.

Those items on the list are then prioritised from an equalities perspective, against the different equality headings. A schedule of Equality Impact Needs Assessments is then drawn up for listed items, driven by the priorities allocated.

## 6. ACCESS, INFORMATION AND INVOLVEMENT

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### 6.1 Access to Information and Services

Each service area of the City Council has specific arrangements for public access to information and services. More formal methods include:

- Scrutiny committee reviews;
- Cabinet reports;
- Core cities (sharing good practice and trends);
- Reports through the Best Value Performance Plan;
- Each service area being required to publish a schedule of every impact assessment and monitoring exercise.

The City's Consultation and Engagement Strategy provides a strategic framework to underpin consultation and engagement across the City Council. It sets out the City Council's corporate approach, outlining a set of minimum principles and standards for consultation and engagement. The principles are as follows.

- **Inclusion**  
We will try to give all citizens an opportunity to be heard in a variety of ways, using imaginative approaches to give a broader view than through working only with specific interest groups.
- **Respect**  
We will respect all consultees and protect their personal data. We will value the opinions and feedback from users of our service on a day-to-day basis. We will be ready to listen and provide feedback.
- **Honesty and Integrity**  
We will be clear why we are consulting and what everyone can expect from the outcome (including what decisions are to be made and how, and things we know we cannot change). We will ensure that consultation is not subject to any inappropriate political pressure or influence. When we make decisions, we will do so taking into account the information and views we have gathered. Some decisions may be difficult and unpopular. We will avoid compromising voluntary and community sector independence.
- **Partnership**  
We will work in partnership with individuals and other organisations, both in consulting on issues affecting them and in conducting shared consultations where appropriate and cost effective.

- **Empowerment**

We will encourage citizens to be involved and provide support where needed. During consultation, we will tell people being consulted how to comment on, complain about or compliment the way the consultation is carried out, by using the City Council's corporate procedure.

In line with the mainstreaming agenda, each service and policy area carries responsibility for ensuring equality of access in its own functional area. The Equality and Diversity Division provides support through advice and guidance to the rest of the organisation in this regard. As described in Section 4, each directorate is required to develop equality action plans, addressing the specific needs of communities, and the common issues which cut across them irrespective of age, race, disability, gender, religion and belief and sexual orientation.

The localisation and devolution programme, under which considerable resources have been allocated by the City Council to the development of customer-facing teams within the ten Birmingham Constituencies, is further evidence of the commitment to local engagement and service access.

## 6.2 Reputation and Understanding

The City Council recognises, through its Communication Strategy, that it is vital to understand the nature of the City Council's reputation with all groups of people across the City. Three principal measures of this are used.

### 6.2.1 Annual Opinion Surveys

Annual opinion surveys measure how the City Council's reputation is judged by service users and citizens, as well as measuring citizens' experience and perception of the services themselves.

In Birmingham, while around half (47%) of residents feel that the City Council keeps them informed, one in twenty (5%) feel very informed. However, people feel more informed in 2004 than they did in 2002 and 2001 (40% and 39% respectively felt informed).

### 6.2.2 The People's Panel

The 1000-strong People's Panel comprises a representative sample of Birmingham citizens and is consulted regularly in more depth on a range of issues which are then measured for performance and improvement.

### 6.2.3 The Employee Census

The City Council's own employees are key stakeholders. Communications plays a vital role in informing and involving each member of our workforce. Employees should understand the City Council's priorities and policies and how their work contributes to them, and effective communications with employees helps develop their advocacy role in the community.

The 2004 employee census established that not only had perceptions of Birmingham City Council improved since 2002, but Birmingham City Council now compares favourably with other, similar organisations.

### 6.3 Impact Consultation

The City Council strongly believes it is important to inform those affected by a policy or function that it is to be reviewed, and to consult about any proposed changes. Consultation is an essential part of the EINA process. The impact of existing and proposed functions and policies is subject to consultation, guided by the Corporate Consultation and Engagement Strategy.

The City Council's EINA process requires that:

- Consideration is given as to how particular methods may be appropriate for collating information on different groups;
- Each service area examines, and reports that it did so, how it will assess its service for impact on groups with multiple equality issues;
- Due attention is paid to human rights and data protection issues when devising methods of data collation;
- Where a new process for data collation is required, the short term lack of data does not stop the service area from taking action where an adverse impact is suspected based upon other evidence (for instance, anecdotal).

### 6.4 Impact Monitoring

Knowing that a policy is working as it should is vital to achieving the aims of the general duty. Keeping track of how a policy is working, and whether it is having an adverse impact or harming disability equality, depends largely on having an efficient, up-to-date, and relevant monitoring system.

Monitoring allows the City Council to test on an ongoing basis:

- how different people are affected by their policies;
- whether people from all groups are equally satisfied with the way they are treated;
- whether services are provided effectively to all people;
- whether services are suitable and designed to meet different needs.

Each Directorate completed an assessment of its monitoring arrangements, identifying gaps and producing action plans on how and when these gaps will be filled, in November 2006.

All policy and service areas are required to monitor policies, procedures and functions to ensure that there is no adverse impact; and the resulting reports must be published.

The City Council employs a range of methods to gather its monitoring data, including:

- Administrative database;
- Citizens' juries/ panels;
- Consultant's Reports;
- Consultations;
- Focus group Interviews;
- Frontline staff feedback;
- Observations;
- Pilot Projects;
- Review of complaints made;
- Surveys (postal, face-to-face, telephone);
- User feedback.

## 6.5 Information Dissemination

The City Council's overarching Communications Strategy seeks to achieve eight main outcomes, as follows:

- We will contribute to the achievement of the City Council's social and political goals;
- We will improve the reputation of the City Council amongst its audiences, stakeholders and partners;
- We will ensure that communication with our citizens is focused and targeted;
- We will enhance communications as a means of responding to the needs of our audiences, such as communities and interest groups as identified by the consultation strategy and access to services strategy;
- We will improve the quality of information provided by Birmingham City Council;

- We will encourage greater participation in the democratic process;
- We will assist the move towards e-government;
- We will work to develop the Birmingham City Council brand, ensure that all employees feel part of the brand and are able to recreate it at the point of consumption.

A key component in the Operating Plan of the Marketing & Communications Division is to show the diversity and richness of the whole City by:

ensuring that all our communications eg media releases, Forward, Inner Voice, Birmingham.gov (website), Inline (intranet) and other forms of publicity reflect the diversity of the city; by working with HR and equalities to improve information about opportunities in BCC, including information relevant to minority groups...



## 7. EMPLOYMENT

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### 7.1 Employment Monitoring

The City Council is required under the specific duties to include in the scheme a statement of the authority's arrangements for gathering information in relation to employment.

The City Council will continue to monitor the composition of its workforce. The aim of the City Council is to have a workforce that reflects the diverse communities we serve at all levels in the council.

The collection and analysis of statistics on disabled people are an established part of existing City Council practice in the areas of recruitment, development and retention. This data is currently available at a headline level. Employment monitoring systems are being developed which will enable us to report on a wider range of management information.

### 7.2 Training

Diversity and equality is an integral part of training being delivered across the city. We have gradually moved away from delivering corporate training programmes on diversity and equality to embedding the key principles in the programmes we offer. However, there are on occasions where there is a specific service need for diversity training. Examples of this include the Development Services' "Diversity in the Environment" and the Library Services' "Dealing with different customers".

Developments are taking place to enhance the City Council's management information systems, which would then enable the reporting of a wider range of management information. One aspect of this development is Managers and Employees Self Service portal which will enable managers to directly input training needs arising from professional development reviews (PDRs) and training requests. The development work on PDRs to capture training needs and requests is currently being tested.

## APPENDIX 1: BIRMINGHAM CITY COUNCIL DISABILITY EQUALITY SCHEME - ACTION PLAN 2007-2010

<b>KEY AREA 1: INVOLVEMENT OF DISABLED PEOPLE IN DESIGNING SERVICES</b>				
<b>Overall Objective: To actively involve disabled people and to empower them in influencing The City Council services</b>				
<b>Action</b>	<b>Timescale</b>	<b>Outcomes</b>	<b>Lead</b>	<b>Directorate</b>
Establish a community and stakeholder consultation network.	March 2008	Particularly involve Disabled People from Black and Minority Ethnic backgrounds and new arrivals and new communities. Both are currently underrepresented.	Head of Equality & Diversity	Resources
Commissioning framework to be used for funding to community, voluntary and independent organisations of disabled people.	February 2007 – March 2010	Community, voluntary and independent organisations funded in a transparent way to deliver the outcomes framework with "Our health, our care, our say".	Service Director – Policy, Strategy and Commissioning	Adults & Communities
Review and report on progress made on the DES to the Cabinet Member for Equalities and HR.	Annually	Review targets achieved by 31 March each year. Introduce new targets. Reports to be presented by Cabinet Member for Equalities and HR to Cabinet by 1 May each year.	Head of Equality and Diversity	Resources
Support the International Day of Disabled People celebrated each year	Annually April 2007	Celebrate the diversity of disabled people and use the event to publicise new initiatives: <ul style="list-style-type: none"> <li>• Sponsor activities by different organisations</li> <li>• Establish a IDDP Planning Group</li> </ul>	Head of Equality and Diversity	Resources

Action	Timescale	Outcomes	Lead	Directorate
Development of Strategic Needs Analysis for disabled people	March 2007	To provide more timely and accurate information to support the commissioning process to meet the needs of disabled people	Service Director – Policy, Strategy and Commissioning	Adults & Communities
Engagement of users and carers with disabilities in the design, delivery and evaluation of adult care services within an outcome framework	March 2008	Further develop systematic engagement and development of feedback mechanisms for users and carers with disabilities, within an outcomes framework.  This will include supporting and resourcing self-help groups for people with mental and emotional distress.	Service Director – Policy, Strategy and Commissioning	Adults & Communities
Develop a database of disabled community groups and service providers for disabled people	March 2008	Enhance the current directory of disabled organisations	Shakil Dixon	Resources
To Pilot In-Control for people with learning disabilities to ensure that they self direct their own services and support	January 2008	To promote rights, choices and independence for people with learning disabilities	Service Director, Younger Adults	Adults & Communities
Implement Corporate Consultation and Engagement Strategy relevant to disabled people within Directorates	March 2008	All Directorates are to adhere to the Corporate Consultation and Engagement Strategy.	Corporate and Directorate Teams responsibility	All Directorates

## KEY AREA 2: INFORMATION

**Overall Objective: To develop different channels to deliver the information for disabled people**

Action	Timescale	Outcomes	Lead	Directorate
All Directorate communications to be produced using accessible language.	April 2007 – March 2010	All directorates are to implement the Plain Language Strategy.	Corporate and Directorate Community Teams responsibility	All Directorates
Update and maintain the database of people registered as deaf or deaf/blind in Birmingham within the requirements of the National Assistance Act 1948.	April 2007	An annual report that monitors the numbers of people on the register and the take-up of services to be presented by 31st March 2008	Service Director, Younger Adults	Adults & Communities
Review existing service information for disabled people.	April 2007	Improve information for people with learning difficulties.	Ken Jones/ Accessible Information Unit.	Development
Review procurement activity to ensure it addresses disability equality issues. Reports must be produced annually.	March 2007	Ensure that external providers of council services meet their statutory requirements and the council's equality policies and procedures in line with the Equality Common Standard.	Head of Procurement	Resources
BCC website is to be compliant with wc3 standard.	January 2008	To progress the work.	Alistair Morton Communications Adviser	Chief Executive

Action	Timescale	Outcomes	Lead	Directorate
To develop a one stop approach to make sure advice and information is accessible from one point of contact to meet the various needs of disabled people.	April 2007 - March 2010	To ensure any existing one-stop shop arrangements are accessible to disabled people, for example personal induction loop facilities available and to promote sympathetic hearing.	All Service Managers	All Directorates
Annual monitoring of impacts as identified in Disability Equality Impact Needs Assessments (EINAs).	Annually	Any adverse impact information identified by EINAs within each directorate will inform where improvements are needed. Monitoring reports to be produced by 31 March each year.	All Service Managers / Equality & Diversity Managers	All Directorates
Develop services that recognise British Sign Language (BSL) as a language in line with the European Charter for Regional or Minority Languages.	March 2010	Produce regular statistics on use of, and improvements to, Sign Language Interpreting services in Birmingham.  Regular monitoring of all of the communication systems employed by The City Council which are utilised by deaf people e.g. Text-direct.	Accessible Information Unit  Head of Management Development Unit & Accessible Information Unit	Development
Monitor information being recorded for disabled citizens in the Comments, Compliments and Complaints Procedure (3C's).	Annually	Reports to be presented by 1st April each year.	Directorate Lead Officers	Resources

## KEY AREA 3: ADULT AND COMMUNITIES

Overall Objective : To develop Adult and Community Services around disabled people in line with the Government White Paper "Our Health, Our Care, Our Say"

Action	Timescale	Outcomes	Lead	Directorate
To resource map/gap analysis of universal, care and well-being services for disabled people	June 2007	To provide more detailed information to support the commissioning process for universal, care and well-being services	Service Director - Policy, Strategy and Commissioning	Adults & Communities
To assist more people to develop personalised services with a higher take up of direct payments and explore opportunities for individualised budgets.	April 2008	Choice for disabled people will be improved by increasing the use of direct payments supported by specialist training and advisory services	Service Director – Policy, Strategy and Commissioning	Adults & Communities
To finalise family of commissioning strategies and set up implementation plans for services for disabled people. Strategies to cover universal, care and well-being services	June 2007	To achieve Cabinet approval for commissioning strategies for disabled people and commence implementation plans	Service Director – Policy, Strategy and Commissioning	Adults & Communities
Development of Joint Commissioning Structures to progress developments outlined in the White Paper for disabled people	March 2007	Commissioning Boards and reference groups established to cover all user groups. Ensuring that they relate to the 7 key outcomes.	Service Director – Policy, Strategy and Commissioning	Adults & Communities
Commission Independent Mental Capacity Act Advocates	March 2007	Independent Mental Capacity Advocates. Appoint advocates and ensure legal and good practice compliant	Service Director – Policy, Strategy and Commissioning	Adults & Communities

Action	Timescale	Outcomes	Lead	Directorate
Commission Independent Mental Capacity Act Advocates	April 2007	Commission training for all staff on the Mental Capacity Act	Service Director - Policy, Strategy and Commissioning	Adults & Communities
Appropriate specialist assessment and care management will be commissioned for those with complex or specialist sensory impairments.	March 2010	For people with multiple disabilities, a joint assessment will be made to provide a holistic service.	Service Director - Policy, Strategy and Commissioning	Adults & Communities
Develop a strategy for significant investment in Assistive Technology (alarms and energy cut off systems) for disabled people	April 2007– March 2008	Purchase and provide specialist equipment for people with sensory impairments to promote independence and well-being.	Service Director – Older Peoples Services	Adults & Communities
Adults & Communities will work with all Directorates of the City Council to ensure that their services address the social inclusion of people with mental health problems.	April 2008	User-led services will be developed, specifically exploring the use of the Clubhouse model.	Service Director - Policy, Strategy and Commissioning	Adults & Communities
Home Support. In-house care service will be concentrated on the re-ablement programme to prevent the need for long-term domiciliary support	April 2007– March 2010	Strategy on independent sector domiciliary providers will be revised to focus on longer-term maintenance support of specialist support.  A review of home support services including specialist home care support will identify future provision requirements	Service Director - Policy, Strategy and Commissioning	Adults & Communities

Action	Timescale	Outcomes	Lead	Directorate
To revise Section 31 Partnership Agreement which will be developed with Birmingham and Solihull Mental Health NHS Trust	June 2007	Set out service specifications for assessment. Care management services and professional social work services with improved governance arrangements.	Service Director, Younger Adults	Adults & Communities
Support for Carers: Implement the approved Carer's strategy, which includes priorities relating to the needs of disabled people	April 2008	<p>Improvement in the health and well-being of carers will be achieved by improved access to health promotion and well-being initiatives, recognising the needs of carers who also have disabilities.</p> <p>Development of a range of local support services for black and minority ethnic communities which give practical and emotional support – particularly for BME communities with high levels of disabilities.</p> <p>Improved availability of a range of advice, information and activities to support carers across all user groups through a one stop city based carer centre.</p>	Service Director Policy, Strategy & Commissioning	Adults & Communities
Implement Child and Adolescent Mental Health Services (CAMHS)	December 2007  March 2008	<p>Increase in the number of referrals to Heart of Birmingham CAMHS from BME communities, especially by unaccompanied minors.</p> <p>Establish a baseline for the total number of young people receiving a service from CAMHS.</p>	Susanna McCorry-Rice	Children, Young People and Families



Action	Timescale	Outcomes	Lead	Directorate
To ensure that the needs of blind and partially sighted people on registers are taken into account in service delivery.	March 2010	Sensory and physical awareness training will be commissioned to promote choice and social inclusion in line with the social model of disability.	Service Director - Policy, Strategy & Commissioning	Adults & Communities
Implement the Transitions pathways for all young disabled people based on a Person Centred approach	March 2010	Establish a Transitions Service for all Young Disabled People in Partnership with Children, Young People and Families.	Service Director Policy, Strategy & Commissioning/ Service Director Younger Adults, and Hilary McCarrick, Commissioning Manager – Disabled Children	Adults & Communities / Children, Young People & Families
Re-provision of day services and access to mainstream community facilities for people with physical disabilities, people with mental health problems and people with learning disabilities aged 18 to 64	March 2010	Traditional services will be reconfigured on a citywide basis to use existing resources more effectively e.g. extending and diversifying the use of buildings.	Service Director - Policy, Strategy & Commissioning	Adults & Communities
Work in partnership with Centre for Inclusive Living to develop an outreach worker for disabled people living in residential and day care settings	Ongoing	Create models of provision that enable disabled people to live independently and participate in the community.	Service Director - Policy, Strategy & Commissioning	

## KEY AREA 4: ACCESSIBLE HOUSING

**Overall Objective:** To ensure more accessible housing is available for disabled people including improved aids and adaptations of properties and provision of housing related support to promote independent living.

Action	Timescale	Outcomes	Lead	Directorate
Monitor the Strategic Direction of the Supporting People Programme to ensure that the housing related support needs of disabled people are addressed.	Annually	Housing related supported services in the City are responsive to the needs of disabled people	The Commissioning Body	Housing
Ensure that disabled people are consulted on the design and delivery of housing related support services within Birmingham.	Annually	The delivery of user led services	Kalvinder Kohli Service Improvement Manager	Housing
Introduce Equality Monitoring as part of the Steady State Contract Compliance requirements for Supporting People funded services.	April 2008	Barriers to accessing housing related support services can be identified and addressed.	Kalvinder Kohli Service Improvement Manager	Housing
Ensure that outcome monitoring frameworks are adopted by the Supporting People Programme.	April 2008	Demonstrate the positive impact of the Supporting People Programme on the lives of disabled people.	Pat Merrick Lead Officer Supporting People	Housing

Action	Timescale	Outcomes	Lead	Directorate
Ensure that we strategically address the housing needs of disabled people with our community partners in particular address the needs of the growing elderly population that increasingly requires accessible homes.	Strategic paper to be produced by June 2007	Influencing Housing Association developments.  Continue to ensure all new social housing is built to Lifetimes Home Standard, <i>which is part of the Housing Corporation's Scheme Development Standards.</i>  Ensure that vulnerable households and those with specific needs have appropriate support throughout Supporting People Programme.	Jan Anderson Interim Head of Development  Jan Anderson Interim Head of Development  Kalvinder Kohli Service Improvement Manager	Housing
Review/up date the Disabled Persons Housing Register.	October 2007	Maintain Disabled Persons Housing Register developed in July 2006.	Parveen Akhtar / Carol Smith	Housing
Review of our allocation policy to address equality of access to appropriate housing for disabled people.	October 2007	Ensure that allocations meet the requirements of disabled people.	Parveen Akhtar / Carol Smith	Housing
Develop a Health & Housing Strategy that incorporates chronic illness and disability so access to information and allocations meets DDA requirements/ equality and diversity agenda.	April 2007	Ensure staff training programme on chronic illnesses and disabilities information – how these impact on housing/ accommodation needs.	Neil Tryner Head of Housing Needs	Housing

Action	Timescale	Outcomes	Lead	Directorate
		<p>Employment and specialist caseworkers in e.g. hospital settings linked to local area teams to support vulnerable communities/groups (LGB, Asylum Seekers/ Refugees, Older People, BME Community, who may be inpatients or have a chronic illness/ disability).</p> <p>Chair a bi-monthly Health and Housing Forum for professionals for statutory and voluntary health and housing agencies to share information, develop services for vulnerable groups linked to DDA/ related housing strategies.</p> <p>Advice and information supporting carers needs e.g. pilot work via carers, new drop-in centre, city centre location.</p>		
<p>Increase the number of disaled people's need of support to live independently in their own homes in the community</p>	<p>April 2008</p>	<p>Four Special Care Centres and two Extra Care Sheltered Housing schemes to be operational for older people services.</p> <p>A wider choice of accommodation provision including those people with complex care needs. There will be a range of tenures including opportunities for shared ownership/LAA achievement of LPSA for LD and PD targets.</p>	<p>Service Director – Policy, Strategy and Commissioning</p>	<p>Adults &amp; Communities</p>

Action	Timescale	Outcomes	Lead	Directorate
Implement Older People's Commissioning Strategy, and commissioning strategies for other adult groups	April 2008	Four Special Care Centres and Extra Care Sheltered Housing Schemes to be operational.  Personalised care plan for most vulnerable people with special needs to reduce emergency bed by 5%.	Assistant Director, Adult Strategy	Housing
Analyse housing allocations data to identify any disparities concerning access to accommodation by different groups.	April 2008  March 2009	Develop an Accessible Housing database established, marketed and promoted.  A report detailing how comprehensive information on housing options in Birmingham will be delivered and promoted to disabled people.	John Chanin Policy Review Manager	Housing

## KEY AREA 5: TRANSPORTATION

**Overall Objective: To invest in the City's transportation system to enable disabled people to travel safely and freely to wherever they want to go.**

Action	Timescale	Outcomes	Lead	Directorate
Extend transport provision Encourage and support organisations in the development of safe and independent travel training schemes.	April 2007	Seeking Children, Young People & Families funding for a one year for a Technical Officer to develop/ deliver programme of road safety work for disabled young people.	Laura Flemming	Children, Young People & Families
Continue to address the abuse of Blue Badge/ Disabled parking spaces by non-disabled people within the City Centre.	April 2008	More cases of misuse are to be investigated and badges withdrawn and offenders prosecuted.	Parking Enforcement Manager, Highways - Sue Cartwright	Development
Development of Birmingham City Centre extension of Metro. Agreed in Cabinet report 13 November 2006.	May 2008	Conditional funding approval being sought by Centro from the Department for Transport – scheme will incorporate improved accessibility provisions for pedestrians including disabled people.	Centro/ Varinder Raulia/ Graham Channon	Development
Implement the Accessibility Strategy.	March 2008	Submit funded bid for East Birmingham North Solihull Mobility and Access Project to improve accessibility to public transport for residents in area, particularly those without access to a car. Extensive consultation with marginalised groups.	Chris Haynes	Development

Action	Timescale	Outcomes	Lead	Directorate
Selly Oak New Road	April 2007- March 2010	Start the project, which will reduce accidents and provide improved facilities for disabled people.	Chris Haynes	Development
Promote public transport, reduce road accidents and improve facilities for those with disabilities - Bus showcase Walsall Road.	April 2008	Greater use of public transport will assist in improving accessibility and reduce accident rates, in particular for vulnerable users including disabled people.	Varinder Raulia	Development
Northfield Relief Road	May 2008	The scheme will provide improved facilities for all pedestrians including disabled people to address accessibility which would also aid in reducing accidents.	Varinder Raulia	Development
Red Routes	May 2008	Develop valid business case for further red routes, which will reduce accidents and provide improved facilities for disabled people.	Varinder Raulia	Development
Congestion Task Force Proposals and implementation.	May 2008	Completion of Congestion Taskforce schemes which involve disabled people at the design stage to meet their requirements.	Alan Lloyd	Development
To review transport arrangements to enable access to mainstream community activities by providing accessible public transport	May 2008	Corporate Review of transport to provide a flexible, accessible and reliable transport system for people accessing services.  Increase the number of people with a Learning Disability who are Travel Trained by 10%.	Subject to Corporate Review  Lesley Heale	Adults & Communities

Action	Timescale	Outcomes	Lead	Directorate
Improve services provided by Hackney Carriage and Private Hire trade.	April 2007	Working in partnership to investigate the possibility of establishing a "Taxi Card"/Voucher System for Disabled People.	Head of Trading Standards and Licensing	Development



## KEY AREA 6: EDUCATION

Overall Objective: To enable disabled children and young people to have fair access to educational opportunities and reach their full potential.

Action	Timescale	Outcomes	Lead	Directorate
Services signed up to the "Hear by Right" standards will have achieved Established or Advanced Status.	April 2007 - March 2010	All services within Targeted Services to have monitored against self-evaluation and then an action plan stating whether Emergent, Established or Advanced.	Richard Williams via Alison Keepax	Children Young People and Families
To track pupil progress, teaching and learning, evaluating interventions using the Special Educational Needs (SEN) Audit.	Baseline to be established by December 2006 and then progress annually reviewed.	Establish baseline of number of schools making use of the Continuum for these purposes.	Richard Williams via Angela Hess	Children Young People and Families
Support schools in using Person Centred Planning (PCP) to ensure Young People are involved in decisions about their education and options post-16	Annually	Increase the number of young people involved in PCP as part of a transitional review.  Baseline 2005/06 16 Young People 2006/07 Baseline + 5%	Richard Williams via Chris Atkinson / Angela Hess	Children Young People and Families
	Annually	Increase the number of secondary schools using PCP to support transition. Baseline 2005/06 – 9 Secondary Schools 2006/07 Baseline + 5% 2006/07 so far...school based staff	Richard Williams via Chris Atkinson / Angela Hess	Children Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
To establish use of Early Support materials across the Specialist Support Service so families and children with more than one disability will receive more integrated support	April 2007	All teams supporting children 0-3yrs using Early Support materials.	Richard Williams via Malcolm Garner	Children Young People and Families
	April 2008	Review of these families and feedback from parents, Key Worker in place.	Richard Williams via Malcolm Garner	Children Young People and Families
	April 2008	Children and families receiving co-ordinated multi-agency support with no duplication or unhelpful overlap	Richard Williams via Malcolm Garner	Children Young People and Families
Use the SEN Audit Language and Literacy Continuum as part of the Pupil & School Support (PSS) Assessment Strategy and as tool for tracking progress of pupils with cognition and learning difficulties through its inclusion on the PSS database.	Baseline established by March 2007, progress reviewed annually.	Establish baseline of number of pupils where pupil progress can be tracked using the Continuum. Establish a baseline of number of pupils making at least 1P Level or 1/3 National Curriculum Level progress in at least 1 thread.	Richard Williams via Angela Hess	Children Young People and Families
Enable Special Educational Needs Co-ordinators (SENCOs) or other named personnel in individual schools to gain sufficient knowledge and skills to assess the needs of pupils who are on the Code of Practice for Cognition and Learning Difficulties.	Baseline established by March 2007, progress reviewed annually.	To establish baseline of number of children assessed by PSS teachers 2006-07. To establish baseline of schools able to carry out majority of assessments.	Richard Williams via Angela Hess	Children Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
Focus support on helping schools improve the teaching of writing for children with learning difficulties in Key Stage (KS1) in identified schools.	Progress reviewed annually	Reduce % Level 1 or under in KS1 SATs writing.  Obtain baseline %	Richard Williams via Angela Hess	Children Young People and Families
Support schools in ensuring Looked After Children with learning difficulties (Bands 2/3 on SEN Audit) make progress in learning.	Baseline established Spring 2007, progress reviewed annually	At least 60% of targeted pupils who are "Looked After Children" making at least 1P Level progress or 1/3 National Curriculum Level progress in at least one thread on the Continuum.	Richard Williams via Angela Hess	Children Young People and Families
Parents are actively involved in assessment & review procedures	From April 2006 and ongoing	Special Educational Needs Assessment Service (SENAS) to issue all explanatory information to parents – in form of folder which can be updated as the procedure takes its course.	Richard Williams via David Bridgman	Children Young People and Families
Statements are issued on time and ensure that needs and provision are clearly stated	From June 2006 reviewed regularly.	Ensure routine advices (school, doctor, Educational Psychologist (EP), Support Services) are written in a format that enables SENAS to write statements which are clear and specific	Richard Williams via David Bridgman	Children Young People and Families
	From April 2006 and reviewed regularly.	Ensure proposed statements are issued within 18 weeks	Richard Williams via David Bridgman	Children Young People and Families
	From April 2006 and reviewed regularly.	Ensure final statements are issued within 26 weeks	Richard Williams via David Bridgman	Children Young People and Families
	From September 2006 and reviewed regularly.	Monitor quality of statements to ensure that they are clear and specific and that clear educational objectives are recorded.	Richard Williams via David Bridgman	Children Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
The placement of statemented children is appropriate to identified SEN and there are sufficient places available.	Ongoing	Where required, children will be placed in the nearest (local) special school or resourced provision, taking account of parental preference - provided the placement is appropriate to the child's SEN and is compatible with the efficient education of the other children and the efficient use of resources.	Richard Williams via Alex Mroczkowski	Children Young People and Families
To ensure that children and young people with learning difficulties and/or disabilities make a positive contribution	From Sept 2006 and reviewed regularly.	Liaison with SENCOs & Educational Psychologists to ensure that the child's views are sought independently and then reported to SENAS (SEN Assessment Service).	Richard Williams via David Bridgman	Children Young People and Families
Disabled children and young people are helped to achieve economic well-being	From April 2006 and reviewed regularly.	Ensure a transition plan is always included in the annual reviews of year 9+ children with disabilities so that a report can be run to identify schools who fail to do this so that action can be taken	Richard Williams via Alex Mroczkowski	Children Young People and Families
	From April 2006 and reviewed regularly.	Ensure Connexions are present at reviews from year 9+ so that cases where this service is not present can be identified and appropriate liaison made with Connexions Service	Richard Williams via Alex Mroczkowski	Children Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
Library Services at Home provide opportunities for people to access services in their homes. Production of 'REACH' and 'REACH On Tape'.	Reach magazine and Reach On Tape produced 3 times a year	All housebound users (Reach magazine) approx 2000 All users of 'talking books' and/or CD's (Reach On Tape) approx 600.	Geoff Mills	Children Young People and Families
Monitor targets for inclusion of children with Special Education Needs.	April 2007 - March 2010	Targets for inclusion met.	Chris Atkinson,	Children, Young People and Families
Ensure safeguarding arrangements take account of specific needs of Disabled Children and Young People.	April 2007 - March 2010	Staff with child protection responsibilities to receive appropriate training on disability and communication issues.	Carol Douch,	Children, Young People and Families
Produce an integrated strategy for improving the lives of Disabled Children & Young People (C&YP)	April 2007 - March 2010	All partners are working to shared vision, aims and objectives in achieving Every Child Matters outcome for Disabled C&YP	Cheryl Hopkins Service Director, Commissioning, Co-ordination and Transition	Children, Young People and Families
Establish a Disabled C&YP Partnership Board.	April 2007 - March 2010	April 2007 - March 2010	Cheryl Hopkins	Children, Young People and Families
Appoint Commissioning and Development Project Manager for Integrated Multi-agency Disabled Children's Service	April 2007	Development and implementation of city-wide Disabled C&YP Commissioning Strategy	Cheryl Hopkins	Children, Young People and Families
Disabled C&YP Partnership Board to set up Task and Finish groups and ensure each group produces and implements action plans around the following areas:	April 2007	Children and families Service design is influenced by Disabled C&YP and their families.	Cheryl Hopkins	Children, Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
Disabled C&YP Partnership Board to set up Task and Finish groups and ensure each group produces and implements action plans around the following areas:	April 2007	Children and families Service design is influenced by Disabled C&YP and their families.	Cheryl Hopkins	Children, Young People and Families
<ol style="list-style-type: none"> <li>1. Commissioning and Development</li> <li>2. Information and Access</li> <li>3. Assessment</li> <li>4. Performance and Quality</li> <li>5. Participation and Advocacy</li> <li>6. Workforce and Training</li> </ol>		Children and Young People's Plan Every Child Matters outcomes are achieved within appropriate timescales:	Cheryl Hopkins	
		<ul style="list-style-type: none"> <li>• Establishment of well lead, skilled, flexible and well-trained workforce.</li> <li>• Improve information and advice</li> <li>• Timely and appropriate assessment which identifies needs.</li> </ul>	Cheryl Hopkins	
Create Joint Head of Service to establish and deliver co-ordinated, targeted and specialist support services to Disabled C&YP and their families.	April 2007 onwards	Service delivery is seamless, co-ordinated and consistent with aims of strategy	Cheryl Hopkins	Children, Young People and Families
Establish a comprehensive, inter-agency database of service users to inform planning and investment in services to Disabled C&YP.	July 2008	Service planning and delivery is matched to needs	Cheryl Hopkins	Children, Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
Develop Child and Adolescent Mental Health Service for disabled children and young people.	April 2007 - March 2010	Disabled C&YP with mental health needs have their needs met	Cheryl Hopkins	Children, Young People and Families
Appoint disabled children and young people's champion in accordance with recommendations of "Ask Us" consultation 2006, subject to partners contributing to funding	April 2007	Improved outcomes for C&YP by: <ul style="list-style-type: none"> <li>• Influencing, planning, design and delivery of services</li> <li>• Facilitating the engagement and participation of C&amp;YP</li> <li>• Acting as representative the interests of Disabled C&amp;YP</li> <li>• Contributing knowledge and expertise</li> </ul>	Cheryl Hopkins	Children, Young People and Families
Expand capacity of Disabled Children's Service to enable all disabled children and young people and their families who require an assessment of need, to have that assessment carried out by specialist staff.	April 2007	Disabled children receive assessment of need which pay particular regard to the impact of their impairment, and identify support required to promote their inclusion in the community.	Alison Waller, Service Director, Specialist Services	Children, Young People and Families
Develop community provision of children currently using residential, respite or longer term care.	December 2007	10 disabled children who are in or awaiting residential care are able to benefit from foster care placements	Alison Waller, Service Director, Specialist Services.	Children, Young People and Families
Implementation of SEN Parent Partnership Service Operational Plan:	April 2007 - March 2010	Parents views are heard and understood, and inform and influence the development of local SEN policy and practice.	Nasreen Hussain, Head of Parent Partnership	Children, Young People and Families



Action	Timescale	Outcomes	Lead	Directorate
Work with parents		Parents receive accurate, neutral information on their rights, roles and responsibilities within the SEN process and options available, and receive practical support.	Nasreen Hussain Head of Parent Partnership	Children, Young People and Families
Information and publicity		Parents have access to advice, information, support and training, including communication with teachers, governors and SEN staff	Nasreen Hussain Head of Parent Partnership	Children, Young People and Families
Training advice and support		Schools, LEA officers and other agencies are helped to develop positive relationships with parents; links are established and maintained with voluntary organisations.	Nasreen Hussain Head of Parent Partnership	Children, Young People and Families
Networking and collaboration		Schools, LEA officers and other agencies are helped to develop positive relationships with parents; links are established and maintained with voluntary organisations.	Nasreen Hussain Head of Parent Partnership	Children, Young People and Families
Informing local policy and practice		Parents views are heard and understood, and inform and influence the development of local SEN policy and practice.	Nasreen Hussain Head of Parent Partnership	Children, Young People and Families
Support the local based curriculum around the aspects of inclusion and equalities for all students	Annually	Increased participation on the Social and Emotional Aspects of Learning (SEAL) project in schools	Head of Service	Children, Young People and Families



Action	Timescale	Outcomes	Lead	Directorate
Develop and support the Disability Diversity Group to ensure they are included not excluded in the classroom	Annually	All students and staff receive due awareness of any difficulties and are given the correct support	Head of Service	Children, Young People and Families
Develop curriculum pathways and integrate academic and vocational routes to be inclusive for all pupils	Annually	Innovative curriculum better matched to students needs and requirements	Head of Service	Children, Young People and Families
Development and implementation of a Service Valuing Diversity Policy.	Annually	Clear policy on all diversity that is understood by employees and that diversity contributes to service efficiency.	Head of Service	Children, Young People and Families
Provide an inclusive education service for all learners through partnership and collaboration with relevant agencies	Annually	<ul style="list-style-type: none"> <li>Children with learning difficulties and/or disabilities are identified and their needs are assessed at a sufficiently early stage for their needs to be met and funding policies encourage early intervention</li> </ul>	Head of Service	Children, Young People and Families
<ul style="list-style-type: none"> <li>Inclusion Strategy</li> <li>Access for Disabled</li> <li>Family Learning</li> <li>Study Support</li> </ul>		<ul style="list-style-type: none"> <li>Parents contribute to the assessment of needs and are supported in doing so</li> <li>The impact of policies and provision on the achievement of children and young people with learning difficulties and/or disabilities is monitored and evaluated</li> </ul>		

Action	Timescale	Outcomes	Lead	Directorate
		<ul style="list-style-type: none"> <li>Children and young people with learning difficulties and/or disabilities will normally have their needs met in mainstream settings, and these settings make reasonable adjustments to provide access for children with disabilities</li> <li>Children and young people with learning difficulties and/or disabilities are supported in participating in a range of appropriate cultural and leisure activities</li> </ul>		
Annual monitoring of the educational achievements of children and young disabled people at the end of each Key Stage.	Annually in November each year	Relative performance of disabled children and young people assessed. Information used to review and develop strategies to raise educational achievements.	Chris Palmer Senior Policy Officer	Children, Young People and Families
Implement amendment to annual service planning process in the light of feedback obtained from public/b:cen.	June 2007	Service Plan 2007/08 which reflects key concerns from broad feedback exercise conducted Autumn 2006/ Spring 2007.	Peter Farrell Head of Infrastructure Transformation	Children, Young People and Families
Develop coherent / comprehensive communications plan retransforming education agenda for informing about new initiatives i.e. Building Schools for the Future, Academies and Primary Capital Programmes.	Spring 2007	Improved communication with stakeholders over policy development retransforming education.	Mike Donovan Principal Adviser – Continuing professional development + Innovation	Children, Young People and Families

Action	Timescale	Outcomes	Lead	Directorate
Enable disabled people to access work experience opportunities within Direct Services.	April 2007 onwards	Work experience placements offered with planned support and training which leads to employment opportunities.	Nigel Sandland General Manager Direct Services	Children, Young People and Families

## KEY AREA 7: EMPLOYMENT

**Overall Objective: To improve the representation of disabled people in The City Council and to further develop employment and career opportunities.**

Action	Timescale	Target/Outcomes	Lead	Directorate
To increase the representation of disabled people in the workforce.	April 2007 – March 2010	Increasing the percentage of disabled people in the top 5% of earners (BV 11c). Target for 2007/08 is 5%. (2005/06 is 2.4%)	Director of Human Resource	Resources
		Percentage of disabled employees (BVPI 16a) – target for 2007/08 is 2.3% (2005/06 is 1.9%)	Director of Human Resources	
		To develop a structured work experience programme for disabled people.	Director of Human Resources	
		To revise and rebrand Supernumerary Employment Scheme for Disabled People. Launch new scheme.	Director of Human Resource	
		Host a recruitment event specifically targeting disabled people. Highlighting the opportunities available at The City Council and the support that people can access to enable them to take up paid employment.	Director of Human Resources	
To develop a Corporate Disability Advisory Network.	April 2007 – March 2010	Corporate Disability Advisory Network launched.	Director of Human Resources	Resources

Action	Timescale	Target/Outcomes	Lead	Directorate
Increase the representation of disabled people in the council's workforce and enable disabled people to access work experience opportunities with Birmingham City council.	April 2007 – March 2010	Development of supported work experience placements and employment opportunities in line with the Government's Welfare to Work programme. (Workstep, New Deal for Disabled People, Employment Preparation and Valuing People).	Strategic Director Development	Development
Build upon Schools Partnership and Transed Course 50+ students per year.	April 2007 – March 2010	Working with community groups on access to work.	Planning & Regeneration	Development
Social Model Equality Awareness Initiatives.	April 2007 – March 2010	To build on the success of Social Model Workshops for Managers. Look at alternative ways of raising awareness with all employees e.g. E-learning packages.	Director of Human Resources	Resources
Personal Development Course for disabled employees.	April 2007 – March 2010	To deliver Personal Development Courses for disabled employees on an annual basis.	Director of Human Resources	Resources
Improve the opportunities for disabled people accessing job vacancies and training opportunities with major employers in the region.	April 2007 – March 2010	Continue to deliver Workstep and New Deal for Disabled People programmes and progression route for disabled people.	Strategic Director Development	Development

Action	Timescale	Outcomes	Lead	Directorate
Maximise the capture of jobs in the economy and focus them on key target groups under represented in labour market, including disabled people.	April 2007 – March 2010	Establish a network of Employment Development Officers linked to major developments.	Development Directorate	Development
Establish a partnership between Disability Employment Services and Adults & Communities Services.	April 2007 – March 2010	Embed the framework for Learning Disability Services and respond to the Social Care and Health Modernisation agenda.  Improve the direct assessment and referral link between the two services.	Development Directorate	Development

## KEY AREA 8: ACCESS TO THE ENVIRONMENT

**Overall Objective: To improve the accessibility of services and buildings open to the public**

Action	Timescale	Outcomes	Lead	Directorate
Maximise investment from the Corporate Capital Access Budget to increase the number of City Council Buildings, which are open to the public and accessible to disabled people in conjunction with the Corporate Asset Management Plan 2006.	March 2010	Minimum floor targets must be set above the level of BVPI 156. Target 2007/08 is 80% (2005/06 63%)	Dave Fletcher/ Lynda Lewis	Resources
Develop an action plan to monitor service usage and address the issue of accessibility to all sections of the community.	April 2007- March 2010	Address any issues arises from the low take up of services by any community.	Trading Services	Local Services
Maximise use of grant aid and statutory powers available in the Building Regulations/ Planning Control to secure wherever possible a barrier free built environment for new, altered buildings and public areas.	March 2008	Provide advice on the requirements of the Disability Discrimination Act and work to secure best practice in the provision of facilities for disabled people. Priority is given to the voluntary sector, small shops, services eg chemists, sub-post offices.	Planning/ Access Officer	Development
Implement the new access for disabled people - Supplementary Planning Guidance.	March 2008	Monthly meetings with Access Committee to discuss planning and building regulations applications adoption of new Supplementary Planning Guidance.	Graham Mitchell	Development

Action	Timescale	Outcomes	Lead	Directorate
Work to ensure more services are delivered in an accessible, informative and friendly way.	March 2008	Robust monitoring systems must be put in place to monitor the effectiveness of these actions.	Communication Team	Development
Continuing to respond to identify requirements for tactile buttons on pedestrian crossings.	March 2008	More tactile buttons will be available for pedestrian crossings.	Varinder Raulia	Development
Continuing to respond to requests for advisory easy access parking bays at residential premises subject to criteria (no charge).	March 2008	More easy access bays at residential areas.	Doug Hyde	Development
Consider provision of pedestrian dropped kerbs as part of future highway maintenance works	March 2008	Provide improved crossing points, in particular for disabled people.	Highways	Development
Ensure that sufficient seats are available within the City Centre at all times especially during the festive season or city centre events to enable disabled people, elderly citizens and others to have places of rest.	March 2008	New supplementary planning document-access for disabled people now includes guidance on seating in all public areas.	City Centre Management	Development



Action	Timescale	Outcomes	Lead	Directorate
<p>City Centre Wayfinder System for Blind and Partially Sighted People - continue to improve accessibility and usage of Wayfinder.</p>	<p>April 2007 – March 2008</p>	<p>Additional Wayfinder units in other areas of need in the City Centre – responding to customer feedback.</p> <p>Increased uptake of trigger fobs through consistent, appropriate and timely promotion.</p> <p>Investigate further development of Wayfinder to bring in line with changing information technology.</p>	<p>Julie Moss</p>	<p>Development</p>

## KEY AREA 9 INVOLVEMENT IN COMMUNITY ACTIVITIES

Overall Objective: To encourage participation of disabled people in sports, arts and other community activities

Action	Timescale	Target/Outcomes	Lead	Directorate
Improving the health and well-being of disabled people through sport.	April 2007	Ensure a consistency of data collection, analysis and intelligence across sports development and health by installing Commence software. Incorporating impairment groups as part of data collection and analysis.	Michaela Hutching	Local Services
	December 2007	Investigate "Inclusive Fitness Initiative Gym Buddy" programme with an aim to pilot it at Nechells Community Leisure Centre and Moseley Health and Fitness Centre.	Ray Davies	Local Services
	June 2007	Incorporate the requirements of disabled people within the Health and Fitness Equality Standards for implementation by the District Sport Service. Draft circulated to District contact officers	Ray Davies	Local Services
Continue to widen access to sport.	March 2010	Ensure that any bids for sports development and health activities incorporate a request for funding to respond to disabled people's need and in particular information format needs.	Peter Mintoft, Ray Davies	Local Services

Action	Timescale	Target/Outcomes	Lead	Directorate
Help disabled people's enjoyment of participating in arts, local culture and heritage.	March 2010	Programmes on offer reflect needs of the local community. Improving the physical access to facilities e.g. providing swimming pool hoist, automatic doors etc.	All Constituency Managers	Local Services
Continue to improve levels of sporting performance.	October 2007	Contribute to the achievement of Comprehensive Performance Assessment (CPA) target to increase the participation levels of disabled people within sport/recreational provision.	Michaela Hutchings, Peter Mintoft, Ray Davies	Local Services

## APPENDIX 2

# ORGANISATIONS INVOLVED IN DEVELOPING THE DISABILITY EQUALITY SCHEME

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AAGHEE (Awareness)  
Aquarius  
Ashraya Community  
Asian Hindu Cultural Association  
ASIRT  
Association Sign Language Interpreters (ASLI)  
B-Autistic  
BCAT  
BIDS – Services with Deaf People  
Birmingham Adult Education Service learners and tutor (BAES)  
Birmingham and Solihull Mental Health Trust  
Birmingham Centre for Inclusive Living  
Birmingham Children’s Cochlear Implant Programme  
Birmingham Disability Resource Centre (BDRC)  
Birmingham Employer Coalition  
Birmingham Focus On Blindness  
Birmingham Mencap  
Cannon Street Memorial Baptist Church  
Cerebral Palsy Midlands  
CPPIH (Mental Health)  
Day Centre For Polish Senior Citizens  
Disability Support Group Ltd  
Gallant 2000 Ltd  
Harris House Moseley (LDT)  
Heart of Birmingham PCT NHS  
Huntington's Disease Association  
Mental Health Matters  
Mental Health Promotions  
Mental Health Trust  
Meshriq Challenge Resource Centre  
Names of Individual disabled person have not been included.  
National Deal Mental Health Service (and Birmingham)  
NCH- Birmingham Community Children's Centre  
Pakistan Ex-Servicemen Association. (UK)  
Pastoral Care of the Blind: Catholic Blind Services  
People First  
People in Partnership  
Punjab Culture Centre  
Sense West  
Service Birmingham (BCC)  
Sushel Uhri Associated Limited  
Sutton Coldfield Disability Network  
The Institute of Local Government Studies, The University of  
Birmingham  
The Methodist Church  
The Pension Service  
Note: This list is not exhaustive

## APPENDIX 3

# GOVERNMENT WHITE PAPER, OUR CARE, OUR HEALTH, OUR SAY - 7 OUTCOMES

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Councils' adult services would be assessed next year against the seven outcomes in the health and social care white paper, 'Our Care, Our Health, Our Say'.

Responses to the consultation on Independence, Well-being and Choice strongly supported the proposed outcomes which it set out for adult social care services, based on the concept of well-being. These seven outcomes were:

- Improved health and emotional well-being
- Improved quality of life
- Making a positive contribution
- Choice and control
- Freedom from discrimination
- Economic well being
- Personal dignity

## APPENDIX 4 DISABILITY EQUALITY DUTY - GENERAL AND SPECIFIC DUTIES

General Duty	BCC compliance
promote equality of opportunity between disabled persons and other persons	All covered in action plan
eliminate discrimination that is unlawful under the Act	All covered in action plan
eliminate harassment of disabled persons that is related to their disabilities	All covered in action plan
promote positive attitudes towards disabled persons	All covered in action plan
encourage participation by disabled persons in public life	All covered in action plan
take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons	All covered in action plan
Specific Duty	BCC compliance
a public authority should publish a Disability Equality Scheme demonstrating how it intends to fulfil its general and specific duties	DES endorsed by Cabinet 27 November 2006
a public authority should involve disabled people in the development of the Scheme	Section 1.2
the Scheme should include a statement of the way in which disabled people have been involved in the development of the Scheme	Section 1.2
the Scheme should include a statement of the authority's methods for impact assessment	Section 4.2, 4.3, 4.6 & 4.7
the Scheme should include a statement of steps which the authority will take towards fulfilling its general duty (the "action plan")	Action plan included
the Scheme should include a statement of the authority's arrangements for gathering information in relation to employment, and, where appropriate, its delivery of education and its functions	Section 7 for employment Action plan issue 6 for education
the Scheme should include a statement of the authority's arrangements for putting the information gathered to use, in particular in reviewing the effectiveness of its action plan and in preparing subsequent Disability Equality Scheme	Section 4.3 Section 4.5 Annual Review

Specific Duty	BCC compliance
<p>a public authority must, within three years of the Scheme being published, take the steps set out in its action plan (unless it is unreasonable or impracticable for it to do so) and put into effect the arrangements for gathering and making use of information</p>	<p>BCC to implement the action plan</p>
<p>a public authority must publish a report containing a summary of the steps taken under the action plan, the results of its information gathering and the use to which it has put the information</p>	<p>Section 6</p>

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Age

**Disability**

Gender

Race

Religion and Belief

Sexual Orientation