

December 2006

Disability Equality Scheme 2006-2009

Making equality a reality
for disabled people

If you require this information in an alternative version such as Easy to Read, large print, Braille, audiotape, DVD with subtitles and BSL, or help in understanding it in your language, please contact the Disability Policy Officer.

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Our Commitment to Involvement

We will continue to involve disabled people in developing this Scheme

In September 2005 we held an event with our disabled workers and the Disability Rights Commission to develop the draft Disability Equality Scheme. The draft Scheme was then circulated for the wider involvement of disabled people, local and national disability organisations and our partners. This took place from 13 April to 11 August 2006.

A summary of how we involved disabled people and a list of some of the organisations who received the draft Scheme can be found in **Appendix 1**.

In writing this Scheme we have also used the recommendations made by the Disability Rights Commission in its Code of Practice on 'The Duty to Promote Disability Equality'.

Foreword

Welcome to Leicestershire County Council's first Disability Equality Scheme. We are delighted to be given the opportunity to demonstrate what we will be doing to improve the lives of disabled people throughout Leicestershire. Most public authorities have to produce a Disability Equality Scheme, however, we also feel this is a very good opportunity to show everyone how we will address the inequality, disadvantage and discrimination that disabled people face during their lives.

We will show how we enable disabled people to become full and active members of the communities in which they live. The talent and potential of many disabled people is not always valued or recognised. We will ensure that when we deliver services we think about how we can meet the diverse needs of disabled people. We will continue to acknowledge the skills and abilities of disabled people who apply for jobs and are employed by the County Council.

Thank you to all those disabled people, disability organisations and our partners from the voluntary, public and private sectors who were involved in developing the Scheme and told us what they thought of our initial draft.

D. R. Parsons
Leader
Leicestershire County Council

J. Sinnott
Chief Executive
Leicestershire County Council

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The Purpose of our Disability Equality Scheme

The new Disability Discrimination Act (DDA) 2005 (amended the DDA 1995) and gives the County Council what are known as 'general' and 'specific' duties to promote disability equality. Disability equality is about making things fairer for disabled people.

Producing a Disability Equality Scheme is one of the 'specific duties' of the new DDA 2005.

What is a Disability Equality Scheme?

A Disability Equality Scheme sets out our plans for making equality happen for disabled people living in Leicestershire. The Scheme also includes a number of things we must consider under the specific duty. For example, our Action Plan must include measurements of progress for disabled people in the areas of employment, access to services and education.

Further information about the Disability Discrimination Act 2005, including what the new duties mean can be found in the section called 'What the Law Says.'

The purpose of our Disability Equality Scheme is to:

- Show how we have involved disabled people in decisions we have made.
- Find out what barriers are faced by disabled people and take steps to remove them.
- Find out disabled people's priorities.
- Make sure we meet our legal duties.
- Tell people what our responsibilities are. This includes telling: elected members (or councillors), managers, employees, unions, our partners in the public, voluntary and private sectors, as well as residents.
- Explain how we make things fairer for disabled people in planning our services and what we do.
- Show how the Scheme links to other equalities objectives and priorities.
- Provide information about our involvement, assessments and training arrangements.
- Work in partnership with other disability organisations to prevent ignorance and prejudice in the wider community.

- Show what has changed as a result of involvement and set out our three-year disability equality action plan on how we will put the Scheme into practice.
- Monitor and check what we are doing and report each year.

The County Council provides many services to disabled people throughout Leicestershire. Whilst we highlight a few initiatives we see this first Scheme as providing a framework through which our services can work to and within. More information on what services are doing to meet their new duties will be reported in the annual review of this Scheme.

The County Council's Priorities and Targets

We recently published our Medium Term Corporate Strategy (MTCS). The Strategy is about improving life in Leicestershire.

It tells people about our priorities and targets until May 2009. These priorities are set out within our 3 overall aims, which are

- Improving quality of life for people
- Improving quality of life in communities
- Improving services so they are high quality and value for money.

To deliver our vision we will:

‘Work to promote equality and reduce disadvantage’

We list a few examples below of what we aim to do.

Improving quality of life for people

We are committed to improving the quality of life for all people in Leicestershire.

We will:

- Continue to modernise day services and develop supported living accommodation for people with learning disabilities.
- Increase the number of disabled people accessing employment and volunteering opportunities through Breaking the Barriers Team. (An increase of 50 disabled people gaining paid work each year and an additional 100 voluntary work placements per year).
- Pilot arrangements for disabled people to carry out self assessments of their needs.
- Work to ensure that adults with learning disabilities, physical and sensory impairments and mental ill health and their carers have access to educational opportunities in their own community.
- Increase by 30% a year the number of people with mental ill-health and learning disabilities receiving direct payments.

Although not part of the MTCS we also have a number of other key objectives which link with this e.g. increasing the take up of direct payments and a review of day services for physically disabled people.

Improving quality of life for communities

We are committed to improving the quality of life in communities, relating to culture and leisure, transport, the environment, waste management and safer communities.

We will:

- Ensure that disabled people's needs are considered in the planning and delivery of these services.

Improving services so they are high quality and value for money

We are committed to delivering high quality and value for money services and improving the way the council operates.

We will:

- Increase the percentage of disabled employees who work for the Council to 3.8% by May 2009.
- Set and meet equality targets and objectives for all relevant service areas.

The National and Local Context

The National Context

There are an estimated 11 million disabled adults in the United Kingdom (1 in 5 of the total adult population) and 770,000 disabled children. Many of these disabled people often have less obvious or non-visible impairments.

Disabled people have fewer opportunities than non-disabled people in many areas of life. For example, they are more likely to have fewer opportunities in terms of employment, income and education. Disabled people are also more likely to face discrimination and negative attitudes ('Improving the Life Chances of Disabled People,' Prime Ministers Strategy Unit 2005).

The same report set the government many goals for achieving equality for disabled people by 2025. Some of the main goals include:

- Ensuring that families with disabled children benefit from improvements in childcare provision and early education. Also, to make sure that the needs of children, young people and their families are at the centre of service design and provision.
- Helping to improve the way services are provided to disabled young people as they move into adulthood.
- Improving support for disabled people to get into (and stay in) employment.
- Moving towards independent living through individual budgets and giving disabled people greater control over the mix of support they receive.
- Improving outcomes for disabled people.

More information is available from the Office of Disability Issues at:

<http://www.officefordisability.gov.uk>

The Local Context

Some facts about Leicestershire and its residents

- There are 623,900 people living in Leicestershire. Two thirds live in market towns or urban areas close to Leicester; a third in rural communities.
- 15.5% of the population of Leicestershire have a long term limiting illness. (2001 Census)
- The number of people with long term limiting illness living in the county varies from 14% in Harborough to 18% in North West Leicestershire. (2001 Census)
- Of the whole population who are economically active in Leicestershire 11.5% are disabled people (Audit Commission Area Indicator Profile website).

What is important to disabled people living in Leicestershire?

One aim of this Scheme is to find out what disabled people need and find out which of these needs are the most important to them. From the involvement exercise carried out to develop this Scheme and from past consultation such as the Citizen's Jury for Disabled People the following provides some examples of the key priorities:

- Accessible Transport
- Providing disability equality training to managers and employees
- Making sure information is accessible
- Ensuring that disability is properly addressed within complaints and harassment procedures
- Creating a culture where disabled people feel comfortable to declare their impairment
- Providing adult social care services which meets the needs of disabled people

One priority is providing accessible transport. Listed below are some services provided to assist disabled people with transport in Leicestershire.

- 11,000 disabled people receive concessionary travel in Leicestershire.
- 49.5% of the bus fleet in Leicester and Leicestershire have low floors for level access and this will increase over the coming years (2005/6).
- Community transport services carry approximately 90,000 disabled passengers per year.
- The Citizen's Jury for Disabled People has identified a number of transport initiatives to improve transport for disabled people locally. More about the Citizens Jury for Disabled People can be found at:

<http://www.leicestershiretogether.org>

Or contact:

Senior Policy Officer (Community Planning)

Tel: 0116 265 8137

Fax: 0116 265 7271

Email: dmackay@leics.gov.uk

What the Law Says

Who is Disabled under the Disability Discrimination Act?

The Disability Discrimination Act (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

The new Disability Discrimination Act 2005 amends the definition of disability, removing the requirement that a mental illness should be 'clinically well-recognised'.

People with HIV, cancer and multiple sclerosis will be covered by the DDA effectively from the point of diagnosis, rather than from the point when the condition has some adverse effect on their ability to carry out normal day-to-day activities.

Whilst working to the DDA definition of disability the County Council also aspires to what is known as the Social Model of Disability.

The Social Model is not a law, however, it is the guiding principle found in our Disability Equality Policy - see section on Introduction to the County Council's Disability Equality Policy and **Appendix 2**.

What is the Social Model of Disability?

The Social Model was developed by disabled people to challenge the Medical Model of disability. The main difference between these two models is the location of the 'problem'. In the Medical Model, disabled people are unable to take part in society as a direct result of their impairment.

The Social Model says that people with impairments are disabled by physical and social barriers. The 'problem' of disability results from social structures and attitudes, rather than from a person's impairment or medical condition. This represents the key to understanding and implementing the Disability Equality Duty.

The County Council will carry out its duties under disability legislation. This includes:

- The Disability Discrimination Act (DDA) 1995 as amended by the Disability Discrimination Act 2005
- The Special Educational Needs and Disability Act 2001
- The Children Act 2004 (which includes provisions for disabled children)
- Buildings Regulations 2000 and Part M requirements – building regulation amendments 2003

Disability Discrimination Act (DDA) 2005

The new general duty means that we must, in carrying out our functions, (what we do) have due regard to:

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

The general duty builds upon the duties of the Disability Discrimination Act 1995 including the duty to make reasonable adjustments to make sure disabled people are not placed at a disadvantage when accessing (or receiving) employment, goods, facilities, services, functions and premises.

Disabled Councillors

Under the DDA 2005 Disabled Councillors (Members) are now protected against less favourable treatment in undertaking their official duties. From December 2006 reasonable adjustments provisions will also apply to disabled councillors.

Further information on the Disability Discrimination Act and other disability equality laws can be obtained by visiting the Disability Rights Commission's website at:

Website: <http://www.drc-gb.org>

Or contact:

Telephone: 08457 622 633

Textphone (Minicom): 08457 622 644

Fax: 08457 778 878

The Equality Standard for Local Government

In order to deliver our overall commitments on equality and diversity, the County Council has adopted the Equality Standard for Local Government.

The Equality Standard is not a legal requirement but has been produced to provide a framework through which local authorities can meet their legal obligations under anti-discrimination legislation. It has five levels of achievement:

- Level 1** Commitment to a comprehensive Equality Policy
- Level 2** Assessment and consultation
- Level 3** Setting equality objectives and targets
- Level 4** Using information systems and monitoring against equality targets
- Level 5** Achieving and reviewing outcomes

The Standard is also about making equalities part of our day to day activities. The Council is working towards achieving the higher levels of the standard.

We recognise that the experiences of disabled people may also be influenced by other equalities matters such as race and gender (this is sometimes known as multiple discrimination). Important information about this and relevant legislation can be found in the County Council's Corporate Equality Plan at:

http://www.leics.gov.uk/equality_and_diversity

Or contact:

Policy Officer (Diversity)
Tel: 0116 265 7446
Minicom: 0116 265 6048
Email: equality@leics.gov.uk

Introduction to the County Council's Disability Equality Policy

The Disability Equality Policy sets out our overall objectives, principles and commitments to disabled people.

The County Council aspires to the Social Model of Disability and this is explained in the policy's guiding principle which says that:

'We believe being disabled is a social issue and that an impairment causes an individual to be disabled because of the social, attitudinal and environmental barriers that the individual faces (this is known as the social model of disability). Our efforts will be focussed on removing these barriers'.

The Disability Policy has recently been updated with our disabled employees. The full policy can be found at the end of the Scheme for your comments see **Appendix 2**.

Who is responsible for the Disability Equality Scheme?

- The County Council has overall responsibility for the Disability Equality Scheme.
- The Chief Executive and Chief Officers are responsible for ensuring that the Scheme is put into action across the authority.
- Members (Councillors), employees, managers of the County Council and our colleagues in partner agencies all have a role to play in helping us to meet our duty to promote equality for disabled people.

The arrangements described below ensure that we co-ordinate the work involved in putting the Scheme into practice.

- There is a **Cabinet Lead Member** who is responsible for equal opportunities.
- An **Equalities Board** of senior managers from all departments is there to ensure effective action is taken to promote equality and reduce disadvantage. The chair is a Chief Officer accountable to the Council's Corporate Management Team.
- A **Disability Equalities Task Group** supports the work of the Equalities Board on disability equality issues. It is made up of senior officers from all County Council departments and the Trade Union. The group's terms of reference ensure that the main members include the Access Officer and Disability Policy Officer. A member of the Task group also sits on the Disabled Workers Group. The group is monitored each year by following a work plan and reporting to the Equalities Board.

- **The County Council's Disabled Workers Group** is made up of disabled employees and people who are responsible for disability issues.

The role of the group is to:

- Look at ways in which the Council can help its disabled employees to do their job and ensure they are not discriminated against.
- Discuss issues that affect disabled people who use council services.
- Meet together at the end of the formal session. This is for disabled people to talk privately and share their experiences.
- Send someone on behalf of the group to sit on the Disability Equality Task Group. More information about the Disabled Workers Group can be found in the Employment Section.

Key reports and plans such as the Disability Equality Scheme are discussed with the Corporate Management Team and put forward to the Council's Cabinet for decision. The views of the relevant Scrutiny body are also invited. Employment issues arising from the Scheme will be referred to the Employment Committee as necessary.

Meeting the General Duty

The following section and our Action Plan (Appendix 3) looks at how we are meeting (or how we will meet) the new general duty. More information about the general duty can be found in the section called 'What the Law Says.'

Equality Impact Assessments (EIA's)

At the County Council we need to understand whether our services are meeting everyone's needs and that people who need our services have access to them. To help us to do this we carry out an Equality Impact Assessment.

What are Equality Impact Assessments?

An Equality Impact Assessment is a way of deciding whether an existing or proposed policy, procedure, practice or service does (or may) affect people differently, and if so, whether it affects them in an adverse way.

The County Council has been carrying out Equality Impact Assessments on a number of policies and services during 2006. Assessments will be carried out on new policies and services, as they are developed and over time on all other existing policies and services. Disability issues will be considered alongside other equality issues such as race and gender and will involve disabled people.

We have produced guidance and we have provided training to people who are responsible for undertaking Equality Impact Assessments.

A summary of the results of the Equality Impact Assessments, Action Plans, and consultation exercises will be reported as part of the annual review of the Disability Equality Scheme. We will also publish the results of EIAs on our website:

[http:// www.leics.gov.uk/equality_and_diversity](http://www.leics.gov.uk/equality_and_diversity)

Access to Services, Information and Communication (equal consumers, equal passengers)

Leicestershire County Council is a service provider and is also responsible for exercising public functions. This means under the Disability Discrimination Act we have a legal duty to make reasonable adjustments including where necessary treating disabled people more favourably than other people; and that disabled people do not experience unlawful discrimination.

County Council Services

The County Council provides many services and functions and we list examples below:

Adult Social Care, for example: services for disabled adults and older people, including the Valuing People Team, Social Workers, Day Services, Residential and Respite Care, Direct Payments, Support at Home, Breaking the Barriers Team, Blue Badge Scheme, Supporting People Project.

The Adult Social Care Service also has a statutory role in meeting the community care needs of disabled adults.

Chief Executive's, for example: Communications(PR), Democratic Services, Human Resources, Legal Services, Equalities and Diversity, Community Planning, Youth Justice & Safer Communities, Change Management, Emergency Management and Customer Services.

Community Services, for example: Environment and Heritage Services, (including: Parks, Walks and Rights of Way, Historic Buildings, Culture, Leisure and Sports Development, Museums, Minerals); Library Services, Trading Standards (including: Registration, e.g. marriage).

Children and Young People Services for example: Services for Disabled Children through Schools and Education; Special Schools, Specialist Nurseries and Units, Early Years Services, Educational Psychology Service, Specialist Teaching Service, Governor Services, Leicestershire Arts in Education, Youth Services, Children and Families (including Child Protection, Fostering, Adoption, Transition to Adult Services, Social Workers).

Highways, Transport and Waste, for example: Highways (including: Roads, Pavements, Bus Stops, Road Safety and Lighting); Transport (Concessionary Travel, Community Transport) Waste (including: Waste Sights and Recycling).

Resources, for example: Financial Services, Pensions, Information Technology, Property Services, Procurement.

For more information about all our services visit the County Council's Web site at:

<http://www.leics.gov.uk>

In 2002 the County Council approved a policy to improve quality and choice of access to public information and services. Through our Access Strategy we are working on a wide-ranging programme of improvements in the contact we have with the public.

Implementing the 'Access Strategy' will include undertaking an equality impact assessment (explained earlier). This will help us to ensure that developments will improve the quality and choice of access to public information and services to everyone. It will also link with other relevant developments, including the Council's policy on interpretation and translation, production of information and publicity to disabled people (see Accessible Information below), work with voluntary and community groups and involvement with groups who may face additional barriers to access.

Disability Access Audits

The purpose of a disability access audit is to find out what barriers disabled people face to accessing services. These barriers could be for many reasons such as:

- Not having a policy on monitoring accessible parking
- Lack of auxiliary aids such as an induction loop for hearing aid users
- Not considering colour contrasting for visually impaired users
- Not having a policy or procedure for getting disabled people out of a building

When any barriers have been identified we then have to look at ways of removing these barriers. This is known as making adjustments. The County Council has a programme of ongoing disability access audits. We recognise that there are areas that will be common to both access audits and Equality Impact Assessments. We will ensure that a joint approach is adopted.

There are also a number of established **Disability Access Groups** and organisations representing disabled people across Leicestershire. These groups advise the County Council on improving access to services for disabled people.

Disability Access Symbols

We have recently developed a number of disability access symbols (including nationally recognised ones) for use in our publications. This is so when members of the public want information about our services and buildings they will know what access arrangements are in place.

Accessible information

We have recently updated the Interpretation and Translation policy to help with communication. We have also published accessibility guidelines, which provide tips for all County Council employees to make their written information easier to understand for the residents of Leicestershire. The guidance was produced together with a number of local and national disability organisations and links to the new Change Picture Bank – see below.

Support is available from the County Council's Design Team and the Valuing People Team for any Council employee producing information for widespread public use.

Change Picture Bank

The Change Picture Bank is a collection of pictures to help make information easier to understand. It is a resource to be used together with the accessible information guidelines, where appropriate.

A company called **Change** made the Picture Bank. They are a national organisation run by disabled people. **Change** campaigns for the rights of learning disabled people especially people with learning disabilities who are deaf or blind.

The **Change** Picture Bank is aimed at any Council employee producing written information that may be suitable to people with learning disabilities, people with limited literacy or people with English as a second language. It is also valuable information to older people and people with mental health issues.

There are over 500 images in the Picture Bank. People will be able to photocopy the pictures and stick them to their information or they can copy the pictures onto a document on their computer.

If you have access to the County Council intranet you can find out more by visiting the following at:

http://cis/social_services/accessible_info/index.htm

If you do not work for the County Council but would like to know about making information easier to understand, training and free resources contact the Valuing People Team Tel: 01509 410603/410624.

Involvement

Leicestershire County Council is committed to involving disabled people and giving disabled people every opportunity to comment on how our services and employment practices are provided and developed. The Council also recognises that it is important disabled people are represented in all the ways in which we consult. For example we will make sure that the Council's Citizens Panel reflects the diversity of Leicestershire including disabled people.

Another example of participation and involvement is the joint (NHS/voluntary sector/users/carers) planning process in Leicestershire. This is through the Physical Disability Programme Board which leads on the implementation of the National Service Framework for long term conditions.

We will involve disabled people on employment matters and the services we provide including:

- Finding out what barriers disabled people face and taking steps to remove them e.g. through disability access audits.
- Asking if disabled people are happy with the services we provide e.g. through satisfaction surveys, focus groups.
- Setting priorities and helping us to plan things.
- Looking at the impact of existing and proposed policies.
- Monitoring and checking how well things are done.
- Reviewing and revising the Scheme and providing feedback on how disabled people's views have influenced our decisions.

Consultation Standards

The County Council's consultation standards guide our overall approach to consulting and involving the public and people who use our services. One of the Standards commits the Council to ensuring "that consultation is accessible to all people who take part". This includes:

- Using accessible venues and equipment.
- Arranging events at reasonable times and dates to make it easier for people to attend.
- Providing/arranging advocacy support for people who request it.
- Ensuring that the needs of people are met through, for example, language interpreters, induction loops, large print or guide communicators.

Further information on the Standards can be found on the Consultation Toolkit at:

http://website/index/your_council/haveyoursay/standards.htm

Consultation Toolkit

The County Council has developed a Toolkit to assist employees who are or will be undertaking consultation and involvement exercises with the public and/or other stakeholders. There is a section within the Toolkit about involving disabled people. The toolkit also includes information on involving other "hard to reach" groups e.g. people from black and minority ethnic communities. This information is important as disabled people may also be affected by other equalities matters such as race and gender.

The involvement techniques (as explained on the Toolkit) will also provide the Council with important information about how we are meeting our new duties to promote disability equality.

The Toolkit is available to County Council employees through the internal Corporate Information System (CIS) or intranet at:

http://cis/chief_execs/consultation/toolkit.htm

A wide range of external partner organisations are also registered to use the toolkit.

Accessible Meetings Guidance

This has been produced to make sure our meetings and events are accessible to disabled people. To be fully inclusive it is a requirement that all meetings whether provided to our employees or to people who use our services are fully accessible.

The minimum standards include:

- Checking the venue before a meeting.
- Making sure there is adequate parking for disabled people and accessible public transport provision.
- Making sure disabled people can get in and out of the venue/building (this includes fire evacuation procedures).
- Making sure the toilets are accessible.
- Asking about particular access requirements when notifying people of the event.
- Making sure the attendee knows in advance if you are not able to meet their specific needs.
- When providing refreshments - asking about any dietary requirements and checking accessible location of the dining area.
- Providing a map locating the venue, parking, entrance, rooms, toilets etc.
- Arranging any necessary auxiliary aids e.g. flexible seating arrangements, tables, accessible information/agendas/papers etc (sent prior to the meeting), induction loop, speech to text etc.
- Arranging any necessary communication requirements & facilitators e.g. sign language interpreters, translators, support workers etc.

The guidance is available through the internal Corporate Information System (CIS) or intranet at:

http://corp1:8000/chief_execs/personnel/Disability/accessible_meetings_short.htm

http://corp1:8000/chief_execs/personnel/Disability/accessible_meetings_full.htm

and from our website at:

http://www.leics.gov.uk/index/your_council/equality_and_diversity/accessible_meetings.htm

Monitoring

The Council is committed to monitoring the numbers of disabled people who access services, apply for jobs and the experience they have of the Council in general. We have a system which assists in monitoring disabled applicants for jobs. We also monitor whether disabled employees have fair access to training and promotion, and the extent to which they are subject to grievance and disciplinary procedures.

Many services monitor access to disabled people. The following is an example of some of these services:

- Library services
- Adult Social Care Services
- Children and Young People's Service (special educational needs)

There are some services that have yet to introduce equality monitoring systems. Where relevant, services will establish systems as part of their commitment to meet the Equality Standard for Local Government.

We will provide the results of monitoring information through service plans, the results of equality impact assessments and where appropriate within the annual report of the Scheme.

Publishing Results of Assessment, Involvement & Monitoring

Once we have collected the information we will publish the results.

There are many ways in which results are published. Some will be published within reports provided by services to relevant committees. Other results may be published in more informal reports to meetings such as the Equalities Board.

The main consultation and involvement carried out will be summarised in our yearly report on the Disability Equality Scheme, as well as in the Council's Annual Plan.

The yearly report for this Scheme will include an update on the Action Plan. We will involve disabled people further both internally and externally and provide information on our disability equality plans and activities. We will also show what has changed as a result of involving disabled people.

We will inform the public and employees about this information through:

- 'Leicestershire Matters', the Council's newsletter which is delivered to all homes in the County.
- 'Newslines', the Council's newsletter for employees.
- Relevant voluntary organisations, community groups and representatives.
- The Equalities and Diversity section within the County Council's website and intranet. We will provide information there about our work to promote equality.

We will also publish information about relevant involvement exercises on the County Council's Consultation Toolkit and on the CareOnLine Web Site at:

<http://www.leicscareonline.org.uk>

Comments and Complaints

Members of the public who feel that they have experienced disability discrimination in the way the County Council has treated them may make a complaint through its Corporate Complaints procedure.

We have grievance and disciplinary procedures in place and a policy on dealing with complaints of harassment relating to employees.

We also have a 'whistleblowing' procedure, which extends the protection for employees who want to report bad practice without fear of being victimised as a result.

We will take all complaints seriously and will not tolerate any form of discriminatory behaviour.

The Members' Code of Conduct and Standards Committee deals with complaints about the conduct of elected members.

Monitoring complaints is also another way of gathering information to see whether we are meeting our equality duties.

Training

We will train our staff (and Members) so they are more aware of and have skills to take positive action in removing barriers placed in the way of disabled people by society.

An Equalities and Diversity Training Plan was approved in October 2004. The purpose of the plan is to provide managers and employees with the skills and knowledge they need to ensure that equalities becomes part of our day to day activities. The plan will also help to create a culture of diversity.

The training is supported with visible and strong leadership from the top and every manager has individual responsibility and objectives, as with anything else they deliver.

The approach includes:

- Deciding the content of the equality/diversity elements to be included in training initiatives from service delivery and employment perspectives.
- Finding out what the different training needs for employees and Members are.
- Finding out the current County Council initiatives through which it is possible to mainstream and develop managers' equality and diversity responsibilities.

We will evaluate the overall equality and diversity training programme on a yearly basis. If there is evidence to show that the training needs to be changed, we will take action to ensure that this happens.

Educational Opportunities – (towards equality in educational attainment and contribution to school and college life)

Every Child Matters is a new approach to the well-being of children and young people from birth to age 19. It is supported by a number of policies and strategies that work together to improve outcomes for disabled children, young people and their families.

The Disability Equality duty becomes law at different times for Schools and the Local Authority (County Council). The dates are:

Local Authority 4 December 2006

Secondary Schools 4 December 2006

Primary Schools 3 December 2007

Special Schools at Primary and Secondary levels 3 December 2007

Pupil Referral Units 3 December 2007

The Local Authority (LA) will be supporting and providing training to schools to develop their own Disability Equality Schemes using the guidance from Department for Education and Skills. The LA will also be supporting schools in improving access for students, parents and the wider community.

The Action Plan at the end of this Scheme contains proposals on collecting information from schools and other relevant education providers to meet the requirements of the new Disability Discrimination Act 2005.

Employment Equality (getting in, staying in, getting on)

The authority values its disabled employees and wants to increase the number of disabled people that it employs. We are a Disability Symbol user which means we have made five commitments as an employer:

- 1 a guaranteed job interview for those who meet the essential requirements for a job
- 2 to consult disabled employees regularly
- 3 to keep employees if they become disabled
- 4 to improve the knowledge of employees about disability and
- 5 to check progress each year, plan ahead and let employees know about progress and future plans

Employment Monitoring

We monitor the number of disabled people that we employ.

Figures for 2006 show:

- That 3 % of people employed by the County Council have declared that they are disabled. This is as a percentage of the whole workforce (excluding schools).

We will monitor on a yearly basis to ensure that our workforce continues to be representative of the wider community and take positive action to promote representation at all levels within the authority. We will publish the results of our monitoring on our web site www.leics.gov.uk . See Action plan Appendix 3 for more about employment monitoring.

External Recognition

The County Council won a national award in October 2005 and November 2006 from Remploy for 'Leading the Way' in employing disabled people. In 2006 we received a "Partnership for Employment" award from the RNIB for joint work in providing "work taster" opportunities for disabled people. We now want to build on these awards by taking further action to promote the authority as an "employer of choice" for disabled people.

However, we have a significant number of employees who have not declared their impairment. We know that we need to do more so that disabled people feel confident that they can declare their impairment and not face discrimination during the recruitment process, as our employees or in progressing their careers.

Creating a culture so Disabled People can declare their impairment

We will create a culture where people feel comfortable in declaring their impairment so that we can help make any reasonable adjustments that are necessary and they feel comfortable in attending our Disabled Workers Group.

We will celebrate the achievements of our disabled employees so that we can demonstrate to other employers in the county the benefits of employing disabled people. One example is our jobs website www.leics.gov.uk/jobs where we have case studies of some of our disabled employees.

We have signed up to Mental Health Works, an employment charter, which means we are committed to addressing issues surrounding mental health and employment.

We will raise the awareness of our managers and staff of the benefits of working with disabled colleagues in a mutually supportive environment.

Local Government Opportunities

We will show disabled people who are still in education the range of jobs that are available in local government and provide disabled people with opportunities for work experience. We will work with other disability organisations to make this happen.

Disabled Workers Group

We have a Disabled Workers Group for our employees which is held every two months. They have an annual development day linked to International Day of Disabled People. The Disabled Workers Group helps make sure that people who work for us treat people equally. The types of issues we discuss cover access to buildings, training, disabled parking, accessible information, support workers and the impact of new equipment, e.g. telephone system. It also provides a support network. (More information can also be found in the section called 'Who is responsible for the Disability Equality Scheme'.)

Retaining our Disabled Employees

If an employee becomes disabled or their disability gets worse we look at what reasonable adjustments we can make to assist them stay in their current job. If they cannot do their current job then we look at how we can keep the person in an alternative job.

Breaking the Barriers Team

We have set up a team called 'Breaking the Barriers' which is a Leicestershire employment service for disabled people. For many people this is the first step into work. It helps disabled people build the skills, experience and confidence they will need when they are looking for a job. The team works with employers to show them why it is such a good idea to employ people with learning disabilities.

The Breaking the Barriers team hosts something known as the Catalyst fund. This is a particular piece of work to support disabled people to start their own businesses. It is a partnership between the European Social Fund, the Learning and Skills Council and the Leicestershire Strategic Partnership. The Catalyst fund gives people grants of up to £3,000 to start their own businesses.

Breaking the Barriers has changed the way that sheltered work schemes in Social Services work. They have set up Social Enterprises. These are small businesses where the workers with learning disabilities decide how their business is run. They do things like gardening and recycling.

Start Coaching

We run a Start Coaching project supported by the European Social Fund and Jobcentre Plus aimed at disabled people who would like to find employment in their local communities as sports coaches.

Disabled students receive tuition in the theory of sport and practical classes in coaching skills. Passing the theory and practical tests will lead to the level 2 award in coaching studies (awarded by 1st4sport qualifications). The project team monitors progress and helps students in the search for paid employment.

Appendix 1

Who was involved in developing the Scheme?

The Scheme was sent to over 850 disabled people, local and national disability organisations and our partners in the Public, Private and Voluntary Sectors. This included:

- Disabled people who asked to be involved in developing the Scheme
- The County Council's Disabled Workers Group and Black Workers Group
- The County Council's Disability Equality Task Group
- The County Council's Cabinet
- The County Council's Equalities Board
- The County Council's Corporate Management Team
- The County Council's Scrutiny Commission
- Trade Unions
- Valuing People Team, Breaking the Barriers Team

Local Disability Access Groups this includes:

- Charnwood Disability Forum
- HANDSTAND (North West Leicestershire Disability Access Group and Multi Disability Forum)
- Harborough Access Group
- Hinckley & Bosworth Disability Action Group
- Melton Borough Access Group
- Oadby and Wigston Access Action Group

Local Umbrella Disability Organisations includes:

- Age Concern Leicestershire and Rutland
- AKWAABA (formerly Mental Health Shop)
- British Red Cross Disabled Living Centre (DLC) & Information Service
- Carers of Leicestershire Action & Support Project (CLASP)
- Centre for Deaf People
- Leicestershire Ethnic Elderly Advocacy Project (LEEAP)
- Headway Leicester
- LAMP (Leicestershire Action for Mental Health Project)
- Leicestershire Centre for Integrated Living (LCIL)
- Leicestershire Ethnic Minority Forum
- Leicestershire and Rutland Visually Impaired Council
- Local CVS Organisations

- MENCAP
- mosaic: shaping disability services,
- VISTA (Royal Leicestershire, Rutland & Wycliffe Society for the Blind)

National Disability Organisations

- Employers' Forum on Disability
- Disability Rights Commission

Interest in the Scheme was shown by:

- De Montfort University
- Essex County Council
- Grampian Police Force
- Milton Keynes Council
- Opportunities for People with Disabilities, Coalville, Leicestershire
- People First Birmingham
- Rotherham Metropolitan Council
- Stockton-on-Tees Borough Council
- West Middlesex University Hospital - NHS Trust.
- Wiltshire Fire and Rescue Service

We also involved

- Other Local Authorities
- NHS Trusts
- Key partnerships e.g. Local Strategic Partnerships
- Private employers – the wider business community
- Black and minority ethnic organisations

How were disabled people involved in developing the Scheme?

The Scheme was widely advertised within the County Council (including our Website, CareOnLine and internal newsletters) and through the local press. Some disability organisations advertised through their own newsletters and networks.

Disabled People commented in a variety of ways including; completing a questionnaire (both online and hard copies were received), phone, email, Minicom, Braille and through British Sign Language Interpreters.

All written information was made available upon request in alternative formats such as Braille, large print and audio tape.

A number of meetings were arranged with disability organisations across Leicestershire. These included:

- North West Leicestershire Multi Disability Forum
- Harborough District Access Group
- Hinckley & Bosworth Disability Action Group
- Melton Borough Access Group

- Leicestershire Centre for Integrated Living
- Leicestershire County Council's Disabled Workers Group
- Loughborough Focus Group x 3 for people with learning disabilities
- Oadby Focus Group x 3 for people with learning disabilities
- Supporting People

What will happen with the results of the involvement on shaping the Disability Equality Scheme?

We will use the results in two ways. All those comments that affect the Scheme will be considered in a report to the County Council's Cabinet. What we have decided will then be reflected in the Scheme and fed back to the organisations and people who responded.

The other comments we received mainly relate to the services that the County Council and our partners provide. These will be forwarded to the relevant service providers to consider and prioritize the issues raised. Any actions taken will be included in the annual report on the Scheme by December 2007.

Appendix 2

The County Council's Disability Equality Policy

The Disability Equality Policy sets out our overall objectives, principles and commitments to disabled people.

Our Commitment to Disabled People

We will work to reduce disadvantages, discrimination, and inequalities of opportunity, and promote diversity in terms of the people we serve, our workforce, the partners we work with and the services we deliver.

The policy sets out our commitment to disabled people and builds upon work which has already taken place.

Our Objectives

We want disabled people living, working and visiting in Leicestershire to realise their full potential. We will progress this by:

- Removing barriers and changing attitudes that prevent disabled people from getting access to jobs and services provided by the County Council and its partners.
- Promoting disability equality at all levels within the County Council.
- Working together with disabled people, disability organisations and disability access groups to achieve equality of opportunity.
- Involving disabled people (including our disabled employees) on employment matters and the services we provide.
- Training our own employees, so they are more aware of and have the skills to take positive action in removing the barriers placed in the way of disabled people by society.
- Creating a culture where harassment and discrimination against disabled people is unacceptable and will be stopped. Creating a culture where both employees and service users feel able to declare their disability so that accurate information is available to help us to look at such things as reasonable adjustments, priority areas and to set targets.
- Acting as an example of good practice to other organisations.

Meeting our Legal and Equalities Objectives

- Working towards achieving level five (the highest level) of the Equality Standard for Local Government.
- Working within the County Council's broader equalities framework as outlined in our Corporate Equality Plan.
- Fulfilling our legal obligations under the Disability Discrimination Act 1995 (as amended by the new Disability Discrimination Act 2005). Fulfilling other requirements found in the legislative section of this Scheme.
- Developing a Disability Equality Scheme (as set out in the Disability Discrimination Act 2005) and setting targets within all departments and service areas.

Guiding Principles – The Social Model of Disability

- We believe that being disabled is a social issue and that an impairment causes an individual to be disabled because of the social, attitudinal and environmental barriers that the individual faces (this is known as the social model of disability). Our efforts will be focussed on removing these barriers.

We are guided by the following principles:

- Anti-discrimination - so that disabled people do not face discrimination arising from bad practice.
- Equality of opportunity or making things fairer - for disabled people in every aspect of their contact with the County Council.
- Increasing the independence and choices that disabled people have.
- Individual needs - recognising that a disabled person is an individual who, like all others, has his or her own needs, abilities, human rights and responsibilities.
- Integration – such that services are made accessible to disabled people and offer choice.
- Involvement in decision-making - so that disabled people, and/or their advocates, are consulted before decisions which affect them are made.

Providing Access to County Council Services

We aim to remove barriers to obtaining the Council's services and will seek to ensure that the services provided are those that are required.

We are committed to do this by:

- Providing services fairly to all disabled people.
- Involving disabled people appropriately about their needs, whether they are happy with the services they use, and seeking their views on how new facilities are provided or designed.
- Identifying the needs of disabled people and acting to meet those needs.
- Providing information about our services clearly and in a variety of formats accessible to disabled people.
- Undertaking Equality Impact Assessments to assess how services are provided to disabled people, (including audits of our own services with the help of disabled people to remove barriers to access). The results of these will highlight areas for improvement, which will be dealt with through service plans.
- Put into action the corporate DDA capital programme provision (consider departmental bids for access fund works and recommending how the money is spent).
- Embracing inclusive design and inclusive services in terms of designing, managing and monitoring the built environment.
- Working with our agents providing services on our behalf to take similar initiatives.
- Monitoring our performance against agreed targets and seeking continuous improvement, reporting annually in a public report to Cabinet/elected members.
- Monitoring and checking complaints and suggestions.
- Encouraging other organisations across Leicestershire by setting a good example and publicising it.

The County Council as an Employer

The Council's Equal Opportunities Policy already demonstrates our commitment to achieving equality of opportunity for disabled people in employment. We will build on this in:

- Recruitment - by encouraging applications from disabled people and ensuring that the application, short-listing and interview processes gives them equal opportunity.
- The working environment - by taking all reasonable steps to ensure that the working environment does not prevent disabled people from taking up or staying in employment with us.
- Career development - by ensuring that disabled people have the same opportunity as other employees to develop their full potential within the Council.
- Retention of newly disabled employees – by making every effort to ensure that any employee who becomes disabled stays in employment and is fully supported in maintaining a role appropriate to his or her experience and abilities.
- Work experience - by ensuring that work placement opportunities within the Council, are made available for disabled people.
- Employees training - by making employees throughout the Council more aware of the circumstances of disabled service users and colleagues and changing behaviour, where necessary, to fulfil potential in service delivery and employment.
- Monitoring our performance against agreed targets and seeking continuous improvement, reporting annually in a public report to Cabinet/elected members.
- A commitment to work force and community profiling.
- Representation – by continuing to facilitate a Disabled Workers Group to provide a consultative and contributory forum for disabled employees to improve services and employment provision.

Appendix 3

Our first Action Plan contains:

- what disabled people have asked for through involvement**
- the objectives, priorities and targets of Leicestershire County Council**
- the requirements of the Code of Practice: “Duty to Promote Disability Equality” published by the Disability Rights Commission. For example, we must include measurements of progress for disabled people in the areas of employment, access to services and education as well as a number of other requirements such as our approach to Equality Impact Assessments.**

Disability Equality Scheme Action Plan 2006/9

Implementing the Scheme

Action	Outcome	Responsibility	Timescale
1. Publish and promote Disability Equality Scheme	Scheme reflects the priorities of disabled people and is widely publicised	Head of Partnerships and Diversity	By 4 th December 2006
2. Revise Disability Equality Policy as part of review of the Disability Equality Scheme	Policy reflects any new views of disabled people in three years time	Head of Partnerships and Diversity	December 2008 to December 2009
3. Ensure that the disability elements of the Equality Standard for local government are achieved	Disability issues are included within the day to day activities of all Council departments and service areas	Equalities Board/ Chief Officers	December 2007 to achieve level 3
4. Service areas to carry out equality impact assessments as agreed in the annual EIA programme	Equality Impact Assessments take place systematically and are used to inform how we plan and deliver our services	Equalities Board	Report annually from March 2007 to March 2009

Action	Outcome	Responsibility	Timescale
5. Set annually, priorities for the DDA Disability Access Capital Programme for County Council buildings. The programme consists of a number of corporately identified access improvement works	Disability Access groups consulted and a prioritised Capital Programme is agreed and implemented	Disability Equality Task Group and Resources Dept (Property Services)	Work for 2006/7 to be completed by March 2007
6. Meet annual targets for Best Value Performance Indicator (BVPI 156). This is a measurement set by national government which helps us see how we are doing with making our buildings accessible	Major improvements to the access of buildings and facilities	Resources Dept (Property Services)	82% BVPI by March 2007 86% BVPI by March 2008 90% BVPI by March 2009
7. Service areas to develop plans to introduce equality monitoring in relation to disability and other equalities areas	Provide, on an annual basis, results of monitoring information through service plans, the results of equality impact assessments and where appropriate within the annual report of the Scheme	Heads of Service/Service Managers	December 2007 to 2009

Action	Outcome	Responsibility	Timescale
8. Disability Equality is included within all contracts and commissioning agreements where equality is a main requirement of delivering the service	All contracts and commissioning agreements where equality is a main requirement in delivering the service includes details of how the service will be delivered to disabled people in a way which ensures disability equality and which meets the needs of service users	Chief Officers/ Heads of Service	March 2008 and ongoing
9. Develop harassment guidance and procedure in respect of service issues and, review the harassment and bullying in employment policy	Disabled service users and disabled employees are covered by anti - harassment guidance and disability related harassment is monitored	Equalities Board	June 2007

Action	Outcome	Responsibility	Timescale
10. Continue to improve the way we communicate with disabled people and promote the Change Picture Bank and Accessible Information Guidelines	<p>a) Improved County Council Website to meet the British Standard "PAS 78" (Accessible Websites)</p> <p>b) More employees trained in BSL communication skills and awareness of deaf issues</p>	<p>Disability Equality Task Group</p> <p>Training and Development</p>	<p>By December 2009</p> <p>Monitor annually 2007 December 2009</p>

Employment Equality (getting in, staying in, getting on)

Action	Outcome	Responsibility	Timescale
11. Change recruitment and selection procedures identified by JobCentre Plus and DDA audit, e.g. colour contrast on application form, improved monitoring of applicants, additional disability awareness training for managers	Disabled people have a positive experience of the County Council's recruitment and selection process	Head of Human Resources	December 2007
12. Produce guidance for managers on the role of Support Workers	Consistent approach to recruitment and development of Support Workers including involvement of the disabled employee for whom the support worker is employed	Head of Human Resources	July 2007
13. Ensure that training on disability legislation and issues is delivered to all staff	Staff are aware of their legal and employee obligations, and transfer their learning into practice	Head of Human Resources	Implementation December 2007 to 2009

Action	Outcome	Responsibility	Timescale
<p>14. Publish analysis of information on effect of policies and practices on disabled people in particular on:</p> <ul style="list-style-type: none"> ○ Recruitment/retention and development (promotion & training) of disabled employees ○ number of disabled applicants ○ number of disabled employees in post ○ number of disabled people who leave (Information about disability status requested from employees every two years as part of Data Verification exercise) ○ BVPI (11c) Top 5% earners who are disabled ○ BVPI 15 ill Health Retirements/Employees (including schools) ○ disabled people who benefit or suffer detriment as a result of their appraisal ○ disabled people involved in grievance procedures ○ disabled people who are subject to disciplinary procedures 	<p>Information analysed and results published on the internet on the equalities and diversity web pages</p> <p>Information reviewed every 6 months. Targets developed in conjunction with Workforce Development Plan and Service Plans</p>	<p>Head of Human Resources</p>	<p>Annually 2006 to 2009</p>

Action	Outcome	Responsibility	Timescale
15. Publish findings from our annual staff survey relating to the views of our disabled employees compared to non disabled employees	To measure effect of initiatives to improve the culture of the authority and satisfaction levels of our disabled employees	Programme Manager (People and Performance)	Annually 2006 to 2009
16. Monitor the impact of the Attendance Management Project on disabled employees as compared to non disabled employees	To measure the effect of implementation and identify any adverse impact	Programme Manager (People and Performance)	Annually 2007 to 2009

Educational Opportunities (towards equality in educational attainment and contribution to school and college life)

Action	Outcome	Responsibility	Timescale
<p>17. Monitor the Early Years Service (most Early Years Provision in Leicestershire is made through the private sector). Monitoring will focus on:</p> <ul style="list-style-type: none"> ○ Determining how funding is used to support the inclusion of disabled children in out of school clubs and play schemes and those validated providers who receive grants from nursery funding ○ The inclusion of individual disabled children including the effect on individual plans for children ○ A measure of the impact that inclusion has on all children attending the play Scheme or out of school club ○ A method of determining how activities were designed to include disabled children and what adjustments are made to allow this to happen 	<p>Disabled children are able to access the full range of early year's provision, play schemes and out of school clubs</p>	<p>Service Manager Children and Young People's Services</p>	<p>To start October 2006 to March 2007 then annually</p>

Action	Outcome	Responsibility	Timescale
18. Replace current database which measures educational attainment, attendance and exclusion and to include a 'flag' for disability within the terms of the Disability Discrimination Act	Produce reports on how disabled pupils compare with the rest of the school population	Education Officer (ICT Children and Young People's Services)	Annually from April 2007
19. <ul style="list-style-type: none"> ○ Monitor the take up of Leicestershire and Leicester Arts in Education provision by disabled pupils whose parents/carers have direct contracts with the service ○ Investigate broadening the monitoring of take up when new data base is in place 	Identify strategies over time to increase the participation of children and young people in Arts Activities	Head of Leicestershire Arts in Education Children and Young People's Services	Annually from April 2007
20. Increase the participation of young disabled people in youth activities (including Duke of Edinburgh Award Schemes, Statutory and Voluntary youth activities). This is part of the Local Area Agreement	Increase participation of young disabled people by 5% each year for the next three years	Principal Youth Officer Children's and Young People's Services	Annually from April 2007

Involvement (telling us what you think)

Action	Outcome	Responsibility	Timescale
21. Hold an annual Development Day with our Disabled Workers and the Disability Equality Task Group	a) Improve participation of disabled employees so that they feel empowered and valued b) Promote disability equality across the County Council c) Monitor agreed actions from conference on an annual basis	Disabled Workers Group and Disability Equality Task Group	Annually from 2006 to 2009
22. Support the implementation of the County Council actions arising from the Citizen's Jury for Disabled People held in 2004 ¹	Work in partnership to address issues raised and monitor outcomes	Leicestershire Together	January 2007 and ongoing

¹ A copy of the report on the Citizen's Jury for Disabled People is available from the Senior Policy Officer (Community Planning) Chief Executive's Department, Leicestershire County Council, Tel: 0116 265 8137, Fax: 0116 265 7271, email: dmackay@leics.gov.uk and at www.Leicestershiretogether.org

Action	Outcome	Responsibility	Timescale
23. Undertake initiative to support International Day of Disabled People	Celebrate the achievements of disabled employees and the County Council's work towards disability equality.	Disability Equality Task Group and Disabled Workers Group	Annually December from 2006 to 2009

Monitor and Review 2007

Action	Outcome	Responsibility	Timescale
24. Review and report on progress made on the Disability Equality Scheme with involvement of disabled people	Demonstrate that the outcomes set out in the Scheme have been achieved and start the process of developing the next Scheme	Equalities Board	December 2009

ਜੇ ਆਪ ਆ ਮਾਭਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੀੜੀ ਮਦਦ
ਚੰਝਨਾਂ ਡੇ ਤੇ 0116 265 6029 ਨੰਬਰ ਪੜ ਫ਼ੀਨ ਕੜਥੀ ਅਨੇ
ਅਸੇ ਆਪਨੇ ਮਦਦ ਕੜਵਾ ਅਵਠਥਾ ਕੜੀਥੁ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 265 6029 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

ਏਹੋ ਤਥਾ ਨਿਜੇਰ ਭਾਸ਼ਾਯ ਕੁਝਾਰ ਜਨਾ ਆਪਨਾਰ ਥੀਦਿ ਕੋਨ
ਸਾਹਾਯੇਰ ਖ਼ਯੋਜਨ ਹਯ, ਤਬੇ 0116 265 6029 ਏਹੋ ਨੰਬਰੇ
ਫੋਨ ਕਰਲੇ ਆਮਰਾ ਉਪਯੁਕੁ ਬਾਙੁਰਿ ਬਾਯਥਾ ਕਰਬੋ।

假如閣下需要幫助，用你的語言去明白這些資訊，
請致電 0116 265 6029，我們會安排有關人員為你
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji
w Twoim języku, zadzwoń pod numer 0116 265 6029,
a my Ci pomożemy.



County Hall, Glenfield, Leicestershire LE3 8RA
www.leics.gov.uk/equality_and_diversity