








**APPENDIX B
DISABILITY EQUALITY SCHEME OCTOBER 2006 - 2009: ACTION PLAN ANNUAL MONITORING
2008-09**


Detailed Action Plan 2006/09






The key recommendations in the Detailed Action Plan are that the Council should:


Action	By Whom	By When	Monitoring	Success Criteria / Milestones	Progress
1.1 Social model of disability to be formally adopted by the Council through approval of the Disability Equality Scheme and Action Plan	Executive	12 Dec 2006 and 13 Mar 2007		Formal approval of DES and Action Plan	 Completed.
1.2 Implement the model of self directed support for people with a learning disability	SCL	April 2007	Annual monitoring of this Plan	Resource allocation system in place and people are able to plan their own support	 Good progress The model of self directed support has been rolled out for people with a learning disability. Individuals have their own budget and have planned and arranged their support with this. As more people wish and require their support to change they will be provided with an individual budget and support to plan how they wish their needs to be met. This is now being overtaken by Putting People First.




Action	By Whom	By When	Monitoring	Success Criteria / Milestones	Progress
1.3 Work with disabled individuals to plan support that is focused on personal outcomes	SCL	Ongoing	Annual monitoring of this Plan	Attend national and regional meetings looking at outcomes Nominate BFBC to be a pilot for the outcomes study	 <p>Good progress A comprehensive pilot study will be implemented in August 2009 for 7 months. This will inform the approach to be taken by the council in future. Preparation has involved development of a contributions policy, communications strategy, community developments and a workforce strategy.</p> <p>A pilot buddying scheme up and running. Outcomes to date include increased self esteem for people, high impact effect on staff and students learning about and validating the real experience of mental distress and the response of services, challenging stigma and working in partnership with people who use services.</p> <p>Voluntary sector individual planning is based on facilitating personal outcomes. Individually identified personal outcomes in the Wellness Recovery Plan for people supported by secondary care services is a central part of the formal care planning framework (new CPA). Training in this is currently underway for both staff and people using the services.</p>





Action	By Whom	By When	Monitoring	Success Criteria / Milestones	Progress
1.4 Provide advice, information or training to staff in relationship to the Social Model of Disability	Learning & Development	During 2007/8	Via appraisals	Completion of equalities training leading to improved understanding of the social rather than medical model of disability	 Completed and ongoing.
1.5 Ensure all Members receive diversity training and this is also covered in the new Code of Conduct	Learning & Development Borough Solicitor	During 2007/08	Through Member induction programme	Completion of induction programme	 Good progress The new Members' induction programme in May 2007 included a session on cultural and diversity awareness. A further briefing for Members was held in June 2008. Equality and Diversity has been included in the 2009/10 training programme and multiple sessions will be offered to members. The new Code of Conduct contains a section dealing with equalities and diversity issues.
2.1 Carry out a satisfaction survey of homecare for people with physical disabilities	SCL	July 2007	Annual monitoring of this Plan	Results of survey report and available to use to develop the commissioning strategy	 Completed Survey complete and outcomes collated. In 2009, a survey was completed for Older People.
2.2 Undertake a needs analysis as part of the Commissioning Strategy for people	SCL	October 2007	Annual monitoring of this Plan	Commissioning strategy agreed by Executive. Needs analysis completed.	 Completed




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with physical disabilities and sensory impairments					The needs analysis has been completed and was used to inform the Long Term Conditions Commissioning Strategy. The information will also be used for the Joint Strategic Needs Assessment.
2.3 Monitor information on the use of services by disabled users through departmental surveys and reporting from existing databases to provide an 3 yearly profile of disabled users across a range of key service	Corporate Services/ ACE	March 2009	Community Cohesion & Engagement Working Group	3 yearly profile of disabled service users produced and reported to Executive. Existing service surveys to be modified to take account of disabled users.	All departments – results of satisfaction surveys from disabled users.
2.4 Routinely collect demographics information from Leisure and Library users	All leisure /library staff	Ongoing	Annual monitoring of this Plan	No. of disabled users of leisure service. No. of blind and partially sighted users of library service No. of users of Home Library Service (criteria available; most are infirm)	 Good progress All customer questionnaires and opinion-meter surveys include questions about demographics as standard. Leisure is considering purchase of Mosaic community profiling in 2009 in collaboration with the Benefits Department. 198 borrowers are registered as blind or partially sighted. They are exempt from loan charges on spoken word tapes and CDs. 92 people receive a home visit. In addition




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					to this we also visit 36 residential homes where deposit collections are left and where residents can select items in their own time.
2.5 Seek to link existing databases of disabled users to the CRM system	Customer Services/IT	March 2009	Annual monitoring of this Plan	One database which provides information on disabled residents	 Satisfactory progress Those who are eligible for concessionary fares will be added to the CRM system.
2.6 Use the CRM system to log service requests from disabled service users	Customer Services /IT	March 2009	Annual monitoring of this Plan		 Satisfactory progress Service users with disabilities are logged on the CRM system where they are a part of the assisted collection waste scheme. The CRM will also be populated with the details of those who are eligible for concessionary fares and those who use Forest Care services.
2.7 Encourage more staff to report their disability	Human Resources	March 2008	Annual staff monitoring report	Increase in % of staff with disabilities	 Good progress Increase reported. Currently 1.7%
2.8 Ensure that disabled staff are accurately profiled in the annual staff monitoring report	Human Resources	March 2008	Annual staff monitoring report	Profile included in report	 Completed and ongoing. Currently 1.7%
2.9 Work with other departments, the	Learning & Develop-	Ongoing	Joint planning	Improved communication and	

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voluntary sector and disabled people to keep up to date with best practice and current issues	ment		meetings/ exchanges	exchange of information pertinent to making contact with disabled people and recognise either specialist or improved access to general provision	<p>Good progress</p> <ul style="list-style-type: none"> • Provision of 2 x sign language level 1 qualification programmes per annum to enable employees to provide greater assistance to members of the public and employees requiring support. • Provision of workshops for employees on working with colleagues or service users with visual or auditory impairment. • Working with Skills to Care in Berkshire to exchange information on the needs of disabled people. • Providing workshops on working with disabled and vulnerable adults for the PIV sector.
3.1 Seek disabled representatives for appropriate themed partnerships	Asst Ch Execs	June 2007	Annual Partnership report	Disabled representative on each themed partnership	<p style="text-align: center;"></p> <p>Satisfactory progress The Board discussed how best to ensure that the interests of disabled people were taken into account by the Board. After some discussion, it was agreed that the Council's Access Advisory Panel should be the vehicle for liaison with disabled people. Members of the Panel should be invited to Partnership events and, when appropriate, its chairman, Councillor Thompson, could be invited to the Board or meetings of the theme partnerships</p>




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3.2 Review involvement of disabled people within existing consultative forums for Parks and Countryside	Parks & Countryside	July 2007	Monthly key indicators for Culture and Visual Environment	Increase in the number of groups consulted	 Good progress A disabled person has been recruited to the local countryside access forum and two other people with disabilities have submitted applications to join the forum.
3.3 Engage representatives of young people with disabilities in the Engaging Children and Young People's group.	ECS&L	March 2008	Annual monitoring of this Plan	Representatives engaged.	 Good progress Children with disabilities have been increasingly been engaged with the Council. Over 70 children with disabilities were consulted to develop the Aiming High for disabled children strategy. Children with disabilities have participated in events arranged by the Council and sit on the Children in Care Council. Our local special school ran a Tell Us consultation with their pupils directly resulting in changes to the accessibility of the school.
3.4 Review terms of reference of the Dialogue Group to establish it as a forum that reports into the CYPSP	ECSL	March 2008	Annual monitoring of this plan	Parents, carers of disabled children engage in the partnership	 Good progress The Aiming High for Disabled Children Steering Group has five parent representatives and reports into the Children and Young People's Trust. The Dialogue Group and other Council groups




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					now link and report to this Aiming High for Disabled Children's Steering Group, which now leads on issues relating to children with learning difficulties and disability within Bracknell Forest.
4.1 Consult Access Advisory Panel and disabled members of BF 1500 on key service changes	Corporate Services /all	Ongoing	Annual monitoring of this Plan	All key service changes will be included on agendas	 Good progress Access Advisory Panel consulted on the Social and Community Transport Review, the Countryside Access Forum, the Community Engagement Strategy, Bracknell health space development and the Older People Strategy.
4.2 Develop commissioning strategies for all client groups that are based on needs analysis	SS&H	April 2008	Annual monitoring of this Plan	Commissioning strategies for all client groups agreed by the Executive	 Complete Experts by Experience have been involved in the implementation of the Commissioning Strategies.
4.3 Re-survey all public facilities provided by BFBC to update Access Programme of Works	Head of Corporate Property	March 2008	Best Value Indicator Reports	Improve accessibility to 36% of buildings.	 Good progress All surveys have been completed. 70.7% of public buildings are now fully accessible, an increase from 51.2% at the end of 2007-08.
4.4 Consult Access Advisory Panel on the access to buildings	Corporate Property /all	Ongoing	Annual monitoring of this Plan	Annual report to Access Advisory Panel	 Completed November 2007.





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improvement programme.					
4.5 Targeted liaison with groups and individuals representing disabled people in strategy development and service delivery in cultural services	Leisure & Cultural Services Managers	Ongoing	Service reviews, Leisure customer comment forms, Leisure opinion meter	All strategies include input from disabled people and groups and disabled people and groups recognize services meet their needs	 <p>Good progress Disabled people have been included in the consultation for the Cultural Strategy. The Leisure facilities monthly reports highlight the targeted liaison with specific groups. The Leisure and Well Being team also liaises with groups in the community.</p> <p>Focus group for learning disabled adults for the Arts Survey was set up and their comments were included in the Audience Development Report.</p>
4.6 Targeted liaison with groups and individuals representing disabled people in strategy development and service delivery in planning policy and development and building control.	Head of Planning Policy & Head of Planning & Building control	Ongoing	Service reviews, consultee lists in strategies	All strategies include input from disabled people and groups and disabled people and groups recognize services meet their needs	 <p>Satisfactory progress The Access Advisory Panel is on our Local Development Framework (LDF) standard consultee database and officers continue to offer to speak to the Panel on all LDF matters. Planning and Transportation will review the way they consult when they review Statement of Community Involvement starting in late 2009/early 2010</p>
4.7 Library Consultative Forums to be introduced.	Library Community Services	Dec 2007	Feedback to be included in QOR	Robust and equitable terms of reference. First meeting held.	




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Membership to include disabled people	Manager		submissions		Satisfactory progress Consultative forums in libraries include members of library activities groups' e.g. reading, writing and ICT. Consultation with disabled users will take place through the Bracknell Forest Council Access Advisory Panel.
4.8 Leisure and Library Customer Comment Forms available for submission	All users	Ongoing	Annual monitoring of this Plan	All comments relating to disabled issues are responded to	 Excellent progress All letters and comment forms are logged and responded to within 5 working days. Issues are resolved as soon as it is practical. Information, including specific data on disability, is gathered via the Opinionmeter.
4.9 "Be Constructive" questionnaires	Leisure Duty Managers	Ongoing	Annual monitoring of this Plan	All comments relating to disabled access improvements are duly considered	 Good progress The Leisure and Well Being team provides a questionnaire to a range of customers to ascertain information about which activities they are interested in. Results are analysed in conjunction with facility managers and new activities introduced where possible.
4.10 Include Disability Element in Mystery Shopper visits	Facility managers/ Library	Ongoing	Annual monitoring of this Plan	Feedback form Mystery Visits	





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to Leisure and Library facilities	supervisors				Good progress Disability element included in the 2009 Mystery Shopper Survey at 7 Leisure Section facilities and Main Library.
4.11 Initiate a programme of site access audits in Parks and Countryside	Parks & Countryside Manager	March 2008	Six monthly inspections and Management Plan Work Programme	<ul style="list-style-type: none"> • New Parks & Countryside Strategy drafted • Site improvements programmed / implemented 	<p style="text-align: center;">✓</p> <p>Good progress Be Heard have agreed to support the implementation of access audits. Big Lottery funding secured by community groups to fund access improvements to sites. S106 funds secured to fund the urban woodlands project including access improvements to 5 sites.</p> <p>Stage 1 Heritage Lottery Fund funding was secured for South Hill Park. Stage 2 bid has been submitted with a decision due in September 2009. If successful improvement works will commence, including mobility improvements for wheel chair users and changes that will benefit those with sensory impairments.</p>
4.12 BFBC Civic Hub will include enhanced facilities for disabled visitors	Corporate Services/ Head of Libraries & Information	March 2009	Access Consultant will retain overview of arrangements in respect of <u>all</u> people	Plans to specifically provide facilities for disabled people (staff and customers).	<p style="text-align: center;">✓</p> <p>Complete Access consultants report completed in 2007-08, so plans to specifically provide facilities for disabled people in place. However, development of the civic hub is</p>




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					on hold due to delay to town centre redevelopment plans. Existing reception areas are being reviewed and improved during 2009-10.
4.13 Consult youth disabled users in the annual satisfaction survey, notably the Kennel Lane School Group and The Hang Out young people's project. Ensure results are fully considered and appropriate feedback offered.	Youth Service Staff.	March 2008	Annual monitoring of this Plan	Reviewed and applied, feedback offered in a suitable manner.	 Satisfactory progress Ongoing. Groups are included in survey and receive appropriate feedback. It is planned to include this feedback on the young people's Xpresionz website.
4.14 All services designed specifically for disabled young people (Kennel Lane school group; The Hang Out; Disability Challenges; Transitions Group) ensure user group are consulted on programme plans and evaluations.	Youth Service Staff.	Ongoing	Annual monitoring of this Plan	Young people engaged in the planning and evaluation of these, and any other emerging targeted services.	 Good progress Consulting young people on the services they receive, want and need is an integral part of the youth work process.
5.1 Review appropriateness and availability of	SS&H	August 2007	Annual monitoring of this Plan	All material reviewed.	 Good progress





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information developed by Social Services and Housing Department					Ongoing. During 08/09 we continued to focus on reviewing publications and information both on the website and in print with further material available in easy read. The Carers information pack was refreshed with partners and all commissioning strategies made available. Community TV slots arranged by Adult Social Care and Housing on topics including the Green Machine and support for Carers. A plasma TV screen has been installed in the Housing reception area to provide information in a more accessible form.
5.2 Further develop the information guide for Older People	All departments	August 2007	Annual monitoring of this Plan	Information pack developed with input from older people	 Complete.
5.3 Work with local disabled people to develop an informal guide to facilities in Bracknell	SS&H/ Members of Older People and Sensory Needs Strategy group	September 2007	Annual monitoring of this Plan	Guide developed and published on the internet	 Complete. The members of the Strategy group continue to review and update.
5.4 Provide dedicated information on the web about the services the Council offers to disabled people	Web services manager/ Head of Comms & Mktg	March 2008	Annual monitoring of this Plan	Information is published on the web. Designated role needed to ensure information is updated	 Complete. A new web page has now been established.




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5.5 Ensure requirements of the DDA are met in the new corporate design standards currently under development	Head of Comms & Mktg	June 2007	Print & design team Communications Management Group	The new design standards ensure information provided by the Council is accessible by all residents.	 Satisfactory progress New design standards, which are in line with DDA requirements, were launched in June 2008. It contains a requirement for external publications to include a standard statement offering translations.
5.6 Raise awareness with staff about the policies and standards in place regarding information for disabled people	Head of Comms & Mktg / Community Cohesion & Engagement Working Group	Ongoing	Print & design team to ensure accessibility statement on all printed materials	Policies and standards are consistently adhered to.	 Satisfactory progress Information is available on Boris and in staff handbook. The Communication factsheets have been updated with details of sourcing translations. A standard cover sheet for publications is available from the print room with information about how to get copies of documents in alternative formats.
5.7 Use Town and Country to raise awareness of projects and services for disabled people	Head of Comms & Mktg	Ongoing	Annual monitoring of this Plan	Disabled item on each issue of Town & Country.	 Satisfactory progress Ongoing. Need to remind all service areas to regularly produce relevant articles.
5.8 Improve access to information about cultural activities by making it available	All Leisure & Cultural Services Managers	Project by project	Feedback from participants Service	Improved communication with disabled people and their families/carers	 Completed and ongoing Information on activities for disabled users




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in different formats			reviews, Leisure customer comment forms, Leisure opinion meter	Documents produced in different formats This requirement will be built into the costs of each project.	is available on the Bracknell Forest Council website, with specific links to all leisure sites. Bracknell Leisure Centre has the widest range of activities and facilities for disabled users and therefore produces a separate brochure specifically for disabled facilities and activities at the centre. All brochures are available in alternative formats (i.e large print, Braille) on request.
5.9 Improve accessibility of information about planning and building control and planning policy by supplying in different formats	Head of Planning & Transport policy; Head of Planning & Building Control	Ongoing	Feedback from customers and complaints	Improved communications with disabled people and their families / carers Documents produced in different formats	 Completed All Local Development Framework documents can be provided in alternative formats upon request.
5.10 Celebrate International Disability Day 2007	Head of Comms & Mktg	December 2007	Annual monitoring of this Plan	BFBC publications and events to recognise this day.	 Completed A news release publicising the day was issued in December 2007.
5.11 Investigate ways of improving publicity of assisted collection scheme	Waste and Recycling Manager	Ongoing	Complaints about lack of assistance	Fewer complaints that people can't get rubbish to their gate	 Completed and ongoing Calendar leaflet that goes to all households has information about Assisted collections. The Councils Web site has been updated to include more information about assisted




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					collections. A-Z booklet was delivered in March 08 with more information about assisted collections. In December 2008 mixed recycling was instigated making it easier with one recycling bin.
5.12 Library information is available in alternative formats	Librarians and Library Supervisors	Ongoing	Feedback from participants and staff	Improved communication with disabled people and their families/carers	 Satisfactory progress Large print books, audio and video resources are available.
5.13 Disability awareness training for all Library staff	Head of Libraries & Information	Ongoing	Through Performance Review processes	Knowledge of all staff maintained	 Satisfactory progress Course on helping people with mental health issues undertaken by library staff. Other training ongoing.
5.14 Ensure the Youth Service is able to respond to requests for its publicity and other information to be made available in alternative formats.	Head of Service.	March 2008	Annual monitoring of this Plan	Service able to promptly translate materials into suitable format upon request.	 Completed and ongoing This is established, based on the processes in place for making other Council documents available in alternative formats.
5.15 Sound system fitted in all council sheltered scheme lounges to enable all tenants to participate	SS&H	March 2008	Annual monitoring of this Plan	Hearing loops fitted in all lounges. However, system needs to be enhanced through the installation of a PA	 Completed We have had all the necessary work





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in meetings				system to work with the loop system.	completed and all the schemes as recommended by the RNID, some schemes have the PA system but other schemes it was recommended that what we had was adequate, it depended on the size and shape of the rooms.
6.1 Continuing to ensure all new and replacement hackney carriages are wheelchair accessible	Licensing Manager	Ongoing	Quarterly stats from M3 computer system	All new and replacement hackney carriages are wheelchair accessible	 Excellent progress Currently of the 81 hackney carriage vehicles, 71 are fully wheelchair accessible and 9 are swivel seat vehicles. The remaining 1 is a normal saloon style vehicle.
6.2 Introduce test for all new hackney carriage applicants are capable of safely placing wheelchair users in their vehicles	Licensing Team	Ongoing	Stats from M3 computer system	All new dual drivers to take and pass the DSA practical test (wheelchair test assessment)	 Completed and ongoing Since 2007 practical test administered by the Driving Standards Agency is in place to ensure that all new applicants for dual driver licences (hackney carriage and private hire) are capable of securing wheelchair users safely in the vehicle.
6.3 Negotiate the introduction of lower floor buses to aid access with First	Transport Implementation Team	Ongoing	Percentage of bus fleet with lower floors	All new buses introduced to fleet to have lower floor	 Good progress All new buses being introduced are low floor vehicles.




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6.4 Install raised kerbs at bus stops to provide level access to lower floor buses	Transport Implementation Team	Ongoing	Number of bus stops with raised kerbs	Percentage of bus stops with raised kerbs	 Good progress A continuing programme of installation. Two-thirds of stops in Bracknell Forest now have raised kerbs.
6.5 Under the new Bus Shelter contract, ensure that each new bus shelter installed will have a covered, perch type bench seat	Transport Implementation Team	Ongoing	Inspection of new shelters	All new shelters have a seat	 Good progress Crowthorne and Sandhurst areas being taken into existing contract. All new shelters include a "perch" seat.
6.6 Install raised kerbs at town centre taxi ranks to aid access to lower floor taxis	Transport Implementation Team	31 March 2007	Inspection of taxi ranks	Completion of trial site	 Completed
6.7 Work in partnership with South West Trains and Network Rail to ensure that disability requirements are included in the Transport Interchange Improvements planned for Bracknell Station.	Transport Implementation Team	Ongoing	Monitor Improvements	Improvements to interchange	 Excellent progress A new bridge with a lift and facilities were opened in April 2009 at the station, enabling people with limited mobility and in wheelchairs to access platform 2. Booking hall disability access improvements are being undertaken in the Summer 2009.





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6.8 Continue to process requests for residential disabled parking and enforce bays provided under traffic / parking Orders	Traffic and Safety Section	Ongoing		Making a bi-annual Order.	 Good progress Next bi-annual order in preparation.
7.1 Use the Community Cohesion and Engagement Working Group to share service information regarding projects for disabled people	All	Ongoing	Annual monitoring of this Plan	Regular agenda item on equalities	 Good progress Regular agenda item now included, reporting from the Equalities Sub Group. Projects for disabled people are included under this item. For example Disabled Go presentation.
7.2 Continue to build on working relationships with colleagues from other departments for planning and organising activities	LD Team	ongoing	How many effective joint initiatives	Greater understanding of joint expertise and partnership working on provision to meet shared goals.	 Good progress Continuing to work with the Arts and Disability Development Officer now based at South Hill Park. Meeting regularly about arts and disability work, advising and collaborating on future projects. Working with day centres and residential homes for older people to ensure access to a recent dance and older person's project, which includes members of Heathlands attending a dance event as part of our Lift Off Festival on 13th March.


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7.3 Extend links between Bracknell Leisure Centre and Social Services	Bracknell Leisure Centre Manager/ SS&H	Ongoing	Service monitoring	More people with disabilities using Bracknell Leisure Centre	 <p>Good progress Currently investigating an extension of Well Being project to include disabled young people.</p>
7.4 Work jointly with Children's Services and Social Services on initiatives – particularly in developing a Play Strategy and assessing opportunities for work placements	Parks & Countryside, Children's Services, Social Services	Sept 2007	Monthly key indicators for Culture and Visual Environment	<ul style="list-style-type: none"> • New Parks & Countryside Strategy drafted • Play Strategy finalized • Placements made available 	 <p>Good progress Green Space Strategy has been drafted. Play Ranger initiative being implemented by Early Years Child Care and Play. Playbuilder funding secured to create and/or enhance 22 play spaces. The Play Strategy was finalized.</p>
7.5 Work with South Hill Park to improve the cultural offering for people with a disability	E&L/ SS&H	Ongoing	Annual report from SHP	More people with a disability accessing opportunities at South Hill Park	 <p>Completed and ongoing. Headspace is now set up. Headspace is a studio specially designed for local artists, with or without a disability, to display their work in a safe, friendly and convenient location.</p> <p>Inner Sense, a company working with adults with profound learning and physical disabilities was given advice on their application to the Arts Council for a grant; they have been awarded £45k.</p>

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7.8 Ensure colleagues in social services are aware of provision offered by the Youth Service suitable for young people with disabilities.	Youth Service Staff.	Ongoing	Annual monitoring of this Plan	Social Services refer young people to suitable projects.	 Good progress Ongoing. Portman Close Staff meetings are an opportunity for this to happen face to face. In communication with Social Services staff open and bespoke approaches have been discussed. Presentation given at Local Safeguarding Children Board Conference covered this area.
8.1 Ensure that organisations that work with and are run by Disabled people are recognised through the voluntary grants process	Asst Ch Exec	Ongoing	Annual monitoring of this Plan	Annual grant allocation recognises such groups	 Satisfactory progress The grants process funds Bracknell Forest Voluntary Action who are the umbrella organisation for voluntary and community groups, and through them, local organisations with/for disabled people are recognised. A grant is also allocated to Berkshire Community Foundation who are themselves a grant making body, and we now refer small organisations to them, so again, such organisations are recognised.
8.2 Work in partnership with organisations offering high quality and relevant cultural provision on a project	All Leisure & Cultural Services Staff	Project by project basis	Number of projects Quality of project	Representation of disabled/older people as leaders within the field leading workshops and programmes for local disabled/older	 Good progress Longer term dance and older person's project at Birch Hill will end in the summer

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by project basis				people. Projects and activities suitable or disabled people.	and may continue with South Hill Park. Undertaken Age to Age, this is a cross generation project.
8.3 Work with Bracknell Day Centre & Step Forward to identify new ways people with learning disabilities can work with recycling	Waste and Recycling Manager	March 2010	Annual monitoring of this Plan	Numbers of people employed with learning disabilities.	 Satisfactory progress This is still being investigated, finding premises is the major hurdle.
8.4 Youth Service to continue to support and develop its partnership work in this area, notably with The Wayz youth club and Disability Challenges.	Youth Service Staff	Ongoing	Annual monitoring of this Plan	Partners report satisfaction with Youth Service input.	 Satisfactory progress Youth Service continuing to develop work in this area, e.g Kennel Lane Duke of Edinburgh group. Targeted youth support project will help develop this area of work further. Note: no longer contract with Disability Challengers.
9.1 All applicants ticking disability box who meet essential requirements of JD / PS are invited to interview	Recruiting manager/ Human Resources	As required	Annual monitoring of this Plan	Disabled applicants matched to JD & PS and offered interviews	 Good progress Met as part of the "Two Tick" Disability scheme; Council re-accredited in October 2008.
9.2 Annual appraisals for all disabled staff	All managers ALL	Every May	Annual monitoring of this Plan	Disabled team members given BFBC appraisal on annual	

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				basis including personal development plan	Complete A specific question now included in appraisal form to allow staff to indicate if they have changed disability requirements which will impact on their work.
9.3 Disabled Students accepted on Work experience placements	Borough Human Resources Manager	Ongoing	Annual monitoring of this Plan	No of disabled student placements offered	 Good progress We meet requests wherever possible but there are/will be occasions when we can not meet their aspirations- usually for health and safety reasons.
9.4 Continue annual monitoring report on recruitment and training of disabled staff	Human Resources	Ongoing	Annual monitoring of this Plan	Annual Staff Monitoring report	 Good progress Ongoing. Latest report to Employment Committee in June 2009. A workforce planning process and toolkit was launched; this supports managers to assess their future staffing levels and skills needs. The toolkit ensures managers are aware of the need for the Councils workforce to reflect the community it serves during their workforce planning.
9.5 Ensure that all recruitment training specifically recognises the context for disabled people	Human Resources	Ongoing	Annual monitoring of this Plan	Included as element of training	 Ongoing Our compliance with the two tick disability symbol was reviewed and confirmed within

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					the past year.
9.6 Ensure that appropriate advice is available for managers on the adaptation required for disabled staff	Human Resources	June 2007	Annual monitoring of this Plan	Advice available.	 Ongoing
10.1 All departments to review charging policies in respect of disabled users	All depts. ALL	March 2008	Annual budget process	Annual review of changes.	 Satisfactory Progress Chief Officer Finance is incorporating the review of charging policy for disabled users into the Use of Resources Finance Action Plan review, to be completed by December 2009.
10.2 Continue to ensure that the cost of cultural activities encourages and enables access	All Leisure & Cultural Services Managers	Ongoing principle	Register of participants and Leisure Centre membership records	Number of return visits on projects Disabled users requiring assistance from a helper are granted free access for the helper Number of disabled memberships at Leisure Centre	 Good progress A special tariff is in place for disabled users with helpers admitted free of charge. Disabled membership has been reviewed with a view to improving access to facilities. Refer to 5.8.
10.3 Promotion of scheme through which no charges are made for blind library users	Head of Libraries & Information	Ongoing	No. of free fees offered.	No. of free fees taken up	 Good progress We have 198 borrowers registered as blind

Action	By Whom	By When	Monitoring	Success Criteria / Milestones	Progress
					or partially sighted. They are exempt from loan charges on spoken word tapes and CDs.
10.4 Use of e+ card where appropriate for cost reductions for disabled users	e+ team	March 2009	No of disabled users with e+ card	Increase on number of disabled users of e+ cards	 <p>Satisfactory progress After April 08 the new single enrolment system for e+ card includes an ability to collect information about disabled cardholders. Services will need to collect the appropriate information to record a person's disability. The Concessionary Fare Passes for disabled people will be easily identifiable as the card design is different. Once the information is captured services such as leisure and libraries can offer special deals. This may take some development.</p>