



Disability Equality Scheme

Foreword

Hart District Council adopted its first Disability Equality Scheme in August 2007. The Scheme illustrates our commitment to eliminating discrimination on the grounds of disability, promoting equality of opportunity for all, and developing good relations between different groups in our community.

This first review is the result of focussed workshops, discussions and consultation with key partners and stakeholders, Members, managers and staff of the council. I am grateful for the assistance of our community groups, including Hart Access Group, Carers Together Hampshire, Hampshire Deaf Association and Hampshire Coalition of Disabled People, in producing this revised Scheme.

I am also grateful for the ongoing involvement of some of the community groups in assessing the implications of council policies and strategies so that issues that might affect our disabled community are identified and dealt with prior to the commencement of service delivery.

I am looking forward to working with our community in continuing to improve our services and in promoting disability equality across Hart.

Our Scheme will be regularly reviewed and updated to reflect changing needs and priorities.

Councillor Stephen Gorys
Portfolio Holder for People and Partnerships
First Review October 2008

FURTHER INFORMATION

We can provide this strategy in **LARGE PRINT**, on tape and in Braille. Also, for people whose first language is not English.

If you would like this translated into any of the following languages, please telephone **01252 774264**

French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

German

Dieses Material ist auf Wunsch auch in anderen Sprachen, in Großdruck und auf Tonband erhältlich.

Spanish

Este documento también está disponible y puede solicitarse en otros idiomas, en letra grande y formato de audio.

Bengali

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Cantonese

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Mandarin

本文件也可應要求，製作成其它語文或特大字体版本，也可制作成录音带。

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1 Background

1.1 The National Profile

It is estimated that one in five of the adult population of the UK is disabled; this amounts to approximately eleven million people. In addition there are approximately 770,000 disabled children. According to the Government document "Improving the life chances of disabled people 2005", disabled people currently perform less well in the areas of employment and income, which may be attributable to the reduced opportunities they are offered because of their disability.

1.2 The Local Profile

In Hampshire approximately 15% of the population are considered as disabled. A number of disabled people will visit the area or come to Hart for work. Hart has an aging population and improved support in terms of disability equality is further emphasised as the process of age can in itself cause a breakdown in physical or mental health.

Hart is a rural district which recognises the importance of social inclusion in all forms particularly in relation to access to services. There are a number of rural villages whose residents have to travel to retail centres, community events, and to receive support services; greater assistance for these communities is required.

In Hart the agencies of the Local Strategic Partnership and the Community Safety Partnership work closely together in conjunction with the Town and Parish Councils in support of local people to unite groups. Hart District Council will continue to work as Community Leader to facilitate this.

The Council also works in partnership with the local Primary Care Trust to share information about its disabled population and to ensure that services are developed in partnership to meet identified needs.

Hart also ensures that appropriate community facilities are provided for all hard to reach groups including disabled members of the community.

As at August 2008, the Council has 35 elected members; of these 2 consider themselves to be disabled. 3.28% of the Council's directly employed staff considers themselves to be disabled.

1.3 What is a Disability Equality Scheme?

The Council has a statutory duty to produce and maintain a Disability Equality Scheme. The Scheme demonstrates the commitment of the Council to ensuring that disabled people within the community are treated equally and that equality for disabled people is also embedded into our own organisational culture. It sets out in detail how the Council plans to achieve this for all its services.

The Scheme is part of our wider commitment to equality and diversity. It sets out our position on disability and confirms our commitment to implementing and promoting actions in accordance with the Social Model of Disability, see **Appendix 1** for details of this model.

The scheme provides a mechanism for Hart District Council to identify:

- Our plans to improve the accessibility of services
- A realistic timescale for improvement
- What we expect the outcomes to be
- Our priorities in relation to disability

The Disability Equality Scheme has been developed in conjunction with disabled people, in particular reflecting the views of Hart Access Group. Hart District Council will continue to work with the whole community to agree how the Council will deal with disability issues, including how we commission services, and will involve staff, voluntary organisations, disabled people and the public in the work of the Council. We will also work within our communities to champion disability issues across the district. The Council's Corporate Equality Group will monitor and evaluate this Scheme on an annual basis, identifying where areas are successful and where further improvement is required.

1.4 The disability equality general duty requires us to have due regard to:-

- Eliminating discrimination
- Promoting equality of opportunity
- Eliminating harassment
- Taking steps to take account of disabilities, even where this involves treating disabled persons more favourably
- Encouraging the participation of disabled people in public life
- Promoting positive attitudes towards disabled people

1.5 The specific duties include:-

- Producing a Disability Equality Scheme
- Preventing discrimination against disabled people in accessing services and premises
- Not discriminating against disabled people in terms of transport provision

2 How Hart District Council defines disabilities

Hart District Council considers that the Government's report 'Improving the life chances of disabled people 2005' clearly recognises the issues faced by disabled people.

The Disability Discrimination Act 1995 (as amended), states that '*a disability is a mental or physical impairment which has a substantial and long term effect or adverse effect on your ability to carry out normal day to day activities*'.

In this context the Council defines disability as:

'Disadvantage experienced by an individual resulting from barriers to independent living, education, employment or other opportunities that impact on people with impairments and or ill health.'

(From the Government report 'Improving the life chances of disabled people' 2005)

Disabled people face a wide range of barriers. These may include:

- Attitudinal barriers, for example amongst employers and service providers
- Policy barriers, involving service design and delivery that does not take account of the needs of disabled people
- Physical barriers, for example the design of the built environment and transport systems
- Empowerment barriers, as a result of which disabled people are not listened to, consulted, or involved.

3 This Disability Equality Scheme will continue to:-

- Monitor the Council's equal pay and equal employment policies in compliance with the Disability Discrimination Act 1995 (as amended)
- Monitor the current service provisions for disabled service users for all its services whether provided in-house or by a third party
- Identify ways in which such service provision can be improved
- Identify and direct people to services and groups within the community
- Ensure that all public and consultation meetings are provided in accessible buildings with induction loops to assist those with hearing impairments.

4 This Disability Equality Scheme will seek to:-

- Ensure that the Council can respond to the information needs for anyone within its community with a disability. This might require an officer to visit to provide a service, or to ensure that the information provided is in the correct format for the user
- Ensure procedures are in place to tackle disability hate crime and anti-social behaviour motivated by disabilities, by linking with other organisations, the police, and fire services
- Measure the promotion of disability awareness within the employment field both within the Council and the community
- Encourage employers within the district to employ disabled people fairly
- Provide information in suitable formats to promote inclusion

- Provide a link between the Council, the voluntary sector, and grant officers, to signpost disabled members of the community and organisations in the community, to access funding streams to maintain the work that they do in the community. This will assist with the funding for new projects, as well as continuing the work already being carried out
- Ensure that the Council works with Hampshire County Council, neighbouring local authorities and other partners, including the Primary Care Trust and the Police, as appropriate.

5 The Five key steps for successful Scheme implementation are:-

- Involve disabled people
- Gather and map information
- Assess , monitor and evaluate the impact of policies and activities
- Ensure the Scheme becomes part of the daily work of the Council
- Develop and implement an Action Plan

The Council will also review the Action Plan annually and make revisions following its evaluation.

5.1 Involve Disabled People

The involvement of disabled people is central to creating a Disability Equality Scheme and is a requirement of the statutory duty; the active engagement of disabled stakeholders is required at all times. This goes beyond consultation and a clear involvement strategy is required. The views of disabled people need to be clearly represented within the Disability Equality Scheme.

Hart District Council has ensured that disabled people are involved in producing this Scheme and the Action Plan. This Scheme has been developed with the involvement of Hart Access Group; see **Appendix 2** for terms of reference and membership. Representatives of other disabled groups have also commented on the draft Scheme at a recent workshop see **Appendix 3** for details of Groups involved. The Council has acted on their proposals and will continue to do so in reviewing both the Scheme and the Action Plan and will involve them in the Equality Impact Assessment of all their policies and procedures.

The Chairman of Hart Access Group is a member of the Lead Group responsible for developing this Scheme and of the Hart District Council Corporate Equality Group which has responsibility for monitoring implementation of the action plan; see **Appendix 4** for membership of the Corporate Equality Group and the Lead Group.

It is recognised that currently Hart Access Group may not always represent the views of disabled people from all types of impairment and the Lead Group is working to assist Hart Access Group enlarge its membership and to widen

the involvement of disabled people in developing and reviewing Hart's policies and strategies. Hart District Council has an ongoing commitment to ensuring that this happens and will work to give disabled people the opportunity to comment on how services are best developed and delivered.

5.2 Gather and Map Information

We are currently carrying out a mapping exercise to establish our performance in terms of disability equality. This includes an understanding of where we are doing well and where there is room for improvement. In addition to the workshop held in August and the questionnaire which will be sent to members of the Citizen panel this will continue through the Service Planning and Impact Assessment process. Active engagement within the community to ensure our interpretations match those of disabled people is essential to the information gathering exercise.

This has been started by gathering information from all service managers about their service provision and the data they gather. This is set out in **Appendix 5** and provides a base line from which to monitor improvement.

Information will also be gathered within the community through the involvement of disability interest groups, by going to shopping centres, and making home visits, to ask people their views about access to local services and their preferred formats for information dissemination.

The information provided will enable Hart District Council to understand what local disabled people really want.

5.3 Ensure the Scheme becomes part of the daily work of the Council

5.3.1 Within the Local Authority

The Disability Equality Scheme is fully supported by the Leadership Team of the Council with the Portfolio Holder for People and Partnerships designated as the Equalities Champion. All Heads of Service have responsibility for the mainstreaming of disability issues in the Service Planning and delivery process.

The Council also has a Corporate Equalities Group. This Group has been in existence since 2000 and includes both Member and officer representatives from across the Council as well as external partners including Hart Access Group and Hart Voluntary Action. The group has responsibility for the review of progress, performance, and the allocation of actions.

This statutory Disability Equality Scheme provides a framework within which the Council can promote equality for, and prevent discrimination against, disabled people as employees, as users of our services and as members of

the community. The Scheme complements and supports Hart District Council's Sustainable Community Strategy and Corporate Plan.

5.3.2 Within the community

This Disability Equality Scheme has been produced in consultation with members of the Local Strategic Partnership, Hart Access Group, representatives of disabled groups in the District and County and other interest groups and stakeholders. It is important for us to ensure that we work with our partners and stakeholders as well as our communities and the voluntary sector to ensure effective implementation of the Scheme within Hart. Stakeholder events and shared training and resource opportunities build capacity and strengthen links. All sectors of the community must be engaged in, and supportive of, the local work undertaken. Natural links need to be made between the Action Plan for this Scheme and similar plans of partner organisations.

5.4 Assess, monitor and evaluate the impact of policies and activities

5.4.1 Scrutiny and evaluation

The Council will look to involve disabled people in scrutiny and evaluation processes, making it a simple and non-threatening process. Representatives with disabilities will be invited to work with the Hart District Council Corporate Equalities Group to monitor, evaluate and direct performance. A summary of the results of the Disability Equality Impact Assessment, the Action Plans and the consultation exercises will be reported as part of the annual review of the Disability Equality Scheme.

5.4.2 Equality Impact Assessments

Equality Impact Assessments are undertaken as part of the Service Planning process. The purpose of this assessment is to improve the work of the Council by making sure that the Council does not discriminate and, wherever possible, promotes equality. It ensures that individuals and services consider the likely impact of their work on equality target groups and take action to improve services, policies, strategies and objectives. It involves anticipating the consequences of policies, projects and functions on the target groups and making sure that any negative consequences are eliminated or minimised.

The Council has defined equality target groups as; women, black and minority ethnic people, young people and children, older people, disabled people, lesbians, gay men, bisexual people, transgender people and people from different faiths.

The Council will look at negative or adverse impact and positive impact through a two part assessment consisting of an initial screening process followed by a more thorough full assessment if the initial screening has

identified an adverse or negative impact. If, at the first stage, a negative or adverse impact on disabled service users has been identified the full assessment process will include a representative from the disabled community, normally identified through Hart Access Group.

The Leadership Team has responsibility for identifying which policies, strategies or projects must be assessed. An impact assessment will be carried out when:

- a) developing a new policy, strategy or project
- b) reviewing existing policies
- c) policies, strategies or projects have been identified by a relevant committee or by the Leadership Team as specifically requiring an Equality Impact Assessment.

5.5 Develop an Action Plan

An Action Plan forms part of this Disability Equality Scheme, and is attached as **Appendix 6**.

The Action Plan reflects the:

- Priorities of disabled people
- Council's strategic priorities
- National policy
- Specific outcomes which are to be achieved
- Timescales for action
- Desire to improve accessibility of Council information, services, buildings and job opportunities
- Required improvement of services to make them more inclusive.

The Corporate Equality Group has responsibility for ensuring that issues identified in the Action Plan are addressed. The first stage will be to prioritise issues for each department, to identify the responsible officer and to look at the resources required to implement changes. In working with disabled people their priorities are identified as

1. issues relating to personal safety
2. the appointment of an Access Officer to improve liaison with the disabled
3. publicity for specialist services and
4. signposting to sources of information and assistance.

6 Corporate progress to date

- The Council established a Corporate Equalities Group in 2000. This includes both Member and officer representation as well as external partners
- The Council has reviewed access and undertaken an audit of all its buildings. A programme of works to achieve compliance with

Disability Discrimination Act (DDA) 1995 (as amended) has been prioritised and is underway, it will be reviewed regularly

- The Council has provided equality awareness training for all staff, this included disability awareness training
- Staff have been supported in undertaking sign language training and documents can be made available in large print or Braille if required
- The Council provides text phone facilities for hearing impaired customers communicating by telephone and where required will provide an interpreter for deaf service users
- Induction loops have been installed in public meeting / consultation rooms
- The Council works with the Hart Access Group and is assisting the Group to expand its membership to develop wider representation
- Equality and Diversity Impact Assessment procedures are in place and are undertaken as part of the Service Planning exercise, including assessment of all new policies and procedures
- The Council has a number of Partnership Agreements and encourages partners to adopt an inclusive approach to equality and diversity issues
- The Council is committed to the Social Model of Disability. See **Appendix 1**
- The Council has signed up to the “One Compact for Hampshire” and works closely with the Voluntary Sector. Service Level Agreements are in place with Hart Voluntary Action and Hart Citizens Advice Bureaux.

7 Service progress to date

7.1 Service provision

In addition to its general duty, the Council has a responsibility for ensuring that every service takes account of the needs of disabled people in the provision of that service. These services are managed by-

- 5 Heads of Service and
- 8 Service Managers who report to
- the Chief Executive and 2 Corporate Directors

In 1994 the District Council transferred all its Housing Stock to Sentinel Housing Association which, along with various other Housing Associations, now provides all the social housing for the District.

The District Council outsourced its benefits, council tax and business rates collection to Capita from the start of the 2008/9 financial year.

Hampshire County Council provides payroll services for the Council’s staff.

Legal Services are provided through a shared service agreement managed by Basingstoke and Deane Borough Council.

Details of the services provided are set out in **Appendix 7**.

7.2 Data collection

As part of the process of developing this Disability Equality Scheme all Service Managers and Heads of Service have been interviewed and information collected about the data they currently hold and the current provisions made for disabled service users. Each service currently collects data appropriate to its needs; details of the data collected are set out in **Appendix 8**. As this information may assist other services across the Council early consideration will be given to how this data should be stored and accessed corporately.

7.3 Current provisions for disabled service users

The current provisions for disabled service users are set out in **Appendix 5** together with areas where additional action could be undertaken.

7.4 Service action plans

The Corporate Equality Group will work with Hart Access Group, representatives from other local disabled groups and the service managers to prioritise identified additional actions.

The Corporate Equality Group will continue to identify further areas for development together with an appropriate time scale and budget and monitor progress against the agreed action plan.

Definition of the Social Model of Disability

The Social Model of Disability was developed in the early 1970's by Disabled People who used their personal experience of discrimination, including being institutionalised, to show that it wasn't their impairments which caused the 'problem', but the way in which society failed to make any allowances for their differences and therefore socially excluded them. This approach became known as 'The Social Model of Disability'.

It explains disability as the result of any behaviour or barriers which prevent people with impairments from having the same life choices as non disabled people. The social model does not deny the existence of impairments and physiological differences but addresses them without attaching value judgments such as 'normal' and shifts the emphasis towards the aspects that can be changed and the need to focus on overcoming the environmental, organisational, attitudinal and informational barriers and not on addressing individual's impairments but to strive for genuine social inclusion.

The Disability Discrimination Act's definition of disability is said to be a 'Traditional Model of Disability' approach, because the causes of disability are attributed only to medical conditions and where the focus is on the impairment rather than the needs of the person. The Social Model is not so limited and takes the wider view that the ability to undertake such activities is dependent upon social intervention.

E.g. your ears don't work and you can't hear = impairment but you cannot participate in meetings because you have no access to an interpreter therefore you have been disabled by a failure of social organisation.

The Social Model shows that the limitation of activity is not caused by impairments but is a consequence of social organisation. The fundamental principles of the model are as follows:

Disability is a situation, caused by social conditions, which requires for its elimination the following:

- That it is a combination of factors that contribute to disability and each cannot be treated in isolation.
- That Disabled People should have choice and control over their own lives with the use of independent advocacy if necessary.
- Those professionals, experts and others who seek to help must be committed to promoting such control by Disabled People by using their expertise to empower them with choice and control.

Appendix 2

Constitution of Hart Access Group - extract

1. Adoption of the Constitution

The Group (as defined in paragraph 2 (*The Name*) below) and its property will be administered and managed in accordance with the provisions of this constitution.

2. The Name

The name of the organisation shall be Hart Access Group (the “**Group**”).

3. Objective

The Group’s objective is to be an effective voice in working with statutory authorities and others to achieve a freely accessible environment for the whole community within the district of Hart District Council, in keeping with the **Equal Opportunities Act** and the **Disability Discrimination Act**.

4. Membership

4.1. The Group shall be open to all individuals regardless of their sex, age, physical ability, race, colour, creed, political or religious beliefs, and shall be open to any person in the Hart area who accepts and supports the organisation's objectives.

4.2 Membership of the Group shall include:-

4.2.1 any individuals within Hart district who supports the Group’s objective as stated in paragraph 3 (*Objective*), is prepared to report to the Committee on relevant events within their area and to attend meetings on a regular basis playing an active role in the functioning of the Group (each a “**Full Member**”);

4.2.2 any individuals within Hart district who supports the Group’s objective as stated in paragraph 3 (*Objective*) and is prepared to report to the Committee on relevant events within their area and to attend meetings when appropriate (each an “**Associate Member**”);

4.2.3 one or more representative from Hart District Council and/or, as the case may be, Hampshire County Council (each a “**Representative**”); and

- 4.2.4 one or more elected Councillor from Hart District Council and/or, as the case may be, Hampshire County Council (each a **"Councillor"**).
- 4.3 Membership is not transferable to anyone else.
- 4.4 The Committee (as defined in paragraph 6 (**Officers**) below) shall keep a register of names and addresses of the Members.

Appendix 3

Groups involved in developing this Disability Equality Scheme

Hart Access Group	Vic Soane Janice Heatherington Dennis Haig Jane Jewkes
Carers Together	Geoff Lewis
Hampshire Deaf Association	Liz Jones
Community Integrated Care	Sally Ellis
Hampshire Coalition of Disabled People	
Guide Dogs for the Blind	
North Hampshire Mental Health Forum	John Rose
Disability Initiative Camberley	

Appendix 4

Membership of Corporate Equality Group

Viv Evans	Corporate Director (HDC) – Chair	Member of Lead Group
Cllr Stephen Gorys	Portfolio Holder – People & Partnerships	Member of Lead Group
Vic Soane	Chairman - Hart Access Group	Member of Lead Group
Claire Beaumont	Senior Planning Policy Officer	Member of Lead Group
Rod Hursthouse	Chief Solicitor and Monitoring Officer	Member of lead Group
Richard Haddad	Commercial Environmental Health & Licensing Manager	
Sarah Lee-Boone	HR Manager	Member of Lead Group
Lesley Trusler	Community & Partnerships Manager	Member of Lead Group
Amanda Lee	Hart Voluntary Action	
Sheila Keogh	Consultant	Lead Group only

Disability Equality Scheme
Current provisions for disabled service users-July 2008

<u>Department</u>	<u>Service</u>	<u>Current provisions</u>
Community and Partnerships	Grants Community support	<ul style="list-style-type: none"> • Ensure facilities are appropriate when holding meetings and events
Technical services	Waste and recycling Highways Parking enforcement	<ul style="list-style-type: none"> • Assisted collections available ;publicised on website, leaflets, in doctors surgeries, sent to residents annually • Assessments are made either visually or on provision of disability number. Currently provided to 450 properties, less than 2% of total. • Leaf fall is prioritised to vulnerable areas • All litter bins are accessible, on replacement incorporate dog waste facilities • The elderly and disabled have priority for sandbags in event of flooding • Operates discretionary Concessionary travel scheme • Reviews Access plans in all new build for driveways and access • Involvement in Fleet Access plan • Involvement with local train companies on access to stations • Free parking for disabled both in allocated bays and anywhere in car parks if all disabled bays occupied • Ticket machines enabled for visually or hearing impaired

	Corporate property	<ul style="list-style-type: none"> • Provide facilities at appeal e.g. sign language interpreter • Where parking contravention occurs, disabled driver given warning on first occasion • All Emergency Planning places of refuge are accessible • 50% of buildings are DDA compliant, work to improve access is being prioritised • Completed DDA access audit , action plan developed and being implemented • HDC-ground floor and 2nd floor disabled toilets (do not comply) • Risk assessment carried out for wheelchair user councillor, suitable adjustments made.
Community safety		<ul style="list-style-type: none"> • Community wardens visit vulnerable residents where required • Monthly Together Action group identifies individuals for referral or assistance
Housing and Customer service	Reception Cash office Lobby area Housing	<ul style="list-style-type: none"> • Hearing loop • Lowered desk • Text phone • Alternative formats offered <ul style="list-style-type: none"> • New software introduced in November 2006 captures all necessary information and is up to date • Choice based lettings introduced in march 2007-can use data to identify clients who are not bidding for properties to target future needs • Links with Rushmoor and County to identify clients needing additional assistance • Occupation therapist works with service one day per week • Promote services available using wide range of media • Provided training to libraries and community groups on Choice based lettings

		<ul style="list-style-type: none"> • Comprehensive review of homelessness completed in March 2008-significant analysis of demography and diversity of homelessness • New Homelessness strategy • Current requirement within new developments for 40% affordable housing and for 10% to be for supported housing and linkage with HCC Social services to identify appropriate people for this housing
Leisure and environmental protection	<p>Leisure services</p> <p>Grounds and countryside</p>	<ul style="list-style-type: none"> • Harlington Centre are working with Rushmoor Healthy Living, Apex Centre users • Leisure Centres used by Hart Herons and various disabled groups, hold disabled fun days, work with Parity, one employee has sourced funding to support groups using the facilities., • Provide 365 disabled person card (carer goes free) • Equipment and facilities have been purchased as part of upgrade • Provide trampolining for disabled • All centres are Quest accredited and DDA compliant • Disabled access embedded in all projects including range of surfaces to allow access • Provision of disabled parking spaces at open areas • Provide disabled fishing areas
Planning and environmental regulation	<p>Commercial environmental health Licensing</p>	<ul style="list-style-type: none"> • Uses interpreter service and signing to ensure enforcement message understood • Works within national codes of practice , circulars and guidance to ensure consistency of application • All correspondence offers opportunity for discussion to assist • Uses 2001 Census data to inform policy development • Develops evidence to support all equality issues e.g. sheltered housing

	Planning policy	<ul style="list-style-type: none"> • Working jointly with Rushmoor and Surrey Heath to develop strategic housing market assessment. • Works with housing dept on affordable housing needs e.g. to identify type of household currently unable to access housing market • Community engagement in an inclusive manner required by Planning Act in policy development including 'hard to reach' groups including disabled • Implementing new national policy on lifetime homes in new build policy
Development Services	Development control/ Building control Land Charges	<ul style="list-style-type: none"> • Personal circumstances can affect planning decisions but limited weight compared with conventional land use considerations • Local and national guidance advises clients how to include information on any disability in applications • Fee sheet shows exemptions for disabled on application form and on web • Large format readily available ,electronic submission through planning portal is rescalable for all forms
Finance	Council tax	
Corporate support		
Democratic services including Elections	Elections Registration Committee Services	<ul style="list-style-type: none"> • Documentation available to help polling staff assist disabled voters • Resist removal of disabled voters from register • Polling stations must be accessible • Ongoing review of suitability of polling stations • All polling booths wheel chair compliant • Ballot box –white strip across slit to aid partially sighted votes • Annual training for polling staff includes disability issues to facilitate voting • All literature available in large print • Committees mostly held at Council Offices, if other venues used facilities checked • Staff trained to use Evac chair • Attended CREW days

HR	HR administration Policy development Training and development Payroll	<ul style="list-style-type: none"> • Advice provided by occupational health advisor on referrals and on appointment where indicated • Redeployment policy available • Absence policy recently reviewed to reflect needs of disabled staff;utilises Bradford factor reporting • Home visits by HR and line manager for long term sickness absences • New stress group working with Health and Safety
IT	Intra/internet	
Legal services		

<u>ACTION PLAN</u>		<u>APPENDIX 6</u>	
<u>Corporate aims</u>	<u>Action</u>	<u>Responsible person</u>	<u>Time scale</u>
Monitor the Council's equal pay and employment policies	1. Agree data to be recorded and monitored 2. Report at agreed intervals to Corporate Equality Group (CEG) 3. Review existing policies	Head of HR	1 and 2. Details to be agreed at CEG meeting in October 2008
Monitor the current service provisions for disabled service users for all services	1. Review information gathered in July 2008 2. Identify ongoing means of monitoring provision	1. CEG with Service Managers 2. Service Managers with Hart Access Group (HAG) and other disability groups	1. By end of 2008 2. By end of 2008/9 Municipal year
Identify ways in which service provision can be improved	1. Review proposals put forward by Service Managers and representatives from disability groups 2. Survey Citizens Panel, put questionnaire on web site and send to disability groups	1. CEG with Service Managers 2. CEG	1.1 Develop departmental action plans by end of 2008 1.2 Implement 'quick fixes' immediately 1.3 Prioritise proposals and calculate costs and other resources required to implement 1.4 Identify possible budgets and where necessary include bids in budget process 2.1 Initial survey issued by end September 2008, responses requested by 30 th November 2008 2.2 Results analysed by end of 2008 2.3 Results considered and incorporated in action plan by CEG and Service Managers by end of 2008/9 Municipal year.

<p>Ensure that all public and consultation meetings are provided in accessible buildings with induction loops to assist those with hearing impairments</p>	<ol style="list-style-type: none"> 1. Identify factors making buildings inaccessible 2. Identify range of practical solutions 3. Review all buildings providing Council services against these factors 4. Identify possible improvements 5. Develop check list to review potential buildings for public use e.g. planning appeals, public meetings, voting 	<p>1/2. HAG with CEG</p> <p>3/4/5. Technical Services staff with HAG</p>	<p>All. By end of municipal year</p>
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Appendix 7

Hart District Council Role and functions

The District Council has responsibility for the services set out below.

These services are managed by -

- 5 Heads of Service and
- 8 service managers who report to
- the Chief Executive and 2 Corporate Directors

In 1994 the District Council transferred all its Housing Stock to Sentinel Housing Association which, along with various other Housing Associations, now provides all the social housing for the District.

The District Council outsourced its benefits, council tax and business rates collection to Capita from the start of the 2008/9 financial year.

Hampshire County Council provides payroll services for the Council's staff.

Legal Services are provided through a shared service agreement managed with Basingstoke and Deane Borough Council.

Further details are available on the Council's web site at www.hart.gov.uk.

<u>Department</u>	<u>Services</u>
Community and Partnerships	<ul style="list-style-type: none"> • Community support/access to services • Partnerships including Local Strategic Partnership (LSP), voluntary sector grants • Town/Parish councils • Youth* • Older persons strategy • Equalities* • External funding • CCTV
Technical Services	<ul style="list-style-type: none"> • Highways • Flooding • Climate change • Car parking • Emergency planning • Building maintenance • Refuse and recycling • Grounds maintenance • Cemeteries • Parks and open spaces • Dog warden • Countryside • Public conveniences
Community safety	<ul style="list-style-type: none"> • Community safety

Housing and Customer services	<ul style="list-style-type: none"> • Housing Associations • Affordable housing • Private sector housing • Homelessness • Customer Services and Reception • Reprographics
Leisure and Environmental protection	<ul style="list-style-type: none"> • Leisure centres • Sports pitches • Community centres • Tourism • Health*
Planning and Environmental regulation	<ul style="list-style-type: none"> • Local Development Framework • Economic Development* • Climate change and environmental strategy • LSP-Environmental • Environmental health • Licensing (all) • Pest Control • Cemeteries • Health and safety
Development services	<ul style="list-style-type: none"> • Development Control • Planning enforcement • Landscape and conservation • Land Charges • Building Control
Finance	<ul style="list-style-type: none"> • Council Tax and Business rates • Housing benefits • Anti fraud enforcement • Capital strategy • Procurement • Accountancy • Payments • Insurance • Financial advice
Corporate support	<ul style="list-style-type: none"> • Performance management/continuous improvement • Press Office, PR and Marketing • Special projects/Pump priming • Audit • Risk management • Corporate Governance • Corporate Plan/BVPP • Member support
Democratic Services	<ul style="list-style-type: none"> • Elections • Committee services • Members allowances

Human Resources	<ul style="list-style-type: none"> • Human Resources policy • Recruitment and retention • Training and development • Payroll
Information technology	<ul style="list-style-type: none"> • E-government • Voice Comms • Technical/IT support, development • Project management* • Business systems • ICT strategy • Intranet/internet
Legal Services	<ul style="list-style-type: none"> • Probity • Data protection and Freedom of Information • Legal Services

* lead

Appendix 8

Data currently collected-August 2008

Department	Service	Current data collected
Community and Partnerships	Grants Community support	Data gathered for informing decision making & allocation of resources Nothing currently collected
Technical services	Waste and recycling Corporate property Parking enforcement Highways	Name and address for clinical waste and sharps collection. Not collated by disability. No data collected 5 years records to show if disabled have previous offence record Data gathered on approx 1800 reg. disabled clients receiving travel tokens
Community safety		None collected
Housing and Customer Service	Housing Customer Service	Very detailed data captured for past 2 years. Homeless monitoring provides detailed data Customer service data collected for other depts e.g. waste collection , RADAR keys and travel tokens
Leisure and environmental protection	Leisure services Grounds and countryside	31/2 years data on group use of facilities and 365 card holders None regularly collected
Planning and environmental regulation	Commercial environmental health Licensing Planning policy	No data collected No data collected No data collected
Development Services	Development control Building control	No specific data collected

	Land Charges	
Finance	Council tax	No specific data collected
Corporate support		
Democratic services including Elections		None collected
HR	Recruitment	Data collected as part of recruitment process Staff numbers monitored
IT	Intra/internet	
Legal services		