



## Disability Equality Scheme (2006-2009)

### Final Review



**Published: February 2010**

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## 1. Introduction:

In December 2006 we published our Disability Equality Scheme (DES). It contained our commitments for disability equality over 3 years until 2009. We have already published 2 annual reviews and this is our final one. You can find copies of our previous reviews at:

<http://www.plymouth.gov.uk/homepage/communityandliving/socialinclusion/disability.htm>

This review celebrates our achievements in the last three years and shows what work is still left to do. It also explains how we are going to take our disability equality work even further forward in the future.

## 2. Background:

Our DES is part of our overall Corporate Equality Policy and informs our Corporate Equality Group's work plan. (See <http://www.plymouth.gov.uk/homepage/communityandliving/socialinclusion.htm>)

It is part of our Corporate Improvement Priorities (CIPs), in particular priority 4 that aims to "narrow inequalities between communities" and was central to our getting the 'Achieving' level of the Equality Framework for Local Government (EFLG). We now intend to reach the 'Excellence' level by 2012. Our Equality Scheme (ES) 2008-11, which includes our future priorities about disability and the other equality strands, will help us to do this. By including all the equality strands in one scheme, we have simplified our planning arrangements without diluting the issues and made sure that we can also address multiple discrimination issues.

Our ES action plan has the priority areas for action as well as guiding our corporate and business planning process. Any outstanding actions from our DES will be integrated into our ES action plan when it is reviewed again in May 2010. Our first year's ES progress has already been reviewed and this can be found at:

<http://www.plymouth.gov.uk/homepage/communityandliving/socialinclusion.htm>

## 3. Achievements:

### Year 1 : 2007

#### Disabled parking:

- We created an additional 96-disabled car parking spaces in our City Centre car parks.

#### Accessing information:

- A read speaker facility was included on our web site to make sure people with impaired vision could access information about our services.
- We appointed a dedicated full-time Disability and Inclusion Officer who is strategically responsible for our DES.
- Two years worth of funding for the Disability Action Network to plan and deliver a Disability Awareness type event was provided by our Social Inclusion Unit (SIU).
- We used photo symbols to communicate with people who have learning disabilities.

#### Accessing services:

- Planning permission was granted to install a new fully accessible lift at Tinside pool.
- We continued to fund the majority of Plymouth Shopmobility which provides a variety of motorised scooters, wheelchairs and manual wheelchairs free of charge.
- We provided a specific template in polling stations for visually impaired and partially sighted people.
- We ran a museum outreach service (Community Museum-in-Transit) in partnership with the Primary Care Trust (Mount Gould Hospital & Royal Eye Infirmary), Adult Social Care and Community Groups.

### **Raising awareness of the needs of people with disabilities with our staff:**

- Our equality and diversity training for members, senior managers and front line staff in specifically targeted departments included disability awareness.
- We continued to provide a guaranteed job interview scheme, called Two Ticks, for people with disabilities who meet the essential criteria.
- Adult Social Care (ASC) and our Learning Disability Partnership (LDP) have provided awareness-training sessions for front line staff and partner organisations. The ASC disability awareness training was held over 6 sessions and delivered by SCOPE.

### **Engagement:**

- In partnership with the Primary Care Trust, we agreed to joint fund a part time development worker for the Disability Action Network.
- We held 2 community engagement events and sent out over 500 questionnaires asking people with disabilities their views on the services they receive.

## **Year 2 : 2008**

### **Our LSP and Local Area Agreement (LAA)**

- Disability equality is covered by the 4 Local Strategic Partnership (LSP) visionary goals and cross cutting themes. Equality and diversity commitments are covered in the Local Area Agreement via our Equalities Impact Assessment (EIA) process.
- In 2008 we completed EIA's on the LAA themes and other services. We did 108 in total which was more than we'd planned on services and policies to ensure that inequalities are identified and then addressed.

### **Services for Children and Young People:**

- Nearly a quarter of our youth opportunities panel were young people with disabilities. We arranged for a dedicated project officer to work with the youth panel to develop their participation and effectiveness.
- We provided early years support to childcare service provision through an Early Years (EY) Inclusion Service and EY Educational Psychologist Service, which provide early intervention once issues were identified (Early Years Action Plus scheme). We have an EY forum which links with our Children's Integrated Disability Service and children identified in the community are signposted to this service for a multi-agency response. Our Portage and Early Support Programme provided appropriate interventions for children with disabilities and their carers.
- We developed an independent travel-training programme for children and young people with special needs. A successful pilot was run at Longcause Special School in December 2005. Since then the scheme has been rolled out to all secondary and special schools for all 14-19 year olds with Special Educational Needs who live in Plymouth. The pilot ended in 2009 and is now permanent. On average 26 young people are trained each year.

### **Disabled Parking:**

- Having received representations we increased the allotted parking time from 3 to 4 hours for all people, including 4 hours free for those with disabilities.

### **Kerbs:**

- A total of 16 bus boarders (raised kerbs) have been installed within the city during 2006/7; 7 in 2007/8 and a further 13 in 2008/9.

### **Transport:**

- We made sure that bus punctuality increased from 72% in 2005/06 to 87% in 2007/8.
- The number of households within 30 minutes of Hospital by public transport increased from 82% (2005/6) to 86% (2007/8). This meant that missed new appointments reduced from 7.4% (Sep-Nov 08) to 6.3% (Nov08-Mar09).
- We introduced a new 'wheels to opportunity' scheme for young people (including training and loan of bike). This is the only bike base scheme in country and we've produced 45 bikes and training places since July 08.

### **Access to the city centre:**

- Consultation on our area action plan for the city centre ensured people with disabilities' views were taken into account in the redesign and regeneration.

### **Accessing services:**

- A booklet and registration form was designed so people with learning disabilities know how to register and vote in elections.
- The Guild of Voluntary Services was commissioned further to develop services with people with disabilities.
- Undertook a feasibility study to improve disabled access to swimming pools leading to several designated disabled parking spaces at our Plympton pool; a designated changing area and a pool hoist.

### **Develop a user engagement strategy for older people including those with disabilities:**

- We published our Older People's Strategy and action plan in June 2008 called "All our Futures" The needs of older people with disabilities were included.

### **Community Engagement**

- We introduced reimbursement of carer's costs so they could attend tenant focus groups. From no-one attending we registered 3 tenant carers - 2 for relatives with learning disabilities, one for a physically disabled relative. Carer's services have told us "One case is a woman with a learning disabled son, who she sometimes brings to meetings. There's no way they would have got involved without the extra support and encouragement. There's a couple, a young woman who looks after her learning disabled partner, she mostly comes to meetings on her own but again now sometimes he comes with her. And a man in his 60s who cares for his very fragile mother, who genuinely couldn't get to meetings without the carer's costs reimbursement."

### **Ensuring our procurement process reflects out corporate equalities commitments:**

- All tendering information and documents are available in accessible formats. Our equality statement has been developed to be included in all procurement guidance covering all 6 strands of equality. We have produced a business guide around doing business with the Council, which contains information around equality and diversity considerations.

## **Year 3 : 2009**

### **Services for Children and Young people:**

- Training was offered to all schools on understanding the requirements of Special Educational Needs (SEN); the Disability Discrimination Act (DDA) and DES. Over 75% of schools sent representatives to the training.

### **Access to Services:**

- We retained our 'Good' rating from the Care Quality Commission (CQC) for safeguarding adults. This confirms that appropriate alerting and investigation processes are in place to safeguard vulnerable adults including those with disabilities at risk from abuse.
- Affordable homes for people with learning disabilities and visual impairments was provided when the Orchard scheme at Plymstock Library was completed in addition to overall improved access to the library facilities itself.
- The Disablego web site that we fund is up and running to inform people of premises in our city that are accessible to those who have disabilities.
- We installed and opened the Tinside pool lift.

### Equality Impact Assessments:

An Equality Impact Assessment (EIA) is a tool that checks how an existing service or policy or a new service or policy affects groups of people covered by equality legislation. For example, an EIA could assess whether a car park is safe and usable for our diverse communities, including people with disabilities.

We run a 3 year rolling programme of EIA's and in 2008/9 we exceeded what was an ambitious target and completed 110 EIA's on different services and policies, including:

- Refuse collection
- Learning Disability Strategy
- Accessibility to Derriford Hospital
- Dementia Strategy
- Disablist Incident Reporting System
- Our DES and ES

For more information on our EIAs and links to examples please go to:

<http://www.plymouth.gov.uk/homepage/communityandliving/socialinclusion/socialinclusionieia.htm>

### Community Engagement

When we first developed our DES, we held consultations specifically designed for people with disabilities. We held 2 events and sent out over 500 questionnaires asking people with disabilities their views on the services they receive. From this feedback we developed our action plan.

We consulted with our local Disability Action Network (DAN) on specific schemes and initiatives in the last three years. Officers attend the forum. We have invited their view on a range of matters and some of their members sit on our partnership forums. We have invited their view on each on our DES reviews.

In late 2009 with our customer services team we held a specific focus group with customers who have disabilities. They reviewed our DES and gave us feedback on our future disability equality priorities contained in our ES.

### Partnership Working

Over the last 3 years we have worked with many partners and stakeholders to ensure the best delivery of services for people with disabilities. Some examples of our partners include:

- Disability Action Network
- Disability Information & Advice Centre
- Plymouth Volunteer Guild
- Work Pluss
- NHS Trust
- Plymouth Primary Care Teaching Trust
- Police
- Shopmobility

In the case of our health colleagues we have used joint consultative arrangements to produce our original and the reviews of both agencies DES's.

In 2007 we financially supported the Disability Information and Advice Centre (DIAC) who provide information and advice services and training opportunities for people with disabilities and their carers. These services are provided in partnership with both statutory and voluntary sectors and gives the public a single outlet for services and a place where people can come together to work with each other to improve inter-agency development.

We have partnered with 'Work Pluss' who provide a range of employment and equipment services to people with disabilities. The company is dedicated to creating quality employment opportunities and more than 50% of the organisations workforce is severely disadvantaged in the labour market. Pluss supports over 300 people with disabilities in training opportunities and over 120 people with disabilities in full time work/work experience.

In 2008 our library and museum service delivered outreach services direct to people with disabilities that might otherwise not be able to access them. Our library service has also been working with REATCH day opportunities centre to raise awareness of this service and to make sure that those who cannot get out can still borrow material and 43 borrowers with disabilities joined in 2008 because of direct contact with this service. The museum outreach service has been equally successful with 1077 people attending a 3 months period in 2008.

### **Access to Services and Information**

We run a successful translation, interpretation and transcription service called 'Translate Plymouth' (TP). This is available to our own departments as well as external partners such as the National Health Service (NHS). Between January and August 2008 the service was used by 50 plus organisations who made nearly 800 requests for interpretation work and just under 500 requests for translation work. In 2009 we processed 1500 interpretation requests and approximately 468 translation jobs. Of which Braille and audio accounts for 28% of interpretation figures and BSL 10% of the translation figures are included in these figures.

A significant part of TP's work is to provide accessible formats. All our documents can be made available in formats for appropriate for people with different types of disability including; Braille; Large print; Audio; Video (on our website)

We are proud that our website meets the main consideration of the WC3 standards (particularly the Web Content Accessibility Guidelines). For example, we have a read-speaker facility and are making our information even more accessible by filming British Sign Language (BSL) clips to use on our website. In addition we are currently planning to overhaul our website to make it easier for everyone to use and to find information.

### **Promoting Disability Equality Awareness and Learning and Development**




We have provided a range of learning and development opportunities for our members, senior managers, middle managers and staff over the last 3 years. This is to ensure that our staff are aware of issues for people with disabilities and what they can do to assist. In 2008/9 303 more members of staff were trained in equalities awareness during their induction, including 18 councillors. 141 staff attended Valuing people - disability awareness training, 12 staff attended Accessible information training, 401 staff attended IODA training, 33 staff attended EIA training and 361 staff attended Learning Disability Awareness training.

This year in addition to our mainstream learning and development, SCOPE has been commissioned to provide 10 additional sessions on disability equality and reasonable adjustment to 150 of our managers. We also have agreed a full package of equality and diversity learning and development linked directly to our Corporate Improvement Plan (CIP) priorities for 2009-12 and disability will be included in all of them. These will be rolled out to approximately 408 staff.

### **4. Work in Progress**

Our DES action plan was ambitious. It had with 66 actions with objectives and targets across 7 themes. At the end of our scheme we have achieved 62 (93.9%) of these targets (see Appendices 1 and 2 – pages 10 - 38 - for a full update of every action). We are proud to have delivered so closely to what we said we would. Of the remaining 4 (6.1%) targets: 3 (4.5%) remain on target as the due dates are in 2011 and 1 (1.5%) shows some slippage. The table below gives more detail.


## Ongoing and outstanding targets from our DES

What we are going to do	What we want to achieve, when and by whom	Outcome	Position
<b>Service Planning</b>			
Collect and analyse data and information about people with disabilities in Plymouth.	Improved information to help us plan services and respond to needs. December 2008 SIU	<b>Some Slippage</b>  	<p><b>2008 Review – Some Slippage:</b> Unexpected capacity pressures in SIU. Remedial action taken. Information will be collected as part of the EFLG. Govmetric and customer profiling information being developed. Disablist incident reporting system established. 7 disablist incident reports received and of the 6 who responded to customer satisfaction follow up - 5 (83%) stated they were satisfied with the way their report was handled.</p> <p><b>2009 Review – Some Slippage:</b> SIU officers are working on analysing data around 'knowing your communities' as per the EFLG which will be fed into ES review. Customer profiling information developed and work underway to analyse this information. Consultation and focus groups have taken place. CEG progressing work on service users' data through corporate equality and monitoring expectations. We received 9 disablist incident reports, with 77% stating that they were satisfied with the way their report was handled. Action moved to our ES for further monitoring.</p>
<b>Access to Services</b>			
Implement the Local Transport Plan including the accessibility section	Access to taxis via ramps Annual review of set targets until 2011 Transport	<b>On Target</b>  	<b>2008 Review - On Target:</b> 100% of Plymouth's Hackney Carriages should be accessible to disabled clients via ramps (target was included at the request of the taxi trade). We will be meeting with them again to overview the progress and if further action is required. Consultation on the Department for Transport accessibility to taxis is underway. We plan to undertake 'mystery shopper' type exercise to ensure Hackney Carriages are using disabled access equipment. Action moved to our ES for further monitoring.
Implement the Local Transport Plan including the accessibility section	Better access to buses Annual review of set targets until 2011 Transport	<b>On Target</b>  	<b>2008 Review - On Target:</b> A total of 16 bus boarders (raised kerbs) have been installed within the city. Action moved to our ES for further monitoring.

**Colour Key:**

Achieved	On Target	Some Slippage
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## Ongoing and outstanding targets from our DES

What we are going to do	What we want to achieve, when and by whom	Outcome	Position
Work towards reasonable adjustments on transport facilities in priority order	Comply with requirements of DDA. Annual review of set targets until 2011 Transport	<b>On Target</b> 	<b>2008 Review - On Target:</b> Priorities are the facilities for people with disabilities at pedestrian crossings and bus stops. Plans set to achieve compliance with these targets, which will be annually reviewed until its completion in 2011. Action moved to our ES for further monitoring.




### 5. Next steps

Our disability equality work does not end with this final review. Future disability equality commitments and actions are now in our ES (pages 10 - 13). Those actions we have not yet achieved from our DES will join these targets for monitoring in June of each year. We have already achieved several of our disability targets from the ES and we will continue to consult with our communities to develop other meaningful targets in the future. We will continue to consult with people with disabilities so we can hear about how can improve our services either directly delivered or commissioned. We will also use our already well established governance arrangements to oversee and monitor our progress.

Colour Key:




Achieved	On Target	Some Slippage
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## Appendix 1: Disability Targets in our Equality Scheme 2008-11 – 2009 Review and Progress

What we said we'd do.		Where we are	What We Did – Equality Scheme Review 2009
Cross cutting Disability Equality Duties	<ul style="list-style-type: none"> <li>* Remaining Disability Equality Duties.</li> <li>* Improve access.</li> <li>* Direct Involvement/Consultation for people with disabilities.</li> <li>* Eliminate harassment based on disability.</li> <li>* Promote positive attitudes towards people with disabilities.</li> <li>* Encourage people with disabilities to participate in public life.</li> <li>* Make every effort to meet the needs of people with disabilities, even if this requires more favourable treatment.</li> </ul>	<p><b>Achieved</b></p> 	<p><b>Achieved</b> - Multi-agency funding for a Disability Action Network (DAN) development worker in place to develop strategic consultation for all partners. DAN has been invited to comment on our DES and ES reviews. Data shows that 8 of our 32 (33.3%) Members/Cllrs declare “living with a long-term illness”. We have an enhanced bespoke scheme for reporting disablist incidents. DVD produced by SCOPE and service users with PCC to promote system in April 2009. Our Learning Disability Partnership has an accessible reporting form on our website. We are implementing a ‘safe place scheme’ for the city centre shops for people suffering from harassment. Our youth service has the Youth Opportunities /Capital Fund (YOF/YCF). A youth led funding for activities across Plymouth, the panel of young people decides which applications are successful and currently consists of 20% young people with disabilities. Data gathered from application forms show that over 98 young people with disabilities have been involved in the planning and application process.</p>
Outcomes as specified in our Disability Equality Action Plan.	Undertake actions in DES Action Plan by March 2009.	<p><b>Achieved</b></p> 	<p><b>Achieved</b> - Annual Review 2008/9 showed that 56 targets remained from the previous review of which 45 were achieved, 8 on target, 2 showed some slippage and 1 target slipped. Slipped received problem solving. A separate DES annual review published.</p>
Confidence to report disability related incidents by members of the community.	Implement a disability incident reporting system by June 2008.	<p><b>Achieved</b></p> 	<p><b>Achieved</b> - Disablist reporting system established and reports being received and acted on. January - March 2009, 3 disablist incidents received. For the whole year we have received a total of 7 disablist incidents. Of these 5 (71%) reported satisfaction about the handling of their concern.</p>



### Colour Key:

Achieved	On Target	Some Slippage
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What we said we'd do.		Where we are	What We Did – Equality Scheme Review 2009
Higher, positive profile in the community for people with disabilities.	Support a citywide celebration/festival event led by and delivered by people with disabilities by March 2010.	<b>Achieved</b> 	<b>Achieved</b> - SIU had given both financial and officer time support for this DAN suggested idea. Event being planned by DAN.
Continue to strengthen safeguarding service for children and young people with disabilities.	Provided integrated services that support parents and carers and safeguard and promote well-being by April 2010.	<b>On Target</b> 	<b>On Target</b> - Parent and young people's forums established. Service re-locating to multi-agency premises in order to move towards single point of referral as requested by parents.
People with disabilities report satisfaction with access to services.	Promote and use accessible information about services through a range of forums by April 2010.	<b>On Target</b> 	<b>On Target</b> - Promotion of accessible information (e.g. read speaker, Braille, audio) ongoing. Annual satisfaction survey undertaken by Adult Social Care of the REATCH day centre (who provide opportunities and training for people with physical disabilities and sensory impairment) showed that 100% of attendees feel safe at the centre; 98% feel that it enhances their life and 89% feel they were able to make their own choices. Satisfaction also recorded on FLARE system and via Place Survey. Indications from Place Survey will be used to develop more robust systems for recording satisfaction by September 2009 in line with the recommendations in our Access to Services Report. Other methods include Plymouth Points of View Survey undertaken with a resident's panel to develop a better understanding of satisfaction with services by disabled people.


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Achieved	On Target	Some Slippage
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What we said we'd do.		Where we are	What We Did – Equality Scheme Review 2009
People, including children and young people with disabilities, actively contribute to the community and public life supporting wider city objectives.	Promote the engagement of people, including children and young people, with disabilities in communities and public life by April 2011.	On Target 	<b>On Target</b> - Examples include: A young person with disabilities has made a DVD at the Barbican Theatre about young people and bullying. They use it to promote anti-bullying and talk to services about how to work with bullied young people. Booklet and registration application form prepared for People with Learning Disabilities explaining how to register and vote, encouraging participation in the democratic process. Information pack issued on 28/4/09 to Care Home Managers and other appropriate locations. A DVD produced by children around mental health issues called 'Young Minds' is being used in training by the Child and Adolescent Mental health Service (CAMHS). A DVD has been made called 'Inclusion & beyond – Closing the gap the Plymouth way' which was commissioned and funded by our Job Centre Plus to show what it is like for someone who has experienced mental health issues to progress towards employment. It is done through a series of personal interviews and examples of agencies and schemes that have supported them in their journey.
People, including children and young people with disabilities, actively contribute to the community and public life supporting wider city objectives.	Promote and publicise positive images and stories of people with disabilities and their contribution by April 2011.	On Target 	<b>On Target</b> - Corporate Equalities Group (CEG) has a communication plan, which identifies responsibility around communicating equality work to all stakeholders. Current methods include display material in public buildings; web, intranet and press releases, newsletters, briefings, leaflets and events. Posters have been circulated to all secondary schools, which promote positive images of disabled children actively engaging in school life. Number of young people with disabilities represented on youth opportunities panel is as of April 2009 - 22%. Dedicated Project Officer will be working alongside the Policy and Planning Team in Children's Services, to promote and develop the group to make sure that it is meeting the needs of diverse groups.

**Colour Key:**

Achieved	On Target	Some Slippage
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What we said we'd do.		Where we are	What We Did – Equality Scheme Review 2009
Reduce health inequalities within the city and improve children and young people's mental health.	Implement actions detailed in the Children and Young People's Plan, 2008-2011.	<p><b>On Target</b></p> 	<p><b>On Target</b> - We are developing a comprehensive performance framework around health inequalities and gathering data in order to better understand health inequalities (HI) across the city (geography, type, age etc). Work already done includes improving uptake of free school meals; development of Child and Adolescent Mental health Service (CAMHS) early intervention and support staff in universal services. Also reducing the number of children exposed to passive smoking and reducing risk-taking behaviours.</p>

**Colour Key:**

Achieved	On Target	Some Slippage
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## Appendix 2 - Our DES Action Plan - final position (\* denotes community priorities at the start of the scheme/)




### Access to Information

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Publish information about accessible swimming and monitor service use by people with disabilities*	Improving access to and use of council pools by people with disabilities by December 2007	<b>Achieved</b> 	<b>On Target</b> - Information was published through our website and “just plymouth” and was made available at a wide range of contact points. Monitoring of users showed: April=35; May =47; June=70.	<b>Achieved</b> - Final figures for 2007/08 show 7475 swimmers and 6899 swimmers in 2008/09. Of these people the number with a disability accessing pools amounts to 337 (4.8%) for the year.
Awareness raising publicity about Parking restrictions* .	Increase awareness about parking restrictions and enforcement by December 2007	<b>Achieved</b> 	<b>Some Slippage</b> - A new parking advisory group was set up and recommendations put forward for consideration. These include increasing the allotted time from 3 to 4 hours for people with disabilities.	<b>Achieved</b> - Information published. Increase in the number of public off-street disabled parking spaces as well as implementing a ‘pay on foot’ system to improve access. Changes were advertised via website and local press.

#### Colour Key:

<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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## Raising Awareness

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Sponsor a disability celebration*.	Positive promotion of disability equality and can be linked to the International Day of the Disabled by March 2007	<b>Achieved</b> 	<b>Achieved</b> - In 2006/7 DAN funded £6000 and SIU officer time and support. The CEG communication plan was revised and refreshed for 2006/7. Ensured corporate communications toolkit is equalities compliant.	<b>Achieved – NFA.</b>
Work with our Cllrs (including those that contribute to scrutiny and licensing arrangements) and our staff in order to influence in the wider community about disability equality*.	Ensure that this plan has as wide an audience as is possible by March 2007	<b>Achieved</b> 	<b>Achieved</b> – Equality awareness training programme delivered to staff, managers, senior officers and members in 2006/7. Two-thirds of councillors trained in equality and diversity awareness. Just under 700 staff trained including senior managers. On target to train a further 600 staff in 2007/08 and 2008/09.	<b>Achieved</b> – Equality and diversity awareness training programme delivered to staff, managers, senior officers and members. In 2008/9 307 members of staff were trained in equalities awareness; including 18 councillors. DES and CEG communications widely accessible.
Implement a multi-media approach to publicity that links to other equality work*.	Promote and celebrate positive images of people with disability by April 2007	<b>Achieved</b> 	<b>Achieved</b> - Completed Corporate Equalities Group work plan actions across all equality strands, including disability. Communications toolkit in place.	<b>Achieved – NFA.</b>

### Colour Key:




Achieved	On Target	Some Slippage
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## Service Planning

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Collect and analyse data and information about people with disabilities in Plymouth.	Improved information to help us plan services and respond to needs by Dec 2008	<b>Some Slippage</b> 	<b>On Target</b> - Reviewed and analysed information and data that was available to seek further clarification of any gaps in data.	<b>Some Slippage:</b> Unexpected capacity pressures in SIU. SIU now working on 'Know your communities' data, which will be fed into ES review and EFLG. Customer profiling information developed, work underway to analyse information. Consultation and focus groups have taken place in 2009. CEG progressing work on service users' data through corporate equality and monitoring expectations. In 2009 we received 9 disability incident reports, 77% stating they were satisfied with the way report was handled. Target carried over for review in ES.
Improve registered information about our children and young people who have disabilities and their carers.	Greater knowledge and understanding of the needs and requirements of children with disabilities and their carers leading to more effective service delivery by Dec 07	<b>Achieved</b> 	<b>On Target</b> - Special Persons Information Network database (SPIN) developed, maintained and publicised through Children's services. Dedicated officer responsible for system. 500 children with disabilities currently registered.	<b>Achieved</b> - Currently 552 children with disabilities registered on the database. Enables us to collect information about services used by children and young people with disabilities as well as potential future services that may be needed.
Young people with disabilities represented on Youth Opportunities Panel.	Young people with disabilities more involved in decision-making and involved in developing a new Participation Strategy by Dec 07	<b>Achieved</b> 	<b>On Target</b> - Number of young people with disabilities represented on youth opportunities panel established at 25%.	<b>Achieved</b> - April 2009 the figure stood at 22%. A dedicated Project Officer will be working alongside the Policy and Planning Team, initially for 6 months, to develop participation for young people with disabilities.






### Colour Key:

<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Work with our City Architects and consult with people with disabilities on the draft City Centre Area Action Plan*.	Consider the needs of people with disabilities and provide seating that suitable for them by adapting or amending what we currently have. Plan to be developed by Feb 07 and reviewed June 07	<b>Achieved</b> 	<b>On Target</b> - The City Centre Area Action Plan (CCAAP) is part of the Local Development framework (LDF). It will be subject to a consultation in draft form by February 2008. As part of this process people with disabilities and organisations representing people with disabilities will be consulted.	<b>Achieved</b> - The CCAAP Consultation Document was approved by Cabinet on 14/10/08 and consultation took place between 3/11/08 –15/12/08 with the Disability Action Network (DAN) amongst others. 6 week consultation period at Shopmobility alongside sending information to a variety of groups including some that are specifically for people with disabilities (e.g. Scope). 16% of those making comments classed themselves as having a disability.
Monitor and review customer requests through the Customer Relations Management system.	Departmental responses to requests from our customers who have disabilities improves by April 2008	<b>Achieved</b> 	<b>Some Slippage</b> - Installed system and set monitoring targets for 2007.	<b>Achieved</b> - Customer Record Management (CRM) was expanded into some of Waste, Transport and Highways and Adult Social Care services. Forward plan being developed to consider accessibility which is an issue for some disability groups. As part of consultation we are arranging a focus group with Work Pluss (links developed through our 2 placements currently running at the counters).
Assess the needs of people with disabilities at pedestrian crossings*.	Provide safer access and use of pedestrian crossings for people with disabilities	<b>Achieved</b> 	<b>Achieved</b> - The 06/07 target (BVPI 165) was exceeded by 6% and stands at 56% of crossings with facilities for people with disabilities. Targets stretched by 5% to 2011.	<b>Achieved</b> - Following annual audit of indicators and a change in definition by the Audit Commission in 2008/9 the figure dropped to 23%. This target will be carried forward to the Equality Scheme for review until 2011.




**Colour Key:**

<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Assess disabled parking provision in the City centre, Barbican and Hoe promenade*.	People with disabilities can access the city centre and shopping areas in December 2006.	<b>Achieved</b> 	<b>Achieved</b> - Equality Impact Assessments (EIA) done on every car park in the city and presented to DES implementation group April 2007. Action plan produced for the Barbican to improve disabled access. Hoe promenade improvements included: increased size of parking bays, changed position of bays, improved signage and improved marking of parking bays.	<b>Achieved – NFA.</b>
Review current public convenience provision.	Public conveniences are strategically provided and accessible by December 2007.	<b>Achieved</b> 	<b>Achieved</b> - Review finished and scrutiny report completed and published on PCC website. Recommendations of the scrutiny report yet to be implemented.	<b>Achieved</b> - Review finished. Scrutiny report completed and published on Plymouth City Council (PCC) website.
Assess accessibility of service grounds and premises for people with disabilities.	Providing inclusive access to Bereavement service by December 2007.	<b>Achieved</b> 	<b>Achieved</b> - Assessment and EIA completed and targets set for improvements.	<b>Achieved</b> - Work done this year included: levelling grave sections to enable safe access for all visitors, £70,000 of resurfacing works to roadways and footpaths. Plans to improve the customer interfaces at cemetery offices scheduled in 09/10 and 10/11.
Undertake feasibility study into improving disabled access at Central Park and Plympton Pools*.	Produce a feasibility plan by April 2008.	<b>Achieved</b> 	<b>On Target</b> - Feasibility study completed. Several designated disabled parking bays provided at Plympton pool. Designated changing area and pool hoist to assist people in the water.	<b>Achieved</b> - Plymouth Leisure has been working in partnership with Service Managers from Social Services and Marjons to improve disability access to other Plymouth Pools.
Assess feasibility of installing a lift at Tinside Pool and explore the initial options for Central Park.	Clarification of our plans regarding lift access by April 2007.	<b>Achieved</b> 	<b>Achieved</b> - Planning permission granted. Plans published in the local media. Waiting for English Heritage permission. Build date set for February 8th 2008. Due for completion week beginning June 9th 2008.	<b>Achieved – NFA.</b>


**Colour Key:**

<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Review adult learning courses and events to ensure the maximum inclusion of people with disabilities	Understand the needs of people with disabilities in relation to adult learning. Provide opportunities as part of the adult learning programme by December 2008.	<b>Achieved</b> 	<b>On Target</b> – arrangements in place.	<b>Achieved</b> - Discrete courses provided to learners with learning disability following consultation. Access to all other provision made available. Delivery expanded in 2009/10. Financial support provided as part of pilot project with Productive Skills for Devon, for learners to access any provision. Continuous professional development provided to staff covering equality and diversity.
Plan, commission, purchase and monitor cost effective care services.	Ensure that the needs of the client groups are effectively mapped and ensure that the procurement process is implemented in line with the guidance by December 2007.	<b>Achieved</b> 	<b>On Target</b> - Physical Disability and Older People Commissioning Plan developed. Needs Analysis for Supporting People developed and a needs analysis for Older People leading to services being commissioned that reflect the need of older people. Current commissioning arrangements adhere to procurement requirements and all contracts contain an equalities clause.	<b>Achieved</b> - Care LINKS service contract awarded to Colebrook Housing and Age Concern.
Consider and develop relevant disability equality initiatives with the Plymouth Housing Partnership that meet the decent homes requirements.	A range and choice of housing options while also reducing the number of vulnerable households living in non-decent private sector housing by 2010, while improving the quality of rented accommodation by Dec annually.	<b>Achieved</b> 	<b>On Target</b> - The Housing Renewal team are operating through the housing assistance policy to ensure that grant assistance is made available to all vulnerable households where their property is non decent and/or in a high risk category of the Housing Health and safety system. 21 properties have been made decent in the first quarter.	<b>Achieved</b> - Activity in the rented sector includes licensing, enforcement of Housing Act standards and advice to Landlords to improve accommodation. Improvements in operation of disabled facilities process will reduce the lead in time before completion of an adaptation. 7 grants completed in 1st quarter. Joint service (Major Adaptation Team) has been incorporated into the renewals team consisting of Occupational Therapists, Technical Officers and Care and Repair caseworkers to cover all aspects of the work.

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<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Ensure EIAs completed on Local Area Agreement	Joint work involving the LSP and the LAA agenda to mainstream disability equality by December 2009.	<b>Achieved</b> 	<b>On Target</b> - Disability equality is covered by the 4 Local Strategic Partnership (LSP) visionary goals and cross cutting themes. Equality commitments covered in LAA themes and their EIA's.	<b>Achieved</b> - The LAA undertook 24 EIA's relating to outcomes, including improving the chances of looked after children; older people taking up services and increased resident satisfaction with recycling services.

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Achieved	On Target	Some Slippage
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## Services for Children and Young People

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Deliver our contribution to developing a strategy to meet the needs of Children and Young People with disabilities.	Deliver our contribution to improved social care thresholds, social care services, education and associated services for children with disabilities by December 2008.	<b>Achieved</b> 	<b>Some Slippage</b> - This target has been superseded by the project to develop an Integrated Disability Service for children which is now live.	<b>Achieved</b> - Our multi agency strategy is in development and will contain all the national requirements of 'Aiming High for Disabled Children'. Work well underway to review the available data in order to be able to complete a local analysis of need.
Deliver our contribution to the implementation of a comprehensive Child and Adolescent Mental Health Service (CAMHS) that ensures equal access.	Services delivered to required social care and other related standards especially for particular group's children with learning disabilities.	<b>Achieved</b> 	<b>Achieved</b> - 10% increase in client contact (approx 1500) clients. 10% increase in spend, approx £350,000 government funding with £100,000 PCC contribution.	<b>Achieved – NFA.</b>
Deliver our contribution to the implementation of the Child Health Promotion programme (National Standards Framework section 1) and the Healthy Schools programme.	Supporting parents and carers to assist them in meeting the health needs of children and seek to ensure that national targets for schools participating in NHSS programme are achieved by December 2008.	<b>Achieved</b> 	<b>On Target</b> - National Standards Framework section 1 and National Healthy Schools Standard (NHSS) performance indicators were met. Parent and Family support Strategy has identified disability as a priority area. Task group identified a number of key areas for development. Final implementation report to be completed March 2008. 61 schools have achieved NHSS (59%), 96% schools are now participating in the scheme.	<b>Achieved</b> - Final implementation report completed March 2008. 99 schools have achieved NHSS, 84% schools are now participating in the scheme on track with agreed step targets aiming for 97% schools achieving NHSS by 2010.




### Colour Key:

<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Implement the actions detailed in the Inclusion strategy, 2005-08 related to increasing access to education for children with SEN and Disabilities'	Achievement differentials between children with disabilities and national age related standards are narrowed. Needs of children with disabilities are increasingly met through access to education and associated services in inclusive mainstream settings by December 2008.	<b>Achieved</b> 	On Target - Figures were based on an analysis of data supplied by Fischer Family Trust. Pupils in Plymouth with Special Educational Needs at School Action Plus (SA+) generally make progress above national averages at Key Stage 2 (KS2). Between KS2 – 3 progress is exceeding national expectations in Maths and Science at Level 6. Between KS3 – 4, pupils at SA+ exceed national averages in achieving 5 A-C but are below national averages for 5 A-G GCSE .Pupils with SEN Statement at KS2 have made progress which is significantly higher than expected. At KS4, pupils with SEN are in line with national expectations in achieving 5 A*-C GCSE. The % of pupils with SEN educated in mainstream provision or enhanced and special provision on mainstream sites increased in relation to that of special schools.	<b>Achieved</b> - As previous review. At KS4, pupils with SEN Statement are generally in line with national expectations in achieving 5 A*-C GCSE, but are below national expectations for 5 A*-G. We anticipate that this gap will narrow this year. We are actively supporting school special educational needs Coordinators through accredited training with the University of Plymouth.
Provide early years support to child care service provision.	Children with disabilities have access to early mainstreamed support, enabling their needs to be met through appropriate provision by Dec 09.	<b>Achieved</b> 	<b>Some Slippage</b> - An early years SEN and disability forum has been established to facilitate effective signposting of needs on transition from early years settings to statutory school placement. This is supported by reference to the guidance for schools, 'Working Together for Inclusion'	<b>Achieved</b> - Early Years (EY) Inclusion Service and EY Educational Psychologist Service provide intervention. (EY Action Plus scheme). We have an EY forum which links with the Children's Integrated Disability Service. Children identified in the community are signposted to service for a multi-agency response. Portage and Early Support Programme provide interventions and support.

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<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Provide support and guidance to schools and education settings to develop their own DES's.	Increasingly meet the needs of people who access employment, education and associated services within school or education settings by December 2007.	<b>Achieved</b> 	<b>On Target</b> - All schools have been advised on completing their DES's.	<b>Achieved</b> - All chairs of school Boards were advised of their duties regarding Race, Gender Equality Schemes and DES. Department for Children Families and Schools (DCFS) guidance sent and advice given about their community cohesion responsibilities. Plans for the future include sending out a proforma ES document to assist schools streamline the number of plans they have making it easier for parents and children to follow outcomes. Training offered for all schools on the requirements of the SEN, the DDA and DES. Over 75% of schools sent representation to the training.
Provide learning and support packages for young people with disabilities to get into education, training and employment.	Increase the opportunities for children and young people with disabilities to access education, training and employment by December 2007.	<b>Achieved</b> 	<b>Some Slippage</b> - Agree with Connexions multi-agency targets for improved access into employment, education and training. Work in progress on developing new diplomas within the 14-19 strategy, which will increase opportunities for all students, including those with disabilities.	<b>Achieved</b> - The citywide I-LP (Individual Learning Plan) has been adapted to increase its relevance and usability to students with learning disabilities. We intend to agree with Connexions multi-agency targets for improved access into employment, education and training.
Deliver our independent travel-training programme for pupils with special needs.	Increased independence of Children and Young People with disabilities by December 2007.	<b>Achieved</b> 	<b>On Target</b> - Baseline set for number of children and young people aged 14-19 that are travelling independently and safely on public transport.	<b>Achieved</b> - A successful pilot run at Longcause Special School in Dec 2005. Pilot then rolled out to all secondary and special schools for all 14-19 year olds with SEN (2006) and ended 2009. Now permanent with 26 young people trained on average per year.

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<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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## Access to Services

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Improve choices and access to democratic processes.	People with disabilities participate as active citizens in democratic processes by December 2007.	<b>Achieved</b> 	<b>On Target</b> - Application forms for proxy and postal voting to be readily available throughout the year. Availability to be highlighted at appropriate times. Application forms made available at: Civic Centre Enquiry Points and at the Library Service. Request box included on annual Voter Registration. Form delivered to all households in the city.	<b>Achieved</b> - Booklet and registration application form prepared for People with Learning Disabilities explaining how to register and vote, encouraging participation in the democratic process. Information pack issued on 28/4/09 to Care Home Managers and other appropriate locations. Poster promotion underway.
Provide a template in polling stations for blind and partially sighted people.	Enable access to democratic processes by December 2007.	<b>Achieved</b> 	<b>Achieved</b> - Template made available at polling stations for the use of blind and partially sighted voters to assist with casting a vote. A large-scale specimen ballot paper is displayed at polling station for the use of voters who have sight impairment.	<b>Achieved – NFA.</b>
Provide support for our customers unable to physically access services, through our visiting officer meeting them in their homes.	Home visits are undertaken for people with disabilities as necessary by January 2008.	<b>Achieved</b> 	<b>Some Slippage</b> - Service advertised on the visiting forms.	<b>Achieved</b> - Home visits being undertaken as necessary. Current project aims to consider service improvement via customer satisfaction assessment (CIP 1). This covers reviewing areas such as visiting, letters and forms.
Floorwalker in Civic centre to be first point of contact for customers.	Improved access to service information and responsive service delivery by November 2007.	<b>Achieved</b> 	<b>Achieved</b> - Service provided when requested. Process in place to enable service to be delivered.	<b>Achieved – NFA.</b>


### Colour Key:

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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Ensure the customer service element of waste procedures is captured in the EIA re: collection of waste*	Provide a waste service that is responsive to the needs of people with disabilities by December 2007.	<b>Achieved</b> 	<b>On Target</b> - Process reviewed. Customers still finding difficulty in receiving service. Recommended review of the process.	<b>Achieved</b> - Waste collection procedures including the assisted waste collection arrangements reviewed. Further reviews are ongoing.
Prepare and implement an action plan to comply with the "Diversity and Equality in planning: a good practice guide" *.	Better fit between the needs of local people with disabilities and Planning service provision by June 2007.	<b>Achieved</b> 	<b>Achieved</b> - Action plan completed.	<b>Achieved – NFA.</b>
Review Planning's front and back office arrangements to identify DDA compliant venues	Better fit between the needs of local people with disabilities and Planning service provision by March 2007.	<b>Achieved</b> 	<b>Achieved</b> - Review completed.	<b>Achieved – NFA.</b>
Implement the Local Transport Plan (LTP) including the accessibility section*.	Provide accessible and prioritised transport for people with disabilities, working in partnership and mainstreamed through the EIA's on LTP 2 reviewed annually and completed by 2011.	<b>Achieved</b> 	<b>On Target</b> - Health Accessibility Action Plan, Plymouth Hospitals NHS Trust and Plymouth Primary Care Trust have been working in partnership with PCC and Devon County, as well as voluntary and community transport organisations to improve transport services to and from hospital. We will be monitoring missed appointments to identify future priorities for patients. A draft action plan with Devonport Regeneration Company to improve	<b>Achieved</b> - Bus punctuality increased from 72% in 2005/06 to 87% in 2007/8. Number of households within 30 minutes of Hospital by public transport increased from 82% (2005/6) to 86% (2007/8). New appointments missed reduced from 7.4% (Sep-Nov 08) to 6.3% (Nov08-Mar09). New 'wheels to opportunity' scheme for young people (training and loan of bike). Only bike based scheme in country – 45 bike training places since July 08. Plymouth Community Transport reviewed five community transport services including Shopmobility and




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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
			<p>accessibility to the bus network for mobility impaired has been developed. Adding accessibility questions to the Plymouth points of view survey, the results of which have just been returned and will be analysed. The LTP target regarding the % of all households within 30 minutes by bus to Derriford is currently being exceeded. A total of 16 bus boarders (raised kerbs) have been installed within the city during 2006/2007. Targets set to achieve compliance and annually reviewed until its completion in 2011. Council funds a substantial amount of the Shopmobility and community transport services. A complete Community Transport review has been started and will be complete by April 08.</p>	<p>Ring and Ride using wide range consultation with different groups and sectors. Recommendations included increasing co-ordination across the types of transport, increasing uptake for disabled people and developing integrated services to tackle disability access. A total of 16 bus boarders (raised kerbs) have been installed within the city during 2006/07; 7 in 2007/08 and 13 in 2008/9. Targets set to achieve continued compliance via annual review until 2011. Review of community transport is completed and is awaiting sign off. An action plan of measures is been developed from the review findings. Plymouth Shopmobility and Community Transport are fully committed to delivering the key areas highlighted in the report. Funding will continue as agreed. Some actions around accessibility to taxi's and buses being carried forward to Equality Scheme.</p>
Work towards reasonable adjustments on transport facilities in priority order*.	Comply with requirements of DDA 2005, reviewed annually and completed by 2011.	<p><b>Achieved</b></p> 	<p><b>On Target</b> - Priorities are the facilities for people with disabilities at pedestrian crossings and bus stops. Targets are set to achieve compliance, which will be annually reviewed until its completion in 2011.</p>	<p><b>On Target</b> - Priorities are the facilities for people with disabilities at pedestrian crossings and bus stops. Plans set to achieve compliance with these targets, which will be annually reviewed until completion in 2011. Target carried forward to ES.</p>


**Colour Key:**

Achieved	On Target	Some Slippage
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Provide welfare benefits and debt services for people with disabilities.	Reduce the amount of unclaimed benefit by people with disabilities by March 2007.	<b>Achieved</b> 	<b>Achieved</b> - Approximately £1.5m of previously unclaimed benefits per annum by meeting our quarterly targets set with our partners on the Welfare Rights Forum.	<b>Achieved – NFA.</b>
Extend reporting systems to record disablist incidents within a multi-agency approach*.	Effective system for people with disabilities to report and respond to incidents by March 2008.	<b>Achieved</b> 	<b>On Target</b> - System established and reports being received are acted on.	<b>Achieved</b> - Between Jan and March 2009, 3 out of 66 (4.5%) corporate incidents reported were disablist incidents. Figures for the year show that of 187 reported incidents 7 (3.7%) were 'disablist'. Between April and December 2008 there were 35 incidents followed up with a satisfaction rate of 89%. In the last 6 months there have been 12 incidents reported, all of which have been dealt with from these a 100% satisfaction rate has been achieved.
Provide library services direct to homes where people have disabilities and specific projects for people with learning disabilities.	Inclusion of people with disabilities in cultural activities and access to education, knowledge and leisure activities by December 2007.	<b>Achieved</b> 	<b>Achieved</b> - This service has been delivered and has attained 85% satisfaction. The Library Senior Management Team met in September. Due to the need to make financial savings against this service strand in 2008/9, it was inappropriate to offer new services in 2007/8 that could not be sustained. The proposal has been deferred until PCC budgets stabilise.	<b>Achieved – NFA.</b>



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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Provide a large print and talking book service and DVD access to those who require them.	Meet the needs of readers visual and other physical impairments and ensure awareness of these services through outreach activities and promotional material by December 2007.	<b>Achieved</b> 	<b>Some Slippage</b> - Monitoring of numbers of people receiving an at home library service underway.	<b>Achieved</b> - Outreach Inclusion Services Coordinator is working with Highbury Trust and the REATCH Centre to identify the needs of adults with learning and physical disabilities. Activities undertaken to promote library services and encourage membership. REATCH Centre has a collection of library books on the premises, exchanged on a regular basis to act as a "taster" to motivate clients to use their local library. Central Library hosted events during Macular Degeneration Awareness Week to distribute information. Promotional campaign run in 2008/09 recruited more volunteers and customers. Improving links with Adult Social Care so they can inform clients and advise of anyone who would benefit from the service. In 2008/9 102 residential/ nursing homes/sheltered accommodation sites loaned 32,235 items to individuals. 43 new borrowers identified themselves as disabled.
Provide a museum outreach service (Community Museum-in-Transit) with the Primary Care Trust, Adult Social Care and Community Groups.	Provide rich and diverse leisure and cultural opportunities to people with disabilities by March 2008.	<b>Achieved</b> 	<b>On Target</b> - Participation in relevant community Museum in Transit programmes continues. Community and outreach programme is continuing to exceed its quarterly targets. Set Targets of 750 users a quarter 1st quarter = 951 2nd quarter = 1409 3rd quarter = 1001	<b>Achieved</b> - Community and outreach programme continuing to exceed its quarterly targets of 750 users. We have also undertaken a large one-off project called 'Sole Music' which we are evaluating. This aimed to bring together a variety of centres for people with learning and physical disabilities to develop and investigate ways of working together in the future.


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<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
<p>Improve the quality of life and independence of vulnerable people so that they can live at home where possible.</p>	<p>Ensure services are accessible and sensitive to client groups through ongoing contract monitoring and continue to ensure Home Improvement Agency (HIA) continues to facilitate Disabilities Facilities Grant (DFG) uptake between 2006-9.</p>	<p><b>Achieved</b></p> 	<p><b>On Target</b> - Baselines already set and Performance Assessment Framework (PAF) indicators and targets reached.</p>	<p><b>Achieved</b> - This year showed an increase in Grant Funded Return from 1765 in 2007/8 to 3594 in 2008/9. There was also an increase in Older People helped to Live at Home from 694 in March 2008 to 3055 in March 2009. Direct Payments increased from 207 to 488 over same period.</p>
<p>Ensure that carers receive the help they need to continue to provide care and support.</p>	<p>As a result of implementing the carers strategy and plan improve number of carers who receive an assessment and are offered a break between 2006-9.</p>	<p><b>Achieved</b></p> 	<p><b>Some Slippage</b> - Increase in support to carers and PAF indicators and targets reached.</p>	<p><b>Achieved</b> - Number of carers assisted rose from 665 in 2007/8 to 1326 in 2008/9; a rise of 199.4%.</p>


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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Safeguard vulnerable adults.	Ensure that appropriate systems are in place to protect vulnerable adults from abuse and improve responses to vulnerable adults.	<b>On Target</b> 	<b>On Target</b> - Current round of training complete although this will be on going. Service users at REATCH and other services will be involved in monitoring of Adult Protection	<b>Achieved:</b> Safeguarding adults training ongoing all year; increase in training of 50% to providers in 2009. Oct-Dec 2008 saw 97 alerts all of which were appropriate - 46 did not require a strategy meeting. Safeguarding Adults Board links to all service user groups (Learning Disability, Mental Health, Older People). We retained our "Good" rating from CQC for safeguarding adults which confirms that appropriate alerting and investigation processes are in place to safeguard adults at risk from abuse. Work in progress with commissioning to ensure commissioning of safer services.
Provide a garden maintenance service for people with disabilities.	Create a decent home environment while maintaining quality of life for people with disabilities in social sector housing by December 2008.		<b>On Target</b> - 95% satisfaction with the garden maintenance service of 667 clients. This figure obtained from the satisfaction survey sent out to users in Oct 2007. Service currently costs £3.88 per week.	<b>Achieved</b> - Service includes 13 grass cuts and 1 hedge trim. Tenants eligible are those claiming Disability Living Allowance (DLA) or tenants of a pensionable age. 84% of people using the garden maintenance service in 2008/9 have been using it for more than 3 years and 99% stated they wished to continue receiving the service in the coming year.

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Achieved	On Target	Some Slippage
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Ensure a range of housing that meets the needs of and is fit for purpose for people with disabilities.	Suitable housing provision for people with disabilities, including affordable housing by December 2008	Achieved 	<b>Some Slippage</b> - The LDF Annual Monitoring Report (DEC 2007) identifies that 5% was achieved during 06/07. Data for 2007/08 will not be available until after December 2008	<b>Achieved:</b> Completion of The Orchard scheme at Plymstock Library that has delivered affordable homes for people with learning disabilities and visual impairments. Working with RSLs and developers to achieve 20% Lifetime Homes on development sites - Planning monitor this target - performance is improving. Homes built to provide flexibility to meet changing needs. Improving best use of existing stock to ensure best fit for households with disabilities. Delivery of bespoke houses suitable for households with disabilities inc wheelchair users on many affordable housing projects to meet indentified needs in the local areas. Extra Care Housing for Older people schemes both completed (170 units) and on site (46 units). Provide Disabled Facilities Grants to people that provide a range of aids and adaptations from stair lifts to extensions - this year we will deliver approx 170 measures.

**Colour Key:**




Achieved	On Target	Some Slippage
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## Access to Premises

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Increase physical access to schools for people with disabilities.	An audit of all schools to establish access requirements by December 2008.	<b>Achieved</b> 	<b>On Target</b> - Access audit being conducted for all school premises.	<b>Achieved</b> - Access audit conducted for all school premises by external company. All new school builds, such as Whitleigh and Southway, have their own individual report and comply with DDA part M Buildings Regulations.
Carry out a survey of our Youth centres led by a Young Persons panel and prioritise which centres need improvement.	Provide improved access to youth centres in the City for young people with disabilities by June 2010.	<b>Achieved</b> 	<b>Some Slippage</b> - Youth service undergoing major restructure. Will be built into future planning. Targets will be established based on the need for access identified in the survey.	<b>Achieved</b> - Survey conducted with young people integrally involved. Working group of young people to timetable visits throughout January 2010.
Undertake a review of polling station access.	Ensure so far as is reasonable and practicable that every polling station is accessible to electors who are disabled, including liaison with disabled organisations by December 2007.	<b>Achieved</b> 	<b>Achieved</b> - A review of polling places, stations and boundaries has been completed with views sought from candidates, election agents, political parties, disability groups, age concern and elected representatives. As far as practicable all polling stations to be fully accessible to all voters. Reviews will be seen as 'on-going' and looked at after each local election.	<b>Achieved – NFA.</b>
Undertake DDA surveys of corporate buildings and identify/prioritise remedial works (physical reasonable adjustments) to improve disability access*.	Review DDA building compliance to ensure people with disabilities are able to access the services delivered from PCC buildings. Provide information for management action plans 07-09.	<b>Achieved</b> 	<b>On Target</b> - 98% of the DDA surveys have been completed on the corporate portfolio (the remaining 2% provides an allowance for additional premises that are being found during property review). The survey reports have provided information for the Service Departments to enable the completion of their management action plan.	<b>Achieved</b> - 98% of the DDA surveys have been completed on the buildings owned by PCC (the remaining 2% provides an allowance for additional premises that are being found during property review). The survey reports have been sent to the building manager (person in control) so they can include actions in their business plans.

### Colour Key:



<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Undertake professional asset management related advice and tasks regarding disability access improvements to our properties i.e. implementation of capital works projects, maintenance improvements, property acquisitions and disposals*.	Improved PCC property portfolio: compliance with Part M of the Building Regulations, improved disability access and enhanced fitness for purpose between 2007-9.	<b>Achieved</b> 	<b>On Target</b> - Lift in place and plans to improve disabled toilets in hand. Asset Management is including disability access improvements in capital works projects, maintenance improvements, property acquisitions & disposals. This has lead to improved access improvements to our buildings: BVPI 156 has improved from 3.84% in 2004/05 to 14% in 2005/06 and 16% in 2007/08.	<b>Achieved</b> - BVPI 156 target met - to ensure at least 17% of Local Authority buildings that are open to the public are suitable for and accessible to disabled people. This has improved from 3.84% in 2004/05 to 14% in 2005/06, 16% in 2007/08 and 22.5% in 2008/9. Capital bid for disabled access improvements for priority buildings (including PCC public offices) currently being written and a database containing all disability access information of PCC buildings being developed giving details of accessibility in accordance with part M of building regulations. Asset Management is including disability access improvements in capital works projects, maintenance improvements, property acquisitions and disposals.
Work with planners and architects to ensure museum and library facilities cater for people with disabilities.	Provision of user-friendly environments in museums and libraries via access audit by 2007.	<b>Achieved</b> 	<b>On Target</b> - Work on both Efford and Plymstock is proceeding on target. Both libraries are planned and refurbished with DDA in mind.	<b>Achieved</b> - Efford library opened December 2007 and is fully accessible to people with disabilities. Plymstock library access arrangements' being improved and new builds in Plympton and Devonport will have EIA's which will cover all equality strands.
Ensure DDA compliance in local housing offices including provision of loop systems, text phone, signage and home visits where required.	Improving and facilitating tenant's access to housing services by December 2008.	<b>Achieved</b> 	<b>Achieved</b> - Housing Offices are DDA compliant in respect of loop, text phone, signage, non-slip flooring and accessibility.	<b>Achieved – NFA.</b>

**Colour Key:**




Achieved	On Target	Some Slippage
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## Engaging People with Disabilities

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Review current arrangements for engaging and consulting people with disabilities.	Best practice when engaging and consulting people with disabilities by December 2007.	<b>Achieved</b> 	<b>On Target</b> - Multi agency project to fund a DAN development worker. Part of the job is to develop a strategic arm for consultation for all partners. Role will involve empowering people with disabilities to attend key meetings. Job will involve coordinating a yearly consultation exercise. Partners are PCC, PCT and the PHT.	<b>Achieved</b> - DAN have become part of Diverse Plymouth initiative and also individuals attend informal "cuppa team meetings". DAN were specifically invited to comment on this review.
Ensure that service delivery for children and young people with disabilities responds to the views and needs of all service users and their families including those from Black, Minority Ethnic (BME) communities.	Improve practices and procedures for participation of children and young people with disabilities, particularly those from a BME background in service delivery and planning by December 2008.	<b>Achieved</b> 	<b>Some Slippage</b> - Working on agreement of indicators and targets, which demonstrate involvement of children and young people in service delivery and planning, in line with the Children and Young Peoples plan and the children's block of the Local Area Agreement.	<b>Achieved</b> - Children's Services, on behalf of the Children's Trust Board, PCT and Plymouth NHS Hospitals Trust, is in the design phase of an integrated disabilities service. A key contributor is the Parents' Reference Group facilitated by the Plymouth Parent Partnership, and links to its Plymouth Parent and Family Forum which includes representatives from BME parents/ carers communities. Parents and service users review and approve all service delivery documents. The parent reference group contributes commentary to all service developments. We are piloting 'a young people's voice' through the preparation and support of some disabled young people so they can - 1) provide opinion on service development and eventually - 2) participate in the City Wide development of young people's voice on an equal footing. We have established a small grants process whereby the parent reference group considers proposals for service development; this has


### Colour Key:

<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
				resulted in a number of community developments e.g. support group/ training workshops for carers of Autistic Spectrum children and young people and a swimming club for disabled children.
Implement Statement of Community Involvement commitments to engaging people with disabilities.	Better engagement in strategic planning and policy development by local people with disabilities by Mar 09.	<b>Achieved</b> 	<b>Achieved</b> - Statement of Community Involvement adopted and implemented.	<b>Achieved – NFA.</b>
Develop a user engagement strategy for older people including those with disabilities.	Make services more accessible by improving community engagement through greater involvement in the design of the service delivery by January 2009.	<b>Achieved</b> 	<b>On Target</b> - University has been commissioned and commenced work to develop an older person's user engagement strategy. Due for completion 2008 presently on target.	<b>Achieved</b> - University research we commissioned about engaging older people published. Plymouth Advisory Partnership for Older People (PAPOP) also commissioned to establish diverse network of people 50 plus years in the city to identify needs of older people and work with service providers to make improvements in our services and deliver local strategies for older people including those with disabilities.
Provide reimbursement of carer costs to carers who are tenants and attend service user focus groups/ meetings.	Carers enabled to engage in tenant participation structures and numbers of tenants on the Interested Tenants Network (ITN) who self-declare as carers by December 2008.	<b>Achieved</b> 	<b>On Target</b> - Administration and forms to enable this to be created. Team updated about new system, promotion of availability started, first potential claimant identified and first claim received, first payment made.	<b>Achieved</b> - Baseline of 0 (nil) tenants claiming re-imburement of carer costs in 2008. Since then 3 tenants have registered as carers (2 for relatives with learning disability, one for physically disabled relative). One has claimed carer costs.

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<b>Achieved</b>	<b>On Target</b>	<b>Some Slippage</b>
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What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Facilitate the disabled tenant's user group and also the Sheltered Housing Forum.	Consultation with tenants who have disabilities which informs decision making by Dec 2007.	<b>Achieved</b> 	<b>Some Slippage</b> - All Disabled Tenants Group meetings held as scheduled. Sheltered Housing Forum meetings held as scheduled. Meeting notes available.	<b>Achieved</b> - Minimum of 4 meetings per year for each forum held. Attendance monitored to ensure representation. Minutes and actions published. Disabled Tenants Group meetings held as scheduled. Sheltered housing Forum meetings held as scheduled. Targets met.

**Colour Key:**

Achieved	On Target	Some Slippage
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## Partnership Working

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Ensuring our procurement process reflects our corporate equalities commitments*.	Ensure tendering processes are fair and accessible for people with disabilities and across the other equality strands by Jan 2007.	<b>Achieved</b> 	<b>Some Slippage</b> - Tendering information/ documents available in accessible formats. Dedicated project plan now in place and revised target date of April 2008. An equality statement will be included in all procurement guidance from April 2008. This covers all 6 equality strands.	<b>Achieved</b> - Dedicated project plan now in place and completed. Business guide produced to inform suppliers of PCC procurement processes including equality issues. Available on web site. Procurement activities commended by Equality Standard for Local Government (ESLG) inspectors.

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Achieved	On Target	Some Slippage
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## Employment

What we said we'd do...		By 2009?	What We Did - 2007	What We Did – 2008/09
Develop Human Resources monitoring reports.	Assess whether disabled employees are disadvantaged and ensure current / potential disabled employees are treated fairly and have equal access to training and promotion by Dec 07	<b>Achieved</b> 	<b>On Target</b> - Currently 288 employees. This is 3.01% of the workforce that reflects the national average of people with disabilities (working age).	<b>Achieved</b> - Currently 252 employees (1.79% of workforce). Ongoing work is being carried out around monitoring training and promotion to ensure fair treatment.
Establish a forum of staff with disabilities.	Greater influence by staff with disabilities over corporate disability equalities and HR.	<b>Achieved</b> 	<b>On Target</b> - Forum established and reviewed.	<b>Achieved</b> - Forum established and reviewed. Further promotion and embedding to gain greater influence will take place in the next 3 years.

### Colour Key:

Achieved	On Target	Some Slippage
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