



Blackpool Council Disability Equality Duty Action Plan 2006-2009 - DECEMBER 2007 UPDATE

Service Specific Actions	Responsible Person	Timescale/Review dates/Completion	Comments to achieve action	Update December 2007
1. Transport				
Buses				
1.1 NOW card needs clear specifications and a map of boundary bus stops supplied	Head of Network Management and Engineering	Completed April 2007	There is a spreadsheet available with these details which will be given to Customer First to answer queries on 477477	Completed April 2007. Now text on CRM A boundary map was issued in April 2006. The concessionary fare scheme will apply nationwide from April 2008 and this map will then become superfluous. The NowCard scheme will accommodate this change.
1.2 Bus route planning currently does not take into account the needs of disabled people. A disabled focussed consultation and survey needs to be undertaken. A survey is needed on the waiting times for accessible buses to make them more frequent where there are presently long delays due to usage.	Quality Bus partnerships meetings	2007	Only supported services are within the control of the Council. These are few in number and are generally school services or extensions to existing services into areas where the commercial viability is marginal. Consultation with the Disability Involvement Group to identify priorities to be raised with operators at Quality Bus	Awaiting report from Blackpool Transport Requested February 2007 This matter has been raised at the Quality Bus Partnership meetings as undertaken. No opportunities for further action have been identified; the



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			Partnerships meetings.	current network is felt to meet most needs. Further specific incidences of both routing, which ignores disabled persons and excessive waiting times for accessible buses need to be supplied for further action.
1.3 Buses tend not to have disabled access in the evening need disabled focussed consultation	Quality Bus partnerships meetings	2007	This will be raised with operators at routine liaison meetings.	Awaiting report from Blackpool Transport Requested February 2007 This matter has been raised at the Quality Bus Partnership meetings. BTS as the principal local operator points out that Line 11 is low-floor operated in the evening but that this is not possible in the day. Generally the low floor buses are used more than step access



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				<p>buses and this is standard practice for bus operators. If this issue remains a perceived problem then more evidence is needed.</p>
<p>1.4 Need awareness training and clear policy on weight limits and access for wheelchair users.</p>	<p>Quality Bus partnerships meetings</p>	<p>Completed May 2007</p>	<p>This can be raised with operators at routine liaison meetings to ask them to identify the weight limit and advise the type of wheelchair/scooter within the weight limit.</p> <p>BTS report that drivers are briefed in the procedures to assess wheelchairs for their suitability to be carried on public service vehicles and that this is now part of the standard driver training package.</p>	<p>People can write to Blackpool Transport direct with make, model and weight of scooter/wheelchair to confirm if can access buses</p>
<p>1.5 Clarify ruling that disabled people have priority for spaces where a fold down children's buggy is utilising wheelchair space. Driver awareness and action required.</p>	<p>Quality Bus partnerships meetings</p>	<p>2007</p>	<p>This will be raised with bus operators at routine liaison meetings. Ask operators to keep record of occupancy of wheelchair spaces on buses – whether by a buggy or</p>	<p>This has been raised at the Quality Bus Partnership meetings. Drivers ask buggy users to fold where a disabled person</p>



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			wheelchair and the number of wheelchair users unable to board.	needs to use the space.
1.6 Bus stops frequently blocked by cars and lorries-need enforcement action and council communication/signage that this is not acceptable.	Head of Network Management and Engineering.	2007/08	<p>Bus stop clearway orders exist on high frequency routes. Enforcement is carried out by Parking Services where issues are reported – perhaps more publicity of how to report issues is needed. In accordance with the Local Transport Plan (LTP).</p> <p>Parking Services enforce as resources are available. Not all bus stops are clearways and parking cannot be enforced. More clearways are being introduced as part of the current line 14 and 11 Quality Bus Corridor schemes. Operators have highlighted this issue as requiring attention.</p>	<p>Worst locations identified by bus operators (2006). Publicity strategy to be devised through Quality Bus Partnership in early 2007</p> <p>Enforcement being considered as part of 'Think pavements Think people' campaign. Now responsibility of Parking Services</p>
1.7 Buses need to stop adjacent to pavement not a distance from and near to bus stop, for ease of access for	Head of Network Management and Engineering	2006-2009	A programme of quality bus stop upgrades is being implemented on high frequency	Line 14 upgrades ongoing; study for Line 11 to be done early



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customers.			<p>routes. The training of drivers to stop correctly is a matter for the operators and can be raised at regular liaison meetings.</p> <p>This issue has been discussed with operators. Drivers are trained to drive up to the kerb unless access is blocked eg parked vehicles.</p>	<p>2007 Upgrades to allow buses to park nearer stops BTS driver training ongoing</p>
1.8 Transport information needs to include which buses are accessible.	Head of Network Management and Engineering	2007/8	Include in the 2007 bus strategy for which there will be consultation	<p>More low floor buses from April 2007 on a rolling programme.</p> <p>A bus strategy and bus information strategy are currently in draft and will address this issue. The BTS Metroguide is free to all homes and marks the 5, 14 and 16 guaranteed low-floor routes.</p>
1.9 Review location of key bus stops and interchange facilities in Town Centre.	Transport Policy	2006/7	Consultation will take place with the Disability Involvement Group	<p>Consultation not taken place as yet</p> <p>Bus stop locations are being reviewed under</p>



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				<p>the emerging Town Centre Strategy and there has been debate with operators concerning this matter. The current Cedar Square/St John's scheme has provided an opportunity to examine the bus passenger waiting environment.</p>
<p>1.10 Current access to buses is difficult for people with multiple disabilities and learning disabilities. There is a need for greater driver awareness.</p>	<p>Quality Bus partnerships meetings</p>	<p>2007</p>	<p>Driver training issue – will be raised with the operators.</p> <p>Operators report that they are aware of this issue but are not sure of what they can do; they ask if any specific action can be taken.</p>	<p>Awaiting report from Blackpool Transport Requested February 2007</p>
<p>1.11 Electronic indication of bus service condition at key bus stops</p>	<p>Head of Network Management and Engineering</p>	<p>2009/10</p>	<p>Has been investigated. And is an aspiration of the LTP (Local transport Plan). No funding currently identified. Cannot be achieved in this 3 year action plan – to be reviewed 2009/10</p>	<p>Real Time Information (RTI) is not being considered for implementation at the moment. Blackpool bus frequencies are comparatively high,</p>



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				therefore waiting times are generally low. RTI is expensive and is unlikely to be cost-effective in the Blackpool context. Reviewing 2009/10
1.12 Review social services transport to day centres to ensure that all those requiring this service are receiving it.	Director of Leisure, Cultural & Community Learning	2007/8	New Transport Unit being created to consider this. Integrated Transport manager/coordinator Appointed. Discussions and meetings being scheduled.	A report on the implementation of a Passenger Transport Unit has been prepared and is being considered for implementation.
Taxis				
1.13 Publicise the telephone numbers and costs of accessible taxis as opposed to private hire saloon cars	Licensing	2007/8	Will be raised at liaison with the Taxi Quality Partnership and Licensing.	Consultation on taxi licensing in process
1.14 Review securing wheelchairs and general safety facilities within taxis.	Licensing	2007/8	Will be raised at liaison with the Taxi Quality Partnership.	Consultation on taxi licensing in process
Rideability				
1.15 Scheme should be extended to evenings and weekends	Director of Leisure, Cultural & Community Learning	2007	New Transport Unit being created will review. Funding does not currently permit extension of the scheme. It does currently operate daytime	The report on the Passenger Transport Unit mentioned at 1.12 considers the potential restructuring



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			Saturday. Integrated Transport manager/coordinator appointed. Discussions and meetings being scheduled.	of the Rideability service. There are insufficient resources to expand Rideability at the present time.
1.16 Utilise education and social service vehicles as these are under used at certain times of the day. This would increase the Rideability Service	Director of Leisure, Cultural & Community Learning	2007	New Transport Unit being created will review As 1.15	Integrated Transport manager/coordinator Appointed. Discussions and meetings being scheduled.
1.17 Facilitate Person Assisted Transport	Director of Leisure, Cultural & Community Learning	2008/9	New Transport Unit being created will review As 1.15	Integrated Transport manager/coordinator Appointed. Discussions and meetings being scheduled.
Trams				
1.18 Review accessibility for disabled people both on trams and lifted platform access.	Transport Policy Head of Network Management and Engineering	2009	Configuration of current fleet does not allow accessibility. Major scheme bid has been submitted to DfT for renewal of the core tram fleet and creation of new platforms. Major scheme bid still under	New trams are being appraised pending the announcement of whether Blackpool's tramway replacement scheme will receive Government support.



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			DfT (Dept for Transport) consideration – possible decision date July 2007?	
2. Environment				
Pavements				
2.1 Cyclists /pedestrians multi use pavements	Head of Network Management and Engineering	Completed May 2007	Road safety issues reviewed Cycling facilities are on-road wherever possible. There is no programme for the installation of off-road paths. Sometimes off-road facilities are appropriate and a full safety audit informs the design prior to implementation.	Looked at options and where possible a separate cycle route, sometimes no option but multi use. A strategic cycle network has been developed with consultation, and a review of current facilities and development of a future programme is on-going
2.2 Shared space treatments for restrictive and pedestrian areas	Head of Network Management and Engineering	2007 –2009	Review-crossing facilities for people with visual impairments. Review tactile strip on Abingdon Street and funding for new surface (present surface is temporary). Consult with Disability Involvement Groups on areas planned for shared space treatments. Design review to be informed	Town centre strategy being developed. Funding applied for to develop strategy, then applying for further funding to put into practice earliest possible development 2008 New tactile materials



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			by new ideas trialled at Layton and on the Promenade – post-scheme reviews due from mid-2007 onward.	are being employed. The Layton scheme has received a disability access audit from independent auditors (NRAC accredited). Cedar Square/St Johns offers the opportunity to review and improve arrangements in Abingdon/Church Street.
2.3 Dropped crossings/kerbs	Head of Network Management and Engineering	2007 –2009	A network user hierarchy is being developed which will be used to direct funding to accessibility issues (including dropped kerbs) on key pedestrian routes. Utilise standards in 'Inclusive Mobility' Department of Transport for reconstructing and new constructions.	Academic study in Bispham in June /July 2007 about how people want to access Bispham Village Centre and the key issues. A key pedestrian routes programme, intended to address just such issues as these, has been established within the LTP programme.
2.4 Placement and colour of street furniture	Head of Network	2006/7	The Streetscene Board is	New manual for Streets



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<p>is inconsistent with Department of Transport guidelines' Inclusive Mobility' review and implement new policies and procedures.</p>	<p>Management and Engineering</p>		<p>considering the issue of design standards including street furniture. These standards will be adopted for new works but funding will not be available to deal with existing street furniture across the network. The street lighting PFI (Private Finance Initiative) will renew a substantial number of lighting columns and illuminated signs within the next 7 years and may allow some of these issues to be resolved.</p>	<p>released by DfT April 2007 – this may update the IM standards. New post pf Head of Transportation will research the implications in Summer 2007. PFI rollout ongoing relating to street lighting.</p> <p>NRAC accredited auditors will be employed to assess any schemes and programmes affecting street furniture.</p>
<p>2.5 Condition of foot path with loose flags and damaged surfaces and cobble stones which are difficult for many disabled people- need to publicise details of how to report and policy of speedy repair.</p>	<p>Head of Street Scene</p>	<p>Completed May 2007</p>	<p>Current business plan includes action to review intervention levels & quality standards. Once done, a policy relating to condition and repairs will be drafted and publicised.</p> <p>Routine maintenance and the 'flags to flex' programme continues to address this</p>	<p>Publicised on website dealing with individual requests as they arise and prioritising those from disabled residents.</p>



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			issue, which is exacerbated by unlawful parking of vehicles on the footpath.	
2.6 Utility work on pavements is frequently unsafely marked and obstructive-greater need for consultation with utility companies.	Head of Network Management and Engineering	Completed May 2007	RASWA legislation requires utility works to be correctly signed and guarded and the operator and telephone number carrying out the work to be identified. In the first instance the operator should be contacted. The Council undertakes enforcement of this legislation. Coming legislation under the Traffic Management Act (TMA) will strengthen the Councils enforcement powers 2007/8.	From being aware of signing and guarding defects the Utilities are notified electronically with a 2 hour defect notification to put right. Utilities have a minimum of 90% of signing to be compliant through notification A robust management regime will shortly be reinforced as new RASWA officers are employed.
Enforcement				
2.7 Urgent awareness campaign and encouragement to report obstructions. Where applicable there has to be legal enforcement of regulations regarding:	Head of Street Scene	2007/8	Website and other communication channels will be reviewed to ensure public aware of how to raise concerns. Carry out 'Pavements are for people' campaign within the next 3 years.	'Think Pavements Think People' campaign in planning process



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<ul style="list-style-type: none"> Parking- on pavements, in bus stops, in disabled spaces 	Police, Parking Services	2007-2009	Enforcement is carried out by Parking Services where parking restrictions exist. Otherwise this is a police matter. - Can be raised at the Disability PACT (Police and Communities Together) meetings. Better information on where to report could be provided. Pavements are for People Campaign.	<p>Police (Via Disability PACT) keen to take part in 'Think pavements, Think People' campaign – involve in planning. There will be enforcement in retail areas on specific days as part of this campaign</p> <p>Parking on pavements</p> <p>Council and Police representatives met in July 07 to draw up a strategy that would address the issue. The strategy consists of a Media campaign followed by education and finally if necessary enforcement. Once the model is in place with roles and responsibilities it will be rolled out in the 9 business districts. Since the meeting, the</p>



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				<p>Assistant Director of Street Scene & Property has been attempting to secure funding for promotional material. A manager will be nominated to work with Police to drive the strategy forward.</p> <p>Parking in disabled bays:</p> <p>This has become an issue at PACT meetings. Enquiries have been made with Park Rite who will be attending the next Disability PACT meeting in January 08 to answer queries around enforcement, appreciation of disabilities and any policies around the use of the bays.</p>
<ul style="list-style-type: none"> • Trade obstructions to pavement areas- 	Head of Street Scene	2007-2009	Monitoring and enforcement	Reviewing screening



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cafes, shops reducing access for wheelchair users.			action of street café licences. Publicise information about what is permissible. Potential for location map of street trading.	around café areas- as to specifying specific types as part of the licensing procedure. Will also be included in the 'Think Pavements, Think People' campaign.
Parking				
2.8 Blue badge policy for parking concessions to be made applicable across all parking areas without current confusing exceptions.	Parking Services Manager	2006-2009	All pay and display car parks now have a 3 hour free concession- except for pay on foot parking	All car parks (except Pay on Foot) have a 3 hour concession for parking in a blue badge bay from 1/1/07
2.9 Customer First needs to review ink used on blue badge to prevent fading.	Customer First	2006-2009	Type of ink has now been changed- monitor to check for fading	Been monitored and no further changes required. Complete.
2.10 Blue badge leaflet detailing parking spaces to explain concessions	Parking Services manager Customer First	Completed May 2007	Details need to be included in leaflet on disabled parking in the town as well as on the website.	Leaflet has been printed and is distributed with every blue badge issued. It is also available at Council reception points. (Copy on the website under disabled parking)



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2.11 Consultation with involvement group on placing of disabled parking in the Town Centre	Head of Network Management and Engineering	2007	Meeting being arranged by Andy. Divall with Bill Sheldon, Peter Cross, Bruce Allan and Paul Taylor to discuss involvement and issues The emerging Town Centre Strategy will address disabled parking; disabled persons and their groups will be consulted.	Due to restructure this is now part of Streetscene. Reviewing disabled bays in car parks across the town as per Department of Transport guidance
2.12 Clear signage regarding concessions and health and safety in car parks for disabled people.	Parking Services Manager	Completed January 2007	Signage regarding concessions and health and safety for disabled people (multi storey car parks), to be erected in all car parks.	Current signage has been changed in car parks in line with new policy
2.13 Specifically there is a need to urgently review Clifton Street ramps to put in drop down kerbs along one side. to stop wheelchairs having to pass parked cars in the road with risk of reversing into wheelchair.	Head of Street Scene	2010	Review area. Implementation dependent upon priority and budget.	No funding at present but will be reviewed in 2010
Waste				
2.14 Contractors need to be compliant with DDA and DED this needs to be monitored.	Head of Street Scene	2006-2009	Contract monitoring to ensure compliance.	No action has been taken on this as yet- procurement policy not yet finalised



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2.15 Wheelie bins need to be returned to the correct addresses. Placement and replacement of wheelie bins on day of collection needs to be reviewed and enforced to ensure pavements are not blocked unnecessarily.	Head of Street Scene	2006-2009	Encourage residents to report instances. Monitor contractor. Contractor to undertake customer care training. Review task & finish culture.	Ongoing enforcement but this will also be part of the 'Think Pavements, Think people' campaign.
Public conveniences				
2.16 Review of RADAR keys and consult with all suppliers and local key cutting outlets to reduce abuse of keys and services.	Head of Street Scene	2007	Review of key cutting operations – remind of obligation not to duplicate RADAR keys. Review use of coin entry for disabled toilets. Determine criteria for issuing keys (customer first, etc)	It appears there is a 20p charge as well as radar key- reviewing removal of 20p charge. At present includes baby change so reviewing inclusion in other toilets
2.17 Provide full disabled toilet and changing facilities.	Head of Street Scene	2006-2009	Discussions taken place with <i>Changing Places</i> group. Potential location identified. Plans and costs to be determined in partnership with Danfo.	The work on the disabled toilet at Solaris has started and should be completed this summer
2.18 Review baby change in disabled toilets to remove or provide in all toilets.	Head of Street Scene	2006-2009	Consult on provision and location of baby changing facilities – British Toilet Association.	Consultation not yet taken place
2.19 Review overall toilet policy with a view to making all toilets accessible	Head of Street Scene & Head of Property Services	2017	Not practical to change the design of public toilets until end of current contract. Could be	Cannot review until contract ends in 2017 Under review re



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			applied to any additional public toilets, eg if provided as part of Blackpool Masterplan. Will liaise with Property Services about toilets in council buildings.	Masterplan.
Neighbourhood and Housing Needs				
2.20 There needs to be more choice on provision of services and support for disabled people.	Customer First	2006-2008	Review access for disabled people to information about council services	Ongoing review
2.21 Disabled people frequently do not receive the support they require and are falling through a 'social services net'. There needs to be a review of how services are provided and agencies communicate and share information.	Corporate working Group Disability Equality Scheme	2007-2008	Explore the options for better co-ordination between agencies for shared information.	Not yet reviewed
2.22 Disability awareness training for staff within the Housing Needs Division (New item May 2007).	Assistant Director Housing Needs Division	2008	Organise disability awareness training for staff within the Housing Needs Division	Disability Awareness sessions are planned for the staff within Housing Needs
2.23 Involvement of disabled customers with housing waiting list application form (New item May 2007).	Assistant Director Housing Needs Division	2007-2008	Assessment of need stage Conduct an involvement exercise with disabled customers in order that the new housing waiting list application form can be tested before it is launched.	A variety of consultation exercises took place in the design of the new paper and online application form. Specific consultation



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				with disabled customers enabled the team to enhance the accessibility of the form. - COMPLETED
2.24 Information collection from disabled customers (New item May 2007).	Assistant Director Housing Needs Division	2007-2008	Ensure that the information we are collecting from customers regarding disability is robust and appropriate to enable us to inform service delivery	The Health and Disability Details form has been consulted upon with a number of disabled customers and key stakeholders to ensure that we are collecting robust and appropriate information in order to inform the service we provide to the individual customer. - COMPLETED
2.25 People on Disabled customers housing waiting list matched with appropriate properties (New item May 2007).	Assistant Director Housing Needs Division	2008	Ensure that the list of disabled customers on the housing waiting list and the list of properties are held in a way that enables us to match one appropriately with another	Work ongoing with BCH and has been included within BCH Disability Equality Scheme to ensure a joined up approach.
2.26 Improve disabled access for reception at South King St (New item May 2007).	Assistant Director Housing Needs Division	2008	Ensure that the public reception area at South King Street is fully accessible	A full access audit of the reception area has taken place and a



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				number of changes have been made to improve the accessibility for disabled customers - COMPLETED
3. Leisure, Community, young people				
Leisure				
3.1 Training for staff on disability access, awareness and use of equipment	Leisure Inclusion Manager	2006-2009	Developing training courses for staff on disability awareness and use of equipment <i>Meeting to be arranged with Sensory Impairment team (Social Services) to identify need and develop training opportunity.</i>	Hoist training commenced 20 April Moor Park pool
3.2 Ensure staff with specialist medical knowledge when advising disabled people on physical activities	Health Development Manager	2007-2008	Introduce help line to obtain information prior to accessing programmes of activities	No action as yet
3.3 Review public transport evening access to leisure facilities across Blackpool	Quality Bus Partnership meetings with Leisure Inclusion Manager	2006-2009	Review evening service to leisure and community facilities	Integrated Transport Manager appointed Transport Section now part of Culture and Communities Directorate



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3.4 Evacuation policy and usage of evac chairs at point of need.	Leisure Inclusion Manager	2006	Review policy on evacuation chairs	Evac Chairs sited with user group consultation on evac Policy.
3.5 Review and publicise cost of activities	Leisure Inclusion Manager	2006-2007	Greater publicity of concessions Review with involvement group Passport to Leisure under review and new management	Prices and concessions are displayed at facilities. Detailed information about concessions in membership application packs at receptions and on internet ('leisure link')
3.6 Review provision of fully accessible changing rooms for all disabilities.	Leisure Inclusion Manager	2007-2008	Review current provision and changing facilities including bed.	Palatine Pool Changing Consultation 20 /03/07 installed disabled cubicle adjacent to toilets
3.7 Staff training in libraries regarding disability access. Provision of readers for talking books to loan.	Leisure Inclusion Manager and Social Services	2006-2009	Review provision of talking book readers in libraries. Multi Agency Group developed with Blackpool Library Service, Sensory Needs Team, C&C Social Inclusion and Equalities Manager and Blackpool, Wyre & Fylde Society for the Blind to provide RNIB Talking	Some funding provided by PCT to develop provision of RNIB Talking Book Service Data sharing protocol arranged, consultation process agreed and waiting distribution. This process shows that Best practice is



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			Book Service to VIPS resident in Blackpool.	being applied in creating integrated development of services to people with Visual Impairments see attached.
Education				
3.8 Review a lip reading and Sign Supported English (SSE) class in Blackpool	Head of Adult and Community Learning	2007-2008	Review and develop provision Montgomery Education Centre and Blackpool & Fylde College are providing BSL courses 2007-8. They are supported through the Council's Adult and Community Learning contract with Montgomery. Provision was raised at a liaison meeting of the three providers. There is a shortage of trained tutors in this subject but there is no evidence of demand being greater than supply at present. <i>Arrange meet with Sensory</i>	Ongoing development



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			<i>Impairment team (Social Services to identify need and develop training opportunity)</i>	
3.9 Review sensory impairment facilities within education establishments	Principal Officer Property and Development Manager Children with Additional needs	2007-8	Review existing facilities/accessibility in education establishments Review and update plans	This is still ongoing as part of the SEN (Special Educational Need) Review. Initial discussions have taken place.
3.10 Disabled mentors for students to talk about work as a disabled person to improve long term employment outcomes	Schools with support from Connexions	2006-2009	Review as part of careers education	The Solutions Group, which includes representatives from all agencies dealing with transition issues for those with disabilities, will discuss the option of disabled mentors going into schools at their next meeting on June 21 st . The idea is to replicate the same success they had with an open day at Progress Recruitment by having ex-pupils speak about their work at the High Furlong Information Day on 3 rd July, and subsequently



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				at Park and Woodlands
3.11 Accessibility to all schools needs to be reviewed for disabled people, e.g. parents	Principal Officer Property and Development Manger Children with physical, sensory, Complex needs	2006-2009	Review physical environment and facilities	This is still ongoing as part of the SEN Review. Initial discussions have taken place. Disability Equality Duty training has been provided for headteachers/governors – November 2006 Follow up training and support has been provided for secondary schools Feb 2007 DES Training has been delivered to all primary and special schools. Follow up support has been made available where requested.
3.12 Promote school governorship to disabled people	Schools Principal Governor services Officer	2006-2009	Review promotion of school governorship to disabled people	No action as yet
Community, Children and Young People				
3.13 Review facilities and services for autistic	All Facility Managers	2006-2009	Review physical environment	Ongoing



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children			<p>and facilities. Initial discussion with Parks manager on Autistic friendly play area taken place</p>	<p>development.</p>
3.14 Design for playgrounds need to be disabled friendly- review current playgrounds for accessibility	Parks and Green Environment Manager	2006-2009	Parks Friends group and Parks Team; Development on going with Community Voluntary disability group	Ongoing Developments
3.15 Preference of disabled children and young people should be accommodated where school placement is considered	Manager Children with Additional Needs	2006-2009	Review existing facilities/accessibility in education establishments Parental/pupil preference reinforced in SEN/Inclusion and Admission Plans	Ongoing as part of SEN Review and Accessibility Strategy This is in place as part of the authority's compliance with SENDA (Special Educational Need & Disability Act / SEN Code of practice
3.16 School equipment should take into account needs of disabled children- implement policy	Manager Children with Additional Needs Schools	2006-2009	Review equipment in schools and accessibility for disabled children	Policy and procedures are already in place to provide specialist resources for schools via the Resource Panel. These are reviewed on an annual basis. Schools will be considering this need as part of their individual



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3.17 Need more summer play schemes that are open to disabled children	Health Development Manager	2007	Devising play scheme called Play Rangers and monitoring play strategy New Play scheme manager appointed	Accessibility Strategies Additional schemes are under consideration for this summer by the Leisure Inclusion Manager, Manager CWAN (Children With Additional Needs) Team and Woodlands School
3.18 Review family support	Manager Children with disabilities/Manager targeted Family Support	2007-2008	Continue current discussions and ongoing review. Develop revised policy	Initial review has been completed. New SLA (Service level Agreement) has been set up with accredited providers which provides more cost effective support In October the newly appointed assistant service manager for children with additional needs assumed management responsibility for Child and Family Support, which is



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				<p>specifically set up to work with disabled children and families.</p> <p>A joint development event with the Children with Disability Team was held and an action plan was agreed. As a result, both teams will work together in a more integrated way under the same manager. The team is currently undergoing a review of all services.</p>
Social services				
<p>3.19 Access to information and knowledge of equipment, technology and funding needs to be reviewed and updated.</p>	<p>Assistant Director, Central Support Services</p>	<p>2006-2009</p>	<p>Review with reference to Joint Commissioning Strategy and communication group</p>	<p>There has been a reconfiguration of equipment delivery. This involves the PCT and the move of the Allied Health Professionals from employment with North Lancashire</p>



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				<p>Primary Care Trust to Blackpool PCT from 1 January 2008.</p> <p>EQIA being undertaken on Joint Commissioning Policy</p>
<p>3.20 Length of time of supply for equipment needs to be reviewed</p>	<p>Assistant Director, Central Support Services PCT</p>	<p>2006-2009</p>	<p>Constantly reviewed and looking into ways to reduce timescales by offering more choice.</p>	<p>See 3.19</p>
<p>3.21 Review waiting time for Occupational therapy assessment</p>	<p>Assistant Director, Central Support Services PCT</p>	<p>2006-2009</p>	<p>Reviewing with provider to actively assist to reduce time scale</p>	<p>The OT assessment process/waiting times is being addressed as part of the reconfiguration process (see 3.19).</p>
<p>3.22 Services not always appropriate for the age of the disabled person for example: Respite care for younger disabled people provided in rest homes – this needs to be urgently reviewed and appropriate facility set up in Blackpool. At present paying for care outside area away from families as no provision locally.</p>	<p>Service Manager, Physical Disability</p>	<p>2006-2009</p>	<p>Review direct payments system and high priority in Joint Commissioning Strategy</p>	<p>This now a priority area within the Joint (Health and Social Care) Commissioning Strategy for adults with disabilities and is being addressed in part, through the wider use of direct payments.</p>



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<p>3.23 Access to direct payments available. There is a lack of knowledge about direct payments supplied by social services. Review communication process.</p>	<p>Carers & Direct Payments Team Manager</p> <p>Manager Children with a Disability</p>	<p>2006-2009</p>	<p>Review communication about direct payments</p>	<p>There are ongoing discussions about the provision of direct payments particularly the strategic position regarding the financing of the scheme. A service level agreement will be considered in respect of children's targeted services and adult social care.</p> <p>Communication issues have been addressed and direct payments have significantly increased. Awareness-raising is an ongoing process and delivery targets, set by the Department of Health, have been exceeded.</p>



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4. Access				
4.1 Senior staff and elected members should be DDA aware.	Head of Human Resources Corporate working Group Disability Equality Scheme	2007-2008	Corporate programme of equality and diversity training	<p>Basic awareness session held at Blackpool top 200 managers event. Two-day intensive training programme now being rolled out to all council managers (Awareness of shape of diversity in Blackpool.)</p> <p>Session to be scheduled for Policy Overview scrutiny Committee Meeting in early 2008.</p>
4.2 Planning should involve consultation groups	Acting Head of Planning and Transportation	2006-2007	Statement of community involvement consultation	<p>Mobility Panel Consultation:</p> <p>1. Cedar Square/St John's consultation</p> <p>2. Foxhall Area plan</p> <p>The adoption of the Statement of community</p>



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				involvement was by Executive committee on 29th June 2007
4.3 The council should influence business and contractors to be accessible	Head of Procurement	2006-2009	Review procurement systems	<p>The Council has contributed to a major North West Authorities Conference on Equality Procurement</p> <p>The North West Regional Centre of Excellence has recently published guidance on how equalities can be built into the procurement process. The purpose is to ensure a unified approach across all North West Councils.</p> <p>This will be assessed with a view to adoption across the council.</p>
4.4 Priority Equality Impact Assessment of Customer First Service	Access to Service Manager	To be completed in 2008/9	Will involve community based Mystery Shopping	Review commenced December 2007



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5. Corporate Issues				
5.1 There should be accurate staff profile/monitoring of employees on disability	Head of Human Resources	2006-2007	Survey underway	Achieved, response rate 60%. Results now available
5.2 Service users are needed on recruitment panels	Head of Human Resources	2006-2009	Explore using service users n the recruitment process	To be built into next review of Recruitment Policy
5.3 Council needs a disability officer to answer immediate questions & be a source of information/signpost to other agencies	Head of Corporate Policy and Development Head of Human Resources	2007-2009	Review options for a disability officer	Disability advice at present via part time Equality Adviser post. Currently vacant and being advertised
5.4 Blackpool Young Peoples Council should include disabled young people	Assistant Director Community & Inclusion	2006-2009	Review options to included disabled young people	7 members of Blackpool Young Peoples Council have a disability. Support has been put in place to enable individuals with learning disabilities fully contribute to meetings
5.5 Develop Young people's Disability Involvement Group	Children's Services With Connexions	2007	Set up group for young people	Youth Service currently giving advice on the best mechanism to promote the involvement of young people with a



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				disability in services
5.6 Review improved monitoring arrangements when undertaking consultation, claims, and complaints to ascertain differential impacts on specific groups.	Corporate Complaints Working Group	2007-2008	Review complaints system corporately	New Community Engagement Strategy being developed, including website sharing best practice and current/past consultations.
6. Promoting Positive Attitudes				
6.1 Communication/information/policies – explore providing in alternative formats up front e.g. Your Blackpool – consider the font size and layout and size of paper i.e. make it smaller	Head of Corporate Policy and Development	2006-2007	Review communication systems with disability involvement group, communication groups and Print Unit	No action as yet
6.2 SMS text a good communication tool for deaf community and should be widely implemented across the council.	Customer First	2006-2007	Review implementation corporately	Ongoing to be progressed in line with future development plans within Customer First/ICT.
6.3 Review council communication to find ways of positively representing disability awareness	Public Relations Manager	2006-2009	Review communication systems and public relations to improve coverage of disability awareness issues.	Communication strategy in pipeline. Working on communication with LSP. Communication sub-group established for Equalities Forum



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7. HR & Training				
7.1 Offer work experience or taster sessions/work trials/workplace volunteers & influence contractors to do the same	Head of Human Resources	2006-2009	Explore possibility of a corporate approach for adults as well as children	No action as yet
7.2 Improve staff knowledge and use of Access to Work	Head of Human Resources	2006-2007	Training for HR managers and officers on Access to Work and reasonable adjustments	Major new two-day diversity training for all managers.
7.3 Support staff with reasonable adjustments to ensure they are speedily installed. The disabled person to be kept informed of progress	Head of Human Resources	2006-2009	Review procedures and ensure HR teams are aware of options for reasonable adjustments	No action as yet
7.4 Look at alternative to using the grievance procedure for failure to make reasonable adjustments or complaints regarding disability specifically. Implement a conciliation procedure instead. Consider conciliation for complaints regarding disability across the council.	Head of Human Resources	2007-2008	Enable line managers-through development – to make informed reasoned decisions about reasonable adjustments Develop in house mediators	New IPA competency framework as a core competency for all employees and managers at the Council.
7.5 Disability strategy needed	Head of Corporate Policy and Development	2007-2008	Part of overall equality strategy	DES Strategy and Action Plan in place. The strategy will be developed further in the Single Equality



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				Scheme.
7.6 Training courses need to be accessible for all disabled people, in accessible venues.	Head of Human Resources	2006-2009	HR to review accessibility of training courses	Some training courses still not fully accessible even though say meet DDA requirements often ramps too steep to access in wheelchairs unaided- review needed
8. Involvement in Local Decision Making				
8.1 To further develop Disability Focus Group to reflect all equality strands	Head of Corporate Policy and Development	2007	Develop Disability Focus Group	Work has taken place on developing disability involvement- groups have been visited to tell them about the DED. A wide range of groups has now been invited to attend bi-annual meetings to review the DES. The last meeting was held in July 2007.
8.2 Explore hosting Area Forums at varying times	Head of Corporate Policy and Development	2006-2007	Review having Area Forums at different times to improve disability access.	Area Forums now being reviewed.
8.3 Take forward the issues identified in the Disability Equality Duty Mapping Exercise	Corporate working Group Disability	2007-2008	Review corporate issues and take forward actions	See below



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November 2006 –see below **	Equality Scheme		as appropriate	
8.4 Trading Standards- Different standards in sales, lack of information, varying costs for equipment, maintenance and servicing from local suppliers.	Public Protection Manager - Fair Trading	2007/8	Review by Trading Standards	Project to be undertaken during closed season i.e. Feb / March 2008

**** 8.3 Corporate issues arising from mapping exercise for DED action plan- December UPDATE**

- A survey to identify disabled employees and those covered by DDA95 is needed. This should be continually updated and reviewed.

Equality Monitoring exercise completed (see 5.1 above)

- Training on Access to work and reasonable adjustments is required across the council, and information needs to be inserted in staff benefits handbook. Employees need training on the definition of disability in law and who is covered by the Act, and that registration/ employment quotas for disabled people no longer apply and have not done so since DDA95.

Managers course in equality awareness and employers course under development (see 7.2 above)

- Clear corporate guidance is needed on CRB clearance when visiting vulnerable people **No action as yet**
- Monitoring is needed of disabled people using services and a corporate complaints procedure to monitor complaints, compliments and the actions taken to ensure consistency, and prevent disabled people having to complain to several different people before explanation is given or action taken. Special procedures needed for complaints about reasonable adjustments and a conciliation process set up. **To be integrated in the Access to Services Equality Impact Assessment.**
- Monitoring of disabled car parking is needed across the council and an audit of accessible parking spaces for council buildings-as information for disabled people. **No action as yet**
- A review is needed of procured services to check that contractors are complying with DDA. Need to review licences to ensure DDA compliance for licensees.

No action as yet re procurement, taxi licensing under consultation

- Training for staff is needed on disability awareness and etiquette –**see above**

Programme of EQIA has been developed across the council; completed EQIAs on Council website. Training programme, pro forma and guidance paper developed. Key disability EQIA underway in Access to Services.

- Need equality impact assessments (EQIA) on policies and inclusion of DED actions in business and team plans
- A review is needed of hearing loops across the council for installation in meeting rooms, and purchase of portable loops to be loaned for meetings. The BSL corporate booking system needs to be widely publicised and more easily accessible on the intranet.

Hearing loops being reviewed corporately

- Bring together disability information on the intranet such as how to access alternative formats, BSL bookings, how to contact Access to work, explanation of reasonable adjustments etc so easier to access for employees. **No action as yet**
- Human Resources should oversee job adverts and ensure consistency across corporate, social services and education Human Resources. Consistent advice on disability employment and recruitment is needed across Human Resources. **No action as yet**
- A review of buildings that are not accessible for a disabled person is required and actions taken to improve accessibility for employees and visitors, including evacuation in case of fire. E.g. access to Queens Street (ICT training room not accessible), lack of disabled parking at Solaris, steps outside Devonshire Centre on Church Street, multi storey car parks etc. Review provision of evac chairs across the council for upper floors for evacuation purposes. Consider provision of visual and vibrating fire alarms.

Provision of evac chairs is under review corporately as well as fire alarms. Programme of review of disability access across council buildings

Disability Organisations in Blackpool: The Disability PCSO from the Police Diversity team is working with the Council, PCT and CVS to compile an up to date, comprehensive list of all disability organisations in Blackpool. This should help us to carry out meaningful and wide ranging consultation (4.2)