



## Blackpool Council Disability Equality Duty Action Plan 2006-2009 - JUNE 2008 UPDATE

Service Specific Actions	Responsible Person	Timescale/Review dates/Completion	Comments to achieve action	Update June 2008
1. Transport				
Buses				
1.1 NOW card needs clear specifications and a map of boundary bus stops supplied	Head of Transportation	Completed April 2007	There is a spreadsheet available with these details which will be given to Customer First to answer queries on 477477	<p>Completed April 2007. Now text on CRM A boundary map was issued in April 2006.</p> <p>The concessionary fare scheme applies nationwide from April 2008 and this map will then become superfluous. The NowCard scheme will accommodate this change.</p> <p>COMPLETED</p>
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	<p>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.</p> <p>Consultation with the Disability</p>	<p>Awaiting report from Blackpool Transport Requested February 2007</p> <p>This matter has been raised at the Quality Bus Partnership meetings as undertaken. No</p>



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			<p>Involvement Group to identify priorities to be raised with operators at Quality Bus Partnerships meetings.</p>	<p>opportunities for further action have been identified; the 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.</p> <p>FE College relocation will prompt bus route consideration, but approach to route definition will continue.</p> <p>COMPLETED</p>
<p>1.3 Buses tend not to have disabled access in the evening need disabled focussed consultation</p>	<p>Quality Bus partnerships meetings</p>	<p>2007</p>	<p>This will be raised with operators at routine liaison meetings.</p>	<p>Awaiting report from Blackpool Transport Requested February 2007</p> <p>This matter has been raised at the Quality Bus Partnership</p>



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				<p>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 buses and this is standard practice for bus operators. If this issue remains a perceived problem then more evidence is needed.</p> <p>COMPLETED</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</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>BTS and other operators accommodate</p>



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			suitability to be carried on public service vehicles and that this is now part of the standard driver training package.	the maximum range of chairs.  COMPLETED
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.	Quality Bus partnerships meetings	2007	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 wheelchair and the number of wheelchair users unable to board.	This has been raised at the Quality Bus Partnership meetings. Drivers ask buggy users to fold where a disabled person needs to use the space.  COMPLETED
1.6 Bus stops frequently blocked by cars and lorries-need enforcement action and council communication/signage that this is not acceptable.	Head of Transportation	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</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. Responsibility of enforcement is with</p>



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			introduced as part of the current line 14 and 11 Quality Bus Corridor schemes. Operators have highlighted this issue as requiring attention.	<p>Parking Services.</p> <p>Pavements are for People campaign is being tackled as part of the BIG CAT (Blackpool Is Getting Clean And Tidy) campaign rather than having a separate theme for pavements. This includes focusing on cars parking on pavements and with the Police dealing with signs and goods for sale on pavements. There will be ongoing media releases featuring the BIG CAT.</p> <p>COMPLETED</p>
1.7 Buses need to stop adjacent to pavement not a distance from and near to bus stop, for ease of access for customers.	Head of Transportation	2006-2009	A programme of quality bus stop upgrades is being implemented on high frequency routes. The training of drivers to stop correctly is a matter for the operators and can be raised at regular liaison meetings.	<p>Line 14 upgrades ongoing; study for Line 11 to be done early 2007</p> <p>Upgrades to allow buses to park nearer stops</p>



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			<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>BTS driver training ongoing</p> <p>Further upgrades on Line 14 Grasmere Road/Hawes Side Lane now complete. Improvements on Line 11 and 5 scheduled within 07/08 &amp; 08/09 programmes. Bus operators will train drivers when works are complete.</p> <p>ONGOING</p>
<p>1.8 Transport information needs to include which buses are accessible.</p>	<p>Head of Transportation</p>	<p>2007/8</p>	<p>Include in the 2007 bus strategy for which there will be consultation</p>	<p>More low floor buses from April 2007 on a rolling programme. 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>



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				<p>More low floor buses on Line 3, which becomes a guaranteed low floor route and will be marked on the Metroguide.</p> <p>COMPLETED</p>
<p>1.9 Review location of key bus stops and interchange facilities in Town Centre.</p>	<p>Head of Transportation</p>	<p>2006/7</p>	<p>Consultation will take place with the Disability Involvement Group</p>	<p>Consultation not taken place as yet            Bus stop locations are being reviewed under 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>Market and Corporation Street a serious issue</p>



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				here. ONGOING
1.10 Current access to buses is difficult for people with multiple disabilities and learning disabilities. There is a need for greater driver awareness.	Quality Bus partnerships meetings	2007	Driver training issue – will be raised with the operators.  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.	Awaiting report from Blackpool Transport Requested February 2007 ONGOING
1.11 Electronic indication of bus service condition at key bus stops	Head of Transportation	2009/10	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	Real Time Information (RTI) is not being considered for implementation at the moment. Blackpool bus frequencies are comparatively high, therefore waiting times are generally low. RTI is expensive and is unlikely to be cost-effective in the Blackpool context. Reviewing 2009/10.  COMPLETED



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1.12 Review social services transport to day centres to ensure that all those requiring this service are receiving it.	Executive Director Culture and Communities	2007/8	Discussions and meetings being scheduled.	Information gathered on transport to and from Langdale and Highfield Centres. Analysis will be complete by 30/06/08.  ONGOING
<b>Taxis</b>				
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  ONGOING
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  ONGOING
<b>Rideability</b>				
1.15 Scheme should be extended to evenings and weekends	Executive Director Culture and Communities	2007	Funding does not currently permit extension of the scheme. It does currently operate daytime Saturday.	Bus route information gathered for school routes, other services being collated. Analysis will be complete by 31/07/08.  ONGOING



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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	Executive Director Culture and Communities	2007	New Transport Unit being created will review  As 1.15	SEN routes out to tender. Adult routes being analysed. Collation of all transport routes will be complete by 31/07/08.  ONGOING
1.17 Facilitate Person Assisted Transport	Executive Director Culture and Communities	2008/9	New Transport Unit being created will review	Not started this review yet.  Review has begun, awaiting outcome to incorporate Equality Impact Assessment.  ONGOING
<b>Trams</b>				
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, creation of new raised platforms and improved tramline crossings.  Major scheme bid still under	New trams are being appraised pending the announcement of whether Blackpool's tramway replacement scheme will receive Government support.  Funding achieved new



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			DfT (Dept for Transport) consideration – possible decision date July 2007?	trams from 2012.  COMPLETED
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.  Cycling Demonstration Towns funding achieved. Better chance of meeting aspirations.  ONGOING
2.2 Shared space treatments for restrictive	Head of Network Management and	2007 –2009	Review-crossing facilities for people with visual impairments.	Town centre strategy being developed.



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and pedestrian areas	Engineering		<p>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.</p> <p>Design review to be informed by new ideas trialled at Layton and on the Promenade – post-scheme reviews due from mid-2007 onward.</p>	<p>Funding applied for to develop strategy, then applying for further funding to put into practice earliest possible development 2008</p> <p>New tactile materials 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.</p> <p>Promenade Movement Strategy will use shared use principles to accommodate traffic movements while improving conditions for all pedestrians. Current schemes are felt to</p>



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				<p>have improved the situation in their locations.</p> <p>ONGOING</p>
<p>2.3 Dropped crossings/kerbs</p>	<p>Head of Network Management and Engineering</p>	<p>2007 –2009</p>	<p>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.</p>	<p>Academic study in Bispham in June /July 2007 about how people want to access Bispham Village Centre and the key issues.</p> <p>A key pedestrian routes programme, intended to address just such issues as these, has been established within the LTP programme.</p> <p>Above programme continues to be developed. New money for District Centres.</p> <p>ONGOING</p>
<p>2.4 Placement and colour of street furniture is inconsistent with Department of</p>	<p>Head of Network Management and</p>	<p>2006/7</p>	<p>The Streetscene Board is considering the issue of design</p>	<p>New manual for Streets released by DfT April</p>



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<p>Transport guidelines' Inclusive Mobility' review and implement new policies and procedures.</p>	<p>Engineering</p>		<p>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>2007 – this may update the IM standards. New post of 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>New schemes will consider this matter.</p> <p>ONGOING</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</p>	<p>Head of Street Scene</p>	<p>Completed May 2007</p>	<p>Current business plan includes action to review intervention levels &amp; quality standards. Once done, a policy relating to condition and repairs will be</p>	<p>Publicised on website dealing with individual requests as they arise and prioritising those from disabled residents.</p>



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speedy repair.			<p>drafted and publicised.</p> <p>Routine maintenance and the 'flags to flex' programme continues to address this issue, which is exacerbated by unlawful parking of vehicles on the footpath.</p>	<p>Considerable revenue resources employed to address this problem.</p> <p>Routine maintenance ongoing to support improvements.</p> <p><b>COMPLETED</b></p>
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	<p>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.</p>	<p>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</p> <p>A robust management regime will shortly be reinforced as new RASWA officers are employed.</p>



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				<p>Robust regime in place. No further action necessary.</p> <p>COMPLETED</p>
<b>Enforcement</b>				
<p>2.7 Urgent awareness campaign and encouragement to report obstructions. Where applicable there has to be legal enforcement of regulations regarding:</p>	<p>Head of Street Scene</p>	<p>2007/8</p>	<p>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.</p>	<p>'Think Pavements Think People' campaign in planning process</p> <p>Pavements are for People campaign is being tackled as part of the BIG CAT (Blackpool Is Getting Clean And Tidy) campaign rather than having a separate theme for pavements. This includes focusing on cars parking on pavements and with the Police dealing with signs and goods for sale on pavements. There will be ongoing media releases featuring the BIG CAT.</p>



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				COMPLETED
<ul style="list-style-type: none"> <li>Parking- on pavements, in bus stops, in disabled spaces</li> </ul>	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.</p>



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				<p>Since the meeting, the Assistant Director of Street Scene &amp; 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>



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				COMPLETED
<ul style="list-style-type: none"> <li>Trade obstructions to pavement areas-cafes, shops reducing access for wheelchair users.</li> </ul>	Head of Street Scene	2007-2009	Monitoring and enforcement action of street café licences. Publicise information about what is permissible. Potential for location map of street trading.	<p>Reviewing screening 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.</p> <p>Enforcement action relating to A boards and goods on the highway has and is being taken.</p> <p>COMPLETED</p>
<b>Parking</b>				
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 in designated disabled bays only - except for pay on foot parking	<p>All car parks (except Pay on Foot) have a 3 hour concession in designated disabled bays from 01/01/07.</p> <p>COMPLETED</p>
2.9 Customer First needs to review ink used	Customer First	Completed	Type of ink has now been	Indelible ink now used.



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on blue badge to prevent fading.			changed.	COMPLETED
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)  COMPLETED
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  ONGOING
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



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<p>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.</p>	<p>Head of Street Scene</p>	<p>2010</p>	<p>Review area. Implementation dependent upon priority and budget.</p>	<p>COMPLETED</p> <p>No funding at present but will be reviewed in 2010</p> <p>Clifton Street carries more traffic than it should because of habitual violation of the pedestrian priority zone (Church Street- Abingdon Street), traffic turning left into Clifton Street from Abingdon Street. Consequently if these illegal vehicle movements were addressed, Clifton Street would be markedly quieter. The review could consider this issue.</p> <p>ONGOING</p>
<p><b>Waste</b></p>				
<p>2.14 Contractors need to be compliant with DDA and DED this needs to be</p>	<p>Head of Street Scene</p>	<p>2006-2009</p>	<p>Contract monitoring to ensure compliance.</p>	<p>No action has been taken on this as yet-</p>



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monitored.				procurement policy not yet finalised Will incorporate contract compliance through procurement.  <b>COMPLETED</b>
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.'  Ongoing promotion.  <b>ONGOING</b>
<b>Public conveniences</b>				
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  <b>ONGOING</b>



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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. Work now complete.  COMPLETED
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.  Toilets are not large enough for this to be implemented. Review at end of contract.  ONGOING
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 applied to any additional public toilets, eg if provided as part of Blackpool Masterplan. Will liaise with Property Services about toilets in council buildings.	Cannot review until contract ends in 2017 Under review re Masterplan.  ONGOING



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<b>Neighbourhood and Housing Needs</b>				
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. Equality Impact Assessment currently being undertaken. To be completed Autumn 2008.  ONGOING
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  Awaiting update  ONGOING
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.  Still awaiting Disability Awareness session  ONGOING
2.23 Involvement of disabled customers with housing waiting list application form	Assistant Director Housing Needs	2007-2008	Assessment of need stage Conduct an involvement exercise with disabled	A variety of consultation exercises took place in the design of the new



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(New item May 2007).	Division		customers in order that the new housing waiting list application form can be tested before it is launched.	paper and online application form. Specific consultation 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	Work ongoing and has been included within BCH Disability Equality Scheme to ensure a joined up approach.



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			appropriately with another	<p>At the point of application we know about disabilities. BCH keep data on suitability of properties and the Choice – Based Lettings process matches needs to individual properties.</p> <p>COMPLETED</p>
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	<p>A full access audit of the reception area has taken place and a number of changes have been made to improve the accessibility for disabled customers.</p> <p>Problems with access are still reported particularly for wheelchair uses.</p> <p>DDA Audit to be updated to address</p>



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				access issues  ONGOING
3. Leisure, Community, young people				
Leisure				
3.1 Training for staff on disability access, awareness and use of equipment	Social Inclusion and Equalities Manager	2006-2009	<p>Developing training courses for staff on disability awareness and use of equipment</p> <p>Meet with Sensory Needs team and Social Services to identify need and develop training opportunity?</p> <p>HR delivering Equality and Diversity training to managers.</p>	<p>Hoist training commenced 20 April Moor Park pool.</p> <p>No further update</p> <p>ONGOING</p>
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	<p>No action as yet</p> <p>It would not be possible for fitness staff to accommodate all medical knowledge across all the disability strands. GPs are able to advise their patients regarding specific aspects of their</p>



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				<p>condition and the range of activity they could partake in. There are in place PCT fitness to health instructors.</p> <p>COMPLETED</p>
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	<p>No action as yet</p> <p>This was raised through the Mobility Panel and the Disability Leisure Forum.</p> <p>ONGOING</p>
3.4 Evacuation policy and usage of evac chairs at point of need.	All Culture and Communities facility managers	2007	Review policy on evacuation chairs	<p>Evac Chairs sited with user group consultation on Evac Policy.</p> <p>Cross Council Buildings review ongoing.</p> <p>ONGOING</p>
3.5 Review and publicise cost of activities	Head of Leisure Management	2006-2007	Greater publicity of concessions	Prices and concessions are displayed at facilities with detailed



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			<p>Review with involvement group?</p> <p>Passport to Leisure under new management</p>	<p>information available in membership application packs also available on internet "Leisure time link"</p> <p>Within the children with additional needs service the passport to leisure is being introduced to all children on the planning record (Disability Register), so that concessions to access leisure services in Blackpool can be effected.</p> <p>COMPLETED</p>
<p>3.6 Review provision of fully accessible changing rooms for all disabilities.</p>	<p>Head of Leisure Management</p>	<p>2007-2008</p>	<p>Review current provision and changing facilities including bed.</p>	<p>Palatine Pool Changing Consultation 20 /03/07</p> <p>COMPLETED</p>
<p>3.7 Staff training in libraries regarding disability access. Provision of readers for talking books to loan.</p>	<p>Principal Libraries Manager</p>	<p>2006-2009</p>	<p>Review provision of talking book readers in libraries.</p> <p>Multi Agency Group developed</p>	<p>Some funding provided by PCT to develop provision of RNIB Talking Book Service.</p>



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			<p>with Blackpool Library Service, Sensory Needs Team, C&amp;C Social Inclusion and Equalities Manager and Blackpool, Wyre &amp; Fylde Society for the Blind to provide RNIB Talking Book Service to VIPS resident in Blackpool.</p> <p>Consultation completed with partner agencies. Initial survey data analysis by BFWSB. Further assessment to take place to inform services offered to VIPs by Blackpool Libraries.</p>	<p>Data sharing protocol arranged, consultation process agreed and completed.</p> <p>This process shows that Best practice is being applied in creating integrated development of services to people with Visual Impairments.</p> <p>COMPLETED</p>
<b>Education</b>				
<p>3.8 Review a lip reading and Sign Supported English (SSE) class in Blackpool</p>	<p>Head of Adult and Community Learning</p>	<p>2007-2008</p>	<p>Review and develop provision</p> <p>Montgomery Education Centre and Blackpool &amp; Fylde College are providing BSL courses 2007-8. They are supported through the Council's Adult and Community Learning contract with Montgomery.</p> <p>Provision was raised at a liaison meeting of the three providers. There is a shortage</p>	<p>Ongoing development</p> <p>COMPLETED</p>



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			<p>of trained tutors in this subject but there is no evidence of demand being greater than supply at present.</p> <p>Arrange meeting with Sensory Impairment team (Social Services to identify need and develop training opportunity)</p>	
<p>3.9 Review sensory impairment facilities within education establishments</p>	<p>Principal Officer Property and Development Manager Children with Additional needs</p>	<p>2007-8</p>	<p>Review existing facilities/accessibility in education establishments Review and update plans</p>	<p>This is still ongoing as part of the SEN (Special Educational Need) Review. Further discussions have taken place and the Director CSA has set up an Away Day event to take place June 2008. This will lead to the establishment of a plan for future direction of all SEN provision including sensory support services.</p> <p>Alongside the above the task management group has been established</p>



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				<p>with Health, CSA and Highfurlong School to consider an alternative pro-active approach for the joint delivery of assessments and support for therapies. The provision of sensory support has also been discussed following the establishment of successful SLA for visual support from the school followed by the successful appointment of a Co-ordinator for Sensory Services in January 2008. Support for hearing impairment has been successfully met via the establishment of a SLA with Preston Royal Cross School for the Deaf and employment of a p/t-qualified consultant.</p>



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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	<p>ONGOING</p> <p>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<sup>st</sup>. 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<sup>rd</sup> July, and subsequently at Park and Woodlands</p> <p>ONGOING</p>
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,	2006-2009	Review physical environment and facilities	<p>This is still ongoing as part of the SEN Review. Initial discussions have taken place.</p> <p>Disability Equality Duty</p>



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	Complex needs			<p>training has been provided for headteachers/governors – November 2006. Follow up training and support has been provided for secondary schools Feb 2007.</p> <p>DES Training has been delivered to all schools. Follow up support has been made available where requested.</p> <p>COMPLETED</p>
3.12 Promote school governorship to disabled people	Schools Principal Governor services Officer	2006-2009	Review promotion of school governorship to disabled people	<p>No action as yet</p> <p>All Governor Services Policies and protocol to be reviewed and equality impact assessed in the next 12 months to ensure they promote Equality and Diversity. Periodic publications such as Newsletters to include</p>



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				updates on E&D, marketing material to be reviewed to ensure E&D compliant.  ONGOING
<b>Community, Children and Young People</b>				
3.13 Review facilities and services for autistic children	All Facility Managers	2006-2009	Review physical environment and facilities. Initial discussion with Parks manager on Autistic friendly play area taken place	Ongoing development.  ONGOING
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  ONGOING
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



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				COMPLETED
<p>3.16 School equipment should take into account needs of disabled children- implement policy</p>	<p>Manager Children with Additional Needs Schools</p>	<p>2006-2009</p>	<p>Review equipment in schools and accessibility for disabled children</p>	<p>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 Accessibility Strategies.</p> <p>Review of the Communication Aids Working Group has taken place and a joint Resources Panel has been established to consider resources for disabled young people including communication aids for use in both education and school settings. Advisory teachers continue to liaise with schools and offer advice</p>



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				<p>and support in the modification of materials, appropriate differentiation and the purchase of appropriate resources. Advice is available on request from CSA for schools to aid them in their Accessibility Plans and Disability Equality Schemes.</p> <p>A joint funding arrangement between Highfurlong School, the Blackpool PCT and the CSA will commission a service from A.C.D., a registered charity who special in the provision of services for children with communication difficulties.</p> <p>COMPLETED</p>
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	Additional schemes are under consideration for



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			<p>play strategy</p> <p>New Play scheme manager appointed</p>	<p>this summer by the Leisure Inclusion Manager, Manager CWAN (Children With Additional Needs) Team and Woodlands School</p> <p>COMPLETED</p>
3.18 Review family support	Manager Children with disabilities/Manager targeted Family Support	2007-2008	Continue current discussions and ongoing review. Develop revised policy	<p>Initial review has been completed. New SLA (Service level Agreement) has been set up with accredited providers which provides more cost effective support</p> <p>In October the newly appointed assistant service manager for children with additional needs assumed management responsibility for Child and Family Support, which is specifically set up to work with disabled children and families.</p>



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				<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> <p>Commissioned work from Play Inclusion Project to enhance the inclusion of Disabled Children into local leisure services and groups such as Guides, Scouts, Youth Clubs etc.</p> <p>COMPLETED</p>
<b>Social services</b>				
3.19 Access to information and knowledge of equipment, technology and funding	Assistant Director, Central Support	2006-2009	Review with reference to Joint Commissioning Strategy and	Retail Model for equipment implemented



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needs to be reviewed and updated.	Services		communication group	<p>as required by DOH. There has been a reconfiguration of equipment delivery. This involves the PCT and the move of the Allied Health Care Professionals from employment with North Lancashire PCT to Blackpool PCT from 1 January 2008.</p> <p>EQIA being undertaken on Joint Commissioning Policy</p> <p>COMPLETED</p>
3.20 Length of time of supply for equipment needs to be reviewed	Assistant Director, Central Support Services PCT	2006-2009	Constantly reviewed and looking into ways to reduce timescales by offering more choice.	<p>Current performance is good.</p> <p>COMPLETED</p>
3.21 Review waiting time for Occupational therapy assessment	Assistant Director, Central Support Services PCT	2006-2009	Reviewing with provider to actively assist to reduce time scale	The OT assessment process/waiting times is being addressed as part of the reconfiguration process (see 3.19).



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				<p>Timescales reduced during 06-07.</p> <p>COMPLETED</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>Commissioning Manager Adult Social Care</p>	<p>2006-2009</p>	<p>Review direct payments system and high priority in Joint Commissioning Strategy</p>	<p>Specific action no longer deemed appropriate, as “appropriate facility” could not be established.</p> <p>Now using Direct Payments, being rolled out to Disabled people.</p> <p>Significant Government funding will be used in 2009-2011 to enhance the existing Short Breaks (rest bite) Services for Disabled Children is the overarching initiative that we bring additionally to this important service for</p>



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				them and their families.  COMPLETED
3.23 Access to direct payments available. There is a lack of knowledge about direct payments supplied by social services. Review communication process.	Direct Payments Team Manager	2006-2009	Review communication about direct payments	Achieved  Direct Payments increased. SLA in place, targets being met.  COMPLETED



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<b>4. Access</b>				
4.1 Senior staff and elected members should be DDA and DED aware.	Head of Human Resources Corporate working Group Disability Equality Scheme	2007-2008	Corporate programme of equality and diversity training	Basic awareness session held at Blackpool top 200 managers event. Two-day intensive training



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				<p>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> <p>First Elected Member awareness briefings held in June 2008, feedback good, further sessions set for early Autumn 2008.</p> <p>ONGOING</p>
4.2 Planning should involve consultation groups	Acting Head of Planning and Transportation	2006-2007	Statement of community involvement consultation	Mobility Panel Consultation: 1. Cedar Square/St John's consultation 2. Foxhall Area plan



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				<p>The adoption of the Statement of community involvement was by Executive committee on 29th June 2007</p> <p>COMPLETED</p>
<p>4.3 The council should influence business and contractors to be accessible</p>	<p>Head of Procurement</p>	<p>2006-2009</p>	<p>Review procurement systems</p>	<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</p>



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				with a view to adoption across the council. Still being assessed.  ONGOING
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  Timetable currently being established and resources identified. EIA team will be formalised and data currently being collected for analysis.  ONGOING
<b>5. Corporate Issues</b>				
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  COMPLETED
5.2 Service users are needed on recruitment panels	Head of Human Resources	2006-2009	Explore using service users n the recruitment	To be built into next review of Recruitment



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			process	Policy  ONGOING
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 Equality Adviser post.  Post now filled from April 08. Equality Advisor will liaise and signpost to appropriate agencies and services.  COMPLETED
5.4 Blackpool Young Peoples Council should include disabled young people	Assistant Director Community & Inclusion	2006-2009	Review options to included disabled young people	5 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.  COMPLETED
5.5 Develop Young people's Disability Involvement Group	Children's Services	2007	Set up group for young people	Youth Service currently giving advice on the best



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	With Connexions			<p>mechanism to promote the involvement of young people with a disability in services.</p> <p>Equalities Unit commissioned Youth Service to facilitate a half-day workshop, exploring current and future support for LDD young peoples participation.</p> <p>COMPLETED</p>
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	<p>New Community Engagement Strategy being developed, including website sharing best practice and current/past consultations.</p> <p>COMPLETED</p>
<b>6. Promoting Positive Attitudes</b>				
6.1 Communication/information/policies –	Head of Corporate	2006-2007	Review communication	No action as yet



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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	Policy and Development		systems with disability involvement group, communication groups and Print Unit	Your Blackpool is now available in other formats on request.  COMPLETED
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 for all customers to be progressed in line with future development plans within Customer First/ICT.  ONGOING
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  ONGOING
<b>7. HR &amp; Training</b>				
7.1 Offer work experience or taster sessions/work trials/workplace volunteers &	Head of Human Resources	2006-2009	Explore possibility of a corporate approach for	No action as yet



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influence contractors to do the same			adults as well as children	<p>Care Ambassadors have been recruited to promote and raise awareness of careers in social care among young people and adults in local communities, to demonstrate the wide range of professions, career routes and opportunities and the rewards of a career in social care for people of all ages.</p> <p>Placements are also in place for BA social work students and placements on requests to school pupils.</p> <p>Project in Adult and Social Care Department for people who have been long-term unemployed and receiving IB to enable</p>



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				<p>them to have work trials to gain experience and skills in social care.</p> <p>ONGOING</p>
<p>7.2 Improve staff knowledge and use of Access to Work</p>	<p>Head of Human Resources</p>	<p>2006-2007</p>	<p>Training for HR managers and officers on Access to Work and reasonable adjustments.</p> <p>Liaise with Access to Work, through Workstep re: resources, awareness etc</p>	<p>Major new two-day diversity training for all managers.</p> <p>Feedback has been very good, more than 100 managers now been through the course, supporting and raising awareness.</p> <p>ONGOING</p>
<p>7.3 Support staff with reasonable adjustments to ensure they are speedily installed. The disabled person to be kept informed of progress</p>	<p>Head of Human Resources</p>	<p>2006-2009</p>	<p>Review procedures and ensure HR teams are aware of options for reasonable adjustments</p> <p>Workstep are able to advice in supporting staff with reasonable adjustments through</p>	<p>ONGOING</p>



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			retention.	
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.  COMPLETED
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 Scheme.  COMPLETED
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.  To be further developed as part of wider Council



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				accommodation review/strategy.  ONGOING
<b>8. Involvement in Local Decision Making</b>				
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.  Ongoing – work to incorporate a wide range of local disability groups on the database was actioned for the last meeting.  COMPLETED
8.2 Explore hosting Area Forums at varying	Head of Corporate	2006-2007	Review having Area	Area Forums now being



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times	Policy and Development		Forums at different times to improve disability access.	reviewed.  New Area Panels have now been established.  COMPLETED
8.3 Take forward the issues identified in the DES Managers Mapping research November 06.	Corporate working Group Disability Equality Scheme	2007-2008	Review corporate issues and take forward actions as appropriate	Incorporate HR issues raised in the future review of HR policies. Incorporate Service issues within relevant service EIA's as appropriate.  COMPLETED
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  ONGOING