



Wiltshire County Council
Disability Equality Scheme

Section 10: Appendices

November 2006

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10. Appendices

Appendix 1 – The Disability Equality Duty

The Disability Discrimination Act 1995 has been amended by the Disability Discrimination Act 2005 so that it now places a duty on all public authorities.

The Disability Equality Duty includes a **general duty** to promote disability equality plus and additional **specific duties** to help public authorities to achieve the outcomes required by the general duty (ref www.drc.org.uk for details of the Code of Practice).

The general duty will come into force on 4th December 2006, and authorities subject to the specific duties must publish their **Disability Equality Scheme** by 4th December 2006.

The General Duty

Every public authority shall in carrying out its functions have due regard to the need to:

- promote equality of opportunity between disabled persons and other persons
- eliminate discrimination that is unlawful under the Disability Discrimination Act
- eliminate harassment of disabled persons that is related to their disabilities
- promote positive attitudes towards disabled persons
- encourage participation by disabled persons in public life
- take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons.

The Specific Duties All public authorities must:

- produce and publish a **Disability Equality Scheme** showing how it intends to fulfil its general duty
- involve disabled people in developing the scheme
- within 3 years of the scheme being published take the steps set out in the action plan and report
- carry out plans for gathering information, report the information and how the information is used

The Disability Equality Scheme Should include:

- A statement of how disabled people have been involved in developing the plan
- The authority's methods for Equality Impact Assessments
- An action plan - steps the authority will take towards fulfilling its general duty
- Arrangements for gathering information relating to employment and service delivery
- Arrangements for reviewing the effectiveness of the action plan

Appendix 2 - What counts as a disability according to the law ?

The Disability Discrimination Act (DDA) protects disabled people. The Act sets out the circumstances in which a person is "disabled". It says you are disabled if you have:

a mental or physical impairment

- this has an adverse effect on your ability to carry out normal day-to-day activities
- the adverse effect is substantial
- the adverse effect is long-term (meaning it has lasted for 12 months, or is likely to last for more than 12 months or for the rest of your life).

There are some special provisions, for example:

- if your disability has badly affected your ability to carry out normal day-to-day activities, but doesn't any more, it will still be counted as having that effect if it is likely to do so again
- if you have a progressive condition such as HIV or multiple sclerosis or arthritis, and it will badly affect your ability to carry out normal day-to-day activities in the future, it will be treated as having a bad effect on you now
- past disabilities are covered.

What are "normal day-to-day activities"?

At least one of these areas must be badly affected:

- mobility
- manual dexterity
- physical co-ordination
- continence
- ability to lift, carry or move everyday objects
- speech, hearing or eyesight
- memory or ability to concentrate, learn or understand
- understanding of the risk of physical danger.

It's really important to think about the effect of your disability without treatment. The Act says that any treatment or correction should not be taken into account, including medical treatment or the use of a prosthesis or other aid (for example, a hearing aid).

Certain conditions are not considered impairments under the DDA:

- lifestyle choices such as tattoos and non-medical piercings
- tendency to steal, set fires, and physical or sexual abuse of others
- exhibitionism and voyeurism
- hayfever, if it doesn't aggravate the effects of an existing condition
- addiction to or a dependency on alcohol, nicotine or any other substance, other than the substance being medically prescribed.

Ref: www.drc.org.uk

Appendix 3 – Involving Disabled People - pilot survey results

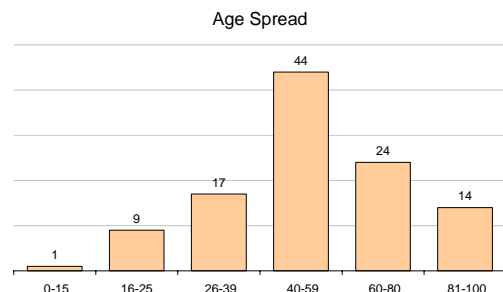
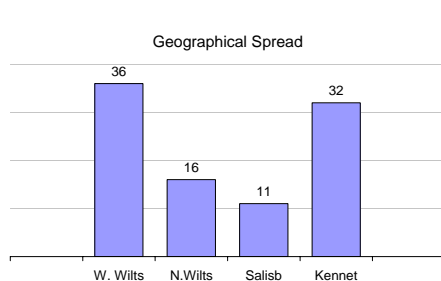
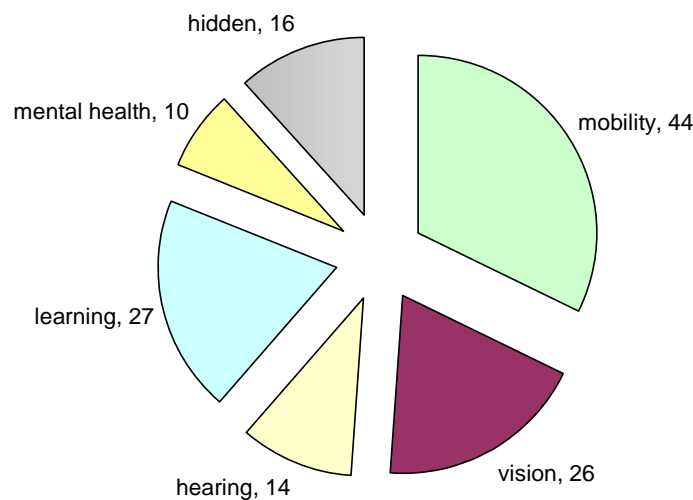
Participants

At this time (August 2006) 105 people have participated in recommending areas for change and putting forward their suggestions, including 20 carers of disabled people. Of these 105 participants, 22 are employed by WCC. The discussions are ongoing as this is a continuing project and the number of people participating increases daily.

As this is a qualitative survey, the proportions of 'disability' categories participating do not reflect the national average figures or in fact the figures available for Wiltshire. The reason is that the issues affecting some disabled people are much less understood and it was necessary to involve more people with these expertises.

The total of all categories is greater than the total participants because of some having multiple impairment.

disability category of those asked (105) at 14.8.06



The age spread (total participants 112) does not add up to 105 because 3 participants gave no age and when talking to carers - only the carer's age was recorded in 5 cases, only the disabled person's age in 8 cases and 7 recorded both ages.

Note: all graphs in this section can be provided with larger text on request by contacting the Equalities Team (equalities@wiltshire.gov.uk).

Issues Raised

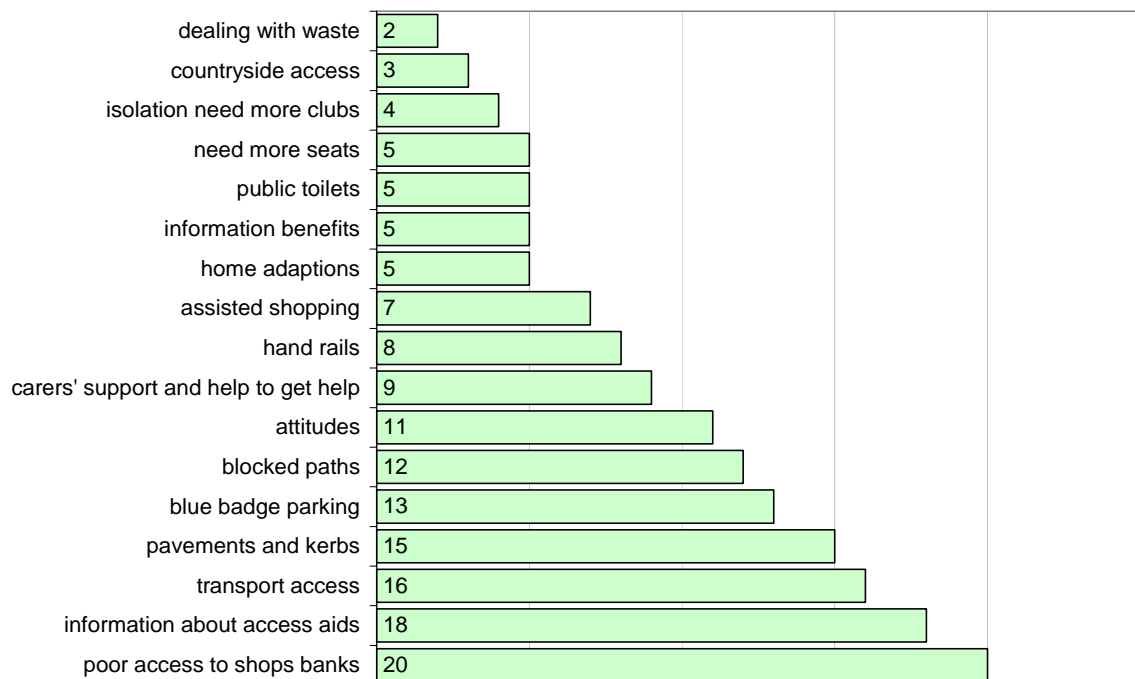
Main issues raised by 44 people with a mobility impairment

The most prominent issues raised by people with a mobility impairment centred around physical access to shops, banks and pubs, which is not the direct responsibility of the council, but the condition of pavements, kerbs, blocked paths and transport are. Blue Badge parking proved to be an emotional subject, with abuse, lack of policing, no link between spaces provided and badges issued and lack of thought in placement of bays. Several people were upset by the attitude or abuse from others when using a Blue Badge bay when not over 90 or in a wheelchair.

Of the 44 interviewed, 5 people had quite strong feelings about the length of time it took for necessary house adaptations, particularly when personal washing facilities were compromised. Others were critical of carers' support and felt that family carers were taken for granted such that their own health suffered as a result.

Issues such as handrails and seats can be more easily addressed and can make a big impact on someone's everyday life

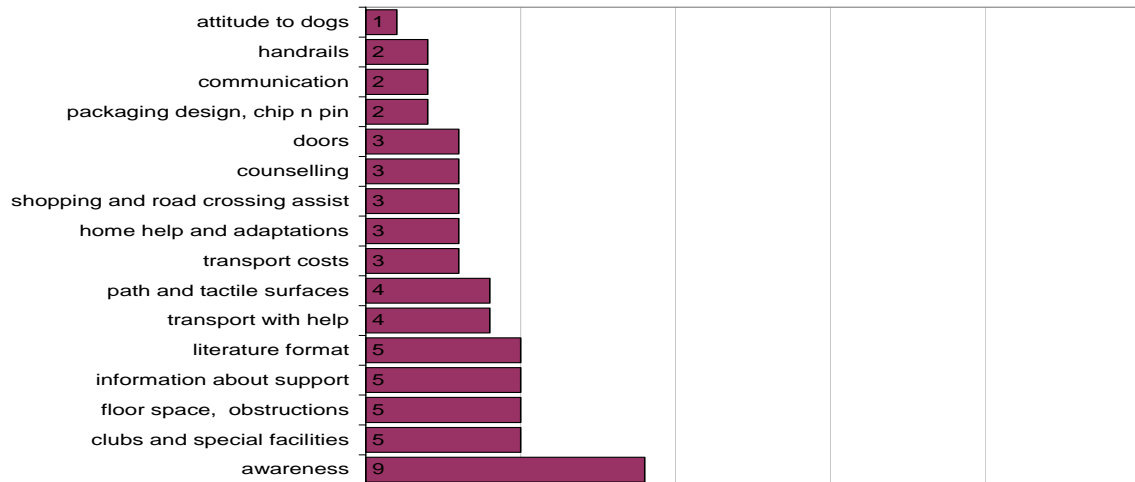
Graph 2.1. Main issues raised by 44 people with a mobility impairment



Main issues raised by 26 blind or partially sighted people

Blind or partially sighted people's issues were often based on thoughtlessness of other and people not understanding their difficulties about seeing obstructions. They feel that there are not enough clubs or special facilities where people are aware of their needs. An issue that irritates 3 of the 26 participating was transport costs; there is no equivalent allowance made for people who are eligible for free bus passes yet are unable to use buses because of their disability.

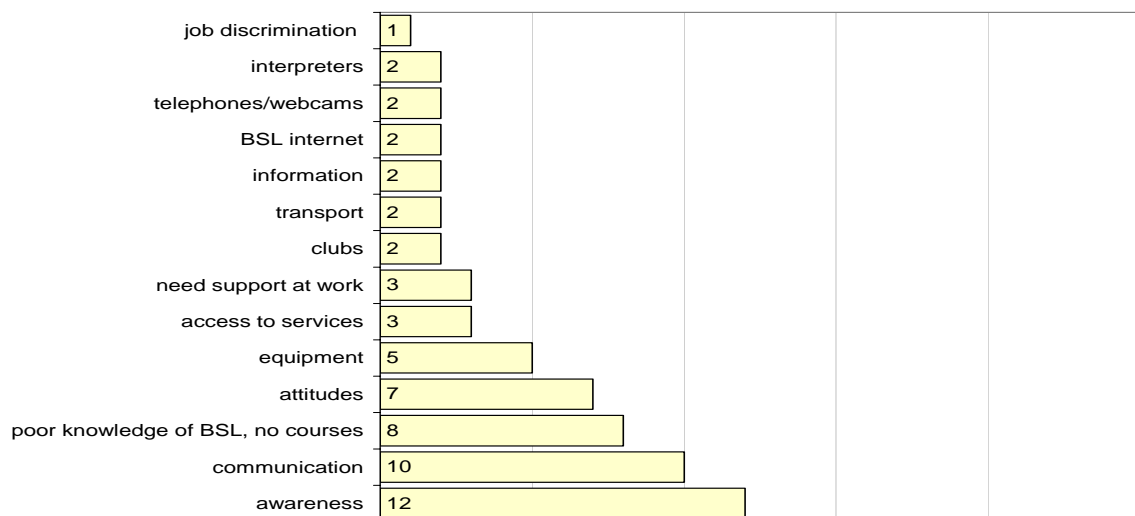
Graph 2.2. Main issues raised by 26 blind or partially sighted people



Main issues raised by 14 Deaf or hearing impaired people

A major issue raised by Deaf people is that being Deaf doesn't mean that you have a disability; it means that you communicate with people in a different way, using a different language, just as a Polish person uses a different language. There are therefore many issues around communication and people not making an effort to communicate.

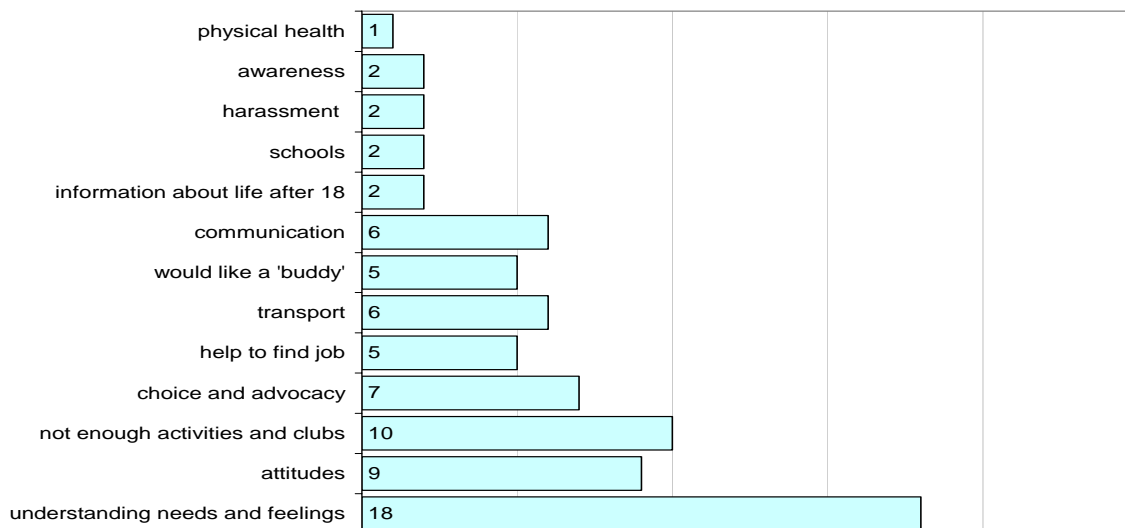
Graph 2.3. Main issues raised by 14 Deaf or hearing impaired people.



Main issues raised by 27 people with a Learning Disability

Discussions with people with a learning disability were mostly between service users and the staff from many day centres around Wiltshire, but the issues were similar, around people's attitudes and awareness of people's individual needs. There was a strong feeling about the poor choice of facilities and activities.

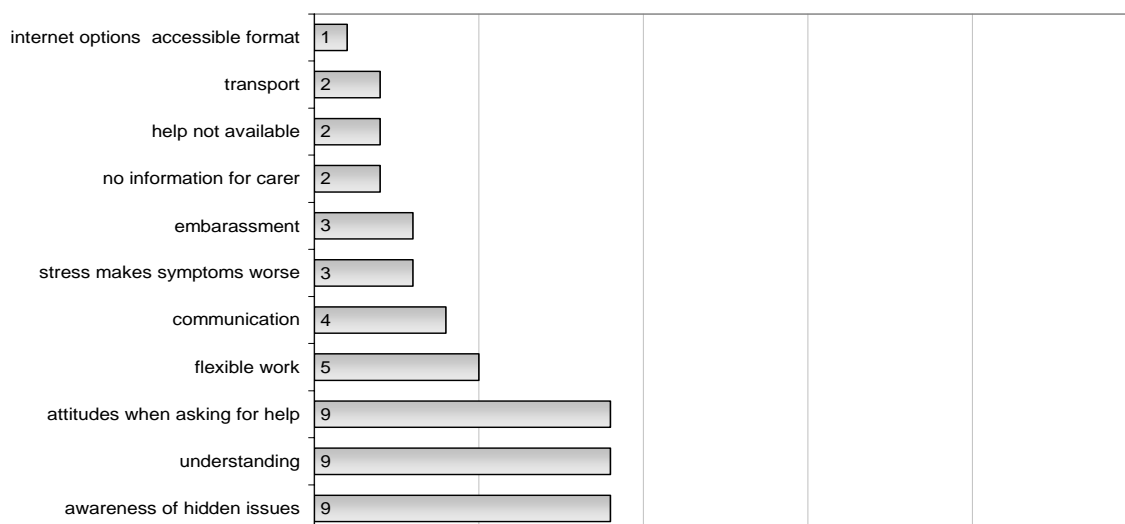
Graph 2.4. Main issues raised by 27 people with a Learning Disability.



Main issues raised by 16 people with a hidden disability

Hidden disabilities cause stress and embarrassment amongst those affected because often few people understand the condition or the need for assistance; people understand wheelchairs because they are visible.

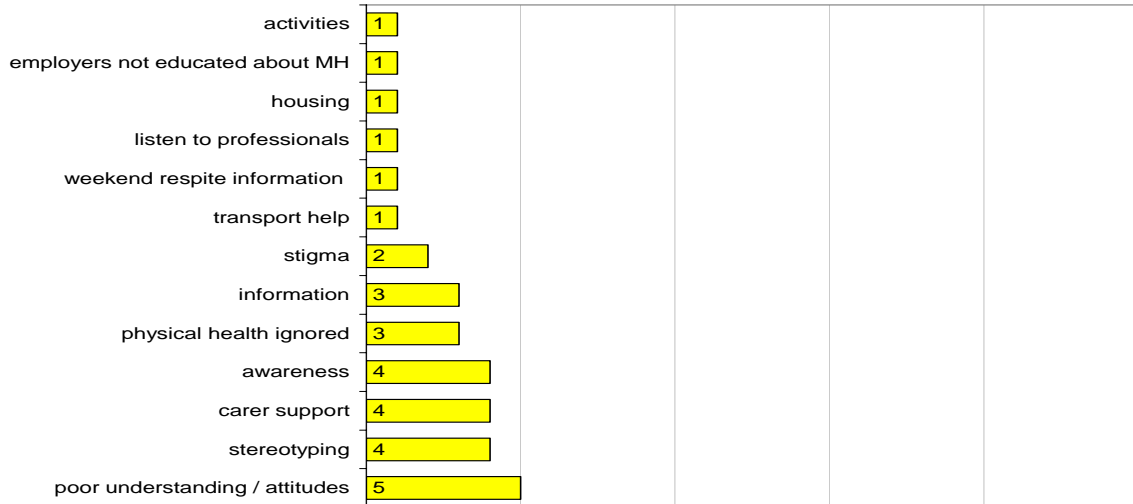
Graph 2.5. Main issues raised by 16 people with a hidden disability such as lupus, diabetes and many conditions that cause pain or fatigue.



Main issues raised by 10 people with a mental health disability

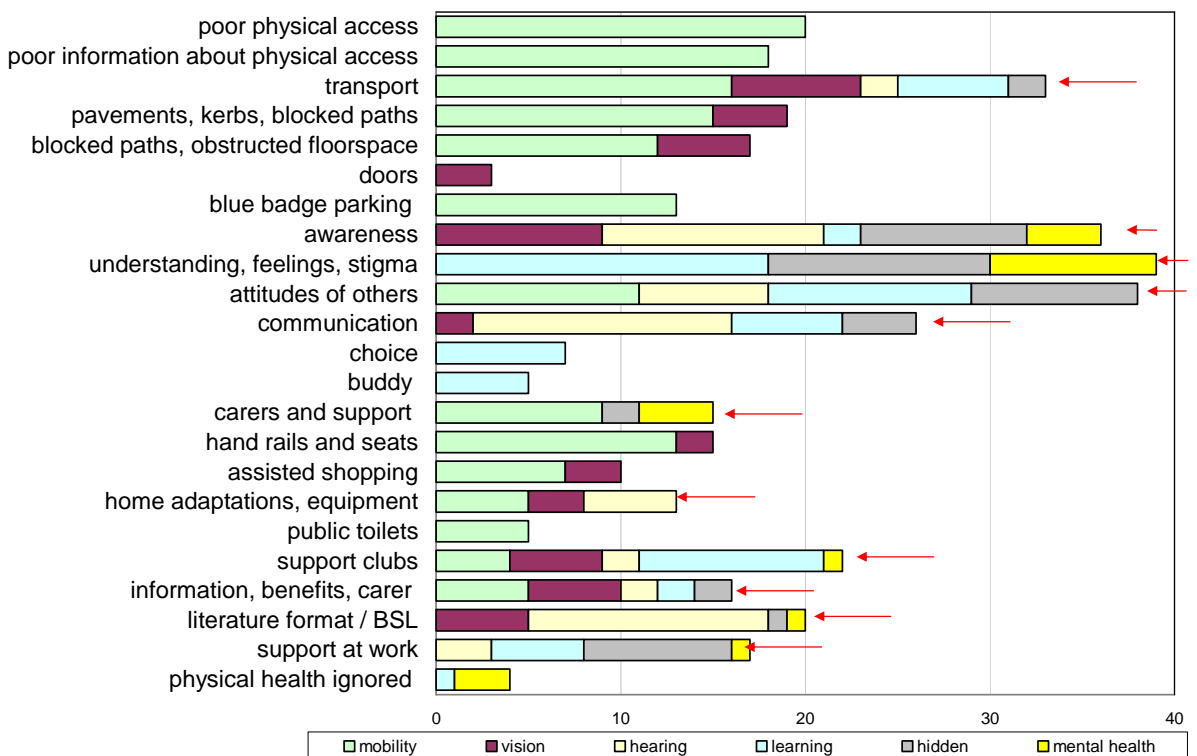
In discussions with people with mental health disability it became very obvious that mental health covers many complex conditions; the barriers and issues cannot be categorised or analysed in a short period. The only valuable information taken from this survey is that there is a lack of awareness and understanding of mental health conditions amongst employers.

Graph 2.6. Main issues raised by 10 people with a mental health disability.



In summary with all disabilities there is an overwhelming need for better understanding and awareness of people's needs, and questioning our attitudes, especially if these needs are not visible. As the graph below shows, when you combine barriers or issues across the range of disabilities you can see that addressing an issue for one will benefit many (as indicated by the red arrows).

Graph 2.7. Main issues raised by combined categories of disability



How can we change to make things better?

Suggestions for improvement from those with a mobility impairment included:

- provide maps with w/ch accessible path routes;
- organise a local project to inform shops about ramps, handrails, seats;
- free access audits;
- access barriers against motorbikes with Radar locks;
- awareness campaigns; need to publicize good points and actions already taken;
- reserve place on Council for disabled politician;
- teach equality and diversity in schools;
- double yellow line in front of dropped kerbs;
- dropped kerbs at all crossing points;
- encourage shops to report bad pavements outside their premise;
- improve standard of pavements by stopping cars and trucks parking on them;
- more handles;
- more seats;
- change design of ferrules on walking sticks so they don't slip in wet;
- blue badge renewals should include information stressing fairness of use;
- parking awareness campaigns; put architects, builders and road workers in wheelchairs, that's the only way they'll understand;
- a mailing list of help and support organisations;
- more clubs to encourage people to get out more;
- hand rails could be cleaned;
- hand rails on both sides of steps and stairs in CH;
- a public transport 'companion' idea, or volunteer bus conductors;
- supply a directory of guaranteed accessible public transport;
- change Wigglybus timetable to allow round trips

Suggestions for improvement from those who are blind or have a visual impairment included:

- awareness raising ... and not just for wheelchairs!;
- someone to push my w/ch – I can't have a scooter because I'm blind;
- a lollipop lady for older people as well as school children;
- regulations to keep floors clear;
- have literature on show in alternative formats to show you are aware;
- alternative bus pass for blind for peak hours;
- coloured stickers next to handles on glass doors;
- more clubs for blind and partially sighted people, and pay leaders to run clubs;
- tactile pavements should be kept clear; fill potholes;
- visible markings alerting to automatic doors with lines showing direction of opening;
- visible step edging;
- visible swipe card units would help; conductors on buses;
- reduced taxi fares to compensate for others having free bus travel

Suggestions for improvement from those who are Deaf or have a hearing impairment included:

- add 'signstation.com', 'finger spelling' card or 'don't panic pack' in payslips;
- reception staff should learn BSL;
- offer free local courses for Deaf awareness & BSL;

- I can teach sign language;
- schools should have Deaf awareness and BSL courses;
- you could learn BSL on Internet – costs nothing; put videophones, webcams and visual information screens in Libraries and publicise;
- a council website for Deaf users; train people at the top (WCC) in BSL;
- access audits for meeting rooms with information on Intranet

Suggestions for improvement from those with a learning disability included:

- a 'Buddy' scheme with the service-user's interests in mind;
- words of support are not always enough – sometimes a hug should be acceptable;
- a central co-ordinator for 19+, suitable colleges and procedures involved;
- having somewhere to go like a 'drop';
- I would like a choice of where I go; I would like to work;
- people should understand what support I need;
- a good morning call reminder service 'have you taken your tablets?';
- use Makaton (sign language);
- Riding for the Disabled should be recommended and supported;
- taxi-share scheme to college;
- pay service users to do jobs done by contractors eg gardening, catering, cleaning

Suggestions for improvement from those with a hidden disability included:

- awareness course on citizenship for everybody especially starting with school children;
- could be bells to call for trained assistance rather than having to go and look for someone;
- make first-aiders aware of hidden disabilities – it might save a life;
- a phone call to check I'm OK;
- where there aren't hand rails, put some and where there are, clean them;
- make Link schemes more 'accepted', I don't like taking charity;
- awareness training for managers;
- should have a library of info about disabilities put together by staff with disabilities so managers can read up on subject;
- time off work to go to special needs support group during the day;
- home-working would avoid stress

Suggestions for improvement from those with a mental health disability included:

- I am happy to tell people about my problem on the phone but not to a group;
- awareness in schools;
- awareness in work experience situations;
- educate employers to remove barriers caused by stereotyping and stigma;
- listen to carers;
- recognise advocates;
- respite for short periods like a weekend;
- shared ownership housing allocation by someone who has sat in a wheelchair

These suggestions have been categorised by the service and passed to the departments providing the service so that the issues can be addressed and, if necessary, investigated further.

Appendix 4 – About the Staff Disability Forum

The Wiltshire County Council Staff Disability Forum sees itself as largely self-managing but with some assistance. Meetings are bi-monthly, chaired by one of the members and agenda items may come from forum members and officers. Minutes are kept and shared with officers and the Equalities Team. In addition, a list of staff who would like to be kept informed (by e-mail and telephone) in between meetings or instead of meetings for those unable to attend.

The Forum links with the Corporate Equality and Diversity Steering Group through the Chair. One other member of the Forum (on a rotational basis) attends the Steering Group meetings for development purposes.

1. To act as a mutual support forum for Wiltshire County Council disabled staff

The purpose of 'mutual support' (ie the sharing of information and experiences) is to help disabled staff overcome any practical or psychological impediments to their development and effectiveness as employees which may arise from their disabilities.

2. To help the County Council to inform all staff about disability at work

This would include advising on the style and content of material to be included in recruitment literature, induction packs and training events as well as organizing disability awareness events.

3. To provide views to Officers on disability legislation, policy, employment, access and advise how to improve the quality of working life generally for disabled staff

The Forum would provide help with interpreting data from employee surveys, recommending courses of action, informing Officers about what disabled staff think and need.

For more information about the Staff Disability Forum contact the Equalities Team equalities@wiltshire.gov.uk .

Appendix 5 - County Council Performance Indicators

The Wiltshire County Council Performance Indicator information is shown by department and then by goal. Those which specifically refer to disability equality are marked '☺'.

Children and Education

☺	B	We will build on the Council's Beacon award for 'Getting Closer to Communities'
	1	Extend the number of early education and childcare places, so that early education is available for those parents who want it
	2	Ensure that every school provides good quality education and improve the levels of attainment of children and young people in Wiltshire
	3	(a) Support parents, families and communities to improve the outcomes for children and young people, and (b) Safeguard children
☺	4	Implement the strategy for pupils with special educational needs

Adult and Community

☺	7	Ensure young disabled people have a smooth transition from children's to adults' services
☺	9	Give older and disabled service users greater opportunities for inclusion, choice and control
☺	10	Enable older and disabled people to live independently at home, to have opportunities for work, and to lead full lives in their communities
☺	11	Improve access to work and in-work support for disabled people
	20	Work with local Community Safety Partnerships to reduce the incidence of specific serious crimes by 12.5% between 2003/04 and 2007/08

Environmental

	A	Achieve improvements in efficiency and effectiveness of at least 2.5% every year (previously goals A-C)
	12	Encourage the minimisation, re-use and recycling of household waste
	13	Improve our roads and maintain current journey time on key routes
	14	Work with the Police, Highways Agency, Health Authority, Fire Service & others so that the number of people killed and seriously injured on Wiltshire's roads continues to fall
☺	15	Facilitate access to employment, education, and services by maintaining the availability of passenger transport and alternatives to private cars

Central & Library

	A	Achieve improvements in efficiency and effectiveness of at least 2.5% every year (previously goals A-C)
☺	B	We will build on the Council's Beacon award for 'Getting Closer to Communities'
☺	11	Improve access to work and in-work support for disabled people
☺	21	Improve the quality of life of our residents by investing in and enabling easier access to cultural and sporting activities and the countryside