

Disability Equality Duty

Annual Reports 2007: Joint Consultations



FOREWORD

The Dundee Equality and Diversity Partnership welcomes the opportunity that the new Disability Equality Duty offers for the statutory, voluntary and community sector to work together to promote better services and opportunities for disabled people.

All partners are committed to the 'social model' of disability and believe that the 'problem' of disability results from social structures and attitudes, rather than from a person's impairment or medical condition. Our aim is to understand and dismantle the barriers which exclude and limit the life chances of disabled people. We want to involve disabled people in our decision-making and promote good practice in our pursuit of an inclusive society.

The breadth of the Disability Equality Duty has helped us to raise the profile of equality across Dundee's Equality and Diversity Partnership organisations.

The process of compiling and implementing our Disability Equality Schemes have involved our service users and staff helping to identify and set targets for a way forward. We are determined to make sure that people with disabilities can use our services as easily as possible. We will continue to look at ways of improving services for disabled people, and to encourage people with disabilities to apply for jobs.

Our overall aim is to make sure that equality for disabled people is always a consideration whether we are making policy, providing a service or employing people.

We are pleased to feedback to disabled people with this Joint Consultations report to highlight disabled people's views in Dundee and Tayside on progress made with our Disability Equality Action Plans and Schemes. We welcome the continued feedback and involvement of disabled people living and working in and around Dundee which will help inform our actions and improve outcomes.

Alex Stephen

John Vine

Stephen Hunter

Tony Wells

Chief Executive

Chief Constable

Chief Fire Officer

Chief Executive

Dundee City Council

Tayside Police

Tayside Fire and Rescue

NHS Tayside

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Disability Equality and Diversity Statement

The purpose of the Dundee Equality and Diversity Partnership is to lead and champion the promotion of equality and diversity issues in Dundee. It challenges discriminatory practices and promotes a culture, which values all individuals and communities. As a Partnership we are committed to fostering and sustaining an inclusive environment that empowers all members of our community to achieve their full potential without fear of prejudice or discrimination.

The functions of the Partnership are:

- To encourage activity aimed at promoting equality and diversity at all levels.
- To explore opportunities for joint training programmes in equality and diversity.
- To develop and promote good practice guidelines for equality and diversity policies.
- To promote the involvement of communities of interest and organisations in Community Planning reflecting diversity within the city of Dundee.
- To promote good practice in community involvement and consultation.
- To monitor and review the implementation of the Equality and Diversity Partnership action plan.
- To publish regular reports in accessible and widely available formats.

The Dundee Equality and Diversity Partnership list of members is attached to this report as Appendix 3

Introduction and Background

The Disability Discrimination Act (DDA) 1995 has been amended by the Disability Discrimination Act 2005. Under the new Act, public authorities have a duty to promote disability equality. As such, Dundee City Council, Tayside Police, Tayside Fire and Rescue and NHS Tayside must adopt a positive proactive approach, and give importance to disability equality in all its decision-making, activities and services.

This positive duty is referred to as the 'Disability Equality Duty' and requires that we:

- promote equality of opportunity between disabled people and other people
- eliminate discrimination that is unlawful under the Act
- eliminate harassment of disabled people that is related to their disability
- promote positive attitudes towards disabled people
- encourage participation by disabled people in public life
- take steps to meet disabled people's needs, even if this requires more favourable treatment

The law also requires each of us to publish a Disability Equality Scheme (DES) in which we tell our staff and communities how we will promote equality for people with disabilities and to report on progress annually.

For a detailed explanation of the disability law and our action plans, please refer to our full DES documents which can be accessed from our websites or requested by any of the methods listed at the back of the document.

We recognise that the publication of a Disability Equality Scheme is only the beginning and have been working over the past year to meet the actions outlined in our Schemes in order to promote disability equality and to make a real difference to the lives of disabled service users and staff.

This joint report provides a summary of how we have worked together to involve disabled people and gather information in order to assist the first annual review of our disability action plans.

We want to thank all those individuals and groups who took the time to help us during the past year's delivery of our Schemes and this annual review. We will continue to welcome the views of disabled people, their families and carers in future implementation of our schemes.

Involving Disabled People and Gathering Information

The Dundee Equality and Diversity Partnership represent a shared forum for partner public bodies and the voluntary sector to meet to promote disability equality alongside other equality and diversity strands such as age, gender, race, religion/faith and sexual orientation.

The Partnership meets at least four times each year and holds an Annual General Meeting within four months of the end of the financial year.

The Partnership may appoint sub-committees from time to time for specific purposes and for specified periods, which shall report back to the Partnership to ensure that the sub-committee addresses any issue raised by them.

Joint Review of Disability Equality Action Plans

This joint annual report has been prepared by a sub-group of the partnership utilising funding provided by the partnership. A joint approach to reviewing individual disability equality action plans included the following methods:

Survey: Assessing the Impact of Disability Equality Schemes in 2007

A partnership Survey (Appendix 1) and an Equality Monitoring Form (Appendix 2) were developed to seek community feedback in relation to the impact of our respective schemes over the past year.

Dundee Voluntary Action (DVA), on behalf of the Dundee Equality and Diversity Partnership posted out the survey forms and equality monitoring forms to all disability related organisations on its community group's database.

Survey questions focused on service delivery and employment. Methods used to distribute survey forms included post, email, by hand, and the partnership internet site. In addition, assistance was provided on request for completion over the phone or in person if preferred.

Return rate for the survey was lower than had been hoped for with 30 returns. It is thought this is due to a combination of reasons: people being over-consulted with too many surveys being received from a range of organisations, and a lack of understanding of the details of the legislation and exactly what is meant by a 'scheme'. However, the findings helped inform partner disability equality scheme's Annual Reports, and indicated that a significant number of disabled people were not fully aware of the partners' disability equality schemes. This is an issue that will be addressed as part of the planned review of action plans.

Focus Groups: 6 December 2007, West Park Centre, Perth Road, Dundee

Just under fifty people, some with disabilities and others representing disability support organisations, took part in this joint consultation and review event. A summary of the equality monitoring data follows, which was provided by 15 of the 38 attendees who completed the Equality Monitoring Data sheet supplied. Many of those present had been involved in helping to develop the partners' first disability equality action plans in 2006.

The aim of the event was to find out if over the last year, disabled people had experienced any positive change in the way they receive or use services provided by Tayside Police, Dundee City Council (including the Education Department), Tayside Fire and Rescue and NHS Tayside. Five 'round table' focus group sessions involving 8-10 people in each group were used to discuss accessibility issues. Relevant comments were noted and form part of the individual feedback attached as appendices to this document.

Two BSL interpreters and a Note taker assisted communication at the event.

Other Involvement: Individual partners are also committed to their own specific consultation and involvement with disabled people for the progress of their own independent Disability Equality Schemes.

In addition, some partners have a Tayside wide remit. During the preparations for their annual progress reports and over the first year of the Disability Equality Schemes, partners carried out consultation with their wider community and staff disability advisers to ensure localised involvement on an ongoing basis.

Good Practice: Another positive outcome of our collaborative work is the adaptation of the 'Fair for All' Disability Tip Cards which offer some common sense advice about how to treat disabled people with respect and dignity. This came in response to disabled people telling us that staff attitudes were so important in making services accessible to them. The Tip Cards should help promote positive attitudes towards people with disabilities and improve access to our services. We have collaborated with Fair for All and hope to produce our own Dundee Equality and Diversity Partnership version of the cards for use by front line staff that has direct contact with the public. This is expected to be linked to training and should be in operation later in 2008.

The partnership plans to further promote disability equality through continuous awareness-raising of how the partner organisations can engage with disabled people. This will help partners to assess if their respective Disability Action Plans are achieving the expected outcomes and will inform the full review of the Disability Equality Schemes in 2009.

8. ARE THERE ANY REASONABLE ADJUSTMENTS IN THE ORGANISATIONS OF THIS EVENT WHICH COULD HAVE BEEN MADE TO MEET YOUR NEEDS BETTER?

No postal address in the email for non PC users

9. ANY OTHER COMMENTS?

When breaking into small groups, deaf people could not concentrate as noise from other groups is amplified with hearing aid.

Too cold (3)

Very good worthwhile day (2)

West Park does not have comfortable ambience (clinical)

Publication and Access

This report and partner schemes together with relevant equality and diversity documents are available via the Dundee Equality and Diversity Partnership website and on individual partner websites as listed below.

Partnership Website: <http://www.dundeepartnership.co.uk/page.php?id=643>

Alternative Formats: This consultation report has also been published in an Easy Read version which can be accessed on our websites. A hard copy in Easy Read, LARGE PRINT or other formats and languages can be requested from any of the partners by contacting them direct as detailed below.

Dundee City Council

Post: Freepost, Floor 2 Tayside House, Dundee, DD1 3RB

Tel: 01382 43308 Fax: 01382 433060 Minicom: 01382 433310

Email: disability@dundeecity.gov.uk

Website: www.dundeecity.gov.uk

Tayside Police

Post: PO Box 59, Dundee, DD1 9JU

Tel: 01382 596742 Fax: 01382 596809

Email: mail@tayside.pnn.police.uk

Website: www.tayside.police.uk

Tayside Fire and Rescue

Post: FREEPOST SCO 6534, Dundee, DD1 9XU

Tel: 01382 322222 Fax: 01382 200791

Email: enquiries@taysidefire.gov.uk

Website: www.taysidefire.gov.uk

NHS Tayside

Post: Freepost, SE06181, Dundee, DD3 8ZR

Tel: Freephone 0800 783 6110 Fax: 01382 424003 (general)

Email: gettinginvolved.tayside@nhs.net

Website: <http://www.nhstayside.scot.nhs.uk>

Steps for the future

The Dundee Equality and Diversity Partnership has set out in this report the joint work carried out by partners with regard to gathering information and involving disabled people. Each partner will use the findings from the consultation / involvement exercises and any lessons learned during the past year to inform their disability action plans for the next year.

The Partnership will continue to promote and support joint working between the voluntary, community and statutory sectors in order to reduce duplication of effort and consultation fatigue.

Towards this aim, the Partnership has developed shared categories for equality monitoring and aim to use these for any joint evidence gathering.

Further training amongst the partners will continue to encourage relevant monitoring. Awareness-raising within community groups is being promoted so that the value of such monitoring may be better understood.

In addition, the Partnership will be developing a joint Equality Impact Assessments tool for use in joint initiatives. Training will be provided to relevant people to ensure that the assessments are useful and meaningful.

Each organisation is responsible for implementing Equality Impact Assessments in line with their own targeted programmes for mainstreaming of equality issues, and for the appropriate training of their employees.

Monitoring information from surveys:

30 returns: 55% Male, 45% Female

64% declared disability

6% declared race other than Scottish/English

Comments from the joint survey returns:

Tayside Fire and Rescue

Heard nothing about Tayside Fire and Rescue DES. However did see article about smoke alarms for deaf people in Courier a few months ago and asked Fire Brigade about it. Got someone at the door minutes later, but nothing since.

NHS Tayside

a) At Doctors Surgery Erskine Practice Arthurstone Medical Centre has a digital display which is inaccessible for visually impaired people (no voice indication). Eye Dept in Ninewells - more guidance required from staff for visually impaired people.

b) Heard nothing about NHS Tayside DES. had long spells in Ninewells Hospital recently - staff were good but none had any deaf awareness training. Support from partner (deaf) could have been better.

Dundee City Council

a) There seem to be more bollards to fall over than before, all painted black and invisible in many lights, and the clutter of street furniture has not been reduced. The only bonus is the movable fencing round most street cafes.

b) As I understand the situation, the payment to the Dundee Blind and Partially Sighted Society for services to the visually impaired has not kept pace with the increase cost of staff wages, which are fixed by the contract to be on a par with Local Authority wage scales. This has inevitably led to a reduction in services. Input into social care support and rehabilitation are essential if people are to maintain some degree of equality with their sighted peers and squeezing the resources of the support given to the disabled is not conducive to equality.

c) Signed video on website? Have any deaf people been employed by council in the last 12 months?

Tayside Police

a) I was invited to a public meeting held by the Police, but could not go. However, over the phone, I raised the issue of cars parked on pavements and was assured that the question would be raised and that I would be informed of what happened. Since then I have heard no more and as it all took place on the phone, I have no record of whom to contact.

b) Cannot comment (on Services or employment opportunities), as I have not heard of anyone who has actually been employed by any of the named services.

c) Police invited Tayside Deaf Forum to meeting a few months ago but no interpreter booked! Said they would meet deaf separately with interpreter but has not happened.

Appendix 2: Partnership Equality monitoring pro-forma

Equality and Diversity Monitoring Form - self-defined classification categories

Dundee Equality and Diversity Partnership is committed to equality. We recognize the value of involving and consulting a wide range of people. To assist us to monitor the effectiveness of our consultation, we would encourage you to complete this monitoring form.

You can choose to answer all or just some of the questions. No names or addresses are required on this form.

The information you provide will be treated as sensitive data under the Data Protection Act 1998, and will help us monitor in line with equality legislation.

Thank you in advance for your help.

CATEGORY	SUB DIVISION	PLEASE TICK ✓
GENDER		
	Female	
	Male	
DISABILITY		
	None	
	Physical or Motor Impairment	
	Mental Health Issue	
	Learning Disability	
	Hearing Impairment - partial	
	Hearing Impairment - total	
	Visual Impairment - partial	
	Visual Impairment - total	
	Communication Difficulties	
	Multiple Disabilities	
	Other Chronic illness or disability	
RELIGION		
	None	
	Church of Scotland	
	Roman Catholic	
	Other Christian	
	Buddhist	
	Hindu	
	Jewish	
	Muslim	
	Sikh	
	Another Religion	

CATEGORY	SUB DIVISION	PLEASE TICK ✓
ETHNIC BACKGROUND		
White	Scottish	
	English	
	Welsh	
	Irish	
	Other British	
	Any other white background	
Mixed	Any mixed background	
Asian	Asian Scottish, Asian English, Asian Welsh or other Asian British	
	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Other Asian Background	
Black	Black Scottish, Black English, Black Welsh or other Black British	
	Caribbean	
	African	
	Other black background	
Other Background	Any other ethnic background	
AGE		
	0-4	
	5-11	
	12-15	
	16-18	
	19-49	
	50-64	
	65-79	
	80+	
SEXUAL ORIENTATION		
	Gay/Lesbian	
	Bisexual	
	Heterosexual	

Appendix 3: Dundee Equality and Diversity Partnership List of Members

Membership of the Dundee Equality and Diversity Partnership is by nomination by the organisations involved in the promotion and implementation of equality policies:

Tayside Police (1 member)

NHS Tayside (2 members)

Dundee City Council (1 member))

Chairs of Corporate/Partnership Task Groups on Equality (1 member by rotation)

Tayside Fire and Rescue Service (1 member)

Equality Forum (up to 12 members)

Dundee Voluntary Action (1 member)

Volunteer Centre Dundee (1 member)

Scottish Enterprise Tayside (1 member)

Communities Scotland (1 member)

University of Dundee (1 member)

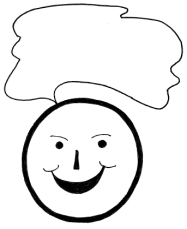
University of Abertay (1 member)

Dundee College (1 member)

Dundee Domestic Abuse Forum (1 member)

Dundee Access Panel (1 member)

Appendix 4: Tayside Police Consultation Outcomes



Positive Action Recognised

- Tayside Police are good at listening and making the necessary changes. The desire to change is there.
- There was general agreement by many of those present that Tayside Police was getting better at talking and listening to disabled people.
- Those present agreed that they were aware information is available in alternative formats and easily accessed.
- Those present agreed that they knew it was possible to access interpreter services, improvements have been made but more are needed.
- Those present agreed that they had been referred to correct agency if necessary.
- Good Practice
- Mandatory Diversity Training for probationers at the Scottish Police College
- Community Police good source of contact saves getting in touch with HQ and being passed from person to person.
- Tayside Police understand disability issues.
- Tayside Police are trying hard. This is a lifelong project. Attitudes formed over a lifetime so not a short term solution. Keep going you are doing well.
- Great meeting and discussion.
- Access becoming better.
- Police are approachable at a local level.
- Police attend Community Council.
- It's changing in Tayside.
- Have consulted with Blind Organisation – took on board what was advised.
- When named officer for contact is put in place, partnership working operates extremely well.
- Action is usually taken on suggestions for improvements.
- Tayside Police have done a lot but still lot more needs to be done.
- Request for assistance (extra police at community function) promptly responded and confirmed in writing.
- Impression that there are no longer gangs of youths around the Sinderins.
- Very well informed – I have learned a lot today.
- Excellent – they listen and a good discussion ensued.
- Fine – think we got our points across and we will hope there will be better contact in future.
- Need more meeting with police. Enjoyed. What about Webcam if problem talking to police.
- Lay Advisory Groups provide correct and vital information to Tayside Police (ongoing)
- Improved access to buildings (ongoing)
- Wheelchair accessible toilet facilities in some buildings (ongoing)
- Disabled parking spaces outside smaller offices (ongoing)
- Better communication between Tayside Police and the community (ongoing)
- Staff awareness on equality issues (ongoing)
- Small kerbs at the bottom of ramps – why?

- Impressed with the work currently being carried out by Tayside Police in regards to disability inclusion and awareness.
- Tayside Police are taking the lead and setting high standards.



Issues Raised

Although many of the group members agreed they did not have a lot of experience in accessing police services the following points were noted:

- More could be done to promote the appropriate emergency numbers to people with learning difficulties, i.e. who and where to call for advice and information.
- Is training in place on how best to communicate sensitively with citizens who have specific needs?
- In the past some rudeness has been experienced on contacting the Force Communication Centre.
- Representatives of the Deaf Forum reported having difficulty accessing the police services.
- The Text Messaging Service to aid making contact with the Force Communication Centre has not yet been implemented.
- There are no hearing impaired representatives on the Strategic Lay Advisory Groups.
- Lines of communication are not always clearly defined or a point of contact made available.
- Feedback is not always forthcoming when a complaint has been made or a fault reported.
- Vulnerable disabled citizens do not always know their Community Liaison Officer or how to contact him/her.
- It would be useful to have some type of information pack for the Emergency Services to help identify people living in our communities with specific needs for use in the event of an evacuation or some other emergency situation.
- It was recommended that all police officers be made aware that communicating at eye level with a person in a wheelchair is extremely important.
- Access at Headquarters, Bell Street for wheelchair users did not appear to be well sign posted.
- Access at Broughty Ferry Police Station is not ideal and bins can be left on the ramp which impede access to wheelchair users.
- Poor feedback following a report of an incident.
- More police officers should be taught to sign at level 1, members of the Deaf Forum volunteered to provide training.
- A central contact point for anyone making an enquiry or requiring feedback would be helpful.
- Any instances of inappropriate parking should be noted and reported to the police.
- Some people suggested that the police should have a register of information about people's disabilities which they can use when attending at their home. It was discussed that Community Alarms already hold information about individuals' disabilities and there would be an opportunity for police to liaise with them to prevent duplication of work.

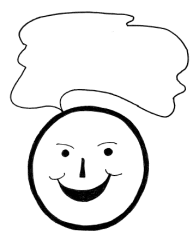
- Contacting the police by fax and type talk is another option which should be explored further.



Actions needed / Outcomes / Comments from Tayside Police

- We are grateful to all who took part and provided such constructive and valuable comments and suggestions – thank you.
- Many of the questions posed and concerns raised in relation to particular pieces of Tayside Police information, such as Complaints Procedures, and aspects of service delivery were answered on the day. The people concerned were happy with the responses. Other issues will be addressed and fed back.
- 15 actions were recorded which will be progressed by Tayside Police and feedback provided to the individuals and organisations that raised the concern/s. Where a strategic issue has been identified it will be included in the revised disability equality action plan to progress in 2008.
- Many of the comments indicate that there is lack of general awareness about our Disability Equality Scheme, our priorities and some of the services that are already in place. For example Type Talk facility is available in the Force Communication Centre to support a three-way communication with speech/hearing impaired people who use the relevant telephone systems.
- Although it is encouraging to note that there are more positive comments than negative ones, Tayside Police recognises that there is much more that needs to be done in order to ensure equality for all our service users. We need to better promote our equality related policies and some of the services and communication supports available so that people feel confident in seeking police help and advice.
- Our commitment to the active promotion of equality internally and externally will continue to be supported by the Force Executive and all police officers and police staff. A progress report on the actions taken in 2008 was published on 03 December 2008 and can be accessed via our website. A written copy and alternative formats can also be requested using any of the contact methods provided under the Publication and Access section of this report.

Appendix 5: Dundee City Council Consultation Outcomes



Positive Action Recognised

- Bus Station accessible with good toilet facilities
- Broughty Ferry beach excellent with Changing Places Toilet
- Website is felt to be more accessible/easier to navigate
- Better staff awareness
- Easy Read Version of Disability Equality Scheme Annual Report
- Talking Bus-stops and text boards on bus-stops is good
- Planning and Transportation consultation is good
- Olympia facilities and help available in gym
- Good uptake of deaf and deaf-blind awareness training for council staff
- Communication with carers improved
- Customer Services good at putting you through to person who can help
- Customer services staff helpful and friendly
- Council departments have been prompt in responding to request for information
- Generally very good
- Contacts available for Council Customer Services:
Minicom 01382 433310, Fax 01382 433060
- Council involves deaf/hard of hearing people in 'mock interview' staff training for recruitment and selection
- Bus pass used to join library which made it easier
- Travel entitlement card used to access other services is good
- Customer Services very helpful
- Assisted Bin collection good but not everyone aware that it is available
- Dundee City Council is to be commended for it's efforts in the area of equality and diversity



Issues Raised

- Takes too long to get Improvement Grant for disability adaptations
- A second Changing Places Toilet in city centre is needed linked to Shopmobility and Overgate, on RADAR key
- More Positive Action on employment for people who are visually impaired and deaf/hard-of-hearing people
- Taxis: complaints on booking and lack of restraint of wheelchairs
- Seats requested at taxi ranks
- Demand responsive transport
- Some problems with induction loops identified; research ongoing.
- Customer Services desk; perception that further training required on Ethnic Minority issues
- Issue RADAR keys in city centre office location
- Provide more cycle lanes to reduce cyclists using pavements
- Blue Badge; automatic trigger requested for renewal, and re-use of electronic photo ID to avoid provision of hard copy passport photo

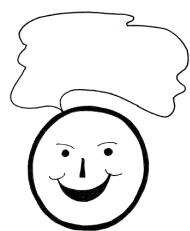
- Stricter control of obstructions and clutter on pavements e.g. bollards, flowers from flower shops, 'A' boards
- People parking in front of dropped kerbs so that they are not accessible
- More evidence of jobs taken up by disabled people
- Introduction to council in BSL requested on website
- BSL - review of technology/how to enable deaf people who are BSL users to make a complaint, and make an enquiry on services e.g. texting, faxing, speech to BSL software, video conferencing, translation/BSL interpreters.
- How to make a complaint/contact the council in BSL
- Texting service requested
- Mental Health in employment noted as an issue
- How many deaf people in Dundee, and how many employed by the council; Police reported to have positive action on job identification as suitable for deaf/disabled people - will council do the same?
- Query raised on what are Perth and Kinross Council service contacts for deaf people: website details as follows. Enquiry raised: Perth and Kinross Council
 Address: 2 High Street Perth PH1 5PH
 Tel. 01738 475000, Fax. 01738 475710
 Email: enquiries@pkc.gov.uk
 Textphone: 01738 442573
- Positive Action Disability Directory to highlight positive action by the council for disability such as assisted bin collection, Taxicard etc
- Some householders still leaving bins out cluttering pavements forcing people onto road and into traffic



Actions needed / Outcomes / Comments from Dundee City Council

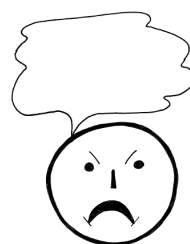
- Talk at McKinnon Centre on council's Positive Action on Disability being arranged.
- Customer Services training to involve people with disabilities.
- Investigate issuing RADAR keys from central point – Customer Services.
- Review Blue Badge reissue procedure to reduce need to provide new photograph if possible.
- Clarify with Transport Section Parking Attendants the procedure for enforcing parking in front of dropped kerbs.
- See joint Actions identified also.

Appendix 6: NHS Tayside Consultation Outcomes



Positive Action Recognised

- New health centres are good
- Recently in Kings Cross hospital a meeting was set up for women's health and deaf women's group, really good and useful, assistance was given from each CHP, meeting was comfortable and we were listened to, staff were approachable, they were unaware of problems in the deaf community but willing to take notice. There was useful information and informative, the staff understood what people wanted. They are going to meet again.
- One person said that they had never had a problem with staff not able to deal with their enquiries
- Patients are well involved in care than previously
- One person said that they had a very positive experience around patient information services
- Car parking better because of being able to be picked up and dropped off at old Accident and Emergency
- Improvements with the new scooters
- Side room with en suite with pre-planning when disability picked up during ante-natal classes
- Appointment of Learning Disability Liaison Nurse has opened up communication channels for people with PMLD (profound, multiple, learning disabilities)
- New ophthalmology clinic good – placement at end of corridor bad



Issues Raised

- Lighting, access, signage, everything in Ninewells is awful
- Ophthalmology clinic is at the end of the corridor where you have to get through heavy doors difficult to do if you are visually impaired
- Doors difficult to open in Ninewells, some are push and some are pull
- Disabled people are put into ordinary hospital beds where they cannot move and are propped up with pillows,
- Hoist usage in hospital, not always used
- Not enough large print documents for visually impaired
- Carers needs not recognised
- Require edging on stairs for the elderly
- Large print for hospital appointments, visually impaired people are not getting this service
- Medical labels too small in print cannot read
- Training issue for staff for example nutritional requirements of patients not being met
- If registered blind this information is not passed on, no support offered
- No appointments in Braille
- No assistance offered even though visual impairment well known
- Not enough information when discharge planning

- No visually impaired telephones for patients in Ninewells
- No information for people with learning disabilities to understand, which leads to capacity issues
- Information on admission, information for appointments should be recognising individual needs, e.g. Visual impairment, learning disability
- Information from the next of kin should be used by staff
- An admission pack should be made available to people with specific needs where they should be asked if there are any particular needs.
- web cam facility could be used by BSL signers
- no interpreter in Ninewells at night, BSL interpreter required for deaf person



Actions needed / Outcomes / Comments from NHS Tayside

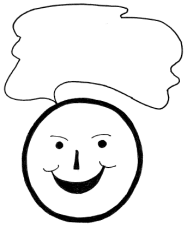
NHS Tayside would like to thank all those who took part and provided us with valuable feedback on what is working well and what requires more work. Although there are positive actions noted within Health which recognise the substantial work which has been carried out to address issues for disabled people, there were issues outstanding that need to be addressed. NHS Tayside will make a commitment to review the Disability Equality Scheme action plan one year on to see that the issues raised are being addressed. The action plan will be updated using the feedback from the event to identify what has been achieved, what is being addressed at the moment and issues that require more work to ensure equality for all our service users.

Some of the key outstanding issues being raised are around:

- staff training around disabilities/deaf awareness and the blind
- information needs to be available in an accessible and user friendly format
- better care planning for admission and discharge of disabled people
- communication with and access for disabled people has to be better

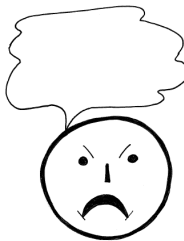
Everybody who works in NHS Tayside has a responsibility to promote disability equality, eliminate discrimination and ensure that disabled people have fair and equal access to our services. We therefore endorse a culture where promoting disability equality is not one single person's role; it is the responsibility of everyone who takes part in the planning and delivery of our services regardless of their role within NHS Tayside.

Appendix 7: Tayside Fire and Rescue Consultation Outcomes



Positive Action Recognised

- Well informed and explained everything I asked
- Excellent and informative about their services. Very useful.
- Seem to be keen to promote home visits/safety in the home. A good idea. Prevention is the cure.
- Offer a whole range of preventive measures.
- Essential service that is trying hard to think about people and how they can use their skills to help people.
- Fantastic service.
- Very good manner with people. Genuine desire to help people.
- Willingness to learn.
- Operational staff have a good attitude towards people with a disability.
- Have made contact with Deaf services and one officer has attended Deaf and Deafblind Awareness Training. He has now gone back to the service with the recommendation that this training is rolled out to all staff.
- Useful information regarding fire safety provided. Valuable services available but people should know about them.
- Fire Service is doing a wonderful job to rescue the people – they should keep up this spirit. Thank you.



Issues Raised

- Would like more information about Home Fire Risk Assessments.
- In the dark about information about changes in Fire Service. Didn't know about website – perhaps link with Dundee City Council.
- Provision of information bad. Link to DCC web needed. Advertise on television to emphasise free home assessments and alarm! Leaflets delivered in normal post.
- Lack of information. Need to be more proactive to promote what they do and services they provide.
- Awareness to local blind society i.e. leaflets etc possibly even a talk.
- Lack of advertisement of the service for homes.
- A lot of info available for deaf people i.e. signed DVD but no-one made aware of it – communication an issue – how to get this info out to deaf people?
- Better training for all services. Bring all services together for consultation.
- Mandatory training – accredited officers – induction on diversity
- Information about safety issues not getting through to everyone.
- We would like to see the training of staff in disability issues – particularly Deaf and Deafblind awareness (communication issues) rolled out more quickly to all ground staff and control room staff.
- Need more talking and more information.

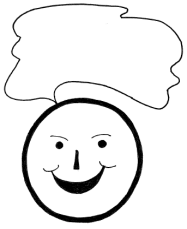
- Surprised about having fire-fighters can come visit house to check smoke alarms but big shopping centres – no flashing alarms for deaf people – very frightening.
- Free fire safety checks should be publicised more. Pay random visits to homes with advance notice for free fire checks. Not happening now.



Actions needed / Outcomes / Comments from Tayside Fire and Rescue

- (The organisation) needs to talk to Tayside Association for the Deaf.
- Require a signed CD or DVD with subtitles giving information. Could be put on website – or use a webcam. Need to consider all those whose first language isn't English.
- Texting information for deaf people – police came to give a talk to set up a system whereby people with hearing disabilities can be alerted by text message or can alert problems via text message direct to Police Control. Can this be done with Fire Control?
- People don't know about smoke alarms and Home Fire Safety Advice.
- Visit by Fire Service to Blackwood Housing Association
- Put information that's important in different languages in different religious places and centres e.g. Scottish Islamic and Arabic centre.
- Could put safety information on a card with, say, a calendar on the back. Could be circulated at mosque on Fridays.
- Tayside Police are piloting a service for texting information to deaf people – they are given a special number. Could this be done for the Fire Service control room?
- Web link to Fire Service from Council websites.
- Awareness of the Tayside Fire and Rescue website or any information about Home Fire Safety visits to be raised. Suggest a leaflet drop.
- Advertise and encourage free alarms service. Need to make sure that people know you can get a free alarm.
- Didn't know that the Fire Service could come to your home.
- Investigate a Link between NHS and Fire Service to ensure that Fire Service are aware of vulnerable people – can trigger a home fire safety visit.
- Specific training on disabilities is needed – needs to be much more detailed and much more specific on disabilities. Involve people with disabilities in training.
- Communication – BSL DVD.

Appendix 8: Lifelong Learning Consultation Outcomes



Positive Action Recognised

- Disabled people receive a very positive reception from frontline staff in Kemback St.
- Better than before but how much is done beyond legal requirement?
- Improving life long learning is a good description
- Continue the good work in schools it really helps
- It is good that the Council are reviewing the needs of disabled children and parents in schools
- Core plus money given to children's disability services.
- Good facilities in place for exams for disabled people
- New accessible schools, great.



Issues Raised

- Consider a later start to the day for disabled pupils would allow for fitting of brace, splints etc and a chance to ease into the day.
- Promote the care services offered by education.
- Consider more specific training for staff with regard to dyslexia.
- Involve disabled people/groups in the design and delivery of information and communication materials.
- Information on the available support from support from learning to be passed on to parents of known children.
- Training for school staff to operate as counsellors
- Consider disability awareness training in schools for pupils.
- Consider awareness training involving disabled people as presenters



Actions needed / Outcomes / Comments from NHS Tayside

- Dundee City Council Education Department is committed to promoting equality for all learners. Recent legislation has broadened understanding of disability and will ensure that the additional support needs of a greater number of children and young people are given due recognition and receive an appropriate response.
- It is our responsibility to ensure that all children have equality of opportunity as they progress through school. In seeking to fulfil this commitment, we plan strategically to ensure that all children are treated fairly and afforded the opportunity to become confident individuals, successful learners, effective contributors and responsible citizens.
- We are grateful for the suggestions regarding disability awareness for children and young people and this will receive appropriate attention. For instance, we currently have a fully resourced training package available called '*Understanding Disability*', which we will encourage all schools to make greater use of.

Useful comments and insights came out of this consultation process. Where what has been said above is personal opinion based on individual experience, we will seek the evidence of more generalised experience in order appropriately to address the issues raised and begin to implement change.

Appendix 9:



JOINT Actions needed / Outcomes / Comments from Consultation

- BSL - review of technology/how to enable deaf people who are BSL users to make a complaint, and make an enquiry on services e.g. texting, faxing, speech to BSL software, video conferencing, translation/BSL interpreters.
- Positive Action on Employment for deaf and visually impaired people.
- Changing Places Toilet in city centre location linked to 'Shopmobility' and Overgate shopping centre.
- 'Positive Action Directory' link to Partnership website.

Appendix 10: References

The Duty to Promote Disability Equality - Statutory Code of Practice
SCOTLAND pub Disability Rights Commission

Disability Rights Commission (DRC): Community Planning and the Public
Sector Duties January 2007

The Disability Rights Commission Assessment Template for use by DRC staff
- for the Disability Equality (specific) Duties and particularly Disability Equality
Schemes November 2006

Raise Your EQ - Meeting the duty - DRC website July 2007