

**Shetland Island Council; in partnership
with Shetland College; Shetland
School Service and ZetTrans**

Disability Equality Scheme



Access to the scheme

Copies of this scheme can also be made available in large print, Braille or on audio tape.

Copies can also be translated into various languages, on request.

Please contact;

Policy Unit
Upper Hillhead
Lerwick
Shetland

01595 74 3728

Or email

policy@shetland.gov.uk

Contents	Page No.
Disability Equality Scheme	Page 1
Access to the Disability Equality Scheme	Page 2
Introduction	Page 3
Disability Discrimination Act	Page 4
Changing the Way we think about Disability	Page 9
Who Does the Scheme Apply to?	Page 10
Context	Page 14
What are our Duties?	Page 18
Statement of Commitment	Page 25
Organisational Responsibility For the Scheme	Page 34
Our Disability Equality Objectives	Page 35
Consultation 2006/07	Pages 36-58

1. Identified Gaps within Service provision
2. How do we use the Information Gathered?

The Action Plans

- | | |
|--------------------|---------|
| • Council | Page 59 |
| • School Service | Page 66 |
| • Inclusion | Page 71 |
| • Shetland College | Page 82 |
| • ZetTrans | Page 87 |

Disability Profile

- | | |
|---|----------|
| ❖ Council: Staff (Appendix A) | Page 91 |
| ❖ Shetland College Learners (Appendix B) | Page 95 |
| ❖ School Service: Learners (Appendix C) | Page 98 |
| ❖ Core functions of the Council (Appendix D) | Page 100 |
| ❖ List of Policies and Procedures taken into account During the Development of this Scheme (Appendix E) | Page 109 |

INTRODUCTION

This is Shetland Islands Council's Disability Equality Scheme (hereinafter referred to as "the Scheme"), which details how Shetland Islands Council (hereinafter referred to as "the Council") intends to fulfil its duties under the Disability Discrimination Act 1995 and accompanying Regulations.

The Scheme covers -

- recruitment and employment practices within the Council.
- access to all Council services.
- all functions performed by the Council.

The main stakeholders in the Scheme are –

- The general public.
- Council staff.
- Minority groups.
- Community planning partners.

This scheme will also seek to incorporate the Disability Equality Schemes of the Shetland Schools Service, the Shetland College and ZetTrans. This is not only to comply with legal duties under the DDA but also to further enhance accessibility for the service user, to improve our services throughout Shetland and to promote joint partnership working.

THE DISABILITY DISCRIMINATION ACT 1995

The Disability Discrimination Act 1995 provides:-

1. A legal definition of disability.
2. Disability discrimination laws.

The Disability Discrimination Act 1995 seeks to eliminate discrimination through two areas, namely, goods and services, and employment. It effectively means that:

- (i) It is unlawful for businesses and organisations providing services to treat disabled people less favourably than other people for any reason relating to their disability.
- (ii) It is also unlawful for any employer to discriminate against a disabled person when choosing someone for a job or considering people for promotion, dismissal or redundancy.

3. The Disability Equality Duty/ "The General Duty"

All public authorities in Scotland must be able to provide evidence of progress towards eliminating discrimination, as well as promoting equality between the disabled and non-disabled.

The Act states that the General duty requires 'public authorities to have "**due regard**" for the need to take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons.'

For instance;

A disabled student may need a dedicated car parking space because he/she is unable to use public transport. Non-

disabled users might also want a parking space, but will not suffer the same degree of disadvantage if they do not get one: the disabled student will be prevented from attending the course if he/she does not have the space, whilst the non-disabled student will merely be inconvenienced. More favourable treatment is necessary to provide equality of access to the course.

To support progress in delivering the general duty, there is also a series of 'specific duties', which apply to listed public authorities, as specified in the Order made by Scottish Ministers. These set out the exact steps those authorities should take to help them meet the general duty. The specific duties require listed bodies to;

- A description of the current provision for disabled people
- A description of how disabled people have been **involved** in the development of the Disability Equality Scheme and Action Plan 2007 - 2009 and how they will continue to be **involved** in the monitoring of the actions under the plan.
- The Action Plan [AP] for the period 2007 – 2009
- There must be an annual review and report of progress against the plan, published by 4th December each year. Each subsequent 3-year period must have its own scheme and action plan.

More information on the Disability Discrimination Act 1995, this can be found by contacting the Equality and Human Rights Commission –
More information on the Disability Discrimination Act 1995 can be found by contacting the Equality and Human Rights Commission –

Equality and Human Rights Commission Helpline Scotland
Freepost RRLG-GYLB-UJTA
The Optima Building
58 Robertson Street

Glasgow
G2 8DU

0845 604 5510 - Scotland Main
0845 604 5520 - Scotland Textphone
0845 604 5530 - Scotland – Fax

www.equalityhumanrights.com

CHANGING THE WAY WE THINK ABOUT DISABILITY

Many people when thinking about Disability will automatically think or associate the word with wheelchair access, guide dogs or perhaps learning disabilities; clearly identifiable groups.

However the Disability Discrimination Act 1995 (the DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. This could include – but is not limited to - people with serious depression and mental health problems, difficult behavioural problems, diabetes, epilepsy, or HIV. It could also include older people with respiratory problems or lone parents with long term health conditions. Individuals within these ‘groups’ may not view themselves or be considered by others as ‘disabled people’.

Not everyone with experience of impairment or long term health conditions will experience serious disadvantage during their lives, however a number of individuals do feel socially and economically excluded. The council, together with our partners , working with the Shetland community, should ensure that we do everything possible to eliminate any unlawful discrimination towards our citizens.

“A Society in which everyone can participate fully as equal citizens”

WHO DOES THE DISABILITY EQUALITY SCHEME APPLY TO?

The Council

Shetland (formerly **Zetland**, from *etland*; Old Norse, is an Archipelago off the northeast coast of mainland Scotland. The islands lie to the northeast of Orkney, 280 Km from the Faroe Islands and form part of the division between the Atlantic Ocean to the west and the North Sea to the east. The total area is approximately 1466 km² (566 sq.miles). Shetland constitutes one of the 32 council area of Scotland. The islands' administrative centre and only burgh is Lerwick.

The largest island, known as the Mainland, has an area of 967 km² (374 sq. miles), making it the third-largest Scottish Island.

The current Population of Shetland is approximately 22,000.

If you use the definition of an island that is 'land that is surrounded by seawater on a daily basis, but not necessarily at all stages of the tide, excluding human devices such as bridges and causeways,¹ then the Shetland Islands are made up of approximately 300 islands, 16 of which are inhabited.

Shetland Islands Council is a local authority established under the Local Government etc. (Scotland) Act 1994 and has its principle offices at the Town Hall, Lerwick, Shetland, ZE1 0HB.

The Shetland Islands Council Provides Services throughout Shetland and all its inhabited Islands. It should be stated that all the Islands of Shetlands come under the Authority of Shetland Islands Council with the Exception of Fair Isle, who fall under the control of the National Trust for Scotland.

¹ Various other definitions are used in the Scottish context. For example the General Register Office for Scotland define an island as 'a mass of land surrounded by water, separate from the Scottish mainland' but although they include islands linked by bridges etc. this is not clear from this definition. Haswell-Smith (2004) *op cit* uses 'an Island is a piece of land or group of pieces of land which is entirely surrounded by water at Lowest Astronomical Tide and to which there is no permanent means of dry access'. This is widely agreed to be unhelpful as it consciously excludes bridged islands.

The Shetland Islands Council provides services in the areas of Environmental Health, Roads, Social Work, Community Development, Policy, ICT, Planning, Registrar, Safety and Risk, Economic Development, Building Standards, Trading Standards, Housing, capital programmes, Legal and Administration, Finance, Waste, Education, Burial Grounds, Fire Service, Port and Harbours, Ferries, Personnel, Integrated Child and Young peoples Services, Education, Older peoples Services, amongst others.

The Council is made of approximately 30 services, all; of which are detailed in appendix D

Or you can go straight to the website to access the A to Z of Council Services.

<http://www.shetland.gov.uk/atoz/>

Schools Service

The Schools Service is an Education Authority under the Education (Scotland) Act 1980 and has a duty to ensure that there is, for their area, adequate and efficient provision of school education. The Schools Service includes 385 Teachers who deliver the curriculum to 1867 primary pupils and 1660 secondary pupils. A total of 31 central support staff offer financial, administrative and quality assurance support to 34 establishments. A policy of inclusion seeks to ensure that young people are educated in their local school as far possible and is consistent with meeting their needs; Children and Young people have access to specialised resources if necessary; for example the ASN departments at the Anderson High School and Bells Brae Primary School. However it should be noted that both these specialist departments are based in Lerwick. The Shetland Islands Council Inclusion Services provides a range of services to children and young people, through: youth work delivered in youth centres and clubs across Shetland; the Bridges Project to enable young people aged 16-19 to access education, employment and training; the Local Support Network, which through early intervention provides children, young people and families with support at the earliest opportunity. Through development of the Inclusion Officer post we aim to better meet the needs of

children and young people with disability and to raise awareness and skills to enable their inclusion in social and leisure activity.

Shetland College

Shetland College is a non-incorporated college governed by a board of Management consisting of 9 members, 6 of whom are appointed by the Council. Shetland College is a partner college within the UHI Millennium Institute and as an unincorporated College; the responsibility for Further and Higher Education is vested in Shetland Islands Council. The college is bound by the Shetland Islands Council's policies and procedures and therefore is required to comply with any requirements set out in Shetland Islands Council's Disability Equality Scheme. Similarly being a partner in the UHI Millennium Institute, cognisance of and adherence to their Disability Equality Scheme is also required.

Shetland College is primarily located at Gremista in Lerwick. The College currently is comprised of two buildings and a car parking area. Additional departments under the umbrella of Shetland College are based off campus; including Hospitality and Vocational Training which are located at the Anderson High School, and some courses within Health and Care which are housed in the Gutters Huts at the North Ness Business Park.

The Council, the Schools Service, Shetland College and ZetTrans are all required to prepare and publish a Disability Equality Scheme. In order to ensure an inclusive and consistent approach, it has been decided to have one Disability Equality Scheme ("the Scheme") for the Council that also incorporates the specific requirements and actions pertinent to the Schools Service, Shetland College and ZetTrans.

Any reference in this document to the Council includes the Schools Service, Shetland College and ZetTrans.

What is Zetland Transport Partnership (ZetTrans)

ZetTrans, Shetland's Regional Transport Partnership, was established in December 2005 following the introduction of the Transport (Scotland) Act 2005. ZetTrans consists of a board comprising 6 members, 4 of whom are appointed by the Council. ZetTrans has the responsibility for the development and delivery of the Regional Transport Strategy. ZetTrans has no direct employees. At Officer level, the Council's Transport Service provides the service delivery functions of ZetTrans. Operational funding for ZetTrans is secured from the Council, with support from the Scottish Government.

STRATEGIC CONTEXT

This section details how the Scheme fits in with the Council's strategic planning and outlines various policies and legislation that apply to the Council and inform or compliment this Scheme.

National Context

Best Value

Within the 'Characteristics of Best Value Arrangements' included in Guidance on 'The Duty to Make Arrangements to Secure Best Value'² a local authority, which secures Best Value, will be able to demonstrate:

- A culture which encourages both equal opportunities and the observance of the equal opportunities requirements;
- Measures are in place to meet the UK-wide equal opportunities requirements, e.g.
 1. Disability Discrimination Act 1995 (2005)
 2. Human Rights Act 1998
 3. Adoption of the meaning of "equal opportunities" as is set out in Schedule 5 to the Scotland Act 1998, namely, "the prevention, elimination or regulation of discrimination between persons on the grounds of sex or marital status, on racial grounds or on grounds of disability, age, sexual orientation, language or social origin or of other personal attributes, including beliefs or opinions, such as religious beliefs or political beliefs".

Equal Opportunities

The Scotland Act (1998) gives the Scottish Government power to encourage equal opportunities, particularly the observing of the equal opportunities requirements. It also has power to impose duties on Scottish public authorities and cross border public bodies operating in Scotland.

² Scottish Executive, Local Government in Scotland, Act 2003, Guidance on s1 (1): The Duty to Make Arrangements to Secure Best Value

The Scotland Act defines equal opportunities as:

"the prevention, elimination or regulation of discrimination between persons on grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions."

The Disability Equality Duty (DED)

From December 2006, the Disability Discrimination Act 1995, as amended by the Disability Discrimination Act 2005, places a duty on all public bodies to promote disability equality.

The Disability Equality Duty requires the public sector to actively promote disability equality, and is similar to the duty to promote race and gender equality.

The legal requirements under the DDA are described more fully later on in the Scheme under "What are our Duties".

Local Context

The following documents have had a direct impact on the development of this Scheme, and therefore are mentioned in detail. For a list of all policies that have been taken into consideration during the development of this scheme please refer to appendix E.

Corporate Plan

The Council's Corporate Plan 2004-2008, includes the priority:

'Shetland will benefit from everyone having the same chances to make their fullest contribution in every field. The Council will do this by ensuring there is no discrimination in any of our services and by promoting equal opportunities at all times.'

And a Council commitment to: 'Treat employees fairly, courteously and consistently.'

Equality & Diversity Policy

The Council's policy on Equality and Diversity covers all aspects of employment, from recruitment and training to conditions of service and dispute resolution. To ensure that this policy is operating effectively the Council maintains records of employees' and applicants' gender, age, disability, race, ethnicity and marital status. Ongoing monitoring and regular analysis of such records provide a basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity. The Council's long-term aim is that the composition of our workforce should reflect that of the community. The Council Equality and Diversity policy was produced in March 2005 along with a promotional leaflet called Equality and Diversity: Know the Facts.

The Corporate Equality and Diversity Strategy is intended to be the overarching strategic document that pulls together all 6 equality strands and in particular the individual schemes for Disability, Race and Gender.

Community Planning

Together Shetland – a framework for community planning, for working together and with communities across Shetland includes the priority to:

'Make sure that everyone in Shetland, no matter what his or her needs, is treated in a fair way'

The Ensuring Equal Opportunities Group is a cross-agency thematic group established by Shetland's Community Planning Board in order to ensure equal opportunities across Shetland. The membership consists of senior officers from statutory organisations in relation to policy and human resources and the voluntary and business sectors. The group mainly exists as a virtual group sharing experiences and good practice, meeting as and when there is a specific need.

Shetland's Regional Transport Strategy

ZetTrans prepared a Regional Transport Strategy (RTS) for Shetland following two periods of consultation with the people of Shetland and other stakeholders. The RTS was presented to Scottish Ministers in March 2007 for approval.

Shetland's RTS includes, amongst others, the following interventions which are relevant to this Disability Equality Scheme:

- *ZetTrans supports the principle that external air services and airports in Shetland are delivered in accordance with Disability Discrimination Act policy, recognising their importance in the transfer of those requiring health-treatment.*
- *ZetTrans will support the principle that external ferry services in Shetland are delivered in accordance with Disability Discrimination Act policy.*
- *ZetTrans will ensure all public transport services in Shetland are delivered in accordance with Disability Discrimination Act policy. This includes ensuring that public transport information is accessible and understandable (e.g. available in large print)*
- *ZetTrans will continue to ensure that ferry services in Shetland operate in accordance with Disabled Discrimination Act policy.*
- *SIC will provide dedicated parking for disabled users, appropriately sited and marked for their use, within local car parks and Lerwick.*
- *ZetTrans will continue to provide free public transport travel for the elderly and disabled groups in accordance with the national transport concessionary scheme offered by Transport Scotland. ZetTrans will lobby for the extension of the national concessionary fares schemes to community transport.*

The complete Shetland RTS can be seen at www.ZetTrans.org.uk or on request from ZetTrans.

WHAT ARE OUR DUTIES?

SHETLAND ISLANDS COUNCIL

General Statutory Duty – The Disability Equality Duty

The Council, in carrying out its functions, must have due regard to the need to:

- Eliminate unlawful disability discrimination
- Eliminate disability related harassment
- Promote equality of opportunity between disabled people and others.
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps to take account of disabled people's disabilities even where that involves treating disabled people more favourably than others.

Specific Duties

In addition to the General Statutory Duty, the Council must also meet the specific duties set out in the 2005 Regulations.

(i) Disability Equality Scheme

The Council must publish a Disability Equality Scheme demonstrating how it intends to fulfil their Disability Equality Duties.

(ii) Acting on the Scheme

The Council must not only publish a Disability Equality Scheme, but must carry out the actions set out in its Action Plan (Appendix ?) unless it is unreasonable or impracticable to do so. The Action Plan sets out the steps which the Council will take towards fulfilling its General Statutory Duty.

(iii) Annual Reporting

A report on the implementation of the Disability Equality Scheme must be published annually.

(iv) Review

The Council must review and revise the Disability Equality Scheme every three years.

WHAT ARE OUR DUTIES?

The Schools Service

In addition to complying with the General and Specific duties outlined above, the Schools Service as an Education Authority have additional responsibilities and considerations in relation to meeting the needs of disabled pupils.

Part IV of the Disability Discrimination Act 1995

The Schools Service has two key duties under Part IV of the Disability Discrimination Act 1995:-

1. Not to treat disabled pupils less favourably.
2. To take reasonable steps to avoid putting disabled pupils at a substantial disadvantage.

These Duties apply to three areas of education –

- Admissions
- Education and Associated Services
- Exclusions

<http://www.shetland.gov.uk/education/documents/SICPILA5Leafletv41.pdf>

Accessibility Strategy

The Education (Disability Strategies and pupils Educational Records) (Scotland) Act 2002 imposed a duty on every Education Authority to prepare an Accessibility Strategy. The Schools Service Accessibility Strategy shows how it intends to increase the physical accessibility of the school environment and the accessibility of the curriculum for pupils with disabilities and prospective pupils with disabilities. Consultation related to the Shetland Disability Strategy (2005-2020) which informed planning for all aspects of services for people with Disabilities and access considerations were included within this.

<http://www.shetland.gov.uk/education/documents/AppendixDAccessStrategyShetlandIslandsCouncil.pdf>

Schools Annual Report

Every school in Shetland provides an annual report to the Schools Service on the following:-

- (i) The outcome of impact assessments on policies and practices in relation to providing equality for disabled pupils.
- (ii) The information it has gathered on the effects of policies and practices in relation to the education opportunities available to disabled pupils.
- (iii) The information it has gathered on the effects of policies and practices in relation to the achievements of disabled pupils.

The Schools service staff management team, requested each ASN team in all local schools to communicate to them in written format how they and the young people with disabilities, who they support, felt with the delivery of the schools service Disability action plan and what improvements they would like to see in the forthcoming year. The ASN school staff have a process for discussion and review within their schools named "My Meetings", therefore they could put this request on the agenda.

This information was sent to the policy unit upon request.

One identified gap through this process was that not all schools requested for information replied. This is to be built into the Disability Equality action plan 2008 for Education.

WHAT ARE OUR DUTIES?

Transport/ZetTrans

In addition to its strategic responsibility for transport provision to / from and within Shetland, ZetTrans is responsible for delivering local bus services within Shetland. It is the intention that responsibility for delivering the inter island air service will transfer from SIC to ZetTrans in the autumn of 2007. It is also planned to transfer the responsibility for the inter island ferry service in autumn 2008.

At the time of preparing this Scheme (November 2007), the transport responsibility for Shetland is divided as follows:

ZetTrans – Delivery of local bus services

Representing Shetland's interests for external transport links

Strategic planning.

SIC Transport Services - Delivery of inter island air services

Delivery of transport related requirements for other council departments eg. school transport

Fleet Management Services.

Taxi Licensing Scheme.

SIC Ferry Services- Delivery of inter island ferry services

The scheme will be updated when appropriate to reflect changes to this.

In addition to complying with the General and Specific duties outlined above, ZetTrans and the SIC Transport Service have additional responsibilities and considerations in relation to meeting the needs of disabled persons accessing public transport provided by ZetTrans and the Council.

Transport Infrastructure

It is unlawful for a provider of services to discriminate against a disabled person. This duty covers services associated with transport infrastructure – e.g. services at stations, airports, waiting rooms and general information/timetabling.

Vehicle Provision

The Disability Discrimination (Transport Vehicles) Regulations 2005 apply certain duties under the Disability Discrimination Act 1995 to the providers of transport services who provide the service through specified vehicles. In Shetland, this covers the following services provided by ZetTrans and the Council:-

1. Buses and Coaches
2. Private Hire Vehicles/Taxis

Aircraft and shipping were not included in the 2005 Regulations and are therefore exempt from Part III of the 1995 Act. However

The Shetland Islands Council (SIC) recognises the importance of providing suitable facilities for disabled users of the transport services it provides. Whilst it is difficult to improve such facilities on existing ferries, the SIC and ZetTrans is committed to incorporating appropriate facilities when new vessels are being built.

WHAT ARE OUR DUTIES?

Housing Service

In addition to complying with the General and Specific duties outlined above, the Housing Service has additional responsibilities and considerations in relation to meeting the needs of disabled tenants residing in Council housing.

Duty to Make Reasonable Adjustments

The 1995 Act places duties on Landlords to make reasonable adjustments for disabled people. Depending on the circumstances, reasonable adjustments may include:-

1. A change to practices, policies and procedures.
2. Provide auxiliary aids and services.
3. Change a term of letting.

The duty to provide auxiliary aids and services applies where it is necessary to enable the tenant to use the premises or enhance their enjoyment of the property. This is different to the types of adaptations considered by Social Work and Occupational Therapy – however, the Housing Service works closely with these services in ensuring compliance with this duty.

The duty to make reasonable adjustments is only triggered when there is a request that reasonable steps be taken to provide the adjustment.

STATEMENT OF COMMITMENT

The Council

The Council is committed to fulfilling the duties imposed on it under the Disability Discrimination Act 1995 and working towards disability equality

Shetland's community statement contains the following statements:

- We'll seek to create fulfilling, well-paid jobs for all, whatever their talent
- Foster confident, thriving communities across Shetland Islands Council
Promote justice and equality, here and overseas
- Expand knowledge, extend opportunities and improve access

Shetland already ranks highly in Scotland for social welfare, health and safety. However, we are aiming to be high ranking on an international stage. We also recognise that not everyone in Shetland shares this good experience

The council's Corporate Plan 2004-2008, includes the priority:

'Shetland will benefit from everyone having the same chances to make their fullest contribution in every field. The council will do this by ensuring there is no discrimination in any of our services and by promoting equal opportunities at all times'

And a Council commitment to: 'Treat employees fairly, courteously and consistently.'

The Chief Executive of the Shetland Islands Council States;

"I strongly welcome this new amendment to the Disability Discrimination Act and its related duty. We, in the Shetland Islands council are committed to ensuring that no unlawful discrimination occurs throughout any of our Services. We will continue to raise awareness and promote the Disability Equality Duty throughout our services, partner agencies and the wider Shetland community"

Shetland Islands Council; Schools Service

The Director of the Shetland Schools Service states;

“ We are passionately committed to meeting the needs of all young learners, in order that they become confident and successful, are responsible and can contribute to the Shetland community”

The School Service Disability Action Plan will reviewed regularly by the newly established Equalities review group and by the Senior Management of the Schools Service.

Shetland Islands Council Inclusion service

This service area of the council has recently appointed an inclusion Officer through which we aim to improve access to social and leisure opportunities for children and young people with disability. A key part of this post is to raise awareness and provide support for existing Council services, and to encourage those outside the SIC to consider barriers to inclusion and address them.

Our Customers

We provide universal youth work services for all children and young people aged 5-25 years. Within this we have a particular focus on the 11 – 18 age group, paying particular attention to periods of transition from primary into secondary education and from school into the world of work, training, further or higher education. A particular focus of our work is to ensure young people have access to information and support to enable them to make informed choices on issues important to them and to enable them to achieve their full potential.

The Bridges Project targets young people between the ages of 14 and 20 years who are, or are at risk of becoming NEET- not in

employment, education or training. Through involvement in the project young people will have access to learning and personal development customised to best meet their needs and provide them with the best chance of moving into employment, training or further education.

Through the provision of Local Support Networks we will offer opportunities for low level and timely interventions to support the needs of children, young people (0-20) and families.

Through the introduction of the Inclusion Officer post we aim to ensure young people with disability and additional support needs are able to access a wider range of social and leisure opportunities.

Our (Inclusion service) Pledges to Customers

Provide a quality youth work service in line with the Shetland Youth Service Curriculum.

Ensure that senior youth work is in place across Shetland to provide informal educational, social and recreational programmes and opportunities for the 11-25 age group, working in partnership with other areas of the Council, outside organisations and communities. Up to 3 nights per week for 40 weeks per year.

Have in place a range of youth provision, which provides safe social spaces for young people to come together in their own communities. One evening per week, up to 40 weeks per year.

Provide children's work/ junior youth work opportunities in partnership with communities. One evening per week for up to 35 weeks per year.

Young people between the ages of 11 and 25 will have the opportunity to be involved in YOUTH VOICE Shetland.

YOUTH VOICE Shetland's Executive Committee will be supported to hold three general meetings per year as well as an annual conference.

The YOUTH VOICE Executive will be supported to participate in Youth Cabinet meetings, up to 6 per year.

Shetland's Members of the Scottish Youth Parliament will be supported to participate in general meetings, subject committees and Annual General Meeting of the Scottish Youth Parliament.

Shetland Youth Bank will be supported to distribute grant funding for young people in line with the YouthBank UK Licence, i.e. 4 grant giving rounds per year.

Shetland Youth Bank will be supported in seeking out new funding streams to support the empowerment of young people.

The Bridges Project will provide places for 12 young people aged 16-19 to support them to access education, employment or training.

Bridges will work in partnership with other services and agencies to ensure suitable programmes are in place for young people in the 14-16 age group, which keep them engaged with learning.

Local Support Co-ordinators will provide prompt responses to requests for support.

Local Support Co-ordinators will include children, young people and families in decision-making processes.

Through the Inclusion Officer we aim to better meet the needs of children and young people with disability by working to include them in social and leisure activity.

The Inclusion Officer will work in partnership with other services to raise awareness of barriers to inclusion and to support services to become more inclusive.

Our (Inclusion Service) Engagement with Customers

During the past year each youth centre has produced an annual report, which is available to members, parents and others.

These annual reports set out the key events... highs and lows of the past year.

Evaluation of individual projects are carried out by youth work staff engaging with participants to gain their views on activities and their suggestions for improvement, in programme planning etc.

The Shetland Young Scot web pages are regularly updated to inform and engage young people on issues important to them.

Our Engagement with Staff

Inclusion Services staff are engaged in a range of opportunities through which their performance, collectively and individually, is measured.

These include:

Staff meetings – Senior Staff meet fortnightly; YDW team meet monthly; individual area based teams meet at least 6 times per year;

Senior staff - meet weekly on a one-to-one basis with the Service Manager;

Annual Staff Appraisals have been introduced for Senior Staff and will be cascaded to other staff during 2007-08

Individual support & supervision sessions – 2 x 1 hour meetings per year for each part-time member of staff. These sessions are recorded and are used to identify development and training needs. These training needs are then reflected in the annual Service Training Plan.

In addition we use the HGIOCLD2 self - evaluation framework with staff to highlight areas of good practice and areas for improvement in the services we provide to children and young people.

Our Engagement with Partners

Much of our work is delivered in partnership with others. During the past year we have been involved in a great deal of joint working, for example:

Developing the NEET strategy and action plan along with Careers, HIE Shetland, Support Training and others

Planning in Localities – around out of school activities for children and young people, and wider community involvement

Working with Shetland College on delivering the Bridges Project

Introducing Midnight Football along with Sports Development, Shetland Recreational Trust, Neighbourhood Support Workers and Northern Constabulary

Along with the Scottish Youth Parliament and other local authorities to deliver a general meeting of the SYP in Lerwick

Planning and delivering holiday activities with colleagues in Active Schools and Community Work

Enabling young people to participate in the Tall Ships 50th Anniversary Races through work with Sports Development, Outdoor Education, Lerwick Port Authority and the Swan Trust

Priorities in partnership working within the Inclusion service 2007-08 include:

Working with Adult Learning to develop youth literacies programmes for participants in the Bridges Project and Youth Service

Further support for young peoples involvement in music, drama and film & media work along with Shetland Arts

Delivering on the Active Futures programme for 16-25 year olds, Get Active Shetland along with Sport & Leisure Services, Shetland Recreational Trust, NHS Health Promotion and Shetland Arts Refreshing Community Learning Development Strategy along with partners
Work with Schools Service to expand the Alternative Curriculum Education Shetland (ACES) programme

Shetland College

Shetland College is committed to ensuring that all people within Shetland should be able to access further and higher education. Our mission is to make a major contribution to the local economy through provision of high quality and higher education and training which meets the needs of the population and employers.

Director of Shetland College, states;

“I warmly welcome our new legal duty to promote Disability equality and to take account of the needs of all people in our decision-making across the whole organisation. With the support of Shetland Islands Council we aim to demonstrate best practice in recruitment and retention by providing excellent support for staff. Again, in partnership with agencies such as Shetland Council of Social Service, we are committed to addressing any inequalities and discriminations which might hinder individuals and communities from achieving their full potential.”

Shetland College is committed to ensuring that all students, staff and users of the college have equality of opportunity in whatever aspect of activity they are engaged in and will work to ensure that that opportunity is not compromised through any form of discrimination.

The College will work with Shetland Islands Council to address the objectives and actions identified in this Disability Equality Scheme action plan, including

those objectives and actions particular to the College. It was recognised that in the first year that much of the work was about establishing a baseline and putting in place effective systems to understand better any issues relating to disability equalities, to put in place actions to remedy shortcomings and to put in place effective consultation and monitoring mechanisms.

- Shetland College is committed to addressing the objectives identified in Shetland Islands Council Disability Equality Scheme and in addition shall:
- Build on existing information systems within the college to ensure full and required data is gathered re student population and college workforce
- Establish appropriate consultation mechanisms, including an equalities committee
- Carry out Impact assessments of all policies and procedures within the college
- Address any under-representation by disability of decision-making bodies within the college

Zetland Transport Partnership

ZetTrans is committed to fulfilling the duties imposed on it under the Disability Discrimination Act 1995 and working towards Disability equality.

The Vision of the Partnership is to develop an effective, efficient, safe and reliable transport system for Shetland. The transport system will comprise an integrated network of accessible, and affordable internal, inter-island and external links, which will contribute to the development of a safe, healthy, vibrant and inclusive society, a diverse, successful and self-sufficient economy, and enhanced environmental quality.

ZetTrans' Lead Officer stated:

“ZetTrans is fully committed to recognising the needs of disabled people whether they are users of the transport services or employees. The Transport Partnership will work with other agencies to ensure that the best possible facilities are provided for these people with the resources available. ZetTrans will ensure that no opportunity is missed, especially when investing in new vehicles, vessels or buildings, to improve the facilities and to comply with the legislation.”

ORGANISATIONAL RESPONSIBILITY FOR THE SCHEME

Within the Council, responsibility for the Scheme lies with the Head of Organisational Development.

Responsibility for the Schools Service lies with the Head of Schools.

Responsibility for Shetland College lies with the Director of Shetland College.

Responsibility for ZetTrans lies with the Lead Officer for ZetTrans.

OUR DISABILITY EQUALITY OBJECTIVES

Shetland Islands Council

The Council's guiding principles and rationale for meeting the general duty are:-

- Disability Balance Within the Workforce
- To fully assess the needs of people with disabilities living in Shetland
- To review current service provision, identify gaps and draw up an action plan to meet identified needs
- To ensure active, inclusive and meaningful consultation with service users and carers; service providers and the community in the development of the strategy and monitoring its implementation
- Review the information and advice that people with disabilities can get now and improve them where necessary. Makes sure all information is in a format that is accessible by everyone
- To improve access to generic services for people with disabilities
- To develop detailed proposals for implementing the action plan in the short, medium and longer term; up to 2020.
- To ensure the local authority, voluntary services, Shetland College, Shetland schools service ZetTrans and the health board work together to meet the above objectives

For the development of the Shetlands Islands Council Disability objectives, the outcomes from the Shetland Disability Strategy was taken into account to

inform them and also the Shetland islands Council Personnel recruitment policy which monitors the level and status of disabled persons on the council workforce to ensure that the council is maintaining its policy of non discrimination.

Schools Service

- Ensure recruitment, selection and admission procedures are reviewed regularly
- All managers are aware of their responsibilities in line with the Disability Discrimination Act and the Disability Equality Duty
- All teaching staff are aware of their responsibilities with regard to disability equality
- All schools can demonstrate efforts to involve young people in meetings about themselves
- All school buildings are wheelchair accessible
- Disability related harassment does not occur
- Mobility advice for people with VI

For the development of the Shetland Islands Council; Schools Service Disability Equality Objectives, the outcomes from various consultations were taken into consideration such as head teachers, ASN cluster groups and sensory services. The outcomes from the disability strategy (2005-2020) was also considered.

Shetland Islands Council; Inclusion Service

Performance Monitoring:

Activity	Performance Indicator	Actual 2004/5	Actual 2005/6	2006/7	Target 2007/8
Youth	Nos. of		33,000	38,000	38,5000
	No. of		32		
	No. of redited				
	No of accreditation				
Bridges Project	No of participants	n.a.	12	N/a	30
	No of positive destinations beyond Bridges				
Local Support Network	No of children and young people supported	n.a.			
Corporate and Staffing	Employee sickness absence rate				<4.5%
	% of Employee review & development sessions carried out	N/a	N/a		100%
	No. of Customer complaints rec'd				0

Through the monitoring of targets and action plans, the service plan will assist in providing evidence for continuous improvement and add to the process of

demonstrating best value for all areas of service delivery within Inclusion Services.

Shetland College

- Managers are aware of their responsibilities in line with the Disability Discrimination Act and the Disability Equality Duty
- All College staff aware of Shetland College Disability Equality Scheme and action plan and their responsibilities
- Work towards there being no significant difference in the gaps between potential and achievement for disabled and non-disabled students
- Establish prioritised plan for impact assessment of existing policies and functions
- Impact assess all new policies, functions and business processes
- Student recruitment, selection and admission procedures reviewed
- Ensure that students with disabilities are supported to take part in all aspects of College life and wider community activity
- Estates strategy to reflect awareness of DDA and disability equality issues
- Create bank of assistive technologies to ensure meeting needs of students with disabilities

For the development of the Shetland College Disability Equality Objectives, outcomes from the various consultations with SNAG, Disability Shetland, and Shetland Link Up were taken into

consideration. The Shetland Disability strategy (2005-2020), was also considered.

ZetTrans

ZetTrans' objectives are included in the Shetland Transport Strategy. In turn, the Strategy was developed following an extensive consultation exercise to find out the views and requirements of the stakeholders. A second consultation exercise was carried out to obtain comments on the draft Strategy. The Consultation Reports can be found on www.shetland.gov.uk/transport/stp/strategy

CONSULTATION WITH DISABLED PERSONS & OTHER STAKEHOLDERS

This section of the Scheme details how disabled people and other stakeholders have been involved in developing the Scheme and how they will continue to be involved in its development and review.

Shetland Disability Strategy

In developing the Disability Equality Scheme, we have taken into account a consultation exercise carried out with disabled people in 2005, during the development of the Shetland Disability Strategy.

Summary of Results

- Delays sometimes occur in the delivery of specialist equipment ordered from the mainland or with adaptations to property due to shortage of building contractors interested in this type of work. This can mean unmet needs for some people in the short to medium term resulting in loss of independence or placing the person at risk, for example, of falling.
- The numbers of places available in supported accommodation that are suited to the needs of younger adults with high dependency levels arising from physical disabilities are limited. This may mean inappropriate admission to hospital or residential care on a long-term basis.
- Many of the recommendations for service developments in Shetland's Disability Strategy 2005-2020 are unfunded and cannot be taken forward until funding is made available from elsewhere. Stakeholders find it very difficult to reprioritise services and service levels to release funding for new service developments.

- Many facilities have restricted access for people with physical disabilities including some Council offices and premises used by voluntary organisations working in the care sector.

Better information on the services available and better access to information is needed for people with disabilities.

<http://www.shetland.gov.uk/council/documents/DraftDisabilityStrategy.pdf>

Disability Forum

A Shetland Disability Forum is currently being set up and will be used to involve disabled people more directly in developing the disability action plan for 2008.

Heads of Service

The Scheme was sent out to all Heads of Service within the Council for consultation.

Little response from this therefore It should be noted that an alternative method of consulting with heads of service may need to be looked at in the future.

Union Members

Due to particular time constraints, consultation with Union Members will occur post publication on the council website.

Any response will inform the Action plan.

Internet Consultation

The Scheme will be placed on the Council's web page for members of the public to comment on, on the 3rd of December.

Any response will inform the Action plan.

ASSESSING THE IMPACT OF OUR POLICIES & PRACTICES ON EQUALITY FOR DISABLED PERSONS

The Council's equality impact assessment tool was developed to be a single assessment tool for all six main equality strands. It was developed in conjunction with NHS Shetland and is designed to be used both retrospectively and during the development of a policy or strategy.

All service plans for 2007/2008 have been equality impact assessed and also include an action to assess current policies. In addition to this, an assessment has been carried out of the degree or weight of relevance to the general duty and to determine the order in which policies should be equality impact assessed.

Policies and strategies assessed to be category 1 are top-level strategic documents.

Category 2 policies and strategies are those which are the next stage down from category 1 documents and have also been assessed as directly affecting either the general public or employees.

Category 3 policies and strategies are those which have not been assessed as having a direct impact on the general public or employees.

Category 1 documents will be assessed by the end of 2007 and category 2 and 3 documents will be assessed by the end of 2008. For strategies currently under review, this will happen as part of the review process.

New policies will be assessed as an integral part of the development of the policy and any equality impact will be required to be reported to the relevant Council committee.

The policy Unit has now begun to monitor all reports sent to Council committees to assess whether an equalities impact assessment has been done where necessary. The Policy Unit can also comment on the content of

council reports if it is deemed necessary if the reports have not detailed sufficient evidence of taking into consideration Equal opportunities.

GATHERING INFORMATION ON THE EFFECT OF OUR POLICIES & PRACTICES ON DISABLED PERSONS

(i) General Statement

The Disability Equality Scheme will be available on the Internet at www.shetland.gov.uk/equalopportunities/documents.asp and at www.shetland.uhi.ac.uk

Hard copies will also be available from:

Policy Unit

Town Hall

Lerwick

t: 01595 744510

e: policy@shetland.gov.uk

Or

Shetland College

Gremista

Lerwick

Shetland

t: 01595 771000

shetland.college@shetland.uhi.ac.uk

The scheme will also be publicised through the Council's internal intranet, the Internet, ZetTrans website, The College website the and Council Equality Circular.

Results and outcomes of any assessments, consultation and monitoring will be reported as part of the Annual Report to the Disability Equality Scheme. The annual reports will then be published and promoted in the same ways as the scheme itself.

How can interested parties contact us?

John Smith,
Head of Organisational Development
Town Hall
Lerwick

Disability training is available to all Council employees through Train Shetland. This training is publicised through Train Shetland's website and through the Council's email system. The following training courses are run:

- Disability Awareness
- Dyslexia Awareness
- Evening class in British Sign Language
- Equality and Diversity Awareness

MONITORING

During the past year we have achieved the following:

Monitoring and Evaluation

- Disability:
 - Numbers of employees that are 'not recorded' for a disability has decreased

Energising the Organisation

- We have developed good practice guidelines on writing documents
- We have developed a monthly Equality Circular

Disability:

- We have run Disability Awareness training
- We have run Dyslexia Awareness training

- We have run Equality and Diversity Training

Involving Communities

Disability:

- We run an evening class in British Sign Language

Service Delivery

Disability:

- We have improved our Statutory Performance Indicator for physical access to public buildings
- We have published a large print phone book
- We provide local newspapers on tape
- We provide a public access computer for visually impaired people

(ii) Recruitment, Development & Retention of Our Disabled Employees.

When a new member of staff is recruited to the council they are asked to fill out an equal opportunities form, which asks for ethnicity, gender, faith, disability and promotional opportunities. This is monitored through the Council Personnel Department. (Please refer to Appendix A for more information).

Below is a link to council's recruitment policy.

<http://www.shetland.gov.uk/jobs/documents/RecruitmentandSelectionPolicy.pdf>

The Annual report on our progress toward the requirements set in the DDA and progression towards our targets for the Disability Equality Duty Will be published 4th December 2007, and will provide more detailed evidence for the

gathering of information on the effect of our policies and procedures on Disabled Users.

(iii) The Educational Opportunities Available To and On The Achievements of, disabled pupils and students.

COPE's (Community Opportunities for Participation in Enterprise) various enterprises enable members of the target group to realise their full potential as members of the community, and thereby help to change perceptions about 'disability'. COPE has nine business partners throughout Shetland which share the employment ethic toward realising the potential of disabled person and changing public perception.

So far they have a list of achievements to their name. For example;

- Community Business of the Year Highlands and Islands 2004
- Investors in People 3rd 3 year term
- Healthy Choices for the Catering Dept
- Runner up for the New Statesman Entrepreneur of the Year.
- Winners of Dynamic Place "Supreme" award for 2004.
- Winner "Enterprising Solutions" Social Enterprise award '05.

<http://www.cope.ltd.uk/>

Within the Shetland Islands Council; Social Care department we provide an Independent Living Project, which allows young adults with a learning disability to live in, supported accommodation, as independently as possible. This provides the basis on which to build and through joint working with projects such as COPE Limited, realise the potential that every individual should have the right - A home and a means of providing for that home and themselves.

(iv) How the Council takes account of the needs of disabled persons in the services it provides and the functions it performs.

There has been numerous consultations taken place over the year throughout council services, and partner agencies, which have taken into account the needs of disabled persons in the services we provide and functions that we perform as a council.

**The Shetland Islands Council
Consultation**

Throughout the calendar year 2006/07, there has been a series of consultations that have taken place with regard to the implementation of the Disability Action plans, improvement of our service to Disabled users and to ensure that the following Shetland Islands Council corporate priority was being adhered to.

‘Shetland will benefit from everyone having the same chances to make their fullest contribution in every field. The Council will do this by ensuring that there is no discrimination in any of our services and by promoting equal opportunities at all times.’

Consultation 1: Access for Disabled Users to Burial Grounds

A consultation took place with regard to Burial Extensions, which resulted in new tarmac paths being laid to make it more accessible for Disabled Users.

Consultation 2: Disability Shetland and Audit of Ferries

Disability Shetland and the Ferries service of the council have worked together on an audit process for access to Ferry terminal for Disabled users. Disability Shetland led the audit. The outcome for which is detailed below.

<http://www.shetlandcommunities.org/disability-shetland/shetland-access-guide.html>

The ferries service are going to review each outcome and therefore action on a cases by case basis, starting in the forthcoming year, 2008.

Consultation 3: Disabled access for Young People in the Community

During the year 2006-07 there have been a series of projects that have taken place, primarily for multi courts and play areas to improve disabled access for users. At the Planning Stages of each of these projects, user groups are consulted with closely outlined any specific requirements for each area, which includes play equipment choice, access and facilities. These requirements and costings are drawn into the plans prior to tender stage.

Sound Primary School play area - Split-level area with two separate access points, one on each level allowing disabled access to all equipment. Tarmac paths and access gates 1.5m wide for wheelchair access.

Gulberwick play area - Two separate areas, for toddler and older children, joined by a 1.5m tarmac path with easy gradients allowing wheel chair/disabled access to all equipment. User group specified a certain item of play equipment for use by able bodied and disabled children. Also disabled access to play area from adjacent community hall and car park.

Burrapark play area, Mid Yell - Tarmac footpaths and gates 1.5m wide for wheelchair access to and between all items of play equipment

Knab Dyke reconstruction - As part of the Knab re-construction the adjacent footpath has been re-aligned and widened to 1.5m with gentler gradients to allow easier wheelchair access.

Consultation 4: Increase Physical Access to Laburnum

Laburnum House is a Respite and Day Care facility for Children and Young Adults with Learning Disabilities. The aim of the project to increase physical access was to enable children and young adults with impaired access to

evacuate the upper floor of Laburnum house safely in the event of a fire. A consultation exercise took place with service users and their families. The outcome of this was that evacuation chairs will be used to enable children with disabilities to use the upper floor of Laburnum House and the facilities therein and to ensure that all staff receive appropriate training in the use of evacuation chairs.

Consultation 5: Re-evaluate Service provision at Laburnum House to include children and families who have not accessed before.

The aim of this consultation exercise was to increase the range of respite care opportunities that are available to children with additional support needs and their families. Through outreach services to be able to more closely meet the identified needs of those children and their families. To provide a service to those children whose needs would not be appropriately met within Laburnum house. Children, Young people and their families are consulted and are encouraged to have input to the selection of appropriate workers. The outcomes from this consultation are providing an outreach service; working with children and young adults in their own homes and in community settings; enabling children and young adults to access activities that they may not otherwise be able to attend; providing children and young adults with opportunities to enhance skills and gain confidence and to ensure that the service is inclusive in its outlook and operation.

As a matter of course Laburnum House with children, young adults with disabilities and their families to ascertain how their needs can best be met. The staff endeavours to offer choices and opportunities which are meaningful and positive for the children, encouraging them to fulfil their potential as individuals. Open communication is encouraged to enable families and service users to express their wishes and obtain the service which is best for them. These are all part of the core aims and objectives of the service and as such staff at Laburnum House are constantly evaluating and monitoring to ensure that they are fulfilling them.

Consultation 6: Assets and Properties

The Asset & Properties Unit, of the Shetland Islands Council has two trained auditors who regularly consult with Disability Shetland on matters relating to disabled access. The Asset & Properties Unit also encourages service managers to consult with disabled users as part of the access auditing process. This is also true when considering proposed new build / refurbishment works.

A recent outcome of one of these consultations was a more accessible toilet was placed on the ground floor of the office. An Equalities impact assessment was completed for this consultation.

Consultation 7: Accessibility polling places throughout Shetland Islands for Disabled Users

A current consultation is taking place to ascertain accessibility to polling places for disabled users, throughout Shetland. The Stakeholder groups concerned with this consultation programme are Disability Shetland and the wider Shetland public. Currently awaiting outcome from stakeholder groups. An equalities impact assessment was completed at the beginning of this consultation.

Consultations within Community Care

Various consultations have taken place throughout the community Care sector throughout the past year. Please see Table below.

<u>Annsbrae</u> : Tenants/service users forum resuscitated	<u>Newcraigielea & Seaview</u> : A parent representative was on the Project Team for Newcraigielea and Seaview
<u>Newcraigielea</u> : User forum facilitated, but users have	<u>Newcraigielea & Seaview</u> : We consulted with service

declined further meetings	users over the colour schemes for certain rooms
<u>Banksbroo</u> : Tenant trained in recruitment & selection and now involved in interviewing new staff	<u>Banksbroo</u> : Tenant produced information sheet for new staff
<u>Eric Gray Resource Centre (EGRC)</u> : User forum in place, consulted re EGRC redesign	<u>Eric Gray Service Users</u> chose lots of the paintings / pictures that are on the walls. In addition paintings were purchased from Bells Brae Special Unit.
<u>Learning Disabilities</u> : Project started on involving users in staff interviews	

Improvement of Shetland Islands Council Services

Projects

There have been a couple of projects that have taken place throughout the calendar year 2006/07 which were either consulted on in the previous year or were not formally consulted on. This is often due the small numbers of disabled representative groups within Shetland that it can often lead to 'involvement fatigue', as mentioned previously.

Within the Shetland Islands Council Road Network, we have improved the access for Disabled users by providing drop kerbs at various road junctions throughout Shetland. We have also improved access to:

- Annsbrae: Development of accessible office, group room and toilet in listed building to meet requirements of Disability Discrimination Act.
- Newcraigielea: Replaced inaccessible building
- Seaview / ILP: Additional accessible supported accommodation

The Shetland Islands Council continues to publicise service phone numbers, e-mail and addresses, which in turn provides service users varying formats with which to access our services.

Identified Gaps within Shetland Islands Council provision of service for Disabled Users

Committee Services – The door to the office building is not accessible to disabled/wheelchair users without calling ahead for assistance or arranging an alternative meeting place. Unfortunately the building is out with the control of Council: Therefore options are to seek improvements or alternative accommodation.

Registration County Services – The main door to the building was not accessible to disabled persons, prams or wheelchair users. An accessible entrance therefore was provided but requires service user to ring the bell for assistance as the door opens from inside. Disabled driver parking spaces are not provided next to accessible entrance therefore this is to be built into action plan.

Emergency Planning and Resilience Service - We have identified a problem with access to the upper floor and this was identified during the refurbishment of the building. The feasibility and cost of providing a lift was neither practical nor economically viable. To overcome this problem we have made arrangements for an interview room/office to be available on the ground floor in case any disabled person needs to consult our service during a major emergency or indeed at any other time. The ground floor is equipped with disabled toilet facilities.

Asset and Properties - The main entrance door is only suitable for assisted wheelchair access and is also difficult for all service users to open. The door is easily visible from the reception area and assistance is available if required. In 2005 an Architect was appointed to identify possible improvements for access into the building. Unfortunately due to various constraints there was no satisfactory solution and no possibility of providing an alternative accessible entrance. It was therefore agreed to continue the assisted access policy at the main entrance. The building is due to have an access audit in 2009, at which point the arrangement at the main entrance will be reviewed.

Infrastructure Services – The main identified gap within this service area is grass paths within old yards that are not easily accessible for wheel chair users. This will be looked at on a case-by-case basis and there is not a specific programme for improvement in place in the forthcoming year.

Community Care - Learning Disabilities

A few key issues of unmet need have been highlighted in this area through various pieces of participative work with relative groups;

- The rapid increase in the number of adults with learning disabilities and / or autistic spectrum disorders, especially those with complex needs.
- Other demographic and social changes, which will result in less people being available to provide both paid and unpaid care.
- Underdeveloped medical and therapeutic services to support service users and carers.

This is to be tackled through various methods, such as:

Community learning disability nursing

The learning disability nursing service is a single-handed post providing a service to children and adults who have specific needs. The service operates an open referral system and can be accessed by individuals, parents, carers, professionals or voluntary groups. The service is usually provided through home visits and is available throughout Shetland.

Local area coordination

There is a Local Area Coordinator post, as recommended by the Scottish Executive's report 'Same as You?' This post has been developed to assist people with learning disabilities and their families to access services.

Specialist psychiatry and clinical psychology

A visiting Consultant Psychiatrist and a visiting Clinical Psychologist offer out-patients appointments or home visits as appropriate. Further information can be obtained via the Community Learning Disability Nurse.

Community Care; Sensory Impairment

A few key issues of unmet need have been highlighted in this area through various pieces of participative work with relative groups;

- The assessment, rehabilitation and support services available to adults with sensory or communication impairments within Shetland are underdeveloped and there is a need for more joint work between the component parts, although this is improving all the time.

- Additional training is on-going for a range of staff, e.g. OTs, to better equip them to meet the needs of people with sensory and communication impairments
- Some needs can only be met via practitioners from south.
- Access to BSL signers is patchy. There is no one qualified to interpreter standard in Shetland. A more robust arrangement is being set up by SIC's Policy Unit.
- There is no central bank of sensory equipment or communication aids for people to try out, this should be addressed by the planned Joint Equipment Store.
- Budgets to purchase specialist advice, interpretation and assessment services need to be identified.
- Work to establish a route for commissioning specialist independent advocacy services via Advocacy Shetland has started.

Specialist training is to be sought for employees, which will be monitored and reviewed by the Joint Future's Management Team.

HOW DO WE USE THE INFORMATION GATHERED?

How do we use the information gathered to:-

(i) Assist in our performance of the General Disability Duty.

During the life of the scheme consultation will be focussed on specific services issues, to ensure that there are not disability specific barriers to people accessing and receiving a Council service.

(ii) Review the effectiveness of the Action Plan.

The Shetland Islands Council, Schools Service, Shetland College and ZetTrans will report on the delivery of the Action Plans relating the Disability Equality Scheme, on an annual basis. A formal review of the Actions plans and Disability Equality Scheme will take place every three years. The information that we have gathered and stakeholders consulted will help review the effectiveness of our action plans.

(iii) Prepare subsequent Schemes.

It is a legal duty that we, the Shetland Islands Council, Shetlands Schools Service, Shetland College and ZetTrans will formally review each our Equality Schemes every three years. We, in the forthcoming year, intend to develop separate schemes for Sexual orientation, Faith and Age. The Shetland Interfaith Group have recently been formally registered under charity status and are beginning to get themselves publicly established. We hope to work closely with this group in the development of the Faith Equalities Scheme. There are well-established groups for age related issues, which we hope to work closely with in the future.

All consultation and participative exercises undertaken by the council with stakeholders is with the objective of informing the policy with which the exercise related to.

THE ACTION PLANS

The following section contains the action plans for the Council, Shetland Schools Service, Shetland College and ZetTrans.

SHETLAND ISLANDS COUNCIL; DISABILITY ACTION PLAN

Task	Action	Timescale	Responsibility	Outcome/ Indicator
Monitoring & Evaluation				
We will increase our knowledge of the workforce in relation to disability				
Improve system to ensure validity	Ensure we are collecting the correct data through training & promotion	Annual review in May	Personnel	2008 action plan informed by an increased knowledge of the workforce
	Ensure data is complete	Annual review in May	Personnel	2008 action plan informed by an increased knowledge of the workforce
	Make data more user friendly	Annual review in May	Personnel	2008 action plan informed by an increased knowledge of the workforce
	Gather qualitative data from staff survey and Moving on Employment Project	June 2007	Personnel/ Policy	2008 action plan informed by an increased knowledge of the workforce
We will increase our knowledge of the profile of the Shetland population in relation to disability				
Improve system to ensure validity	Find out which services are monitoring what	April 2007	Policy	Customer profile for each service
	Collate, analyse and report	October 2007	Policy	Annual report to Executive Committee &

Task	Action	Timescale	Responsibility	Outcome/ Indicator
	monitoring corporately			EMT
Energising the Organisation				
We will ensure all corporate communication is easily accessible to all employees				
Staff Survey	Find out how staff would like to receive corporate communication	June 2007	Personnel	All staff receiving corporate communication in a way that is easily accessible to them DRC standard met
Intranet	Ensure the internal Intranet meets the DRC accessibility guidelines	December 2007	ICT	All staff able to access information on the Intranet DRC standard met
Written Communication	Encourage all services to use the Council's Quality Standard for Equalities & Human Rights	Ongoing	Policy	All staff receiving corporate communication in a way that is easily accessible to them Quality Standard met
We will raise awareness of disability issues throughout the organisation				
Quality Standard for Equalities & Human Rights	Encourage all services to use the Council's Quality Standard for Equalities & Human Rights	March 2007	Policy	Individual needs/ concerns of staff and service users understood and met Quality Standard met

Task	Action	Timescale	Responsibility	Outcome/ Indicator
Equality Circular	Use the monthly Equality Circular to distribute both local and national equality and diversity news throughout the Council, and our community planning partners	Ongoing	Policy	Local and national equality and diversity initiatives informing people's work throughout the Council 10% increase in people signing up to the Equality Circular
Training	Run the following courses: <ul style="list-style-type: none"> • Equality & Diversity Awareness • Disability Awareness • Dyslexia Awareness • Plain English 	Ongoing	Personnel	Individual needs/ concerns of staff and service users understood and met 20% increase in training places taken up
We will ensure our organisation is able to adapt to individual needs				
	Adaptations for disabled employees	Ongoing	All	Individual needs/ concerns of staff understood and met
	Improve physical access to Council buildings Statutory Performance Indicator	Ongoing	Asset Services	Individual needs/ concerns of staff and service users understood and met Statutory Performance Indicator
Involving Communities				

Task	Action	Timescale	Responsibility	Outcome/ Indicator
We will set up mechanisms for involving disabled people				
Inclusion Project – to ask disabled people about any barriers they face accessing opportunities in their community	Widen out Inclusion project to include disabled people	June 2007	Policy	Disabled individuals able to access opportunities within their community Research findings presented
Inclusion Officer post	Explore links between Inclusion project and Inclusion Officer post in Education & Social Care	March 2007	Policy	Disabled individuals able to access opportunities within their community Research findings presented
Disability Forum	Use the mechanisms created by the Disability forum to engage disabled people in the Disability Equality Scheme	September 2007	Policy	2008 action plan developed with input from disabled people
	Promote mechanisms to all service providers	Ongoing	Policy	Involvement of disabled people in service provision
Service Delivery				
We will improve access to our services for disabled people				

Task	Action	Timescale	Responsibility	Outcome/ Indicator
Physical access	Improve physical access to Council buildings Statutory Performance Indicator	Ongoing	Asset Services	Individual needs/ concerns of staff and service users understood and met Statutory Performance Indicator
Website Accessibility	Ensure our website meets the DRC accessibility guidelines	December 2007	ICT	Everyone able to access information on our website DRC standard met
Quality Standard for Equality, Diversity & Human Rights	Encourage all services to use the Council's Quality Standard for Equality, Diversity & Human Rights	March 2007	Policy	Individual needs/ concerns of staff and service users understood and met Quality Standard met
Service plans	Ensure equality and diversity is a priority for 07/08 service plans	January 2007	Policy	Individual needs/ concerns of staff and service users understood and met All service plans addressing equality and diversity
Equality Impact Assessments	Ensure all policies and strategies are equality assessed during the life of the 07/08 service plans	March 2008	Policy	All policies and strategies equality impact assessed
	Ensure feedback from involvement exercises is fed into 2008 plans	September 2006	Policy	Individual needs/ concerns of staff and service users understood and met

Task	Action	Timescale	Responsibility	Outcome/ Indicator
				All service plans addressing equality and diversity
We will monitor complaints received and conclusions by the 6 main equality strands				
Complaints procedure in place which is open & accessible and leads to a satisfactory conclusion	Update procedure and ensure council-wide implementation	March 2007	Heads of Legal & Organisational Development	Individual needs/ concerns of service users understood and met Complaints procedure in place
	Profile & monitor all complaints received by the 6 equality strands	March 2007	Head of Organisational Development	Statistics compiled
	Profile & monitor all conclusions by the 6 equality strands	March 2007	Head of Organisational Development	Statistics compiled
Reporting & Review	We will report to the Council and DRC an updated action plan every year	October 2007	SIC Equalities Group	Report to Council

Task	Action	Timescale	Responsibility	Outcome/ Indicator
	We will ensure that these reviews take into account the views of communities, employees, trade unions and Members	Ongoing	SIC Equalities Group	No. of consultations

**Shetland Islands Council
Education and Social Care Department
Schools Service**

Disability Equality Scheme Action Plan

Disability Equality Strategy Action Plan

Aim	Action	Timescale	Personnel	Cost
Work effectively with other SIC department. To avoid overlap, ensure coherence around areas such as <ul style="list-style-type: none"> • recruitment • data collection • retention • training • accessibility 	<i>Meet Anna Sutherland / Kristen Tait/ other named persons to agree approach to Disability Equality.</i> <i>Explore SIC Disability documentation in Schools / Integrated Services and DRC.</i> Agree timeline/responsibilities with ASN Management Team. Revisit and update Access Strategy.	Dec 2006 Dec 2006	QIO ASN Management Team	
<u>TASKS WITHIN THE STRATEGY</u>			Oversight ASN Management Team	
Involve staff and pupils with disability about current and future provision	<i>Letters to former staff and pupils.</i> <i>Meeting with respondees where appropriate.</i> <i>Collate responses.</i> Review My Meeting documentation. <u>Discuss issues with ASN teachers at ASN cluster meeting in June 2007.</u> <i>Consult current staff and pupils.</i>	January 2007 June 2007	QIO QIO/ESO	
Consult Disability Shetland regarding priorities, involvement of people with disabilities and current documentation	<i>Contact Disability Shetland.</i> <i>Meeting in Market House.</i> Agreed aspects of strategy.	December 2007	QIO	
Consult SNAG/other disability groups regarding gaps in the	Meeting with group.		QIO	Possible venue

provision				hire
Consult teacher unions/LNCT	See union docs. Submit draft strategy to LNCT for discussion. Involve unions in monitoring the scheme.	November 2007	Head of Service QIOs	
Contribute to the recommended action in the Shetland Disability Strategy and in the review of the strategy.	<i>Identify and communicate Schools Service priorities to Policy Department.</i>	December 2007	ASN Management Team/Policy	

Establish Schools Disability Equality policy and sample for schools	<u>Finalise documentation - DRAFT</u> <i>Share with Head Teachers.</i>	March 2007 June 2007 Sept 2007	QIM/QIO	
Ensure all school staff have access to training	Include disability awareness in ASN Training Plan as well as specialised topics related to disability and new arrangements for SQA candidates with disability.	2007/2010	QIO/ESO	
Ensure HT awareness of Disability Equality at HT meeting and provide sample school policy	Audit school documents. <u>Share good practice</u> Provide training	June 2007	Head of Service QIO/ESO	
Encourage participation by disabled children in schools and community	Apply audit materials through ASN Cluster to identify gaps in current provision – self-evaluation	March 2008	QIO/ESO	
Track progress of pupils with disability in particular with regard	<u>Identify 06/07 cohort of young people with disabilities.</u>	<u>Dec 2006</u>	QIO/MIS	

to: <ul style="list-style-type: none"> attainment placement exclusion 	<u>Agree indicators with MIS and timescales for collation of data.</u> Annual report to SSMT / Policy Department/ Review Group	December		
Ensure all children not educated in mainstream classes are appropriately placed	Review placements as part of SFL Audit and pupil reviews.	<u>Feb 2008</u>		
Publish 2007/10 Disability Equality Scheme which includes: <ul style="list-style-type: none"> Statement of process: involvement of people with disabilities Action plan: targets for performance Procedure for assessing impact of activities and effectiveness of plan 	<i>Include in SIC Scheme. Link with college documentation. Submit final version to SEED/other agencies. Include on SIC website (DRAFT)</i>	<u>April</u> <u>20</u> <u>07</u> <i>September 2007</i>	ASN Management Team	To be agreed
Establish review group, to meet bi-annually Revisit Scheme and prepare next	Seek representation from pupils, ASN teachers, Psychological Service, LNCT and other appropriate agencies	November 2008	ASN Man. Team	Supply costs

DISABILITY SCHEME TARGETS FROM CURRENT INFORMATION – to be revised and updated annually

OUTCOME	TASKS	Timescale	Personnel	cost
All managers are aware of their responsibilities in line with the	Programme of training in place each year which includes disability	Annual	Head of Service	

Disability Discrimination Act and the Disability Equality Duty	equality and related issues.		CPD co-ordinator	
All teaching staff are aware of their responsibilities with regard to disability equality	Programme of training in place each year which includes disability equality and related issues.	Annual	CPD co-ordinator	
All schools can demonstrate efforts to involve young people in meetings about themselves	Pupil review form and record of their involvement. Learners are used in staff training sessions	Annual	QIOs/ESO ASN	
All school buildings are wheelchair accessible	Annual programme of work in place according to access audit.		Head of Service Access Officer	
Disability related harassment does not occur	Schools' records demonstrate no disability-related harassment. Annual review of school records using Phoenix	June 2007	QIOs	
Mobility advice for people with VI	Increase capacity of VI team through training and additional staff hours.	August 2007	Head of Integrated Children's Services	
Ensure recruitment, selection and admission procedures are reviewed regularly	Annual meetings with personnel/staffing Regular collation of gender data	Annual	QIO	
Establish regular impact assessment and review of action	Bi-annual meeting of Review group	ongoing	QIO	

Inclusion Service

Action Plan

2007/200

Action Plan 2007/08

What needs to be done?	How are we going to do it?	When	Who is to be involved?	How will we know it's having an Impact? (evidence)
1.1 Expand the Alternative Curriculum Education Shetland (ACES) programme (ICSP)	Variety of short courses – group work	2007-08 Quality of Life funding	Bridges Project +Youth Services + partners + Schools	<ul style="list-style-type: none"> • Increase in participation in wider range of courses
1.2 Promotion of Inclusion Officers role and Inclusion Services for Youth Services and the greater community	PR of service. Putting together and implementing a generic “PR Plan” with Youth Services Distribution of PR material Attendance of Inclusion Officer to public/service providers/users meetings	Ongoing	Inclusion Officer, Youth Services, Schools, Local Planning Groups, Service Users/Providers	<ul style="list-style-type: none"> • Visible Indicators ie: Signs and Publications visible/accessible to public in Islesburgh • Involvement in PR events/competitions/consultations with children and young people with ASN • Involvement in PR events/consultations with parents/carers

1.3 Provide alternative learning for Young Adults with additional support needs, including ASDAN	Variety of short courses – Group work	Jan 08 – June 08	Inclusion Officer+ Youth Services + partners + Schools	<ul style="list-style-type: none"> • Numbers participating
1.4 Widen Bridges Project to cater for 14-19 age group	Group work, 1-2-1 work	2007-08 NEET Strategy funding	Bridges Staff + Youth Services + Schools	<ul style="list-style-type: none"> • Increase in young people making positive transition from secondary education • Reduction of young people becoming NEET
1.5 Need to review future provision of holiday programme for children and young people with ASN and extend this to one week in Easter and October.	Consultation with other service providers and service users, including the care commission.	Dec 07 – Feb 08	Inclusion Officer, Youth Services, Youth Services, Sport and Leisure, SRT, Schools, Disability Shetland, Shetland Arts	<ul style="list-style-type: none"> • Parents and carers feedback • Numbers attending
1.6 Need to review future provision of holiday programme for children and young people with Additional Support Needs.	Consultation with other service providers and service users, including the care commission.	Sep 07 – March 08	Inclusion Officer Youth Services, Sport and Leisure, SRT, Schools, Service users	<ul style="list-style-type: none"> • Numbers participating • Feedback from participants and carers
1.7 Need to ensure activities/holiday provision for children and young people with Additional Support Needs, is following and adhering to current legislation.	Consultation with Legislative bodies and child care providers.	Oct 07 – June 08	Inclusion Officer, Service Manager, Care Commission, Shetland Childcare Partnership, Social Work	<ul style="list-style-type: none"> • Partnership providers adhering to legislation • Registration with Scottish Care Commission

<p>1.8 Exploring consolidating of ASN AUX's contracts, using a model of school based support as an Universal service, providing full time/flexible/permanent contracts.</p>	<p>Consultation with Departmental Heads of Service</p>	<p>Oct 07 - June 08</p>	<p>Inclusion Officer, Service Manager, Heads of Service – Education/Social Work</p>	<ul style="list-style-type: none"> • Continuity in care for service users • Provision of quality services with a “Key Worker” system • Inclusion of individuals to mainstream activities that would other wise be inaccessible
<p>1.9 Evaluating and challenging Youth Services to be “Inclusive” following and adhering to current equality legislation.</p>	<p>Audit capacity of service provision in line with equality legislation Providing in an accessible format information on the DED to service users/providers. Putting together and using a “DES Checklist Pack” for service provider,</p>	<p>Oct 07 – Dec 08</p>	<p>Inclusion Officer, Youth Services, Youth Services Team Leader, Local Planning Groups, Disability Shetland</p>	<ul style="list-style-type: none"> • Evaluation and consultation with service users on “Inclusion Barriers” • Putting together and implementing Disability Equality Scheme's with Service Users/Provider

<p>1.10 Evaluating and challenging Service Provider's to be "Inclusive" following and adhering to current equality legislation.</p>	<p>Audit capacity of service provision in line with equality legislation Providing in an accessible format, information on the DED to service users/providers. Putting together and using a "DES Checklist Pack" for service providers.</p>	<p>Oct 07 – Dec 08</p>	<p>Inclusion Officer, Local Planning Groups, Disability Shetland, Shetland Disability Group, Scottish Council of Social Service, Shetland Recreational Trust, Shetland Arts Trust</p>	<ul style="list-style-type: none"> • Evaluation and consultation with service users on "Inclusion Barriers" • Putting together and implementing Disability Equality Scheme's with Service Users/Provider
<p>1.11 Audit of all Services in Shetland that can be inclusive</p>	<p>Gathering information on all services</p>	<p>Oct 07 – Dec 08</p>	<p>Inclusion Officer, Disability Shetland</p>	<ul style="list-style-type: none"> • Providing an informative audit report on services in Shetland
<p>1.12 Audit of "Inclusive Service Provision" (Expectations/Needs/Wants) of Parents/Carers of, and Children/Young people with ASN including social, recreational and care</p>	<p>Promotion of Inclusion Officers role Providing in an accessible format, information on the DED and DES's to service users. Putting together a "DES Checklist Pack" for service users.</p>	<p>Oct 07 – Dec 08</p>	<p>Inclusion Officer, Shetland Childcare Partnership, Disability Shetland, Shetland Disability Group, Schools</p>	<ul style="list-style-type: none"> • Numbers of Parents/Carers reappointing to questionnaires • Numbers of children and Young people with ASN responding to questionnaires • Evaluation of questionnaires

<p>1.13 Evaluating and challenging Out of School Care/Clubs to be more “Inclusive” following and adhering to current equality legislation.</p>	<p>Audit capacity of service provision in line with equality legislation Providing in an accessible format, information on the DED to service users/providers. Putting together and using a “DES Checklist Pack” for service provider.</p>	<p>Oct 07 – Dec 08</p>	<p>Inclusion Officer, Service Manager, Shetland Childcare Partnership, Care Commission, Social Work</p>	<ul style="list-style-type: none"> • Evaluation and consultation with service users on “Inclusion Barriers” • Putting together an “Inclusion Out Of School Care Working Group” • Working Group to meet regularly • Numbers of children/young people with ASN accessing Out of School Care increasing
<p>1.14 ActiveFutures Programme developed – young leaders element</p>	<p>Offer Sports Leader training through youth groups</p>	<p>Aug - March</p>	<p>Youth Services, Bridges, Sport & Leisure</p>	<ul style="list-style-type: none"> • Young people as young leaders •
<p><u>1.15 Co-ordinate leisure, sport and recreation activities ensuring equality of access in remote and rural areas</u></p>	<p>Quarterly planning meetings in local areas, with service users, promoting the DED. Promotion of Inclusion Officers role Providing in an accessible format,</p>	<p>Quarterly</p>	<p>Inclusion Officer, Youth Services, Sport and Leisure, SRT, Schools, Disability Shetland</p>	<ul style="list-style-type: none"> • Numbers attending

	<p>information on the DED and DES's to service users. Putting together a "DES Checklist Pack" for service users.</p>			
<p><u>1.16 Provision of youth work opportunities in line with revised youth work curriculum including Youth Achievement and ASDAN</u></p>	<p>Wide menu of accredited learning opportunities on offer as part of balanced annual programmes. Revision of youth work curriculum underway.</p>	<p>Ongoing April - July</p>	<p>Youth Services + partners Inclusion Officer</p>	<ul style="list-style-type: none"> • Increase in number of participants in accredited learning • Curriculum updated

<p>1.17 Evaluating and Challenging all Shetland Islands Council Policy, Strategy and Service Planning/Implementing is in keeping with current Disability Equality Legislation</p>	<p>Involvement with Policy drafting of SIC DES PR of Inclusion Officer role Providing in an accessible format, information on the DED and DES's to council workers Putting together a "DES Checklist Pack" for council</p>	<p>Ongoing</p>	<p>Inclusion Officer, Inclusion Services Manager, Policy, All Departments,</p>	<ul style="list-style-type: none"> • Key objectives in Shetland Disability Strategy being met • Key objectives in Integrated Children's and Young Peoples Service Plan being met. • Shetland Children's and Young Peoples Service Plan showing "Included" theme of throughout entire document
<p>1.18 Co-ordinate out of school activity for 6 week blocks, 2 hours a day, for children and young people with ASN, to avoid duplication and make best use of resources</p>	<p>Quarterly planning meetings in local areas Setting up of local children and Young peoples advocacy groups in keeping with the DED.</p>	<p>Jan 08 – June 08</p>	<p>Inclusion Officer, Youth Services, Sport & Leisure, SRT, Schools, Shetland Childcare Partnership, Arts Trust, Disability Shetland</p>	<ul style="list-style-type: none"> • Wider range of activity on offer • Increased participation

Strategic Aim 2: Young people access and influence the political and community planning process

Strategic Actions:

- Roll out of National Entitlement Card to 16-18 age group
- Young Scot materials purchased, distributed and promoted
- All strategic partners consider and involve young people when making decisions in keeping with the Disability Equality Duty
- Develop Youth Voice as the vehicle for engagement with young people as part of the community planning process
- Support the development of Shetland Youth Bank

What needs to be done?	How are we going to do it?	When	Who is to be involved?	How will we know it's having an Impact? (evidence)
Promote use of Young Scot resources and services	Offer awareness sessions to staff Involve young people Distribute YS packs to 1 st and 4 th year groups	August - Dec	Youth Services Bridges Youth Voice Schools Library Service +partners	<ul style="list-style-type: none"> • Increase in use of resources by staff and young people – Young Scot Portal Stats • All Young people aware of National and

				<p>Local Young Scot/ Dialogue Youth Services</p> <ul style="list-style-type: none"> • Surveys/feedback
--	--	--	--	---

<u>Continue to promote Shetland Young Scot Smart card /NEC card</u>	Offer free photo/ form filling sessions on quarterly basis Inform young people as they approach 16 of the added benefit of subsidised travel element – write to each young person	ongoing	Youth Services Smart Card Project Board partners	<ul style="list-style-type: none"> • Increase in number of 'live' smart cards • Young Scot stats
<u>Assist and support Youth Voice in organising an annual youth conference + 3 General Youth Voice meetings</u>	Work with Youth Voice Executive to plan and deliver	Conference- June General mtgs - quarterly	YOUTHVOICE third annual conference held June 05	<ul style="list-style-type: none"> • Conference delivered – increased participation • 3 x general meetings organised and delivered by young people with support
<u>Continue to support Shetland's members of the Scottish Youth</u>	Provide staff support and funding for MSYPs to participate in national mtgs of	4 per year	Youth Services	<ul style="list-style-type: none"> • MSYPs enabled to participate in SYP business • Feedback from MSYPs

<u>Parliament</u>	SYP Hold e-election to fill vacant MSYP place	May 07	Youth Services Young Scot Schools Colleges	and SYP • Vacancy filled – increase in turnout in election
<u>Further develop Shetland Youth Bank</u>	Promote inclusion of priority groups in Youth Bank business Awareness raising Improve publicity materials	July - March	Existing YB committee Young People Youth Services	<ul style="list-style-type: none"> • Increase in membership of committee from priority groups • Increase in number of applications for funding rec'd • Evaluations/ feedback from recipients
<u>Support for Hack Pack – e-journalists</u>	Hack Packers mtgs to be introduced	6 x per year	Hack Packers YOUTHVOICE Youth Service	<ul style="list-style-type: none"> • Increase in articles on Shetland Young Scot portal pages
<u>Promote the inclusion, involvement and equality of children and young people with ASN in all aspects of Youth Work particularly Youth Voice, Youth Parliament, Young Scot resources and services</u>	Set up 5 advocacy groups (North Isles, North Mainland, Westside, Central Mainland and South) involving children and Young people with ASN in the consultation and planning of Youth Services provision in keeping with the DED,	Ongoing following conferences	Inclusion Officer, Youth Services Team Leader, Empowerment and Participation Worker, Schools, Disability Shetland,	<ul style="list-style-type: none"> • Increased numbers of children and young people with ASN attending Youth Clubs with support if needed • Increased numbers of Children and Young People with ASN Accessing and being involved in Youth Voice/Forums, Youth Parliament.

<u>Work to establish area based youth forums – building on current Youth Voice/ Youth Cabinet structure, Engage new Council</u>	Youth conference + new SIC Members induction programme	June – December, Quality of Life funding	Young People YOUTH VOICE Youth Services Elected Members Schools	<ul style="list-style-type: none"> • Young people participating in local forums • Young people influencing local and Shetland wide decision making
---	--	--	---	--

Shetland College: Disability Equality Scheme Action Plan

Disability Equality Duty 1: Promote Equality of opportunity between people with disabilities and others						
	Outcome	Action	Timescale	Progress Indicators	Responsible	Progression
1.1	Managers are aware of their responsibilities in line with the Disability Discrimination Act and the Disability Equality Duty	All Managers trained in impact assessment and collecting and using data	Mar 2008	Record of staff undertaking training	Operations Manager/ Admin Manager	
1.2	All College staff aware of Shetland College Disability Equality Scheme and action plan and their responsibilities	a) All staff to undertake appropriate training in DES b) New staff to be given information as part of induction c) The College to use Shetland Disability as a point of reference with any queries / training regarding disabilities	Jun 2008 Ongoing Ongoing	Record of staff undertaking training Training records Minutes Training records	Operations Manager	
1.3	Work towards there being no significant difference in the gaps between potential and achievement for disabled and non-disabled students	Ensure that all students have the opportunity to have their needs met through <ul style="list-style-type: none"> • Appropriate facilities 	Ongoing	Course reviews ILP	Operations Manager/ Learning Support Team	

		<ul style="list-style-type: none"> • Appropriate learning resources • Support for learning • Assistive technologies • Reasonable adjustment 				
--	--	---	--	--	--	--

Disability Equality Duty 2: Eliminate discrimination which is unlawful under the Disability Discrimination Act

	Outcome	Action	Timescale	Progress Indicators	Responsible	
2.1	Establish prioritised plan for impact assessment of existing policies and functions	<p>Impact assess all existing policies and functions.</p> <p>Make necessary changes.</p> <p>Publish amended policies and put in place any training required</p> <p>Monitor business practices and ensure change is effective</p>	By end Jan 2008	<p>Minutes</p> <p>Impact Assessment documentation.</p>	Operations Manager	
2.2	Impact assess all new policies, functions and business processes	As above	Ongoing	<p>Minutes</p> <p>Impact</p>	Operations Manager	

				Assessment Documentat ion		
2.3	Student recruitment, selection and admission procedures reviewed	a) consult with students with disabilities b) amend materials and processed as required and train staff	By end Oct 2008	Records of meetings, revised materials and process; training records	Operations Manager/ Guidance Coordinator/ Admin Manager	
2.4	Establish links with local disability services to provide information and guidance for staff and students re. disability matters	Form a committee of staff, students and partners to monitor equality and diversity across the College.	By end Mar 2008	Minutes	Operations Manager	

Disability Equality Duty 3: Eliminate Disability related Harassment

	Outcome	Action	Timescale	Progress Indicators	Responsible	
3.1	Record/Monitor incidents of harassment of disabled people on all College sites	Revise reporting policies and create an incident report form.	Apr 2008	Updated policy	Operations Manager	

Disability Equality Duty 4: Promote positive attitudes towards people with disabilities

	Outcome	Action	Timescale	Progress Indicators	Responsible	
4.1	Information materials from DRC, Disability Shetland etc. publicised and made freely available to students, staff and visitors	Ensure materials are revised and available in alternative formats including online access.	By end May 2008	Revised materials, online access.	Operations Manager/Heads of Section/Marketing Graduate/Guidance Coordinator	

Disability Equality Duty 5: Encourage participation by people with disabilities in public life

	Outcome	Action	Timescale	Progress Indicators	Responsible	
5.1	Ensure that students with disabilities are supported to take part in all aspects of College life and wider community activity	Work with College students association and UHISA to assist students who wish to participate Work with groups of disabled students to encourage increased participation	Ongoing	Number of students both indicating an interest and becoming involved	Operations Manager/Guidance Coordinator	

Disability Equality Duty 6: Take steps to meet the needs of people with disabilities even if this requires more favourable treatment

	Outcome	Action	Timescale	Progress	Responsible	
--	----------------	---------------	------------------	-----------------	--------------------	--

				Indicators		
6.1	Estates strategy to reflect awareness of DDA and disability equality issues	Ensure Gutter's Hut and Bruce Hostel Kitchen premises are DDA compliant	By end Dec 2008	Audit reports	Operations Manager	
6.2	Create bank of assistive technologies to ensure meeting needs of students with disabilities	Maintain and expand assistive technologies resources	By end Aug 2008	Assistive technologies available reflect current need	Operations Manager/ Learning Support Team	

ZETTRANS DISABILITY ACTION PLAN

The items on the ZetTrans Disability Action Plan are extracted from the Shetland Regional Transport Strategy which was submitted to Scottish Ministers in March 2007. The full RTS is available at www.ZetTrans.org.uk or from ZetTrans.

<u>RTS Task</u>	Action	Timescale	Responsibility	Objective / Purpose / Target Contribution
APS 10	<i>ZetTrans supports the principle that external air services and airports in Shetland are delivered in accordance with Disability Discrimination Act policy, recognising their importance in the transfer of those requiring health-treatment.</i>	Ongoing	Transport Development Manager	Access for disabled people on external flights. SIA 2, SIA 5. M 4
UKF 8	<i>ZetTrans will support the principle that external ferry services in Shetland are delivered in accordance with Disability Discrimination Act policy.</i>	Ongoing	Transport Development Manager	Access for disabled people on external ferries. SIA 2, SIA 5. M 4
PTS 11	<i>ZetTrans will ensure all public transport services in Shetland are delivered in accordance with Disability Discrimination Act policy. This includes ensuring that public transport information is accessible and understandable (e.g. available in large print)</i>	Ongoing	Transport Service Manager	Accessible Service. SIA 5 M 4b.

<u>RTS Task</u>	Action	Timescale	Responsibility	Objective / Purpose / Target Contribution
FOP 8	<i>ZetTrans will continue to ensure that ferry services in Shetland operate in accordance with Disabled Discrimination Act policy.</i>	Ongoing	Ferry Services Manager	Access for disabled people on internal ferries. SIA 2, SIA 5. M 4a.
PAR 3	<i>SIC will provide dedicated parking for disabled users, appropriately sited and marked for their use, within local car parks and Lerwick.</i>	Ongoing	SIC Roads	Access for disabled. SIA 5, SAFE 2
PTF 2	<i>ZetTrans will continue to provide free public transport travel for the elderly and disabled groups in accordance with the national transport concessionary scheme offered by Transport Scotland. ZetTrans will lobby for the extension of the national concessionary fares schemes to community transport.</i>	Ongoing	Transport Service Manager	Accessibility. SIA 1-5. KPI 4a, M1, M5a, M8a.

<u>RTS Task</u>	Action	Timescale	Responsibility	Objective / Purpose / Target Contribution
D10	<p>The links between the Transport Strategy and the Local Plan are also recognised in a number of ways. For example, the Local Plan acknowledges the potential development of fixed links and while it is confirmed that the inter-island ferry service will continue to be the main lifeline link to the isles, the Plan guards against development that could prohibit the future development of fixed links. The provision of adequate car parking standards that meet Shetland's needs are also included in the Local Plan. In line with ZetTrans policies to ensure DDA compliance across a number of transport services, the Local Plan contains the policy of improving access to public places for the less mobile through ensuring that developments are fully accessible by the disabled and other vulnerable groups. Improving public access or the provision of new routes for public access is also encouraged within the Local Plan. The Local Plan outlines that where practical, access for cyclists, walkers, horseriders and those with special needs will be catered for. This is in parallel with ZetTrans' proposals to continue to promote and develop walking and cycling facilities. Finally, the development of Action Plans for Roads Infrastructure, in consultation with local communities, is another measure noted in the Local Plan that will be supported by ZetTrans. This Action Plan will contain measures for the construction, improvement, maintenance and use of roads infrastructure. §8</p> <p>Roads Infrastructure, in consultation with local communities, is another measure noted in the Local Plan that will be supported by</p>	Ongoing	Various	

<u>RTS Task</u>	Action	Timescale	Responsibility	Objective / Purpose / Target Contribution
	Roads Infrastructure, in consultation with local communities, is another measure noted in the Local Plan that will be supported by ZetTrans. This Action Plan will contain measures for the construction, improvement, maintenance and use of roads infrastructure.			

Appendix A

DISABILITY Profile of Council Staff

Shetland

Nationally it is thought that 15% of the population have some kind of disability. 15% of the Shetland population would be 3,300 people. This is borne out by the 2001 census, which shows that 3,500 people had a long-term limiting illness, of which 2,500 were of working age. This figure will include both disabilities and chronic medical conditions.

As of March 2006, there were 164 people on the Special Needs Register. The number of adults with learning disabilities is expected to almost double over the next ten years.

It has been difficult to gather information on the numbers of people with a physical disability. The following service uptake figures can be used to an extent but there is known to be a problem with under-reporting regarding all these statistics:

- 600 people have a valid 'blue badge' for car parking, i.e. have severe mobility problems;
- 460 people with physical disabilities receive home care each year;
- 34 people are registered blind;
- 34 people are registered partially sighted;
- 24 people use alternative/augmentative communication

Authority

According to our 2007 data, only 5% of the workforce had identified themselves as disabled, see figure 2a. The figure for unknown or undisclosed has decreased in 2007 to 18% with a reduction of 5% since 2006. The figure working for the Shetland Islands Council with no disability has risen by 5% in the year 06-07.

Breaking these statistics down further into staff groups the distribution of disabled employees are as follows:

- 5% APT&C
- 11% Craft Operatives
- 7% Manual Workers
- 4% Teachers
- 7% Instructors
- 0% Chief Officials
- 1% Lecturers.

Figure 2b: 2006 Working for the Authority: Disability

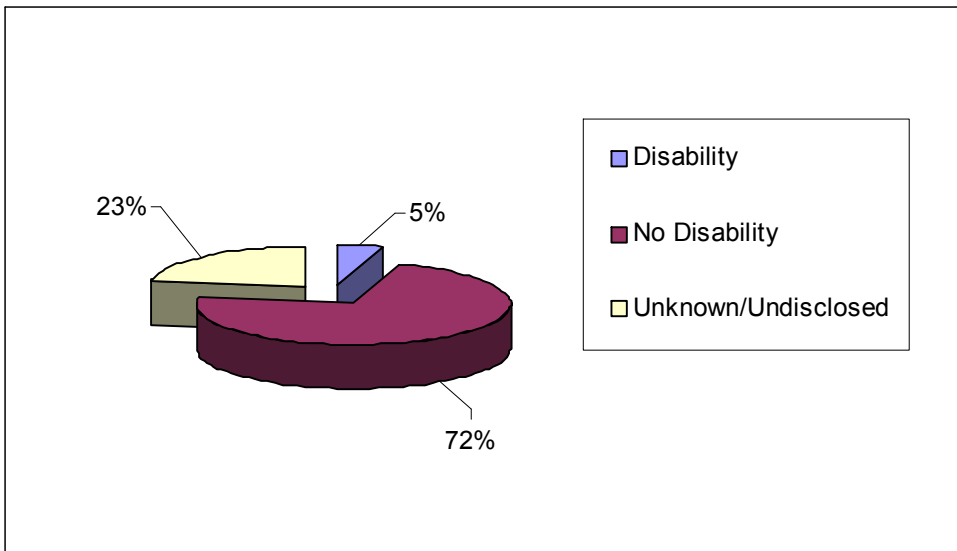


Figure 2c: 2005 Working for the Authority: Disability

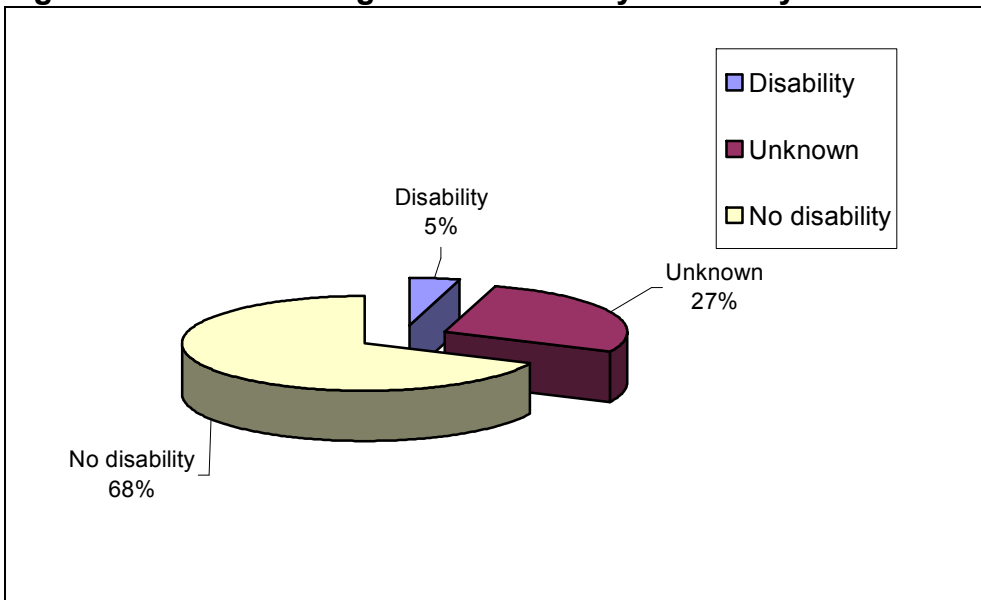


Figure 2d: 2007 Applying to the Authority: Disability

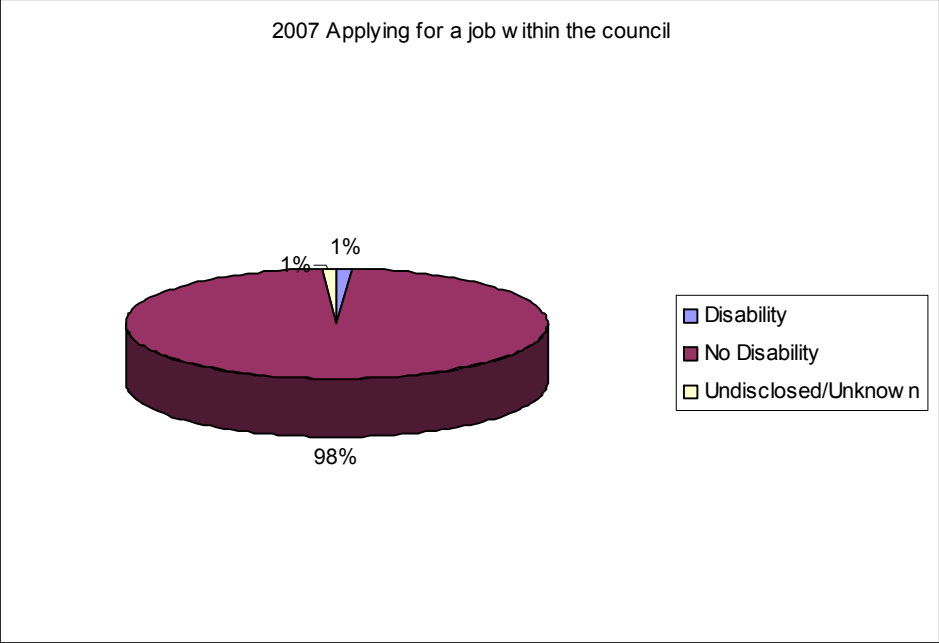
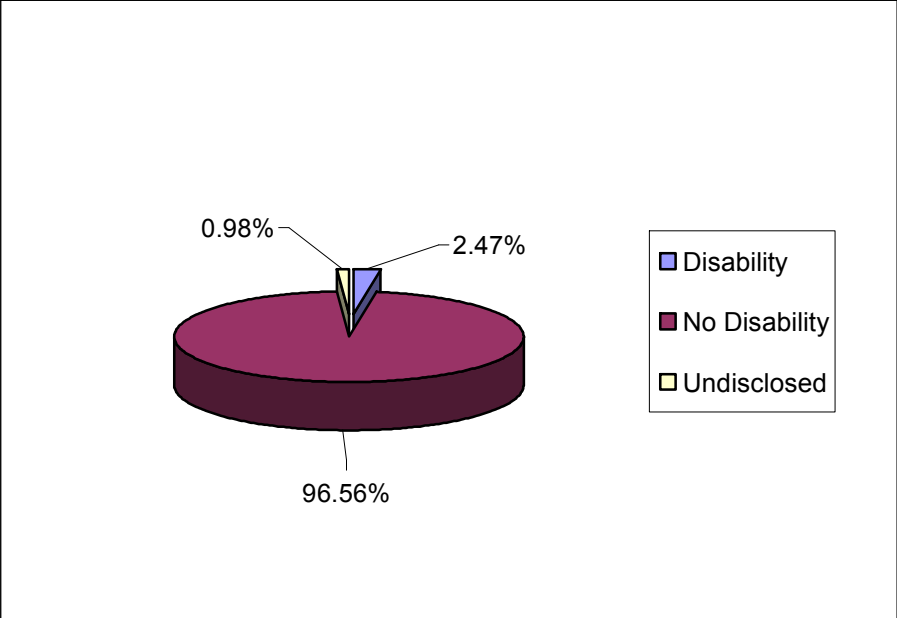


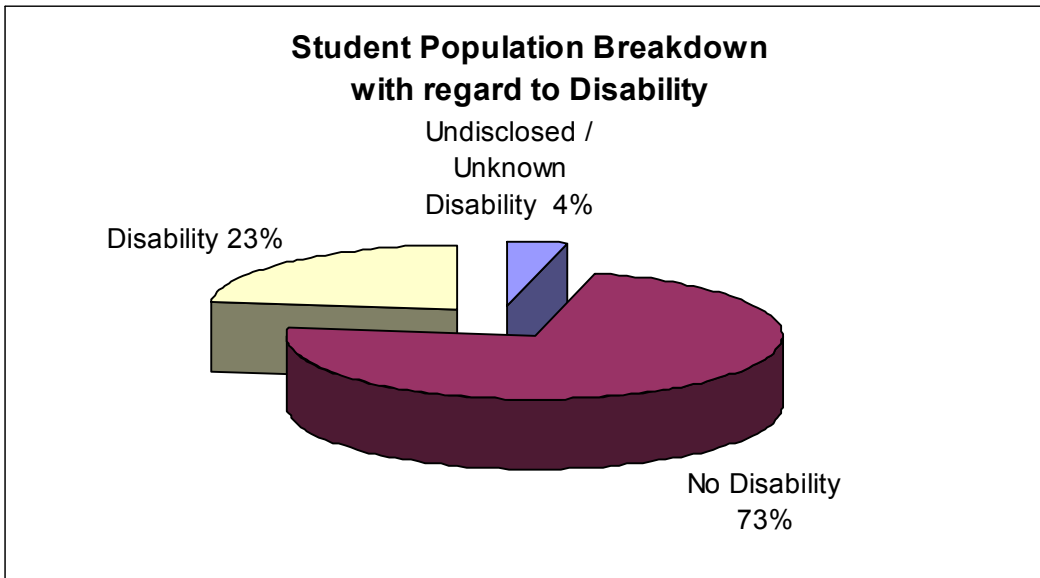
Figure 2e: 2006 Applying to the Authority: Disability



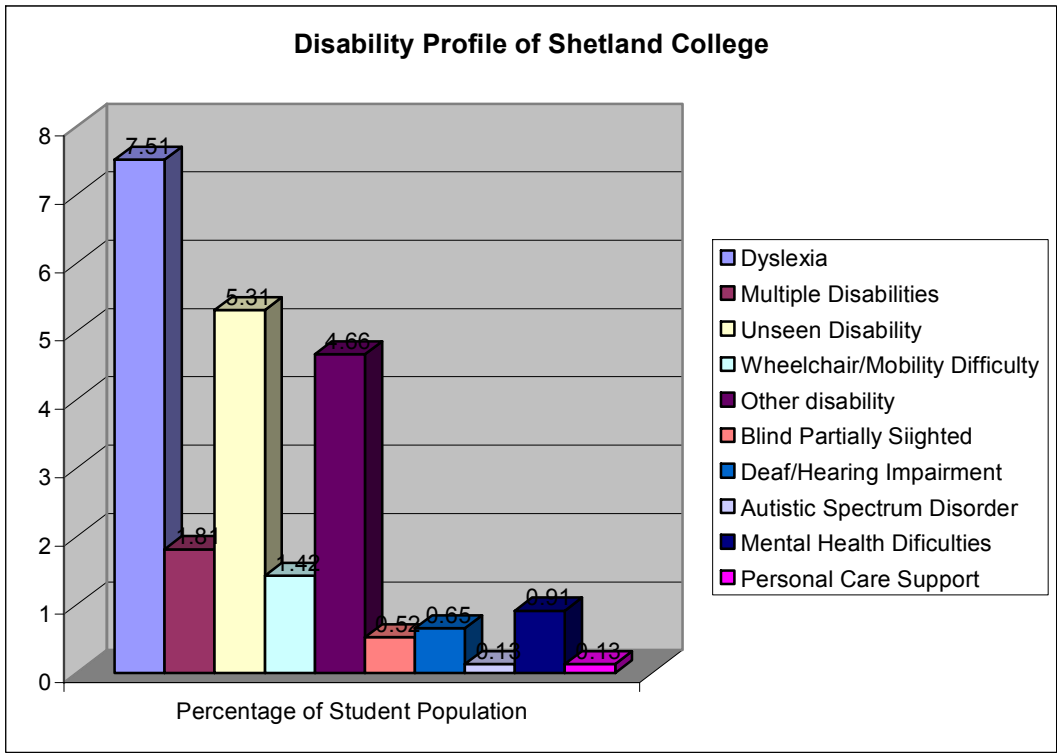
Appendix B Disability Profile for Students attending Shetland College.

Shetland College

According to 2007 data, 23% of the student population have identified themselves as disabled. The figure for unknown or undisclosed is 4%.



The number of Students currently attending Shetland College is 772. Therefore if 7.51% of students attending the college have declared themselves as Dyslexic that would equate to 58 students. The total number of students who have declared themselves as having a disability is 23% of the total student population, which in fact is representative of the population as a whole. If we were to take 23% of 772 (the current student population of Shetland college), that equates to 178 students representative of the population as a whole.



Breaking these statistics down further into disabled groups depicts the types of disabilities that students have, which attend the College. This can be seen in the table and graph below.

Disability	Percentage of Student Population
Dyslexia	7.51
Multiple Disabilities	1.81
Unseen Disability	5.31
Wheelchair/Mobility Difficulty	1.42
Other disability	4.66

Blind Partially Siighted		0.52
Deaf/Hearing Impairment		0.65
Autistic Spectrum Disorder		0.13
Mental Health Dificulties		0.91
Personal Care Support		0.13

Appendix C: Schools Service Disability Equality Figures

September 2007

PUPILS WHO ARE ASSESSED OR DECLARED AS HAVING A DISABILITY

	Male	Female	Total
Number of Pupils	130	60	190

Age/Sex

	5-6	7-8	9-10	11-12	13-14	15-16	17-18
Boys	9	7	9	13	34	48	10
Girls	1	4	3	10	12	15	15
Total	10	11	12	23	46	63	25

IEP & RON

	IEP			RON			IEP & RON		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Anderson High	42	13	55	1		1	7	7	14
Brae	12	8	20				4	1	5
Aith	5		5						
Baltasound							2	1	3
Mid Yell	8	3	11						
Sandwick	24	9	33						
Scalloway	10	4	14					1	1
Whalsay	12	4	16				1		1
Bells Brae	31	15	46						
Cullivoe	2		2				1		1
Cunningsburgh	4		4						
Dunrossness	2	2	4						
Fair Isle	1	1	2						
Hamnavoe	1		1						
Happyhansel	2		2						

Lunnasting	1	2	3						
Mossbank	13	5	18						
Ollaberry	5	3	8				1	1	
Olnafirth	1		1						
Skeld	4		4						
Sound	31	10	41						
Tingwall	5	2	7						
Urafirth	6	2	8						
Whiteness		1	1						
Total	222	84	306	1	0	1	15	11	26

Appendix D: Council - Core Functions

Education and Social Care –

Schools –

- ❖ To educate young people aged 3 - 18 to reach their full potential

Library & Information –

- ❖ To provide books, large print books, music cd's, talking books, open learning packs, newspapers and talking newspapers.
- ❖ To provide free access to the Internet and a broad range of software
- ❖ To provide free access to a range of reference materials
- ❖ To provide promotional activities
- ❖ To provide a library service to schools Adult Learning –
- ❖ To provide a range of adult learning programmes to help adults and young people achieve their potential

Sport & Leisure Services –

- ❖ To manage sports and leisure facilities
- ❖ To deliver a programme of sports activities
- ❖ To deliver the Active Schools programme
- ❖ To provide outdoor education and deliveries
- ❖ To administer a variety of grant aid schemes
- ❖ Train Shetland – Vocational Training –
- ❖ To act as a managing agent for the Government Funded Training Programmes of Skill seekers and Modern Apprenticeships

Train Shetland – Short Courses –

- ❖ To develop and provide quality short courses locally to meet the need of both the SIC and external customers

Integrated Children's Services –

- ❖ To provide an integrated care service for children and young people in Shetland.

Criminal Justice –

- ❖ To supervise offenders in the community in order to increase community safety and protect the public
- ❖ To work with offenders on community sentences or post release supervision to reduce current levels of re offending

Community Care –

- ❖ To provide a care service to older people, people with dementia, physical disabilities, mental health problems, sensory impairments, learning difficulties, children with disabilities or a disabling illness, people with HIV/AIDS and people who are terminally ill

Inclusion –

- ❖ To provide a universal youth work service delivered through a network of 10 youth centres provided in partnership with local communities and groups

Community Work –

- ❖ To provide up to date information and advice on all issues concerning voluntary organisations in a way that best suits the organisation
- ❖ To develop the skills and confidence needed for communities to engage and exercise power and influence, and to achieve their outcomes
- ❖ To engage with communities and other stakeholders across Shetland to identify, plan and meet their needs
- ❖ To provide community transport in the form of self drive community minibuses located throughout mainland Shetland

Infrastructure –

Planning –

- ❖ To prepare, maintain, review and implement the Structure Plan and Local Plan, which set out the framework for development and area regeneration
- ❖ To undertake wide consultation and resulting negotiations on new development proposals
- ❖ To ensure that new building work achieves national standards relating to the health, safety, welfare and convenience of people in and around buildings
- ❖ To look after our very rich heritage of buildings, landscapes, plants and animals

Roads –

- ❖ To ensure that all roads, footways, streetlights, traffic signals, culverts and bridges are inspected and maintained

Ferries –

- ❖ To own and operate a fleet of ferries providing lifeline services between the mainland and other islands

Transport –

- ❖ To provide local bus services on behalf of ZetTrans
- ❖ To provide internal air services and management of associated airport infrastructure
- ❖ To provide transport services for all other statutory functions within the Council, such school and social work transport
- ❖ To manage the Council fleet
- ❖ To administer the Council's function as licensing authority for taxi and private hire care licensing

Trading Standards –

- ❖ To check businesses for compliance with Trading Standards legislation

- ❖ To educate and inform locally based businesses and consumers
 - ❖ To register and license locally based businesses
 - ❖ To enforce Trading Standards legislation
 - ❖ To maintain Shetland's standard weights and measures and provide a metrological service

Environmental Health –

- ❖ To ensure the healthy production of food animals, the responsible ownership of pets and the welfare of animals
- ❖ To ensure adequate protection, maintenance and improvement of the local environment so as to benefit the health of the community
- ❖ To ensure the safe production, manufacture, storage, handling and preparation of food and its proper composition and labelling
- ❖ To safeguard the safety, health and welfare of persons whilst at work and those who might be affected by work activities
- ❖ To ensure the provision and maintenance of housing stock of a good standard, that is safe and that is provided with all basic amenities
- ❖ To ensure the protection of public safety and/or elimination of nuisance or other adverse impacts of activities through the exercise of licensing controls
- ❖ To prevent the potential spread of disease and/or physical damage resulting from infestation by pests
- ❖ To ensure proper public health controls are in place at ports of entry
- ❖ To protect and secure improvements in the public's health

Waste –

- ❖ To audit Council services and buildings with regard to environmental performance

- ❖ To promote waste prevention within the Council, households and the business community
- ❖ To provide a range of disposal and recovery options
- ❖ To monitor and coordinate activities related to the cleaning of litter and graffiti and maintaining public areas to a high environmental standard

Burial Grounds –

- ❖ To provide a grave digging service for all funerals in Shetland
- ❖ To maintain all 62 yards
- ❖ To maintain records of all yards

Cleansing –

- ❖ To provide an integrated waste management service from the point of collection through to safe disposal or recycling

Building Services –

- ❖ To provide a catering service to schools and Social Care clients
- ❖ To provide a cleaning service to all Council schools, offices, public buildings and toilets
- ❖ To provide a building maintenance service for all Council properties

Executive Committee Services –

- ❖ To manage, coordinate and administrate all Council and Committee meetings, and their related subcommittees and forums
- ❖ To administrate all Scottish Parliament, Westminster Parliament, Shetland Islands Council and Community Council elections
- ❖ To implement and comply with the Data Protection Strategy, Policy and relevant legislative requirements

❖ To implement and comply with the Records Management Strategy, Policy and relevant legislative requirements, including the Freedom of Information (Scotland) Act 2002

Registration Services –

❖ To collect and process accurate information from the public to enable an event to be registered, to produce an accurate permanent record, and to ensure that no events remain unregistered

Legal Services –

❖ To provide a legal service to all Council departments

Asset Services –

❖ To manage the Council's assets

❖ To provide land and seabed surveys to facilitate works in the capital programme

Emergency Planning –

❖ To prepare a Community Risk Register (CRR)

❖ To prepare and produce emergency plans and procedures

❖ To provide advice to businesses and voluntary organisations

Safety and Risk –

❖ To provide a corporate approach to the management of risk across all Council services

Human Resources –

❖ To recruit and retain high quality people to meet the Council's present and future needs

❖ To build on and improve fair employee relations strategies

Policy –

- ❖ To initiate, coordinate and facilitate partnership working initiatives
- ❖ To develop Council wide corporate strategies based on need, and prepare mechanisms to deliver those strategies
- ❖ To promote and ensure the incorporation of best value principles and management practices throughout the Council
- ❖ To develop performance management systems at all levels of the Council

ICT Unit –

- ❖ To provide and ICT service for all parts of the Council

Finance –

- ❖ To provide financial management information and advice
- ❖ To maintain the General Ledger of the Council's Financial Management System (Integra)
- ❖ To manage the Council's cash flow
- ❖ To provide a payroll, pensions and payments service
 - ❖ To conduct audit investigations, as directed
 - ❖ To collect local taxes due
 - ❖ To process claims for Council Tax Benefit and Housing Benefit in Shetland

Housing –

- ❖ To provide general needs, temporary, supported and sheltered accommodation
- ❖ To provide a strategic overview of housing provision in Shetland

Capital Programme –

- ❖ To manage the range of individual projects within the Council's Capital Programme on behalf of service users

- ❖ To manage the Council's aspirations and to deliver a sustainable Capital Programme

Economic Development Unit –

- ❖ To provide a research and development function
- ❖ To invest in a variety of projects and economic sectors
- ❖ To provide a marketing function

Ports and Harbour Operations –

- ❖ To maintain a service to board and land pilots to/from vessels and for running moorings from ships to the shore dolphins
- ❖ To maintain a towage service for tankers berthing at and sailing from the Sullom Voe oil terminal
- ❖ To assist the oil terminal in any marine related activity

Appendix E

Polices and Strategies taken into consideration during the Development of the Disability Equality Scheme

- **Scotland; Code of Practice**
- **Children's and Young Peoples Strategy**
- **Shetland; Corporate Plan**
- **Shetland Equality & Diversity Policy**
- **Shetland Community Planning**
- **Shetland Disability Strategy**
- **Employment of Disabled People Policy**
- **Shetland's Regional Transport Strategy**
- **UHI Disability Equality Scheme**
- **NDLW report**

- **Shetland Schools Service Equality Scheme**

<http://www.shetland.gov.uk/education/documents/DEScheme.pdf>

- **Shetland College Disability Equality Scheme**

[http://www.shetland.uhi.ac.uk/policies/Disability Equality Scheme.pdf](http://www.shetland.uhi.ac.uk/policies/Disability_Equality_Scheme.pdf)

