

Disability Equality Scheme: Progress at 24 months

Introduction

The Council's first Disability Equality Scheme (DES) was published on 4 December 2006. The Scheme sets out the objectives and key actions for the Council over the next three years to meet the Disability Equality Duty and the needs of local disabled residents and disabled staff.

The Scheme's action plan contains **9 objectives** that are aimed at promoting equality of opportunity and eliminating discrimination for disabled people. In addition, we also have a number of other actions that are aimed at embedding the Disability Equality Duty (DED) in the way we work with our partners and the voluntary sector, how we plan and deliver our services and support councillors in their role.

This report summarises the progress up to 28 November 2008 which Tower Hamlets (TH) Council has made to meet each of the 9 objectives and what progress we have made to embed the Disability Equality Duty.

The Scheme's report for 2008 is described from page 5.

Progress

Of all the actions, 34 are at green, 7 at amber with 3 at red. This shows that we are making good progress at implementing the action plan, although there are areas where we need to focus attention on to complete delivery by December 2009.

A summary of the actions by their status is as follows:

Green indicators – where the action is achieved or on track (may indicate further actions as a result of being on target), include:

- Revising and improving disability equality training to include a strong focus on disability etiquette and language.
- Undertake face to face surveys with customers at the new receptions of the Council and One Stop Shops to assess if the measures introduced by the Moving on Accommodation Strategy have met the needs of disabled customers and to inform future improvements.
- Embedding disability equality within our customer care processes and procedures through improvements in training and awareness.
- Reviewing the provision of housing related floating support services for disabled people with sensory and physical impairments, HIV and Acquired Brain Injury (ABI).
- Investigate the effectiveness of responses to disabled people's complaints about services.
- Re-launching the Children with Disabilities Register with merged data from Children's Services and the Primary Care Trust.

- Improving access to play for disabled children in Mile End Park.
- Reviewing the Council's Communications Framework and practice to reflect new disability guidelines and good practice. This will include guidance and agreeing monitoring to ensure compliance.
- Extending accessible formats for the Council's weekly newspaper and promote this to disabled people. This will include Bengali tapes for visually impaired residents.
- Meeting with disabled user groups to agree priority services and benefits to promote disabled people.
- Organising team entries from disabled people for the London Youth Games to be held in Mile End Leisure Complex.
- Updating the Disability Employment Strategy and Action Plan.
- Developing a personal development programme for disabled staff.
- Ensuring training courses are accessible to disabled staff by introducing a standard requirement form for all training.
- Ensuring that the approved list of providers is DDA compliant.
- Reviewing the effectiveness of the Council's involvement with disabled people through discussions with user groups, staff, residents and disabled led voluntary organisations.
- Increasing the number of disabled people in employment using Skillsmatch.
- Extending employment opportunities for people with mental health problems and learning disabilities.
- Promoting awareness of employers' responsibilities under the DDA and the benefits of employing disabled people through the Council's Business Forum lunch seminars.
- Reviewing the progress on meeting 40% clutter free target of the Council's Street Design Guidance with the Access Group.
- Consulting with the newly established Parks and Open Spaces Group to identify and agree action to address the major obstacles disabled people experience in the Borough's parks and open spaces.
- Incorporating the disabled hate crime research project recommendations into the Integrated Hate Crime Action Plan.
- Evaluating the Council's Local Implementation Transport Plan with the Accessible Transport Forum including Community Transport.
- Reviewing the promotion and distribution of the Blue Badge Scheme, Freedom Passes and Taxi Cards to disabled people.
- Developing more independent travel training for 11 – 19 year olds through a "Training the Trainer" pack, training for parents pack and peer group working.
- Provide support to councillors including information and a training session so they can promote disability equality with their constituents.
- Refreshing the Council's main corporate strategies to ensure they reflect the new Disability Equality Duty and the views of disabled people.
- Review the Corporate Monitoring Guidelines to include a breakdown of disability categories to obtain a better profile of community needs.

- Promote the new Disability Equality Duty – what it means for disabled people, the Council and other services.
- Sustain and extend the work undertaken to develop the Disability Equality Scheme including refreshing the corporate support available to services and disabled people.
- Reviewing the Council's Programme of Equality Impact Assessments.
- Supporting schools to prepare a Disability Equality Scheme by offering training and advice.
- Launch of Disability Equality Scheme for secondary schools.
- Taking a leadership role around disability within the Tower Hamlets Partnership.

Amber indicators – where there is slight slippage in achieving a target or milestones, but work is in progress, include:

- Reviewing our translation and interpreting service and guidance to ensure the needs of disabled people are embedded within it.
- Continuing to make improvements to the Council's buildings to meet Part M of the Building Regulations (Access for Disabled People).
- Improving services' knowledge of the needs of disabled people through THIS Borough and creating a statistical profile of disabled people to inform service planning.
- Involving local disabled user groups and disabled run voluntary organisations to review and prioritise the information to be made available in accessible formats.
- Continuing to increase the number of disabled people working for the Council.
- Ensuring our Consultation and Involvement Toolkit and Policy reflects national disability advice on consulting and involving disabled people.
- Considering how the Council can encourage, support and work with voluntary and community groups run by disabled people.

The red indicators – where we have missed a target or unlikely to meet it, are:

- The Supplementary Planning Document (SPD) on Landscape Design will not be revised but instead will be incorporate into a SPD on Good Design that will advise on all issues relating to design and access in the built environment.
- Piloting the use of "easy read" to improve communications with residents with learning disabilities.
- Reviewing the provision of equipment and adaptations across all housing tenures.

Interim progress reports will be carried out at quarterly intervals throughout 2009. A further progress report on the Scheme at 36 months will be prepared by 27 November 2009, ready for posting on 4 December 2009.

Disability Equality Scheme Action Plan 2007-2010

Objective 1- Improving customer care and physical access to Council services to meet the needs of disabled people

Action	Continuing to make improvements to the Council's buildings to meet Part M of the Building Regulations (Access for Disabled People) by producing an annual programme. We will involve Tower Hamlets Access Group to undertake Mystery Shopper Surveys to support and review the implementation of the programme.
Deadline	March 2007 and then annually
Outcome / Targets	More buildings are accessible to disabled people BVPI 156 Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people. Targets: 2006/07: 60% 2007/08: 70% 2008/09: 80%
Disability Equality Duty	(a) and (c)
Responsibility	Service Head, Customer Access (Resources Directorate).
Progress	<p><u>2007 -</u> A Quantity Surveyor was commissioned to complete surveys to evaluate compliance with Part M of the Building Regulations within Administrative Buildings. The first stage was to assess a sample of buildings under Part M. Potential sample sites were agreed for surveying. Full condition surveys were completed for each building by the end of April 2007 in order for LBTH to consider the detail and quality of reports etc prior to authorising the next stage of assessing the next round of buildings. In September 2007, discussions on the development of a programme and assessment of any necessary Capital Works funding took place. This is on track and included in the (draft) Asset Management Plan which is currently going through the committee process. Survey and work programme has been completed, capital bid submitted for funding.</p> <p><u>2008 -</u> Works all identified and DDA budget agreed. Quantity Surveyor appointed, works programme has been finalised. Works programme now in place against identified high level works with a follow on programme</p>

	<p>in years 2 and 3 for medium and low level rated works. Funding confirmed from Finance Team and we are awaiting actual cost codes in order to commence project. Access surveys have been completed with agreed works forming tender documents. Key date milestone report now in place. Tenders being sought for identified works. Type of high level works to commence once tenders are returned are lift adoptions; improvements to parking facilities; improved floor coverings; auto door access; signage; toilet improvements; and improved visual and hearing adoptions. Commitment of high level works will be as per the agreed 2008/09 milestones. Any planning and listed building consent is required by January 2009. Tender is out 9th February 2009 and return is due 2nd March 2009. Award contract and commit including construction design management issues. Years 2 and 3 to follow once funding confirmed in the next financial year.</p>
Status	Amber

Action	Revising and improving disability equality training to include a strong focus on disability etiquette and language.
Deadline	Revise by March 2007. Implement from April 2007. Review by March 2008.
Outcome / Targets	Improved customer satisfaction of disabled customers and staff.
Disability Equality Duty	(e)
Responsibility	Head of Organisational Development (Resources Directorate).
Progress	<p><u>2007 -</u> These improvements have been incorporated into disability equality learning interventions as part of the Corporate Learning and Development programme for 2007/08. Training will focus on the social model of disability, facts and figures and language and etiquette. The Corporate Learning and Development Programme also offers courses on Disability Awareness, a Personal Development Programme for Disabled Staff and targeted placements on Step Up Now 2 Programme. In addition there are a number of ongoing Deaf Awareness sessions running across the Council to support staff who have contact with deaf customers and staff.</p> <p><u>2008 -</u> A strong focus on disability etiquette and appropriate</p>

	<p>language and terminology will be maintained and reinforced for all 2008/09 disability learning and development interventions delivered through both the Corporate Learning and Development Programme and Directorate programmes.</p> <p>These have now been incorporated into two new corporate L&D courses: Supporting Disabled Staff and Developing Disability Confidence.</p>
Status	Green

Action	Undertake face to face surveys with customers at the new receptions of the Council and One Stop Shops to assess if the measures introduced by the Moving On Accommodation Strategy have met the needs of disabled customers and to inform future improvements.
Deadline	Annually.
Outcome / Targets	Improved customer satisfaction by disabled customers Annual Customer survey undertaken by One Stop Shops.
Disability Equality Duty	(c)
Responsibility	Service Head, Customer Access (Resources Directorate).
Progress	<p><u>2007 -</u> A customer satisfaction survey was completed by the One Stop Shops in December 2006 that asked customers if they considered themselves to be disabled. A further survey will be carried out this year which will specifically be designed to identify service improvements for disabled customers. We are also currently undertaking a major Service Review across both services. In September / October 2007, we commissioned further survey work both face to face and telephone. Mystery shopping of One Stop Shops is in progress, including specific disability access element.</p> <p><u>2008 -</u> Regular 6 monthly mystery shopping of One Stop Shops includes assessment of disability access and facilities at each location. Latest One Stop Shop mystery shop results received July 2008, next wave Jan-Mar 2009. Disability monitoring has been incorporated into satisfaction surveying from 03/11/08.</p>
Status	Green

Action	Embedding disability equality within our customer care processes and procedures through improvements in training and awareness.
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Deadline	March 2007.
Outcome / Targets	Improved customer satisfaction by disabled customers All training of staff within Customer Access to include awareness element.
Disability Equality Duty	(c) and (e)
Responsibility	Service Head, Customer Access (Resources Directorate).
Progress	<p><u>2007 -</u> Customer Access has embedded a programme of training within the Customer Contact Centre and One Stop Shops which covers all equality and diversity issues. We have also introduced a process for staff to be able to understand and therefore challenge inappropriate behaviour. Guidance on disability etiquette and language has been distributed to managers of One Stop Shops to circulate at team meetings and also a checklist designed by Corporate Equalities to help staff implement the disability equality duty. Disability awareness training is now embedded in all induction for new One Stop Shop / Tower Hamlets Contact Centre staff. Further on-going training will be provided through the internal Learning & Development programme.</p> <p><u>2008 -</u> Disability awareness training continues to be embedded in induction training for new staff. Mystery shopping, customer satisfaction surveys and Customer Access EQIA in 08/09 will continue to flag up customer care training needs for staff. A programme of dedicated Disability Awareness training has been scheduled for delivery for all staff from Oct to 9 Dec 2008. Customer Access EQIA first draft completed by end of September 2008. Disability monitoring built in to customer satisfaction surveys from 3 November 2008.</p>
Status	Green

Action	Improving services' knowledge of the needs of disabled people through and creating a statistical profile of disabled people to inform service planning.
Deadline	March 2007
Outcome / Targets	The needs of disabled people embedded within service planning.
Disability Equality Duty	(c)
Responsibility	Performance and Information Manager (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> A statistical profile has been created covering the 6 equality strands to improve services' understanding of</p>

the diverse needs of their customers. It will be divided up into the key strategic priorities to help inform service planning and equality impact assessments. This was created using quantitative data from a range of sources. This includes the Annual Resident Satisfaction Survey, Hate Crime statistics, Housing Needs Survey, education results and leisure centre data. There have been limited sources of data on sexual orientation and religious belief. To supplement this, a diversity profile is being created on THIS Borough and should be available by the end of December 2007. This has been delayed due to an upgrade to the software over the summer. The information will be promoted further through the Team Planning Guidance due to be issued in February 2008.

2008 -

A diversity and equalities profile has been created on THIS Borough which provides simple access to data covering 5 of the 6 equality strands. An area based profile can be created which provides data on the total population, gender, age, ethnicity, number of residents claiming disability living allowance and religious beliefs of the population. We do not yet have data relating to sexual orientation. Over the next quarter the report should be developed further to ensure the most appropriate data is included in the report and that it can easily be accessed using the full functionality of the system. This could include drawing together the relevant datasets into a dashboard to visualize the data using maps, charts and tables.

Training has given to the Diversity and Equalities Team which covered how to use THIS Borough, the type and range of data that is available on the system, how they can make use of the system and how to link to the site. Following the training it was agreed that we will organise a further session to specify the reports that need to be created which will aim to be completed in time to coincide with the launch of the Community Plan and the refresh of the system.

THIS Borough has been refreshed to reflect the new Community Plan themes and sub-themes. As part of the refresh Diversity and Equalities have their own dedicated section which sits under the One Tower Hamlets Theme. All the data which covers the equality strands is attached to this section. The data will also include relevant performance indicators from the new National Indicator Dataset. In addition work has started on standardising the data used in Equality Impact

	Assessments. The refreshed site will officially be re-launched with the Community Plan early next year.
Status	Amber
Action	Investigate the effectiveness of responses to disabled people's complaints about services.
Deadline	November 2007.
Outcome / Targets	Improved response to complaints and comments Reduction in complaints between disabled and non-disabled customers.
Disability Equality Duty	(e)
Responsibility	Complaints Manager (Chief Executive's Directorate)
Progress	<p><u>2007 -</u> We are on schedule to complete an investigation of the effectiveness of responses to disabled people's complaints about services by November 2007. This is being achieved by improvements to the complaints software which was implemented in July 2007. This will allow the Complaints team to do a comparative analysis of disabled and non-disabled people's complaints. This data will help to inform service improvements to help reduce discrimination and promote equality of opportunity. However the above target needs to be revised to enable us to more accurately measure response to complaints and comments. This can be achieved by measuring percentage of disabled customers satisfied with the complaints process. Complaints software upgrade now due for implementation Jan 08, action deadline should be revised to March 2008.</p> <p><u>2008 -</u> The software was purchased in May 2008 and testing and training for the software will occur in November / December 2008 and full reporting will commence in December 2008. Currently ad-hoc monitoring is used to review access and service delivery issues.</p>
Status	Green

Action	Re-launching the Children with Disabilities Register with merged data from Children's Services and the Primary Care Trust.
Deadline	March 2007. Review December 2007.
Outcome / Targets	This will provide an improved planning tool for the Council to identify and meet the needs of disabled children.
Disability Equality Duty	(a)
Responsibility	Disabled Children's Integrated Services Manager

	(Children's Services Directorate).
Progress	<p><u>2007 -</u> The Register of Children with Disabilities has not been re-launched. There is an internal register/ data base that meets the information governance for integrated services that has information on the number of disabled children in Tower Hamlets. However, an interim project manager has been appointed to validate and eliminate any duplication of data from the PCT (Primary Care Trust) that makes up this register. The project manager is also undertaking benchmarking with other authorities. This is due to be completed in December 2007.</p> <p><u>2008 -</u> The benchmarking was completed some months ago and the internal register is in place showing 3045 disabled children in Tower Hamlets (of school age). The register of 3042 children is used as a planning tool. A list of children with learning difficulties or disabilities is collated as an annual snapshot figure. This is drawn from the January School Census; children supported by early year's inclusion by the Children with Disabilities Team, Connexions and the out of borough statement list. (The annual update of data will take place in January 2009 by the Children with Disabilities Team). It is an effective tool to plan and commission services.</p>
Status	Green

Action	Improving access to play for disabled children in Mile End Park (MEP).
Deadline	4 new inclusive play sessions by March 2007.
Outcome / Targets	Better play facilities available to disabled children.
Disability Equality Duty	(e)
Responsibility	Director of Mile End Park (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> We have made improvements to access in Mile End Park (MEP). We commissioned play provision that is fully inclusive. This has led to two soft play sessions a week from Toyhouse Libraries. One inclusive play session a week is provided by Play Association Tower Hamlets. An inclusive play scheme targeting deaf children and their carers was set up in January and has had funding throughout 2007. In addition, a new Somalian inclusive play session began on 29th April 2007.</p> <p><u>2008 -</u> All targets have been achieved, all new activities for</p>

	<p>2008/09 have not all been agreed. £45,000 Pathfinder funding has been awarded to assist in supporting new activities and orders are currently been placed. Some items not specifically designed for children with disability but will enhance the play experience of all children, i.e. the lighting of the tree, whilst others like the multi-swing will allow children who need an adult to support them on sitting on a swing access this form of play. The Park is also joining the 'Enabled Maps' scheme, which will increase accessibility to MEP for all visitors. MEP has also now commissioned audio-guide Enabled Maps, supported by the rest of the Council. Two enabled maps have been produced and a third is planned.</p>
Status	Green

Objective 2- We will improve the choice and provision of accessible information to disabled people

Action	<p>Reviewing the Council's Communications Framework and practice to reflect new disability guidelines and good practice. This will include guidance and agreeing monitoring to ensure compliance.</p>
Deadline	<p>Review from January 2007. Guidance issued April 2007. Monitoring system agreed and implemented July 2007.</p>

Outcome / Targets	All Council publications meet the corporate guidelines and are accessible to disabled people.
Disability Equality Duty	(a), (c) and (e)
Responsibility	Head of Communications / Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> We have revised the Council's Communications Manual which now includes information on the Council's new provider of interpretation and translation services (Newham Language Shop), the new Disability Equality Duty and information about Easy Read for people with learning disabilities. Communications are undertaking a procurement exercise to develop a list of approved providers of design and print services who will need to sign up to the Communications Manual and therefore will be required to ensure any design or printing of a publication must meet the standards in the Manual. The Communications Group includes a standard agenda item to discuss monitoring and feedback on draft publications that meet/do not meet these standards.</p> <p><u>2008 -</u> Procurement exercise for design and print is progressing. This is a huge operation because of the very high number of companies who sent in bids.</p>
Status	Green

Action	Involving local disabled user groups and disabled run voluntary organisations to review and prioritise the information to be made available in accessible formats.
Deadline	Agree key information by March 2007. Priority information available by June 2007. Reviewed annually.
Outcome / Targets	Priority information is available to disabled people.
Disability Equality Duty	(c)
Responsibility	Head of Communications/ Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> Workshops have taken place via the Residents Panel to discuss and prioritise with disabled residents what Council publications should be made readily available in accessible formats and not only upon request. Awaiting results of the workshops. Initial discussions took place with members of Adult Services Physical and Sensory Disability User Forum and Tower Hamlets Access Group. The findings of the workshops is now being analysed and will inform the development of a list that will advise officers what information they need to</p>

	<p>arrange to be made into accessible formats. This list will be made available via the Communications Manual, DELOs (Directorate Equalities Liaison Officer) and on the staff intranet.</p> <p><u>2008 -</u> Awaiting the findings of the workshops.</p>
Status	Amber

Action	Extending accessible formats for the Council's weekly newspaper and promote this to disabled people. This will include Bengali tapes for visually impaired residents.
Deadline	Agree action plan by March 2007.
Outcome / Targets	Council newspaper more accessible to disabled people Readership survey shows increase readership by number of disabled people by 5% each year.
Disability Equality Duty	(c)
Responsibility	Head of Communications (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> Work was carried out in 2006 to identify appropriate providers of Bengali audio versions of East End Life. The tape project remains under review and now comes under East End Life Editor. The newspaper carries a message each week explaining the service is available to those who want it.</p> <p><u>2008 -</u> No specific requests received for Bengali versions.</p>
Status	Green

Action	Piloting the use of "easy read" to improve communications with residents with learning disabilities.
Deadline	Pilot documents agreed by December 2006 Review effectiveness of "Easy Read" versions of documents by March 07.
Outcome / Targets	Improved information to people with learning disabilities.
Disability Equality Duty	(c)
Responsibility	Head of Communications (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> The results of the workshops with disabled residents on improving accessibility and choice of information will inform the direction of this project. It will be discussed in detail during November 2007's Council Wide Communications Group. As a result of a recent Equality Impact Assessment, a review of translation</p>

	and interpretation will be carried out in January 2008. This will have a specific focus on easy read communications. <u>2008 -</u> Still to be discussed at the Council-wide Communications Group. Tower Design is working on easy read templates.
Status	Red

Action	Reviewing our translation and interpreting service and guidance to ensure the needs of disabled people are embedded within it.
Deadline	Review completed by March 07 with improvement plan Review progress annually.
Outcome / Targets	Translation and interpreting service is fully accessible Benchmarking in 2006/07. 5% increase each year.
Disability Equality Duty	(a)
Responsibility	Service Head, Scrutiny & Equalities / Head of Communications (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> An advice note has been produced to give information and advice to Officers of the key things to consider when they are arranging for a publication to be produced on audio and Braille. This is based on guidance by the RNIB (Royal National Institute for the Blind) and is therefore aimed at ensuring the Council's publications meet the information needs of visually impaired customers. The note compliments the advice provided in the Interpretation and Translation Guidelines about using Newham Language Shop. This is available on the Equalities section of the staff intranet. Monthly monitoring evaluates Newham Language Shop's performance. However this does not consider information in large print, Braille and audio. Therefore the monthly monitoring needs to be reviewed to assess whether it provides us with useful information on meeting needs of disabled customers. As a result of a recent Equality Impact Assessment, a review of translation and interpretation will be carried out in January 2008.</p> <p><u>2008 -</u> The review of interpreting and translation has been completed and the Council is shortly due to start a procurement exercise to ensure that we are using interpreting and translation providers that offer the most effective services to meet local needs. A specific aim of this procurement exercise is to identify a range of services that are available to make our services</p>

	accessible to disabled people in the most effective way. Interpreting and translation guidance and policy will be updated once the procurement exercise is complete, which is scheduled for March 2009.
Status	Amber

Objective 3- We will improve the promotion of services and benefits to disabled people.

Action	Meeting with disabled user groups to agree priority services and benefits to promote disabled people.
Deadline	Agree programme of service promotion including a map of services by March 2007. Implement from April 2007. Review programme annually as part of Disability Equality Scheme Action Plan review.
Outcome / Targets	Increased awareness and uptake of services and benefits by disabled people. Increase take up on agreed services by 10%.
Disability Equality Duty	(c)

Responsibility	Head of Participation & Engagement (Communities, Localities & Culture Directorate).
Progress	2007 - Workshops were organised with the Residents Panel and disabled residents were asked how the information that they have prioritised should be promoted in terms of publicity and distribution. The findings will inform a list of priority information about services and benefits and where this should be distributed.
Status	Green

Action	Organising team entries from disabled people for the London Youth Games to be held in Mile End Leisure Complex.
Deadline	By May 2007, with 6 teams entered in the Youth Games in summer 2007.
Outcome / Targets	Increased profile of disabled people in sport.
Disability Equality Duty	(e)
Responsibility	Head of Recreation (Communities, Localities & Culture Directorate).
Progress	2007 - A letter went to most secondary schools to attract disabled students to register team entries into this summer's Youth Games. Other work aimed at targeting young disabled people includes a poster campaign and working closely with PE teachers of secondary schools. In 2006/07 Tower Hamlets was awarded Best Sports Initiative for disabled people by the London Sports Forum for the Mile End Park Leisure Centre. In addition, information about team entries appeared in East End Life. Seven teams were entered in 4 sports for the London Youth Games, (Boccia, athletics, swimming, football (male only)). 2008 - Borough's positions in disability events: Main Games - Athletics 3rd (57 Children), Swimming 22nd (4 Children), Boccia 3rd (9 Children), Football 3rd (10 Children). Mini Games - Boccia 5th (11 Children). Recruiting is now taking place for the 2008 event. Mid year 2008 - Borough's positions in disability events: Main Games - Athletics (F) 4th (M) 5th, Swimming 25th, Boccia 12th Football (M) 29th (F) 9 th The Sports Development team is awaiting the outcome of a funding bid to develop a new disability sport at next year's London Youth Games. The Active Communities Co-ordinator is currently working to produce a stand-alone disability sports leaflet for 2009. The Borough's leisure centres are all listed in the Greater London

	Disability Directory which was published July 2008.
Status	Green

Objective 4- We will improve access to independent living opportunities for disabled people

Action	Reviewing the provision of housing related floating support services for disabled people with sensory and physical impairments, HIV and Acquired Brain Injury (ABI).
Deadline	June 2007.
Outcome / Targets	Better service provided to disabled people.
Disability Equality Duty	(c)
Responsibility	Supporting People Manager (Adults Health & Wellbeing Directorate).
Progress	<u>2007 -</u> The timescales for this piece of work have been significantly extended to allow for all of the competing options to be thoroughly explored. The report is likely to

	<p>receive final sign off at Cabinet in May 2008 (although extensive work has been carried out and reports submitted to the key Supporting People (SP) Partnership group (the Commissioning Body), in November 2007.</p> <p>The lead in the SP team, has been specifically asked to review the needs and provision within any proposals to reconfigure linked to:</p> <ul style="list-style-type: none"> • HIV • Acquired Brain Injury • Sensory and Physical Impairments. <p><u>2008 -</u></p> <p>In 2007 the current housing related support provision to service users with HIV/AIDS and physical and sensory impairments, was remodelled and extended to meet the needs of service users with an Acquired Brain Injury. The remodelled service was successfully tendered and with effect from 1 August 2008 the new service implemented. To date the service has achieved capacity and is working with 20 service users across the client groups in a range of tenures. Consultation and feedback from stakeholders and service users has confirmed that positive outcomes are being achieved, service users are being successfully supported to access and maintain appropriate accommodation and achieve their personal goals.</p>
Status	Green

Action	Reviewing the provision of equipment and adaptations across all housing tenures.
Deadline	Review completed by June 2007. Implement Improvement Plan from July 2007.
Outcome / Targets	Consistency of approach across tenures achieved.
Disability Equality Duty	(c) and (d)
Responsibility	Head of Strategy and Development (Development & Renewal Directorate).
Progress	<p><u>2007 -</u></p> <p>Cross Tenure Review of Disabled Facilities Grants (DFGs) has been on hold. A new project team held their first meeting in September 2007. Additional funding has been allocated to the Council for adaptation work and control measures have been put into place to ensure that the Private Sector DFG budget is not substantially overspent.</p> <p>This project is still on hold due to the Comprehensive</p>

	<p>Spending Review and is now due for completion in June 2008.</p> <p><u>2008 -</u></p> <p>The review was completed at the end of April 2008. It has been decided to await the completion of the Government's review; this review is expected either late 2008/09 or early 2009/10. Once the Government guidance had been received we will amend our policies accordingly.</p>
Status	Red

Objective 5 - We will improve working conditions and support for disabled staff

Action	Updating the Disability Employment Strategy and Action Plan.
Deadline	Review completed March 2007. Action Plan agreed and monitored annually.
Outcome / Targets	<p>More targeted action at employing disabled people</p> <p>BVPI 16a Percentage of staff declaring that they meet the Disability Discrimination Act disability definition</p> <p>Target 2006/07: 4.8%</p> <p>Target 2007/08: 5%</p> <p>Target 2008/09: 5.2%</p> <p>BVPI 11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools).</p> <p>Target 2006/07: 3.5%</p> <p>Target 2007/08: 4.5%</p>

	Target 2008/09: 5.5%
Disability Equality Duty	(a) and (c)
Responsibility	Director of Human Resources (Resources Directorate).
Progress	<p><u>2007 -</u></p> <p>The Disability Employment Strategy Action Plan has been updated. Disability reporting methods and Workforce to Reflect the Community targets have been reviewed against recent audit reports. A staff equality audit has been undertaken to update disability, ethnicity and other equalities monitoring data held on employees. The data collected was used to determine performance against targets during 2006/07. The targets for employees with a disability were exceeded in 2006/7. The number of employees declaring themselves as disabled was 5.12% which exceeded the target of 4.80%, and the percentage of senior managers with a disability was 4.62% against a target of 3.5%. In addition a number of development courses for employees with disabilities have been held.</p> <p>EMPLOYERS FORUM ON DISABILITY STANDARD 2007 TOWER HAMLETS PERFORMANCE:</p> <ul style="list-style-type: none"> • Out of a total 116 participants from both the public and private sector, LBTH were ranked joint fifth. • LBTH scored an average of 85% on the three target areas (motivate, act and impact) this has put us in the gold award band (the benchmark average was 57% and public sector average 60%) • LBTH were ranked as strongest in the 'motivate' and the 'building strong foundations' themes. This means that we are taking steps to ensure that the organisation and its employees are prepared for and committed to making progress on disability equality; and that progress has been made to date in laying the foundations for long-term culture change in the area of disability. • Our top strengths lie in: <ul style="list-style-type: none"> - External communications - Accessible built environment (employees) - Accessible built environment (customers) - Consultation. <p>LBTH were ranked as weak in the 'impact' and 'employees' themes. This means that we need to carry out significant work on assessing the impact of the actions we have taken towards becoming disability confident. We need to use impact assessments to ensure that policies and procedures continue to work effectively and significant work also needs to be carried</p>

	<p>out to put in place policies and procedures that will lead to disability equality for employees. Next submission is due Aril 2009.</p> <p><u>2008 -</u> The Disability Employment Strategy Action Plan has been updated. Disability reporting methods and Workforce to Reflect the Community targets have been reviewed against recent audit reports. A staff equality audit has been undertaken to update disability, ethnicity and other equalities monitoring data held on employees. The data collected was used to determine performance against targets during 2008/09. The number of employees declaring themselves as disabled in September 2008 was 4.55% which is just under our target of 5.5%, and the percentage of senior managers with a disability was 3.31% against a target of 4.1%. In addition a number of development courses for employees with disabilities have been held.</p>
Status	Green

Action	Developing a personal development programme for disabled staff.
Deadline	Programme implemented by January 2007.
Outcome / Targets	Improved support to disabled staff.
Disability Equality Duty	(c)
Responsibility	Head of Organisational Development (Resources Directorate).
Progress	<p><u>2007 -</u> A 3 day personal development programme (PDP) was designed and developed for disabled staff in January 2007. The programme is aimed at improving the confidence of staff, providing advice and information about career opportunities, their rights and access to provision of adjustments in the workplace. The first programme was delivered in April 2007 and the second in November 2007. 12 disabled staff participated in each of the programmes. Initial validation and subsequent evaluation has been extremely positive.</p> <p><u>2008 -</u> This action was complete at the end of December 2007. Work will be undertaken by end of April 2008 to identify demand for further personal development programmes for disabled staff. The Personal Development Programme for Disabled Staff has been re-advertised as part of the 2008/09 Corporate Learning and Development Programme. To date, no interest has been shown. Will discuss options for re-</p>

	promoting at next Disabled Staff Forum in December 2008.
Status	Green
Action	Ensuring training courses are accessible to disabled staff by introducing a standard requirement form for all training.
Deadline	Revised procedure introduced by March 2007 Reviewed every six months.
Outcome / Targets	Improved training opportunities for disabled people.
Disability Equality Duty	(c)
Responsibility	Head of Organisational Development (Resources Directorate).
Progress	<p><u>2007 -</u> There is a compulsory section on access requirements that is contained in the corporate / directorate Learning and Development application forms. Learning and Development are working with Directorates to ensure that this standard requirement becomes common practice across the Council and they are also encouraging Officers who are arranging training to make sure they follow up any requests for adjustments. In addition to ensuring standard requirement details on training application forms an internal Disability Training Policy has been developed and introduced to reinforce good practice for ensuring accessibility to learning and development interventions for disabled staff. Also, the following targeted learning and development programmes which are accredited have also been developed for disabled staff:</p> <ul style="list-style-type: none"> - Aspiring Leaders Programme - 5 targeted places for disabled staff, 4 of which have been taken up. - Institute of Leadership and Management (ILM) Certificate in Team Leadership dedicated programme for disabled staff developed. Programme due to commence February 2008. <p><u>2008 -</u> It has been necessary to re-advertise the ILM Certificate in Team Leadership for disabled staff due to the initial low response. Six disabled staff have now applied to participate in the programme which was scheduled to commence on 21st April 2008. The next Aspiring Leaders programme which again has five targeted places for disabled staff commenced in September 2008. As above, six disabled staff joined the dedicated Certificate in Team Leading accredited Programme. Three have withdrawn due to personal and health problems. Alternative individual learning</p>

	options e.g. individual coaching has been offered to those withdrawing from the programme. As part of the programme a visit to the Tate Modern has been organised to explore how art can contribute to building confidence for disabled staff. The planned visit for December will be open to all disabled learners. We are currently investigating how we can mainstream support for disabled learners. Three disabled staff have enrolled on the accredited Step Up Now 2 management programme. Two of these staff have been provided with learning aids which will assist them in completing the assessed programme work.
Status	Green

Action	Continuing to increase the number of disabled people working for the Council.
Deadline	Review every six months.
Outcome / Targets	Increase the take up of employment by disabled people BVPI 16a Percentage of staff declaring that they meet the Disability Discrimination Act disability definition. BVPI 11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools).
Disability Equality Duty	(c)
Responsibility	Director of Human Resources (Resources Directorate).
Progress	<u>2007 -</u> The existing Disability Action Plan includes a range of employment focused initiatives that are designed to increase the % of disabled staff in the workforce as a whole and in the top 5% of earners. The initiatives also include developing a training programme for managers on supporting disabled staff; and ensuring that all development and training programmes are accessible to disabled staff. Whilst a review was scheduled to take place at the end of March 2007, further work has been undertaken on the Disability Action Plan. Consultation is underway to draw up a targeted action plan aimed at increasing the number of disabled senior managers. This is an action plan across the PCT (Primary care Trust) and the council which will be reported to the PCT board in January 2008 and the Council's Cabinet in February 2008. <u>2008 -</u> A Joint Assistant Director, Organisational Development and Workforce Equality and Strategy commenced work in April 2008 and has been re-evaluating the

	development and training programmes for managers supporting disabled staff in addition to reviewing the accessibility of all development and training programmes within the first three months of his commencement from which a targeted action plan will be produced. In respect of the target to increase the % of disabled staff in the workforce as a whole and in the top 5% of earners, an action plan has been produced with specific timescales for delivery. These targets, joint with the Primary Care Trust (PCT) were agreed by the Council's Cabinet in February 2008. The PCT Board has also agreed the targets and work is currently jointly being undertaken in respect of targets.
Status	Amber

Action	Ensuring that approved list of providers is DDA compliant.
Deadline	March 07.
Outcome / Targets	Improved feedback by disabled staff.
Disability Equality Duty	(a)
Responsibility	Head of Organisational Development (Resources Directorate).
Progress	<p><u>2007 -</u> DDA (Disability Discrimination Act) compliance is part of the essential selection criteria against which all external training providers are assessed. Improved feedback from disabled staff needs to be measured to evaluate the extent to which training providers are complying with the DDA.</p> <p>Approved list of learning and development providers to be in place for 2008/09. Currently, all training providers are required to demonstrate their knowledge and understanding across all equality strands, including how they will meet the needs of disabled staff attending training programmes. External training providers are also required to produce a copy of their own Equal Opportunities Policy.</p> <p><u>2008 -</u> Criteria for ensuring the 2008/09 list of approved trainers is DDA compliant has been further developed and will form part of selection process for inclusion on approved list. In January 2009 we expect to advertise for new learning and development providers who will form an approved list of trainers to supplement our existing learning and development provision. Criteria particularly in relation to diversity and quality requirements have been embedded into the procurement and selection process.</p>

Status	Green
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Objective 6- We will improve consultation and involvement with disabled people and disabled staff

Action	Reviewing the effectiveness of the Council's involvement with disabled people through discussions with user groups, staff, residents and disabled led voluntary organisations.
Deadline	Plan review by March 2007. Conduct review from April 2007 to September 2007. Implement improvements from November 2007.
Outcome / Targets	Increased consultation and involvement of disabled people.
Disability Equality Duty	(f)
Responsibility	Head of Participation & Engagement Team (Communities, Localities & Culture Directorate) / Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<u>2007 -</u> Discussions have taken place with Sue Ritchie, Consultation and Involvement about using the Resident Panel to gather evidence on how effective current methods of engaging disabled people are. The TH Staff Disabled Forum meets quarterly and this year much focus has centred on enhancing the well being of staff by exploring adjustable working hours for

disabled staff. Staff requested better clarity in regards to working hours, particularly flexible working hours and rehabilitation leave. Following feedback from the Disabled Staff Forum, further consultation took place around the following areas:

- Flexible working hours
- Rehabilitation leave
- Carer's policy

Forum members have discussed forming a sub-group to focus on IT (information technology) issues. The aim being to compile an inventory of disabled IT users, their software and equipment requirements, adaptations, etc. The Equalities Team are supporting this proposal, with a view to having a working sub-group in place by January 2008.

The TH Accessible Consultative Forum meets bi-monthly, membership includes of members of the community, Councillors, reps from TfL (Transport for London), Council Officers, DAR (Dial-A-Ride), DAN (Disability Advocacy Network) and Age Concern. Discussions at this year's meetings have focussed on 'London Underground Towards An Accessible Tube'; changes to bus services and bus routes; and they have been consulted Blue badge and Freedom Pass applications.

Involvement and discussions of the Tower Hamlets Access Group has included:

- The Group commenting on plans for an accessible transport network in a meeting with the Access & Inclusion Officer of the Olympic Delivery Authority;
- Being involved in an interactive session with the Electoral Services Manager to feedback on access to polling stations;
- As service users they have given feedback to DisabledGO on their database of accessible venues and services in Tower Hamlets;
- They have been consulted on accessing services within council buildings, e.g. buildings used for the allocation of blue badges and freedom passes.
- Given feedback on the format of the Accessible Housing Register pages in East End Life;
- A sub-group being involved in supporting a Parks & Open Space project;
- Two members of the Group have attended the preliminary meeting of Wood Wharf Development and given their views on access issues;
- Two other members have been involved in a scrutiny review of Choice Based Lettings.

- The Group give regular feedback to the Access Manager of IDEA Stores; and
- The Group will be asked to comment of the refresh of the Community Plan.

We have sponsored DITO (Disability Information and Training Opportunities) to project manage and host the International day for Disabled People 2007.

As a disabled resident of Tower Hamlets, a member of the Access Group will describe how the DES has made a difference at a Disability Equality Conference in January 2008.

2008 -

By the end of 2008 the Disabled Staff Forum will have met on five occasions.

- IT Sub-Group have met early this to year to discuss IT issues for disabled staff.
- Two new co-Chairs have been elected.
- Terms of Reference have been refreshed and the final version is to be agreed at December's meeting.
- Through the Forum and via the DELOs disabled members of staff have been encouraged to have a Personal Emergency Evacuation Plan (PEEP) in place.
- TH Travel Awareness Officer discussed the Staff Travel Plan with Forum members. The plan is centred on promoting greener and more sustainable travel amongst staff.
- The Occupational Health Counsellor promoted the TH staff Health Fair which was held in July.
- Councillor Sirajul Islam attended a meeting in his role as Deputy Leader of the Council. He requested to attend in order to explain his role and responsibilities, particularly in relation to equalities and allow members to ask questions. He explained that his attendance at several events, including the Capita Conference on Disability, had made him aware of the experience of disabled staff working for the Council and the need for him to engage with them.
- The format of the Forum meetings has changed since September. Members now have a 30 minute slot at the beginning of each meeting, where Equalities and HR staff are not present, in order to allow staff to discuss personal matters. This is in line with the other staff equality forums
- Reps from Learning and Development and Human Resources attended meetings in order to discuss ways of raising managers' awareness of disability issues.
- An additional meeting had been arranged to discuss raising the profile of the Forum and developing a

structured work programme. A rep from the Participation and Engagement Team facilitated discussions.

Working with Facilities Management (FM):

- Works have taken place to improve the refuge areas provided in Mulberry Place for use by disabled staff in the event of a fire. These include wiring up intercoms which are linked to the control room and fold-up chairs have also been sited.
- Floor level signs outside lift areas in Mulberry Place have been replaced and are better visible for people with visual impairments.
- An on-site meeting between some DSF members, Facilities Management and the landlord's rep took place in Oct regarding parking issues for disabled staff and visitors. A number of issues were raised for both sites which FM will give feed back on to staff at the next Disabled Staff Forum meeting. They will also raise these with JB Associates who are currently carrying out an access audit of certain council buildings, Mulberry Place and Anchorage being two of them.

In general:

- We also submitted an entry into the Greater London Sports Directory promoting TH accessible leisure centres and swimming pools.
- A Council wide equality conference was delivered in May. The conference explored the role of focus groups, staff forums and all those with a responsibility for equalities in agreeing and implementing the Diversity and Equality Action Plan.
- Both Disabled Go and Direct Enquires delivered presentations at meetings to promote their services which rate facilities and support venues for disabled people in Tower Hamlets. The Corporate Equalities Steering Group (CESG), Disabled Staff Forum Members, the former TH Access Group and DELOs were all asked which organisation would be best suited to provide this service and all agreed that it should be Disabled Go. A three year renewal contract with Disabled Go will run from 2008-2011.
- We worked with the Linkage Plus Team to celebrate a very successfully International Day for Older People at the Museum in Docklands in October.
- We have worked with colleagues in Adults Health & Wellbeing to celebrate International Day For Disabled People at the Museum of Childhood on 3rd December.

	<p>- Deaf awareness training (including some basic BSL) for Members has been scheduled for January 2009, this will be delivered by the Learning & Development Team.</p> <p>- Staff from the Scrutiny & Equalities Service and reps of our Chief Exec & Resources Focus Group attended a Developing Disability Confidence Awareness training event.</p>
	Green

Action	Ensuring our Consultation and Involvement Toolkit and Policy reflects national disability advice on consulting and involving disabled people.
Deadline	Review toolkit by March 2007.
Outcome / Targets	Consultation and Involvement Standards that meet the needs of disabled people.
Disability Equality Duty	(f)
Responsibility	Head of Participation & Engagement Team (Communities, Localities & Culture Directorate)
Progress	<p><u>2007 -</u> The User Choice Voice and Co-Production review has been completed and an Improvement Plan is currently being implemented. The Consultation and Involvement Toolkit, was reviewed as part of this process, and the revision is included as part of the Improvement plan, and the corporate Intranet strategy. It is anticipated that this will be completed by January 2008.</p> <p><u>2008 -</u> The Tower Hamlets Partnership is undergoing a wide scale review which will culminate in new governance arrangements. The framework will need to reflect the new arrangements and incorporate a range of new participation strategies being developed across all service areas. In addition to the above review, the LBTH Access Group came to an end in Summer 2008, this is now been revised. A new model of participation has been created to reflect wider pan disability engagement and to reflect the Empowerment White Paper.</p> <p>The new model has been adopted by DisabledGo as good practice, and a partnership approach is being taken to implement the model. This should be completed by March/April 2009.</p>
Status	Amber

Objective 7- We will work with job agencies and businesses to assist disabled people to find work and increase local business awareness of their responsibilities under the Disability Discrimination Act (DDA)

Action	Increasing the number of disabled people in employment using Skills match.
Deadline	December 2008.
Outcome / Targets	Increased number of disabled people in employment: <ul style="list-style-type: none"> • 60-80 clients registered by 2008. • 35 people into employment by 2008. • 15 people into self-employment by 2008. • 16 people undertaking volunteering work by 2008.
Disability Equality Duty	(c)
Responsibility	Access to Employment Manager (Development & Renewal Directorate).
Progress	<p><u>2007 -</u> We have already achieved some and are making progress towards meeting all our targets to increase the number of disabled people in employment. We managed to exceed the number of clients registered before 2008 to 102 clients to date. In summary, 23 have gained employment, 9 are now in self-employment and 19 are undertaking volunteering work.</p> <p><u>2008 -</u> We have met our target to increase the number of disabled people in employment, the target for this was 20 which has been achieved. In summary, 28 people have been referred for training; 3 people are in self-employment; and 15 people are undertaking volunteering.</p>

Status	Green
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Action	<p>Extending employment opportunities for people with mental health problems and learning disabilities by:</p> <ul style="list-style-type: none"> • Increasing the number of employers committed to providing employment to people with learning disabilities. • Developing vocational support services within the borough for people with mental health needs. • Increasing the number of disabled people with physical impairments accessing employment or training opportunities through the Day Opportunities Resource Centre.
Deadline	4 significant employers signed up by September 2006.
Outcome / Targets	More people with learning disabilities, mental health needs and physical disabilities in employment 5% increase (March 2006 baseline) on numbers of people employed with mental health problems and / or disabilities known to the Council by September 2006, and 15% increase by March 2007.
Disability Equality Duty	(c)
Responsibility	Director of Adult Services (Adults Health & Wellbeing Directorate).
Progress	<p><u>2007 -</u> In March 2006, there were 21 people with learning disabilities, physical disabilities and mental health problems registered with Adult Services that were in paid employment. This increased to 37 in September 2006 and 42 by March 2007. This increase has been achieved mainly through vocational support services commissioned by Adult Services to assist people with learning disabilities to find employment. A smaller number of people with physical disabilities and mental health problems have found employment through this support and the service's in-house Day Opportunities service. It is expected that the number of people with mental health problems entering employment should increase with the introduction of ReWork, a new neighbourhood renewal funded employment support project, in January 2007. In addition, all three client groups have accessed unpaid work placements and training which may lead to paid employment in the future.</p> <p>Further progress in 2007: -81 employment related assessments of people with mental health needs. Target was 100 and rates of referral are increasing again steadily. -36 people with mental health needs supported into or</p>

helped to retain paid employment. Target was 32 so this has been achieved.

-16 people with mental health needs supported into work experience/placement. Target was 30; progress was hampered by project worker vacancy as described above.

Target of 4 significant employers signed up by September 2006 has been achieved.

2008 -

-The total number of people with mental health needs supported into or helped to retain paid employment for the first year of the project was 49 - of which 19 were supported into jobs and 30 helped to retain their job after becoming unwell. 23 people with mental health needs were supported into a work experience placement which will be available on a long term basis to be used by future service users and 15 significant employers are actively supporting the scheme.

Between July to September 2008 ReWork, an employment project for people with mental health supported 64 people into meaningful occupations as follows: 4 people into employment; 3 to retain their paid employment; 7 people into work placements; 13 people into voluntary work; 25 people into training and 12 into mainstream education. In addition, a survey was carried out in the first half of 2008/09 for around 1350 clients (1190 working age) across CMHTs along with the Assertive Outreach & Early Intervention Service. In total 148 clients were highlighted as being engaged in meaningful occupation. As this is a survey of mental health patients known to the CMHTs, some of them are likely to be also supported by Rework; hence, some of the clients could have been counted twice.

- Physical and Learning Disability progress 2008: There were 20 people with a physical or learning disability supported into employment and 64 volunteer/work placement opportunities.

A pilot employment service for the deaf and hard of hearing was commissioned to start in April 08 and will run to March 09. The service will provide job brokerage, vocational support and engage local employers around employing deaf people. There were 22 people with physical and learning disabilities supported into employment, 81 volunteering/work placement opportunities (cumulative). Some Learning Disability providers are not included as they report annually.

Also a pilot employment service for visually impaired people was commissioned, started in August 08 and

	will run to July 09. The organisation will provide a range of accredited training, vocational support, job brokerage and employment services. There were 24 people with physical and learning disabilities supported into employment, 91 volunteering/work placement opportunities (cumulative). Some Learning Disability providers are not included as they report annually. Increased access to employment for vulnerable adults will be one of the Adults Health & Wellbeing priorities in 2008/09 business plan which will ensure that more services that offer more opportunities for all the 3 client groups to access employment and voluntary work are commissioned.
Status	Green

Action	Promoting awareness of employer's responsibilities under the DDA (Disability Discrimination Act) and the benefits of employing disabled people through the Council's Business Forum lunch seminars.
Deadline	One session each year.
Outcome / Targets	Increased awareness of local employers of the DDA.
Disability Equality Duty	(e)
Responsibility	Investment and Business Team Leader (Development & Renewal Directorate).
Progress	<u>2007 & 2008 -</u> A session at the Council's Business Forum Executive Board meeting on 4th May 2007 was delivered to raise awareness of the employers' responsibilities under the DDA. The Corporate Equalities Team with a local employer delivered a presentation at the Forum on the DDA and best practice in employing disabled people. As a result of discussions, the Equalities team has been included in the Council's Business Matters Guide that is distributed to many local businesses. We will offer signposting and best practice advice as an on-going service on measures to ensure a businesses employment and service provisions meet the needs of a diverse community.
Status	Green

Objective 8 - We will reduce obstacles and improve the safety of the borough's parks, open spaces and streets for disabled people

Action	Reviewing the progress of meeting 40% clutter free target of the Council's Street Design Guidance with the Access Group.
Deadline	Review annually in November.
Outcome / Targets	Improved access to streets for disabled people.
Disability Equality Duty	(a)
Responsibility	Head of Transportation and Highways (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> Action to reduce street clutter is part of the Council's street scene improvement projects in order to take advantage of existing funding availability. Current activity is focused on Bethnal Green Road, Poplar High Street, and Brick Lane. Previous schemes have included Eric Street, Devons Road and Cable Street. To reduce street clutter, a major activity is to seek to rationalise signposts and guard railing wherever legally possible. This includes removing redundant posts or renewing essential but damaged posts. It was noted that meeting the 40% target is difficult because there is no actual measure of street clutter, hence the target need to be reviewed as there is no indicator to measure this against.</p> <p><u>2008 -</u> Poplar High Street, Cartwright Street, Langdon Park Station approaches have also been completed. Bethnal Green Road and Brick Lane projects are on-going. It should be noted that removal of perceived</p>

	'street clutter' such as railings does elicit safety concerns from teachers and parents.
Status	Green

Action	Ensuring the Supplementary Planning Document (SPD) on Landscape Design reflects CABE Access and Design Guidance.
Deadline	November 2007.
Outcome / Targets	Developers address access issues in the landscape design that meet CABE guidance. 100% of major planning applications submit Access Statements that meet the access principles outlined in the SPD Landscape Design.
Disability Equality Duty	(a)
Responsibility	Service Head, Major Project Development (Development & Renewal Directorate).
Progress	<p><u>2007 -</u> The Supplementary Planning Document (SPD) on Landscape Design will be replaced by Good Design SPD which will advise developers and planners on a range of issues relating to design and access that will include landscape design. Development of the guidance has not commenced and will therefore not be completed by November. This is because the Local Development Framework's (LDF) core strategies that include design and access will be subject to a public examination process this year by the Planning Inspectorate. This means that no guidance to supplement the core strategies can be developed until the LDF has been approved by the Inspectorate. Therefore the deadline has not been met.</p> <p><u>2008 -</u> Please see the explanation above. We are locked in to a statutory process with prescribed timescales and therefore we are unable to meet these timescales. The Core Strategy will go to Development Committee in January 09 and then out for 12 weeks statutory consultation. Once this has taken place we will review/revise Strategy and put timetable in place for completing SPD.</p>
Status	Red

Action	Consulting with the newly established Parks and Open Spaces Group to identify and agree action to address the major obstacles disabled people experience in the Borough's parks and open spaces.
Deadline	November 2007.

Outcome / Targets	Improvement plan in place to address the key barriers for disabled people in parks and open spaces.
Disability Equality Duty Responsibility	(a) Director of Environment and Culture (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> An analysis of a 2006/07 park user survey was undertaken to determine percentage of users who consider themselves to be disabled and it appeared that fewer disabled residents were using our parks and open spaces. The Parks Access Group has been established. A project based approach has been developed that will provide project and design guidance for parks landscape improvements. The Group is focusing on a refurbishment project at Gosling Gardens, with additional overview and review of the other improvement schemes across the borough. The project has included site visits, group meetings, and staff awareness training. Initial design proposals for Gosling Gardens have been presented to the group, and the Group will be involved in all stages of this project to completion in March 2008.</p> <p><u>2008 -</u> The service is currently undertaking an assessment of last year's project, to consider the lessons learnt. This may formulate guidelines and handy tips for joint working with similar community groups in the future. We will be organising a visit to the completed Gosling Gardens site, with members of the now-disbanded Access Group, to finalise their involvement. The aim is to schedule this for Dec-Jan 2009.</p>
Status	Green

Action	Incorporating the disabled hate crime research project recommendations into the Integrated Hate Crime Action Plan.
Deadline	March 2007.
Outcome / Targets	Action Plan in place to improve reporting and responses to disabled hate crime.
Disability Equality Duty Responsibility	(b) Service Head, Community Safety (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> The Disability Hate Crime Research Project has been commissioned and evidence has been gathered on local disabled people's experiences. The final report was considered by the Race and Hate Inter-Agency Forum (RHIAF) in June 2007. An action plan has been</p>

	<p>drafted with provision for resources to support recommendations arising from the research. This has been circulated and agreed by RHIAF members in September 2007. The Plan is a multi-agency action plan and is being delivered and monitored. A Tackling Disability Hate Crime Day is taking place 7 February 2008 where an accessible Disability Hate Crime information pack will be launched.</p> <p><u>2008 -</u> Disablism? Event took place in February 2008. Disability Hate Crime Resource Pack was launched and is available in CD Rom, large print and Braille. The Action Plan activities have been delivered and are on target. A couple of the recommendations made within the report were not included in the Action Plan as these were not feasible in terms of funding i.e. the recommendation to have a specific Disability Hate Crime Officer.</p>
Status	Green

Objective 9- We will work with transport providers to improve the accessibility of local transport for disabled people

Action	Evaluating the Council's Local Implementation Transport Plan with the Accessible Transport Forum including Community Transport.
Deadline	Quarterly.
Outcome / Targets	Improved transport options for disabled people.
Disability Equality Duty	(c) and (f)
Responsibility	Head of Transportation and Highways (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> Specific accessibility schemes developed from the Plan have been reviewed with the Accessible Transport Consultative Forum. This includes LUL's (London Underground Ltd) step-free station access programme; Cambridge Heath station access improvements and the bus stop accessibility programme. A representative from the ATCF (Accessible Transport Consultative Forum) also attends the Council's quarterly Public Transport Forum to participate in liaison with transport operators and members.</p> <p><u>2008 -</u> Liaison with the Forum on-going and preparation for input to LIPs 2 will be taking place later in the year. Forum is continuing but servicing by Democratic Services has been withdrawn resulting in extra demands on Public Realm admin. The service is initiating discussions with the Corporate Equalities Team on the future of the Accessible Transport Forum. Accessibility Day was successfully held in June and lessons learnt have been reviewed.</p>
Status	Green

Action	Reviewing the promotion and distribution of the Blue Badge Scheme, Freedom Passes and Taxi Cards to disabled people.
Deadline	March 2007.
Outcome / Targets	Improved take up and satisfaction with the Blue Badge Scheme, Freedom Passes and Taxi Cards Conduct monitoring and establish baseline for increased take up by November 2007.
Disability Equality Duty Responsibility	(c) and (f) Head of Parking Services (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> A customer satisfaction survey was carried out with 1 in 5 users of Mobility Support Services during January and February 2007. The results showed a high level of satisfaction with all areas of the service. This included satisfaction with the clarity and access to information about concessionary travel. However, the survey also highlighted a number of recommendations that the service needs to examine and address.</p> <p><u>2008 -</u> The service is continuing to progress some of the recommendations in the Service Plan. In accordance with the findings of the Mobility Services consultation which took place at the end of 2006, the following actions have been taken: stage coaching' has been introduced for taxicards which enables the card holder to use more than one 'trip' on any particular journey: rides are now allocated on a yearly basis rather than a monthly one so that cardholders have greater flexibility in using their card; alternative locations are now being used for assessments, so that applicants can be seen at premises nearer to their home: and blue badges are now sent out by recorded delivery, in accordance with the wishes of 63% of those surveyed.</p>
Status	Green

Action	Developing more independent travel training for 11 – 19 year olds through a “Training the Trainer” pack, training for parents pack and peer group working.
Deadline	Recruit third trainer by March 2007.
Outcome / Targets	<p>Disabled young people can use public transport and become safe pedestrians. 50 students will receive training in 2006/07 to:</p> <ul style="list-style-type: none"> • Make the service available to more young people. • Enable parents to continue Independent Travel Training with their children. • Involve past students.

Disability Equality Duty	(c)
Responsibility	Performance Monitoring/Transport Client Officer – (Children’s Services Directorate).
Progress	<p><u>2007 -</u></p> <p>A 3rd independent travel trainer has been recruited and started on 2nd April 2007. 57 pupils received training during 2006/07 and with the 3rd trainer this will make the service available to more students. A training pack has been developed and will be piloted in 2007/08. There has been some slippage in terms of involving past students due to the work load of trainers. Peer group mentoring will start in 2007/08.</p> <p>The Independent Travel Training Team have just won the Changing Lives and Outstanding Public Service Team of the Year awards at the Public Servants of the Year Awards 2007, as well as the LBTH outstanding achievement award for Children’s Services;</p> <p>Established over two years ago, the team of four are a dedicated group of independent travel trainers who help students with special educational needs learn to get about on their own;</p> <p>The course is open to young people aged 11 to 19 who live in Tower Hamlets and have special educational needs. Referrals to the team are initially made by a student’s school or other professionals before meeting with their parents to discuss their individual needs and capabilities;</p> <p>The course begins in the classroom then moves on to teaching practical skills out and about in the local area. The programme includes learning skills such as telling the time, reading timetables and identifying hazards;</p> <p>The scheme, by its very nature, does not have ‘targets’ or ‘standards’ – a student does not ‘pass’ or ‘fail’ - rather, each student is given the best possible structured support and training to realise their full potential.</p> <p>Initially a trainer will accompany a student on their journey to and from school. The journey is then broken down into smaller sections which the young person completes independently until they are confident enough to make the journey alone;</p> <p>Once they have formally completed the programme students are observed to make sure they are coping with the journey, and if necessary, ‘top-up’ training is available. The skills students learn on the course are the first step on a wider journey into increased independence, which will hopefully open up increased training and employment opportunities once they leave</p>

	<p>school.</p> <p><u>2008 -</u></p> <p>Since April 2008, 54 students have completed, or are undertaking, training. Two new trainers, one to work with children and one to work with adults have been recruited and are awaiting start dates. The trainer working with adults will work with people aged 19 and beyond. This is to ensure there is seamless process for young people in transition from children's to adult services and for adults who have not had access to this service previously. The evaluation of the 'training the trainer' pack is ongoing.</p>
Status	Green

Progress to embed the Disability Equality Duty

Action	Provide support to councillors including information and a training session so they can promote disability equality with their constituents.
Deadline	March 2007.
Outcome / Targets	Councillors promote disability equality and can refer local people to services. Monitor level of take up of support and training by Councillors in 2007 and set targets for future years.
Disability Equality Duty	(c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).

Progress	<p><u>2007 -</u> We produced a leaflet providing advice and information to assist councillors in responding to disability equality issues from disabled constituents and in discussions with services. A training session was held on the 27th February 2007 for councillors about the Disability Equality Scheme and to discuss how councillors can promote disability equality. The attendance rate was good (about 21 councillors). Future training will include sessions on developing elected members' expertise on diversity and equality issues. This will also encourage councillors to agree a clear role to help implement the Duty.</p> <ul style="list-style-type: none"> - The Leader of the Council, Denise Jones attended Disability Coalition's annual meeting on 17 November 2007 and spoke about the Council and Disabled People. - Councillor Islam, Lead Member for Equalities will launch the International Day for Disabled People event on 3rd December 2007 at St. Stephen's Church, Bow. - Councillor Islam, Lead Member for Equalities will be launching the national Disability Equality Conference in January 2008. <p><u>2008 -</u> A member's seminar was held on 12th February 2008 delivered by the Corporate Equalities Team which focused on developing the Members community leadership role through equalities. A key action point arising of this was to set-up a Members Equalities Working Group to look and provide all aspects of Equalities issues and also to pilot a work programme focussing on:</p> <ul style="list-style-type: none"> • Preventing Violent Extremism • Homophobic Hate Crime • Working with new communities Progress and next steps of this programme will be reviewed in May 2009.
Status	Green

Action	Refreshing the Council's main corporate strategies to ensure they reflect the new Disability Equality Duty and the views of disabled people.
Deadline	March 2007.
Outcome / Targets	The Disability Equality Duty is embedded across the Council. All the Council's main corporate strategies show how they address the Duty and the views of disabled people each year.

Disability Equality Duty	(c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<p><u>2007 & 2008 -</u></p> <p>The Corporate Director responsible for diversity and equalities is our Assistant Chief Executive. The work of co-coordinating and facilitating work across the Council is undertaken by the Scrutiny and Equalities service area which comprises of the Service Head, Scrutiny and Equalities supported by three Diversity and Equality Co-ordinators. Within each of the service Directorates there is a Directorate Equality Liaison Officer (DELO). Each service, team and individual work plan is expected to include diversity and equality objectives to ensure that staff see issues as part of their day-to-day work. To support this, a range of training is offered by Corporate Learning and Development including disability equality and equality impact assessments.</p> <p>In order to maintain and develop good practice the Council has in place a number of standard organisational procedures. The Diversity and Equality Action Plan is agreed by Cabinet annually and monitored by the Overview and Scrutiny Committee six-monthly. The Corporate Equalities Steering Group (CESG) meets monthly with an alternation between business and workshop sessions. The group is chaired by the Chief Executive and membership includes the DELOs and the trade unions. Each DELO also chairs a monthly Directorate Equalities Focus Group.</p> <p>We report on the progress of our Disability Equality Scheme and internal and external disabled forums within the DEAP. Consulting with both staff and service users is a vital way of testing the effectiveness of service initiatives.</p>
Status	Green

Action	Taking a leadership role around disability within the Tower Hamlets Partnership. Initially we will sponsor a discussion at the Excellent Public Services CPAG (Community Plan Action Group) considering partners' Disability Equality Schemes and the scope for joint action and initiatives.
Deadline	Discussion by March 2007 with agreed actions during 2007
Outcome / Targets	Disability Equality Duty promoted across partners and Tower Hamlets Partnership
Disability Equality Duty	(c)

Responsibility	Head of Participation & Engagement (Communities, Localities & Culture Directorate).
Progress	<p><u>2007 -</u> Due to recent changes in the staff structure of the Tower Hamlets Partnership, there have been delays in developing this action by March 2007. However, it has now been agreed to look at this item at the next meeting, which is on 21st January 2008, with a view to completing a follow-up development session before the end of this financial year.</p> <p><u>2008 -</u> At the January 2008 Excellent Public Service (EPS) meeting, the Community Plan Action Group (CPAG) agreed to work towards becoming a Level 5 borough. Similarly the Diversity and Equality Network (DEN) was established in early 2008 with a commitment to work in partnership towards achieving a Level 5 Borough. The Network includes representatives from the Council, PCT, registered social landlords and academic institutions. Most recently the DEN have agreed to deliver annual 'Challenge Sessions' for each of the CPAG, which will be facilitated by DEN members according to their area of expertise (i.e. representatives from the PCT to attend the Healthy Communities group). In line with this proposal it has also been agreed to establish a peer support initiative for EqIAs by the Network.</p>
Status	Green

Action	Review the Corporate Monitoring Guidelines to include a breakdown of disability categories to obtain a better profile of community needs.
Deadline	Completed by March 2007.
Outcome / Targets	Improved monitoring arrangements of user needs.
Disability Equality Duty	(c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> The monitoring guidelines have now been revised and improved with real life examples of where equalities monitoring has informed decisions or service improvements. The monitoring form now also includes physical, sensory, mental impairments and other conditions such as HIV. The guidelines were considered and agreed by Corporate Equalities Steering Group.</p>

	<u>2008 -</u> An audit of monitoring systems across the Council has highlighted gaps in monitoring in certain services and action plans are being drawn up in each of these areas to bring them into line with corporate standards for equalities monitoring.
Status	Green

Action	Promote the new Disability Equality Duty – what it means for disabled people, the Council and other services.
Deadline	Promotion Campaign agreed January 2007 and delivered throughout 2007.
Outcome / Targets	Increased local awareness of the new Duty and its implications.
Disability Equality Duty	(c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<u>2007 & 2008 -</u> A timetable has been drafted with Communications that contains a list of news worthy articles that relate to key milestones from the Disability Equality Scheme that will be publicised in East End Life at regular intervals. This includes our work to involve disabled people to compete in the London Youth Games and to provide training to disabled pupils on travelling on public transport independently. In addition, a presentation and checklist has been produced to raise awareness at team meetings about the Duty and help staff understand how they can make it part of their work. This has been piloted in Chief Executive's Directorate and work needs to be done to publicise this to the other Directorates. This will be via CESG (Corporate Equalities Steering group), DELOs (Directorate Equalities Liaison Officers), staff intranet and Core Diversity training. A letter has been sent to voluntary organisations with a copy of the Disability Equality Scheme publicising what the Council will be doing over the next three years and copies of the DES (Disability Equality Scheme) has been made available in accessible formats in all Idea Stores and libraries.
Status	Green

Action	Sustain and extend the work undertaken to develop the Disability Equality Scheme including refreshing the corporate support available to services and disabled people.
Deadline	Agree actions by March 2007.

Outcome / Targets	Improved support to services and disabled people to implement the Disability Equality Scheme.
Disability Equality Duty	(c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<u>2007 & 2008 -</u> There is now a specific Diversity & Equality Co-ordinator in post who has lead responsibility for disability equality. This officer is supporting the work of the Council and is the first point of contact for colleagues, partners and the public for disability related work or enquiries.
Status	Green

Action	Reviewing the Council's Programme of Equality Impact Assessments (EIAs) as part of the annual review of equalities impact assessments to identify external factors that may affect our programme such as Olympic 2012 and new communities moving into the borough.
Deadline	Annually.
Outcome / Targets	A 3 year programme of Equality Impact Assessments by October 2007.
Disability Equality Duty	(b) and (c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<u>2007 -</u> The Programme of Equality Impact Assessments has been reviewed and a number of key functions and policies have been prioritised for 2007/08-2009/10 for disability equality impact assessments including Facilities Management and Democratic Engagement. This has been directly informed by the key issues raised by local disabled residents and staff. The three year statutory equalities test of relevance for all policies and functions is specifically considering disability equality. This will be completed in January 2008. <u>2008 -</u> A comprehensive test of relevance exercise was completed at the beginning of 2008 and a new three year programme of equality impact assessments was agreed in April 2008. The test of relevance required officers to think specifically about the relevance of their service to the disability equality duties. Services which had high relevance to the disability equality and where issues had been raised by staff and service providers were flagged up within the test of relevance and EQIA programme.
Status	Green

Action	Consider how the Council can encourage, support and work with voluntary and community groups run by disabled people.
Deadline	Agree actions by March 2007.
Outcome / Targets	Improved support to voluntary and community groups run by disabled people.
Disability Equality Duty	(c)
Responsibility	Service Head, Scrutiny & Equalities (Chief Executive's Directorate).
Progress	<p><u>2007 -</u> Over a number of years the Council has supported a number of organisations representing disabled people such as DAN (Disability Advocacy Network), DITO (Disability, Information and Training Opportunities), DisabledGO, the Tower Project and The Map Squad. We have representatives from DAN and DITO on our Access Group; DisabledGO have given a presentation at our October meeting about their database of services and venues in TH and asked the Group to give feedback; and we are in discussions with the Map Squad about featuring the achievements of our Access Group in their newspaper throughout 2008. A Third Sector representative was also included in the selection process following the restructuring of the corporate equalities function. Next year to strengthen this we will also carry out an audit of all organisations of disabled people, providing support and training in the areas of development need and facilitating the process of joint bidding and partnership fundraising.</p> <p><u>2008 -</u> - The former TH Access Group was invited to tour Canary Wharf with their Facilities Management Team to help identify access issues for disabled people.</p> <p>- Work is underway to develop a TH Pan-Disability Panel which can be used in both a consultative and strategic role and for service user feedback. There will also be a focus on how we can support and work with voluntary and community groups. The Participation and Engagement team are currently working with the Diversity & Equalities Team on this.</p> <p>- Work with TH Web Team to design a dedicated 'one-stop disability awareness/information' webpage on the staff Intranet. Also work with the Employers Forum on Disability about having their booklets, bulletins and guidance on this page and this is all supported by our own HR policies/guidance and disability information.</p>

	<ul style="list-style-type: none"> - Learning Disabilities Initiative pilots– working with colleagues from Adults Health & Wellbeing, Communities, Localities & Culture and Human Resources; the Scrutiny & Equalities Team & HR have both taken on work placements from the Tower Project this year. The aim of these placements is to provide a stepping stone into full time employment for people with learning disabilities. We are also working with the Tower Project to pilot the same initiative this time to external partner organisations - GLL and Veolia. Both of these companies have positions which would be suitable for people with learning disabilities. - We supported Bengali Disability Awareness Day. - Both Disabled Go and Direct Enquires delivered presentations at meetings to promote their services which rate facilities and support venues for disabled people in Tower Hamlets. CESG, Disabled Staff Forum Members, the former TH Access Group and DELOs were all asked which organisation would be best suited to provide this service and all agreed that it should be Disabled Go. A three year renewal contract with Disabled Go will run from 2008-2011. - We also worked with the Linkage Plus Team to celebrate a very successful International Day for Older People at the Museum in Docklands in October. - We have worked with colleagues in Adults Health Wellbeing to celebrate International Day For Disabled People at the Museum of Childhood on 3rd December. - The Map Squad were invited to promote their services during a lunchtime session delivered to staff from the Scrutiny & Equalities Team, members of the Disabled Staff Forum and Directorate Equalities Liaison Officers. The Service Head for Adults Health& Wellbeing and Councillor Sirajul Islam also attended.
Status	Amber

Action	Supporting schools to prepare a Disability Equality Scheme by offering training and advice.
Deadline	December 2007 (primary schools).
Outcome / Targets	All schools have a Disability Equality Scheme (DES) in place which embeds good practice. 100% of DES for primary schools meet Statutory Code of Practice and DRC Guidance for schools by December 2007.
Disability Equality Duty	(c)
Responsibility	Equalities and Partnership Development Manager, (Children’s Services Directorate).
Progress	<u>2007 -</u>

	<p>Disability Equality in Education hosted a conference with all primary schools on 19th June 2007 on their Disability Equality Schemes. They will receive feedback on their schemes as well as advice on how to address potential gaps in their schemes.</p> <p><u>2008 -</u></p> <p>Primary schools received feedback on their schemes to ensure that all aspects of the Duty have been covered. Participants were also given a newly produced course book on the Disability Equality Duty for primary schools with a useful template for writing up their DES. Advice and support was provided to 3 primary schools since January using the training materials as well as good practice from other schools. Since Sept 2007 a total of 16 schools have received individual advice and support on drawing up a DES.</p> <p>All teams within the Support for Learning Service (SLS) have received training on the DES and have access to templates and support materials. These teams are therefore in a position to support schools with their specialist aspects of the DES e.g. sensory impairment or behaviour. Schools where we are the SENCO (Special Educational Needs Co-ordinators) or where we support the SENCO through a service level agreement (this is approx six schools), have received enhanced support in drawing up a DES.</p> <p>All primary schools were invited to attend DES workshops arranged for 23rd and 24th October 2008 to provide feedback on their schemes. All primary schools are required to submit the latest version of their DES by 12th December 2008. Additional support from Disability Equality in Education has been offered to those schools that have not yet completed the final draft.</p>
Status	Green

Action	Launch of Disability Equality Scheme for secondary schools.
Deadline	December 2006.
Outcome / Targets	Launch DES by December 2006.
Disability Equality Duty	(c)
Responsibility	Equalities and Partnership Development Manager, (Children's Services Directorate).
Progress	<p><u>2007 -</u></p> <p>Disability Equality in Education hosted a large conference on 1st November 2006 aimed at secondary schools to launch their Disability Equality Schemes. They held a follow up event on Friday 23rd March 2007 and provided feedback on secondary school's Disability</p>

	<p>Equality Schemes. The event was interactive and schools received positive feedback as well as useful advice on gaps in their Schemes that needed to be addressed.</p> <p><u>2008 -</u></p> <p>In addition to the above individual support was offered to secondary schools and taken up by 7 out of 14. Secondary schools have had their DES in place for nearly two years (it became a requirement in Dec 2006). They are required to submit the revised version of their DES by 12th Dec 2008.</p>
Status	Green