

Appendix 4

Scrutiny Review Action Plan – Tower Hamlets Council’s Approach to Support Staff with Specific Learning Difficulties

Recommendation	Response / Comments / Action	Responsibility	Date
<p>R1. That an internal communications action plan be developed to increase the proportion of staff who declare whether or not they have a disability.</p>	<p>An internal communications advisor and HR to collaborate with ESCW Learning and Disability team to help develop communications on raising awareness of disabilities and provide information on subject matter.</p>	<p>Internal Communications Advisor/HR Talent Strategy Manager</p>	<p>June 2014</p>
	<p>Internal Communications to raise general awareness of all actions below by using positive case studies of staff who have previously disclosed disabilities.</p>	<p>Internal Communications Advisor</p>	<p>July 2014</p>
	<p>The council will raise general awareness of disabilities, particularly ‘hidden’ disabilities and any training available for staff with disabilities.</p>	<p>HR Talent Strategy Manager/Internal Communications Advisor/Strategy, Policy and Performance Officer (OTH Team)</p>	<p>July-August 2014</p>
	<p>HR will organise awareness and health and wellbeing days to promote training, support and benefits that may be available for staff.</p>	<p>HR Talent Strategy Manager</p>	<p>September 2014</p>
	<p>Internal Communications to create a communications plan incorporating actions from June 2014 onwards.</p>	<p>Internal Communications Advisor</p>	<p>June 2014</p>
<p>R2. That the current assessment process for accessing support for staff with learning difficulties be streamlined through the development</p>	<p>HR will update the current flowchart linked to providing guidance on disability, highlighting ICT’s role within this process. This would also include ICT at point of recruitment.</p> <p>HR will also explore the use of ‘Do-IT Profiler’ – a unique</p>	<p>HR Talent Strategy Manager/Employee Relations & Policy Manager</p>	<p>May 2014</p>

<p>of a defined/structured flowchart which clearly outlines the process and roles of HR, Agilisys and Occupational Health and that this information be available on the intranet for staff and managers.</p>	<p>computerised modular assessment system that allows the individual to be understood as a whole, bringing the parts together to form a complete and accurate picture in order to help the organisation and employees in delivering screening and support of hidden impairments.</p>		
<p>R3. That managers are up-skilled through training to raise awareness of hidden disabilities and that progress in this area is monitored at performance reviews.</p>	<p>The council's Equalities and Diversity training is currently under review. The One Tower Hamlets Team and HR & WD are working with the internal staff forums to develop this programme.</p> <p>HR will update the current training packages to include learning disabilities/difficulties and ensure this is promoted and monitored in PDR and HR processes.</p>	<p>HR Talent Strategy Manager/Strategy, Policy and Performance Officer (OTH Team)</p> <p>Employee Relations & Policy Manager</p>	<p>April 2014 – Sept 2014</p>
<p>R4. That an accessible catalogue of software available for staff with learning difficulties which is compatible with the council's new ICT system/platform and adaptable for different working environments be developed.</p>	<p>The ICT service catalogue can include any defined specialist hardware or software. Currently, individual requests are made by managers for any member of staff following an assessment of needs.</p>	<p>The development of the service catalogue to include all staff needs as well as specific needs software and hardware is underway with the new ICT strategy, due to complete end July 2014. In the meantime, there are a number of devices and services existing that can be ordered, or adhoc requirements met through request after assessment.</p> <p>Service Director for LBTH Account,</p>	<p>End July for ICT strategy to include services for special needs.</p>

		Agilisys (Ben Kelly)/Service Head - ICT Client Team (Shirley Hamilton)	
R5. That a centralised budget be agreed to pay towards reasonable adjustments for staff with learning difficulties.	The head of HR, in conjunction with corporate finance, will explore options for addressing this.	HR Talent Strategy Manager/Head of Financial Planning & Corporate Finance Partner	Sept 2014
R6. That the stigma associated with learning difficulties be tackled through training and appointment of Disability Champions within service areas in order to build awareness of hidden disabilities across the organisation.	<p>HR will pilot staff champion model through identification of 'Time to Change' champions who will promote awareness of mental health in the workplace. Following an evaluation, a decision will be made about the most effective model for promoting awareness of disability in the organisation.</p> <p>If disability champions are recruited this will be carried out through the Disability Staff Forum.</p> <p>HR will also utilise its membership with the Disability Business Forum and ENEI to support identified champions in this work.</p>	HR Talent Strategy Manager	March 2015
R7. That the current training package on disability for managers is reviewed by HR, eliminating unconscious bias towards physical disabilities and enabling staff with learning difficulties to articulate their experiences through a range of methods such as theatre workshops and Q&A sessions.	Same as R3	<p>HR Talent Strategy Manager/Strategy, Policy and Performance Officer (OTH Team)</p> <p>Employee Relations & Policy Manager</p>	April 2014 – Sept 2014