

APPENDIX 1
PROGRESS UPDATE: Review of Disability Inclusive Borough

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Disability Inclusive Borough
Link Officer/s:	Margie Stewart-Piercy
Action Plan Agreed:	November 2021

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 1:	That opportunities to share and promote good practice across the Council and wider community are identified.
Responsibility:	All directorates SBC
Date:	ongoing
Agreed Action:	Directorates will develop and share the good practice across the organisation through: working groups, Consultation, Taking ownership to take responsibility, HR policies, Disability Forum, Employee Engagement
Agreed Success Measure:	Consultation with staff and community groups / VCSE Consider a question in the staff survey around accessibility with a link to DIB
Evidence of Progress (January 2023):	<p>The Disability Staff Forum still meet regularly.</p> <p>Discussions are to be held with new Chief Executive about the staff survey in 2023.</p> <p>Discussions are underway regarding the resident’s survey 2022-23.</p> <p>Disabled Children’s Services: A project group led by Children’s Services, with representatives from SBC Adults and Health, are delivering a programme of work to engage with families and stakeholders to co-produce and develop a vision to improve outcomes for children & young people with disabilities, and their families that prioritises early identification and promotes independence.</p> <p>Co-production has included:</p> <ul style="list-style-type: none"> • Delivery of face-to-face engagement sessions with services, parents, carers and young people during November (1st and

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	<p>2nd) to understand how the Council can deliver better value and outcomes for families.</p> <ul style="list-style-type: none"> • Online tools for schools to use to engage children and young people with disabilities in identifying how the Council should use our resources in the future to promote independence. • Online tools to reach parents, carers and stakeholders who are unable to attend face to face engagement sessions.
Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	<p>Disabled Children’s Services:</p> <ul style="list-style-type: none"> • 90 parents, carers and stakeholders attended face to face engagement sessions during November – feedback will be used to develop design principles for future model of support. • Online engagement to be launched during December, and through education settings in January.

Recommendation 2:	That all Directorates be asked to review and demonstrate how disability inclusivity and co-production of services is embedded within their areas.
Responsibility:	All directorates SBC
Date:	ongoing
Agreed Action:	<p>Service areas will look at gaps both internally and externally and work across directorates as appropriate to meet the needs. We will work with external partners / organisations when developing services</p> <p>Where the regulations only apply minimum standards then we can work with good up to date guidance on providing additional services.</p> <p>Look beyond the minimum needed</p> <p>Understand how certain teams already do this e.g. housing and adaptations.</p>
Agreed Measure:	<p>Success</p> <p>Encouragement, education and information when planning Working with communities / families who are impacted on through consultation and the town plan</p>
Evidence of Progress (January 2023):	All directorates are continuing to work together on this recommendation.
Assessment of Progress (January 2023): (include explanation if required)	2 – On Track

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Evidence of Impact (January 2023):	One example of this is the ongoing work of the town centres consultations.
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Recommendation 3:	That a Disability Inclusion Charter is published to evidence the Council's commitment to being a Disability Inclusive Borough.
Responsibility:	Employee Engagement
Date:	Published March 2023
Agreed Action:	Employee Engagement
Agreed Measure: Success	The policy is accepted, published Formal commitment
Evidence of Progress (January 2023):	The equality and diversity inclusion policy has been updated in 2022.
Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	The policy can be accessed via the following link: equality-diversity-inclusion-policy-2022.pdf (stockton.gov.uk)

Recommendation 4:	That an Equality Statement is produced setting out the Council's approach and commitment to equality and diversity.
Responsibility:	HR
Date:	March 2022 For internal training in E&D
Agreed Action:	Employee Equality and Diversity policy is in the process of being revised and will tie in with Learning Management System (My Development) Charter for the borough and an internal policy for staff
Agreed Measure: Success	Formal commitment March 2022 LMS – mandatory equality and diversity training. This includes Autism awareness training
Evidence of Progress (January 2023):	The Equality, Diversity & Inclusion Policy has been revised this year, and has been launched with the Learning Management System (LMS). Employees are required to download/read this as part of the Mandatory Equality & Diversity Training.

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Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	The policy can be accessed via the following link: https://sbc.learningnexus.co.uk/course/view.php?id=247

Recommendation 5:	That an external Equality Information Directory is developed to better inform the public and assist with signposting of services.
Responsibility:	Corinne Moore
Date:	2023/24
Agreed Action:	Development and update of Stockton Information Directory
Agreed Success Measure:	The directory is published and operational
Evidence of Progress (January 2023):	The Stockton Information Directory (SID) is currently undergoing a redesign and a migration onto the GOSS platform. The Council are taking a modular approach with a phased project plan and taking the opportunity to develop new content and interactive services. It is expected that all services will be live on the new SID by June 2023.
Assessment of Progress (January 2023): (include explanation if required)	2 – On Track
Evidence of Impact (January 2023):	

Recommendation 6:	That improvements are made to the Council’s website to support easy navigation to up to date information about current services and future plans.
Responsibility:	Corinne Moore / Kirsty Grundy
Date:	March 2022 ongoing

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Agreed Action:	The website is in the process of being made fully accessible through the work of the Digital Team and continued maintenance through comms
Agreed Measure: Success	All pages are fully accessible
Evidence of Progress (January 2023):	<p>All pages are fully accessible.</p> <p>The redeveloped Stockton-on-Tees Borough Council website went live in February 2022, reaching and maintaining 99% accessibility under WCAG 2.1.</p> <p>Work is ongoing to reach 100% compliance through finding new ways of presenting information currently in PDF's, and tables which don't meet standards.</p> <p>Monthly audits of the website are carried out and amends made where needed to maintain accessibility.</p> <p>Any new templates or features are tested using industry standard software tools before they are published on the website.</p>
Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	Current accessibility rating is 99%.

Recommendation 7:	That a programme of staff awareness raising is put in place to highlight the different types of disability and how to best serve those with physical and hidden disabilities in order to improve communication and customer service.
Responsibility:	HR and Employee Engagement
Date:	Rolling programme of awareness raising, engagement and information
Agreed Action:	<p>Employee Engagement and HR lead on a programme – understanding of disabilities including hidden disabilities / neuro diversity / mental health.</p> <p>Education, information and knowledge – general awareness and respecting difference</p> <p>Ensuring an understanding of reasonable adjustments</p>
Agreed Measure: Success	<p>An agreed plan with CMT to show how we develop and deliver</p> <p>Review current training provision</p> <p>KYIT, additional training modules incorporated in to the learning management system</p>

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	Work with the disability forum Setting the Scene
Evidence of Progress (January 2023):	Mandatory Equality Diversity & Inclusion Training has been launched. There is an option for employees to complete a Disability Discrimination module. Two sessions with Daisy Chain on Autism & Neurodiversity have also been promoted and ran. Mandatory training on Autism / Learning difficulties is also coming soon.
Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	<p>As part of Induction and Mandatory training, employees are required to complete the following modules (including number of employees who have completed each module):</p> <ul style="list-style-type: none"> • Equality & Diversity (2000) • Direct and Indirect Discrimination (1878) • Harassment Victimisation & Bullying (1839) <p>The above cover all protective characteristics under the Equality Act including disability.</p> <p>There are also two additional elearning modules which employees can complete if they wish (they are highlighted but are optional along with the other elearning specific modules to protective characteristics) which go into more detail:</p> <ul style="list-style-type: none"> • What is Disability? (6) • Disability Discrimination (27) <p>In addition to the above, the Council offer Autism / Neodiversity training which has been delivered by Daisy Chain in person. 15 people attended / completed the course in 2022.</p>

Recommendation 8:	That additional disability training modules be incorporated in the proposed E-learning management system, due to go live in February 2022 and consideration be given as to how to make disability training procured directly by services more widely available.
Responsibility:	HR and Employee Engagement
Date:	Rolling programme through the forum to ensure that all disabilities are understood
Agreed Action:	Employee Engagement and HR Disability Forum have this on their action plan Learning management system could provide the platform for this for staff
Agreed Measure:	Success KYIT, additional training modules incorporated into the learning management system

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	<p>Work with the disability forum</p> <p>Autism awareness training</p> <p>Setting the Scene sessions for awareness raising</p>
Evidence of Progress (January 2023):	<p>Training is available on Learning Management System (LMS) for employees to complete.</p>
Assessment of Progress (January 2023): (include explanation if required)	<p>1 – Fully Achieved</p>
Evidence of Impact (January 2023):	<p>See recommendation 7 above for figures.</p>

Recommendation 9:	<p>That a publicity campaign is developed to continue to highlight the problems caused by parking over dropped kerbs with opportunities for improvements investigated subject to funding.</p>
Responsibility:	<p>John Angus</p>
Date:	<p>A) End of qtr 2 2022/23</p> <p>B) Ongoing in response to requests and available funding</p>
Agreed Action:	<p>To review the existing residents guide to pavement parking found on the Council’s website and to promote this via a new publicity campaign. (https://www.stockton.gov.uk/media/2151/parking-on-pavements-a-residents-guide.pdf)</p> <p>Improvements to provide dropped kerbs investigated through the Community Participation Budget/Ward Transport Budget when requested. Dropped kerbs provided as part of major footway resurfacing schemes as required.</p>
Agreed Success Measure:	<p>New guide produced and promoted on the Council’s website, social media, and Stockton News along with details circulated to Ward Councillors for inclusion in any newsletters.</p> <p>Improvements provided where funding is identified</p>
Evidence of Progress (January 2023):	<p>This financial year (2022-2023), 47 have been installed through the Community Participation Budget/Ward Transport and 14 have been installed as part of footway resurfacing schemes across the borough.</p> <p>A campaign will be arranged to start by the end of January 2023, with then programme set to provide regular updates throughout the year. The Civic Enforcement team have lots of images of examples of bad parking that could be used as part of the</p>

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	campaign to highlight the issues. The posts would, as well as highlighting the issue, advise residents of the reporting mechanism for how to contact the team for them to investigation and consider the appropriate enforcement action.
Assessment of Progress (January 2023): (include explanation if required)	2 – On Track
Evidence of Impact (January 2023):	

Recommendation 10:	That engagement of disability groups in the VCSE Adults Forum/ Disability Task and Finish Group, facilitated by Catalyst, be kept under review to ensure that it provides a representative and effective voice for disabled people of the Borough.
Responsibility:	Engagement Lead but all directorates across SBC
Date:	ongoing
Agreed Action:	Continue to engage with disability groups across the borough Work with Catalyst to ensure a robust challenge for any work around disability and to ensure the new forum arrangements are working effectively
Agreed Success Measure:	Effective disability engagement arrangements with the VCSE sector
Evidence of Progress (January 2023):	Each forum will have disability on the agenda at every meeting. Council Officers will continue to monitor this to ensure that it meets the needs of our communities
Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	Included in each meeting agenda has a ‘disability’ item included so that disability issues can be discussed.

Recommendation 11:	That lessons learnt from the upcoming refurbishment of the junior/toddlers play area at Preston Park be used to inform future play provision designs with respect to inclusion and accessibility.
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Responsibility:	Keith Matthews
Date:	2023
Agreed Action:	Meetings held with members of the SEND group, both on site at Preston Park and site visit to Stewarts Park. Design brief to be rewritten based on information gathered.
Agreed Measure:	Success All future play provision will consider the learning from Preston Park
Evidence of Progress (January 2023):	<p>A design brief has been prepared for the refurbishment of the junior/toddlers play area at Preston Park which highlights the need to create a space, and provide a range of play equipment, which is accessible to a wide range of users.</p> <p>However, the Preston Park scheme will not be delivered until 2023, so while it will help to inform the future development of other play areas in the Borough, there are a number of other schemes where the Council can ensure that inclusion and accessibility are key considerations in the design process of other play areas.</p> <p>Key actions to date include:</p> <ul style="list-style-type: none"> • A requirement that play area designers / suppliers provide an inclusivity and accessibility statement in relation to all items of play equipment (not that the Council would require all equipment to be accessible to all, but that on a given site there is an appropriate range of equipment and spaces to meet the needs of a wide range of users) • Proactively involving members of the Stockton Parent Carer Forum (SPCF) at the early stages in the development of a number of play areas projects, e.g. in November/December 2022 they have been invited to comment on proposals for a scheme at Victoria Recreation Ground, Thornaby, and members of SPCF will also be invited to comment on the design brief for improvements to the play area at Harold Wilson Recreation Ground, Thornaby. • Exploring ways in which the Council can maintain an on-going dialogue with the SPCP with the suggested aim of: <ul style="list-style-type: none"> ○ developing some broad design principles which we might apply to all schemes going forward ○ learning lessons from a range of schemes and using that learning to inform future projects ○ ensuring parents, carers and their children have opportunities to input the design of future schemes
Assessment of Progress (January 2023):	2 – On Track

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(include explanation if required)	
Evidence of Impact (January 2023):	<p>It is too early to assess the success of the above actions, but there has been a very positive response from the Stockton Parent Carer Forum to date and a willingness to input to this work in the future.</p> <p>The Town Centres Team are working with colleagues and appointed professional consultants in designing new play equipment in Preston Park and Stockton Waterfront to be accessible and inclusive where possible.</p>

Recommendation 12:	That the provision of changing places toilet facilities be progressed, where practicable, as part the Town Centre Development Programme, subject to funding through the Changing Places Fund.
Responsibility:	Town Centres Team/Town Centre Programme
Date:	ongoing
Agreed Action:	Town centre team will continue to look at options for changing places as part of the future developments of town centres
Agreed Success Measure:	Maximum possible provision is created using all available funding sources
Evidence of Progress (January 2023):	<p>The outline design for the new civic hub includes a changing place facility and one will be considered as part of the new improvements to Preston Park.</p> <p>There are three Changing Places facilities in the borough.</p> <p>The Council is supporting the delivery of a Changing Places facility at the Catholic Church of the English Martyrs and Saints Peter and Paul within the Roseworth ward and are currently working on options to deliver a facility at South Thornaby Community Centre – both of which are funded from the national Changing Places Fund.</p> <p>A new privately funded facility has also been made available at Teesside Retail Park.</p>
Assessment of Progress (January 2023): (include explanation if required)	2 – On Track
Evidence of Impact (January 2023):	Changing Places provision is being considered for the following projects: (i) Stockton new Civic Building, (ii) Preston Park site and (iii) Thornaby Town Centre Pavilion/Pool

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	development. Ongoing operation and management also need to be looked at for the end users of the building.
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Recommendation 13:	That posters/ cards promoting simple sign phrases are adopted across customer services centres and receptions to assist communication with the deaf community.
Responsibility:	Customer Services Team
Date:	December 2022
Agreed Action:	Customer services will carry out work to assess and pilot what messages are needed and the best format
Agreed Success Measure:	Appropriate signs are on displayed in customer service centres
Evidence of Progress (January 2023):	Customer Services offer a translation service which includes the option for British Sign Language. British sign language posters and cards are in place in all three customer service centres and in the reception area of Municipal Buildings.
Assessment of Progress (January 2023): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (January 2023):	Signs and cards are available in Stockton, Thornaby and Billingham Customer Service Centres and Municipal reception.

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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