

Corporate Equality and Diversity - Action Plan September 2007 – September 2010

Year 1			
Directorate	Issue Identified	Action needed	Responsible
Corporate Services – South Efford House	Front entrance doors difficult to open	Reposition bell and place notice for visitors to press bell to call for assistance Add electric door controls	Office Services Manager / Director of Corporate Services
	Doormat at front entrance causes wheelchairs to veer to the right	Change doormat	Office Services Manager / Director of Corporate Services
	Internal doors difficult to open.	Adjust door closers Add electric door controls to doors and side panels on First Floor between Landing and Conference Room Escort those affected to/from Conference Room	Office Services Manager / Director of Corporate Services

	Difficulty egressing from building in case of emergency	Meeting organisers to ask how those affected wish to be evacuated if necessary. Purchase Evacuation chair	Office Services Manager / Director of Corporate Services
	People who are hearing impaired may have difficulty communicating in Reception	Provide Hearing Loop	Office Services Manager / Director of Corporate Services
	Pull cords are too high in disabled toilet.	Lengthen pull cords	Office Services Manager / Director of Corporate Services
	Ensure there is sufficient shower provision for all staff	Provide adequate showers	Office Services Manager / Director of Corporate Services
<b>Corporate Services – ICT Acceptable Use Policy</b>	What ICT services are made available directly to the public? Ensure systems users are aware of available accessibility assistance using the Windows XP Operating System	Email all staff to determine Action from results of questionnaire Ensure awareness of this functionality is a part of the IC induction	Head of ICT ICT Staff

	No catalogue of Accessibility aids available to all staff	Order a catalogue from supplier(s)	Head of ICT / Officer Services Manager
<b>Corporate Services – Web accessibility GIS</b>	Disability / Sight issues: Blind/partially-sighted  Availability to all	Assess feasibility of adapting GIS page to match alternative colour templates and adapt page if possible.  Maintain clear, simply layout and language	Head of ICT / GIS Officer / Director of Corporate Services  Director of Information and Visitor Services / ICT Staff
	Disability / Sight issues: Blind/partially-sighted  Availability to all	Carry out an assessment of the GIS page based on RNIB WCAG1 standards	Head of ICT / GIS Officer / Director of Corporate Services
<b>Member Services – Authority and Committee Meetings</b>	Layout of meetings (e.g. space for wheelchairs).  Venues: e.g. Accessibility to meeting rooms in venues, provision of disabled parking and provision of accessible toilets.	Liaise with relevant disability organisations with a view to their attending an Authority and/or committee meeting to assess where accessibility improvements can be made to ensure the venue is DDA compliant.	Head of Member Services and Team

	Signs in meeting venues (e.g. giving directions to rooms)	Ensure that signage at venues is clear and easy to read and includes the National Park Authority logo.	Head of Member Services and Team
	PowerPoint presentations on screens (e.g. Planning Committee) may be difficult for partially sighted people and written slides may be difficult to read.	Make printed copies of presentation slides available with large printed text.	Head of Member Services and Team
	Agenda and reports are currently available in English.	Add an informative to procedure to say Member Services will provide the procedure in an alternative language if a request is made.	Head of Member Services and Team
<b>Member Services - Complaints Procedure</b>	The procedure, guidance leaflet and feedback form are currently available in hard copy and on the Authority's website, officers will inform members of the public of the procedure orally when requested.	Include an informative on the procedure; guidance leaflet and feedback form advising people to contact Member Services should they require the procedure in another format or in large print.	Head of Member Services and Team
	The procedure, guidance leaflet and feedback form are currently available in English.	Add an informative in procedure to say Member Services will provide the procedure, guidance leaflet and feedback form in an alternative languages if a request is made.	Head of Member Services and Team

<p><b>Member Services – Procedure for Public Speaking</b></p>	<p>The procedure is currently available in written format, with size 12 type, although officers do orally inform members of the public of the procedure when requested over the telephone or in person.</p>	<p>Include an informative on procedure advising people to contact Member Services should they require the procedure in another format or in large print.</p>	<p>Head of Member Services and Team</p>
	<p>The procedure does not account for the provision of special requirements for speakers with speech difficulties or the need for an interpreter (e.g. increased time allowance). If Member Services are informed by a person wishing to speak that they require special requirements for this reason they will endeavour to accommodate such needs. This must be made clear in the procedure.</p>	<p>Include an informative in procedure to say that people with a disability which affects their ability to speak are entitled to special requirements (e.g. increased time allowance).</p>	<p>Head of Member Services and Team</p>
<p><b>Strategy and Planning – Local Development Framework</b></p>	<p>This strategy will be available in written format, with size 12 font.</p>	<p>Include an informative inside the document to contact the Policy Team should they require the strategy in another format or in large print.</p>	<p>Head of Policy and Plans / Director of Strategy and Planning</p>

		The strategy will only be available in English. This may affect people that do not have English as their first language.	Include an informative to say the Policy Team will provide the strategy in an alternative language if a request is made.	Head of Policy and Plans / Director of Strategy and Planning
<b>Strategy and Planning - National Park Management Plan</b>		This strategy will be available in written format, with size 12 font.	Include an informative to contact the Policy Team should they require the strategy in another format or in large print.	Head of Policy and Plans / Director of Strategy and Planning
		The strategy will only be available in English. This may affect people that do not have English as their first language.	Include an informative to say the Policy Team will provide the strategy in an alternative language if a request is made.	Head of Policy and Plans / Director of Strategy and Planning
<b>Strategy and Planning - Public Consultation on Development Control Processes</b>		This procedure is currently available in written format, with size 12 type. Different coloured paper (i.e. letters / consultations) – white; site notice – green) is used depending on the nature of the consultation. These consultations refer to documents that are kept as paper copies at our offices	Include an informative on consultations advising to contact Development Control should they require the procedure on another format, in large print, or a different colour.	Head of Development Control / Development Control team / Director of Strategy and Planning

	and that are also accessible on the internet.			
	Ability to access and view planning documents. Venues: e.g. ability to attend either South Efford House or The Cottage at Lyndhurst.	Include on internal procedure notes a section saying to contact Development Control to arrange for copies of plans and/or associated documents to be sent by post in appropriate format.	Head of Development Control / Development Control team / Director of Strategy and Planning	
	Consultations are currently only available in English. This may affect people that do not have English as their first language.	Include an informative on consultations to say Development Control will provide the procedure in an alternative language if a request is made.	Head of Development Control / Development Control team / Director of Strategy and Planning	
<b>Information and Visitor Services – Written Communication</b>	Those outside target audience  Disability – sight issues	Provide web pdf versions as well as print  Ask what format people would prefer. Braille, large-print CD Rom version or other	Information and Visitor Services Team / Director of Information and Visitor Services	
<b>Information and Visitor Services – Electronic Communication</b>	Disability – sight issues  Disability – sight issues	Highlight re-sizing options available within our website  Provide alternative colour - contrast templates on site	Information and Visitor Services Team / Director of Information and Visitor Services	

	Disability – learning	Contact names of Disability Champions within Directorates who can assist this audience (in first instance) or point to others who can help	
<b>Information and Visitor Services – Face to Face Communication (notably at events)</b>	Disability – mobility issues	Provide level access or install ramps and provide wide access routes for wheelchairs and pushchairs (at larger events)	Information and Visitor Services Team / Director of Information and Visitor Services
	Disability – mobility issues	Provide seating for those who have difficulty standing or need to sit down (at all events)	
	Disability – hearing issues	Provide loop system as standard (wherever film or video feature)	
	Disability – sight issues	Provide sub-titled or signed version (wherever film or video feature)	
<b>Conservation, Recreation and Sustainable Development – Sustainable Development Fund</b>	No formal procedures to review applicants with respect to the equality issues identified.	Annual reviews to be put in place by SDF Officer.	Head of Sustainable Development / Sustainable Development Fund Officer

<b>Year 2</b>			
<b>Directorate</b>	<b>Issue Identified</b>	<b>Action needed</b>	<b>Responsible</b>
<b>Corporate Services – Web accessibility GIS</b>	Disability / Sight issues: Blind/partially-sighted Availability to all	Consider how screen-reader would work with the GIS webpage and how effective the page can be read by a screen reader (with other national parks)	Director of Corporate Services / Head of ICT
		Consider appropriate actions based on web accessibility assessment.	
		Redesign GIS webpage (within reason) based on outcomes from the initial assessment.	
		Enlist the RNIB to carryout a web accessibility assessment on the improved GIS webpage.	
<b>Information and Visitor Services – Written Communication</b>	Ethnicity Race, age, gender	Provide alternative language version (s) if demand exists Reflect range of audiences in stories, information and pictures	Director of Information and Visitor Services / Team
<b>Information and Visitor Services – Electronic Communication</b>	Disability - learning	Seek as a standard to keep the website clear and simple for the widest audience.	Director of Information and Visitor Services / Team

	Ethnicity	Consider screen-reader for whole website	Director of Information and Visitor Services / Team
<b>Corporate Services – Finance and Performance</b>	Possibility of organisations procuring with New Forest National Park that do not have sound Equality Policies and procedures in place to support their staff therefore their staff may be disadvantaged.	Consider options in the tender / contract exercise that covers the expectations the Authority has from organisations it contracts with specifically regarding equality issues.	Director of Corporate Services / Finance and Performance Manager

<b>Year 3</b>			
<b>Directorate</b>	<b>Issue Identified</b>	<b>Action needed</b>	<b>Responsible</b>
<b>Corporate Services – Web accessibility GIS</b>	Disability / Sight issues: Blind/partially-sighted Availability to all	Consider outcomes from RNIB assessment as part of a program of continual improvement.	Head of ICT / GIS Officer/ Director of Corporate Services
		Consider feasibility of a link to translation software and how it would with the GIS webpage	Head of ICT / GIS Officer / Director of Corporate Services