

Created by: **Gary Pearson, Head of Accommodation Services**

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	<b>Target</b>	<b>Action</b>	<b>Who responsible</b>	<b>Date</b>	<b>Progress review</b>	<b>Success indicator(s)</b>	<b>Update</b>
A	Move toward as 'inclusive' an environment as is reasonably practicable.	Build 'inclusivity' into the beginning of processes rather than adapting later on.	Assistant Directors	On-going	December 2008	All students able to access and use areas of the College in a supportive and inclusive manner.	Ref A07
B	Impact Assess all policies and procedures across FM to close any gaps in service.	Systematic section by section analysis of all policies and procedures to ensure they reflect 'due regard' to the needs of disabled persons.	Section Heads	By September 2009	September 2007	All assessments complete and priorities established in consultation with disabled persons.	Ref B07
C	Improve on staff awareness of disability issues.	Continue training on all aspects of the DDA and 'diversity awareness'.  Ensure understanding through appraisal system	FM Training Officer  Section Heads	On-going	October 2008	Personnel records analysed to show numbers trained. Positive feedback from clients	Ref C07
D	Encourage greater feedback from staff on DDA issues	Incorporate pertinent questions into annual staff review.	Section Heads	June 2008	June 2009	Analysis of staff responses to show general awareness of major issues and to inform future action plans.	Ref D07
E	Encourage greater feedback from customers on DDA issues.	Incorporate questions into Accommodation Survey.  Create a forum through which issues can be addressed.	ESO Head of Accommodation Services SU	December 2007	September 2008	Closing of any gaps in service. Documented input into planned works, facilities and services.	Ref E07

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F	Improve departmental planning/review in light of Disability Equality Duty	Ensure that departmental strategies and plans are written with a view to DES.  (EG) Reporting & budgets, schemes of work, outcomes, and accessibility incorporated into planning pro-forma.	Assistant Directors	September 2008	September 2009	Departmental plans will all have similar structures with all relevant sections embedded. EG. Agenda's; Budgets; Plans.	Ref F07
G	Improve DES and action plan	Review detail of scheme and action plan in the light of experience over the first six months.  Re-submit new model where needed.	FM DDA Steering Group.  Educational Support where applicable	On-going	Sixth month review in June 2007	Looking at best practice from elsewhere the College will update its scheme and action plans	Ref G07
H	Undertake new DDA Audit	Review detail of past audits and commission new consultant.	Head of Projects  Head of Accommodation Services	December 2007	June 2008	Construct a plan of works for subsequent budgets and undertake improvements	Ref H07
I	Identify Diversity Champions within FM	DDA Working Group to nominate one person to represent each Division of FM	Assistant Directors	July 2007	July 2008	Diversity issues are understood and incorporated into practices of that section	Ref I07

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J	Ensure External Contractors and Partners are able to demonstrate a commitment to Equality and Diversity	DDA Clause in contracts or agreement	Head of Projects Assistant  Director – Management Services	January 2008	July 2008	Best Practice delivered through external as well as internal contracts.	Ref J07
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### Update Section

Ref A07	<p>With the publication of the Access Statement as part of the Colleges DES our FM Directorate have endorsed the fundamental principals of the Disability Equality Duty and its key steer towards a proactive approach to ‘inclusivity for all’.</p> <ul style="list-style-type: none"> <li>• The principles of ‘inclusive design’ are a standard part of the <b>specification</b> for works which are generated by FM. This is a relatively new holistic approach to design and where we have gaps identified in our provision support will be available through existing College offices. The gaps will be addressed through the initial three year plan and its subsequent revisions.</li> <li>• The Dept. are systematically evaluating ‘service provision’ and the ‘built environment’ to close the gaps created by past legislative guidance which falls short of our goal of providing solutions that enable all of us to participate in mainstream College activities equally, independently, with choice and with dignity.</li> <li>• Budget considerations and bids will include planning for moves to create a more inclusive environment where appropriate.</li> </ul>
Ref B07	<p>The systematic analysis of existing policies and procedures is on-going and by being converted into a new ‘required’ format they will have had to have included an impact assessment. This work is part of the information which feeds into the 3 year plan. The missing element at present is the involvement of disabled persons and we have taken an important first step with the first ‘Forum’ since the DES was published taking place on the 7<sup>th</sup> December 2007.</p> <p>The FM portfolio of existing policy and procedures will be complete by January 2008.</p>
Ref C07	<p>Our training officer has built into the cycle of training which include all statutory elements two courses: ‘Diversity Awareness’ and under the ‘Hospitality Assured’ training program the elements Welcome Host and Welcome All focus on best practice when dealing with disabled customers.</p> <p>An understanding of best practice and its application is an element of appraisals for FM staff.</p>

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Ref D07	Following on from the training and appraisal – Section meetings should include a formal agenda item to discuss issues of access and inclusion. This is then fed through to the FM DDA Steering Group and so into action planning.
Ref E07	<ul style="list-style-type: none"> <li>• Accommodation Survey for 2008 will include a section on accessibility addressed to all customers across the residential estate. For the non-residential site we plan to use the ‘Forum’ idea to include customers experiences of that part of the estate. The idea of Diversity ‘Champions’ is still a valid one if it can be achieved; however the key to success is for feedback not to become an onerous task and a ‘chat room’ idea may be a more productive idea to capture concerns.</li> <li>• Gary Pearson and Alex Stanton to discuss the way forward following initial Forum meeting in December 2007.</li> <li>• A system of scoring feedback to reflect due regard to disabled issues is being worked on with the Estates Team such that this informs the prioritization for the 3 year plan.</li> </ul>
Ref F07	FM have recently aligned their Departmental Plans such that each Division of FM and then each Section of each Division is using the same format for their annual plans. Built into this planning are required areas to target elements from the DES and Access Statement. Notable <b>the use of impact assessment to inform planning</b> and so the targeting of planning and budgets to these areas with the most relevance to disabled students. With the Access Statement as a cornerstone of the approach FM take for the management of the Estate its principles become interwoven with the planning across all areas.
Ref G07	<p>This element of our plan is really the most fluid. At present we are still reliant on audit information which does not contain customer feedback. The recently held forum with disabled students has given us some steer on the content of the 3 year plan.</p> <p>The June review was a WSi audit which members will have seen; it is open for comment but again will be subject primarily to the scrutiny of disabled persons.</p>
Ref H07	The audit is now complete and has been circulated.
Ref I07	The DDA Steering Group has tasked each Division with this. We have had 5 staff members come forward and their input is now being felt through the bi-monthly steering group and most importantly at the sectional and team levels.
Ref J07	This is being worked on with a view to implementation early in 2008.