

Access to Council Services Scrutiny Panel

Scoping Document

Topic of Scrutiny

Examine access for people with a disability to Council services/information and, in the light of the recent Disability Discrimination Act (DDA) requirements, the accessibility of Council buildings.

This review to include any alternative method/arrangements by which the Council's services are made accessible for instances when Council buildings are not accessible to a person with a disability (i.e., the Contact Centre, online, etc.).

Reasons

Evidence-based recommendations from the Panel would potentially improve the Council's compliance with the access to building requirements of the DDA and the alternative arrangements the Council's services have in place to meet the needs of disabled citizens.

Overarching Aim

Report and recommendations to the Corporate Issues Scrutiny Committee.

Recommendations on issues of access to Council's services for disabled citizens to the relevant Executive Member(s).

Special Considerations

The review should be completed within four months of its first meeting.

Background Information

The Panel requires knowledge of the Council's current position regarding meeting the access to building requirements of the DDA, together with the arrangements to improve the Council's compliance with the Act. In particular, the Panel requires knowledge of how priorities are set in undertaking DDA works, the cost, and the timetables to make Council buildings compliant with the Act.

The Panel requires information on current legislative framework and the guidance on how to implement disability equality within local authority service provision, the Council's policies/strategies relating to accessibility and customer access, and any relevant Performance Indicators.

Panel Membership

Agreed membership (excluding any co-optees)

Councillor Brierley
Councillor Connell
Councillor Hayes

Councillor Hussain
Councillor Peel
Councillor Mrs. Ronson

How the Review will be Carried Out**Departmental Lead Officer: Steve Arnfield (Director, Corporate Resources)****Democratic Services Lead Officer: James Dearling**

Is it necessary to designate any other officers to support the Panel?

Gathering Information and Data

Reports and information will be requested from officers as and when required.

The panel may require comparative information about the accessibility and the reasonable alternative arrangements provided by other local authorities.

Visit(s) by the panel to the council's information/access points to gather evidence.

Gathering Information from Participants

Officers from appropriate services will provide written and oral evidence as required.

Representatives from disability organisations and user groups may be invited to attend a panel meeting to provide information.

Timetable

To progress the review it is suggested that a draft timetable be drawn up. Prior to this an agreed number of meetings and their frequency need to be decided.

Draft Timetable

| Timetable | Actions | Purpose (Which objectives will the action meet?) |
|-------------------------|--|---|
| 21 August 2006, 5.00pm | Finalise scope of review | |
| mid-September 2006 | Briefing on background information | |
| 3 rd meeting | Consideration of further evidence/ undertake visit(s). | |
| 4 th meeting | Possible witness session | |
| 5 th meeting | Consideration of further evidence | |
| 6 th meeting | Consideration of draft report | |
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