

## Summary of Carlow Local Authorities Implementation Plan Towards Universal Access for All

### Summary of Objectives:

- To work towards excellent and universally accessible environments, information and services for **all** customers of Carlow Local Authorities.
- To create a more inclusive Local Authority through increased staff awareness of disability and employment of those with disabilities.

### Summary Action Plan:

The following outlines actions to be taken over a 7 year period. Actions are categorised as follows:

1. **The Built Environment**
2. **Accessible Services**
3. **Accessible Information**
4. **Employment and Retention of People with Disabilities**

**The Built Environment**

**Summary**

<b>ACTION</b>	<b>KEY TASKS</b>
<p><b>Part 3 Section 25</b></p> <p><b>Devise rolling 5 year access plan of works to implement recommendations from access audit.</b></p>	<p>Consult with access groups and agencies when prioritising and co-ordinating works.</p> <p>Prioritise recommendations. Present to Senior Management Team and access groups.</p> <p>Consult with engineers regarding street audit results.</p>
<p><b>Access audit any new buildings or planned renovations.</b></p>	<p>Prioritise access in design.</p> <p>Disability proof plans.</p>

## Accessible Services

## Summary

ACTION	KEY TASKS
<p><b>Part 3 Section 26 (1) (a)</b></p> <p><b>Ensure accessibility of mainstream public services, where practicable and justifiable.</b></p>	<p>Access audit services and information. Consult with access groups on disability proofing of services, customer charter and action plan.</p> <p>Develop Equal Status policy.</p>
<p><b>Part 3 Section 26 (1) (b)</b></p> <p><b>Provide for assistance if requested to persons with disabilities in accessing the service.</b></p>	<p>Develop and promote communication strategy for staff and public.</p>
<p><b>Part 3 Section 26 (1) (C)</b></p> <p><b>Ensure the availability of appropriate expertise and skills re: making its services accessible. Expertise can be made available within the organisation, or, where appropriate sourced externally.</b></p>	<p>Identify areas requiring expert advice.</p> <p>Develop register of appropriate sources for expert advice and publish to all staff.</p>
<p><b>Part 3 Section 26 (2)</b></p> <p><b>Support Access Officers with responsibility for providing or arranging the co-ordination of assistance &amp; guidance.</b></p>	<p>Publicise role of Access Officer to staff and people with disabilities.</p> <p>Provide training, support and expert advice to Access Officer.</p>
<p><b>Part 4 Section 27</b></p> <p><b>Ensure accessibility is built into procurement policy, procedures and decision making.</b></p>	<p>Review procurement policies/procedures and include access for all within tender and application criteria.</p> <p>Assign Procurement Officer.</p>
<p><b>Part 3 Section 39</b></p> <p><b>Appoint Inquiry Officer, independent of the performance of their function to deal with complaints made under sections 25-29 of the Act.</b></p>	<p>Document role of Inquiry Officer and provide training and support.</p> <p>Publicise role.</p>
<p><b>Part 3 Section 39</b></p>	

<p><b>Ensure that documented procedures in relation to complaints are in place, well publicised and accessible.</b></p>	<p>Disability proof complaints procedure and publicise to staff.</p>
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**Accessible Information**

**Summary**

<p><b>ACTION</b></p>	<p><b>KEY TASKS</b></p>
<p><b>Section 28 (1) (a) Hearing Impairment</b></p> <p><b>Section 28 (1) (b) Visual Impairment</b></p> <p><b>Section 28 (3) Intellectual Impairment</b></p> <p><b>Review arrangements for providing information to the public as above to ensure that, as far as practicable, information provided orally and in writing is accessible..</b></p>	<p>Consult with people with disabilities and access groups on their needs.</p> <p>Develop accessible information policy and provide key documents in alternative formats. Publicise policy to staff and provide training.</p>
<p><b>Section 28 (2)</b></p> <p><b>Communication with the public via electronic format to be made accessible.</b></p>	<p>Consult with people with disabilities and access groups on their needs.</p> <p>Develop guideline and support for staff and public using electronic information at Carlow CC.</p> <p>Improve accessibility of all computers, kiosks and public terminals.</p>

Employment and Retention of People with Disabilities

Summary

ACTION	KEY TASKS
<p><b>Section 30: Employment</b></p> <p><b>Ensure procedures are in place to monitor, record &amp; report employment quota target &amp; review progress.</b></p>	<p>Disability proof recruitment procedures and advertising of posts.</p> <p>Offer training, work experience, shadowing and mentoring for people with disabilities.</p>
<p><b>Corporate Governance</b></p> <p><b>Develop mechanism for disability proofing all decision making processes, planning across all buildings, facilities and services.</b></p>	<p>Consult with people with disabilities on key decisions.</p> <p>Commit to disability proofing future policies and publications.</p> <p>Add Disability Implementation Plan to agenda of Senior Management Team as standing item.</p> <p>Mainstream disability equality training.</p>

