

CNPA DISABILITY EQUALITY SCHEME 3 YEAR REVIEW AND ACTION PLAN December 2009

Background

1. The CNPA published its first Disability Equality Scheme (DES) in Dec 2006 setting out how it will promote equality of opportunity for people with disabilities in the delivery of its public functions and as an employer. The CNPA must review its DES after 3 years and publish a new DES on 4 Dec 2009.
2. This paper reports on progress made on CNPA's existing DES, what has been achieved, the barriers and any gaps, thus informing the development of our new DES. The report uses as a framework the specific duties i.e. the legal requirements, for the CNPA in meeting the Disability Equality Duty. These are:

Gathering and Using Evidence

3. **EHRC says: 'Show that your priorities are based on the evidence that you gather and use'**
4. **What we said:**
 - a) Development of Inclusive Cairngorms (IC) so that they are more effectively used by CNPA staff, as well as benefits to member organisations.
 - b) Future staff survey will be revised to provide more information on equalities issues.
 - c) Equality monitoring at all stages of employment is on-going, and information gathered is used to identify barriers and improve processes.

What we have done to gather and use evidence

Inclusive Cairngorms (IC)

5. A Development Workshop was held with IC in January 09 to identify ways to make the group more effective, both for CNPA staff seeking IC's advice, and member organisations. This workshop identified key policy areas of interest to IC, related to the CNPA Corporate Plan, which would help CNPA staff know when to engage IC. These key areas, i.e. priorities, include **outdoor access, visitor services and information, communities, housing and planning and Equality Schemes**. This exercise has also helped inform CNPA on prioritising areas within the Operational Plan for Equality Impact Assessment.

In addition, the workshop identified ways to interact with CNPA and their role in supporting the CNPA regarding inclusion and equality issues.

Joint National Parks Outreach project

6. In 2007, the CNPA jointly commissioned some research with Loch Lomond and the Trossachs NPA and Scottish Natural Heritage to identify the barriers that prevent people from socially excluded backgrounds from engaging with the National Parks and National Nature Reserves. This included people with disabilities. Findings from

literature review identified the most common barriers for people with disabilities visiting the countryside:

- a) Physical barriers, such as steps, steep gradients, stiles and gates
 - b) Lack of accessible information
 - c) Lack of accessible toilets
 - d) Lack of confidence, low expectations, not feeling welcome, fear over safety or of getting lost
 - e) Too far to walk
 - f) Lack of convenient and accessible public transport
 - g) Inaccessible café, shop or visitor centre
 - h) Lack of seating and opportunities to rest or take shelter
 - i) Cost of transport, parking fees and refreshments
 - j) Lack of staff awareness of the needs of disabled visitors
 - k) A limited range of activities
 - l) Poorly maintained environment
- (By all reasonable means: Inclusive access to the outdoors for disabled people, Sensory Trust, Oct 2005).

7. The research report also identified ways to address the barriers to engagement and the recommendations are broadly categorised under 4 main headings:
 - a) Building relationships and developing networks
 - b) Raising Awareness and understanding
 - c) Building commitment, confidence and competence
 - d) Practical support.
8. The specific actions as they relate to people with disabilities are referred to in the DES Action Plan.

National Park Visitor Survey

9. The CNPA has commissioned a second visitor survey (May 09 – Apr 10), which will, in due course, provide useful information on people with disabilities visiting the National Park.

National data

10. In Scotland as a whole, the 2001 census showed that one in five people (20.31%) have a disability or limiting long term illness.

Aberdeenshire

11. In Aberdeenshire the proportion of the population with a limiting long term illness or disability is 15.31%. Of the working age population 11.16% people have a limiting long term illness. 0.38% of the Aberdeenshire population are registered blind or partially sighted; 0.66% of the population are adults with a learning disability known to the council; and 0.5% of the population accessed mental health services within the Aberdeenshire local authority.

Highland

12. In Highland the proportion of the population with a limiting long term illness or disability is 18%. According to a 2005 survey, 55% of working aged disabled people are in employment (compared with 46% nationally in Scotland).
13. According to Highland Council figures 1.47% of the population is either registered blind, partially sighted or visually impaired; 0.36% of adults are known to have a learning disability and it is estimated by Highland council that around 40,000 – 50,000 (18% of the population) are likely to experience mental health issues at some point.

Moray

14. In Moray the proportion of the population with a limiting long term illness or disability is 16.69%. No further detail about disability in the area was available.

Angus

15. In Angus the proportion of the population with a limiting long term illness or disability is 18.56%. No further detail about disability in the area was available.

Internal

CNPA Staff

16. Other than at the point of applying for a job, we do not capture information about staff's disabilities. There are no records on this. We aim to rectify this by incorporating a question on the bi-annual appraisal sheet, as well as through the annual "staff details" information gathering.
17. The Staff survey has been delayed until autumn 2009, to take advantage of Sunday Times 'Best Workplaces' award. This is an externally conducted survey, which will only touch on equalities issues, and therefore an in-house survey will be conducted in summer 2010, to more fully survey staff on the main equalities strands. However staff are able to raise equalities issues (including disability) through the Staff Consultative Forum where equalities is a standing item on meeting agendas. These meetings are held every quarter.
18. In terms of equality monitoring of employment, recruitment to training, leavers etc, all job applicants complete a questionnaire which captures their equalities needs. However, with regards current staff, we have not to date captured equalities needs, as such, we are currently gathering baseline information through the appraisal system, beginning in October 2009. Staff will be given the opportunity to raise their equalities needs at the 6 monthly appraisal, and once this information is captured, systems will be implemented to record, monitor and address their needs.

CNPA Board members

19. The CNPA has a Board member with a visual impairment who is very active in ensuring that disability equality is at the forefront of decision making at both strategic and operational levels within the organisation.
20. To date we have had no means to capture information about the equalities needs of board members. A "board members details" questionnaire will be sent to all board members early in 2010. This will include a question about any equalities needs. This

information is relevant to help us ensure we are meeting the needs of our board members with regards meetings, accommodation and general communication.

Accommodation

21. Capability Scotland did an accessibility audit on the Granttown office in 2007 and recommendations were implemented to make the building more accessible for staff and visitors to the office who may have a disability. Key areas that were reviewed were the approach and car park; rear and front entrances; reception area; communications; internal stairs; board room; public toilets; and fire exits. Most recommendations were implemented, including the following:
 - a) New disabled parking signage has been erected
 - b) Redesigned reception area that now includes an induction loop and a new and lower reception desk
 - c) All staff are now writing all communications in font size of 12, with the Gill Sans style
 - d) A new high tech portable hearing loop is available for use in the reception and board room
22. IC provided further advice on the design of the new reception area, and also carried out an audit of the Ballater office with recommendations implemented thereafter, which mainly focused on accessing the office and directional signage. Accessibility of both buildings will be monitored and addressed on an on-going basis through feedback from visitors and staff.

Consultation and Involvement

23. **EHRC says ‘Show that your priorities are based on what disabled people see as the most important areas to tackle’**
24. **What we said:**
 - a) Involve Inclusive Cairngorms (IC) in the development of CNPA policies to help create a Park for All.
 - b) Formation of sub-groups of IC to work on different strands of equality, prioritise and impact assess CNPA policies for equality.
 - c) Involve other advisory groups to CNPA on disability equality e.g. Local Outdoor Access Forum (LOAF).

What we have done to consult and involve

Inclusive Cairngorms

25. As mentioned previously, a workshop was held in January 2009 to consult IC on their key areas of interest as they relate to CNPA’s Corporate Plan. This has helped CNPA staff to engage more effectively with IC in planning and developing their work activity. (The priority areas identified were outdoor access, visitor services and information, communities, housing and planning and CNPA’s Equality Schemes.)
26. IC meetings are held quarterly and provide a further means of consulting people with disabilities and gathering information on the impacts of CNPA policies/projects e.g. At their April 2009 meeting, IC advised on ways to improve our engagement with

people from different equalities groups including people with disabilities. This information has been fed back to the Community Development officers to help them engage with the more marginalised residents within the communities taking part in the Community Needs Initiative. IC have also advised on other areas of CNPA work including the National Standards for Community Engagement, Core Paths Planning, Cairngorms Explorer visitor guide and the development of guidance for path signage and community path leaflets. This has provided valuable advice in ensuring our consultation exercises are as inclusive as possible (within financial constraints) and the publications and the information we produce is clearly presented and following best practice standards.

27. Management Team and key staff are given advance notice of meetings so that they can use these meetings to consult on relevant areas of work and equality impacts. Sub-groups of IC have been formed as and when required, e.g. to comment on planning applications, HR policies, etc.
28. Overall IC are regarded as a highly valuable resource for CNPA providing advice, expertise and information on equality and inclusion work in the Park. Their input will continue to be sought in implementing Equality Impact Assessments in the CNPA.

Joint National Parks Outreach Project

29. A key project – the Joint National Parks Outreach project – involved a group from Capability Scotland in a pilot visit to the Cairngorms National Park to ‘test’ how accessible it was. Other disability groups and organisations were also involved in this research to develop an outreach framework for engaging with groups visiting the Cairngorms National Park. The outcomes of this project (also referred to in previous section) are incorporated into the Action Plan.

Equality Schemes

30. CNPA has involved people with disabilities in the development of our Equality Schemes including this DES review. A sub group of IC met and provided comment and suggestions on our new DES, which involved CNPA staff and external partners including Highlands and Islands Equality Forum, Capability Scotland, Badenoch and Strathspey Transport Company, Highland Disabled Ramblers and Deaf Awareness in Highland and Aberdeenshire Council. The wider Inclusive Cairngorms network has also had the opportunity to input into the DES at all stages of its development.

Local Outdoor Access Forum (LOAF)

31. A place on the LOAF was originally set aside for a member representing people with disabilities. However there is currently no member with a specific interest in disability, although there is a general awareness and experience of working with people with disabilities. Feedback from our DES Review meeting in Aug 09 suggested it would be desirable to have a member specifically representing disabilities.

Other involvement

32. The CNPA engaged with disabled people at the Rural Equalities conference in 2008 and through the Rural Equalities network (Highlands and Islands Equality Forum)

Internal

33. Staff "Away Days" are held twice each year. These events are used to discuss key themes that are relevant to staff, the organisational culture, and stakeholder relationships. All staff are invited to contribute their views and are involved in how we develop our core approaches.
34. Equalities issues are a standing item on the Staff Consultative Forum agenda, and this ensures consistent awareness of equalities issues.
35. Appraisal forms have been amended to include a section about the equalities needs of staff. Line managers have done appraisal training, which includes how to deal with sensitive information about disability. This is helping us to get baseline information about the equalities needs of our staff, and actions will thereafter be implemented on the basis of this data to ensure that our staff are safe and comfortable in their working environment.

Impact Assessment

36. **EHRC says: 'Show that you are considering the impact of your decisions on disabled people'**
37. **What we said:**
 - a) CNPA will identify and prioritise policies and procedures that may cause barriers to disabled people and amend them to prevent potential discrimination.
 - b) Develop template for reviewing policies in consultation with disabled people and IC.
 - c) IC to help with impact assessments.
 - d) CNPA staff will attend EqIA training.

What we have done

Equality Impact Assessment (EqIA) training

38. Fourteen CNPA staff attended EqIA training in July and October 2008, alongside staff from Scottish Natural Heritage. At least one member of staff attended from each Group and these staff will provide support to other Group members in carrying out EqIA's. Of these staff, an Equality champion is being nominated for each Group.

Prioritising policies for EqIA

39. At their meeting in January 2009, IC helped to identify and prioritise policy areas in Corporate Plan that impact on equality groups. Following this, fourteen programme managers and other staff met to identify related areas of activity within the Operational Plan. Many of these can be grouped together under broad themes, and the intention is to impact assess these activities using a generic EqIA form as a template.

40. Generic EqlAs will be prepared for:
 - a) Publications and print including leaflets, interpretation, visitor information and promotion
 - b) Websites including Cairngorms National Park portal, corporate and Learning Zone
 - c) Community Engagement / working with people including holding events, meetings and venues
 - d) Training including Cairngorms Awareness and Pride, Land Based Business Training courses, and other public training
41. Individual EqlAs will be prepared for specific areas of Operational Plan:
 - a) Corporate and HR policies egg recruitment, staff training and development, accommodation
 - b) Outdoor Access – Core Paths Planning implementation, Speyside Way extension, transport, health walks
 - c) Development Plan
 - d) National Park Plan

Implementing EqlA

42. Our timescale for rolling out EqlA has been delayed due to training availability and the additional time needed to confirm the process through senior management. However this does mean that there is greater buy-in from senior managers and the process is more rigorous. Following revisions to the EqlA form, staff guidance, and endorsement of the process by Management Team, EqlA will be rolled out in winter 2009/10 . Staff will be encouraged to consult with Inclusive Cairngorms to help assess the impact of their activities on people with disabilities (and other equality groups).
43. Meantime, two full EqlA's have been completed to date, for Core Paths Planning and Recruitment. In addition, several areas of work have been 'informally' impact assessed through consultation with IC e.g. guidance for path signage and path leaflets.

Embedding Equality within CNPA

44. We have also identified further ways to embed equality into policy and project development and procedures. These will be explored further including:
 - a) Expenditure Justification Forms – additional question on equality impacts
 - b) Grants programme – social inclusion applications screened by Inclusive Cairngorms sub-group
 - c) Board Papers – additional reference to equality impacts
 - d) Grants to third parties – include equality considerations in grant terms and conditions.
 - e) Procurement of services – include equality considerations in tender documents.
 - f) Programme and project management guidance

Action Planning and Delivery

45. **EHRC says 'Include an action plan to deliver the outcomes that you have prioritised'**

46. What we said:

- a) Section on how disability equality is being addressed through the National Park Plan.
- b) Specific actions set out in an Action Plan.

What we have done

47. An Action Plan is included in our DES 2006-09 and annual updates were published in June 08 and June 09. (see Annual Updates for actions delivered). A summary of key actions and outcomes not already referred to in previous sections, is listed below.

Internal Delivery

Training

48. Staff and Board training in disability awareness was delivered in 2007/08 by Capability Scotland and attended by 50 staff and 3 Board members. Most staff have a good general awareness of disability issues, but the Board have not had the same opportunity to attend this training. So as part of our ongoing training programme, further equality training for all staff and Board members is scheduled for 2010.

Accessible Meetings

49. Public meetings are held in buildings which are accessible unless absolutely unavoidable. Hearing loop or other requirements are provided on request in advance of meetings. Video conference facilities are now in place in Grantown and Ballater offices. Guidance on holding accessible meetings was produced and promoted to staff to ensure external meetings are accessible as possible for people with disabilities. As there is little evidence of how much this is used and adhered to by staff, it is intended to 're-launch' it in winter 2009/10. This will include an easy-reference guide including a checklist, a directory of accessible venues, booking and evaluation pro-formas, all available in electronic format.

Recruitment and employment

50. Jobs are advertised in the local press and on the website, and are accessible to all. Adverts have also been placed in specialist disability magazines promoting CNPA as an equal opportunities employer. CNPA is recognised as a 'Two Ticks' employer, obtaining the Positive about Disability symbol. On-going manager training and HR induction for new staff ensures that CNPA recruitment and employment policies are not discriminatory.

Communications

51. CNPA have adopted a new 'accessible' corporate typeface 'Gill Sans', approved by the Scottish Accessible Information Forum. All corporate leaflets are available in large print and audio tape on request. In the last 5 years, we have responded to four requests for large print. CNPA's revised corporate website conforms to Priority 3 accessibility guidelines and the National Park web portal will meet Priority 1. Plain English training for staff has not been undertaken to date, but this is scheduled for 2010.

CNPA offices

52. As well as the recommendations implemented following the access audits of both buildings CNPA has installed computer software for visually impaired staff and visitors to the office.

Influencing other organisations

53. CNPA has - and continues – to influence other organisations in relation to equality good practice. This has been mainly through Inclusive Cairngorms, which features case studies and presentations on successful inclusion projects at its meetings. We are looking at ways to develop this sharing of best practice including using CNPA and member websites, and identifying other mechanisms to report back to members' organisations. In addition, we will explore the potential for collaborative working and sharing information on equalities projects with other SEARS organisations e.g. SNH and Loch Lomond and Trossachs NPA, and through the Scottish NDPB Equality Forum. At a more local scale, we will explore ways to influence Park Service providers in promoting equality e.g. by developing equalities criteria for applications to use the Park brand.

Delivery through the National Park Plan

Equality awareness training

54. In Spring 2009, equalities training was delivered to land managers, tourism and outdoor recreation providers to raise their awareness of the equality needs of visitors and thereby improve their service to this client group. This was funded through the Land Based Business Training and Cairngorms Awareness and Pride projects. Although widely promoted, this training attracted only three businesses. It is therefore planned to offer this training again in spring 2010.

Transport

55. CNPA has worked with transport providers to improve transport links and accessibility around the National Park, including funding the Heather Hopper bus service. One of the buses used was low floored to allow disabled access. By 2017 all buses will require to be DDA compliant, and 2020 for trains.
56. The Cairngorms Explorer transport guide is produced annually and provides accessibility information on public - and other forms - of transport. In 2009, further information was provided on all abilities trails in National Nature Reserves in the Park.
57. Research findings and anecdotal evidence suggests that transport is a key barrier for disabled people accessing the Park, therefore CNPA will continue to work with transport providers, including community transport, to improve services for disabled people.

Visitor Information

58. The design of CNPA leaflets and other interpretation conforms to DDA guidelines, best practice, and information is available in other formats on request. The use of images of people with disabilities will be guided by the results of the Visitor Survey, in terms of the balance of participation in different activities. CNPA is working with Cairngorms Outdoor Access Trust (COAT) to provide information on accessible paths across the National Park. COAT is currently developing a leaflet on accessible paths in Aberdeenshire, and it is planned to produce a similar leaflet for the west side of the Park.

Ranger Services

59. Since April 2009, the CNPA has taken on the role of providing funding to ranger services across the Park. As part of the Service Agreement, ranger services must produce an Equality and Diversity Statement, setting out how they will cater for and promote their service to people of all abilities.

Access

60. The CNPA is working with partners to develop a range of outdoor access and recreational opportunities in the National Park. This includes the development of Core Paths which will be as inclusive and barrier-free as possible. The Core Paths Plan has been consulted on widely (including with people with disabilities) and will be implemented from 2010.
61. In addition, CNPA has helped to develop health walks across the Park, encouraging those less active and recovering from ill health to use the National Park to improve

their physical and mental health and wellbeing. CNPA is continuing to support this work through COAT.

Housing

62. CNPA continues to work closely with Registered Social Landlords, landowners and other public bodies to secure housing which is both affordable and accessible for those who wish to live and work in the National Park. The CNPA planning team have consulted with Local Access Panels and more recently with Inclusive Cairngorms on certain planning applications.

Publishing, Reporting and Reviewing

63. **EHRC says 'Develop your actions so you can report on them in future annual reports'**

64. **What we have done**

- a) CNPA published its first DES in December 2006 on CNPA website www.cairngorms.co.uk
- b) CNPA provided annual updates on our DES and Action Plan in June 08 and June 09 as part of a Joint Equality Scheme covering disability, gender and race.
- c) CNPA have established an Internal Equalities Group which meets quarterly to oversee the development of our equalities work including our Equality Schemes and Equality Impact Assessment.

Refocusing priorities for disability equality in CNPA

65. Reviewing our DES provides an opportunity to refocus our priorities to ensure we are tackling the most relevant and significant issues to bring about disability equality. In doing this, we must consider what we have achieved to date and focus where more work is required, while also considering any evidence and the views of disabled people.
66. Importantly, the new DES should also reflect CNPA's business, i.e. the Corporate Plan and Operational Plan, in particular the key policy areas identified by Inclusive Cairngorms:
- a) **Outdoor Access**, including core paths, health walks and transport
 - b) **Visitor services** including publications, interpretation, information, rangers
 - c) **Communities** including community engagement (events, meetings, training, venues)
 - d) **Housing and Planning** including Local Plan
 - e) **Equality Schemes**, including corporate and HR policies – recruitment, staff development and training, accommodation
67. The following Action Plan includes feedback from a meeting on 24 August 2009 involving CNPA staff and Inclusive Cairngorms partners representing Deaf Awareness, B&S Transport Company, Highland Disabled Ramblers, Capability Scotland and Highlands and Islands Equality Forum. The wider Inclusive Cairngorms network has also had the opportunity to provide input at their meeting on 26 September 09 and by correspondence.
68. It also includes some actions carried forward from DES (2006-09).

CNPA DISABILITY EQUALITY SCHEME - ACTION PLAN

December 2009 - December 2012

Aim 1 – To promote equality of opportunity between disabled persons and others.

Outcome	Action	Timescale	Accountable
Objective 1 CNPA staff and Board to be aware of disability issues and how they can promote equality	1. Equalities training including disability awareness / promoting disability equality as part of on-going training programme, 2. Equalities training included in new staff and new Board inductions	1. 2010/11 2. from Sept 2010	HR Manager
Objective 2 Public and private meetings set up by CNPA should have the highest levels of accessibility possible for those with disabilities	1. Accessible meetings guidance ‘relaunched’ including checklist, directory of accessible venues, booking and evaluation templates. 2. Access Audit of venues not already audited	1. Mar 2010 2. Dec 2010	Social Inclusion officer
Objective 3 To implement impact assessment of CNPA policies and procedures to ensure that disability equality is considered in all policy development	1. Roll out EqlA in CNPA involving Inclusive Cairngorms where appropriate. 2. Embed equality (including disability) into other processes, procedures including Board papers, grants programme, grants to 3 rd parties, procurement, and programme and project management guidance	1. Nov 2009 onwards 2. Mar 2010 onwards	1. CNPA Equality champions 2. Head of Corporate Services
Objective 4 CNPA to be able to demonstrate the effects of the National Park Plan delivery on disability equality	1. Monitoring of National Park Plan delivery on disability will be measured through EqlA process.	Dec 09 ongoing	CNPA Equality champions
Objective 5 To ensure that CNPA written communications are appropriate for those with disabilities	1. All CNPA leaflets should meet design specifications for legibility. 2. All leaflets to be available in large print on request 3. Requests for audio tapes will be accommodated, and Braille if audio tape not practical. 4. Staff will be trained in the use of Plain English	1,2,3 Ongoing 4. 2010	Communications Manager

Outcome	Action	Timescale	Accountable
	<ol style="list-style-type: none"> 5. CNPA to work towards producing all literature in Plain English. 6. Monitor and review CNPA website and publications involving people with disabilities 7. Corporate Style guidelines will contain guidance on producing accessible information 	<ol style="list-style-type: none"> 5 ongoing from 2010 6. Dec 09 to 2011 7 2010 	
<p>Objective 6 People with disabilities will be aware of the National Park and how to engage with it.</p>	<ol style="list-style-type: none"> 1. CNPA will develop networks with intermediary groups who work with people with disabilities, and develop a range of support packages to help them engage with the National Park. 2. CNPA will provide advice and signposting for groups who wish to engage with the Park. 3. Review how development programmes e.g. John Muir Award and Duke of Edinburgh's Award can be best utilised to improve engagement with people with disabilities. 4. Develop a programme of presentations to intermediary groups to highlight opportunities available in the Park. 5. Identify and promote funding sources to intermediary groups to support their engagement with the Park. 	<p>1-5 From Dec 09</p>	<p>Outdoor Learning Officer</p>

Aim 2 – To eliminate unlawful discrimination.

Outcome	Action	Timescale	Accountable
<p>Objective 1 To ensure that no policies of CNPA create unlawful barriers for people with disabilities</p>	<ol style="list-style-type: none"> 1. Impact assessment of all new policies to be rolled out 2. Embedding EqIA into other CNPA procedures (see aim 1, obj3) 	<p>Nov 09 onwards</p>	<p>CNPA Equalities champions</p>
<p>Objective 2 To ensure that CNPA recruitment and employment policies are not discriminatory</p>	<ol style="list-style-type: none"> 1. Gather baseline information on staff disabilities through appraisal process. 2. All recruitment, promotion, resignations, training access, disciplinary and grievance procedures will be monitored in relation to disability equality. 3. Remedial action to be taken immediately should any policy be found to cause inequality 4. Promote awareness of our current policies for dealing with bullying and harassment of staff 5. Ensure current policies allow for the reporting of employment related incidents and any relation they may have to disability. 6. Ensure current policies make provision for staff returning to work who may have a temporary disability. 7. Annual review of Two Ticks scheme 'Positive about Disability' to JobCentre Plus 	<p>1. Oct 09 2-5 Dec 09 ongoing 6. 2010 7. annually 2010</p>	<p>HR Manager</p>
<p>Objective 3 To ensure that CNPA buildings in Grantown and Ballater allow suitable access for those with physical disabilities</p>	<ol style="list-style-type: none"> 1. To monitor the buildings for accessibility through feedback from staff appraisals and Inclusive Cairngorms. 2. To take action to improve areas according to affordability and value for money 	<p>1, 2. from spring 2010, ongoing</p>	<p>Business Services Manager</p>

Aim 3 – To eliminate harassment of disabled people that is related to their disability.

Outcome	Action	Timescale	Accountable
<p>Objective 1 For CNPA to be aware of any areas where current problems exist in relation to harassment</p>	<ol style="list-style-type: none"> 1. Include question on equalities needs in bi-annual staff appraisal and staff details information gathering. 2. Staff survey as part of Sunday Times 'Best Workplaces' award will indirectly touch on equalities issues. 3. Develop an in-house staff survey which allows staff comment anonymously on any current equalities issues. 4. Opportunity for equalities issues to be raised through staff consultative forum which has standing agenda item on equalities. 5. Where issues are identified, solutions to be developed in consultation with Inclusive Cairngorms Group. 6. Capture information on Board members' equalities needs, through Board members details questionnaire, and address any needs arising. 	<ol style="list-style-type: none"> 1. Oct 09 2. Spring 2010 3. Summer 2010 4, 5 on-going 6. mid 2010 	<p>HR Manager</p>
<p>Objective 2 For staff and Board to have a good understanding of disability issues, legal requirements and best practice so that they can promote positive attitudes and challenge harassment if they come across it.</p>	<ol style="list-style-type: none"> 1. Equalities training including disability awareness / promoting disability equality as part of on-going training programme, 2. Equalities training included in new staff and new Board inductions 	<ol style="list-style-type: none"> 1. 2010/11 2. from Sept 2010 	<p>HR Manager</p>

Aim 4 – To promote positive attitudes towards people with disabilities

Outcome	Action	Timescale	Accountable
<p>Objective 1 CNPA staff and Board to be able to positively influence the policy areas of other organisations in relation to disability equality</p>	<ol style="list-style-type: none"> 1. Encourage staff to attend Inclusive Cairngorms meetings to raise their awareness of equalities issues in the Park. 2. Use of Inclusive Cairngorms meetings to share best practice amongst member organisations. 3. Develop Park for All pages on CNPA website to share information and promote best practice in disability equality. 4. Invite SNH and Loch Lomond & Trossachs NPA to attend internal 'Park for All' group meetings. 5. Share information and explore collaborative working opportunities with these and other organisations, egg SEARS and through NDPB Forum and Scottish Rural Equality Network 	<ol style="list-style-type: none"> 1,2 Dec 09 and ongoing 3. Dec 09 4. Dec 09 ongoing 5. Dec 09 ongoing 	<ol style="list-style-type: none"> 1,2 Social Inclusion officer 3 Communications officer 4,5 Social Inclusion officer
<p>Objective 2 CNPA staff and Board to be able to positively influence Park service providers in relation to disability equality.</p>	<ol style="list-style-type: none"> 1. Provide equalities training for Park service providers, that will raise their awareness of equalities issues and help improve their service to disabled people, 2. Work with transport providers and the business sector to provide accessible transport for disabled visitors and residents in the Park. 3. Work with Cairngorms Outdoor Access Trust to develop accessible paths and information in line with the Core Paths Plan, involving Inclusive Cairngorms when appropriate. 4. Support COAT to expand and deliver health walks across the Park that will provide benefits to disabled people. 5. Work with Park Ranger Services to identify ways to make ranger services more accessible to people with disabilities. 6. Use information from Visitor Survey and Mystery Shopper report, to inform CNPA and service providers of disabled visitors and their needs. 	<ol style="list-style-type: none"> 1. spring 2010 2. from 2010 3. ongoing 4. from March 2010 	<ol style="list-style-type: none"> 1. CNPA Training Manager 2. Economic development officer 3,4 Outdoor Access officer 5. Senior Visitor services officer 7. Marketing /

Outcome	Action	Timescale	Accountable
	7. Explore the inclusion of equalities criteria in applications for NP brand.		Brand officer
Objective 3 CNPA staff to be able to positively influence groups working with people with disabilities	1. Develop training and development opportunities for key intermediary groups who work with people with disabilities, to enable them engage with the National Park, 2. Through Inclusive Cairngorms, strengthen links with Local Access Panels, Access Forums and Disabled rambler groups to share information on e.g. access audits on sites within the Park.		1. CNPA Training Manager 2. Outdoor access officer

Aim 5 – To encourage participation by disabled people in public life.

Outcome	Action	Timescale	Accountable
<p>Objective 1 People with disabilities are actively involved in advising CNPA on policy and project development</p>	<ol style="list-style-type: none"> 1. Inclusive Cairngorms Group to continue to provide advice and information to help to shape future development of disability equality, particularly through EqIA. 2. Inclusive Cairngorms sub group to advise CNPA Planning Team with regards to disability equality when required. 3. CNPA to continue to support this group with secretariat support and media support when required. 	<ol style="list-style-type: none"> 1. Dec 09 ongoing 2. Dec 09 on-going 3. Dec 09 and on-going 	<p>Social Inclusion Officer</p>
<p>Objective 2 To ensure that barriers do not exist for those with disabilities who wish to take part in CNPA Consultation exercises</p>	<ol style="list-style-type: none"> 1. All consultation exercises carried out by CNPA to follow a refined version of the National Standards for Community Engagement. 2. Explore other ways to engage with disabled people in Community Action Planning as suggested at IC meeting in April 09. 	<ol style="list-style-type: none"> 1. Dec 09 on-going 2. Mar 2010 	<p>Education and Inclusion manager</p>
<p>Objective 3 CNPA public meetings will be accessible to those with disabilities</p>	<ol style="list-style-type: none"> 1. All CNPA public meetings will be held in buildings which are accessible to wheelchair users unless this is absolutely unavoidable. 2. Notices of public meetings will invite people to contact CNPA in advance to discuss any special requirements 3. Hearing loop facilities will be provided at public meetings on request. 4. Where possible, tele-conferencing and video-conferencing will be encouraged as an alternative to face to face meetings if this makes it easier for people to be involved in meetings. 5. Ensure staff refer to Holding Accessible Meetings pack and Corporate Style guidelines to ensure meetings are accessible as possible. 	<p>1-5 Completed Dec 09 and ongoing.</p>	<p>Business Services manager and relevant officers responsible for meetings</p>
<p>Objective 4 CNPA published materials will be easily accessible to people of all abilities.</p>	<ol style="list-style-type: none"> 1. All CNPA leaflets should meet design specifications for legibility. 2. All leaflets to be available in large print on request. 	<p>1- 4 complete Dec 09 and on-going</p>	<p>1-6 Communications Manager</p>

Outcome	Action	Timescale	Accountable
	<ol style="list-style-type: none"> 3. Information for the public will be made available through our website to improve accessibility 4. Braille and audio cassettes will be made available on request as an alternative to printed publications. 5. CNPA Staff will be trained in the use of "Plain English" to promote good communication which is accessible to all. 6. Monitor and review CNPA website and publications for accessibility, involving people with disabilities 	<ol style="list-style-type: none"> 5. 2010 6. Dec 09 - 2011 	
<p>Objective 7 To ensure that the interests of disabled people are adequately represented on the Cairngorms Local Outdoor Access Forum</p>	<ol style="list-style-type: none"> 1. Ensure disabled people are aware of next vacancies on CLOAF through Inclusive Cairngorms and other disability organisations. 	On-going	Outdoor Access Officer

Aim 6 – To take steps to take account of disabled people’s disabilities even when that involves treating disabled people more favourably than others.

Outcome	Action	Timescale	Accountable
<p>Objective 1 To ensure that all disabled people who wish to work for CNPA (as staff or Board members) are able to access the appropriate supports during the recruitment process and in subsequent employment with CNPA</p>	<ol style="list-style-type: none"> 1. Inclusive Cairngorms to advise on whether current recruitment advertising is creating barriers for those with disabilities. 2. Explore ways to evaluate how effective job advertising is in reaching disabled people. 3. Liaise with Scottish Government to ensure that recruitment of Board members is ‘accessible’ to disabled people. 4. CNPA to continue to accommodate special requirements of disabled people through the recruitment process and subsequent employment wherever possible. 	<ol style="list-style-type: none"> 1. 2010 2. 2010 3. early 2010 4. on-going 	<p>HR Manager</p> <p>HR Manager</p> <p>HR Manager</p> <p>HR Manager</p>