

**CAIRNGORMS NATIONAL PARK AUTHORITY  
DISABILITY EQUALITY SCHEME  
DECEMBER 2006**

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## **Foreword**

This is the Disability Equality Scheme for the Cairngorms National Park Authority and it forms an integral part of the CNPA's wider commitment to promote equality of opportunity in the delivery of its public functions and as an employer.

The CNPA is committed to ensuring disability equality across all its functions and in its dealings with all stakeholders and partner organisations. The Disability Equality Scheme sets out how we intend to reinforce this commitment and ensure that disability equality is embedded at the heart of our work as a National Park Authority.

Jane Hope  
Chief Executive  
Cairngorms National Park Authority

## Introduction

The Disability Discrimination Act 1995, amended by the Disability Discrimination Act 2005 places a statutory general duty on all public bodies to actively promote disability equality. This means that all public authorities must, in carrying out all functions have due regard to the need to:

- Eliminate unlawful discrimination
- Eliminate unlawful harassment
- Promote equality of opportunity between disabled persons and other persons
- Take steps to take account of disabled persons' disabilities even where this involves treating the disabled person more favourably than other persons.

The Board of the National Park made an early commitment that the Cairngorms National Park should be available to all people regardless of age, culture, background or ability, and they embraced the ethos of a "Park for All" which has underpinned all the strands of the CNPA's work to date. Much work has been done since the inception of the CNPA in 2003 to establish strong links with relevant community and disability networks in order that they can advise and inform the way in which equality is embedded at the core of everything the CNPA seeks to achieve.

## Context of the Cairngorms National Park

One of the first Acts of the Scottish Parliament in 2000 legislated for National Parks in Scotland. There are now two National Parks: Loch Lomond and the Trossachs, established in 2002 and the Cairngorms, established in 2003.

Scotland's National Parks are a distinctive model that combines conservation of the natural and cultural heritage with sustainable use, enjoyment and development of the areas communities. Not only do National Parks seek to conserve and enhance the qualities that make these places special, they offer significant benefits to the people of Scotland. In particular, National Parks offer the following opportunities:

- **Delivering better outcomes** – National Parks, by more co-ordinated efforts of the public, private, community and voluntary sectors, can deliver more integrated and sustainable results in terms of environmental, economic and social benefits.
- **Developing solutions for rural Scotland** – National Parks provide the opportunity to develop and test innovative solutions to rural issues which can be applied to benefit other areas across Scotland. National Parks are an opportunity to develop and disseminate best practice that makes a difference to people living and working in rural Scotland.
- **Providing a Park for All** – National Parks offer excellent opportunities for people of all backgrounds, interests and abilities to enjoy, learn and benefit from these special places.
- **Promoting 'The Pride of Scotland'** – National Parks represent Scotland's most iconic landscapes and reflect the natural and cultural heritage that shapes our nation's identity. They are national assets and by showing how

people and place can thrive together, National Parks can make a significant contribution to Scotland's national identity.

## **NATIONAL PARK DESIGNATION AND AIMS**

The National Parks (Scotland) Act 2000 sets three conditions which an area designated as a National Park must satisfy:

- That the area is of outstanding national importance because of its natural heritage, or the combination of its natural and cultural heritage;
- That the area has a distinctive character and a coherent identity;
- That designating the area as a National Park would meet the special needs of the area and would be the best means of ensuring that the National Park aims are collectively achieved in relation to the area in a co-ordinated way.

The Act also sets out four aims for National Parks in Scotland:

- To conserve and enhance the natural and cultural heritage of the area;
- To promote sustainable use of natural resources of the area;
- To promote understanding and enjoyment (including enjoyment in the form of recreation) of the special qualities of the area by the public;
- To promote sustainable economic and social development of the area's communities.

The Cairngorms National Park Authority is principally an enabling and facilitating body rather than a regulatory body. Its enabling and facilitating powers include:

- anything that will help the Park Authority achieve its aims
- fixing and recovering charges for goods or services provided in the course of carrying out the aims
- carrying out research and related activities
- entering into agreements with any person in the Park with an interest in land to ensure that the aims of the Park are met
- giving grants and loans (with the consent of Scottish Ministers)
- securing the provision of nature reserves
- providing information and educational services and facilities to promote understanding and enjoyment of the Park
- providing facilities to encourage visitors to national parks for leisure purposes including camp sites, accommodation, meals and refreshments where necessary
- being a consultee on a range of matters undertaken by other public bodies, for example Scottish Enterprise or Highlands and Islands Enterprise (HIE), the creation of Sites of Special Scientific Interest (SSSIs), forestry activities and traffic regulation orders

It does have regulatory powers to:

- deal with those planning decisions which may have significant impacts on the Park (by calling in the application for determination).
- make management laws and byelaws to:
- protect the natural and cultural heritage of the Park.
- prevent damage to the land or anything in or under it.
- to secure the public's enjoyment of and safety in the Park.

## **DEVELOPMENT OF THE CNPA DISABILITY EQUALITY SCHEME**

### **Advice, information and guidance specifically from disability interests:**

Since its inception the CNPA has been committed to ensuring that its policy is shaped by the views and advice of those with disabilities and groups who represent those of all abilities.

In 2003 an All Abilities Communications Network was established, with a remit to:

- To ensure that (CNPA) policy and best practice is well informed by the views of disabled people and their representative bodies who live, work and visit the area;
- To provide information and advice to the CNPA;
- To generate ideas to put forward to the CNPA Board on disability issues, not just on physical access.

This group continues to meet and has recently agreed to extend its remit to cover all aspects of social inclusion as well as continuing to advise on disability equality.

Other forums where views of people with disabilities have been elicited and used are on the Local Outdoor Access Forum which is made up of a group of local representatives who provide advice to the CNPA on outdoor access rights, Rights of Way, and core paths throughout the National Park area. A place on this forum was set aside specifically for someone who could represent those with disabilities, to enhance the level of specific disability equality advice provided by the LOAF. The CNPA Outdoor Access Strategy has been developed through a broad consultation which has included advice and information from the Cairngorms Local Outdoor Access Forum.

Widespread public consultations have taken place across the National Park in relation to a number of key issues. These have included the National Park Plan formation, the Local Plan Policy development and the Core Paths Plan. The most recent of these consultations (for the Core Paths Plan) were held in accordance with the National Standards for Community Engagement (developed by Communities Scotland), to encourage maximum participation from people of all abilities. Meetings were held in public buildings with good access for those with reduced mobility, and staff who arrange these meetings have access to guidance on arranging accessible meetings. Publications and questionnaires were made available in large print format, information was provided on our website about consultations and how to be involved, and staff were available to speak to those who wanted more information.

The CNPA also has a board member who has a sight impairment and has been particularly active in ensuring that disability equality is at the forefront of decision making at both strategic and operational level within the organisation.

Public notices advertising monthly Board Meetings include the wording “for access or other requirements, eg a hearing loop, please contact the CNPA office in advance of the meeting.

Feedback from all these sources have fed into and continue to shape the development of our strategy for promoting disability equality across the broad spectrum of policy development within the National Park Authority.

At a project development level, all applications to the Integrated Grants Programme are required to demonstrate how inclusion and equality issues are addressed. In addition, expenditure justification and project appraisal forms are being reviewed to ensure that these issues are also considered.

## **BARRIERS TO PARTICIPATION**

The following have been identified as the five general potential barriers to equality of access for those with disabilities. Consideration of these is given in greater detail in the Action Plan itself.

### **Organisational Barriers**

Equal opportunities for employment within the CNPA in terms of recruitment, work tasks, work terms and conditions can form barriers. Also the culture of the organisation needs to reflect its commitment at all levels to meeting the needs of people with disabilities within and outwith the CNPA.

### **Communication and Information**

Provision of information in a range of formats, and appropriate use of language, eg Plain English, which will ensure that it reaches and is useable by people of all abilities is crucial in involving everyone evenly in the benefits of the National Park.

### **Financial Limitations**

Often there are a higher proportion of people with disabilities among those on lower incomes or among the homeless. Consideration of accessibility to the National Park for those on lower incomes therefore has close links with disability equality. This includes housing issues, employment, affordable transport, access to open spaces and visitor services, including information and interpretation of the National Park's cultural and natural heritage.

### **Physical barriers**

Physical access to buildings, paths and other facilities around the National Park area are important considerations in ensuring equality.

### **Transport**

Transport into and around the National Park for those of all abilities is an important consideration. This includes accessible public transport as well as suitable parking with accessible paths from carparks for those who use private vehicles.

Other considerations may include signage to facilitate entry to the National Park and being able to find places easily once inside the National Park

## **DELIVERING EQUALITY THROUGH THE NATIONAL PARK PLAN**

As already stated in the introduction, the CNPA is largely a facilitating and enabling body, which works in partnership with a wide range of organisations across the park area. This means that much of our work involves influencing others to change the ways in which they work in order to achieve particular aims. The CNPA achieves this through a range of methods including influencing and negotiation, providing training, funding support, relevant appropriate information on the National Park, community involvement and a range of other methods.

The Guiding Principles of the National Park Plan<sup>1</sup> are used to guide management and decision making in working towards all objectives of the plan and should be used as a checklist by all involved in its implementation. The Guiding Principles which are particularly relevant to Disability Equality are:

### **Social Justice – A Park for All**

The benefits of the National Park should be accessible to all, regardless of economic, physical or social constraints. There should be a culture of inclusiveness that seeks to create opportunities for everyone in the National Park.

This will be encouraged by:

- Raising awareness and understanding of the National Park and the opportunities to get involved, specifically with groups which may be excluded – particularly young people, people with disabilities (physical, learning and mental health disabilities) and those on low incomes.
- Working with organisations that represent the interests of socially excluded groups to gain a better understanding of their needs.
- Addressing the barriers to inclusion, such as transport, service cost and physical access constraints
- Developing social inclusion initiatives which appeal to excluded and equalities groups to encourage participation
- Providing information relevant to those with disabilities

To date the CNPA has worked closely with the following organisations and will continue to do so in shaping the Park For All theme: Royal National Institute for the Blind (RNIB), Highland Disabled Ramblers, Aberdeenshire Council Social Services (learning disabilities), Scottish Disability Equality Forum, All Abilities Communication Network (sensory and physical disability advisory group for the CNPA), Cairngorms Local Outdoor Access Forum, Local Access Panels, Fieldfair Trust, Badaguish Outdoor Centre (strong focus on disability), Friends of Caberfeidh, Badenoch and Strathspey Community Care Forum, Capability Scotland, Upper Deeside Walking to Health, John Muir Award and the Big Issue Foundation.

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<sup>1</sup> The National Park Plan from which these Guiding Principles have been taken is currently in draft form and is due to be approved over the coming months



## **People Participating In The Park – A National Park For People**

People within and outside the Park should be actively involved in shaping the National Park and its management, building their capacity to do so and encouraging active citizenship.

This will be encouraged by:

- Operating in an open, transparent and accessible environment where people can easily find any relevant information. In disability equality terms this will include making all information available in a range of formats. We currently ensure that all our publications and communications are available in large print, and we will undertake to provide Braille or audio tapes on request. We make as much information as possible available through our website, which has been designed to be as accessible as possible to those with disabilities. The National Park newsletter “Park Life” is available in large print and audio tape.
- Developing mechanisms which allow local communities and communities of interest to influence and engage with the decision making process and management of the Park. The All Abilities Communication Network was established to assist with fulfilling this, and there have been a range of other activities with local groups to encourage those with disabilities to engage with the National Park Authority in shaping the future of the National Park. CNPA will continue to seek out disability interest groups and to work closely with them on a range of initiatives.

## **Managing Change – A National Park Open to Ideas**

In an ever changing environment, the management of the National Park should be informed by the best available information to identify and effect positive change, and prepare for and mitigate the potential negative consequences of change that cannot be influenced.

- CNPA will seek to share information in a way which is accessible to those with disabilities and establish mechanisms for debate and discussion to achieve the best possible solutions to manage change within the Park.
- CNPA will seek to operate in an environment which is flexible, open and responsive to change and receptive to new ideas. It will continue to listen to and work with disability groups and individuals who have disabilities to effect positive change in the development of the National Park over the coming years.

## **Adding Value – A National Park That Makes a Difference**

The collective efforts of all sectors in managing the National Park should be focussed on delivering positive and tangible outcomes for the people of the Park.

This will be encouraged by

- Building trust and co-operation between different interests to establish the best way forward to achieve the park aims. This will include co-operation with disabilities groups and representatives.

In addition, disability equality is considered in a number of the Strategic Objectives and Priorities for Action in the National Park Plan.

## **Living and Working in the Park**

Approximately 16,000 people live or work in the Park and the economic and social needs are similar to those throughout rural Scotland. The Park Authority has a strategic objective to promote the provision of local services which meet the needs of the local communities through community planning and other community development initiatives.

## **Community Planning and provision of local services**

The CNPA will seek to promote the provision of local services that meet the needs of communities through Community Planning and other community development initiatives. The principles of Community Planning can be extended as a means to involve people in management planning across all aspects of this plan, so that through active engagement the knowledge, needs and ambitions of communities and those with disabilities can be shared and realised.

## **Addressing barriers to employment uptake**

The National Park area has relatively low unemployment and businesses can face difficulties in recruiting labour. However there are a number of barriers to employment which can affect those with disabilities. These can include poor transport, inflexibility of working hours, small businesses having limited resources to make adaptations in the work place and lack of training or knowledge of employment rights and abilities, and lack of affordable housing. CNPA will work in conjunction with other organisations to address some of these barriers. Transport issues will be covered later in the Action Plan. Training has been provided through the CNPA Land Based Business Training Project to 53 people working in land based businesses on disability awareness training “More than Ramps and Rails” and a further 11 have attended disability awareness training run by Equal Adventure. These training courses will continue to be a part of the Public Benefits training provided through the CNPA.

## **Promoting Access to Education and Vocational Training**

Those of all abilities wishing to train and study locally require more opportunities to do so. The provision of more trainers, courses and modules delivered within the Park will assist local people to gain skills.

## **Housing**

The need to ensure greater access to affordable and good quality housing to help to create and maintain sustainable communities is a key challenge in the National Park. CNPA is working closely with Registered Social Landlords, Land owners, 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.

## **Transport & Communications**

Transport infrastructure is an essential component of both residents' and visitors' access to the National Park and its environment. The National Park sits at the centre of a national and regional transport network that provides good road and rail links to Inverness, Aberdeen and Perth. However, transport links within the Park are less well developed.

Work is continuing to improve local transport links and to encourage public transport providers to move to using accessible vehicles, such as low access buses which are more easily accessed by those with mobility difficulties.

Better timetables and information will also be encouraged and supported to increase ease of access around the National Park. CNPA continues to work in close partnership with other public bodies to provide accessible information on public transport networks across the Park.

## **Enjoying and Understanding the Park**

### **Sustainable Tourism**

The CNPA will work with tourism facilities providers to improve and maintain the quality of experience in the National Park for all visitors. This will include working with providers to raise awareness of the needs of those with disabilities and supporting them in meeting these needs.

### **Information**

Ensuring that visitors to the Cairngorms are aware of the range of opportunities, places to visit and things to do throughout the Park, and appreciate and respect its special qualities. All CNPA information leaflets are designed to standards which take disability requirements into account and are currently available in large print. They will be made available in Braille or audio versions as required.

Design of information and interpretation generally will take into account their accessibility for people of all abilities where possible.

Visitor information will be targeted at specific audiences and encourage responsible outdoor access, visitor safety and the health benefits of regular outdoor access. As well as promoting the special qualities of the Park, information will seek to promote the benefits of outdoor access.

CNPA will seek to support the Ranger services and land owners across the National Park to have a greater awareness of disability issues and how to provide access opportunities for all abilities. Training has been and will continue to be provided to ranger services and land owners in relation to the Scottish Outdoor Access Code, which specifically covers disability access and the use of specialist motorised vehicles for those with disabilities.

The CNPA produces the annual Countryside Events leaflet which includes information about activities for people with disabilities (though the activities are run by service providers outwith the CNPA).

The Cairngorms Explorer visitor guide will contain information about “access for all routes”

The CNPA will continue to provide information for publications such as “Walking on Wheels: 50 Wheel Friendly Trails in Scotland”. This publication details 12 routes within the National Park.

### **Access**

CNPA will develop a co-ordinated approach to the sustainable management of high quality outdoor access and recreation by the public, private, community and voluntary sector interest

Support and encouragement for local community involvement in the planning and management of outdoor access throughout the Park. All consultation will be conducted in line with National Standards for Community Engagement.

The National Park is internationally renowned for the exceptional range and quality of outdoor access and recreational opportunities. The area provides many people with the chance to enjoy the natural environment in many different ways.

The CNPA will develop a co-ordinated approach to the provision of a range of opportunities in the Park for people of all abilities through the sustainable management of high quality outdoor access and recreation involving the public, private, community and voluntary sector.

The CNPA will seek to engage and involve all communities in the planning and management of outdoor access throughout the Park. All consultations will be conducted in line with the National Standards for Community Engagement.

### **Social Inclusion**

The Cairngorms National Park should be a place where everyone can experience the benefits, whatever their background or ability. The CNPA’s inclusion work is focussed on reaching beyond the “usual suspects” who traditionally visit the National Park, to excluded groups and encourage them to engage with the Park, This applies particularly young people, people with disabilities and people on low incomes. The CNPA is committed to work with other partners who already operate in this field, to create opportunities through marketing, community engagement, improving access and developing learning and education outreach programmes.

This will include creating and promoting packages for specific user groups eg people with disabilities, with relevant and user friendly information about the Park which details what is on offer.

Ambassadors will use these materials to help promote the Park to excluded groups and a programme of activities will be developed to increase people’s awareness and understanding of the area, for example through volunteering opportunities and the John Muir Award.

## DELIVERING DISABILITY EQUALITY WITHIN THE PARK AUTHORITY

In order to work with our partners to make the Cairngorms National Park a Park For All, as described above, mechanisms need to be in place within the CNPA itself to support this.

## ACTION PLAN

### Staff Training

*Aim* – All staff should be aware of the impact of the policy they are designing on disability equality. Disability awareness should influence and shape policy in the full range of policy development across the National Park Authority.

All staff will be trained to understand the issues of disability equality as part of an ongoing programme of general equality training. Many staff have already received a training course “More than Ramps and Rails” which delivered training on ensuring our work is accessible to people with disabilities. We also plan to run further training on general discrimination legislation for all staff. This will take place in December 2006. Further training is planned for 2007 and beyond.

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| <p><b>1. CNPA will ensure that all staff receive at least 1 days training every two years to promote disability equality and raise awareness of the issues. Further training will be provided for those whose work may involve influencing policy areas which impact on disability equality.</b></p> |
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*Monitoring* – Records will be kept to ensure that all staff have undertaken this training and ensure that all new staff are trained. Policies will be impact assessed on an ongoing basis in the future to test how disability equality is being incorporated into policy.

### Further Policy Development

*Aim* – CNPA will continue to ensure that disability access is at the heart of its work and will continue to seek advice from people with disabilities and representative groups.

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| <p><b>2. The All Abilities Network/ Parks for All Group will continue to provide advice and information to the CNPA to help to shape future development of disability equality. CNPA will ensure regular contact with this group and will continue to provide secretariat support to the group.</b></p> |
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*Monitoring* – Minutes from the meetings will provide a record of advice and issues raised by the group, and these will be used to feed into future policy development.

### Impact Assessment

*Aim* – To ensure that the CNPA assesses its policies for the impact they will have on those with disabilities.

Currently there is no formal impact assessment of any CNPA policies, and no expertise in how to conduct impact assessments in house. CNPA will ensure that at

least one member of staff is trained in conducting Impact Assessments, and that a systematic timetable of impact assessments on our policies is established. Initially this may be contracted out to ensure that the resources are made available to complete the work. Given that the “Guiding Principles” of the Park Plan set out inclusion as a key priority, informal assessment of equality impact will have taken place in many cases already.

**3. CNPA will complete impact assessments of all relevant policies to assess their impact on disability equality. Training a member of staff will be completed before April 2007, and the impact assessments will continue throughout that financial year. Impact assessments will be carried out on relevant future policies.**

*Monitoring* – The CNPA will keep records of impact assessments completed. CNPA will also endeavour to ensure that data collected in monitoring the performance indicators of the National Park Plan reflect how policies have impacted on disability equality across the National Park in terms of visitor experience, access, tourism, transport and economic development.

### **Access to CNPA Buildings**

*Aim* – To ensure that people of all abilities are able to freely access CNPA buildings and that they are able to move around the building without unnecessary restrictions.

Currently CNPA has two main offices. The CNPA Head Office is at 14 the Square, Grantown on Spey, and the CNPA Planning Office is at The Albert Memorial Hall building, Station Square, Ballater.

CNPA is restricted to some extent by the fact that it owns neither building and both buildings are old and within conservation areas. Each building meets the statutory requirements for accessibility, but an audit will be carried out on each building to assess where improvements can be made to accessibility, signage and communications within the building.

Both have access for people of reduced mobility and parking spaces available close to the disabled access which are clearly marked as disabled parking bays. Although for both buildings this access is not through the main front door, clear signage is in place to direct people to the accessible entrances. A hearing loop is installed in our conference room at the Grantown office.

**4. The CNPA will complete an audit of the two office buildings to assess where improvements can be made to increase disability equality. This will be completed by April 2007.**

**5. Where improvements can be made with little cost or impact, these alterations will be made immediately. Those involving cost or major disruption will be considered in the context of their impact and value for money. Every effort will be made to improve access where possible.**

## Recruitment

*Aim* – To promote the CNPA as an employer which values diversity and who will recruit staff based on what they are able to do and bring to the role. To remove barriers to recruitment for those with disabilities from our recruitment practices and provide the support so that those with disabilities are not unfairly disadvantaged in our recruitment and selection processes.

CNPA currently works hard to ensure that the recruitment process is accessible, but improvements are always possible.

Recruitment adverts are currently placed in newspapers and on our website. The website is set up to be as accessible as possible for those with disabilities. CNPA will explore ways to widen recruitment advertising to ensure that our advertising policy is not excluding people with disabilities.

Application Forms are currently available in print form, or as a word document by email. They can be made available in large print, and we would be able to produce a Braille form if required. Application forms completed in Braille would then be translated back to print as part of the process.

**6. *Currently we do not advertise the availability of forms in the various different formats, and CNPA will advertise this fact on our website and in printed adverts in future.***

Requirements in Person Specifications will continue to be monitored for equality. The requirement for a driving licence in most posts has been either altered to read “a driving licence or access to a driver for those with a disability” or has been removed altogether where there is no obvious need to be able to drive to carry out the duties of the post.

Equality Monitoring Information. The first section of the application form contains all personal information, a request of information about any disabilities and a section where an individual is asked about any special requirements at interview. This section is removed and data entered onto our database.

Shortlisting is based solely on the information provided in the second section of the application form. CNPA will assess this method of recruitment to ensure that it is providing the level of equality required. CNPA will work towards the “Positive About Disability” standard through 2007.

**7. Interviews – *CNPA will make all reasonable adjustments at the interview stage to accommodate different requirements due to disability.***

**8. Job Offer and Employment – *CNPA will make every effort to put in place the support required when someone with a disability is selected for a post. Needs are and will continue to be assessed on a case by case basis.***

*Monitoring* – CNPA will continue to monitor job application statistics to assess the system for barriers to employment. Each stage of the recruitment process will be

audited every two years to assess trends in recruitment, and review the effectiveness of new policies introduced to promote equality.

### **Employment Terms and Conditions**

*Aim* – To ensure that our terms and conditions or employment practices promote ease of access to those with disabilities

CNPA has a number of employment practices which already benefit equality to some extent. These include the following

Flexible hours – CNPA operates a flexible hours system which allows staff to work within limits, the hours which best suit their lifestyles. Within a 37.5 hour week, staff may start work any time between 8am and 10am, and finish work between 4pm and 7pm. This allows those with different domestic or lifestyle arrangements the flexibility to work the hours which best suit them.

Flexible Working - CNPA is supportive of a range of flexible working solutions. Part time hours and job sharing are the main flexible working solutions currently in place, but we have a track record of flexibility and support of requests to vary working practices to meet individual needs whilst delivering a high quality service to the public. Any request for flexible working arrangements will always be considered against organisational needs and accommodated where possible. CNPA would always consider seriously any request which is to support someone with a mental health, learning or physical disability in their work and every attempt would be made to accommodate this request. Flexible working requests to allow a parent or carer of someone with a disability will also be considered in a similar way.

Home Working – CNPA is currently finalising a policy to allow a range of home working options.

Office Equipment – CNPA has purchased voice activated software, and would endeavour to supply any further software or other equipment to facilitate those with different requirements.

Office Accessibility – The Grantown Office has several offices on the ground floor which would be accessible to a wheelchair user. There are also toilet facilities which are fully accessible and a kitchen which could be made accessible to a wheelchair user with minor alterations.

Anti Bullying Policy – CNPA has an anti bullying policy and a strong culture of support in the workplace. Bullying or harassment of any member of staff would be investigated and resolved as a matter of high priority.

Staff Guidance and Information – CNPA has a comprehensive staff handbook which is updated every 2 years.



**10. CNPA will endeavour to meet the requirements of any disabled person who applies successfully to work at CNPA. Where facilities are not in place already, CNPA will either make the required changes or seek funding to support these alterations if the costs are prohibitive. Every effort will be made to ensure that all the support and equipment is provided to allow an individual to work to their full ability without disadvantage.**

This document represents the start of an ongoing process. A working party is being established and developed to carry the DES forward and review its progress over coming months.

### **Communications**

*Aim* – To ensure that all outward and internal communication and information produced by and for the CNPA is accessible to those of all abilities. To ensure that those wishing to communicate with the CNPA and be involved in consultation exercises are able to do so without disadvantage due to disability.

CNPA currently ensures that all publications produced for CNPA meet design specifications for legibility. All our leaflets are available in large print and we will continue this practice. Requests for Braille copies or audio tapes can also be accommodated.

**11. Plain English is used in all our literature, and all staff with responsibility for writing public information will be trained in the use of plain English where appropriate.**

Our conference room has tele-conferencing facilities which will be promoted as a solution where staff wish to hold meetings with people who may not be able to travel to Grantown.

**12. Staff will be actively encouraged to consider such options through training and raising awareness of disability equality and inclusion.**

**13. Presentation skills training scheduled for 2007 will include aspects of disability equality and presenting in an inclusive manner.**

**14. CNPA currently favours the use of Palatino Linotype type face for corporate communication. Formal advice from the Scottish Accessible Information Forum will be sought on whether this decision will impact on the ease with which people with sight impairments may be able to read our communications, eg website, correspondence and information materials.**