



**University of London Corporate and Divisional Action Plan
Disability Equality Duty
December 2006**

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Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
Corporate	Mission and Vision	To ensure that the University's Mission and Vision fully reflect disability equality	Review the mission statement and corporate vision	Council, SM Group	During the next corporate review cycle	A Mission statement and vision that fully includes disability equality
	Leadership	Create a 'Disability Champion'	Identify a senior figure who is prepared to 'champion' disability issues. This should be someone who works at a senior management level. Ideally they should be disabled, but this may not be achievable.	Council, SM Group	Winter 2006	The University has a senior Disability Champion
	Governance	To ensure that the University's governance processes take appropriate consideration of disability equality	Develop checklist for use by those writing policies and for those auditing.	Central Secretariat	Winter 2006	Checklist developed and rolled out across the University
			Produce guidance for committees on revising Terms of Reference (ToR) to include disability and equalities issues	Central Secretariat	Winter 2006	Guidelines produced and actioned
			Committees update ToRs to include disability and equalities issues	All Committees		All University of London committees have updated ToRs
			Committees consider disability and equalities issues as standard	All Committees		All reports sent to committees contain a section on equalities considerations, including links/references to impact assessments

		To ensure that the University of London's Corporate Plan fully reflects the DES	Review the Corporate Plan	Central Secretariat	To start Spring 2007	A Corporate Plan that includes disability equality
	Impact Assessment	To fully Equality Impact Assess (including disability) University of London policies and procedures	Roll out of University of London's Equality Impact Assessment process	All Committees	To start Spring 2007	All current University of London policies and procedures will be Equality Impact Assessed
	Finance	Ensure that disability issues are considered when setting corporate budgets	Identify specific funding for disability issues where not covered by existing budgets	Directors of Administration, Finance and Estates	Autumn 2006	That sufficient funding is available for implementation of disability related projects not covered by other funding streams
	Disability Advisor	Engage the services of an expert on disability issues	To develop a set of corporate standards across the institution. To audit the accessibility of all central University of London buildings, including IALS, Warburg and ULU To offer specialist advice to staff and students on all aspects of disability and to serve as the focal point of contact	Director of Finance, Director of HR and Director of Estates and FM	Spring 2007	Meet our obligations to staff and students and the general public
	Monitoring	To ensure that monitoring of disabled staff, students and visitors is appropriate, timely and actioned	Develop accurate list of requirements		Spring 2007	Ability to prioritise actions

		upon.	Produce annual staff monitoring report (within overall equalities reporting) including recommendations	HR	Summer 2007	More detailed information is available and recommendations followed up
			Produce annual students monitoring report (within overall equalities reporting) including recommendations	Registrar, SAS Director, EISA	Autumn 2007	More detailed information is available and recommendations followed up
			Relevant committees review and discuss monitoring report	Central Secretariat		University is proactive
	Implementation	To ensure that actions in this Plan are carried out	Develop and implement regular reminder systems for staff who are detailed to undertake actions, to be sent out at the start of each term highlighting the actions in the order that has been agreed	Central Secretariat	Spring 2007	The action points in this DES are actioned wherever possible, and that practical, achievable and acceptable alternatives are in place where actions are out of date or impractical
			Request updates from relevant staff members on progress against agreed actions		Ongoing	
			Write report for HR Committee	HR Director	For first meeting of the session starting 2007/08	
			Relevant committees to follow up on actions and recommendations in the report presented to them	HR Committee Central Secretariat	Ongoing	

Employment	Recruitment and Selection	To ensure that the University of London's recruitment and selection processes are fair and accessible to disabled applicants	Undertake EIA of recruitment and selection process	Human Resources	Spring 2007	Eliminate discrimination from the process
			Monitor application and success rates for disabled applicants compared to overall rates		On going	Publication of success rates on our website
			Introduce random sampling of recruitment exercises to ensure that procedures are being followed		On going	Assure ourselves that procedures are being followed
			Monitor our commitment under the "Two ticks" symbol		On going	Ensure potential and current staff are enabled to work at the University
			Review advertising guidelines to encourage more adverts in disability press		Spring 2007	An increase in the number of disabled applicants
	Staff Development	To ensure University of London staff are confident in dealing with and being sensitive to disability issues	Develop programme of regular open sessions of disability awareness training	Staff Development	On going	To create an environment where all disabled people feel comfortable and have confidence in University of London staff
			Commitment to disability training	Consider setting an achievable target of a percentage of staff within each department who have had disability awareness training	Staff Development	Spring 2007
		Develop institutional commitment to both generic and specific disability training		Human Resources	Spring 2007	Institutional commitment demonstrated to training

		Delivery	Review procedure and process for requesting and supplying of reasonable adjustments. Include funding arrangements where appropriate	Staff Development	On going	No reasonable request for adjustments refused
		Monitoring	Develop regular reporting systems to appropriate committees of staff who participate in all disability related training	Staff Development	On going	Areas of under-representation at training identified and targeted
	Casework	To re-promote the HR service to line managers and disabled staff as a resource	Contact Heads of Divisions to remind them of policies	Human Resources	Spring 2007	Increase the uptake of requests for advice and support
Consider best way to contact disabled staff			Human Resources	Spring 2007	Consultation and involvement of disabled staff	
To ensure that all disabled staff and their managers are aware of the Access to Work programme		The University of London introduces a centrally funded 'Reasonable Adjustment Budget' (with an accompanying policy or process) that will be made available to managers of disabled staff, to cover shortfall between Access to Work funding and actual cost or where Access to Work funding is not available	Human Resources		Summer 2007	An increase of disabled staff
		Produce regular monitoring reports of spend and uptake on this budget		On going	Ensure equity of provision	
Develop publicity programme to raise awareness of Access to Work funding assistance	Spring 2007	Increase applications to AtW				

		To ensure that reasonable adjustments are likely to be effective	Create a Disability Equipment Bank that can loan typical non-standard equipment and software to disabled staff to ascertain viability and effectiveness of a proposed reasonable adjustment	Human Resources, ULCC	Spring 2007	A rich set of resources set up
	Redeployment	To ensure that the redeployment section of the redundancy policy accurately reflects additional difficulties some disabled applicants face in adjusting to new work or finding further employment	Undertake monitoring of staff being considered for redeployment	Human Resources	Summer 2007	No detriment suffered by disabled staff
			Consider disabled members of staff under consideration for redeployment are given a longer trial period.	Human Resources	Summer 2007	No detriment suffered by disabled staff
	Grievance and Disciplinary	To ensure that grievance and disciplinarys are not discriminating against disabled staff	Undertake EIA of relevant procedures	Human Resources	Spring 2007	Assess and address any areas of discrimination
	Staff Consultation	Improve the level of disabled staff consultation conducted by the University.	Conduct appropriate consultation utilising a mix of appropriate methodology to assess the treatment and support of disabled staff.	Human Resources	Summer 2007	Regular and valuable consultation held with disabled staff
	Monitoring	Further review monitoring requirements for disabled staff to ensure that it provides all the	Incorporate over a 3 year period more robust monitoring requirements for disabled staff in relation to the following areas: Recruitment, Promotion, Training	Human Resources	Starting Summer 2007	Identify practices which may be discriminatory

		information needed	and Development, Age, Grievance, Discipline, Retirement, Redundancy			
Promotion and Marketing	External Relations	To promote the University as disability-friendly to visitors and prospective students and staff	Improve the general promotion and advertising of disability within recruitment, general publicity and corporate material	Head of Communications	At next review of publications	2007/2008 sessions
	ULU	To improve communication with non-staff users of ULU	To encourage feedback from non-staff users of ULU buildings consider a newsletter to student workers in their payslips; place notices in reception areas	Human Resources	Spring 2007	Consultation and feedback received from non-staff groups
	ICHR	Communicate the DES to students in intercollegiate halls	To alert students and encourage feedback consider a newsletter to residents	Hall Bursars	Spring 2007	Feedback received from Hall residents
	ULRLS	Gather feedback from users	Survey library users annually to gain feedback on accessibility issues	Director, User Services	Annually	Continuous feedback and improvement to users
	Human Resources	Promote University as a disability friendly employer	Promote the 'Two Tick' symbol	Human Resources	Spring 2007	Encouragement of more disabled applicants

A. Action Plan for Estates and Facilities Division

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
Corporate	Estates Strategy	To ensure that the Estates and Facilities Division is funded to discharge the duties of Disability Equality under the Disability Discrimination Act (DDA) 1995	Committees to consider estate funding issues	Council and relevant committees	To start in next financial cycle	The Disability Equality Duty under the Disability Discrimination Act 1995 complied with
Estates and Facilities Management	DDA 1995	To make reasonable adjustments to make sure disabled people can access employment, goods, facilities, services, functions and premises	Review, adapt, monitor, and as set out below	Director Estates and Facilities	Ongoing	DDA compliance Elimination of disability issues in the physical environment
	Buildings Access	Continue to ensure, where practicable, that all new and existing central University buildings are accessible in compliance with DDA and other legislation and deal with specific needs as and when they arise	Estates Strategy: buildings refurbished/being refurbished in compliance with DDA; buildings not in compliance being divested Identify and endeavour to remove/overcome any remaining barriers to buildings access and amenity use across the buildings in the central University estate.	Head, Building Services	Ongoing	A more easily accessible built environment Compliance with DDA Impact Assessment process indicates reduced number of disability issues in the physical environment and feedback satisfaction with access to premises

	Signage	Ensure that navigation within and between buildings on the University estate for access to services and amenities meets the needs of disabled users	Review accessibility of institution-wide physical and electronic signage for disabled users Undertake impact assessment of signage Improve any signage deficiencies in the light of the outcome of impact assessment and implement required action	Head, Building Services	ongoing ongoing	Enhanced ease of navigation within and between buildings and access to their services/amenities
	Guidance and Support for Academic Services and Activities	Provide guidance and information for use by Academic Services and Activities to communicate key issues on buildings/DDA	Develop General Guidance for Responsibility Centres and review and update regularly	Director Estates and Facilities	ongoing	Work towards common standards for compliance across the central University estate
	Emergency Evacuation	Ensure that emergency evacuation procedures currently in place meet the needs of disabled users in the physical environment	Review fire refuges, alarm systems, alternative escape routes in the context of existing emergency evacuation procedures, reasonable adjustments and anticipated future needs	Council and University committees	Review annually	Effective emergency evacuation procedures for all students, staff and visitors
	Procurement	To ensure that students, staff and visitors are not discriminated against if services or facilities are contracted out to a third party	New third-party contracts to be specific about the level of service provision, include anticipatory adjustments that should be made, and that any allocation procedures and charging policies are not discriminatory	Director Estates and Facilities	Ongoing	No discrimination against students, staff and visitors with disabilities where services/facilities are contracted out to third parties
	Facilities Management	Facilities Management take account of and	Facilities Services to undertake Equality Standard impact	Head, Facilities Management	Summer 2007	Facilities Management Action

		actively seek to deliver services/facilities/venues in ways which meet the needs of students, staff and visitors with disabilities in terms of the Disability Equality Duty	assessments to ensure disabled people are not adversely affected			Plan
	Policies and Procedures	Ensure that policies and procedures in place in the Division to promote the duty of Disability Equality are in alignment with central University governance processes	Review and monitor relevant policies Report through the committee structure	Director Estates and Facilities working through SM Group	Ongoing	Consistent policies and procedures to meet the requirements of the Disability Equality Duty under the Disability Discrimination Act (DDA) 2005

B. Action Plan for Careers Group

Activity	Objective	Action Stage	Responsibility	Timescale	Outcome
Policy & Procedures	Update all disability policies and provision.	Review existing policies and levels of provision across The Careers Group and identify areas in need of improvement to be built in to action plan. Produce and publish updated disability policies and strategy for overcoming shortfalls.	Diversity & Equal Opportunity Working Group	December 2007	Shortcomings identified and strategy produced for improvement.
Websites	To make the website and all microsites accessible to all	Minimum use of graphics; ALT texts for important graphics; Avoiding frames and javascript wherever possible; Sensible use of tables; Use of scalable text.	Online Services	Immediate effect & ongoing	To remove all barriers

C. Action Plan for University of London Computer Centre

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
ULCC	Identification of disability related issues	To encourage the identification of disability issues	The ULCC Intranet will be modified to allow disability related issues to be raised. The process will allow for anonymity to be retained, if required	The Senior Management team	Immediate	A statement of the issue, and the planned response, will be published on the ULCC Intranet
			Managers will encourage their staff to discuss disability related issues as part of their regular team meetings	The Senior Management team	Immediate	

D. Action Plan for School of Advanced Study

The School of Advanced Study comprises the Institutes of: Advanced Legal Studies, Classical Studies, Commonwealth Studies, English Studies, Germanic & Romance Studies, Historical Research, Musical Research, Philosophy, Study of the Americas, and the Warburg Institute. The Institutes offer research degrees in these disciplines and 17 Master's degrees. In 2006-2007 the School registered 312 students of whom approximately 4.5% declared a disability. The School does not have a specialist disability advisor, the Registry (the Registrar and Assistant Registrar) co-ordinates support for students with disabilities, in liaison with academic, administrative and library staff, and monitors student data. The School aims to provide an environment where everyone can access its programmes, and activities – conferences, workshops and seminars, library provision (through the University of London Research Library Services), and teaching programmes. The central University's Human Resources Department is responsible for the School's academic and administrative staff. The Director of each Institute has responsibility for ensuring correct practice within that Institute. The School has no direct control over the fabric of the campus which comes under the central University's Estates Division.

The School's Action Plan outlines weaknesses in our accessibility and provision for students and visitors with disabilities. The Action Plan is informed by the School's Learning and Teaching Strategy and the Disability Statement for Students. A draft of the School's plan was circulated to all staff and students for comments and suggestions and the Action Plan was informed by comments received.

Objective	Action Stage	Responsibility	Timescale	Outcome
Students				
Data Monitoring:	To monitor admissions prior to the acceptance of an offer.	SAS Registry	2007-2008 admissions for 2008-2009 Academic Year (centralised online systems in development)	Ensure that recruitment procedures encourage and facilitate applications.
	To monitor success/drop-out rate of students who have declared a disability.	SAS Registry	From 2006-2007 academic year.	Enable the identification and removal of potential and actual hurdles in our procedures and provision of support. The data are already collected – further data processing will be demanded.
Representation:	The School encourages all students to take part in student representation and feedback. The School will particularly	The School's Academic Policy and Standards Committee, Registry,	From January 2007 to include questions on disability in Student feedback	Aim to ensure that disabled students have full opportunity to become

	<p>encourage the involvement of disabled students in the development of School academic and administrative procedures by:</p> <ul style="list-style-type: none"> ▪ Including questions specifically addressing disability in course and institution feedback questionnaires. ▪ Encouraging feedback and discussion via the School's new VLE 'Study Online'. ▪ Ensuring that all students are made aware of the role of the Staff-Student Liaison Committees, Student Representatives, and other routes for feedback and comment. ▪ Encouraging disabled students to be involved in student representation on the School's Student Representative Committee, the Chair of which attends the Board of the School and its academic committees. 	Institute Student Administrators	<p>questionnaires.</p> <p>By February 2007 to register all the School's students on the new VLE where they can access the student representation area, the student forums and discussion groups.</p>	<p>involved in and influence the development of the School's academic and administrative development.</p> <p>Students are already encouraged to become student representatives and to give feedback – this will be an enhancement of existing procedures for all students.</p>
Social Integration of Students	<p>To ensure that the student body is aware of the School's policy on organising accessible events. To include the need to provide events which are accessible in the Student Representative Committee's Terms of Reference.</p>	<p>Course Convenors; Student Administrators; SAS Registry</p>	<p>From January 2007</p>	<p>To encourage awareness in the student body and, particularly, to ensure that events organised by the Student Representative Committee are accessible to all students.</p>

Visitors				
Feedback	Provide a formal way for visitors to School-run events to feedback on resources/developments needed to make conferences, lectures, seminars, etc, accessible. A generic feedback form to be used by event organisers and on the events pages of the School's website. This will provide data and formal routes for what is currently carried out on an ad hoc basis.	School event organisers, Dean's Office	From April 2007.	Monitor data and feedback to ensure to inform event organisers and ensure that School-run events are accessible.
Websites and Online Resources				
Accessibility	Continue the enhancement of the accessibility of the Institute web-sites and of the School Intranet.	School's webmaster; Institute webmasters	Launch of new Intranet and VLE in January 2007. Ongoing development and enhancement.	Ensure the greatest accessibility. This will involve including questions of accessibility as a component in all electronic development projects.

E Action Plan for Intercollegiate Halls of Residence

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
Intercollegiate Halls of Residence.	Disability Discrimination Act 1995.	To ensure where reasonable possible that disabled persons are not discriminated against in employment, accommodation, access and the provision of goods, services and facilities within the Intercollegiate Halls of Residence.	Ongoing monitoring and reviewing of all the points made below.	Hall Bursar and Director of Estates.	Ongoing.	DDA compliance.
	Access & Egress in Halls.	Ensuring where is practically possible, (<i>and this varies greatly between Halls</i>), that Halls of Residence are accessible in compliance with the DDA, the University's DES and other legislation; that those with access issues enjoy the same level of accessibility as everyone else.	To review present accessibility within the Halls and to ensure that any future projects/refurbishments are compliant with DDA legislation.	Bursar's of the individual Halls of Residence together with the Director of Estates and Head of Building Services.	Ongoing.	The Halls would have no adverse accessibility affect on those with access issues. DDA compliance.
	Bedroom Accommodation.	To ensure that where such accommodation is provided, and where it is practically possible, it is fit for the purpose intended and compliant with the DDA, University's DES and other legislation. (<i>Please note that not all Halls are able to provide such facilities and as such provision is made in specific Halls to cover them all.</i>)	Review current relevant accommodations and carry out works to rooms if necessary.	Hall Bursar with Council guidance.	Ongoing.	There is always some accommodation provided that is suitable for any applicant to the Halls.
	Conference Facilities	To ensure that where reasonably possible, such facilities are appropriate for	Review the present facilities and carry out works to rooms if	Hall Bursar with Council guidance.	Ongoing.	Meeting facilities available to all day visitors regardless of

		those with disabilities.	necessary.			any disability.
	Signage	To ensure that when a Hall is providing accommodation for disabled users, be it residential or visitors or staff, that they are easily able to find their way within the building.	Review the current signage within the Halls with a view to making improvements if necessary.	Hall Bursar.	Ongoing.	Easy access around the building for any residents, visitors or staff.
	Emergency Evacuation	Ensuring that present emergency procedures meet the needs of any disabled person within the Hall, be they resident, visiting or staff.	Review present procedures and systems; in particular the positioning of fire refuges for disabled persons.	Hall Bursar.	Annual review.	
	Recruitment	To ensure that the employment of staff to the Halls is carried out without discrimination to any person because of disability.	Follow all procedures set out by Human Resources.	Hall Bursar and Human resources.	Ongoing.	Staff to the Halls are selected and employed without discrimination.

F Action Plan for Website and Intranet

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
Students, staff and public information provision	Impact Assessment	Review all web related policies to ensure that the site is fully inclusive of those with disabilities.	Collection and review of web/intranet policies pertaining to communication via the website / intranet.	Information Services Manager with the agreement of Web Working Group.	With immediate effect and on-going.	Website related policies that are fully inclusive.
	Web statistics	Collection and analysis of statistics.	Statistics on traffic for disability related information; Statistics on platforms through which the site is viewed for continued accessibility.	Information Services Manager	Already in place, published on the Intranet (and available upon request).	Site adherence to legislation and fully accessible website and intranet.
	Representation	Disability imagery on websites and endorsement stamps	Collection and introduction of imagery of those with disabilities; endorsement stamps where good practice is recognised by third parties and professional organisations	Information Services Manager, Web Manager and HR Web Editor	Already in place and on-going.	A website that reflects disability as part of University life
		Employment	Information about employment and the University as an employer	HR and Information Services Manager	With immediate effect and a continually developing	

		Students	Links to all associated policies/portals and an opportunity to submit comment As above		area On-going	
	Portal	Portal to other relevant websites	Site links to other University of London Colleges and Activities' disability related information	Web Manager	With immediate effect and on-going	The University of London website will allow users to access its Colleges and Activities' disability related information
	Feedback	Feedback on the Disability Equality Scheme (DES) to be sought via the website and intranet	Use of on-line forms and e-mail addresses to invite comment and seek involvement from those with disabilities, where appropriate	Web Manager	On-going	Two way communication for those providing feedback on the Disability Equality Scheme
	Communication	Communicate progression of the Disability Equality Scheme	Re-launch of the disability related area of the website, including publication of the University's Disability Equality Scheme, Action Plan and relevant associated papers	HR / Web Manager	With immediate effect and on-going	A fully resourced web area that informs all web traffic about disability and the University of London.

Staff	Resource	Checklists	Use of the Intranet to publish check lists of good practice which may be used as a resource	HR / Web Manager	On-going	A knowledge resource for University disability good practice
	Disability Equipment Bank	Access to the Disability Equipment Bank	Use of the Intranet to publish materials and resources used to support those with disabilities	HR	On-going	Fully accessible Disability Equipment Bank

G Action Plan for EISA Students

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
Students	Data Monitoring	Collect and monitor disability statistics from first enquiry to graduation. (At present, the External System has 170 applicants/ students who have a declared disability)	Collection of enquiries and special/alternative arrangements made re disabilities Produce stats for Special Needs Information Panel (SNIP) and share with EISA Directorates and Programme Directors as appropriate	Registry Services Special Needs Implementation Panel	Ongoing Will be refined by implementation of new database	Support planning in preparing for enquirers and students with disabilities. Statistical Information can be published as appropriate
	Policies and Procedures	Ensure all policies and procedures reflect needs of disabled students.	Review existing policies and procedures produced by each directorate. Review and revise External System Disability Statement	All Directorates SNIP	From January 2007 onwards From January 2007 onwards	Incorporation of disability into all written policies and procedures so they are taken into account at all stages of the student learning experience and lifecycle
	Course planning and development	Ensure needs of disabled students taken into account at course/programme	Planning meetings and course approval processes and through review	Learning and Development CDE and associated research	Ongoing	Students with a disability who study through the External System have a positive

		<p>planning stage. Ensure learning technologies support disabled students.</p> <p>Ensure current and future learning materials support disabled students</p>	meetings as appropriate			and inclusive experience
	Representation	To involve students with disabilities in planning and monitoring the student experience through consultation and feedback	Continue and consolidate disabled student representation on SNIP.	SNIP	Ongoing	Involve disabled students in policies and procedures as related to the student experience.
	Information Provision	<p>Feature students with disabilities in publicity materials</p> <p>Ensure all publicity material and all other information can be available in alternative formats to enquirers, applicants and registered</p>	<p>Collection and use of images of people with disabilities where appropriate</p> <p>Ensure proactive response to requests for special examination arrangements to be made and the provision of study</p>	<p>Learning and Development</p> <p>Registry Services Operational Services Learning and Development</p>	<p>Ongoing</p> <p>Ongoing</p>	Information provided will be inclusive, disability aware and inviting

		students, as appropriate. Booklet currently in preparation specifically for students with a disability and/or special needs giving them advice and assistance in the procedures relating to their application, registration and assessment etc	materials in alternative formats Will be made available in alternative formats as required	SNIP	Proposed publication date early Spring 2007	Information provided will be specifically relevant and of interest to students with a disability and/or special needs
Staff						
	Training and Awareness	All front line staff to undertake disability awareness training	Seek and attend courses, seminars and commission as appropriate	All Directorates	Ongoing	Front line staff fully trained in disability awareness

H Action Plan for University of London Research Library Services

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
To develop a unified & consistent disability policy across all ULRLS libraries	Policies and procedures	To ensure consistency across sites	To collect and review all policies concerning disability support across ULRLS Agree a unified policy	ULRLS Planning Committee/ working group	March 2007	A common policy agreed Good practice shared Site adherence to legislation
Review procedures to ensure conform	Policies and procedures	Ensure procedures are disabled user focused and assistive	Review existing procedures Take info. from existing data and dialogue with users	ULRLS Planning Committee/ Institute Librarians/workin g group	Jan 2007 on going	Procedures will conform Well understood formal co-operative procedures to overcome individual site problems Site adherence to legislation
Staff training	Training	All staff receive regular training in disability awareness	Attend training, conferences/regular briefings	Institute librarians/Disabilit y Officers	Rolling programme	Staff will be fully briefed and able to provide accurate, consistent information to users. Staff will understand process in the event of disclosure
User training	Training	user trainers adopt disability friendly practices	Share good practice Disseminate information from	ULRLS Planning Committee/worki ng		Training sessions more inclusive of disabled users

			conferences etc across service	group/disability contacts		
To review communications, internal & external	Communications ULRLS to user	Ensure the needs of disabled users are considered & communication is inclusive	Part of web review to ensure congruence of hardcopy publications Information available in a range of formats	ULRLS/SHL	ongoing	Relevant information will be prominent and accessible Additional information will be routinely included where helpful e.g how to book carparking before arriving, describing access to the libraries in detail
Review website	Website	To ensure information is prominent ,clear & accessible	Web review	Web Review Group Systems Team	Jan 2007	Information for disabled users moved to top level Improvement on basic compliance
Data/Statistics	Data Monitoring	Collect and monitor disabled user statistics	Collect enquiries and arrangements made, visits, Web page hits Annual ULRLS survey Monitor user comments	ULRLS/SMT SMT	Ongoing, ongoing	Understand requirements of disabled users, able to be proactive rather than reactive
Ensure disability contacts in ULRLS	Communication	Ensure champion in each institute/SHL	Formal role	ULRLS	ongoing	Coordinate support User contact made simple
Communication	Communication – users to ULRLS	Understand user requirements	Promote, enhance :Suggestions for service Improvement' service	User Services	Jan 2007	Service improvements through dialogue

			Annual survey Develop contacts with college Disability Officers			Information on identified support provided Formal provision agreements brokered and advertised
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I Action Plan for University of London Union

Activity	Title	Objective	Action Stage	Responsibility	Timescale	Outcome
Continuous review of facilities for the disabled within all of ULU's development plans	Policies and procedures	To ensure a fully accessible building and activities for all students	To collect and review all policies and procedures concerning disability support	Executive Committee	3 year rolling plan	Site adherence to legislation