Disability Strategy for Jersey CONSULTATION RESPONSE REPORT

Introduction

The Council of Ministers have committed to supporting the development of a disability strategy for Jersey. The strategy is being developed and delivered in partnership with the community. Islanders, therefore, have had an opportunity to give their views on the actions proposed within the strategy via a public consultation.

The public consultation represents the end of a long journey of research and engagement with stakeholders to develop the priorities and actions proposed for the strategy. Stakeholders included: individuals living in Jersey with a disability, impairment or long-term condition; their families and carers; voluntary and community sector organisations; representatives from the business community; healthcare practitioners and key individuals from Government departments.

The public consultation ran for a period of 10 weeks and feedback was captured from a total of 259 individuals and organisations.

This report summarises the responses to the consultation, grouping the feedback into key themes which will inform the development of the final strategy.

This report is divided into the following sections:

- 1. Details of the consultation
- 2. General comments on a disability strategy
- 3. Prioritising the actions
- 4. Additional actions

Next steps

The feedback gathered during this consultation will be used to inform the development of a disability strategy for Jersey.

During completion of the strategy, the disability strategy delivery group – consisting of disabled Islanders, representatives from voluntary organisations, the business community and States Departments- will provide further comment and feedback.

The proposed timetable for the development of the strategy is set out below, although it is possible that this could be subject to change if, during the final development of the strategy, additional matters are raised for consideration.

Publication of consultation report	20 th April, 2017
Disability strategy delivery group meeting	28 th April, 2017
Publication of strategy	By June 2017

1. Details of the consultation

The consultation period ran from 12th January to 24th March 2017– a total of 10 weeks.

Online, paper and audio visual formats of consultation document

The consultation document was available on www.gov.je, and paper copies were provided at the reception of Cyril Le Marquand House and Citizen's Advice Jersey. In addition, postal copies were sent out on request.

As much as possible was done to make the consultation accessible to all. This included providing the consultation document in accessible formats:

- large print
- BSL signed version via YouTube
- audio version (provided by EYECAN)

Public consultation meetings

Three public consultation meetings were held, all using accessible facilities at St Paul's Centre:

Meeting 1: Friday 20th January (12.15pm – 1.15pm) **Meeting 2:** Tuesday 24th January (7.00pm – 8.00pm) **Meeting 3:** Thursday 16th March (1.00pm -2.00pm)

A separate feedback session with a British Sign Language interpreter was held on Thursday 16th March (7.00pm - 9.00pm) at the Hearing Resources Centre, Overdale.

> There were a total of <u>44</u> attendees across the meetings.

Face-to-face & telephone feedback

In addition to the public meetings, individuals were given the opportunity to discuss their views on the consultation either face-to-face or via the telephone. Voluntary organisations were also offered face-to-face meetings with their service users, to hear their views on the consultation document.

In total, the views of <u>23</u> individuals were captured via face-to-face and telephone discussions

Survey responses

An online survey asked respondents to rank proposed actions for the strategy from low to very high priority, respondents were then asked to suggest any further actions they felt should be included within the strategy.

The option was also made available to complete a regular or large print paper version of the survey.

> A total of <u>184</u> survey responses were received.

Written responses

In addition to comments made within the survey, separate written responses were received from a number of individuals and organisations. The organisations who agreed for their comments to be made public include:

- Guide Dogs for the Blind Association
- Jersey Alzheimer's Association
- o Jersey Association of Carers Incorporated (JACI)
- Jersey Employment Trust (JET)
- o Jersey Chamber of Commerce
- $\circ \quad \text{HR Now} \quad$
- o Visit Jersey
- o Department for Social Security
- In addition to survey written responses, a total of <u>8</u> separate written responses were received.

Total responses

A total of **259 responses** were noted from individuals and representatives of voluntary and business sector organisations.

NB The consultation period was extended by 2 weeks (was initially due to close on 10th March, but was extended due to the rescheduling of the third consultation meeting.)

The disability strategy consultation is not a demographically robust sample. People chose to take part and therefore the views expressed cannot be taken as representative of the views of Islanders or all organisations as a whole. However, every effort was made to engage with as wide a range of people as possible in order to try and capture the diversity of views.

2. General comments on a disability strategy

This section provides a summary of the comments made in the public consultation that relate to the strategy in more general terms, sections 3 and 4 will go on to detail comments on the specific actions proposed within the strategy.

2.1 Support for a strategy

The consultation response noted an overwhelming recognition of the need for a disability strategy, and an endorsement of its proposed 'outcomes based' focus:

"I'm pleased this is happening at last. I feel it will make a real difference to the lives of disabled Islanders." (Respondent – anonymous)

"The Jersey Chamber of Commerce fully appreciates the need for Jersey belatedly to have recognised the requirement to establish the breadth and depth of disability in all its guises across the island and to have a comprehensive strategy to deal with the consequences." (Chamber of Commerce)

"This stage in the development of the strategy is a positive step for disabled Islanders, their families, friends and carers, and it is important to recognise that many of the actions that could be included in a Disability Strategy will also benefit other disadvantaged groups" (Department for Social Security)

"We wholeheartedly endorse the Council of Ministers' focus on outcomes" (Guide Dogs for the Blind Association)

2.2 A strategy for the Island to promote equality

In addition, there was an extensive acknowledgement that the strategy needs to be owned by the Island as a whole and that the strategy needs to work hard to change the narrative on the issue - to recognise that disability is an issue that does, or will, affect us all.

"It's not them and us, disability is something that affects us all – whether it's personally, a family member, friend or colleague." (Respondent – anonymous)

"The key to future policy changes in this area, to deal with the growing consequences of disability in all its scope, particularly in terms of discrimination legislation but in all other areas as well, is a perfect example where on-going dialogue and involvement of bodies like Chamber, and others, will be vital to successful outcomes and we stand ready to participate as things develop." (Chamber of Commerce)

Beyond this, comments noted that the strategy must push the agenda for equality and inclusivity, with a view to including the consideration of disabled Islanders' needs in all aspects of society. There is a clear sense from the comments received that disabled Islanders have be 'sidelined' for too long:

"Sadly, many people with disabilities are still unable to participate fully in community life due to public ignorance, poor design and bad service delivery." (Guide Dogs for the Blind Association)

As noted in section 3 of this report, the key priorities for the strategy are felt to be the elements that reduce discrimination and promote equality, such as the introduction of discrimination legislation and a focus on raising disability awareness:

"It is important that all Islanders are seen as child/person first and not to be categorised according to a label of disability. It's also important that all Islanders understand about the definition of disability that is being promoted and that it does not lie in one individual - it can be the barrier and challenge created by those around you (family, friends, school/college, work, everyday living and community activity) the more the island is accessible for the majority, the easier it is to find your individual niche within it." (Respondent – anonymous)

2.3 Definition of disability and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

Comments were made in the public consultation meetings as to who would be included within a disability strategy. It was acknowledged that there is no universally agreed definition of 'disability' and that for the purpose of a strategy there was merit in following the approach of the UNCRPD:

"Chamber understands the complexity involved in defining disability and feels that the non-medical approach of using the United Nations Convention on the Rights of Persons with Disabilities is the correct one. This Social model covers the full spectrum of disability in its broadest sense and thus there is in the suggested Strategy a full opportunity to deal effectively with the barriers that prevent effective participation in society on an equal basis on the part of all those involved." (Chamber of Commerce)

No comments were received regarding the need for Jersey to request the UK to extend their ratification of the UNCRPD. The general tone of comments received during the consultation, reflected feedback from the research phase of the strategy development – that is to say, whilst endorsing the principles of the convention was important for a strategy, we should work to prioritise action and effecting change, rather than a focus on convention compliance.

2.4 Actions already underway

Responses from some organisations and individuals noted that some of the actions proposed within the consultation document were already underway or partially completed. This included:

- The action to "Review and implement ways to smooth the transition to adult services, including the possibility of a transition plan and a designated professional, to support the transition." It was noted that since the launch of the consultation, multi-agency work had begun on a 'Preparing for Adulthood' transition pathway.
- In response to the actions allowing for adequate adaptations to social housing homes, Andium Homes noted that they had in place a significant annual budget, ring-fenced to provide Medical Adaptations, to enable clients to live independently for as long as possible. In addition, their development programmes *"take account of the needs of disabled individuals and practical alterations and improvements are made as appropriate and practicable."*

2.5 Measuring success of the strategy

With regard to measuring the success of the strategy it was noted by one organisation that:

"Many proposals provide no defined outcome or target. Therefore it will not be possible when looking back to determine whether the strategy was achieved or not." (HR NOW)

However, the consultation document noted that:

"For each of the proposed priorities for the strategy, 'performance measures' will be developed within an action plan. These will measure the impact of the individual priorities on specific groups and could include measurements such as:

- % of disabled Islanders of working age who have difficulty getting the type of paid employment they want
- % of disabled Islanders who feel they have been discriminated against in the past 12 months"

This is a key objective of the *disability strategy delivery group*. The Terms of Reference for this group, outlining this duty, will be included within the final strategy document.

3. Prioritising the actions

The consultation survey asked respondents to rank all of the proposed actions for the strategy as low, medium, high or very high priority. This ranking allows us to understand the areas considered by respondents to be most important to progress within a strategy. It also enables us to see which actions within each of the 5 priorities¹ are considered to be most vital. This information will help inform the timings and action plan for the strategy which will be developed and carried out by the strategy delivery group. See *Appendix 2* for full results tables.

3.1 Overall priorities

The top 20 actions, ranked by those rated as a 'very high priority' and excluding 'don't know' responses, are as follows:

TOP 20 Actions¹

1	Develop and implement disability discrimination legislation
2	Review 'extra' costs faced by disabled people- as per the UK extra costs commission
3	Consider whether the rights of carers should be set out in law
4	Explore option of introducing Care Co-ordinators to support adults with complex needs and their families
5	Review respite and short break services available to individuals and carers
6	Work to review and address the factors that contribute towards workplace discrimination
7	Carry out a review of post-16 education opportunities for individuals with a disability or special educational need
8	Work with Island's media outlets to reflect a 'true' picture of disability in Jersey
9	Promote diversity training for customer-facing staff & support individuals with a disability to deliver awareness training
10	Establish working group to explore a co-ordinated approach to promoting disability awareness amongst the general public
11	Review how different health services communicate about an individual's treatment/care
12	Carry out holistic review of all daytime activities and employment opportunities available to disabled adults unable to work
13	Review the need for training of workers in care settings to enhance communication support skills
14	Government of Jersey to promote opportunities & support disabled people to change jobs or progress in their career
15	Review and implement ways to smooth the transition to adult services
16	Ensure that Social Housing providers allow for adequate adaptations to homes, to meet individual tenants' needs
17	Government of Jersey to set up an action group to explore how to act as a positive employer for disabled people
18	Strategic Housing to work with private sector landlords to treat disabled people fairly, recognising their housing needs
19	Explore options for ensuring that victims of crime are well supported
20	Work with voluntary sector to review the availability of support provided to Islanders with different impairments/ disabilities

All 5 strategy priorities¹ are represented within this 'top 20'. However, the area with the greatest number of 'very high' priorities is '*Have equal rights and experience equality*'. This suggests that a focus on promoting equality and increasing the rights of disabled Islanders is seen as fundamental to the strategy.

¹ The 5 proposed strategy priorities are:

Priority 1: Have support to communicate and access information

Priority 2: Have greater access to the Island

Priority 3: Have good health and wellbeing

Priority 4: Have access to education, employment and enriching activities

Priority 5: Have equal rights and experience equality

[[]NB- this reflects colour-coding of Top 20 actions above]

The second highest ranking priority area is 'Access to education, employment and enriching activities', and again the actions as prioritised, focus on increasing equality and eliminating discrimination for example, "Work to review and address the factors that contribute towards workplace discrimination", is the highest placed action within this priority area.

The focus on equality, as reflected in the survey responses, contrasts with the dialogue captured in the public meetings, where there was greater emphasis on actions relating to physical access.

In fact, the only actions that rank within the top 20 relating to physical access relate directly to housing needs (rather than access to public spaces or buildings). One explanation for this divergence could be that whilst physical access is incredibly important for some, particularly those with a disability that affects mobility and those with a sensory impairment; rights and equality-based issues affect <u>all</u> disabled islanders.

3.2 Key actions within the 5 priority areas

Results from the survey also give us an indication of the most highly ranked actions within each of the priority areas. This section focuses on the <u>top three</u> actions for each priority area, ranked by average point scores and excluding 'don't know' responses.

Top 3 actions for Priority one: Have support to communicate and access information

1. Explore option of introducing Care Co-ordinators to support adults with complex needs and their families (similar to support currently available to children)

This action is focused providing a solution for the difficulty of 'navigating' care for those with multiple and complex needs.

At a time when an individual is expected to process a great deal of information and make important decisions about their care and about changes to their lives (such as financial changes and changes to living accommodation), it often coincides with a time when their life is at its most chaotic and complex. On top of this, the individual is expected to communicate with a large number of agencies simultaneously. This experience can result in a lot of pressure on an individual and their family, which can have a negative impact on their wellbeing, on top of the challenges faced in managing their condition.

Whilst it is acknowledged that there is support for children with complex needs, it is felt that more should be done to supports adults, particularly those who acquire a disability later in life (for example a stroke survivor or an individual who has experienced a brain injury):

"I am certain that if there were excellent care co-ordinators and well trained compassionate care staff almost all problems could be solved." (Respondent – anonymous)

This issue was also raised regularly at the public and face-to-face meetings.

2. Review the need for training of workers in care settings, including residential homes, to enhance their communication support skills

The research undertaken prior to developing the draft actions for a disability strategy noted the experience of Islanders in residential homes. Particular difficulties were faced by those in

care settings (most notably residential homes) with additional communication needs – such as those with hearing impairments or stroke survivors. Greater staff training could improve the quality of life for these individuals:

"Improve deaf awareness and communication skills so deaf people can be independent to deal with their own daily needs and not have to rely on friends and family [if available] to help them." (Respondent – anonymous)

3. Promote diversity training as part of ongoing training requirements for customerfacing staff and support individuals with a disability to deliver awareness training to staff

Comments made in the public consultation and the face-to-face meetings, highlighted people's experiences of this action working well in some areas – for example the efforts by LibertyBus to train drivers and customer-facing staff by delivering 'disability awareness' sessions, where disabled customers would run through the experience of using the service from their perspective – identifying where improvements could be made.

In the more general area of customer service for disabled Islanders, it was noted that improvements being made by Government departments were beginning to take effect, consultation participants singled out the improvements brought about by changes to the waiting area for Income Support.

Top 3 actions for Priority two: Have greater access to the Island

The three most highly prioritised actions relating to access, all relate directly to housing:

- 1. Ensure that Social Housing providers allow for adequate adaptations to homes, to meet individual tenants' needs
- 2. Ensure that appropriate advice about housing options and related support services are in place to help disabled people live in accommodation suitable for their needs
- 3. Strategic Housing Unit to work with private sector to ensure that landlords treat disabled people fairly and recognise their housing needs

These actions focus on ensuring that the fundamental issue of being able to satisfactorily move around one's own home is addressed, and also ensure that disabled tenants' rights are not infringed upon.

The BSL consultation session focused on the need for housing adaptations to fully recognise additional sensory needs such video access/entry systems for those not living in ground floor accommodation. The response from Andium Homes noted that this is already being considered (as referenced in section 2.4 of this report).

Top 3 actions for Priority three: Have good health and wellbeing

1. Review respite and short break services available to individuals and carers

2. Consider whether the rights of carers should be set out in law

The top two actions focused on the needs of carers. This theme was raised in the public and face-to-face meetings. Most comments centered on the recognition that disability affects more than just the individual and that supported carers, in turn can help improve the wellbeing of those they are providing care for. It was also commented upon that, with the focus on people staying in their own homes for longer, unpaid carers (particularly of older people) were a valuable resource for our community that should be recognised and nurtured.

It is noted that the disability strategy will align with the carers strategy that is currently under development by JACI (Jersey Association of Carers Incorporated). Therefore whilst there are only two actions relating exclusively to carers are proposed within this strategy, the needs of carers will be recognised. It is anticipated that a representative from JACI will form a part of the disability strategy delivery group.

3. Review and implement ways to smooth the transition to adult services

Since the launch of the consultation document, work has already begun on this action. Led by the Head of Service for Speech & Language Therapy - the *Preparing for Adulthood Transition Pathway* is designed to help disabled children who are reaching milestones in the way their care and benefit packages change.

Top 3 actions for Priority four: Have access to education, employment and enriching activities

1. Work to review and address the factors that contribute towards workplace discrimination

Many respondents suggested that the introduction of discrimination legislation will help combat workplace discrimination. Feedback from face-to-face meetings, however, suggested that whilst legislation would progress matters, we still need to understand the reasons behind this discrimination and look at ways to reduce it. It is noted that employers were the most cited source of discrimination the within the 2016 Health & Life Opportunities Survey. Further to this, 'work colleagues' were cited as the third most common source of disability discrimination.

2. Government of Jersey to promote opportunities & support disabled people to change jobs or progress in their career

Comments made by survey respondents strongly supported the suggestion that the Government of Jersey should 'lead by example' in terms of career progression for disabled Islanders:

"Work hard to get States to be shining example of good employer to people with disabilities. Include peer mentoring schemes, champions and ensure HR follows best practice. As the largest employer that SOJ should lead by example." (Respondent – anonymous)

"Look at yourselves SOJ as becoming flagship employers of people with a disability." (Respondent – anonymous)

"Devise more incentives for employers to allow a disabled person to undertake a work experience trial or secondment, and then another incentive for them to take them on for a 12 month period or permanently." (Respondent – anonymous)

In addition, comments made in the public meetings noted that just 'being in employment' was not good enough. Disabled Islanders who are able to work should be supported to achieve their best and have job satisfaction. Harnessing their strengths and skills would allow them to contribute even further to the community and economy.

3. Carry out a review of post-16 education opportunities for individuals with a disability or special educational need

Comments were made about the positive experiences of individuals in education up to the age of 16. However, there was a sense of 'dropping off the cliff' when compulsory education came to an end. Whilst Highlands provided some options, it was felt that not enough was being done to support disabled young people to make decisions about their next steps, particularly with a view to future career/employment options. In addition, it was noted that the prohibitive cost of off-Island further education could be made even more challenging due to the additional costs and support needs for disabled young people:

"Importance of vocational or employment opportunities should not be underestimated." (Respondent – anonymous)

"Support YP to access off island further education" (Respondent – anonymous)

Top 3 actions for Priority five: Have equal rights and experience equality

1. Develop and implement disability discrimination legislation

The development of discrimination legislation was cited as the most important action of the strategy to progress, by some margin. The Department for Social Security note that:

"The Department intends to introduce protection against disability discrimination in 2018. Consultation is expected to start in the second half of this year to look at the scope of the legislation."

They go on to note that:

"Although legislation should never be viewed as a means to solve all problems experienced by a group of people, it provides a legal framework that supports the broader values of our society, and undeniably raises the public profile of an issue.

So, extending the Discrimination Law to protect against discrimination on the grounds of disability will provide an underpinning change that is likely to prompt improvements relating to most of the priorities." (Department for Social Security)

This is a view that is echoed by many of the respondents to the consultation. It is anticipated that the strategy and legislation will work hand in hand. The introduction of legislation will support the success of a strategy, providing 'teeth'. Where the strategy aims to be proactive in changing attitudes, improving disability awareness and working towards the elimination of discrimination, legislation will provide a vital 'back stop' to bring individuals and organisations to account when they do discriminate.

2. Review 'extra' costs faced by disabled people- as per the UK extra costs commission

A theme throughout the public meetings was the need to acknowledge the everyday additional costs faced by disabled Islanders. From additional GP visits, to having to use expensive corner shops (due to transport/mobility issues) or the need for 'specialist' versions of everyday items, such as fire alarms for individuals with a hearing impairment (which also requires the cost of an electrician to fit). Whilst some forms of financial support are provided via benefits or support from voluntary organisations, it was noted that these additional costs affect not only the most vulnerable but also those on a middle income, who may not be in receipt of any financial support.

3. Establish a working group to explore a coordinated approach to promoting disability awareness amongst the general public

As noted in section 2, a key theme from the consultation responses was the need to change the dialogue on disability in the Island. It was felt that unless someone's life had been personally affected by disability, they were unlikely to have a good awareness of disability on the Island (and even then it was often confined to the limits of their personal experience). Beyond that, it was felt that dialogue on disability was often stilted as people felt selfconscious and unaware of what terminology was or was not deemed 'politically correct', including even the use of the terms 'disabled' and 'disability'.

It was also noted that there was a need for greater disability awareness amongst disabled Islanders. In fact, a charity representative observed that one of the unintended consequences of supporting their service users to respond to this consultation, was that it opened the service users' eyes to the different challenges that other disabled Islanders can face.

4. Additional actions

This section of the report comments on the additional actions proposed by respondents to the consultation as well as further comments on how proposed actions could be amended or developed further.

These comments are summarised below, however the consultation response also resulted in a large number of 'micro' suggestions. This level of feedback goes beyond the scope of a general consultation response report. However, all comments have been recorded and will used to develop the final version of the disability strategy, and will be used by the strategy delivery group to deliver the strategy actions.

Priority 1: Have support to communicate and access information

It was noted by many that those communicating with the public and providing information must consider doing so in more accessible formats, particularly to support those with sensory loss and learning disabilities. In addition, it was felt that modern technology could be better utilized to achieve this aim:

"More access in BSL." (Respondent – anonymous)

"Those with loss of hearing are particularly vulnerable, and are often not catered for through perhaps poor awareness." (Respondent – anonymous)

"Instead of relying on other people for example to phone - for deaf people. After all this is 2017 and technology is here!!" (Respondent – anonymous)

"As public bodies move increasingly towards requiring an individual to have an online presence to access services, anything that can be done to help people living with sight loss use technology to its fullest advantage (both as an access point to information and as a method of increasing mobility) should be a priority." (Guide Dogs for the Blind Association)

It was noted that some Government departments are already working to achieve this, for example Social Security's work on revising written correspondence and website information to make sure that information is easy to understand and actions required by the customer are clearly signposted.

However there was concern by some, that attempts to improve access to information would increase the risk of providing 'out of date' information, so there was a need to 'future proof' by including plans for review/updates within actions:

"Support would need to be ongoing or in a few years' time disabled people will be stuck with accessible but out of date information." (Respondent – anonymous)

Priority 2: Have greater access to the Island

As noted in section 4, actions proposed within 'Have greater access to the Island' were amongst the least prioritised, however, actions within this section generated the most debate within public meetings.

Public access and transport

The most common areas for discussion centred on public access – including roads, St Helier and public facilities such as car parks and toilets.

There was also a high level of discussion around the interplay between public spaces and access/transport options to reach them. Two key examples included accessible pedestrian access to Overdale and links between transport drop-offs and sports facilities such as Les Quennevais Sports Centre and the nearest bus stop:

"Consideration should be given to 'the whole journey' of a disabled person to, for example, sports facilities. Making Les Quennevais Sports Centre accessible is great but not if a visually impaired client is unable to easily find their way there from the bus stop." (Respondent – anonymous)

It should be noted that the Strategy Delivery group will include senior representation from the Departments for Infrastructure and the Environment (both in terms of buildings and the natural environment); this will allow cross departmental working (alongside service users and voluntary sector representatives). It is anticipated that the delivery group will provide, for the first time, the 'critical mass' and a powerful voice to achieve more joined-up solutions to such issues.

In fact there was a view that the consideration of transport should be one of the key principles of the strategy:

"Transport should be at heart of all considerations. Accommodation, medical appointments, additional care, social events etc. Each time we should ask the question – but can the person get there? Who is being excluded?" (Respondent – anonymous)

It was also suggested by a number of respondents that the strategy should specifically consider off-Island transport:

"I know some work is being done, but more still could be, we've struggled many times to get off Island with our two disabled daughters." (Respondent – anonymous)

There is broad support by all for improved access within the Island, as long as these are couched in terms of reasonable adjustments:

"As long as no unrealistic demands are brought forward in terms of retro-fitting access in difficult locations, we as an organisation will continue to be supportive of a progressive approach to the issue" (Chamber of Commerce)

<u>Housing</u>

A number of respondents raised the issue of the need to consider housing allocation and rental funding in the round. For those in receipt of income support, a key issue was raised - a lack of flexibility in terms of funding accommodation that would meet an individual's future needs (e.g. If it was known that an individual would require an additional bedroom in 6-12 months' time). This issue was also articulated by Andium Homes:

"Specific proposals were established in 2008 (P.75/2008) for the delivery of a number of '1 ½ bedroom Life-Long Homes for the over 55's'. These units as their name suggests were specifically developed for older persons and have certain conditions attached to them in planning terms which prevent their use by families.

The unfortunate thing is that the use of these in effect 2 bedroom units is not supported by Income Support unless the individual requires care at the time of entry. This prevents all but the wealthiest tenants from occupying, unless they have a qualifying medical condition at the time of taking up the tenancy." (Andium Homes)

It was noted in the face-to-face sessions and by a survey respondent that individuals in private households may also be in need of financial assistance in carrying out costly adaptions:

"The strategy refers to disabled people being in social or rented housing. Many disabled people have their own home but struggle to get assistance from health agencies or financial assistance in adapting their home to their needs." (Respondent – anonymous)

Priority 3: Have good health and wellbeing

As noted in priority 2, accessing activities that help promote health and wellbeing is integrally linked to having greater access to the Island. Many respondents to the consultation noted that a lack of transport is the main barrier to accessing certain activities that could potentially improve their health and wellbeing:

"I used to love going to the walking club sessions, but the gentleman who used to give me a lift there stopped going. I have a bus pass, but it's a 10 minute walk to the bus stop and then 2 bus journeys to get there. By the time I arrive, I'd be lucky if I just catch them walking back to their cars." (Respondent – anonymous)

Again it is felt that the introduction of discrimination legislation could have a positive impact. It was noted that the Discrimination Law will require service providers such as clubs, community groups and sports facilities to make reasonable adjustments to remove barriers to access. These could be physical barriers (such as steps) or otherwise (i.e. a dress code or certain membership conditions). Whether it is 'reasonable' to make a change to avoid disadvantage is likely to depend on the size and resources of the organisation and the impact of the changes required.

However it is vital that alongside legislation, issues are considered by the strategy 'in the round', i.e. to acknowledge that 'access' begins much earlier than at the entrance of a building.

Priority 4: Have access to education, employment and enriching activities

A number of respondents cited the UK example of additional financial and practical support in the workplace for disabled individuals:

"Develop a scheme similar to the UK Access to Work to assist people to have the right equipment and support in work and training for work." (Respondent – anonymous)

"Along with the "Access to Work scheme"... The UK Government runs the Disability Confident scheme which aims to help employers make the most of the opportunities provided by employing disabled people." (Guide Dogs for the Blind Association)

Priority 5: Have equal rights and experience equality

An action proposed within this priority focuses on supporting victims of crime. It is suggested that the support is widened to include all those involved in the criminal justice system, including witnesses and defendants:

"It would be good to offer support to the perpetrators as well. In many cases their "misbehaviour" is the result of some unmet need / disability they are suffering from (e.g. the inability of forming healthy relationships)" (Respondent – anonymous)

Please tick as appropriate:

Priority 1: Have support to communicate and access information

1.1 Enhance exchange of information: Support and signposting

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very High Priority	Don't know
a.	 Review Jersey Online Directory (JOD – <u>www.jod.je</u>) to ensure it is accessible and up-to-date. 					
b.	 Review the availability of information about financial support (both from the Government of Jersey and the voluntary & community sector) Assess whether information needs to be made available in a central resource Ensure the information is provided in a clear, accessible format 					
C.	 Work with Visit Jersey to enhance availability of online information regarding accessibility of tourism and hospitality facilities 					
d.	 Progress and promote 'Connect Card' communication scheme – a credit card-sized, document that specifies individual communication needs. 					
e.	 Promote diversity training as part of ongoing training requirements for customer-facing staff and support individuals with a disability to deliver awareness training to staff 					
f.	 Review Government of Jersey customer service policies to ensure recognition of the specific communication needs of disabled Islanders, and encourage local businesses to do the same 					
g.	 Work with individual departments to allow customers to specify their communication preferences to the Government of Jersey – i.e. telephone, text, letter 					
h.	 Develop plan to communicate the option for individual appointments for disabled Islanders at customer-facing Government of Jersey departments – including Social Security and Income Tax. 					

1.2 Promote communication within health and care

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very High Priority	Don't know
a.	 Establish a working group to examine the communication support needs of disabled Islanders when accessing healthcare, including provision for those with British Sign Language as their first language (include consideration of accessing preventative care – such as screening.) 					
b.	Review how different health services communicate about an individual's treatment/care					
C.	 Explore option of introducing Care Co-ordinators to support adults with complex needs and their families (similar to support currently available to children with complex needs) 					
d.	 Review the need for training of workers in care settings, including residential homes, to enhance their communication support skills 					

1.3 Harness technology and innovation

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very High Priority	Don't know
a.	 Support existing initiatives which help people to use technology and get online – for example the computer training sessions at the public library 					

b.	 Review how the Government of Jersey loans assistive technology, to maximise the benefit. For example if an individual is deemed to need communication support equipment that support should be able to follow them wherever and whenever they need it. 	

Your view

a) Please suggest any further actions you think will help achieve the priority 'Have support to communicate and access information'.

Priority 2: Have greater access to the Island

2.1 Suitable, affordable transport options

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very High Priority	Don't know
a.	 Implement and monitor a concessionary bus pass scheme. Use additional scheme funding to invest in other bus travel initiatives, such as travel training and travel buddy schemes. 					
b.	 Improve accessibility standards of town centre, through Future St Helier working group. 					
C.	 Review availability of disabled spaces (quantity, location & size) within carpark modernisation scheme 					
d.	 Review Blue Badge scheme to assess suitability of application process and review eligibility criteria. 					
e.	 Work with voluntary and community sector to introduce an island-wide volunteer driver scheme (disabled Islanders would be supported by a trusted volunteer driver, to attend appointments, go to social activities or shopping.) 					

2.2 Accessible housing options

	4	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	•	Work with the Occupational Therapy, Social Security and Environmental Health teams to ensure that funding to retrofit existing accommodation is effective and meets tenants' needs.					
b.	•	Ensure that Social Housing providers allow for adequate adaptations to homes, to meet individual tenants' needs.					
C.	•	Investigate options for the provision of purpose built or specially adapted accommodation, as well as options to increase "Extra Care" provision for people with care support needs.					
d.	•	Review current planning and building regulations are fit-for-purpose and encourage adequate accessibility, including the availability of "Lifetime Homes".					
e.	•	Work with voluntary and community sector to advise on basic design adaptations (for example – don't place a fire alarm next to a light switch for visually impaired tenants)					
f.	•	Strategic Housing Unit to review if disabled individuals have equal access to social housing, and appropriate assistance through Supported Housing where necessary.					
g.	•	Strategic Housing Unit to work with private sector to ensure that landlords treat disabled people fairly and recognise their housing needs.					
h.	•	Ensure that appropriate advice about housing options and related support services are in place to help disabled people live in accommodation suitable for their needs - to promote individual choice and independent living.					

2.3 Access to buildings, St Helier and the countryside

		Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	•	 Establish an accessibility reference group to advise on the 'real life' needs of new and refurbished public buildings and spaces (including the Future hospital and St Helier.) 					
b.	•	Work with the groups set up within the Countryside Access Strategy for Jersey to maximise accessibility of the outdoors- including development of online map to promote accessibility of the natural environment.					

Your view

b) Please suggest any further actions you think will help achieve the priority 'Have greater access to the Island'.

Priority 3: Have good health and wellbeing

3.1 Access to emotional support

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Ensure that services and organisations which offer support, including counselling are on the Jersey Online Directory 					
b.	 Support primary and secondary care providers to signpost their service users to further support 					
C.	 Work with voluntary and community sector to review the availability of support provided to Islanders with different impairments and disabilities, to include the availability of support groups for individuals, carers and family members 					

3.2 Promote practical support and independence

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Review and implement ways to smooth the transition to adult services, including the possibility of a transition plan and a designated professional, to support the transition. 					

b.	•	Consider the feasibility of introducing personalised budgets and review ways of increasing		. [
		person-centred care		l	

3.3 Access to activities that promote wellbeing and good health

		Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
а	۱.	 Work with sports development team to promote accessibility of current sports facilities (for example disabled access at Les Quennevais swimming pool). 					
b)_	 Work with sports clubs to offer a mentor/buddy service to support those who wish to increase fitness, for example support to attend a weekly exercise class or to enter a marathon. 					
C		 Work with community groups to support and increase the availability of accessible fitness groups such as walking clubs. 					
d		 Encourage venues to facilitate special communication needs (for example, on request turning down music in a restaurant, so that a customer with a hearing impairment can communicate) 					
e) _	 Set up a working group with key organisations to maximise accessibility to cultural experiences – including Jersey Heritage, Jersey Arts Centre, Jersey Opera House and Jersey Arts Trust And encourage cultural providers from the private sector (with which the Government has 					
		no direct funding link) to review and improve access for disabled people					

3.4 Support for carers and the family unit

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Review respite and short break services available to individuals and carers, with a view to increasing the variety and flexibility of options available. 					
b.	 Consider whether the rights of carers should be set out in law, including the right to a carer's assessment and support package. 					

Your view

c) Please suggest any further actions you think will help achieve the priority 'Have good health and wellbeing'.

Priority 4: Have access to education, employment and enriching activities

4.1 Education to meet individual needs

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Review Special Educational Needs Code of Practice – to ensure high quality provision which promotes inclusion for children with disabilities 					
b.	 Carry out a review of post-16 education opportunities for individuals with a disability or special educational need. 					
C.	Establish a 'disability champion' within all schools					
d.	 Voluntary and community sector to work with schools to promote disability awareness within classes and as part of additional school activities. Disabled people invited to deliver awareness training. 					

4.2 Access to employment opportunities

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Government of Jersey to promote opportunities & support disabled people to change jobs/ progress in their career. 					
b.	 Government of Jersey to set up an action group to explore how to act as a positive employer for disabled people. And identify 'champions' or mentors to support those who have recently entered the workplace 					
C.	 Work with JACS (Jersey Advisory and Conciliation Service) to ensure that appropriate and accessible information is provided to employers and employees 					
d	Work to review and address the factors that contribute towards workplace discrimination					

4.3 Opportunity to participate in enriching activities

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Carry out a holistic review of all daytime activities and employment opportunities available to adults unable to work, including those with learning disabilities and autism, as well as individuals with mental health conditions that impact on their ability to work. 					
b.	 Work with voluntary and community sector to promote opportunities for volunteering and review interplay between volunteering and receipt of income support payments. 					

Your view

d) Please suggest any further actions you think will help achieve the priority 'Have access to education, employment and enriching activities'.

Priority 5: Have equal rights and experience equality

5.1 Challenge discrimination

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Develop and implement disability discrimination legislation. 					
b.	 Establish a working group to explore a co-ordinated approach to promoting disability awareness amongst the general public. 					
C.	 Work with Island's media outlets to reflect a 'true' picture of disability in Jersey 					
d.	 Explore options for ensuring that victims of crime are well supported 					
e.	Undertake research to better understand the links between disability and domestic violence					

5.2 Promote participation and engagement

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Develop engagement opportunities for people with disabilities with all relevant Government of Jersey services – including adults & children's social services, hospital users and the Social Security department. 					
b.	 Establish an annual event where Islanders living with disability and carers can share their views and experiences with their elected members, and those responsible for developing policies that will have a direct impact on them. 					

5.3 Economic equality

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Review 'extra' costs faced by disabled people – as per the UK extra costs commission 					

5.4 Civic Participation

	Actions that have been proposed	Low priority	Medium priority	High Priority	Very high Priority	Don't know
a.	 Establish a project team to work on removing barriers to engaging in the political environment – including voting, access to political candidates, manifestos etc. 					
b.	Work with Jersey Community Relations Trust to ensure disabled people have opportunities to be active citizens –for example as jurors, board members and elected representatives					
С	Youth Inclusion project to continue to promote citizen engagement for young people					
d	 Work with schools to encourage young people with disabilities to participate in the annual Youth Assembly. 					

Your view

e) Please suggest any further actions you think will help achieve the priority 'Have equal rights and experience equality'.

Appendix 2: Full tables ranking the priorities (please email <u>a.hamon2@gov.je</u> or call 440682 for a larger version)



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Develop and implement disability... Explore option of introducing Care... Review respite and short break... Ensure that Social Housing.. Consider whether the rights of... Review the need for training of ... Promote diversity training as part... Work to review and address the ... Ensure that appropriate advice... Review how different health... Review 'extra' costs faced by ... Strategic Housing Unit to work.. Establish a working group to ... Review Government of Jersey... Government of Jersey to promote.. Carry out a review of post-16. Work with the Occupational. Work with voluntary and ... Work with Island's media outlets... Strategic Housing Unit to review if... Review and implement ways to... Explore options for ensuring that... Improve accessibility standards of ... Review the availability of ... Review current planning and... Government of Jersey to set up an... Work with JACS (Jersey Advisory... Develop plan to communicate the... Investigate options for the... Review Special Educational Needs... Work with voluntary and... Carry out a holistic review of all... Establish a working group to ... Support primary and secondary .. Review availability of disabled.. Establish an accessibility reference... Develop engagement... Ensure that services and... Voluntary and community sector ... Progress and promote 'Connect... Work with sports development... Youth Inclusion project to continue... Establish an annual event where ... Work with voluntary and... Work with schools to encourage... Implement and monitor a... Undertake research to better... Establish a 'disability champion'... Consider the feasibility of... Work with the groups set up... Review Blue Badge scheme to... Work with Jersey Community... Work with sports clubs to offer a... Set up a working group with key... Work with community groups to... Work with Visit Jersey to enhance... Review how the Government of... Establish a project team to work... Work with voluntary and... Support existing initiatives which... Review Jersey Online Directory... 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% Very high priority High priority Medium priority Low priority