

1<sup>st</sup> Oct 2018 to 30<sup>th</sup> June 2019

# Report for Disability Review Project Board

## Action reports






States of  
Guernsey

**02** Human Resources  
**16** Revenue Service  
**17** Employment & Social Security  
**23** Economic Development  
**30** Education Sport & Culture

**36** Health & Social Care  
**43** Home Affairs  
**53** States Trading Supervisory Board  
**59** Environment & Infrastructure  
**66** Royal Courts



BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Continue to identify opportunities to ensure that there is a regular ‘drum beat’ of disability-related internal and external communications. Ensure that communications highlight:</p> <p>a) That the States values its disabled employees and is committed to making adjustments to enable them to reach their full potential.</p> <p>b) That bullying and harassment will not be tolerated.</p> <p>c) The wider business benefits associated with becoming disability-smart and the link to the aims of the Public Sector Reform agenda.</p> <p>d) That not all disabilities are visible.</p> <p>e) The availability of funding for adjustments.</p>		<p>TBC</p> <p>Completed</p> <p>Completed</p> <p>Q4</p>	<p>The roll out of the States of Guernsey’s on-line Learning Management System has been delayed. Once this is brought on stream, training modules for employees/managers will be promoted and attendance monitored through this.</p> <p>Review of Diversity &amp; Dignity at Work pages on the Bridge leading to consolidation of documentation in one place.</p> <p>Employers’ Disability Charter added for ease of reference, as well as the link to the on-line Disability Awareness training (which has been amended to reflect the appointment as Gill Evans as Disability Officer).</p> <p>The work being done to update the recruitment processes will be communicated in The Issue, once the changes have been made.</p>

2	<p><b>Allocate funding for improving the experiences of disabled employees from the Public Sector Reform budget when an action is likely to further the aims of both strategies. For example, where recommendations in this report relate to improving leadership or employee satisfaction or to accessing premises or technology.</b></p>	 High	Ongoing	<p>Funds remain for use when making adjustments to accommodate the needs of disabled employees or prospective employees.</p>
3	<p><b>Ensure that senior leadership reaffirms its commitment to making the organisation a more inclusive place for disabled employees and commits to implementing the recommendations from this report and communicating regular progress updates.</b></p>	 High	Ongoing	<p>The Employers' Disability Charter is now on the Intranet and efforts are being made to turn the commitments into reality (see section on recruitment – guaranteed interview scheme). This will be highlighted in The Issue over the next few months to demonstrate progress.</p>
4	<p><b>Improve the provision of practical disability-related information and guidance on the States' intranet with specific examples.</b></p>	 Medium	Completed	<p>A review of the existing corporate induction course will take place during Q1 2019, which will examine the effectiveness of this in its messaging.</p> <p>A more comprehensive review of induction across SoG is scheduled for the latter part of 2019</p> <p>The Institute of Health Studies provides training for a range of audiences within the States of Guernsey.</p>

				New fact sheets, prepared by the Equality Working Group on a range of subject areas, will be loaded onto the Bridge during Q2 and contained within MyLearning.
<b>5</b>	<b>Ensure that the expectation of the line manager's role in supporting disabled employees is clearly defined and understood by all relevant stakeholders.</b>	<b>+</b> High	Completed	Tile on SAP intranet created providing link to relevant material such as the current Disability & Inclusion Strategy; Disability Charter; Disability Awareness on-line Training; People skills for managers etc.
			Not yet started	Review competency framework to ensure manager's role in supporting disabled employees is understood.
<b>6</b>	<b>Ensure that managers have access to good quality information, advice and support when required to help them discharge their role in supporting disabled employees.</b>	<b>+</b> Medium	Completed	All HR Delivery team members attended a half-day workshop in January 2019 on 'Reasonable Adjustments' to enable them to support line managers in recruitment and on-going employment decisions.  The launch of the Employee Assistance Programme (EAP) in June 2019 provides line managers with advice and guidance in helping them provide appropriate support to disabled employees
<b>7</b>	<b>Work with BDF to agree content for tailored guidance for line managers and training for managers and HR.</b>	<b>+</b> Medium	Completed	Equality awareness-raising sessions run by Walkers LLB, organised by ESS, available to HR delivery teams, Level 6 Erec team, L&D Leads, H&S Leads, OH staff and line managers in April,

May and June 2019 plus additional session in the autumn of 2019 covering the proposed legislation.

Q2

Bespoke on-line equality training materials will be loaded onto the Bridge and MyLearning. These have been developed by the Equality Working Group through Liberate for roll out across the States of Guernsey.

Q3

Discussion with BDF during Q3 to explore training/ guidance / protocols / procedures generated to be hosted on a future LMS.

8

**Enhance the 'Careers with the States of Guernsey' section on the States' main website with information about the States' commitment to disability best practice and practical guidance for candidates about requesting adjustments to the recruitment process.**



Medium

Q3/4



Discussions with Corporate Comms to review relevant gov.gg pages – not yet undertaken but planned for Q3/4.

Completed

Revised wording on the application form has been prepared, emphasizing the guaranteed interview scheme for anyone with a disability who meets the key criteria for the role.

Completed

Revised wording on the invitation to interview correspondence and the contract/appointment letters, emphasizing the importance of advising the hiring manager of any disabilities that might require an adjustment to be made to the workplace/ environment/facilities etc.

			Completed	<ul style="list-style-type: none"> <li>Update recruitment training and guidance for Hiring Managers to highlight charter commitments and the responsibilities of Hiring Managers</li> </ul>
			Completed	<ul style="list-style-type: none"> <li>Additional pages and content on the SoG website re the charter</li> </ul>
			Completed	<ul style="list-style-type: none"> <li>Undertake internal comms to raise awareness</li> </ul>
			Completed	<ul style="list-style-type: none"> <li>Add information to SuccessFactors Home page to enable applicants to be aware of ability to request adjustments at any stage of the process.</li> </ul>
<b>9</b>	<b>Liaise with SAP to discuss the extent to which they have ensured that the States' job portal is accessible to disabled applicants.</b>	 Medium	No further action	SAP have confirmed that their product teams follow the recommendations of the Web Content Accessibility Guidelines (WCAG 2.0) Level A and AA. This does not guarantee all products meet all these requirements because the accessibility of software is influenced by various factors.
<b>10</b>	<b>Review information and correspondence relating to every step of the recruitment process to ensure that candidates are routinely asked if they require adjustments.</b>	 High	Completed	See point 8

11	<b>Ensure that a robust process exists to enable requests for adjustments made during the recruitment process to be actioned in a timely and appropriate manner.</b>	+ High	Ongoing	This will be the responsibility of hiring managers with support from HR  To be picked up in the Awareness-raising sessions
12	<b>Review the recruitment and selection training for managers to ensure that it contains guidance on making adjustments for disabled candidates.</b>	+ High	Completed	The Recruitment and Selection training for Hiring Managers is being reviewed in Q1 2019 to ensure it includes all relevant elements of the Disability Charter.
			Completed	HR Delivery team members attended the GET Reasonable Adjustments workshop in January 2019. Further awareness –raising sessions were run April – June by Walkers LLB, which gave greater understanding and enable them to support line managers in their recruitment decisions.
13	<b>Review the States’ approach to pre-employment medical questions</b>	+ High	Q3 2019	The pre-work health assessment form is currently under review by Occupational Health.  No further action this quarter.
14	<b>Amend the diversity monitoring information on the online recruitment portal as per our recommendations.</b>	+ Medium	Q2 2019	No further action this quarter.

15	<b>Review corporate and service-specific inductions to ensure that they include prompts to encourage new recruits to ask for adjustments if they need them.</b>	+ High	Completed	Review of Corporate induction is being undertaken by a L&D Consultant, together with HR delivery colleagues in order to ensure that these matters are addressed and reference made to the Disability Awareness training available.
			Completed	A paragraph similar to that which appears in an invite to interview letter will be included in all appointment letters/contracts drawing attention to the ability to ask for adjustments.
			Completed	A 'disability tile' has been created on SAP intranet (referred to above).
			Q4	A more comprehensive review of induction across SoG is scheduled for the latter part of 2019
16	<b>Amend the current feedback mechanism to ensure that the experiences of disabled applicants are captured.</b>	+ Medium	Ongoing	Feedback is sought from ALL applicants, regardless of disability, on their experience of the whole recruitment process. Results reviewed by Senior Officers at the Hub.  No further action this quarter.
17	<b>Position making workplace adjustments for disabled employees as part of the organisation's wider efforts, under the transformation agenda, to create a healthy, happy, engaged and high-performing workforce.</b>	+ High		No further action this quarter.



18	<b>Develop a dedicated process and associated guidance to ensure a consistent approach to making adjustments for all disabled States employees.</b>	+ High	Completed	The training workshops for HR teams in January 2019 will present an opportunity to understand good practice procedures and explore how we can eliminate discriminatory elements from employment practice.
			Q3	Consideration being given to whether we need guidance on the process of making adjustments.
19	<b>Ensure that the States' approach to making workplace adjustments extends to both physical and non-physical adjustments.</b>	+ High	Q4	The policy will be reviewed following the awareness-raising workshops April – June. The timeframe for this piece of work has been pushed back; review of other employment policies has taken priority.
20	<b>Define timescales for making common adjustments.</b>	+ High	Q4	To be considered as part of policy review in Q4.
21	<b>Take a proactive approach to making adjustments by encouraging employees to request adjustments and training managers to spot the signs that an adjustment might be required.</b>	+ High	Q2	<p>The Essential Skills for Managers programme will include Avoiding/Preventing Discrimination in the Workplace as a topic and will present an opportunity for Managers to understand how to handle reasonable adjustments.</p> <p>First training course run in Q2. More to follow on a monthly basis throughout 2019.</p>
22	<b>Promote the existing fund for adjustments more widely.</b>	+ High		As above

23	<b>Ensure that adjustments are routinely recorded and regularly reviewed.</b>	+ High	N/A	No further action this quarter.
24	<b>Clarify the role of occupational health in the provision of workplace adjustments for all disabled employees.</b>	+ High	N/A	Unnecessary. Occupational Health already advise on workplace adjustments both temporary during an acute recovery phase and more permanent.  Not all disabled employees require adjustments.
25	<b>Adopt a consistent and best practice approach to redeploying employees when their disability means they can no longer carry out their role, even with reasonable adjustments.</b>	+ High	Ongoing	The existing capability and attendance policies/ procedures capture this and cover ALL employees.  No further action this quarter.
26	<b>Review the feedback on the States' sickness absence policy and guidance in Appendix F.</b>	+ Medium	TBC	Sickness Absence and Capability policies are scheduled for revision in next phase of policy review. However, the departure of a key team member may slow this process due to a lack of capacity of others to absorb this work.
27	<b>Develop a more flexible approach to managing disability-related sickness absence, with specific reference to how trigger points are applied.</b>	+ Medium	TBC	This will be reviewed as part of the policy review.  Attendance management forms part of a wider project examining how sickness can be managed more effectively across SoG.

28	<b>Identify opportunities to promote the States' approach to keeping in touch via training and communications aimed at line managers.</b>	+	Medium	Q2 2019	<p>The Attendance Management element of the People Skills for Managers training, planned for roll out in Q1 2019, will capture this and promote the need (mechanism) for managers to keep in touch with ALL absent staff as well as enabling line managers to develop skills in how to handle keep in touch discussions and return to work conversations.</p> <p>First training course run in Q2. More to follow on a monthly basis throughout 2019.</p>
29	<b>Develop a mechanism for recording disability-related sickness absence and time off for disability-related treatment or appointments separately from non-disability related sickness and other types of leave.</b>	+	Medium	Q2 2019	<p>Unclear why. This has broader equality and diversity issues and is too narrow a descriptor.</p> <p>SAP drop down menu of reasons for absence to be reviewed.</p> <p>No further action this quarter.</p>
30	<b>Develop a policy on granting time off for planned disability-related absences such as treatment, rehabilitation or medical appointments.</b>	+	Medium	TBC	<p>The current arrangements (policy) whereby trigger points are used to support managers when engaging with ALL staff impacted by sickness absence is deemed fit for purpose. However, this will be reviewed as part of the policy review.</p>
31	<b>Ensure that the Future Leaders Scheme and other learning and development opportunities are accessible to disabled employees.</b>	+	Medium	Ongoing	<p>L&amp;D opportunities are available to ALL employees; however, these opportunities should support the person in their role once they have secured the job.</p>

Line managers are expected to work with employees to identify the training that will best meet their learning needs within whatever parameters the person presents.

Disabled employees are encouraged to access L&D opportunities where practical to do so.

Different Performance Management frameworks operate across the States of Guernsey.

A review of the PIP process for established staff will be carried out in 2019, at which point the experiences of disabled employees and their line managers will be examined.

No further update this quarter.

No further update this quarter.

32

**Take steps to gauge the experiences of disabled employees and their line managers when evaluating the effectiveness of the new performance management framework.**



Medium

Q4 2019

33

**Develop a strategy for developing the confidence of disabled employees.**



High

## Suppliers and Partners

34

**Review the extent to which key internal services are delivered by third parties. Where suppliers are identified, liaise with the supplier to explore the extent to which the suppliers' products and/or services are able to meet the needs of the States' disabled employees.**




High






2019

The Procurement Manager has given a commitment to ensure all suppliers can demonstrate an understanding and ability to meet the needs of a disabled customers.

The revised procurement policy will demonstrate this.

35	<b>Review BDF's guidance on disability smart approaches to working suppliers and partners.</b>	 High	2019	BDF advice taken on the draft procurement procedure. See above.
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## Premises

36	<b>Develop a clear understanding of the accessibility of the States' buildings.</b>	 Medium	Q3 2022	Ongoing Estate optimisation project commenced Q3 2018
37	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.</b>	 Medium	Ongoing	Ongoing Estate optimisation project commenced Q3 2018
38	<b>Ensure that accessibility for disabled employees is established as a key priority under the estates optimisation programme.</b>	 Medium	Ongoing	Ongoing Estate optimisation project commenced Q3 2018
39	<b>Ensure that Equality Impact Assessments are carried out when making changes to premises.</b>	 High	Ongoing	Ongoing Estate optimisation project commenced Q3 2018
40	<b>Consult with all employees impacted by the estates optimisation programme to identify any potential disability-related barriers.</b>	 Medium	Ongoing	Ongoing Estate optimisation project commenced Q3 2018

41

**Provide facilities leads working across the States various service areas with up to date training and guidance on maintaining accessibility.**



Medium

Ongoing

Staff within Property Services have had accessibility assessment training.

## Information Technology

42

**Sign BDF's Accessible Technology Charter and commit to working toward its requirements.**

Ongoing

Working to an Operational Service Commencement Date (OSCD) of 01 September 2019 with new supplier

43

**Use BDF's Accessibility Maturity Model to assess the current performance of the States' ICT.**

Ongoing

Consult with new IT supplier to ensure that the measurement of maturity levels will follow BDF accessibility maturity model.

44

**Consult with disabled employees to ensure that any new solutions developed as part of the IT Improvement Programme take into account the needs of disabled users. Where solutions are procured, require potential suppliers to demonstrate that their products are designed to be accessible to disabled users.**

Ongoing

Consult with new IT supplier to ensuring that the products are designed to be available to disabled customers.

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45

**Ensure that relevant leads from ISS work closely with other key stakeholders from across the organisation to develop a consistent approach to making adjustments for disabled employees.**

Ongoing

A requirement within the service specification is for all solutions to comply with and assist in the States of Guernsey's Disability and Inclusion Policy. This is aligned with the British Disability Forum (BDF) policy in respect to the provision of Information and Technology solutions.

Where a specific need is identified ISS staff will work with involved stakeholders to ensure the requirements are met to ensure full inclusion.



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# Commitment


BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Use the audit and action planning tool in Appendix B to review the Revenue Service's practice across the full range of areas where disability is relevant.</p>	<p><b>+</b> Medium</p>	<p>Ongoing</p>	<p>Debt collection page is being added to the website, in conjunction with this, all letters covering both tax and contribution collection have been updated. This will go live on 1/5/19.</p>
<p><b>2</b> Publicise the availability of a room for disabled customers who would benefit from a private space to carry out their transactions.</p>	<p><b>+</b> Medium</p>	<p>Completed</p>	
<p><b>3</b> Develop a disability-related FAQ for the Revenue Service webpages in order to publicise the various provisions that are in place to support disabled customers.</p>	<p><b>+</b> Medium</p>	<p>Q4 2019</p>	<p>Social inclusion champion and Revenue Service communication officer have been looking at FAQ that would help all users</p>
<p><b>4</b> Link to detailed information about the accessibility of the Service's customer service locations via the DisabledGo website.</p>	<p><b>+</b> Medium</p>	<p>Q2 2019</p>	<p>The link to AccessAble website has been added to the Revenues Service website</p>






## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled users of their service area.	 High	Completed	Disability Lead identified in each service area
<b>2</b> Ensure that service area leads use the audit and action planning tool in Appendix C to begin to measure and improve the performance of their service area.	 High	Ongoing in each area 31/12/2019	All service areas have completed the audit and action planning tool in Appendix C. Where actions are required, individuals have been identified to progress these.  Service areas continue to update actions.

## Know-how


<b>3</b> Commission training for customer-facing employees within the Committee for Employment and Social Security that focuses on the specific knowledge requirements of each service area.	 Medium	Ongoing	Induction sessions for ESS staff continue.  Job Centre staff have been offered Equality training.
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# Understanding the needs of disabled customers

<b>4</b>	<b>Ensure that where services are delivered directly to the public that disabled people are routinely involved in the development and review of those services.</b>	 High	31/12/2019	<p>GDA encouraged its members to take part in the recent revenue review.</p> <p>Housing focus group includes a tenant with disability.</p> <p>Income support and Revenue services are introducing customer forum groups.</p> <p>Job Centre (JC): meetings with GET continue Work Rehabilitation Team relay all appropriate feedback to JC team from clients with a disability.</p>
<b>5</b>	<b>Consider ways of widening consultation beyond the membership of the GDA.</b>	 Medium	31/12/2019	<p>Customers with disabilities or carers will be encouraged to join the relevant customer forum.</p>
<b>6</b>	<b>Explore ways of enabling greater access for disabled customers via advocacy.</b>	 Medium	31/12/2019	<p>Many third sector organisations offer informal advocacy for their members.</p> <p>The CoFE provides a level 2 City and Guilds advocacy course.</p> <p>To be investigated further.</p>

# Understanding the needs of disabled customers



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<b>7</b>	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related. Where complaints are disability-related, ensure that they feed directly into service improvement.</b>	 Medium	Ongoing	A report on all compliments and complaints is shared at Committee level on a quarterly basis.
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## Suppliers and partners

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<b>8</b>	<b>Review the extent to which third party suppliers deliver elements of public service on behalf of the Committee for Employment and Social Security.</b>	 High	Completed	Review has been undertaken by each service area.
<b>9</b>	<b>Where elements of the Committee for Employment and Social Security's public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of disabled customers.</b>	 High (where suppliers identified)	Completed (but ongoing)	<p>All contracts are managed through a quarterly contract management review process.</p> <p>ERS: The Tribunal members are third party suppliers. They will be asked to undergo the online awareness training.</p> <p>Housing: Regularly utilise contractors to undertake adaptations to properties to enable tenants to remain in their homes for longer. These are overseen by the disability lead in property services to insure they meet the need of the tenant.</p>

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# Communications

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10	<b>Ensure that (where available and relevant) all service areas' contact pages contain information about the accessibility of key locations (following the example of Social Security)</b>	+	Medium	Completed	
11	<b>Review key communication channels (e.g. phone and online) to ensure they are designed to meet the needs of disabled customers.</b>	+	High	31/12/2019	<p>Ongoing across all service areas.</p> <p>Information is provided online for all service areas. Alternative means of contact are also offered: to phone, write or visit in person.</p> <p>An interpreter service is presently being investigated which may also include assisting people with different disabilities.</p>
12	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that all new communications are designed to be accessible.</b>	+	High	31/12/2019	<p>Ongoing across all service areas.</p> <p>Housing: Currently reviewing Web pages. Shortly to issue a newsletter to assist in communication.</p> <p>Housing have recently updated applications forms: both hard copy and on line.</p> <p>ERS: Recent review of documents and digital communications. The update followed the communications team advice for accessibility.</p>

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13	<b>Liaise with the States' central communications team to ensure that relevant service areas have guidance on producing accessible information.</b>	+	Medium	Completed	Information and guidance is on the Bridge.
14	<b>Review the accessibility and tone of forms and letters that are sent to customers</b>	+	Medium	31/12/2019	ERS: Letters are currently being reviewed to improve accessibility and ease of understanding.

## Communications

15	<b>Develop a clear understanding of the accessibility of all of the Committee for Employment and Social Security's public-facing buildings.</b>	+	High	Completed	<p>Edward T Wheadon House: Improvement works presently being undertaken include improvements to customer/staff lifts and staff toilets, due to be completed mid 2019.</p> <p>Housing: Properties are reviewed as they become void, to assess for adaptations such as wet rooms.</p> <p>Properties have been reclassified into 4 categories. This information will be uploaded to the Housing database to allow better allocation according to mobility need.</p>
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16	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers. For example, Wheadon House.</b>	+ High	Ongoing with present building works	All service areas made alternative arrangements to see clients on the ground floor, when appropriate, during the time when the public lift was out of action.
17	<b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.</b>	+ Medium	Ongoing	Staff will provide additional assistance to individuals as necessary.

## Information Technology

18	<b>Develop a consistent approach to equality impact assessment that ensures the needs of disabled islanders are always considered in relation to key decisions.</b>	+ Medium	Completed	All new projects go through the ESS Portfolio team who ensure that disability is a key consideration in decision making about service delivery. Currently embedded in practice.
	<b>Provide IT leads working within ISS with information and guidance developed by BDF's Technology Taskforce.</b>	Medium	31/12/2019	<p>The BDF guidance has been shared with senior ISS staff.</p> <p>The Future Digital Services provides an opportunity to deliver ICT services in a manner that is consistent with modern needs of the workforce and in a manner that meets everyone's requirements</p> <p>The newly appointed FDS partner will be contacted with the information and guidance from the BDF technology taskforce.</p>





## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled users of their service.	<b>+</b> High	Completed	
<b>2</b> Ensure that service area leads use the audit and action planning tool in Appendix C to formally measure and improve the performance of their service.	<b>+</b> Medium	Completed	No further updates required
<b>3</b> Consider whether disability-related objectives might be included within existing customer-related plans or strategies (in addition to the action contained within the Guernsey Tourism Strategic Plan (2015–2025). performance of their service area.	<b>+</b> Medium	Completed	Discussed with Director of Marketing and Tourism – further exploration of customer related plans in relation to tourism strategy will require cross committee collaboration and communication.

## Know-how


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<b>4</b>	<b>Continue to promote the States' free online disability awareness training to all public facing employees working within the Committee for Economic Development's service areas and monitor take up.</b>	 Medium	Completed	Link to be acquired and sent to all ED staff every 2nd Quarter
<b>5</b>	<b>Consider commissioning training and/or guidance that addresses the specific disability components of public-facing service areas, including the Guernsey Information Centre.</b>	 Medium	Q3 and Q4 2019	"hidden disability training" undertaken by GIC and Welcome team staff.  All other staff within ED to be contacted by AG to ascertain interest in taking training course.  GE to be contacted

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## Understanding the needs of disabled customers

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<b>6</b>	<b>Ensure that disability-related statistics such as census data is shared with service leads from the Committee for Economic Development in order to inform service planning.</b>	 Low	End of Q4 2019	To be tied in with point 3. Planning for future provisions for accessibility.
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7	<b>Ensure that where services are delivered directly to the public that disabled people are involved in the development and review of those services.</b>	+ High	End of Q4	GE to liaise with GDA to facilitate review of ED buildings.
8	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</b>	+ Medium	Q4 2019	ED to think about different ways customers can deliver complaints/feedback To be reviewed end of Q4

## Suppliers and partners

9	<b>Review whether any third parties deliver elements of public service on behalf of the Committee for Economic Development.</b>	+ High	End of Q3 2019	Speak to business units with websites about screen writers, assisted tech and ease of use.
10	<b>If elements of the Committee for Economic Development's public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	End of Q4 2019	Check what services are provided by third parties. Check they are able to meet needs of disabled customers/ staff.

11	<b>Continue to promote the States of Guernsey's free disability awareness online training to organisations working in the tourism sector and monitor take up.</b>	+ Low	Ongoing Every 2nd quarter.	Link to be sent to all ED staff every 2nd Quarter
12	<b>Ensure that customer-facing staff working for the Guernsey Information Centre are familiar with the information about the accessibility of entertainment, cultural and leisure venues on the DisabledGo website.</b>	+ High	Ongoing	No further updates required

## Communications

13	<b>Review key communication channels (e.g. phone and online) to ensure they are designed to meet the needs of disabled customers.</b>	+ High	End of Q4 2019	Completion date moved to end of Q4 2019
14	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers.</b>	+ High	End of Q4 2019	Completion date moved to end of Q4 2019

15	<b>Develop training and guidance to help customer-facing staff meet the needs of customers who may lack mental capacity, especially with regard to the State’s registry service.</b>	+	Medium	End of Q4 2019	RM to be contacted to set up “hidden disability training” with Disability Officer.  Hidden disability training for other Ed staff, date to be arranged
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## Premises

16	<b>Develop a clear understanding of the accessibility of the Committee for Economic Development’s public facing buildings.</b>	+	High	Complete	The only building connected to CfED that is inaccessible is RFH due to no lift and fairly narrow corridors. The other buildings: GIC, Digital Greenhouse, and the Market Building level 4 all have ramps or lifts. However it should be noted that the double doors of the Market building which allow access to the lift and the disabled are incredibly heavy and should possibly be made easier to open. This will require liaising with SPS and Bailiwick Estates.
17	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers (with specific reference to Albert Pier and the Guernsey Information Centre).</b>	+	High	End of Q4 2019	Albert Pier and GIC have seen work to make these area more accessible.



18	<b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.</b>	+ High	Q3 and Q4 2019	RM to be contacted to set up “hidden disability training” with Disability officer.  Others from front facing business units to be approached first and then other members of staff in broader ED remit.  Completion date moved to end of July (behind schedule)
19	<b>Incorporate information about the accessibility of the Digital Greenhouse onto the Digital Greenhouse’s main website site.</b>	+ Medium	Completed	No further update required

## Information technology

20	<b>Ensure that any electronic forms used by public services of the Committee for Economic Development are designed following good practice accessibility guidelines.</b>	+ High	End of Q4 2019	Completion date moved to end of Q4 2019  Liaise with Disability Officer to clarify
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21	<b>Communicate to customers how using in-built accessibility functions can improve access to online forms.</b>	+	Medium	End of Q3	The Future Digital Services provides an opportunity to deliver ICT services in a manner that is consistent with modern needs of the workforce and in a manner that meets everyone's requirements. A requirement within the service specification is for all solutions to comply with and assist in the States of Guernsey's Disability and Inclusion Policy which is aligned with the British Disability Forum (BDF) policy in respect to the provision of Information and Technology solutions.
22	<b>Provide IT leads working within the Committee for Economic Development with information and guidance developed by BDF's Technology Taskforce.</b>	+	Medium	End of Q4 2019	Completion date moved to end of Q4 2019 Liaise with Disability Officer to clarify

## Commitment




BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Ensure that all relevant service areas follow the example of the Guernsey Museums and Galleries and develop a public statement of commitment to improving disability performance.</p>	<p> High</p>	<p>January 2019</p>	<p>Recreation Services has worked with the Adult Disability Service to achieve the Guernsey version of 'Safe Place' accreditation.</p> <p>Education Services: a review of SEN Code of Practice and legislation is currently being looked at through the Education Law Review Group.</p> <p>In line with the States' commitment to the UNCRC, all primary and secondary schools are now registered with UNICEF, with the aim of all schools achieving the "Rights Respecting Schools Award" bronze award, by the end of the academic year.</p>
<p><b>2</b> Identify a named lead within each service area that has responsibility for leading work on meeting the needs of disabled users of their service.</p>	<p> Medium</p>	<p>Completed June 2018</p>	<p>Service leads in all service areas.</p>

3	<b>Ensure that service area leads use the audit and action planning tool in Appendix C to measure and improve the performance of their service.</b>	+ Medium	September 2019	Education- Service area leads will look at the use of the tool across their respective areas in September 2019.
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## Know-how

4	<b>Commission training and/or guidance where a need for support on addressing the disability components of specific service areas is identified. For example, providing training on accessible environments for staff in education estates.</b>	+ Medium	Completed	<p>All primary and secondary schools have received training from UNICEF on the rights of all children, which includes those with disabilities.</p> <p>ESC has co-delivered with other agencies level 4 training “Safeguarding Children With Disabilities” to a range of different stakeholders, including its own staff this term.</p> <p>ESC currently is currently seeking to recruit additional compliance trainers re safeguarding children with disabilities and other vulnerable children.</p> <p>Heritage Services staff strive to make their environments as accessible as possible – including exhibition design. Staff can contact the Access &amp; Learning Manager for information and guidance. They continue to consult with the Guernsey Disability Alliance (GDA) when appropriate. AccessAble have reviewed many of the Heritage sites and their website provides extensive information on access. Seasonal staff are briefed at the annual pre-season training day.</p>
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# Understanding the needs of disabled customers

5	<p><b>Ensure that where services are delivered directly to the public, disabled people are routinely involved in the development and review of those services.</b></p>	<p> Medium</p>	<p>Completed but also an ongoing requirement</p>	<p>ESC is currently discussing and planning how best to engage various agencies and partners to realise the new SEN Law.</p> <p>Meetings with key partners including the GDA have taken place and there are plans to include more stakeholders including parents of disabled/SEND children and young people in the Autumn Term.</p> <p>Heritage Services – Disability Officer engaged in review of access to Castle Cornet</p>
6	<p><b>Develop a means of assessing the views and experiences of disabled customers who are not members of the GDA.</b></p>	<p> Low</p>	<p>September 2019</p>	<p>Currently in train through SEN Law Working group, as mentioned above. Engagement with other agencies and stakeholders are currently being planned.</p> <p>Recreation Services –online surveys are now being undertaken</p>
7	<p><b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</b></p>	<p> High</p>	<p>Ongoing quarterly activity</p>	<p>Heritage Services - there is now routine monitoring of platforms such as Trip Advisor as in practice this is where most spontaneous feedback about Heritage sites is now made, responding/ reacting to comments where required.</p> <p>Sport and Recreation comments and complaints, including those which are disability related, are recorded and analysed on an annual basis with comments feeding into the Customer Improvement Plan.</p> <p>All complaints of this nature to Education Services are dealt with according to the published policy.</p>



## Suppliers and partners

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8	<b>Review the extent to which third parties deliver elements of public service on behalf of the Committee for Education, Sport and Culture.</b>	+ Medium	December 2019	Commissioned Services and 'service level agreements' with third parties who deliver and support Education Services delivery in schools and provide additional educational provision will be reviewed in Q3/4.
9	<b>Where elements of the Committee for Education, Sport and Culture's public services are delivered by third parties (for example, the organisation that supplies café staff working in schools), liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	September 2019	

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## Communications

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10	<b>Review key customer communication channels (e.g. phone and digital) for key services to ensure they are designed to meet the needs of disabled customers.</b>	+ High	Completed	
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11	<b>Confirm that external customer-facing websites have been designed to be accessible or commission an audit to identify how access might be improved for disabled users.</b>	+ Low	Ongoing	Beau sejour website update July 2018.
12	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that new documents are designed to be accessible.</b>	+ High	September 2019	No update

## Premises

13	<b>Develop a clear understanding of the accessibility of all of the Committee for Education, Sport and Culture's public facing buildings.</b>	+ High	Completed	<p>Heritage Services - revived project considering access to Castle Cornet (in all meanings of 'access')</p> <p>Recreation services - Ongoing improvement work to the changing village at Beau Sejour, July-September.</p> <p>Recreation services - review of signage at Beau Sejour.</p>
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14	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.</b>	+ High	Ongoing	<p>Recreation Services received funding from routine capital for the installation of 2 new lifts within Beau Sejour although a final decision as to whether to install these lifts has not yet been made pending investigations on alternatives including the possible installation of a ramp (if space allows) which would provide a much better solution.</p> <p>Recreation Services expect work to commence on the ramp to the Guernsey information Centre in September.</p> <p>Heritage Services- revived Castle Cornet project includes considering 'alternative forms of access'</p>
15	<b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using a building and be proactive in offering support.</b>	+ Medium	September 2019	<p>Recreation services- ongoing disability awareness training for staff.</p>

## Information technology


16	<b>Provide IT leads working within the Committee for Education, Culture and Sport with information and guidance developed by BDF's Technology Taskforce</b>	+ High	April 2019	<p>Improvements for disabled customers and disabled employees will also be covered in the Future Digital Services Programme.</p>
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## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled service users (including disabled family members and visitors etc.) of their service.</p>	<p><b>+</b> High</p>	<p>Complete</p>	<p>Complete</p>
<p><b>2</b> Encourage service area leads to use the audit and action planning tool in Appendix C to consider how the accessibility of their service area might be improved.</p>	<p><b>+</b> High</p>	<p>2019</p>	<p>No update</p>

## Know-how



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<b>3</b>	<b>Review the training, advice and guidance available to customer-facing staff to ensure it provides guidance on meeting the needs of disabled service users. Ensure that support is tailored and relates to the specific-disability requirements of colleagues' roles.</b>	 Medium	Complete	<p>The Adult Disability Service provides learning disability and autism awareness training sessions to many states and other departments.</p> <p>The Adult Disability Service has just completed the consultation stage of a full review of the service they provide to people with learning disabilities. Engagement with service user, relatives, staff and other stakeholders.</p>
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## Understanding the needs of disabled customers

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<b>4</b>	<b>Ensure that where services are delivered directly to the public, disabled people are routinely involved in the development and review of those services.</b>	 High	Ongoing	<p>Adult Disability Services -Repatriation work is progressing well in relation to meeting potential tenants, families and key stakeholders.</p>
<b>5</b>	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related. Ensure that where disability-related complaints are received, that these feed directly into service improvement.</b>	 Medium	Ongoing	<p>The online complaints and compliments page on gov. gg is currently being reviewed by the Deputy Chief Nurse and Corporate Communications.</p> <p>HSC has recently completed a wide reaching consultation with people who have learning disabilities and/or autism and their families as part of the review of our services. This included the options of face to face sessions, use of Talking Mats and a questionnaire. The report on this consultation is being drafted by the external consultant at the moment.</p>





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## Suppliers and partners


6	Review the extent to which third parties deliver elements of public service on behalf of the Committee for Health and Social Care.	+ High	Complete	Complete
7	Where elements of the Committee for Health and Social Care's public services are delivered by third parties liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.	+ High	Complete	Complete
8	Liaise with day centres to explore how they might be supported to begin to measure and improve access for disabled service users.	+ Medium	Ongoing / Complete	The Willows: is positioned on the ground floor. Limited access to those in large wheelchairs. Jubilee house is undergoing refurbishment.

## Communications

9	Review key customer communication channels (e.g. phone and digital) for key services to ensure they are designed to meet the needs of disabled customers.	+ High	Ongoing	
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10	<b>Confirm that external customer-facing websites including (the Children Law site) have been designed to be accessible or commission an audit to identify how access might be improved for disabled users.</b>	 Medium	Ongoing	Current work stream looking at the accessibility of the Compliments and Complaints feedback.
11	<b>Explore the availability of an advocacy service to support the needs of disadvantaged service users.</b>	 Medium	Incomplete	Need to look into this further as would need to be independent form HSC.
12	<b>Review the complaints procedure to ensure that it is accessible to disabled service users, including those with learning disabilities.</b>	 High	Ongoing	See point 5
13	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that new documents are designed to be accessible.</b>	 Medium	Ongoing	HSC is undergoing a review of its printing services and part of that review will be to consider how accessible communications are to all users

## Premises

14	<b>Develop a clear understanding of the accessibility of all of the Committee for Health and Social Care's public facing buildings.</b>	 High	Long term	The Autism Hub comprising of 8 individual bungalows, a gym/sensory room and staff offices is due for completion Summer 2019.
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15	<b>Where buildings are inaccessible or no longer fit for purpose, develop realistic and proportionate plans to remove or avoid barriers.</b>	+ High	Long term	<p>Modernisation of the PEH; The programme will ensure relevant stakeholders will be involved within the projects as they develop, as communication between staff and service users will influence the projects as they progress, ensuring buildings meet disability requirements. Some discussion already made about adapting some of the toilet facilities around PEH to include changing room and showers. Currently there is no space suitable within the PEH for this development but it will be considered within the new extension. For immediate consideration to develop a changing room facility communication has been passed to Mandy Mackelworth to assess if any community sites would be suitable.</p>
16	<b>Prioritise improvements where there is a risk to the safety of service users and staff.</b>	+ High	Long term	<p>St Martin's Community Centre Day Centre for people with learning disabilities is fully accessible to those with a physical disability.</p> <p>Community Hub; A Business Case for a Transforming Community Services will focus on service review &amp; re-design. Following which, should the proposed development of a new Community Hub be approved (timeframe unknown); legacy offices which are not deemed fit for purpose will be vacated and handed to STSB for re-purposing or disposal.</p>



GHA - rebuild project which will include thecroft and other community buildings.

Accommodation Care & Support Programme (GHA); Work has started on a Strategic Outline Case, drawing together previous work, to move this programme forward. All key stakeholder associated with this programme and its related projects, will be involved throughout. A detailed communications plan will be explored once approval for the progression of the SOC has been given. Stakeholders with which communication will be essential include: HSC staff, service users, GHA, Housing, and Employment & Social Security, etc. The programme is designed to support service user accommodation being re-provisioned in partnership with the Guernsey Housing Association (GHA) and Housing (ESS). Through the development of purpose built service user accommodation, the programme aims to develop services that will maximise independence and choice for people living with disability and enhance their health and care outcomes.

17

**Ensure that any customer-facing staff are trained to recognise when a customer might need support using a building and be proactive in offering support. This includes an awareness of how to operate key equipment such as portable induction loops.**

**+** High

Ongoing

Long term

# Information technology

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18

**Provide IT leads working within the Committee for Health and Social Care with information and guidance developed by BDF's Technology Taskforce.**





Medium

Ongoing

Future of digital services project: A requirement within the service specification is for all solutions to comply with and assist in the States of Guernsey's Disability and Inclusion Policy which is aligned with the British Disability Forum (BDF) policy in respect to the provision of Information and Technology solutions.

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## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Identify a named lead within each service area that has responsibility for leading work on meeting the needs of disabled users of their service.</p>	<p> High</p>	<p>Continue working towards in 2019</p>	<p>Appointed for most Services. Agenda item for team's that are yet to appoint.</p>
<p><b>2</b> Ensure that each service area develops a public commitment to providing a service that is as inclusive and accessible to disabled islanders as possible.</p>	<p> Medium</p>	<p>Continue working towards in 2019</p>	<p>Law Enforcement: The published Law Enforcement Service Delivery Plan includes a number of relevant priorities. Prison: this is reflected in all policy documents. Accessibility information displayed on accessAble website. The Probation Service has accessibility information displayed on the accessAble website. However, the Guernsey Information Centre only has disabled access on the ground floor and not on the first floor where the Probation Service is based.</p>

Fire: Everyone should be treated with dignity, respect and consideration and that all of the employees have a role to play in delivering this important agenda.

3

**Ensure that service area leads use the audit and action planning tool in Appendix C to begin to measure and identify improvements with regard to the disability performance of their service area.**



Medium

Continue working towards in 2019

Law Enforcement: Audit undertaken June 2019

Fire: To be undertaken during the year when resources are available

Prison: Reviewed at Bi monthly Diversity meetings

Probation: Tool for individual service areas now reviewed by the Senior Management Team.

4

**Ensure that each service area develops disability-specific plans or amends existing customer-related plans or strategies to include reference to meeting the needs of disabled islanders.**



Medium

Continue working towards in 2019

Law Enforcement: To be developed

Fire: Enforce a culture of treating everyone with fairness, dignity and respect.

Prison: Consideration of disability plans are included in overall diversity strategy to ensure inclusiveness and accessibility to all areas and activities within the prison.

## Know-how

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<b>5</b>	<b>Promote the States of Guernsey's free online disability awareness training to all public-facing employees working within the Committee for Home Affairs' service areas and monitor take up.</b>	<b>+</b> High	Continue working towards in 2019	Law Enforcement: Learning & Development staff be to be made aware. Optional non on line training being investigated.  Fire: All staff at the Fire Service have completed this training.  Prison: Part of the induction process for all new staff.  Probation: Established staff have been instructed to undertake the online disability awareness training, and this will be monitored. This training will be included in the induction for all new members of staff.
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## Recommendations

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<b>6</b>	<b>Commission training and/or guidance that includes a focus on meeting the needs of customers as they relate to accessing specific service areas. For example, disability smart call handling for colleagues working in the Joint Emergency Services Control Centre.</b>	<b>+</b> High	Continue working towards in 2019	Law Enforcement: During the probationary training there is an emphasis on diversity, including dealing with people that have specific requirements, including those who have disabilities. All staff are trained in Dementia awareness.  Prison: Two sessions provided annually to cover all minority strands that includes disability.
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Probation: A member of the senior management team along with the service lead for disability attended an equality awareness seminar focusing on human rights and equality.

Equality awareness seminar and AccessAble Surveying training.

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## Understanding the needs of disabled customers

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7

**Ensure that where services are delivered directly to the public that disabled people are routinely involved in the development and review of those services.**

 High

Continue working towards in 2019

Law Enforcement: Police website currently being developed to include improved accessibility. The project is also covering consideration of how to incorporate specific Financial Investigation Unit and Guernsey Border Agency sections.

Fire: ML has drafted partnership agreement with Health to share information about those most at risk in the community.

Prison- Prisoners are assessed on entry into the prison and reasonable adjustments are made. Still needs to be included in a visitors survey planned for Q3

8	<p><b>Develop a consistent approach to equality impact assessment that ensures the needs of disabled islanders are always considered in relation to key customer-related policies and procedures.</b></p>	<p><b>+</b> Medium</p>	<p>Continue working towards in 2019</p>	<p>Law Enforcement: Policies are regularly reviewed and each contains a commitment to not unfairly discriminate against any person.</p> <p>Fire: This will require development once the audit is completed, to embed as 'business as usual'.</p> <p>Prison- All policies have been reviewed in past 5 years to consider all minority strands which includes disability.</p> <p>Probation: All policies are currently under review, in line with updated HR policies, and will be updated to consider the customer/client impact.</p>
9	<p><b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related. Where complaints are received, ensure that these feed directly into service improvement.</b></p>	<p><b>+</b> Medium</p>	<p>Continue working towards in 2019</p>	<p>Prison: There is a diversity reporting form which is raised for each complaint. All reports are discussed at the bi monthly diversity meeting for monitoring purposes, identifying trends and addressing any shortcomings</p>

# Suppliers and partners

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10

**Review the extent to which third parties deliver elements of public service on behalf of the Committee for Home Affairs.**

 Medium

Continue working towards in 2019

Fire: Third parties are not utilised to deliver services.

Prison: Volunteers and external contractors are invited to training.


A member of the Independent Monitoring Panel attends the bi monthly Diversity team meetings.

Probation: Community Service beneficiaries are subject to thorough Health and Safety assessment which takes into account provision for any specific needs of disabled clients.

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11

**Where elements of the Committee for Home Affairs' public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of disabled customers.**

 High (if suppliers identified)

Continue working towards in 2019

Fire: Third parties are not utilised to deliver services.

Prison: Public services are delivered by third parties. All receive diversity talk as part of their induction and security briefing.

Probation: Drug Concern provide The Criminal Justice Substance Service under a service level agreement with Guernsey Probation Service. They have appropriate policies in place that meet the needs of this client group.

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# Communication

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12

**Review contact provision to ensure it is designed to meet the needs of disabled customers.**

 High

Continue working towards in 2019

Law Enforcement: Police website is shortly due to be upgraded, and its accessibility will be considered.

Fire: To be reviewed and follow corporate communications guidance

Prison: Hearing loops and large print digital options available, hard copy of braille information still to be obtained.

Probation Service: Each client reviewed at initial contact on reception and will respond to specific needs on an individual basis. Currently considering a Hearing Loop.

13

**Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers.**

 Medium

Continue working towards in 2019

Law Enforcement: To be reviewed

Fire: To be reviewed and follow corporate communications guidance

Prison: Hearing loops and large print digital options available, hard copy of braille information still to be obtained.

Probation: Signage for the Service is appropriate. The Service has worked with [accessible.co.uk](http://accessible.co.uk) and information is available online. Letters and information leaflets are amended when necessary.

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14

**Ensure that social media content provided by the Fire and Rescue Service, Guernsey Police and any other service areas under the Committee for Home Affairs follow good practice guidelines regarding accessibility.**

 Medium

Continue working towards in 2019

Law Enforcement: The Police website is shortly due to be upgraded, and its accessibility will be considered,

Fire: This is overseen by the Committee's Media Officer and we make changes as a result of his advice.

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## Premises

15

**Develop a clear understanding of the accessibility of the Committee for Home Affairs' public facing buildings.**

 High

Continue working towards in 2019

Law Enforcement: There are access difficulties due to the Heritage building that the Police headquarters is located in.

The lift was out of commission for a period of time, making it difficult for wheelchair users to access the building. Access audit has been undertaken.

Prison: Disability Alliance audit conducted regarding accessibility, this is now included in all new projects.

Contingency now in place for disabled staff, prisoner and visitors where access was difficult to ensure inclusivity.

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16

**Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.**

 High

Continue working towards in 2019

Law Enforcement: As above

Fire: Operate from a historic and protected building, resulting in a number of barriers to overcome. Facilities are available to enable the public access that is required.

Probation: When disabled access is required, alternative measures are taken where necessary.

Prison: Accessibility is now included in all new projects.

Contingency now in place for disabled staff, prisoner and visitors where access was difficult to ensure inclusivity.

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17

**Ensure that customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.**

 Medium

Continue working towards in 2019

Law Enforcement: As per 6 above

Fire: Following training, all staff should be aware and able to identify and satisfy the needs of our 'customers'

Prison: Ramps, seating, large print and hearing loops available and understood by staff, customer facing staff have identified online training on Personal development plans.

Probation: Officer travels to a suitable location to meet the client if necessary due to limited accessibility of the building.

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# Information technology

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18

**Provide IT leads working for the Committee for Home Affairs with information and guidance developed by BDF's Technology Taskforce**

 High

Continue working towards in 2019

Law Enforcement: IT services delivered by a centralised corporate function




Fire: IT services delivered by a centralised corporate function

Prison: IT services delivered by a centralised corporate function- link to BDF technology taskforce sent to ISS lead for Committee for Home

Probation: IT services delivered by a centralised corporate function.

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## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>1</b> Ensure that relevant trading assets develop a public commitment to meeting the needs of disabled customers.	 Medium	Complete	
<b>2</b> Ensures that each trading asset (where relevant) has a nominated lead who is responsible for leading work on improving provision for disabled customers.	 High	Complete	
<b>3</b> Ensure that support is tailored and relates to the specific-disability requirements of colleagues' roles.	 Medium	Complete	
<b>4</b> Ensure that all relevant trading assets develop disability-related plans that are specific to their area	 High	Ongoing	Trading Assets are customer focussed and the needs of specific customer groups are required, they are taken into account during the business planning process.

# Know-how

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<b>5</b>	<b>Promote the States' online disability awareness training to all frontline staff within the States' Trading Supervisory Board.</b>	<b>+</b> Medium	Ongoing	<p>Awareness promoted via internal newsletter and at team meetings. Promoted to new staff at induction.</p> <p>Some staff do not have access to a PC or are not computer literate and therefore cannot undertake the online training.</p> <p>A request has been made to the Disability Officer who has confirmed that they will be looking into suitable training provision for those without access to a PC.</p>
<b>6</b>	<b>Review the training available to frontline staff in order to ensure that, in addition to providing a level of general disability awareness, it also addresses the specific disability-related requirements of their roles</b>	<b>+</b> Medium	Annually	<p>Accessible Environments and approx. 21 States staff have undertaken the training including 7 from Trading Assets.</p> <p>Property Services has staff trained in Access auditing and inclusive design. These are not frontline staff but rather advise committees on incorporating accessibility for various disabilities in design of property works.</p> <p>Guernsey Water produce bills with large text for visually impaired.</p> <p>Trading Assets review communication channels to ensure they are appropriate.</p> <p>Staff from Trading Assets have attended the equality workshops recently provided.</p>

## Understanding the needs of disabled customers

7	<b>Ensure that where services are delivered directly to the public, disabled people are routinely involved in the development and review of those services.</b>	+ High	Ongoing	Guernsey Ports are using social media, paper QR code cards and their website to encourage all customers to provide feedback.  GDA/Access for All representatives involved in Community Panel for the SEA development projects
8	<b>Develop a means of assessing the views and experiences of disabled customers who are not members of the GDA.</b>	+ Medium	Ongoing	No update
9	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</b>	+ Medium	Monthly / Complete	Each of the customer focussed Trading Assets regularly canvass users for their experience of the service. This is undertaken through 'hard copy' questionnaires, social media feedback and representative groups  Guernsey Water is considering the development of a 'vulnerable users' charter.

## Understanding the needs of disabled customers

10	<b>Review the extent to which third parties deliver elements of public service on behalf of the States' Trading Supervisory Board.</b>	+ High	Complete	
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11	<b>Where elements of the States' Trading Supervisory Board's public services are delivered by third parties (for example, security at Guernsey Airport), liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	December 2019	Security team at the Ports are trained to respond to wearers of lanyards and their needs.  The Procurement Manager has given a commitment to ensure all suppliers can demonstrate an understanding and ability to meet the needs of a disabled customers and contracts and procurements being amended to ensure this occurs
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## Communication

12	<b>Review key customer communication channels (e.g. phone and digital) for key services to ensure they are designed to meet the needs of disabled customers.</b>	+ High	Ongoing / Complete	Communication channels are regularly reviewed
13	<b>Confirm that customer-facing websites (including Guernsey Airport, Guernsey Water, Guernsey Dairy and Guernsey Harbour) have been designed to be accessible or commission an audit to identify how access might be improved for disabled users.</b>	+ Medium	Ongoing / Complete	Websites are reviewed for accessibility when updates are made
14	<b>Consider how to better meet the communication needs of customers who use Sign Language.</b>	+ Medium	To be decided	No update



15	<b>Amend the contact details on the special assistance page of the Guernsey Airport website so that it includes an alternative to using the phone.</b>	+ High	Complete	The Guernsey Ports (Guernsey Airport and Guernsey Harbours) website's special assistance page includes information on its facilities, hidden lanyard scheme were appropriate, accessible taxis, accessible guides with pictures showing how to access the building and planes etc
16	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that new documents are designed to be accessible.</b>	+ Medium	Ongoing	States Disability Officer working with Ports Communications Manager on a range of accessibility matters.

## Premises

17	<b>Develop a clear understanding of the accessibility of all of the States' Trading Supervisory Board's public facing buildings.</b>	+ High	June 2019	States Disability Officer liaising with Accessable to understand accessibility for all States buildings.
18	<b>Where buildings are inaccessible (for example, the Harbour Office), develop realistic and proportionate plans to remove or avoid barriers.</b>	+ High	Complete	Guernsey Harbours have opened a new customer service centre on the Albert Pier which is more accessible than the Harbour Office.  Guernsey Harbour awarded Best UK & British Isles Port of Call in Cruise Critic UK Editors' Picks Awards partly for its work to improve facilities for people who are less mobile and older.

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19

**Ensure that any customer-facing staff are trained to recognise when a customer might need support using a building and be proactive in offering support.**



Medium

Ongoing

No update

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## Information technology

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20

**Provide IT leads working within the States' Trading Supervisory Board with information and guidance developed by BDF's Technology Taskforce.**



High




December 2019

Included in FDS

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## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled users of their service.	 High	Completed	
<b>2</b> Ensure that service area leads use the audit and action planning tool in Appendix C to formally measure and improve the performance of their service.	 High	Ongoing in 2019	No update
<b>3</b> Consider whether disability-related objectives might be included within existing customer-related plans or strategies (in addition to the actions referenced in the Traffic & Highway Service's plan).	 Medium	Ongoing in 2019	Transport Strategy includes requirements for accessible transport system.

## Know-how

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4	<b>Continue to promote the States' free online disability awareness training to all public facing employees working within the Committee for Environment and Infrastructure's service areas and monitor take up.</b>	+	Medium	Completed	Traffic and Highways service front line staff have completed the Disability Awareness Guernsey online Training Course.  Disability Awareness Guernsey online Training Course promoted to all staff
5	<b>Consider commissioning training and/or guidance that includes a focus on meeting the needs of customers with mental health conditions in relation to public-facing service areas such as Planning and Driver and Vehicle Licensing.</b>	+	Medium	Ongoing in 2019	Disability awareness training provided for CT plus bus drivers and taxi drivers.  Traffic and Highways service front line staff have completed the Disability Awareness Guernsey online Training Course.  Hidden disability training will be offered to public facing staff

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## Recommendations

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6	<b>Develop guideline principles to enable a proportionate approach to balancing customer demands with factors such as restrictions relating to upgrading historic buildings.</b>	+	Medium	Ongoing	No update
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# Understanding

7	<b>Ensure that disability-related statistics such as census data is shared with service leads from the Committee for Environment and Infrastructure in order to inform service planning.</b>	 Medium	Completed	Disability Needs survey shared with Disability leads to inform future service planning
8	<b>Ensure that where services are delivered directly to the public that disabled people are routinely involved in the development and review of those services.</b>	 High	Ongoing in 2019	<p>The Traffic and Highways team looking to set up a customer forum to advise on services.</p> <p>A new policy relating to the provision of footways has been approved, ensuring that the pedestrian is prioritised and that footways (pavements), where reasonably possible, are installed as a continuous route, with dropped kerbs provided at a vehicle crossover. This has been reviewed by certain third sector organisations for their input.</p>
9	<b>Consider ways of widening consultation beyond the membership of the GDA. For example, by using the database of Blue Badge holders.</b>	 Medium	Ongoing in 2019	See above
10	<b>Develop a consistent approach to equality impact assessment that ensures the needs of disabled islanders are always considered in relation to key decisions.</b>	 Medium	Ongoing in 2019	No update

11	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</b>	+ Medium	Ongoing in 2019	Complaints will be considered by the relevant service area accordingly to their procedure.
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## Suppliers and partners

12	<b>Review the extent to which third parties deliver elements of public service on behalf of the Committee for Environment and Infrastructure.</b>	+ High	Completed	Third parties provide bus and taxi services
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## Recommendations


13	<b>Where elements of the Committee for Environment and Infrastructure's public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	Ongoing in 2019	All existing and new CT Plus bus drivers have been trained with regard to disability awareness. Driver & Vehicle Licensing ensure all accessible plate taxi drivers undertake the disability awareness training. This is also offered to all other drivers
14	<b>Confirm whether bus drivers receive training on meeting the needs of passengers with both physical and non-physical disabilities. If not, then commission training.</b>	+ Medium	Ongoing in 2019	All existing and new CT Plus bus drivers have been trained with regard to disability awareness.

15	<b>Consider how to improve the disability confidence of drivers working for private taxi firms. For example by making training on meeting the needs of disabled customers a compulsory requirement for any taxi used by the States.</b>	+ Low	Ongoing in 2019	Driver & Vehicle Licensing ensure all accessible plate taxi drivers undertake the disability awareness training.  This is also offered to all other taxi drivers
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## Communication

16	<b>Ensure that (where available and relevant) all service areas' contact pages contain information about accessibility (following the example of Agriculture, Countryside and Land Management Services)</b>	+ Low	Q4 2019	No update
17	<b>Ensure that social media content provides updates about works that might impact on disabled islanders' ability to travel independently and that good practice guidelines regarding accessibility are followed.</b>	+ Medium	Ongoing in 2019	Information about road closures is available on gov.gg. roadworks  Accessible parking information is available on gov.gg. This information is available as a map. parking  Confirm if it is possible for this information to be published on social media.




# Premises

18	<b>Develop a clear understanding of the accessibility of the Committee for Environment and Infrastructure's public facing buildings.</b>	 High	Completed	Audit completed on THS Bulwer Avenue Office. There are two blue badge bays close to the building, an accessible toilet, a wheel chair friendly ramp and low desks at reception and customer service counters.
19	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.</b>	 High	Completed	
20	<b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.</b>	 High	Work ongoing through 2019	Delivered via ongoing training and staff development. Staff have completed the Disability Awareness Guernsey online Training Course.
21	<b>Use the access guides developed by DisabledGo relating to public spaces such as beaches and parks as the basis for a plan to improve access for disabled islanders and visitors. Ensure that disabled islanders are also involved in the development of plans.</b>	 Medium	Work ongoing through 2019	New accessible bus shelters have been installed.  Improvements were made to Market Street, which included the installation of granite paving on a single level making it more accessible.  There is a programme in place to install new dedicated street lighting at zebra crossings to improve pedestrian safety.



Traffic and Highways Services is installing new sections of footpath where practicable and new crossings at identified key locations. It is also making improvements as part of its road resurfacing programme and minor work repairs to existing crossings by installing dropped kerbs with associated blister paving and at the end of footpaths where it is beneficial for wheelchair users, those pushing pushchairs etc and the visually impaired for there to be flush surfaces.

## Information technology

22	<b>Ensure that any electronic forms used by public services of the Committee for Environment and Infrastructure are designed following good practice accessibility guidelines.</b>	 High	Ongoing through 2019	Accessibility guidance is available from the central communications team
23	<b>Ensure that any electronic forms used by public services of the Committee for Environment and Infrastructure are designed following good practice accessibility guidelines.</b>	 Medium	Ongoing through 2019	Accessibility guidance is available from the central communications team
24	<b>Provide IT leads working within the Committee for Environment and Infrastructure with information and guidance developed by BDF's Technology Taskforce.</b>	 Medium	Completed	

## Commitment

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
1	Use the audit and action planning tool in Appendix D to review the Court's practice across the full range of areas where disability is relevant.	+ Medium	Complete	Complete
2	Review the Royal Court website to confirm it has been designed to be accessible or commission an audit to identify how accessibility and usability might be improved for disabled users	+ High	31 December 2019	<b>Ongoing</b> A review of the entire content of the Royal Court website has been conducted and established that a complete change of its layout and content is necessary. This will take place in 2019 when funding becomes available – this redesigned website will meet the WCA guidelines. Target completion date amended accordingly
3	Consider providing audio recordings of court proceedings at no cost when requested by disabled service users as a 'reasonable adjustment'.	+ Medium	Complete	<b>Complete</b> Access to audio recordings of court cases has been made available following an application to, and approval from, the Judge

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**Confirm that Court Security Officers, Ushers and reception staff are all provided with training and guidance to ensure that they are able to respond to requests for assistance from disabled people knowledgably and with confidence.**

 High

Complete

Complete

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