

Disability Review Annual Progress Report 2019



States of
Guernsey

Introduction

The Disability and Inclusion Strategy was agreed by the States of Deliberation in 2013. One requirement of the Strategy was for the States of Guernsey to audit its practices, buildings and services.

This was to assess how ready the States was as an employer, for the introduction of anti-discrimination legislation, and also to assess how the needs of disabled customers were considered across different Committees.

The Business Disability Forum (BDF) were commissioned in 2017 to undertake a series of audits, develop reports with associated recommendations.

The Disability Audit

The audit considered the following topics and made a list of recommendations for each Committee.

- Commitment
- Know how
- Understanding the needs of disabled customers
- Suppliers and partners
- Communication
- Premises
- Information and Communication Technology

The disability leads in each Committee report back quarterly updates to the Disability Review Project Board, who meet to discuss progress on the recommendations. The Disability Officer holds individual meetings as appropriate, with disability leads, to facilitate the information for the reports.

Why is change important?

We know from the Disability Needs Survey (2012) that there are an estimated 13,000 islanders presently living with different disabilities. There are people who still struggle to access services or information in a way that is appropriate for them. The States has a responsibility as a service provider, and as an employer, to ensure its services are as accessible for as many people as possible. This is included in the customer charter.

Some of the recommendations from the audit are about how departments work and the importance of understanding different people's needs. Other recommendations highlight the importance of accessible information- paper documents or online, and different communication methods- so that service users have a choice to use what works for them.

Progress during 2019

This section focuses on the progress towards some of the recommendations over 2019.

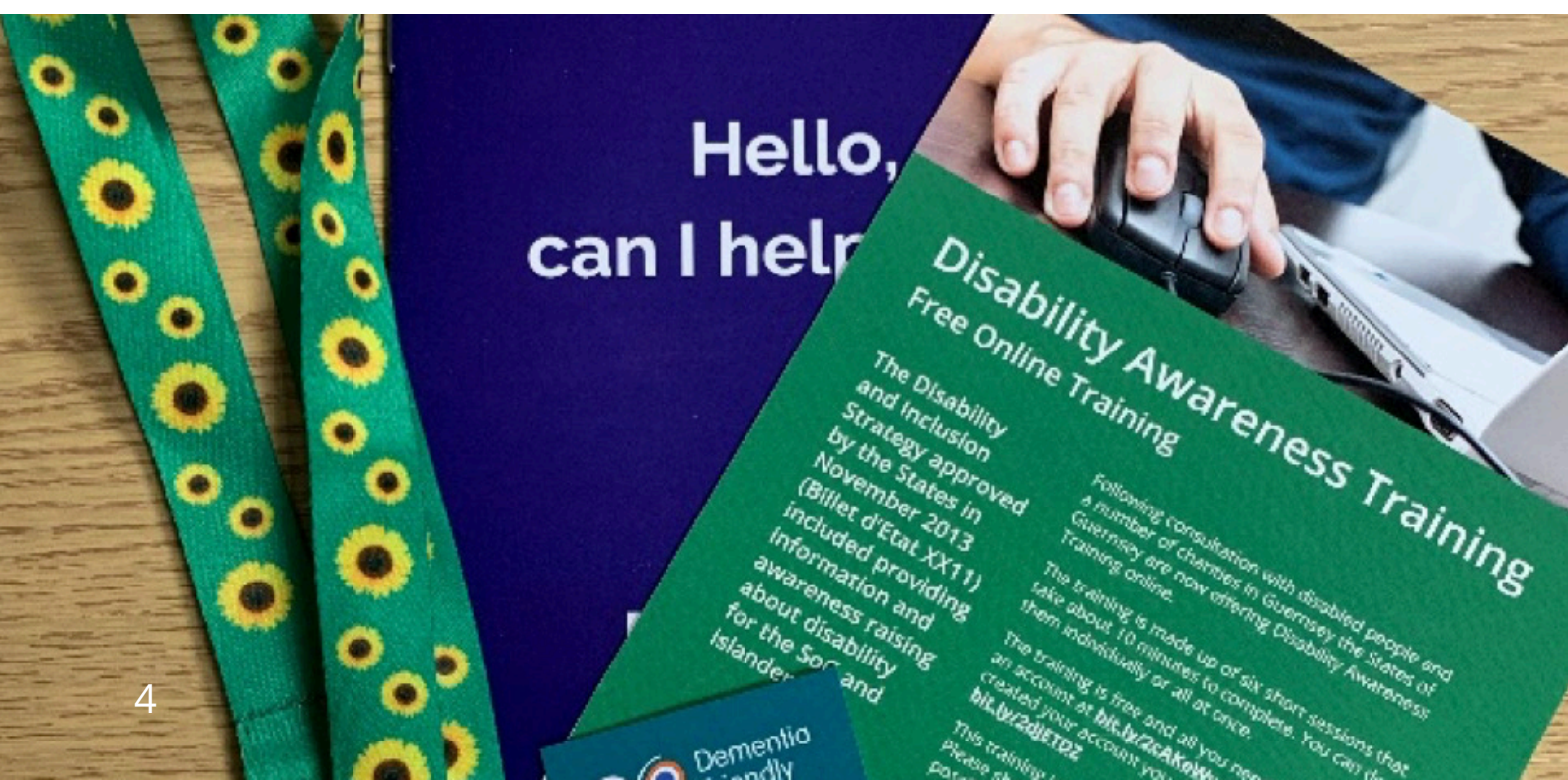
Training

The States provide online training which is available for States staff but also anyone living or working in Guernsey. Staff across different service areas have registered for this training and many staff have also have also taken the opportunity to undertake

training which is relevant to their particular role.

Other training is available through third sector groups, such as the Guernsey Disability Alliance, Guernsey Mind, Autism Guernsey and Dementia Friendly Guernsey.

The disability awareness training is also available as a paper document for those without access to a computer or those who cannot use a computer. Email the Disability Officer for more information. Disability.Officer@gov.gg or telephone 732557.



Human Resources - disabled employees

1. The Employers' Charter

The States of Guernsey has signed up to the Employers' Disability Charter and has been working on initiatives designed to enable disabled people to access employment opportunities.

A scheme has been introduced whereby disabled applicants who can evidence their ability to meet the key criteria for an advertised role will be offered a guaranteed interview. The application process has also been revised and changes made to things like the letters inviting people to interview in order to better understand their potential needs.

2. Managers training

The HR department has been exploring how managers are trained. To ensure that they feel confident in their role and better able to respond to the needs of their staff and/or prospective employees, by creating an environment in which everyone can meet their potential. This awareness-raising has been delivered through workshops, externally-provided seminars and the monthly Managing Sickness Absence course, which includes a focus on how a manager might make appropriate adjustments to enable a disabled person to work effectively.

3. Reasonable adjustments

A fund is available for the provision of reasonable adjustments for States employees.

4. Employee Assistance Programme

The Employee Assistance Programme (EAP) was launched in June 2019 and provides line managers with advice and guidance in helping them provide appropriate support to disabled employees.



Premises

1. Public Sector Reform

A key element of Public Sector Reform is to optimise the extensive portfolio of States-owned properties. This optimisation project commenced in 2018. Properties are assessed for accessibility and improvements are made as part of any building works that are undertaken.

2. Audit training

Thirty States staff have undertaken accessibility audit training with the Centre of Accessible Environments, this includes staff from the States Property Services. This training, and the knowledge gained, ensures that appropriate access and facilities can be considered within existing premises, and also when planning for improvements or new premises.



Home Affairs

1. Culture of the service

Home affairs nurture a culture where people are treated with fairness, dignity and respect across all departments.

2. Law Enforcement Service

During the probationary training there is an emphasis on diversity, this includes dealing with people that have specific requirements, including those who have different disabilities. All staff are trained in Dementia awareness. The website is being developed and updated to include improve the accessibility and usability.

3. The Prison Service

The Prison has been audited for accessibility and access is now considered in all new projects. Where access proves to be difficult, a plan is put in place for disabled staff, prisoners and visitors, to ensure inclusivity.

The service provides different formats for some of their key documents including large print and easy read versions.

The service have a diversity reporting form which is raised for each complaint. All reports are discussed at the bi monthly diversity meetings. This enables the monitoring of any issues, the identification of trends and if any shortcomings are identified they can be addressed appropriately.

4. The Probation Service

The Service assess all clients so that they can meet any particular requirements that they might have. For example large print letters are available for those with a sight impairment.

As the service is located in a building which is not accessible for wheelchair users, alternative venues are organised for meetings as is appropriate.

5. The Fire and Rescue Service

The Service have drafted a partnership agreement with Health and Social Care to share information about those most at risk in the community.

The services provided have to meet the differing needs of the diverse local community. This might be in the delivery of frontline emergency response or in the preventative public safety work. The approach is tailored meet the requirements of the customer.

The Fire station has been audited for access. The ground floor is fully accessible to disabled Islanders, including specialist showers, toilets and meeting rooms. The first floor will need capital funding to carry out the building upgrades necessary to make it fully accessible.



Environment & Infrastructure

1. Bus Service

The entire bus fleet has kneeling suspension and access ramps allowing easier access for wheelchair users. The latest StreetVibe buses, of which there are currently 34 on fleet, are also equipped with fully UK DDA compliant electronic destination equipment to the front, side and rear and are equipped with and Integrated passenger information system providing audio and visual 'key' bus stop information.



2. The Bus Terminus and key stops

The bus terminus information facilities were relocated to a more spacious and comfortable premises at The Albany. A waiting area with seating is also now available and also support for those requiring special assistance. Improved and more legible bus timetable information has been added to key stops such as the Grange and Airport.

3. Disability Awareness Training

CT Plus bus drivers receive disability awareness training which includes customer service and practical training about how to assist those with different disabilities.

Driver & Vehicle licensing department ensure all drivers of the accessible taxis undertake the disability awareness and customer service training. This training is also available, funded by DVL, to other taxi drivers. It has been undertaken by 16 taxi drivers to date.

4. Improvements for access and safety

Improvements have been made across the island to improve access for people with limited mobility and other impairments. The changes to Market Street have not only improved wheelchair access, but also have improved pedestrian safety. Greater vehicle restrictions has been installed at the North Plantation on a trial basis and subject to making permanent, public realm improvements are planned for later this year.

In line with the aims of the Integrated Transport Strategy, consideration is given to improve the environment for people who mobility or other impairments. This increases everyone's ability to get around more easily. New crossings at identified key locations and accessibility improvements such as dropped kerbs and tactile paving are now routinely included when resurfacing public roads.



5. Blue Badge Parking

Additional blue badge parking spaces are considered when a need is identified. Three accessible spaces are now in place on the Albert Pier and a further space is being created by the Castle Cornet walkway. A programme of redesigning the layout of existing blue badge parking spaces to a standard and more accessible format is nearing completion.

Economic Development

1. Tourism staff

Many of the staff who work for tourism are in public facing roles. An important part of these roles is to assist visitors who may have different needs.

The Guernsey Information Centre staff and the welcome team also have knowledge about the ease of access to different venues and what facilities are available there. This information is important for disabled visitors when they are planning their visit.

The Disability Awareness team was introduced at the beginning of the 2019 season, following the identification of a need to offer special assistance to vulnerable cruise liner visitors. The team help those who need additional support, disabled people and older visitors.



AccessAble
Your Accessibility Guide

2. Access guides

The Guernsey Access guide for visitors was updated with assistance from the Disability Officer. This is available to download from signpost.gg or it can be picked up from the Guernsey Information Centre.

AccessAble continue to offer an on line guide, with information about facilities and access to over 600 local venues.

AccessAble.co.uk

3. Improvements to access

Many of the Economic Development offices are located in Heritage buildings, where access can be problematic. Improvements have been made, where possible, to improve this. Work has commenced to provide a ramp access to the Guernsey information Centre. It is due to be completed early in 2020.

The Registry building has an optional entrance with lift access to the first floor where the offices are located. The digital greenhouse is accessible for wheelchair users, with a lift to all floors and accessible toilet facilities.



Employment & Social Security

1. Customer Forums

Many departments across Employment and Social Security run customer forums and disabled people are encouraged to join these to share their experiences.

2. Improvements to access

Edward T Wheadon House has undergone many accessibility improvements, including replacement lifts for both customers and staff, the installation of a platform lift to improve accessibility for staff and the introduction of automatic doors throughout the staff areas.

3. New projects

All new projects go through the portfolio team who consider disability and accessibility in decisions about service delivery. The recent contract for UK taxis included a requirement for the provision of wheelchair accessible taxis.

4. Digital medical certificate

A new digital medical certificate has been developed as part of the SMART Guernsey programme. Patients issued with a digital certificate are able to receive it via a mobile device and use this to claim benefits online. The aim is to use technology to make things quicker and easier for people.



5. Help for job seekers

There are a range of schemes available through the Job Centre, to help jobseekers develop their skills and experience to help them find work. The Job Centre function is continually changing in order to meet the needs of jobseekers as well as labour market demand. This includes regular reviews of available training courses that will cater for a variety of learning needs; through face-to-face and online learning modules.

Job Centre staff are also encouraged to attend regular disability awareness training sessions; to give them a clearer understanding of the barriers which people with disabilities face on a day-to-day basis.



6. Drop in session

Staff from Income Support run a quarterly “drop in” session at Bright Beginnings Children’s Centre at Rue des Monts, St Sampsons. The staff are able to answer queries and provide a point of contact for people who may have questions about income support.



7. Housing adaptations

Housing staff work with tenants who have differing or changing needs. They make adaptations where possible which allow the tenant to remain in their house for longer.

8. Alternative documentation about the discrimination legislation proposals

The proposed discrimination legislation consultation documents were produced in large print, easy read and translated into other languages, to ensure they were accessible for as many islanders as possible.



Education, Sport & Culture

1. Beau Sejour improvements for customers

The staff working at the Beau Sejour centre aim to consider the needs of all customers. Automatic doors have been installed at the main entrance, to improve the ease of access to the reception level. The reception desk and the cafe have low height counters for wheelchair users.

2. Scheme for carers

A concessionary scheme is available for anyone who is accompanying a disabled person to an event.



3. The changing village

The Changing village was refurbished in July. This included new flooring and a review of the signage. During the period of the refurbishment, changing facilities were provided for wheelchair users by the side of the pool.



4. Users of the service

The Recreation Services continue to work with user groups such as the Disability Swimming Group, Guernsey Mobility – Let's Go, and Guernsey Walking Football on the use of facilities and development of new opportunities.



5. Customer forum

Recreation Services run open customer forums four times a year and all customers are asked to feedback on the services and facilities provided.

7. UNICEF training for schools

All primary and secondary schools have received training from UNICEF on the rights of all children, which includes those with disabilities.

6. Documents in different formats

All print material can be requested in large print and hearing loops have been installed at relevant places within Beau Sejour Leisure Centre.

8. Special Educational Needs Law

Education representatives met with key partners, including the Guernsey Disability Alliance, to discuss the new Special Educational Needs Law. Further meetings will include more stakeholders including parents of disabled/SEND children and young people.

Health & Social Care

1. 15 steps challenge

HSC have introduced the 15 steps challenge which looks at different departments and service areas. It focuses on seeing care through a patient or carer's eyes and exploring their first impressions. Reviews are undertaken which include signage, ease of access and the information available.



THE FIFTEEN STEPS CHALLENGE

2. Signage

Accessible signage has been introduced in the Princess Elizabeth Hospital (PEH) in the Out Patients, Emergency Department and Radiology Department. The signage incorporates both text and images which benefit many visitors to those areas. There are plans to expand this style of signage across the rest of the Hospital.

New larger 'Level 1' signage at the PEH porters lodge entrance was introduced to help with way finding within the hospital.

3. Service Review

The Adult Disability Service completed a full review of the service they provide to people with learning disabilities and/or autism and their families. This included the use of face to face sessions, use of Talking Mats and a questionnaire.

4. Service Review

Level access has been created at the Castel Day Centre.

Improvements have been made in some of the residential homes that support people with different disabilities. This has included the conversion of standard bathrooms at Les Allouettes and Longacre to wheelchair accessible wet rooms and the introduction of a wheelchair accessible area in new kitchen at Chateau Reve.



5. Dementia friendly artwork

Dementia friendly art work has been installed in Roustel ward and Corbiere ward.

Corbiere was refurbished creating the feel of a small village centre. The inclusion of local landscapes on the walls will provide conversation points with the opportunity for service users, staff and visitors to reminisce.



6. Le Vieux Jardin

Le Vieux Jardin opened in September 2019. This is a Supported Living project comprising of eight bungalows for people with autism. People live in their own homes, with their own tenancies, and are supported by a specialist staff team.

7. Review of complaints procedure

The HSC/MSG complaints procedure is presently under review. Ease of use and accessibility are being considered during this review.

8. Sign language

The speech and language therapy department released a video to promote the importance of sign language. Many service users and States employees participated in the making of this video. This is me



Royal Courts

1. Website review

A review of the entire content of the Royal Court website has been conducted and a complete change of its layout and content is planned for 2020.

2. Audio recordings

Audio recordings of court cases are now available following an application process and the approval from the Judge.



Revenue Service

1. Private transactions

A private room is available within the department for all who would like private space to carry out their transactions.

2. Website

A List of frequently asked questions (FAQs) are available on the website to assist all customers.

3. Customer Forum

The revenue service hold a regular customer forum. Those who attend represent the many different needs of islanders. This forum is a good opportunity to discuss the present Revenue service and changes planned to improve the future service.

4. Annual Survey

In December the annual customer Survey was undertaken to find out how customers feel about the service they are receiving.

States Trading Supervisory Board

1. Guernsey Water

Guernsey Water is developing a policy for dealing with 'vulnerable' customers.

Plans are in place for Guernsey Water to manage emergency situations which are tailored to the needs of individual customers, such as those on dialysis and for care homes.

Guernsey Water produce bills with large text for visually impaired customers.

2. The Ports

The Ports continue to develop and support the lanyard scheme. This is scheme which raises awareness of people with different disabilities who might need additional support when travelling. It particularly highlights the needs of people with hidden disabilities.

3. The Airport Website

The airport website contains information about access to the building, facilities, assistance available and accessible taxis and buses.



4. Airline Policy

Trading assets staff worked with Aurigny to develop the Airline's policy for dealing with people with reduced mobility.

5. Marina Office

The public facing Harbour services were relocated to the Marina office on the Albert pier. This building is more accessible and has a parking space directly outside. Accessible toilet facilities are also available.

Looking ahead

Human Resources

The launch of an Employee Disability Forum is being investigated. This would provide the opportunity for disabled employees to suggest ways in which services for (or which benefit) staff with disabilities can be improved, as well as giving them the chance for networking.

The induction and on-boarding processes will be reviewed.

Revise the policies that relate to attendance management, paying due regard to the need to consider how best to manage disability-related absence.

The introduction of on-line training materials, aimed at raising awareness and improving confidence in disability matters, as part of a bigger project to embed the new Equality legislation.



Beau Sejour

The accessible signage project will be extended. The Management team are working with the Disabled Swimming Group to research a suitable replacement for the pool hoist. An improved version is being considered alongside funding possibilities which might include sponsorship.

The relocation of the accessible toilet to the concourse level within the Beau Sejour Centre will improve access to this facility, especially for those attending events in the Sir John Loveridge Hall and the Dave Ferguson Hall.

Footes Lane

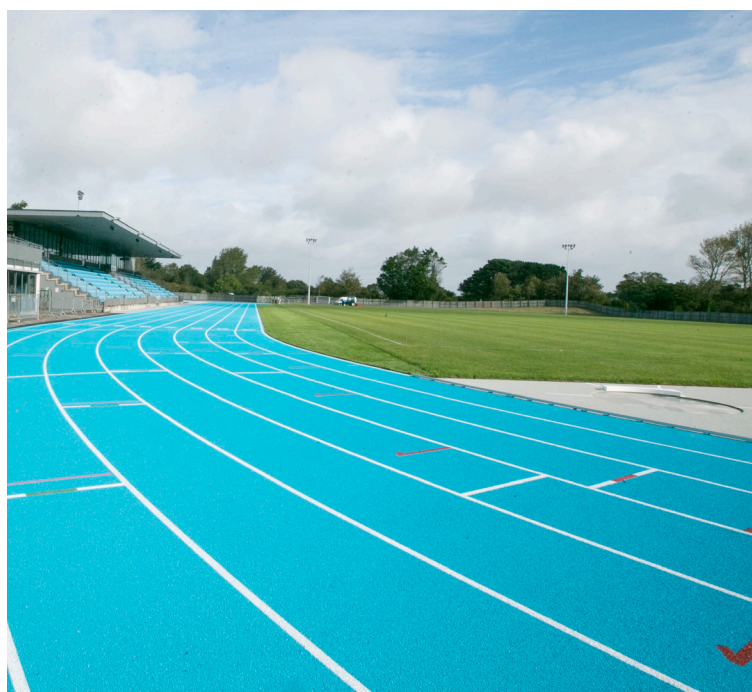
Phase 2 of the Capital project is being scoped. The proposed plans include an accessible toilet on level 2 and also the installation of a multi-use accessible platform for wheelchair users at the top of the stand. These improvements will be dependent on budget availability.

Castle Cornet

An accessibility audit of Castle Cornet will be undertaken and consideration will be made on how to improve access and facilities.

Adult Disability Day Services

A project is underway to transform the Adult Disability Day Services from 'Day Care' to 'Therapy and Enablement'. This service will have a set to focus on enabling people with complex needs to their functional develop skills by accessing specialist input embedded in a variety of community settings. A Manager will be appointed to lead this project.



Beach Access

St John Guernsey now have a beach wheelchair which can be booked by contacting them on 01481 729268.



Royal Courts and States Chamber

An access audit of the Royal Courts and States Chamber will be undertaken. This will review access and facilities for States members with disabilities and provide recommendations for improvement.

The lifts within the Royals Courts building will be fitted with mirrors to assist wheelchair users when manoeuvring.

Hearing loops are being considered for additional areas within the Royals Courts and the headphones are being replaced as part of the audio project.



Environment & Infrastructure

The introduction of a dial a ride scheme is being investigated by Health Connections, on behalf of Environment and Infrastructure.

Traffic and Highways

The Traffic and Highways team will review their literature to ensure it meets current accessibility guidelines.

Probation Service

The Probation Service will expand their staff training to include hidden disability and dementia friendly awareness training.

The Service will review and amend their current literature to ensure it meets the States accessibility guidelines.

Island-wide election

The election team are working to ensure the island wide election process is accessible to as many islanders as possible. This will include information in an “easy read” style and information about the access to the polling stations.

