

Disability Review Annual Progress Report 2020



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 audit was undertaken by the Business Disability Forum (BDF) in 2017 and work has continued towards the recommendations over the past year. Unfortunately progress in some areas has been delayed due to the pandemic and the reprioritisation of States resources.



Progress during 2020

This section focuses on the progress that has been made towards these outstanding recommendations.

Human Resources - disabled employees

1. Staff forum

Work had started at the beginning of the year towards setting up a disabled staff forum, but unfortunately the first meeting had to be postponed due to the pandemic. This will be rescheduled for a suitable time in 2021.

Home Affairs

2. Autism Passport

1. Training

An awareness programme of training is now part of the induction package for new Law Enforcement recruits. This includes disability, autism, dementia and mental health awareness. The first of these training sessions was undertaken in 2020 and further sessions are scheduled during 2021.

An autism passport has been developed by the Officers at Law Enforcement and Autism Guernsey. This is a document where the details about an individual's chosen method of communication and other important information can be recorded. The individual can then receive the support which is appropriate for their needs, when they meet with Law Enforcement officers.



Environment & Infrastructure

1. Bus drivers training

All existing and new CT Plus bus drivers have been trained with regard to disability awareness. Taxi drivers are also offered this training and a total of 18 taxi drivers completed this training during 2020.

2. Improvements to beach access

Much improvement work has been suspended due to the pandemic but access to beach at Pembroke has been made easier due to work being undertaken on the slipway. Planning permission for a beach wheelchair storage unit has been approved.

3. Improvements to pedestrian safety

Traffic and Highways have a responsibility under the Integrated Transport Strategy to improve and make safe the roads for vulnerable people. Work continues on a number of pedestrian improvement schemes as part of ongoing roads maintenance. This includes improvements to crossing points with the introduction of blister paving, dropped kerbs, lighting and level pathways where ever possible.

4. Accessible parking

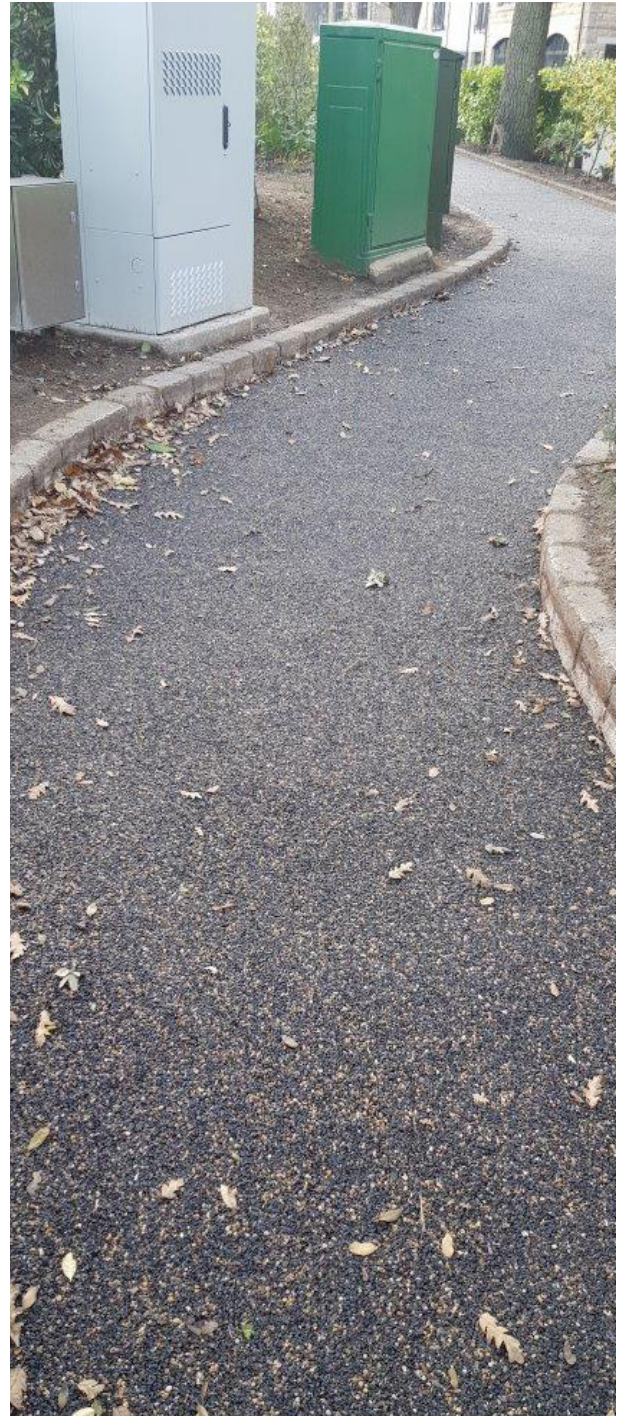
There is an ongoing review of accessible parking spaces- particularly with regard to beach access. An accessible parking space has been installed at Pembroke Bay adjacent to both the slipway and the recently introduced storage container for the beach wheelchairs.

5. South plantation access

The provision of a ramp to access at the north end of the south plantation replaces the steps and will improve access for all.

6. Subsidy scheme for e-cargo bikes and e-trikes

A subsidy scheme for the purchase of e-cargo bikes and e-trikes has been in operation. Whilst the subsidy for e-cargo bikes has now all been used up, there is still subsidies available for E-trikes. One of their benefits of e-trikes is that they provide greater accessibility to standard e-bikes, offering comfort and stability for people who may have mobility, strength or balance issues.



Development and Planning

1. Online applications

On-line webpages for new planning applications have been created, which means that applications can be viewed conveniently without people having to physically access Sir Charles Frossard House. Appointments can still be made for those who wish to have a face to face meeting. Such appointments may be made at locations other than traditional offices, assisting accessibility and inclusion where possible.

2. Planning policy

In relation to Planning Policy, in May the D&PA Committee approved the Development Framework for Leale's Yard which promotes development of the Regeneration Area as a sustainable mixed use community, with accessibility and inclusion specifically highlighted.

3. Improving access

Plans have been approved to improve the facilities at the bathing pools and to create an accessible walkway and outdoor classroom at the Millennium walk at the reservoir.





Economic Development

1. Audits

Access audits were undertaken on all buildings used by Economic development. Minor improvements were actioned during 2020.

Decisions about the long term location of all services is part of the States Estate optimisation project and audits will be carried out as appropriate when decisions have been made.

2. Website improvements

The Locate Guernsey website was audited and a number of recommended changes were implemented.

Employment & Social Security

1. Future digital services

A number of digital products are being developed as part of Smart Guernsey. The developer will ensure, through appropriate testing, that the products created are accessible and can be used with different browsers, devices and when required when using a screen reader.



2. Access to Edward T Wheadon House (ETWH)

The access improvements continue within ETWH. During 2020 the customer lift was replaced. The new lift is larger which means easier manoeuvring for wheelchair users and mothers with buggies, it also has audible and tactile floor indicators. The internal staff doors are now automatically operated on levels 1, 3 and 4, ensuring ease of use for all employees.

3. Legislation

The States of Guernsey approved the proposals for discrimination legislation.

Education, Sport & Culture

1. Audit training - Recreation Services

One member of staff has now participated in CAE Access Audit training and is assisting the technical team in projects that involve accessibility and disability requirements.

2. Working with disabled users - Recreation Services

Recreation Services continue to work with user groups such as the Guernsey Disability Swimming LBG, Guernsey Mobility – Let's Go, Guernsey Walking Football and Little Champs on the use of facilities and development of new opportunities. The Disability Liaison Officer is planning to introduce a Boccia league during 2021.



3. Access Audit - Castle Cornet

Castle Cornet was audited for accessibility Feb 2020. The report will inform future decisions on accessibility.

4. Beau Sejour

The accessible toilet on the upper concourse level is now operational. The pool pod has now been installed and will be operational from January 2021. This will assist many different people with easy and independent pool access.

5. Garenne stand at Footes Lane

Access improvements are being progressed gradually as part of the phase 2 Footes Lane project. This will include an accessible toilet on level 2 as part of the overall toilet refurbishment and an accessible viewing platform.

6. SEND review

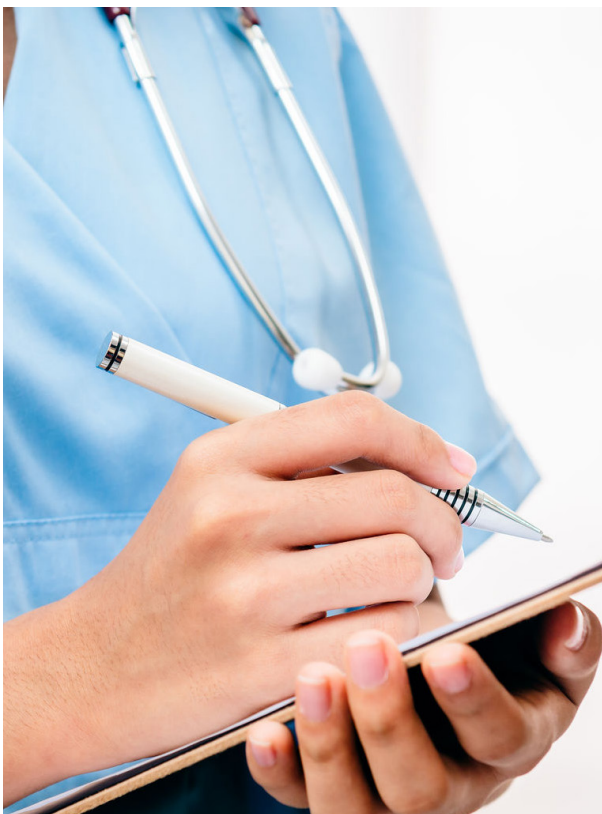
Education services - a review of the Special Education Needs and Disability services is currently under way. This is being undertaken by the National Association for Special Educational Needs (NASEN). The report is due out in 2021.



Health & Social Care

1. Acute Hospital Services

The disability review recommendations were considered by all acute service areas including all wards and the Day Patient Unit, Day Assessment Unit, Outpatients, Emergency department, Speech & Language Therapy, Pathology, Radiology, Cardio Respiratory, Theatres, Physio, Occupational Therapy, Dietetics and Breast Unit.



Other related areas included were: Mignot Memorial Hospital in Alderney, Prison Healthcare, Chaplaincy, Catering, Client Team and Estates.

Summary of the finding of the initial audit.

1. Most acute areas undertook the BDF audits and identified actions going forward.
2. Most areas have highlighted & communicated any obstacles/ challenges re accessibility to the hospital modernisation team.
3. All teams within the services mentioned above said that they were confident interacting with disabled people and encourage disability awareness training.
4. There is ongoing Learning Disability awareness training and Dementia awareness training across services.

5. Most areas will try to include the service user in agreeing their care plan and any changes to it. There is acknowledgement that more service user involvement is required, especially in the case of significant changes to how services are delivered.
6. All areas have been reminded of the access guidelines for written documentation and will work to ensure documents adhere to these guidelines when they are reviewed.
7. New accessible signage is in place in the Princess Elizabeth Hospital place using both words and pictures.
8. Access to Chapel was recently modified to ensure better access for wheelchair users, all work carried out by Estates complies with relevant guidelines.
9. Le Marchant Ward has had an audit completed on bathroom adaptations.
10. Occupational Therapy department is fully wheelchair accessible, including wheelchair accessible toilet, activities of daily living assessment suite and lowered dispensers. Modifications have been made within the last year an H-Frame ceiling track hoist was fitted to the treatment room to ensure that service users can be appropriately transferred for seating assessments and trial of wheelchairs.
11. Most service areas confident in offering additional support. For example the Emergency Department has communication devices for those with hearing impairments and is well signposted for patients with a cognitive impairment, Day Assessment Unit has a whisper aid for those hard of hearing.



Royal Courts

1. Access Survey

An accessibility survey was undertaken in January and a number of changes were made to improve accessibility and ease of navigation around the venue. Mirrors were added to lifts to assist wheelchair users, the procedures at the main entrance were changed to better enable access for disabled users and an evacuation chair was acquired for use in an emergency.

2. Audio hardware business case

A business case has been submitted requesting the replacement of the audio hardware to improve these facilities for hearing impaired users.

States Trading Supervisory Board

1. Sunflower Lanyard Scheme

The Ports customer care team continue to develop the hidden disability lanyard scheme and the team are trained to respond to wearers of lanyards and their needs.

2. Websites

The Guernsey Airport website's special assistance page includes information on its facilities, hidden lanyard scheme, accessible taxis, accessible guides with pictures showing how to access the building and planes. This has been recently updated to include information about the new arrival and testing procedures. This information is also available on the Guernsey Harbour website.

3. Dementia training

Guernsey Water and Guernsey Waste staff have undertaken training about dementia and how to assist deal with people with Alzheimer 's disease. The staff wear a badge to indicate they have undertaken the training and they are available to help when necessary.

4. Millenium walk

Plans have been approved for an accessible walk and outdoor classroom at the reservoir. The walk will be more inclusive and help connect the whole community with nature. Local schools and community groups will also benefit from the new outdoor learning space and the area will be made accessible for wheelchair users and those who are less mobile. Work is due to start on this project early in 2021.

Looking ahead

Human Resources

- Reschedule the first meeting of the Staff Disability Forum
- The introduction of further online awareness training courses about disability and equality for all islanders. Specific training for managers will also be available.

Education Sport and Culture

- Improvements to Castle Cornet
- The introduction of a Boccia league which will introduce a competitive sport which is accessible for all.
- Introduction of visual guide for heritage sites with the assistance of Autism Guernsey
- Review and develop appropriate actions following recommendations from SEND review.

States Trading Supervisory Board

- Completion of accessible walk and outdoor classroom at the Millennium walk.

Employment and Social Security

- Introduction of more online services.
- Development of training and guidance documents in preparation for the new discrimination legislation.

Health and Social Care

- Consideration of the disability review recommendations by Community Services, Children and Family Community Services and Public Health Services.