

**PERTH AND KINROSS COUNCIL**

**Housing and Health Committee**

**24 August 2016**

**Perth and Kinross Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical Disability and/or Sensory Impairment 2014 – 2017 and associated implementation of the national See Hear Sensory Impairment Framework 2015 – 2018**

**Report by Director (Housing and Social Work)**

**PURPOSE OF REPORT**

To update Committee on the progress of actions contained within the Joint Strategy to Support Independent Living and Quality of Life for Adults with a Physical Disability and/or Sensory Impairment

Also to update Housing and Health Committee on local implementation of the national 'See Hear' Sensory Impairment Framework.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical Disability and/or Sensory Impairment (2014 – 2017) (subsequently referred to as the Joint Strategy) was approved by Housing and Health Committee in August 2014 (Report 14/353).
- 1.2 The Joint Strategy continues to support actions to ensure people living in Perth and Kinross with a physical disability and/or sensory impairment are able to live as independent members of the community. A range of actions have been developed which support individuals to have choice and control over any support and /or equipment they may need for daily living and maintaining a healthy lifestyle and improve access to housing, transport, employment, education and training.
- 1.3 Following publication of See Hear: A National Framework for Sensory Impairment in April 2014, a local See Hear Steering Group was established and a lead officer identified. The national recommendations are focussed around ensuring people with a sensory impairment have access to assessments, care and support which is delivered seamlessly. It also aims to ensure that people living with a sensory impairment have the same access to employment, education, leisure, healthcare and social care as everyone else.

1.4 The action plan for the Joint Strategy (attached at appendix 1) contains ten priority actions areas:

1. Housing – which is accessible and adapted to meet individuals' requirements
2. Information- which is accessible and useful in assisting individuals to fully participate in all aspects of life
3. Communication – support to allow individuals to communicate effectively
4. Employment – access to meaningful employment, training and further education
5. Health – support physical and mental well-being and encourage healthy lifestyles
6. Accessible Environment –access to all local amenities and buildings
7. Accessible Transport – affordable, flexible travel options across all modes of transport
8. Personalised Support – self-directed support to help individuals achieve their desired outcomes
9. See Hear – improve support for people with a sensory impairment
10. Equalities – increase awareness and reduce inequalities

## **2. PROGRESS TO DATE**

2.1 In the past twelve months progress has been made and the following examples illustrate the positive impact the Joint Strategy continues to make (for full details please see the associated action plan, updated June 2016, at appendix 1).

### **2.2 Adapted Housing**

The online assessment system for small equipment [www.abilityoptionsperth.org.uk](http://www.abilityoptionsperth.org.uk) was launched during June 2015. This allows quicker access to small items of equipment or minor adaptations which will assist people with a physical disability and/or sensory impairment in activities of daily living.

### **2.3 Information and Communication**

The See Hear Steering Group allocated a small amount of See Hear funding to Action on Hearing Loss who will work alongside Culture Perth staff to audit hearing loops in twenty public buildings in Perth and Kinross during 2016, starting with public libraries.

### **2.4 Employment**

Employment workshops for people living with a sensory impairment have been provided during 2015 by VisionPK in partnership with RNIB. The workshops were positively evaluated and a pilot Employment Hub supported by VisionPK and RNIB now runs fortnightly where individuals can drop in for advice and support in relation to issues around employment.

## **2.5 Health**

Sensory loss is one of the most prevalent, chronic conditions affecting older adults. It is associated with decreased functional and cognitive ability, increased social isolation and loneliness, depression, falls and an overall reduced quality of life. The majority of residents within care settings have some degree of sensory loss, with many requiring additional support.

- 2.6 Action on Hearing Loss along with VisionPK have developed a volunteer lead programme of staff training and mentoring which provides hearing aid and vision aid maintenance in care settings. The See Hear Steering Group agreed to fund a pilot project offered to all Care Homes in Perth and Kinross which will run until March 2017. This piece of work has been well received by members of the Care Home Network and early indications are that thirty two care homes will take part.

## **2.7 Accessible Environment**

The Safe Place Scheme has been running in Perth and Kinross for the past three years, supporting people with a disability who may have difficulties accessing assistance or advice whilst in the city centre. In early 2016 a national scheme called Keep Safe was launched and all the venues involved in the Perth and Kinross Safe Place Scheme have been re branded and included in the Keep Safe scheme.

- 2.8 The Centre for Inclusive Living Perth and Kinross (CILPK) work with Perth and Kinross Council to co-ordinate and administer the scheme and currently 16 venues and over 50 individuals have signed up.

## **2.9 Accessible Transport**

Perth and Kinross Council Licensing Committee approved changes to the Licensing of Wheelchair Accessible Vehicles (WAV) in December 2015. This has led to CILPK offering training to all taxi operators with WAV. The uptake has been good with 30 drivers receiving training in the period up to May 2016. The CILPK website now provides information on which local taxi firms can provide a WAV and which have trained drivers.

## **2.10 Local Delivery of See Hear**

During late 2015 and early 2016 a See Hear consultation exercise was carried out to find out views of those who live with a sensory impairment, their families, carers and agencies that provide a service to support them. A range of methods were used including focus groups, telephone interviews as well as questionnaires in paper and electronic format. Three main areas for improvement were identified from the responses:

- The need for ongoing sensory impairment awareness
- Improved accessibility of information and support
- Mobility and transport challenges

- 2.11 Following the consultation exercise four pieces of work were funded by the See Hear Steering Group. These include the hearing loop audit and residential care home project already mentioned. The two remaining projects are:
- VisionPK are working with partners to produce a pocket resource with 'top tips' for engaging with and supporting people who live with a sensory impairment as well as where to access specialist support. Production and distribution is scheduled for October 2016
  - PKC Hearing Support Service will work with secondary pupils who are deaf (deaf is used to define all levels of deafness from mild to profound) to create an engaging short film / DVD which will be used to inform and support school and youth work staff to better understand the impact deafness has on a young person and how to ensure their teaching strategies are inclusive and supportive to deaf pupils. Production and distribution is expected by March 2017. The DVD is targeted at school and youth work staff but will be suitable for anyone who has contact with young people who are deaf.
- 2.12 As training and awareness raising was highlighted by so many people a multi-agency training sub group has been established, reporting to the See Hear Steering Group. During summer 2016 an audit of all sensory impairment training available across Perth and Kinross will be carried out. The training sub group then aim to identify where gaps exist and develop a training plan for Perth and Kinross.
- 2.13 The See Hear Steering group continue to work in partnership to affect positive changes for people with a sensory impairment in Perth and Kinross. For example NHS Tayside Audiology Service is now working with Culture Perth libraries to distribute replacement batteries for NHS Hearing Aids using the mobile library vans. This has allowed easier access to replacement batteries for those living in the outlying areas of Perth and Kinross.

### **3. MONITORING AND REPORTING**

- 3.1 The Joint Strategy Group and the See Hear Steering Group meet quarterly. The action plan is reviewed at each meeting with two to three sections being discussed to ensure each area is reviewed at least annually. The See Hear Steering Group also received six monthly updates on the progress of the four projects which received See Hear funding.
- 3.2 Overall progress is reported annually to the Perth and Kinross Council Housing and Health Committee. The Perth and Kinross Equalities Member Officer Working Group are interested in projects within the Joint Strategy and periodically request updates.

### **4. NEXT STEPS**

- 4.1 As work continues to develop locality plans for Perth City, North Perthshire and South Perthshire, as well as the five local Community Planning Partnership areas, the Joint Strategy Group and the See Hear Steering Group

are considering how to influence the development of locality planning in Perth and Kinross. The groups will try and ensure outcomes for those who have a physical disability and/or sensory impairment are prioritised across the three localities.

- 4.2 As from October 2016 a new statutory provider for services for people with a sensory impairment will be in place. VisionPK will be the lead agency working alongside Action on Hearing Loss. The Joint Strategy Group will provide a multi-agency forum for the new providers to engage with a range of partners. This will improve the coordination and effectiveness of support for people with a sensory impairment in Perth and Kinross.

- 4.3 The Joint Strategy Group has prioritised the following areas within the action plan for the next twelve months:

**Communication** – the strategy group will encourage the publicity of Contact Scotland BSL online translating service and work with the PKC Customer Centre Service to embed protocols for its use across all Perth and Kinross Council Services.

**Employability** – the strategy group will support the work of Deafaction who have received Big Lottery Funding to work in Perth and Kinross to support people aged 25 and over who have a hearing impairment and are not in work to find employment.

**Accessible Transport** – the strategy group will continue to support colleagues in PKC Licensing as they work with the Taxi Forum to encourage customer service training which includes physical disability and sensory impairment elements.

**Accessible Environment** – the strategy group will continue to actively promote the DisabledGo resource and encourage as many people as possible to highlight and use the website e.g. when sending out meeting or event information also highlight accessibility information.

**See Hear** – As a result of the consultation exercise the need for easier access to sensory impairment information was identified. This was identified by family members, community members and agency staff. As part of addressing this point a review will be carried out of the VisionPK website to see whether it can be adapted to offer broader sensory impairment information. The training sub-group will continue to meet and any identified improvements actioned.

**Participatory Budgeting** – The Joint Strategy group will receive a small amount of See Hear funding from the Scottish Government in September 2016. The See Hear Steering Group has proposed that this could be used for Participatory Budgeting with bids welcome from individuals, community groups and independent sector agencies.

**British Sign Language (Scotland) Act 2015** – The See Hear Steering Group will lead on the implementation of the BSL Act in Perth and Kinross.

## 5. CONCLUSION AND RECOMMENDATIONS

- 5.1 As evidenced above and in the action plan in Appendix 1, there has been significant progress in actioning the priorities identified in the Joint Strategy over the past year. This has been achieved through partnership working with individuals, community groups and a range of agencies and is improving outcomes for people with a physical disability and/or sensory impairment in Perth and Kinross.
- 5.2 Further areas for improvement, especially relating to supporting people with a sensory impairment have been identified and this, together with ensuring supports for people with a physical disability and/or a sensory impairment are prioritised across the three localities in Perth and Kinross will be the focus over the next twelve months.
- 5.3 It is recommended that the Housing and Health Committee:
- I. Notes the delivery of actions contained within the Perth and Kinross Joint Strategy to Support Independent Living and Quality of Life
  - II. Notes the delivery of actions to address the recommendations within See Hear: a national framework for sensory impairment
  - III. Instructs the Director (Housing and Social Work) to bring a final report on the actions within the Perth and Kinross Joint Strategy to support Independent Living in twelve months' time

### Author(s)

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### Approved

Name	Designation	Date
Bill Atkinson	Director (Housing and Social Work)	10 August 2016

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>None</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>Yes</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	<b>Yes</b>
External	<b>Yes</b>
<b>Communication</b>	
Communications Plan	<b>None</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This report supports the following outcomes from the Perth and Kinross Community Plan / Single Outcome Agreement in terms of the following priorities:

- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

#### Corporate Plan

- 1.2 This report supports the following outcomes from the Council's Corporate Plan Priorities:

- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

### 2. Resource Implications

#### Financial

- 2.1 There are no direct financial implications arising from this report

### Workforce

- 2.2 There are no direct workforce implications arising from this report

### Asset Management (land, property, IT)

- 2.3 There are no land, property or IT implications arising from this report

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).

This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) and assessed as **relevant** and the following positive outcomes are expected following implementation:

Increased independent living for those people living with physical and/or sensory impairments.

### Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

The contents of this report have been considered under the Act, however, no action is required as the Act does not apply to the matters presented in this report.

### Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:

- In the way best calculated to delivery of the Act's emissions reduction targets;
- In the way best calculated to deliver any statutory adaptation programmes; and
- In a way that it considers most sustainable.

No steps are required to be taken in this area.



### Legal and Governance

- 3.4 There are no direct legal implications resulting from this report

### Risk

- 3.5 There are no direct risks arising from the production of this report

## **4. Consultation**

### Internal

- 4.1 The views, report updates and general contributions of lead officers and members of the Joint Strategic Group and See Hear Steering Group have been gathered. This includes Service Managers and Senior Staff in Housing and Community Care and the Environment Service.

### External

- 4.2 Members of the Perth and Kinross Joint Physical Disability Strategic Group, the Perth and Kinross See Hear Steering Group and their associated networks have been consulted in the preparation of this report.

## **5. Communication**

- 5.1 There is no communication plan associated with this report.

## **6. BACKGROUND PAPERS**

There are no background papers relevant to this report.

## **7. APPENDICES**

Appendix 1 in this report is the action plan for delivery of the Perth and Kinross Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical and / or Sensory Impairment 2014 – 2017.