

Perth and Kinross Joint Plan to support Independent Living for adults with a physical disability and/or sensory impairment

2014 – 2017 ⁶ (FINAL UPDATE PREPARED DURING JUNE – JULY 2017)

Scottish Government Delivery Plan 2016 – 2020 - A Fairer Scotland for Disabled People ⁷

Five ambitions:

1. Support services that promote independent living, meet needs and work together to enable a life of choices, opportunities and participation.

Support Services are designed and delivered to support all disabled people to live the life they choose, to have control, to make informed choices and to have support to communicate this when needed at every stage of their lives.

In Scotland we want to ensure that:

- Disabled people can participate as active citizens in all aspects of daily and public life.
- Support for independent living for disabled people if all ages, with increased say over how that support will be managed and provided.
- Delivery of high quality health, social care and third sector services, with services working together to remove the barriers faced by disabled people of all ages.
- Increased opportunities for disabled people to be fully involved in the design and delivery of services.

1. HEALTH: support physical and mental well-being and encourage healthy lifestyles

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Promote and implement use of sensory impairment e-module for health and social care staff training.	2016/17	See Hear Training Sub Group
PKC HCC Learning and Development are currently developing the best way to include the sensory impairment learn-pro modules developed by Highland Council into the PKC Learn, Innovate, Grow staff training system during 2017. This will be made accessible to third	ongoing	

⁶ [Perth & Kinross Council - Joint strategy to support independent living](#)

⁷ <http://www.gov.scot/Resource/0051/00510948.pdf>

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
sector partners.		
Improve awareness of support services provided by the voluntary sector for people in Perth and Kinross who have a significant sight loss but who are not registered blind or partially sighted.	2016/17	VisionPK
<p>VisionPK continues to promote its services using a variety of methods –</p> <ul style="list-style-type: none"> • Accessible website • Talks to community groups and other organisations • New leaflet promoting the new service to be widely circulated <p>VisionPK were successful in securing the sensory loss contract from Perth and Kinross Council which commenced in October 2016 following an intensive period of work. VisionPK are now providing Sensory Awareness Training sessions which are being attended by a wide range of individuals and organisations. VisionPK continues to see a significant rise in the number of *non-registered clients being referred.</p> <p>April 2014 to March 2015 - 52 Non registered clients were referred April 2016 to March 2017 - 85 Non registered clients were referred Credit card top tips booklet is being produced. The text is being agreed with key stakeholders and cards will be available in late 2017.</p> <p><small>*non registered clients refer to clients being referred to VisionPK for support from NHS Ophthalmology services even though they do not have a BP1 (blind or partially sighted registration)</small></p>	Ongoing	
Live Active Leisure (LAL) will work with Perth College to provide a supported transition programme for young students with a physical disability moving into adulthood	2016/17	Live Active Leisure (LAL)
<p>LAL have continued the funding arrangement through the NHS Tayside Health Improvement Fund to support the Physical Activity Co-ordinator remit, which leads on disability work with Perth College.</p> <p>Two groups continue to run during term time (Live Active Health and Moving On). Programmes are shaped around college curriculum which have a life-skills focus. Sessions take place in LAL venues across Perth and Kinross and in Perth College.</p> <p>213 attendances on programmed sessions over the year 2016/17. Up to 16 unique</p>		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
individuals taking part. The support of the college programme is to be reviewed 04 – 08 2107 to inform the future model. Needs have changed and transition to independent or supported community activity to be prioritised.		
Develop a local pathway around providing structured emotional support for those receiving a diagnosis of sight loss.	2016/17	VisionPK
VisionPK continue to signpost clients to sources of emotional support as needed and during 2017 will develop a formal, written pathway.		
Improve awareness within the Minority Ethnic Community (MEC) of physical disability and/or sensory impairment services including diagnosis and support services.	2016/17	CILPK/VisionPK
This is now a key priority for VisionPK and will be undertaken in the latter part of 2017.		

Establish inclusive programmes in each locality (Live Active Leisure (LAL) facility) with Blairgowrie and Aberfeldy as priority targets Live Active No Limits Programme	2016/17 ongoing	Live Active Leisure (LAL)
<p>In partnership with Perth and Kinross Council, LAL work in Blairgowrie to provide adult multi sports classes (No Limits) which provides a range of activities from Boccia, Football and Basketball to adults with learning and physical disabilities.</p> <p>In Blairgowrie LAL and Active Schools have started an after school club for secondary school pupils who live with physical / sensory or learning disabilities. Ten young people regularly attend, longer term planning is for additional funding so that primary school pupils can be included too.</p> <p>The No Limits weekly programme continues in Perth at Bells Sports Centre with sessions for both adults and children / young people, at present there are 5 young people and 15 adults who regularly take part.</p> <p>In Aberfeldy during 2016/17 there has been a trial of activity sessions for secondary school pupils who live with physical / sensory or learning disabilities. This will become a summer programme of 8 sessions delivered by LAL and the long term plan is to develop a multi-sport evening session each week.</p> <p>In South Perthshire & Kinross-shire LAL support the work of the SPARK 2 group which is an adult disability sport group based at Loch Leven Campus.</p>		

A range of partners have worked with LAL during 2016/17 to develop an all ability bike programme, open to young people and adults who live with a physical or learning disability. During Summer 2017 three weekly sessions will be offered in Perth with planning taking place to develop this further in the Autumn.		
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Improve access to support services for specific care groups including veterans; establish an additional support needs group.	2016/17	Scottish War Blinded/ VisionPK																								
<p>Scottish War Blinded offers a service to any service or ex-service personnel with visual impairments. They now have an outreach worker based at VisionPK offices in Perth and VisionPK workers also help identify people eligible for support.</p> <p>Scottish War Blinded currently supports 75 members in P&K. Scotland-wide it is 800. Referrals primarily come from Vision PK rehabilitation workers.</p> <p>Age breakdown of membership in P&K :</p> <table border="1"> <thead> <tr> <th></th><th>2016</th><th>2017</th></tr> </thead> <tbody> <tr> <td>Age 40 – 50 :</td><td>1</td><td>1</td></tr> <tr> <td>Age 50 – 60 :</td><td>2</td><td>2</td></tr> <tr> <td>Age 60 – 70 :</td><td>2</td><td>2</td></tr> <tr> <td>Age 70 – 80 :</td><td>12</td><td>12</td></tr> <tr> <td>Age 80 - 90 :</td><td>48</td><td>43</td></tr> <tr> <td>Age 90 – 100:</td><td>15</td><td>15</td></tr> <tr> <td>TOTAL</td><td>70</td><td>75</td></tr> </tbody> </table> <p>The criteria for SWB membership is that they have been in the armed services and now have significant visual impairment. A pointer for this would be that they are no longer able to drive. Membership is free of charge.</p> <p>Benefits of Membership in P&K: Support of an Outreach Worker (this is needs led and person centred). Invitation to an annual lunch in Perth. Xmas gift. Free low vision equipment. 2 weeks per year free respite (this is helpful for couples where one is a carer, or the member has been in hospital and would benefit with additional care during recovery). Sitting Service provision for members who have a carer or they themselves care for their spouse and need some time off. The SWB Linburn Centre at Kirknewton, Edinburgh is a rehabilitation and activity centre which is available to members to visit and</p>		2016	2017	Age 40 – 50 :	1	1	Age 50 – 60 :	2	2	Age 60 – 70 :	2	2	Age 70 – 80 :	12	12	Age 80 - 90 :	48	43	Age 90 – 100:	15	15	TOTAL	70	75		
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<p>take part in activities such as woodwork, IT, and art. Another centre is being opened in Paisley during Summer 2017 along with an adjacent care home and cafe.</p> <p>The respite service has been used by three members in P&K so far. They book themselves into a care home and SWB pay the bill. (This service has been offered since Jan 2014).</p> <p>All members use low vision equipment. When they are first registered partially sighted or blind* they are assessed by Vision PK rehabilitation workers for low vision equipment. They can order this from SWB so that it is free of charge to members. Equipment ranges from hand held magnifiers, lighting, talking clocks and watches, to desktop CCTV Readers.</p> <p>(*VisionPK offer support to anyone in the community with a sensory impairment whether they are registered or not).</p>		
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2. PERSONALISATION & SELF DIRECTED SUPPORT self-directed support to help individuals achieve their personal outcomes

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Monitor number of physical impairment and sensory impairment clients, who meet eligibility criteria for social care.	2016/17	PKC HCC
<p>The annual social care return figures are submitted to Scottish Government by July 30th, unverified data will be available locally in September and published nationally in March 2018.</p> <p>AIS (PKC recording system) provides somewhere to record client information on physical disability and/or sensory impairment, however completion by staff is not mandatory.</p> <p>Going forward, accurately recording this information requires to be highlighted to all staff using AIS.</p>		Data will not be available before papers are submitted to Committee Services.
Ensure people with a physical disability who meet the eligibility criteria are able to maximise their independence through "self-directed support".	2016/17	CILPK
CIKPK liaise with PKC staff and are available to provide independent support to clients with a physical impairment when approached regarding accessing self - directed support.	Ongoing	

3. SEE HEAR improve sensory impairment services through partnership working

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Develop a local partnership to improve outcomes for people with a sensory impairment in Perth and Kinross (local action from national sensory impairment framework See: Hear)	2016/17	PKC HHCC / NHS Tayside / third Sector partners
<p>The P&K See Hear Partnership was implemented in October 2014 with a Steering Group and Working Group established January 2015. The Steering Group continues to meet (as sub group of the Joint P&K Physical Disability Strategy Group). A small amount of See Hear funding was allocated in 2016/17 to several projects who report regularly to Steering Group:</p> <ul style="list-style-type: none"> • The Macular Group – Perth, are using funding to increase support for people who find it difficult to get to Macular Group meetings in Perth • Deafaction are working with Dundee University to produce a prototype “deaf awareness” training kit and will use this funding to enable this project to develop. • VisionPK are using the funding to purchase both vision and hearing demonstration equipment for their resource room. • Blairgowrie Lip Reading Group is using the funding to extend provision of lip reading classes in the Blairgowrie and Rattray area, where demand is high. • Fairview School Pupil Group is using the funding to record “signs of the week” in BSL. This will then be used on the school website and with parents, school staff and others who provide support such as taxi drivers. 	Ongoing	
See Hear - monitoring and reporting	2016/17	See Hear Lead Officer
Progress of work to deliver actions is reviewed quarterly at See Hear Steering Group meetings. The See Hear Lead Officer is requested to update Scottish Government regularly via the National Leads Meeting. Local Annual Reporting is currently to the PKC Housing & Communities Committee but may shift to reporting into the Health & Social Care Partnership structure.	Ongoing	

4. INFORMATION that individuals require to fully participate in all aspects of life

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Improve accessibility, quality and content of online information	2016/17	VisionPK
A review is taking place during 2017 of the VisionPK website to ensure it reflects fully the range of services and supports now available to individuals with a sight loss as well as those who are Deaf and hard of hearing.		
Explore options for using on-line technologies to support BSL users.	2016/17	PKC Chief Executive's Service/ CEAG
During 2016/17 the PKC Customer Service Centre has adopted a protocol for the use of ContactScotland BSL online interpreting contactSCOTLAND – BSL – PKC internal staff guidance (ERIC) for all Services will be updated in 2017/18 to reflect use of Contact Scotland BSL with customers who use BSL.		

2. Scottish Government Delivery Plan - Decent incomes and fairer working lives

Disabled people are able to participate fully in education and paid employment enabling their talent and abilities to enrich Scotland. Disabled people are supported through transitions in their lives e.g. from school to work. Poverty is addressed for disabled people and their families and Scotland's social security system is built on the principles of fairness, dignity and respect. This approach reflects the principles set out by the Fair Work Convention in their Framework and supports the ambitions of Scotland's Labour Market Strategy.

In Scotland we want to ensure that:

- Disabled people are visible and participating within communities, learning and education, volunteering and employment.
- Equal opportunities for disabled people in education and employment.
- Greater understanding and a positive attitude amongst employers and educators to disabled people.
- Improved awareness and understanding of discrimination, prejudice and barriers faced by disabled people including the physical environment, stigma and negative attitudes.
- Benefits delivered in a way that is rights-based and helps meet the additional living and mobility costs of disabled people and treats with dignity and respect throughout the process.

5 EMPLOYABILITY access to meaningful employment, training and further education

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Raise awareness of the support available for people with physical disability and/or sensory impairment with the Perth and Kinross Employability Network.	2016/17	PKC HCC Employability Network Governance Group. NHS Tayside Working Health Services
<p>Perth and Kinross Employability Network Home Perth & Kinross Employability Network Members support individuals furthest from the job market including those with physical and/ or sensory impairments. Network members are provided with a wide variety of learning and development opportunities through the website, Network meetings and collaborative working with fellow Network members.</p> <p>In May 2017 the Network members were informed of Digital developments in Perth and Kinross and JCP's first Virtual Jobs Fair at May 2017 Network meeting. Also scoping exercise completed re identifying barriers and potential solutions to digital inclusion for vulnerable people.</p> <p>In March 2017 the Employability Network and the Hub organised the first Employers Gold Award Celebration – to acknowledge and promote inclusive employers in Perth and Kinross.</p> <p>In September 2016 the Employability Network Members were informed of the Fit for Work Scheme, Employability Courses and Wellbeing Centre at Perth College, the Disability Confident Scheme and Wellbeing Support in Perth and Kinross. In addition Members also experienced a Mindfulness taster session.</p> <p>In June 2016 VisionPK and Deaf Action delivered presentations on their services to the Employability Network. The meeting was hosted by VisionPK which also raised member's awareness of VisionPK's service and building base. Deaf Action and VisionPK are both Network members and information relating to their services and contact details are on the website.</p> <p>RNIB has presented at Employability Network Group meetings.</p>		

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
Perth and Kinross Employability Network's website www.pkemploy.net hosts information on 33 members all delivering on one or more of the 5 stages of the Employability Pipeline. In addition to employability most Network members also offer a range of other supports.		
<p>NHS Tayside provides both Working Health Services and the new Fit for Work Service across Tayside, for all employers / employees, not just those employed by NHS Tayside NHS Tayside</p> <p>Working Health Services provides a vocational rehabilitation service for employees who are struggling at work, they must be self-employed or work for a small business (less than 250 employees). Services available are physiotherapy, counselling, occupational therapy and case management. During Jan – Dec 2015, 68 clients from the P&K area have been supported and during Jan – Dec 2016 as well as Jan – June 2017 252 clients from P&K have been supported.</p> <p>The new Fit for Work service can be accessed via a GP referral or an employer referral and is a telephone assessment, conducted by a health professional, when an employee reaches 4 weeks of sickness absence. The assessment will identify all the obstacles preventing the individual returning to work and a return to work plan will be produced. Both services are Tayside wide.</p>		

Monitor staff profile of local public sector employers for disability and sensory impairment and take action to increase representation as required.					2016/17 ongoing	PKC, NHS Tayside
*Disclosure of equality data is voluntary by employees						
PKC	13/14	14/15	15/16	16/17	NHST	16/17
% workforce with disability	0.9	1.1	1.1	1.2	% workforce with disability	0.5%
% of new appointment with disability	1.8	5.3	3.2	3.9	% of new appointment with disability	0.4%
% internal promotions with disability	8.0	7.1	3.4	5.5	% internal promotions with disability	0.1%
PKC HR Management Information, *2016/17 are provisional figures. NHST % workforce, appointed and promoted, with recorded disability against headcount & equal opportunity analysis as at 31.03.17						

Ensure people with a physical disability and / or sensory impairment who are being supported into work also receive appropriate support to maximise their income.	2016/17 ongoing	PKC HCC Welfare Rights Team P&K Credit Union
<p>PKC Welfare Rights Team received European Social Fund monies to deliver the Positive Futures! project</p> <p>PKC Welfare Rights are a member of the Employability Network.</p> <p>PKC Welfare Rights Service have an Macmillan Welfare Rights service - Perth & Kinross Council and deliver outreach from Cornhill Unit Perth Royal Infirmary every Wednesday morning from 10-12pm and every Monday afternoon from 1.00-4.30 from the Advice Shop in Ninewells hospital Dundee.</p> <p>P&K Welfare Rights Team in partnership with Perth CAB deliver the Local Early Advice Project (LEAP) targeting people affected by multiple morbidities and sessions are held on a regular basis at the Pulmonary Rehabilitation Group at PRI with video links to patients in other hospitals across the country.</p>		
<p>P&K Credit Union Perth and Kinross Credit Union has produced a budget card account named "Engage" to assist anyone who finds it difficult to budget. Any benefit payments come direct to the Credit Union who arranges to pay standing orders, regular bills leaving the balance of funds on the "Budget Card". It is used and accepted like a pre-paid Debit Card.</p> <p>PKCU have increased their membership over the past year and also opened outreach centres in six outlying areas of Perth & Kinross: Auchterarder, Kinross, Blairgowrie, Letham, Crieff & Pitlochry.</p> <p>The Budget Card Scheme is helping more people as feedback indicates that it helps members manage their finances better. PKCU are also engaging with other agencies to try to provide services to all sectors of the community. Examples of agencies worked with in 2016/17 include CATH, CAB and the Six Circle Project.</p>		
Increase availability of accessible benefit maximisation information and employability support.	2016/17	CILPK/VisionPK/RNIB
VisionPK and RNIB continue to support the P&K Employability Network Home Perth & Kinross Employability Network to work with both employers and also individuals with a sensory impairment.	ongoing	

<p>VisionPK work in partnership with an RNIB employment adviser to provide both a rolling programme of workshops and also 1:1 tailored support for individuals of working age with a visual impairment. During 2016/17 10 people with a visual impairment were supported into work.</p> <p>Workshop topics covered include; What Job Can I Do? Disclosing your disability, Moving from Benefits into Work, Access Technology used in the Workplace and interview techniques.</p> <p>VisionPK also refer individuals with a hearing impairment to the employability services provided by Deaf Action and Action on Hearing Loss Scotland as appropriate.</p>		
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3. Places that are accessible to everyone

Disabled people can live life to the full in homes and communities across Scotland, with housing and transport and the wider physical and cultural environment designed and adapted to enable disabled people to participate as full and equal citizens.

In Scotland we want:

- Greater and more meaningful involvement by disabled people in designing policies and services.
- Disabled people to benefit from increased availability of affordable and accessible housing to support people to continue to life independent lives.
- Increased availability of accessible and inclusive transport and services.
- Increased awareness of the additional barriers living in rural or remote areas can bring for disabled people.

6 HOUSING which is accessible and adapted to meet individuals requirements

<i>Locally Agreed Priority Action / Activity</i>				<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Monitor number of adaptations each year to meet the need for housing suitable for people with mobility problems and support and advice to owners (e.g. through Care and Repair)				ongoing	PKC HCC / Care & Repair P&K Local Housing Strategy
Number of clients with mobility problems receiving support to adapt their homes:					Adaptations for Perth and Kinross Council Tenants are carried out by PKC. Adaptations for Owner /
	2014/15	2015/16	2016/17		
Owner / occupier	125	230	226		

Locally Agreed Priority Action / Activity					Timescale	Named Lead Individual & Agency															
PKC tenants	300	331	349			Occupiers including private rented tenants are carried out by Caledonia Care & Repair (contracted by PKC) Adaptations for tenants of local housing associations are carried out by each HA. Figures not routinely reported to PKC.															
<i>PKC HCC Annual Care & Repair monitoring figures</i> <ul style="list-style-type: none">The majority of clients were aged 76 or older.The most common type of major adaptations were bath to level access shower conversions, widening doorways, installing stair lifts and providing ramped access to properties.																					
Monitor annually: PKC housing suitable for wheelchair use (including sheltered properties as from 2016/17) PKC housing suitable for people with physical disabilities who do not use a wheelchair (including sheltered properties as from 2016/17) (definitions used are from Local Housing Strategy and as prescribed by Scottish Government)					ongoing	PKC H&CC															
<table><tr><td></td><td>2013/14</td><td>2014/15</td><td>2015/16</td><td>2016/17</td></tr><tr><td>*Housing suitable for wheelchair use</td><td>670</td><td>697</td><td>708</td><td>622 (199 are sheltered)</td></tr><tr><td>**Housing for people with a physical disability who do not use a wheelchair</td><td>1102</td><td>1399</td><td>1500</td><td>1141 (56 are sheltered)</td></tr></table> <p>(PKC HCC annual return to Scottish Government – figures are a snapshot as at 31st march each year)</p> <p>* Housing suitable for wheelchair use This is housing that is purpose built or adapted with features that help a wheelchair user live as independently as possible. Common features are level external access, wider hallways and doorways, accessible bathroom/shower room, accessible kitchen units, light switches and heating controls at accessible heights.</p> <p>** Housing for people with a physical disability who do not use a wheelchair This is housing that is suitable for older people, ambulant disabled or those with mobility problems. It will have level external access and may have some disabled adaptations such as a level access shower, telecare or community alarm and it may be a two storey property.</p>						2013/14	2014/15	2015/16	2016/17	*Housing suitable for wheelchair use	670	697	708	622 (199 are sheltered)	**Housing for people with a physical disability who do not use a wheelchair	1102	1399	1500	1141 (56 are sheltered)		Figures for 2016/17 were collected using a different method as required by the Scottish Housing Regulator.
	2013/14	2014/15	2015/16	2016/17																	
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Locally Agreed Priority Action / Activity					Timescale	Named Lead Individual & Agency										
Increase the supply of new build housing (all tenures) suitable for people with 'varying and particular needs' year on year (target of 100 per year).					No longer a discrete target beyond 2017.	P&K HCC LHS										
<table><tr><td>2012/13</td><td>2013/14</td><td>2014/15</td><td>2015/16</td><td>2016/17</td></tr><tr><td>79</td><td>67</td><td>70</td><td>132</td><td>97</td></tr></table> (PKC HCC annual return to Scottish Government)					2012/13	2013/14	2014/15	2015/16	2016/17	79	67	70	132	97		This target was included in the LHS up to 2016. All new builds which receive Scottish Government funding are now required to be built to accommodate people with varying and particular needs ⁸ .
2012/13	2013/14	2014/15	2015/16	2016/17												
79	67	70	132	97												
Increase (from baseline) the availability, year on year, of telecare packages for frail and vulnerable people (number of clients receiving community alarm and number of clients receiving telecare) Basic telecare package includes a base unit and pendant, smoke detectors and heat detectors.					Ongoing 2014 figures will be baseline	PKC HCS & P&K H&SCP										
number of PKC community alarm and telecare packages																
	community alarm only	additional telecare	Total													
2013/14	2610	460	3070													
2014/15	2200	410	2610													
2015/16	1960	500	2460													
2016/17	2180	1080	3260													
Figures from PKC HCC annual community alarm monitoring / Annual Scottish Care Returns																
Improve access to small equipment / minor adaptations by introducing an online self-assessment system during the period 2015/16.					2016/17	PKC / P&K H&SCP										
The on-line self-assessment system for small equipment was launched during June 2015 as www.abilityoptionsperth.org.uk . A wide range of equipment is available for either loan or purchase following assessment.						The system is evolving with user feedback and will continue to develop as a source of information and support for										

⁸ <http://www.cih.org/resources/PDF/Scotland%20Policy%20Pdfs/PDF%20equalities%20diversity%20and%20housing%20from%20mags.pdf>

	June 15 – Dec 16	Jan 17 – April 17 (part year)			independent living.
Self-assessment completed online with no staff assistance	280	190			
Telephone assessment completed with staff help	156	179			
Total	436	369 (part year figures)			
PKC HCC data produced with Smart Report April 2017					

7. ACCESSIBLE TRANSPORT affordable, flexible travel options across all modes of transport

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
Work with colleagues in PKC (Licensing + Public Transport Unit) to survey local taxi / private hire car (PHC) operators and produce a range of options to improve availability of Wheelchairs Accessible Vehicles (WAVs).	2016/17	PKC TES / PKC Licensing / CILPK
<p>A report was approved by PKC Licensing Committee in December 2015 http://www.pkc.gov.uk/Licensing Committee December 10 2015 which agreed several changes to the licensing of Wheelchair Accessible Vehicles. Changes included : an amended definition of WAV to ensure any model of motorised wheelchair can be secured when the WAV is moving and the passenger can remain seated in the wheelchair during the journey.</p> <p>CILPK were heavily involved in the consultation period preceding the report. CILPK Development Manager attends the quarterly Taxi Forum, along with PKC colleagues from Taxi Licensing, to encourage a two way dialogue between the taxi trade and people with disabilities who rely heavily on their services.</p>		

Develop a programme of disability and sensory awareness training for local taxi / private hire drivers.	2016/17	PKC Licensing / CILPK
Following agreement at the December 2015 Licensing Committee CILPK are working with the local taxi trade to provide WAV specific training for safe transportation. As part of this programme general awareness raising / customer service for people living with a disability / sensory impairment is carried out. Training took place with 40 drivers during 2016 and 31 additional drivers during 2017 (71 drivers in total to date). Positive feedback is being received from CILPK members about taxi journeys. Information about the companies that have completed the training can be found on the CILPK website at http://cilpk.org.uk/wheelchair-accessible-taxis/		
Promote the Thistle Card, in conjunction with local community groups such as CILPK & VisionPK.	2016/17	PKC TES & vol. sector partners
Tactran along with Perth and Kinross Council, Dundee City Council and Stirling Council launched the Thistle Assistance Card during 2014. VisionPK, Perth and Kinross Council and CILPK continue to be involved in distributing and promoting the Thistle Card to community members with a physical and/or sensory impairment. http://www.tactran.gov.uk/documents/ThistleCardComplete.pdf The public can pick up the Thistle Card at Pullar House, at VisionPK Offices, CILPK Offices and several other outlets across Perth and Kinross.	Ongoing	

Promote the residential disabled parking bay scheme (marking a bay on the street outside a house without a drive-way) as well as the timely removal of such marking. Perth & Kinross Council - Residential disabled parking bay	2016/17	PKC TES																														
<div>Figures from PKC TES annual monitoring</div> <table><tr><td></td><td>13/14</td><td>14/15</td><td>15/16</td><td>16/17</td></tr><tr><td>Applications received</td><td>45</td><td>57</td><td>60</td><td>57</td></tr><tr><td>Bays approved</td><td>25</td><td>22</td><td>32</td><td>22</td></tr><tr><td>Bays denied</td><td>13</td><td>8</td><td>13</td><td>25</td></tr><tr><td>Applications withdrawn</td><td>3</td><td>5</td><td>0</td><td>2</td></tr><tr><td>Forms not returned</td><td>4</td><td>10</td><td>4</td><td>8</td></tr></table>		13/14	14/15	15/16	16/17	Applications received	45	57	60	57	Bays approved	25	22	32	22	Bays denied	13	8	13	25	Applications withdrawn	3	5	0	2	Forms not returned	4	10	4	8		
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Forms not returned	4	10	4	8																												
Raise awareness of the services offered by Perth Shopmobility scheme including advice prior to buying a motorised mobility scooter etc.	2016/17	PKC TES / Shopmobility.																														
<p>Shopmobility continues to receive funding from PKC TES and is managed by PKAVS.</p> <p>PKAVS: Shopmobility Shopmobility currently has over 2000 members making over 2500 equipment hires each year.</p> <p>Customer Survey Questionnaires throughout 2016/17 indicate that Shopmobility is a valuable asset to Perth residents and visitors alike. 100% of those who replied said that Shopmobility provides a service rated as excellent or very good. Perth Shopmobility is registered with CILPK as a 'Keep Safe Place' in accordance with the national Keep Safe Scheme.</p> <p>During 2016/17 presentations were made to various groups which were well attended and one given to Perth & District Arthritis Awareness Club which resulted in the donation to Shopmobility of a new mobility scooter.</p> <p>During the refurbishment of Canal Street multi storey car park Shopmobility was temporarily relocated to a unit within the St John's Shopping Centre. The loss of car parking for disabled service users from September 2016 to January 2017 caused some disruption to the Shopmobility service but by delivering/collecting</p>																																

<p>equipment to and from cars parked anywhere within the town centre the service was maintained. A benefit of sharing the St John's Centre unit with other community services such as CILPK & Tayside Fire and Rescue led to a great deal of networking and sharing of information.</p> <p>On 23rd January 2017 Shopmobility re-opened in a purpose built facility within Canal Street multi-storey car park which now has 27 disabled parking bays Parking in Perth Scotland and Travel Information</p>		
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4. Protected rights

Scotland's justice system is equipped to meet the needs of disabled people in a fair and inclusive way. Disabled people are confident that their rights will be protected and they will receive fair treatment at all times.

In Scotland we want to ensure that:

- Disabled people are treated as equal citizens within all elements of the justice and tribunal system, with full access to the physical environment, advocacy and support, information and advice, and communication support.

8 ACCESSIBLE ENVIRONMENT access to all local amenities and buildings

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Work with DisabledGo to audit approx.1000 premises throughout Perth & Kinross, publicise the results and support ongoing reviews and additions to the website.	2016/17	DisabledGo / PKC HCC/ CILPK
<p>3rd annual review meeting with DisabledGo has taken place during Spring 2017. New premises for auditing during Summer 2017 have been identified (25 large venues and 19 small venues). CILPK members have been trained to carry out visits to small premises. Website will be updated with new venues in late Summer 2017.</p> <p>Promotion of the DisabledGo website has taken place in PKC News, PKC Inside News, Yammer and on www.pkc.gov.uk</p>		

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency								
CILPK have obtained Perth2021 City of Culture small grant funding to use DisbledGo information in order to design and distribute a hard copy access guide – this will take place during 2017/18.										
Monitor requests for and provision of dropped kerbs throughout Perth and Kinross. Any requests received are added to a waiting list and when routine maintenance allows dropped kerbs are put in place as part of that project. Technical meetings are held between CILPK (in their role as Access Panel) and engineers to review and prioritise requests.	2016/17	PKC TES / CILPK								
Increase awareness and knowledge of disabled parking spaces at PRI and knowledge of “drop off” points and waiting areas. Planned for 2017/18	2016/17	P&K H&SCP / CILPK								
Review prioritisation of deaf equipment supply across Perth & Kinross A review will take place after September 2017 once the new statutory social work provider has been in place for 12 months	2016/17	PKC HCC/VisionPK								
Develop facilities to ensure that up to date IT equipment and training is readily accessible to anyone who is experiencing a significant sight loss to help ensure they have equal access to the things that are important to them.	2016/17	VisionPK								
VisionPK works closely with Lead (Linking Education & Disability) Scotland LEAD Scotland - Linking Education and Disability » Perth & Kinross where individuals with a disability can be supported on either a 1:1 basis or in a group setting to access both digital skills and technology. <table border="1"><tr><td>P&K LEAD learners April 2016 – March 2017</td><td>Physical disability</td><td>Visual impairment</td><td>Hearing impairment</td></tr><tr><td>94</td><td>62</td><td>28</td><td>4</td></tr></table>	P&K LEAD learners April 2016 – March 2017	Physical disability	Visual impairment	Hearing impairment	94	62	28	4	Ongoing	
P&K LEAD learners April 2016 – March 2017	Physical disability	Visual impairment	Hearing impairment							
94	62	28	4							

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
VisionPK also works in partnership with RNIB & CulturePK Library Services who host a regular, drop-in, digital inclusion project (Get Online Today) for those with sensory impairments at the AK Bell library Get Online Today - Culture Perth and Kinross .		
Review adherence of all pedestrian crossings throughout Perth and Kinross to national standards for time allowed to cross	2016/17	PKC TES
<p>When a pedestrian crossing is installed the timings are set to national guidance. Crossings are checked annually by an engineer. CILPK are consulted when any new crossings are installed, e.g. during 2017 a Puffin crossing was installed at High Street, Kinross.</p> <p>16 new pedestrian crossings have been identified for 2017 – 2019. The public or any parties can contact the PKC Service Centre at any point with queries or concerns and if there is a request to adjust the timings an alternative timing setting would be considered.</p>	Ongoing	
Raise awareness of the “Keep Safe Places” scheme across Perth & Kinross to broaden the range of community members with physical and/or sensory impairments who can benefit from it. Keep Safe Places - Police Scotland	2016/17	PKC HCC / CILPK
<p>Everyone previously involved in the Safe Place local scheme has now moved over to the Keep Safe national scheme and are registered with Police Scotland.</p> <p>In 2017 24 venues and 58 individuals in Perth and Kinross have signed up, a slight increase on 2016.</p> <p>There is now a keep safe app which can be downloaded giving information about keep safe places anywhere in Scotland.</p>	Ongoing	

<p>A series of Keep Safe meetings took place during 2016/16 themed round safety in the community, safety in the home and safety on public transport. 30 people attended each session and this included CILPK members as well as Carers and representatives from Police Scotland, Fire & Rescue, Stagecoach, Scotrail, NHS Tayside and a range of council services.</p> <p>Several actions developed from these sessions e.g. Stagecoach met with CILPK members who use wheelchairs or mobility aids. Both staff and CILPK had an opportunity to trial all the assistance options on a range of buses with a range of wheelchair designs and sizes.</p>		
<p>Link into the PKC CEAG Disability related harassment sub-group and ensure any relevant issues raised are passed to the Joint PD Strategy Group for either action or information.</p>	2016/17	PKC CEAG
<p>CILPK staff and members attend the PKC CEAG disability related harassment sub group to provide feedback both to and from the Joint PD Strategy Group.</p> <p>The P&K Disability Harassment group has merged with the Safe Place Group and holds 4 meetings throughout the year where people can speak about different topics. During 2016/17 meetings with the following themes were held:</p> <p>Safety in the Community Safety in the Home Safety on Public Transport Round up of all meetings</p> <p>Around 30 community members attended each meeting along with representatives from agencies such as Police Scotland, Stagecoach and Scotrail.</p>	Ongoing	

Monitor number of applications and Blue Badges issued					2016/17	PKC TES
Data from PKC TES Property, Performance & Resources May 2017					Ongoing	
	13/14	14/15	15/16	16/17		
Issued	2552	2379	2676	2710		
Cancelled *	103	580	470	536		
Refused	21	18	181	33		
*cancelled numbers are due to death or misuse						
Locally Agreed Priority Action / Activity					Timescale	Named Lead Individual & Agency
Promote access to a Blue Badge for those eligible					2016/17	PKC TES
<p>The Blue Badge scheme is promoted via the PKC website, via transport Scotland as well as through PKAVS and CILPK</p> <p>PKC staff can and do help with application assistance and CILPK also provide support for those who require help Perth & Kinross Council - Blue Badge Scheme (Disabled person's parking badge)</p>					ongoing	

9 EQUALITIES increase awareness and coordination across partnerships

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
Maintain and further develop links with the Perth and Kinross Corporate Equalities Action Group (CEAG) and PKC Member Officer Working Group	2016/17	PKC HCC
The PKC MO Equality Group received a presentation on current actions within the PD Strategy and See Hear during 2015/16 and receive updates from CILPK as necessary	As requested	
VisionPK – ethnicity of new service users requiring support with visual impairment only. Figures for hearing loss will be available from October		

Locally Agreed Priority Action / Activity				Timescale	Named Lead Individual & Agency
2017 after the new contract has been in place for 12 months.					
Ethnic Origin	Number 2014/15 Q4 only	Number 2015/16 Q4 only	Number 2016/17 Q1 – Q4		
White – Scottish	21	25	119		
White – Other British	3	1	12		
Asian	0	1	2		
Declined to give/Not known	1	0	5		
Total	25	27	138		
As from October 2016 VisionPK became responsible for both sight and hearing statutory services on behalf of Perth and Kinross Council.					

5. Active participation

People who live with a disability participate as active citizens in all aspects of daily and public life in Scotland. Information and communication is accessible and inclusive; barriers experienced by disabled people including negative attitudes, stigma and discrimination, are understood and addressed and disabled people are involved in shaping their lives and the decisions that impact upon them. Social isolation is reduced for disabled people.

In Scotland we want to ensure that:

- Disabled people are empowered through peer support and learning and development opportunities to participate fully as active citizens.
- Increased understanding of disabled people's needs throughout civic society.
- Communication to be accessible to, and inclusive of, all.
- The barriers facing disabled people to be known, understood and addressed.
- Disabled people have access to relationships and connections which support them, and increased resilience to cope with challenges.

10 COMMUNICATION support to allow individuals to communicate effectively

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Reach out to individuals from Minority Ethnic Communities (MEC) communities who have a sensory loss and therefore make services more accessible to this group.	2016/17	VisionPK
<p>VisionPK offer awareness training to a range of professionals who come into contact with individuals from MEC groups.</p> <p>VisionPK will also be taking steps in 2017/18 to promote the sensory service to all groups including exploring ways to ensure information and sensory support services are accessible to individuals from MEC groups.</p>		
Encourage the use of Your Community PK information sites with agencies who provide a service for people with a physical disability and/or sensory impairment.(Your Community (ex. Well Connected) is an online index of useful community support and resources)	2016/17	VisionPK / CILPK / PKC HCC
VisionPK continues to be involved and inputs data about community organisations and projects into the website. The Well Connected site which is being rebranded and will be known as Your Community PK with a launch scheduled for September 2017.		
Promote the wider availability of accessible public transport information using technology, including the Scot talk app.	2016/17	PKC Environment Service (TES)
<p>During 2017 PKC TES worked in partnership with Stagecoach Live bus information Stagecoach to introduce local background information for the Perth & Kinross element of a real time bus information system, funding was from Smarter Choices, Smarter Places and was secured during 2015/16.</p> <p>Traveline Scotland continue to refine and develop the “Scot Talk” app which aims to assist partially sighted users in finding bus stops near any</p>		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
<p>location in Scotland, and also informs users of next bus departures from those stops. Using the iOS VoiceOver function, users are also able to track their bus once on the vehicle, with the next stops being read aloud as the bus progresses along the route.</p> <p>Traveline Scotland continue to develop travel information systems which are available through mobile applications (apps) and work to build in accessibility features as standard. Examples include the txt2traveline Traveline Scotland SMS Service which offers the next bus arrival time at a particular stop, by text message. This is useful in areas where there may be no internet access.</p>		