



**Action Plan - Perth & Kinross Joint Strategy to
Support Independent Living & Quality of Life for
Adults with a Physical Disability and / or Sensory
Impairment.**

2014–2017

CHOICE, FREEDOM, DIGNITY, CONTROL

Perth and Kinross Joint Strategy to Support Independent Living for Adults Living with Physical Disability and/or Sensory Impairment 2014 – 2017 [Joint Strategy to Support Independent Living - Perth & Kinross Council](#)
Priority Actions 2015 - 2016

1. HOUSING which is accessible and adapted to meet individuals requirements

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency				
Adapt at least 250 additional dwellings across all tenures 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 from Care & Repair projects to adapt their homes: <table><tr><td>2014/15</td><td>2015/16</td></tr><tr><td>125</td><td>230</td></tr></table> PKC HCC Annual Care & Repair monitoring figures - 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.	2014/15	2015/16	125	230		
2014/15	2015/16					
125	230					
Monitor annually: Housing suitable for wheelchair use Housing suitable for people with physical disabilities who do not use a wheelchair	ongoing	PKC H&CC				

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
2013/14: Perth and Kinross Council holds 670 dwellings suitable for wheelchair use 2013/14: Perth and Kinross Council holds 1102 dwellings suitable for people with physical disabilities who do not use a wheelchair 2015/16: Perth and Kinross Council holds 708 dwellings suitable for wheelchair use 2015/16: Perth and Kinross Council holds 1500 dwellings suitable for people with physical disabilities who do not use a wheelchair <i>(PKC HCC annual return to Scottish Government)</i>		
Increase the supply of new build housing suitable for people with 'varying and particular needs' year on year (target of 100 per year) 2012/13 : 79 2013/14: 67 2015/16: 132 <i>(PKC HCC annual return to Scottish Government)</i>		
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 HCC

Locally Agreed Priority Action / Activity		Timescale	Named Lead Individual & Agency																
number of PKC community alarm and telecare packages																			
	<table border="1"> <thead> <tr> <th></th><th>community alarm only</th><th>additional telecare</th><th>Total</th></tr> </thead> <tbody> <tr> <td>2013/14</td><td>2655</td><td>695</td><td>3350</td></tr> <tr> <td>2014/15</td><td>2422</td><td>1077</td><td>3499</td></tr> <tr> <td>2015/16</td><td>2254</td><td>1365</td><td>3619</td></tr> </tbody> </table> <i>Figures from PKC HCC community alarm monitoring</i>		community alarm only	additional telecare	Total	2013/14	2655	695	3350	2014/15	2422	1077	3499	2015/16	2254	1365	3619		
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2013/14	2655	695	3350																
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Involve community members living with a physical disability and /or sensory impairment when undertaking a Local Housing Needs Assessment during 2015/16. The Perth and Kinross Local Housing Needs Assessment was carried out during late 2015 / early 2016. All members of the Joint Strategy Group were invited to attend consultation sessions on all sections of the LHS which took place in November 2015. A specific consultation session was held to look at "Specialist Provision and Independent Living". The results from this session were then fed into the final DRAFT LHS which was then approved by PKC HCC Committee in May 2016.		2015/16	PKC HCC / CILPK / VisionPK/ NESS																
Review system of recording information from Scottish Fire and Rescue Service (SFRS) Home Safety Visits and improve information sharing between service providers.		ongoing	PKC HCC / Fire Scotland / CILPK																
SFRS provide home safety visits following referrals from partner agencies and by direct targeting after an incident or through attending organised community events in Perth and Kinross.																			

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If an alternative method of communication is needed during a Home Safety Visit support is sought from various partner agencies e.g. PKC Access Team, NESS or VisionPK who can provide such a service. During a HSV if an occupant is identified to have sensory or physical impairments a referral to North East Sensory Services, Vision PK and/or Perth and Kinross Health and Social Care Services - Access Team, is offered to the individual.. At present there is no recording process in place to capture whether an individual has a physical disability and/or sensory impairment, although Home Safety Visits are recorded on a national site (CSET) . There is no process or filter to ascertain an individual's specific sensory needs. However referrals to and from NESS are recorded and if consent is given by individuals, shared information can be made available. They also liaise, with the person's permission, with the Access Team, Deaf Action, VisionPK and NESS as required. SFRS are now using Contact Scotland BSL services where appropriate.		
Raise awareness of specialist housing organisations such as "Ownership Options Scotland".	ongoing	PKC HCC / CILPK
CILPK provide information to members on how to access specialist housing, on an ongoing basis.		
Improve access to small equipment / minor adaptations by introducing an online self assessment system during the period	2014/15	PKC / P&K CHP

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency						
2014/15. The on-line self-assessment system for small equipment / minor adaptations was launched during June 2015 as www.abilityoptionsperth.org.uk completed assessments 01/6 – 06/16 <table><tr><td>Self assessment completed online with no staff assistance</td><td>280</td></tr><tr><td>Telephone assessment completed with staff help</td><td>156</td></tr><tr><td>Total</td><td>436</td></tr></table> <i>PKC HCC data produced with Smart Report 20/06/16</i>	Self assessment completed online with no staff assistance	280	Telephone assessment completed with staff help	156	Total	436		
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Reduce waiting times for PKC major home adaptations on an annual basis. <table><tr><th>Major Adaptations</th><th>2014/15</th><th>2015/16</th></tr><tr><td>Average no of days waiting for adaptation</td><td>45.35</td><td>57.41</td></tr></table> <i>Figures from PKC HCC</i> Days waiting refers to time waited from OT assessment / telephone assessment until completion of major adaptation. This increase in delay is due to response times of Housing Associations in completing adaptations. This is often related to finances.	Major Adaptations	2014/15	2015/16	Average no of days waiting for adaptation	45.35	57.41	2014/15	PKC HCC
Major Adaptations	2014/15	2015/16						
Average no of days waiting for adaptation	45.35	57.41						
Increase learning opportunities for partnership working between PKC TES planning / architects and local voluntary sector agencies such as CILPK.	2014/15/16	CILPK						

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CILPK has carried out several awareness raising sessions for Perth & Kinross Council staff during 2015, under the banner of “know your customer”. Senior staff from PKC TES Planning attended these sessions and gave a commitment to discuss future planning and disability access issues with CILPK. CILPK, operating as the local “Access Panel” are involved on an ongoing basis with the Perth City Plan and developments for Mill Street and Perth Theatre.	ongoing	

2. 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 the form and accessibility of all written publications produced by Perth and Kinross Council and NHS Tayside by working with P&K Joint Learning Disability Strategy Group. Perth and Kinross Council revise the Translation, Interpreting and Communications in other formats Council Guidance and Standards annually. Perth and Kinross Council Housing & Community Care Service have published guidance for staff when writing to customers called "speaking like a human". This format is much easier to translate, either into Easy Read or another language such as BSL, if the customer service centre are requested to do so.	2014/15/16	P&K Joint LD Strategy Group
Improve quality of service provided by Dundee Translation and Interpretation Service (DTIS) via SLA with NHS Tayside NHS Tayside has taken the decision to not to tender for it's interpretation and translation service in 2016 and intend to exercise the one year extension period as per contract agreement with Dundee Translation Interpreting Services (DTIS) at Dundee City Council to allow time for a comprehensive options appraisal. The current plan contains the following: This Improvement Plan has one overarching aim: Every patient with additional communication needs, including patients who	2014/15/16	NHS Tayside

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require a BSL interpreter will have their needs met. Their needs will be highlighted to all relevant staff and staff will meet these needs within an appropriate timescale. Outcome 1: Knowledge, Education and Training NHS Tayside staff will have the required level of knowledge relating to the provision of interpretation and translation services, and their legal duties in relation to reasonable adjustments and discrimination law. Education will be delivered to ensure staff have appropriate knowledge depending on their role within NHST and access interpretation and translation services based on the patient's communication need. All staff will know that it is not an option or choice to have an interpreter but a legal requirement to provide one to deliver safe, effective and person centred care. Outcome 2: Patient Satisfaction Patients, families, carers and friends who require interpretation and translation services will receive a safe, effective and efficient interpretation and translation service, which in turn will enhance patient, carers, family and/or friends' experience and improve satisfaction and equality of access and will ensure there is no discrimination relating to communication need. Outcome 3: Interpretation and Translation Service Provision Patients, families, carers and friends who have a sensory impairment or a language requirement will have their information shared with all care providers (Primary Care Contractors/GP Services and Secondary Care) to ensure that all their communication requirements are identified on their medical file to		

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enable relevant staff to recognise patients with additional communication needs and get Interpretation and Translation Services they require when they come into contact with healthcare providers to deliver safe, effective and person centred care.		
Improve accessibility, quality and content of all online information produced by PD Strategy Group members by working with P&K Joint Learning Disability Strategy Group.	2014/15/16	P&K Joint LD Strategy Group
The Learning Disability pages on the PKC website have been updated and a new landing site went live in July 2015. Beyond September 2016 VisionPK will be providing a service for both sight and hearing loss. A review will take place of their website to ensure it answers the information needs of staff, community members, family members and carers. The Strategy Group will ensure links are embedded on websites of other local agencies including PKAVS.		

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Improve hearing loop provision by carrying out an exercise to review and replace and provide training for use, across Perth and Kinross Council and NHS Tayside.	2014/15/16	P&K Joint PD Strategy Group
Action on Hearing Loss have been funded to carry out a hearing loop audit with main PKC offices and libraries planned for Summer 2016 to be followed by "mystery shopping" by local community members in October / November 2016.		
Develop an action plan to address any gaps identified in above hearing loop scoping exercise.	2014/15/16	P&K Joint PD Strategy Group
As above		
Explore options for using on-line technologies to support BSL users.	2014/15	PKC Chief Executive's Service/ CEAG
The Strategy Group are working with PKC Customer Service Centre to develop a protocol for the use of ContactScotland BSL online interpreting. Development taking place Summer 2016 to go live Autumn 2016.		

3. COMMUNICATION support to allow individuals to communicate effectively

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Publicise the range of communication support options available to community members, where and when they require them, by carrying out an audit with Perth & Kinross Council and NHS Tayside.	2015/16	PD Strategy Group / PKC Comms
The PKC website endeavours to conform to level Double A of the Web content accessibility guidelines (WCAG).	Ongoing	

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Accessibility guidelines are followed which include: • Allowing visitors to resize all text • Designing layouts to work satisfactorily at a range of screen resolutions • Provide internal anchors for visitors using screen readers or similar • Use headings, paragraphs, lists and other HTML to create a logical document structure		
PKC Licensing Section now send out all Blue Badge information, renewal letters etc. in large print / a minimum font size of 16.	Ongoing	
Publicise and develop a "Directory" of locally available physical disability / sensory impairment training and awareness raising opportunities for local agencies and services to access.	2015/16	PD Strategy Group
The See Hear Training Sub Group are carrying out a training audit during Summer 2016 with the intention of identifying gaps and duplication. They will then develop a Sensory Impairment training "directory" for Perth and Kinross. CILPK have agreed to add physical disability training / awareness raising opportunities to the plan. Training "directory" to be produced for Winter 2016.		
Reach out to individuals from BME communities who have a sight loss and therefore make services more accessible to this group.	2015/16	VisionPK
During 2014/15 VisionPK have:- • engaged with GP's and Optometrists to inform them of their services as they will be coming into contact with individuals from BME groups • Offered Visual Impairment Awareness training to health and social care staff who will be coming into contact with		

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individuals from BME groups • Researched good practice in this area • Trained staff to ensure better understanding of cultural differences and to avoid making culturally specific assumptions VisionPK are continuing this work with BME communities during 2016.		
Encourage the use of ALISS across all agencies in Perth & Kinross who provide a service for people with a physical disability and/or sensory impairment. (ALISS is an online index of useful community support and resources) ALISS (known as 'Well Connected' in Perth & Kinross) was officially launched during 2014. VisionPK is an active partner and provides a service for community organisations and projects to be entered onto the Well Connected website. VisionPK also have representation on the local steering group. Currently (March 2016) there are at least 21 agencies listed who specifically provide services in P&K for people with physical disability and/or sensory impairment.	2014 /15/16	VisionPK, NESS, Positive Choices, PKC HCC
Promote the wider availability of public transport information, including the Scot talk app.	2014/15 16	PKC Environment Service (TES)
Traveline Scotland continue to refine and develop the "Scot Talk" app which aims to assist partially sighted users in finding bus stops near any 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		

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vehicle, with the next stops being read aloud as the bus progresses along the route. 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. Smarter Choices, Smarter Places funding was secured by PKC TES in 2015/16 and has been used to develop background information which will allow PKC to introduce a mobile application based, real time bus information system, in partnership with Stagecoach, during 2017.		

4. EMPLOYABILITY access to meaningful employment, training and further education

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Raise awareness of the support available for people with physical disability and/or sensory impairment with the Perth and Kinross Employability Network.	2014/15/16	PKC HCC Employability Network Governance Group. NHS Tayside Working Health Services
RNIB has presented at Employability Network Group meetings. CIPLK, NESS and Vision PK continued to present at meetings during 2015/16. During early 2016 Deafaction has started delivering an employability project with links to the P&K Employability Network. Deafaction are currently familiarising themselves with Perth and Kinross and are in discussion with VisionPK about using their premises in order to have a physical presence. Perth and Kinross Employability Network's website www.pkemploy.net hosts information on 32 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. The Network is accessible via social media including twitter. A members directory has been collated and distributed to members, this is available on the website. Members of Perth and Kinross Employability Network Governance Group regularly attend communication events to promote the work of the Network.		

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The Network has a training matrix available for download from the website, this consists of a variety of training courses available for members to access. During 2016 the Employability Network Governance Group is scoping out the members who offer a service to individuals with a physical disability and / or sensory impairment and this information is to be shared via the website and to network members as well as other agencies.		
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 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 50 employees). Services available are physiotherapy, counselling, occupational therapy and case management. During 2015/16, 68 clients from the P&K area have been supported 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.		

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Both services are Tayside wide.																			
Monitor staff profile of local public sector employers for disability and sensory impairment and take action to increase representation as required.		ongoing	PKC, NHS Tayside																
PKC <table> <tr> <td></td><td>13/14</td><td>14/15</td><td>15/16</td></tr> <tr> <td>% workforce with disability</td><td>0.9</td><td>1.1</td><td>1.1</td></tr> <tr> <td>% of appointments with disability</td><td>1.8</td><td>5.3</td><td>3.2</td></tr> <tr> <td>% internal promotions with disability</td><td>8.0</td><td>7.1</td><td>3.4</td></tr> </table> (PKC HR Management Information 2015/16 provisional figures)			13/14	14/15	15/16	% workforce with disability	0.9	1.1	1.1	% of appointments with disability	1.8	5.3	3.2	% internal promotions with disability	8.0	7.1	3.4		
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Ensure people with a physical disability and / or sensory impairment who are being supported into work also receive appropriate support to maximise their income.		ongoing	PKC HCC Welfare Rights Team																
PKC Welfare Rights delivered a 'Welfare Reform' session at the Employability Network meeting on 24.06.15 and will do so on a regular basis. Job Centre Plus delivered information on Universal Credit at a Employability Network meeting on 24th Feb 2016, PKC Welfare Rights are a member of the Employability Network. Welfare Rights contact information is included in the new members information pack and was distributed to all Network members during summer 2015. PKC Welfare Rights Service have an enhanced welfare rights service dedicated to people affected by cancer Macmillan			P&K Credit Union																

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Welfare Rights service - Perth & Kinross Council and also provide an enhanced service to people with neurological conditions (Parkinson's, MS etc). P&K Credit Union have 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 arrange 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.		
Increase availability of accessible benefit maximisation information and support.	2014/15/16	CILPK/NESS/VisionPK/ PKC HCC Welfare Rights Team
VisionPK in partnership with RNIB ran 6 Employment Workshops in July and August 2015 for individuals with a visual impairment. Topics covered included What Job Can I Do? Disclosing your disability and interview techniques. Five individuals attended. The workshops were positively evaluated and a pilot Employment Hub is now in place where individuals can drop in for advice and support in relation to issues around employment. Once again, this is in partnership with RNIB and is currently running on a fortnightly basis at VisionPK Offices. VisionPK continues to work in partnership with the Welfare Reform Advice Project (WRAP). From July to December 2015 15 clients were seen either at VisionPK or in their own home.		(Waiting for 2016 WRAP figures from VisionPK)

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

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Promote and implement use of sensory impairment e-module for healthcare staff training.	2014/15/16	NHS Tayside
The sensory impairment learn-pro modules developed by Highland Council have been shared with all local authorities, voluntary sector partners and health boards during 2015/16. The See Hear Steering Group are in discussion with PKC Learning and Development staff on how best to include this e-module in the Learn, Innovate, Grow system during 2016.		
Develop a pathway for support after diagnosis of a hearing impairment..	2014/15/16	NESS / NHS Tayside
Pathway developed and will be reviewed as part of See Hear implementation.		Waiting for information from Susan Campbell / Caroline Buist NHST
Define the need and scope to extend the existing support services at PRI for those using low vision clinics to other vision clinics.	2014/15/16	VisionPK / NHS Tayside
VisionPK currently provides the Patient Support Service at the Low Vision Aid Clinic at PRI once a week. In the last 6 months, 31 patients have been seen. Following a meeting with Ophthalmologists at Ninewells, contact has been made with the new Advanced Nurse Practitioners from the Ophthalmology Department. It is hoped that discussions with them will involve the possibility of expanding the Patient Support Service and identifying opportunities for more joined up working between the Eye Clinic and VisionPK.		

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Although it had been hoped to potentially increase the reach of the Patient Support Service during 2015/16 by having a presence at the Macular Clinics at PRI, this has not been possible so far due to a number of factors including clinic space. VisionPK, however, have received a number of referrals from the PRI Macular Clinic and will continue to liaise with them in order to explore opportunities in the future.		
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.	2014/15/16	VisionPK
All GPs and Community Optometrists were contacted directly during 2014/15 with information about the range of services provided by VisionPK for anyone with a visual impairment, whether they are registered or not. This led to a number of new referrals from Optometrists. VisionPK has launched a new website which is more accessible and provides enhanced information for prospective clients and carers. There is also an ongoing process of awareness-raising in the community at large and within other care organisations through presentations to community groups and Vision PK's new programme of Visual Awareness training. Although such awareness raising will be a gradual and long-term process, there is a clear trend towards increased numbers of non-registered referrals to VisionPK, a number of these being self-referrals or referrals from carers. See Hear funding has been secured by VisionPK to produce a credit card size top tips booklet which will be circulated to a wide		

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range of support services offering advice on how best to support someone with a sensory loss as well as highlighting where to access support. Development is taking place during Summer 2016 with production and distribution scheduled for Autumn 2016.		

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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	2014/15	Live Active Leisure(LAL)
LAL have continued the funding arrangements through the NHS Health Improvement Fund to support the Physical Activity Coordinator remit which leads on disability work with Perth College. 2 groups continue to run during term time (Live Active Health and Moving On). Programmes are shaped around college curriculum focus areas and timetables. Sessions take place in LAL venues across P&K and in the college. 213 attendances on programmed sessions over the year August 2015 – June 2016 with up to 16 unique individuals taking part. The support of the college programme is to be reviewed in August 16 to inform the future model.		

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Develop a local pathway around providing structured emotional support for those receiving a diagnosis of sight loss.	2014/15/16	VisionPK
At present clients of VisionPK are offered information or signposted to a number of sources of emotional support		

depending on their particular needs. VisionPK plan to develop a formal pathway later in 2016.		
Develop a pathway to ensure children and young people with sensory impairments (visual and/or auditory) are able to access available, local supports as they transition to adult services. Vision PK are invited to attend any PKC ECS Additional Supports Need (ASN) transition meetings for children with a visual impairment. PKC ECS sensory service staff and NHS Tayside Optometry staff are part of the Visual Impairment Network for Children and Young People (VINCYP) The NHS Scotland Visual Impairment Network for Children & Young People started in April 2014. The network aims to improve the care for children and young people with visual impairments. The network involves professionals working in health, education and social work, parents/carers of children and young people with visual impairments and voluntary sector organisations. TayCAST is an interagency group of professionals in Tayside working together in a coordinated way to provide services for children, and their families, with hearing difficulties. There are three TayCAST teams in Tayside, one in each of the local authority areas, Angus, Dundee and Perth and Kinross. The three teams have common aims, and work together to try and ensure that children and families across Tayside all have access to an equitable high standard of care and support.	2014/15/16	PKC Education & Childrens Services (ECS) / VisionPK/NESS /NHST
Monitor ethnicity of VisionPK and NESS Service Users on an annual basis	2014/15/16	VisionPK/NESS

VisionPK – ethnicity of new service users <table border="1"> <thead> <tr> <th>Ethnic Origin</th><th>Number 2015</th><th>Number 2016</th></tr> </thead> <tbody> <tr> <td>White – Scottish</td><td>21</td><td></td></tr> <tr> <td>White – Other British</td><td>3</td><td></td></tr> <tr> <td>Declined to give/Not known</td><td>1</td><td></td></tr> <tr> <td>Total</td><td>25</td><td></td></tr> </tbody> </table> NESS – service users for the period Jan – March 2016 across Tayside are predominantly white Scottish or British with support also being provided to people who identify as Eastern European, Chinese and Arab.	Ethnic Origin	Number 2015	Number 2016	White – Scottish	21		White – Other British	3		Declined to give/Not known	1		Total	25			Waiting for update from Vision PK
Ethnic Origin	Number 2015	Number 2016															
White – Scottish	21																
White – Other British	3																
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Total	25																
Improve awareness within the BME community of physical disability and/or sensory impairment services including diagnosis and support services. During late 2015 a student social worker on placement with VisionPK will undertake some project work around awareness raising within the BME community with support from VisionPK and partner agencies such as MEAD. The student social worker at VisionPK was also asked to undertake a project on improving support for carers of visually impaired people. Unfortunately time did not allow the BME project to be taken forward. VisionPK plan for this work to be picked up in Autumn 2016.	2014/151/6	CILPK/VisionPK/NESS/ PKC HCC/P&K CHP															

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Establish new inclusive programmes in each locality (Live Active Leisure (LAL) facility) with Blairgowrie and Aberfeldy as priority targets	2014/15/16	LAL
The Blairgowrie No Limits class (No Limits is an adult multi sport class for those who live with a learning or physical disability) continues to be delivered in partnership with PKC from the Blairgowrie Town Hall led by Live Active Leisure staff. Perth City No Limits session's daytime are sustained as a mainstream programme with 10 – 18 regular attendees There have also been No Limits sessions in Aberfeldy and Crieff. New activity in the year 2015/16/17: An all ability cycling programme is running in partnership with a range of voluntary sector partners across Perthshire for young people and adults with a learning or physical disability. During summer 2016 there will be three weekly sessions and plans are in place to develop the programme beyond the summer.		

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
Improve access to support services for specific care groups including veterans, Establish an additional support needs group. Scottish War Blind offer a service to an service or ex-service personnel with visual impairments and have an outreach worker based at VisionPK offices. Scottish War Blind currently have 80 members in P&K. Scotland-wide it is 800. Referrals primarily come from Vision PK rehab. workers. Breakdown of membership in P&K (as at June 2016): Age 40 – 50 : 1 Age 50 – 60 : 2 Age 60 – 70 : 2 Age 70 – 80 : 12 Age 80 - 90 : 48 Age 90 – 100: 15 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. Benefits of Membership in P&K: Support of an Outreach Worker (this is needs led). 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	2014/15/16	NHS Tayside / VisionPK

	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 take part in activities such as woodwork, IT, and art. Another centre is being built in Paisley along with a care home. 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). All members use low vision equipment. When they are first registered partially sighted or blind they are assessed by Vision PK rehab. 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.

6.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.	2014/15/16	DisabledGo / PKC HCC/ CILPK
2nd annual review meeting with DisabledGo has taken place during Spring 2016. New premises for auditing during Summer 2016 have been identified. CILPK members have been trained to carry out visits to 50 small premises. Website will be updated with new venues in late Summer 2016. Promotion of the DisabledGo website has taken place in PKC News, PKC Inside News, Yammer and on www.pkc.gov.uk		
Monitor requests for and provision of dropped kerbs throughout Perth and Kinross.	2014 - 2017	PKC TES / CILPK
Since 2014 there has been no dedicated budget within TES for the provision of dropped kerbs. 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.		
Increase awareness and knowledge of disabled parking spaces at PRI and knowledge of "drop off" points and waiting areas.	2014 - 2017	P&K CHP / CILPK
Planned for late 2016		Waiting for update from Jane Dernie, NHST
Review prioritisation of deaf equipment supply across Perth & Kinross	2014/15/16	PKC HCC
A review will take place after September 2016 once the new statutory social work provider is in place.		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Support individuals with a sight loss into their local community through the "My Guide" scheme in partnership with Guide Dogs Scotland.	2014 - 2017	VisionPK
VisionPK piloted a befriending scheme during 2014/15 and all volunteers carried out "My Guide" training. There is a lot of mutually beneficial "overlap" between the two schemes which is recognised and welcomed by both Guide Dogs and VisionPK. My Guide is a collaborative project between Guide Dogs and local organisations. Through guiding partnerships individuals are enabled to become more mobile, confident and engaged in their communities. A trained volunteer guides a service user for a few hours a week to carry out agreed activities such as attending social or leisure events. During their time together the My Guide volunteer and service user identify support which can be put in place at the end of the partnership, such as other local services or friends and family members, who could be trained in sighted guiding.	Ongoing	Waiting for figures of people supported from 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.	2014 - 2017	VisionPK
VisionPK has been working closely with the Lead (Linking Education & Disability) Scotland Perth Online Project with 22 people referred for support to date. VisionPK has also worked in partnership with RNIB & Library Services during 2015/16 in hosting a digital inclusion project for those with sensory		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
impairments.		
Review adherence of all pedestrian crossings throughout Perth and Kinross to national standards for time allowed to cross	2014 - 17	PKC TES
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 2016 Blairgowrie Wellmeadow. 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.	Ongoing	No change
Review condition of “nosing” on all external steps at PRI on an annual basis and replace / renew where necessary.	2014 - 2017	NHS Tayside (PRI facilities mgt)
All “nosing” on external steps at PRI have been replaced during 2013 / 14 and are reviewed annually	Ongoing	No change
Raise awareness of the “Safe Place Scheme” across Perth & Kinross to broaden the range of community members with physical and/or sensory impairments can benefit from it.	2014/15/16	PKC HCC / CILPK
During 2016 the scheme has changed slightly as it has been incorporated into “Keep Safe” which is a national scheme supported by Police Scotland. CILPK have sent out the new packs to all current member organisations and new cards have been sent to the members. There are currently (June 2016) 22 venues and over 50	Ongoing	

individuals signed up throughout Perth and Kinross.			
Link into the PKC CEAG Disability related harassment sub-group and ensure any relevant issued raised are passed to the Joint PD Strategy Group for either action or information.	2014/15/16	PKC CEAG	
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. From early 2016 the P&K Disability Harassment group has merged with the Safe Place Group. It will hold 4 meetings throughout the year where people can speak about different topics. The first one (June 2016) was safety in the community covered safe place, hate crime etc . with 30 people attending.	Ongoing		

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
Raise awareness of the Tayside Wheelchair Outreach Service (charitable organisation which provides wheelchairs beyond which the NHS can provide) throughout Perth & Kinross using local networks such as Shopmobility to publicise.	2014/15/16	NHS Tayside (TORT) PKC TES
Shopmobility signpost individuals to the TWOS if they are looking for training and advise before purchasing their own equipment or for assistance to fund the purchase. TWOS occasionally make use of Shopmobility equipment for individuals residing on the Perth area, to try out, to determine if a mobility scooter or electric wheelchair suited the person before the individual actually purchased equipment from a retailer.		No change

Locally Agreed Priority Action / Activity		Timescale	Named Lead Individual & Agency																				
Monitor number of applications, badges and the reasons for issuing Blue Badges.		2014/15/16	PKC TES																				
Blue Badge Data Cancelled * Issued New ** Refused (*cancelled numbers are due to death or misuse) (** new applications received but unable to complete due to incorrect documentation) Data from PKC TES Property, Performance & Resources <table><thead><tr><th>2013</th><th>2014</th><th>2015</th><th>2016 to 28/06/16</th></tr></thead><tbody><tr><td>298</td><td>358</td><td>647</td><td>208</td></tr><tr><td>2272</td><td>2439</td><td>2335</td><td>1309</td></tr><tr><td>24</td><td>52</td><td>25</td><td>85</td></tr><tr><td>109</td><td>86</td><td>185</td><td>57</td></tr></tbody></table>		2013	2014	2015	2016 to 28/06/16	298	358	647	208	2272	2439	2335	1309	24	52	25	85	109	86	185	57	ongoing	
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298	358	647	208																				
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Promote access to a Blue Badge for those eligible and																							
The Blue Badge scheme is promoted via the PKC website, via transport Scotland as well as through PKAVS and CILPK PKC staff can and do help with application assistance and CILPK also provide support for those who require help. The application process and refusal / review process was recently reviewed in a report approved by E&I Committee on 25 March 2015 which contained an update on the Disabled Persons' Parking Badges (Scotland) Act 2014 and recommendations		ongoing																					

regarding the use of the powers conferred on the Council by the Act. Link here .		
The Blue Badge section on the www.pkc.gov.uk web site was reviewed and improved during the latter part of 2015, in partnership with council services, 3 rd sector partners and community members.		

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

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
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).	2014/15/16	PKC TES & Corp Services
A report was approved by PKC Licensing Committee in December 2015 http://www.pkc.gov.uk/CHttpHandler.ashx?id=33928&p=0 which agreed several changes to the licensing of Wheelchair Accessible Vehicles. CILPK were involved in the consultation period preceeding the report.		
Work with the Taxi Forum to advocate an increase in availability of "text message" booking facilities.	2015/16	PKC TES & Corp Services
All taxi firms can accept bookings by text.	Ongoing	
Develop a programme of disability and sensory awareness training for local taxi / PHC drivers.	2015/16	PKC TES & Corp Services
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 lising		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
with a disability / sensory impairment is carried out. Currently (July 2016) 40 drivers have gone through the training and 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/		
Publish and promote a driver awareness card similar to the Thistle Card, in conjunction with local community groups such as CILPK, VisionPK and NESS.	2014/15/16	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.NESS, VisionPK 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	Ongoing	
The public can pick up the Thistle Card at Pullar House, at CILPK and several other outlets across Perth and Kinross.		
Scope options for developing an integrated volunteer driver database, in conjunction with local community groups.	2015/16	PKC TES and vol sector partners
Will be carried out by TES during 2015/16		No progress.
Promote the marked Blue Badge holders space scheme (marking a bay on the street outside a house without a drive-way) as well as the timely removal of such marking.	2014/15/16	PKC TES
Apr 2013 – March 2014		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
A total of 45 applications received. 25 bays approved, 13 denied, 3 withdrew their application and 4 forms posted out were never returned. Apr 2014 – March 2015 57 applications received. 45 of these have been assessed and 22 bays were approved, 8 denied, 5 withdrew and 10 forms were not returned. Apr 2015 – March 2016 60 applications received, 32 new bays were approved and marked, 13 were denied and 4 forms were not returned. 25 bays have been removed during 2015/16.		
Raise awareness of the services offered by Perth Shopmobility scheme including advice prior to buying a motorised mobility scooter etc.	2014/15	PKC TES / Shopmobility.
Shopmobility continues to receive a proportion of its funding from TES and is managed by PKAVS. PKAVS: Shopmobility Shopmobility currently has over 2000 members making over 2500 equipment hires each year. The 2015/16 Customer Survey Questionnaire findings indicate that Shopmobility is a valuable asset to Perth residents and visitors alike. 89% of those who replied said that Shopmobility allows them to retain their independence. Perth Shopmobility is registered with CILPK as a 'Safe Place' in		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
accordance with the national Keep Safe Scheme . During 2016 there will be a refurbishment of Canal Street Multi storey Car Park in Perth which will cause some disruption to the service but they are working closely and in a positive manner with PKC TES to find alternative accommodation during the short term car park closure (6weeks).		

8. PERSONALISED SUPPORT self-directed support to help individuals achieve their 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 the eligibility criteria, who are offered self - directed support and numbers who take up this opportunity. (% achieving goals set out in their Outcome Focussed Assessment (OFA) Work to improve data quality is ongoing; however, the latest version of the social care management system software has some additional functionality which is being explored which should improve the assessment and review recording. Options to improve the recording of physical and sensory impairments will be included in this work which is due to be completed by November 2016.	2014/15/16	PKC HCC

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Ensure independent support is available to service users considering the use of self- directed support to achieve independent living.	2014/15/16	CILPK
CILPK continue to liaise with PKC SDS staff and are available to provide independent support to clients with a physical impairment when approached.	Ongoing	

9. 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>
Identify a partnership lead (who may work in the local authority, NHS Health Board or third sector agency) to drive and co-ordinate local implementation on behalf of the partnership.	2014/15/16	PKC HHCC / NHS Tayside / Vol Sector partners
PKC HCC Service Manager identified as See Hear lead in August 2014. See Hear lead attends national See Hear meetings and provides feedback to local structure and also chairs both the local See Hear Steering Group and See Hear Working Group.	Ongoing	
Develop a local partnership which will facilitate discussion, planning and action at local partnership level; partnership engagement, discussion and planning will be critical to the effective use of available funding and the delivery of improved outcomes	2014/15/16	PKC HHCC / NHS Tayside / Vol Sector partners

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
P&K See Hear Partnership implemented in October 2014, Steering Group and Working Group established January 2015. Steering Group continues to meet (as sub group of the Joint P&K Physical Disability Strategy Group). Small amount of See Hear funding allocated to 4 projects who report regularly to Steering Group. • 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. • Action on Hearing Loss are working with CulturePerth to carry out an audit of 20 public buildings in 2016, beginning with public libraries. • PKC ECS Hearing Support Services are working with secondary school pupils who are deaf to create a film / DVD to	Ongoing	

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
use with school and youth work staff in order to better understand the impact of deafness on a young person's learning. DVD will be ready by Easter 2017. Further See Hear funding of £9k has been awarded by Scottish Government for 2016/17. The See Hear Steering Group is using information from the recent consultation to identify how this funding might be used. Using a portion for participatory budgeting is being considered.		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Carry out a See Hear action plan consultation with a wide range of stakeholders including people who live with a sensory impairment, service users, local agencies and service providers. This will inform the final See Hear action plan. Scoping, engagement and information gathering was carried out during Spring / Summer 2015 and further, more detailed, consultation was carried out during Autumn 2015. The Consultation Report was finalised in January 2016. This then informed the small project funding decisions and also setting up of a See Hear Training Sub Group in March 2016.	Autumn 2015	PKC HCC / NHS Tayside / Vol Sector partners
Identify and agree high level actions which give local direction to the seven national See Hear recommendations High level actions focussing on transition points, information & education, current resources & support and quality &	2015/16	See Hear Steering Group

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
improvement of services (including support services) were considered as part of the See Hear consultation process in 2015 / 16.		
Identify and implement low level actions and establish See Hear work stream groups to deliver them	2015/16/17	See Hear Steering Group
See Hear Training Sub Group established in March 2016. Training audit being carried out during Summer 2016.		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Monitoring and reporting	2015/16/17	See Hear Lead Officer
Progress of work stream groups in delivering actions will be reviewed quarterly at See Hear Steering Group meetings. The See Hear Lead Officer will be requested to update Scottish Government regularly via the National Leads Meeting. Local Annual Reporting will be to the PKC Housing & Health Committee.	Ongoing	

10.EQUALITIES increase awareness and coordination across partnerships

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Develop links to the Perth and Kinross Disability Related Harassment Reporting Group.	2014/15/16	PKC HCC / Joint PD Strategy Group
During early 2016 the Disability Related Harassment Sub Group	Ongoing	

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
has amalgamated with the Keep Safe structure and CILPK will continue to be the link to and from the Joint PD Strategy Group.		
Maintain and further develop links with the Perth and Kinross Corporate Equalities Action Group and PKC Member Officer Working Group	2014/15/16	PKC HCC
The PKC MO Equality Group received a presentation on current actions within the PD Strategy and See Hear at the end of June 2015.	As requested	
Training and staff development – PD Strategy group members will develop a “Directory” of locally available physical disability / sensory impairment training and awareness raising opportunities.	2014/15/16	P&K Joint PD Strategy Group
A directory of sensory impairment training / awareness raising opportunities is being developed as part of the P&K See Hear process, the opportunity to include physical disability training will be examined. See Hear Training Sub Group carrying out a sensory impairment training audit during Summer 2016.		
Monitor ethnicity of service users on an annual basis	2014/15/16	VisionPK/NESS/CILPK
VisionPK & NESS routinely report on ethnicity of users at their ¼ PKC contract monitoring meetings.		
Monitor ethnicity of community care service users on an annual basis	2014/15/16	PKC HCC
Ethnic breakdown of PKC community care service users with a physical disability (including frailty due to old age) aged 16 – 64 and 65 + are appended below.	Ongoing	

Ethnic origins of PKC Community Care Clients recorded as having a physical disability

(including frailty due to old age) aged 16 – 64 2012/13, 2013/14 and 2014/15

	Asian/Asian British	Black/Black British - African	Black Other	Client declined	Filipino	Gypsy Traveller	Mixed Race	Not Known	Not recorded	White African	White American	White Australian	White European	White Irish	White Other	White Other British	White Scottish
2012/13	1	1	1	1	2	2	1	47	176	2	1	3	11	3	1	130	676
2013/14	1	1	1	1	2	2	1	51	178	2	1	3	11	3	1	130	671
2014/15	1	1	1	1	2	2	1	51	180	2	1	3	11	3	1	130	676
2015/16	2	1	1	1	2	2	1	47	146	2	1	3	9	4	1	125	617

Data from PKC HCC SWIFT system 2016

Ethnic origins of PKC Community Care Clients recorded as having a physical disability (including frailty due to old age) aged 65 and older 2012/13, 2013/14 and 2014/15

	Asian/Asian British	Black/Black British - African	Black Other	Client declined	Filipino	Gypsy Traveller	Latin American	Not Known	Not recorded	White African	White American	White Australian	White European	White Irish	White Other	White Other British	White Scottish
2012/13	1	1	1	4	0	0	2	165	296	2	1	0	34	20	3	514	2196
2013/14	1	1	1	5	0	0	0	159	293	2	1	0	26	20	3	446	2034
2014/15	1	1	1	6	0	0	0	182	284	2	3	1	24	24	2	476	2123
2015/16	1	1	1	4	0	0	0	148	188	1	3	2	19	24	2	403	1776

Data from PKC HCC SWIFT system 2016