

PERTH AND KINROSS COUNCIL**Housing and Health Committee****26 August 2015**

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

Report by Executive Director (Housing and Community Care)

PURPOSE OF REPORT

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

The report also updates the Housing and Health Committee on the ongoing development of a local 'See Hear' framework which will outline improvement actions for support for people with a sensory impairment living in Perth and Kinross.

1. BACKGROUND

- 1.1 The Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical Disability and/or Sensory Impairment (2014 – 2017) (subsequently referred to as the Joint Strategy) was approved by Housing and Health Committee (Report 14/353 refers) in August 2014. In the same month it was presented to and approved by the Perth and Kinross Community Health Partnership (CHP) Committee.
- 1.2 The Joint Strategy was developed to ensure that people living in Perth and Kinross who have a physical disability and/or sensory impairment are able to live as independent members of the community. In order to achieve this an individual needs to have choice and control over any support and/or equipment he or she needs to go about his or her daily life and equal access to housing, transport and mobility, health, employment and education and training opportunities.
- 1.3 In April 2014 the Scottish Government published See Hear: A National Framework for Sensory Impairment and later in the year required the development of a partnership in each local authority area along with an agreed lead officer.
- 1.4 In August 2014 (Report 14/353 refers) the Housing and Health Committee was informed that implementation of the See Hear strategy in Perth and Kinross was about to begin with the identification of a lead officer and the setting up of a local 'See Hear' partnership.

- 1.5 The aim of the local 'See Hear' implementation plan is to deliver the national recommendations for sensory impairment in Perth and Kinross in partnership with a range of local stakeholders including VisionPK, North East Sensory Services (NESS), The Centre for Inclusive Living Perth and Kinross (CILPK), Perth and Kinross Council and NHS Tayside.
- 1.6 The action plan for the Joint Strategy (see appendix 1) contains ten priority action areas, these are:
- Housing – which is accessible and adapted to meet individuals' requirements
 - Information – accessible and useful in assisting individuals to fully participate in all aspects of life
 - Communication – support to allow individuals to communicate effectively
 - Employment – access to meaningful employment, training and further education
 - Health – support physical and mental well-being and encourage healthy lifestyles
 - Accessible Environment – access to local amenities and buildings
 - Accessible Transport – affordable, flexible travel options across all modes of transport
 - Personalised Support – self directed support to help individuals achieve their desired outcomes
 - See Hear – improve support for people with a sensory impairment
 - Equalites – increase awareness and reduce inequalities

2. PROGRESS TO DATE

The following are examples of progress so far and illustrate the positive impact that the Joint Strategy is having (for full details of progress to date please see the action plan, updated June 2015, in appendix 1).

2.1 Adapted Housing

It is now possible for people to complete online assessments to access small items of equipment/minor adaptations such as raised toilet seats and bath boards, which will assist people with a physical disability and/or sensory impairment in activities of daily living.

2.2 Information and Communication

Perth and Kinross Council has developed a corporate agreement to ensure that their customer service centre and all services have the ability to use 'Contact Scotland' the online British Sign Language (BSL) translation service which has been developed by the Scottish Government. This allows people who use BSL as their first language to communicate with the Council and vice versa.

2.3 Employment

An increased number of Perth and Kinross Employability Network members support people with a physical disability and/or sensory impairment into employment and also maintain people within employment if they develop either a physical disability and/or sensory impairment. Examples of support include how to use “access to work” grants which can pay for practical support such as special equipment to enable a “disabled” employee to either start working or remain in work.

2.4 Health

VisionPK has used the publication of guidelines from the Royal College of General Practitioners during 2015 as a platform to increase communication with GPs about sensory impairment pathways and the additional support available in the local area such as specialist assessment services, rehabilitation services, support groups and clubs.

2.5 Accessible Environment

Shopmobility in Perth based at Canal Street Car Park helps on average 400 people with mobility issues per month access local services by loaning them a range of motorised mobility scooters and portable wheelchairs.

The DisabledGo website is now available and provides factual information on the accessibility of buildings throughout Perth and Kinross in both the public and private sectors for people with a physical disability and/or sensory impairment. Examples include libraries, schools, sports and leisure facilities, shops and restaurants.

2.6 Accessible Transport

Perth & Kinross Council along with Tactran launched the Thistle Assistance Card during 2014/15. It is available at Pullar House, CILPK offices and libraries. Users can personalise the card in order to clearly communicate to a bus driver or taxi driver the type of support they require.

2.7 Local Delivery of ‘See Hear’

A lead officer has been identified to oversee the development of the See Hear strategy in Perth and Kinross. £27,000 p.a. for two years has been awarded to progress the strategy. Some of this money has been used to appoint an ‘Implementation Manager’ for twelve months on a part time basis.

A working group has been established consisting of relevant professionals from both the statutory and voluntary sectors to help develop and implement the action plan. This group includes identified link persons to existing groups for people with a sensory impairment.

An information gathering exercise was carried out during the period March – June 2015. Working in partnership, Perth and Kinross Council, NHS Tayside and a wide range of voluntary sector agencies reviewed existing sensory impairment clinical pathways and conducted an audit of spend within statutory agencies. High level actions have been identified to implement the seven recommendations within the national strategy and leads for each of the actions nominated. The recommendations relate to sensory checks, care pathways, training, service provision, maintaining and sharing information, equalities and support for children and young people.

3. Monitoring and Reporting

The Joint Strategy Group meet quarterly and the progress of two to three sections of the strategy action plan is reviewed at each meeting. This ensures each section is reviewed at least once annually.

The development and delivery of the local See Hear strategy will be governed as a sub set of the existing Joint Strategy Group. A See Hear Steering Group meeting takes place following each Joint Strategy Group meeting and will monitor implementation of the action plan once this begins.

Overall progress is reported to the Perth and Kinross Council Housing and Health Committee. Annual reports were also provided to Perth and Kinross Community Health Partnership Committee before it was disbanded.

4. Next Steps

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

Communication – the strategy group will work to encourage existing communication forums to follow best practice regarding communication for people with a sensory impairment e.g. the PKC filming and youtube guidance will encourage the use of software which includes an option for embedding sub titles in any films for publication on the PKC website.

Accessible Transport – the strategy group will continue to work with colleagues in PKC Licensing and local taxi firms to pilot Fair4all and, if successful, roll it out to other taxi firms in Perth and Kinross.

Accessible Environment – the strategy group will continue to actively promote the DisabledGo resource and encourage as many partners as possible to publicise and use the website. The group will also support NHS Tayside to review and revise information about disabled parking / drop off zones at PRI.

Information – the strategy group will continue to increase the availability of relevant information in appropriate formats and promote the use of the national BSL on line interpreting service, Connect Scotland.

Employment – the strategy group continue to work closely with the Perth and Kinross Employability Network to raise awareness across the membership of both the support needs and the available support services for people with a physical disability and/or sensory impairment.

Housing – the strategy group will lobby for new housing developments to include units suitable for people with a physical disability and/or sensory impairment and request the inclusion of adapted housing in Perth and Kinross on a national register such as Home2Fit.

See Hear - As stated above, leads have been identified to take forward the high level actions for implementing the See Hear strategy in Perth and Kinross.

A consultation process with people with a sensory impairment, the wider community and interested agencies is scheduled to take place during the Autumn of 2015. Information from this will inform the action plan for implementing the strategy.

3. CONCLUSION AND RECOMMENDATIONS

- 3.1 Effective partnership working across a range of agencies and with individuals and communities has resulted in the progress detailed above and in Appendix 1 over the past twelve months.
- 3.2 A concerted focus on the identified priorities for the remainder of the strategy will assist in improving the quality of life for people with a physical disability and/or sensory impairment in Perth and Kinross. They will have more choice and control over any support and/or equipment they need for daily living and have improved access to housing, transport, assistance to address mobility issues, health, employment and education and training opportunities.
- 3.3 The Perth and Kinross See Hear Implementation Plan will set out a range of agreed improvement actions which will continue the process of improving support for people with a sensory impairment in Perth and Kinross.
- 3.4 It is recommended that Housing and Health Committee:
 - (i) Notes the delivery of actions contained within the Perth and Kinross Joint Strategy to Support Independent Living and Quality of Life.
 - (ii) Notes the development of an action plan to locally implement the recommendations contained within See Hear, a national framework for sensory impairment.
 - (iii) Instructs the Executive Director, Housing and Community Care to bring a progress report on the actions within the Perth and Kinross Joint Strategy to support Independent Living in twelve months time. This will include an update on the local implementation of 'See Hear.'

Authors

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Approved

Name	Designation	Date
John Walker	Executive Director, Housing & Community Care	17 August 2015

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

1. Strategic Implications

Community Plan / Single Outcome Agreement

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

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

Corporate Plan

- 1.2 This report supports the following outcomes from the Council's Corporate Plan Priorities:
- (iii) Promoting a prosperous, inclusive and sustainable economy
 - (iv) Supporting people to lead independent, healthy and active lives

2. Resource Implications

Financial

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

Workforce

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

Asset Management (land, property, IT)

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

3. Assessments

Equality Impact Assessment

3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The Equality Impact Assessment undertaken in relation to this report can be viewed by clicking <http://www.pkc.gov.uk/CHttpHandler.ashx?id=29238&p=0>.

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

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

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

Strategic Environmental Assessment

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

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

Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions. No steps are required to be taken in this area.

Legal and Governance

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

Risk

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

4. Consultation

Internal

- 4.1 The views, reports and general contributions of lead officers / members of the Joint Strategic Group have been gathered. This includes service managers and senior staff in Housing and Community Care and the Environment Service.

External

- 4.2 Members of the Perth and Kinross Joint Physical Disability Strategy Group and their associated networks have been consulted in the preparation of this report.

5. Communication

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

6. BACKGROUND PAPERS

There are no background papers relevant to this report.

7. APPENDICES

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



**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

1. 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>
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 P&K Local Housing Strategy
(13/14) RSL 0 Private 218 PKC 100 (RSL had no major adaptations but 145 minor adaptations in 13/14) LHS is being redrafted so figures for 14/15 have not yet been reported In the year 2014/15 Care and Repair assisted 125 clients with major adaptations. 58% of clients were aged 76 or older. Adaptations included bath to shower conversions, stair lifts and ramped access for those who use a wheelchair.		
Monitor annually: Housing suitable for wheelchair use Housing suitable for people with physical disabilities who do not use a wheelchair	ongoing	PKC H&CC
2013/14: Perth and Kinross Council holds 670 dwellings suitable for wheelchair use		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
2013/14: Perth and Kinross Council holds 1102 dwellings suitable for people with physical disabilities who do not use a wheelchair		

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 These figures are below target due to a change in the funding timetable for development/building social housing. 2014/15 is likely to be below target but projections suggest that 2015/16 figures will exceed the target.															
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													
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>2,655</td><td>695</td><td>3,350</td></tr> <tr> <td>2014/15</td><td>2,422</td><td>1,077</td><td>3,499</td></tr> </tbody> </table> Figures from PKC HCC community alarm monitoring		community alarm only	additional telecare	Total	2013/14	2,655	695	3,350	2014/15	2,422	1,077	3,499			
	community alarm only	additional telecare	Total												
2013/14	2,655	695	3,350												
2014/15	2,422	1,077	3,499												
Involve community members living with a physical disability and/or sensory impairment when undertaking a Local Housing Needs Assessment during 2015/16.	2015/16	PKC HCC / CILPK / VisionPK/ NESS													
The next Perth and Kinross Local Housing Needs Assessment will be carried out in 2015/16. The Joint Physical Disability Strategy Group will be kept informed of the development															

timetable to ensure involvement.			
Review system of recording information from Scottish Fire and Rescue Service (SFRS) Home Safety Visits and improve information sharing between service providers.	2014/15	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. 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) but at present 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. SFRS are now using Contact Scotland BSL services where			

appropriate. They also liaise, with the person's permission, with the Access Team, Deaf Action, VisionPK and NESS as required.													
Raise awareness of specialist housing organisations such as "Ownership Options Scotland".	2014/15	PKC HCC / CILPK											
A link for information relating to specialist housing organisations will be put on PKC website.													
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.	2014/15	PKC / P&K CHP											
The on-line self-assessment system for small equipment / minor adaptations was launched during June 2015 as www.abilityoptionsperth.org.uk (usage figures will be available from April 2015 onwards)													
Predictions (based on use of the telephone assessment system) are that 500 cases from 3000 pa will use the self-assessment system.													
Reduce waiting times for PKC major home adaptations on an annual basis.	2014/15	PKC HCC											
<table><tr><td>Major Adaptations</td><td>Q1 2014</td><td>Q2 2014</td><td>Q3 2014</td><td>Q4 2014</td></tr><tr><td>Average no of days waiting for adaptation</td><td></td><td>50.1</td><td>62.5</td><td>35.6</td></tr></table> Figures from PKC HCC				Major Adaptations	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Average no of days waiting for adaptation		50.1	62.5	35.6
Major Adaptations	Q1 2014	Q2 2014	Q3 2014	Q4 2014									
Average no of days waiting for adaptation		50.1	62.5	35.6									
Days waiting refers to time waited from OT assessment / telephone assessment until completion of major adaptation.													

Increase learning opportunities for partnership working between PKC TES planning / architects and local voluntary sector agencies such as CILPK.	2014/15/16	CILPK
CILPK has carried out several awareness raising sessions for Perth & Kinross Council staff during 2014, 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.		

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. Will be progressed during 2015 – 16, Meeting to be held with David McPhee / Paul Graham as to how several key points can be progressed as part of broader equalities agenda: • PKC Communications team screening for “plain English” • PKC Corporate decision re production of public documents accessible to e-readers • P&K Learning Disability Strategy Group have a sub group which are now building up capacity to produce documents in “Easy Read”. PD Strategy Group members are taking part in this sub group	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 Action plan agreed with NHS Tayside. It is a 2 year plan. The plan contains the following: This Improvement Plan has one overarching aim: Every patient with additional communication needs, including patients who	2014/15	NHS Tayside

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
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		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
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 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. PKC and partner agencies are monitoring the implementation of this plan and will take action as necessary.		
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. Both Strategy Groups are in discussion with PKC Communications / IT Team to review and develop the "disability / sensory impairment" pages of the PKC website. Draft landing pages for review should be ready by September 2015.	2014/15/16	P&K Joint LD Strategy Group

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
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
Hearing loop audit with main PKC offices and libraries planned for August / September 2015 to be followed by "mystery shopping" by local community members in October / November.		
Develop an action plan to address any gaps identified in above hearing loop scoping exercise.	2014/15	P&K Joint PD Strategy Group
As above		
Explore options with partners such as Dundee Council and Angus Council around the quality and availability of British Sign Language Interpreters – explore with partners the possibility of using on-line technologies to support BSL users.	2014/15	PKC Chief Executive's Service/ CEAG
This action will be considered as part of the See Hear local implementation plan during 2015.		

3. COMMUNICATION support to allow individuals to communicate effectively

<i>Locally Agreed Priority Action / Activity</i>	<i>Time scale</i>	<i>Named Lead Individual & Agency</i>
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
Discussion with PKC Communications / IT Team to review and develop the "disability / sensory impairment" pages of the PKC website to include information on communication support options - September 2015.		
The SWIFT data base used by PKC has an area where communication needs can be recorded i.e. speech impairment, hearing impairment, visual impairment, interpreter required.		
PKC Licensing Section now send out all Blue Badge information, renewal letters etc. in large print / font size 14.		
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
Locally available sensory impairment training will be scoped out and pulled together as part of the See Hear local implementation plan. CILPK will add relevant physical disability training /awareness raising information. PKC HCC Training staff willing to assist with this action.		
Reach out to individuals from BME communities who have a sight	2015/16	VisionPK

<i>Locally Agreed Priority Action / Activity</i>	<i>Time scale</i>	<i>Named Lead Individual & Agency</i>
loss and therefore make services more accessible to this group. During 2014 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 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 2015.		
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)	2014 /15/16	VisionPK, NESS, Positive Choices, PKC HCC
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		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
representation on the local steering group. Currently (March 2015) there are at least 21 agencies listed who specifically provide services in P&K for people with physical disability and/or sensory impairment		
Promote the wider availability of public transport information, including the Scot talk app. The Traveline Scotland "Scot Talk" app 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 vehicle, with the next stops being read aloud as the bus progresses along the route. Smarter Choices, Smarter Places funding has been secured by PKC TES to develop a real time bus information system, in partnership with Stagecoach. The funding will be used to help scope the work fully, roll it out to smaller operators and disseminate information to passengers.	2014/15 16	PKC Environment Service (TES)

4. 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.	2014/15	PKC HCC Employability Network Governance Group
RNIB has presented at Employability Network Group meetings. CIPLK, NESS and Vision PK to present at meetings over 2015/16		
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. 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.		NHS Tayside Working Health Services - Cathy Grieve

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Both services are Tayside wide.		
Raise awareness and publicise available employability support for those living with physical disability and/or sensory impairment across local support organisations. Perth and Kinross Employability Network's website is regularly managed to ensure that information is current. The Network is now accessible via social media including twitter. A members directory is being put together and will be available by 31.07.15. The Network is promoted at communication events such as the recent Learning Disabilities week event at Perth Concert Hall.	2015/16	PKC HCC Employability Network Governance Group
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 % workforce with disability % of appointments with disability % internal promotions with disability	2013/14 0.9 1.8 8.0	
Ensure people with a physical disability and / or sensory impairment who are being supported into work also receive	2014/15	PKC HCC Welfare Rights Team

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
appropriate support to maximise their income.		P&K Credit Union
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. PKC Welfare Rights are a member of the Employability Network. Welfare Rights contact information is included in the new members information pack and will be distributed to all Network members during summer 2015. PKC Welfare Rights Service have an enhanced welfare rights service dedicated to people affected by cancer and also provide an enhanced service to people with neurological conditions (Parkinson's, MS etc). P&K Credit Union have produced a "Budget Card" 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 Debit Card.		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Increase availability of accessible benefit maximisation information and support.	2014/15	CILPK/NESS/VisionPK/ PKC HCC Welfare Rights Team
Vision PK is working in partnership with Welfare Reform Advice Project (WRAP) where a Citizen Advice Bureau worker who specialises in this area of work holds a regular monthly clinic at VisionPK specifically for visually impaired individuals. Over the period Jan – June 2015 14 clients have been seen either at VisionPK, in their home or at CAB. 70% of this group were aged over 65 and their queries were in regard to possible entitlement to Attendance Allowance.		

5. 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 healthcare staff training.	2014/15	NHS Tayside
Sensory impairment learn-pro modules developed by Highland Council will be shared with other local authorities and health boards in August 2015. PKC Learning and Development staff are advising on how best to distribute and use for the PKC workforce and partner agencies.		
NHS Tayside have commissioned NESS to provide sensory awareness face to face sessions for health staff and will accommodate LA staff if spaces allow.		
Develop a pathway for support after diagnosis of a hearing impairment..	2014/15	NESS / NHS Tayside
Pathway developed and will be reviewed as part of See Hear implementation..		
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		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
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.		
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	VisionPK
All GPs and Community Optometrists have been 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 has 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.		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
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 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. Up to 16 unique individuals taking part. The support of the college programme is to be reviewed April – Aug 15 to inform the future model. Needs have changed and transition to independent or supported community activity to be prioritised.	2014/15	Live Active Leisure(LAL)

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual</i>
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		& Agency											
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. This will be developed into a recognised pathway 2015/16.													
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.	2014/15/16		PKC Education & Childrens Services (ECS) / VisionPK/NESS										
Being Developed as part of See Hear process, pathway expected late 2015.													
Monitor ethnicity of VisionPK and NESS Service Users on an annual basis	2014/15/16		VisionPK/NESS										
VisionPK – ethnicity of new service users Jan – March 2015													
<table><tr><th>Ethnic Origin</th><th>Number</th></tr><tr><td>White – Scottish</td><td>21</td></tr><tr><td>White – Other British</td><td>3</td></tr><tr><td>Declined to give/Not known</td><td>1</td></tr><tr><td>Total</td><td>25</td></tr></table>				Ethnic Origin	Number	White – Scottish	21	White – Other British	3	Declined to give/Not known	1	Total	25
Ethnic Origin	Number												
White – Scottish	21												
White – Other British	3												
Declined to give/Not known	1												
Total	25												
NESS – service users for the period Jan – March 2015 across Tayside are predominantly white Scottish or British with support also being provided to people who identify as Eastern European, Chinese and Arab.													
Improve awareness within the BME community of physical	2014/151/6		CILPK/VisionPK/NESS/										

disabilityand/or sensory impairment services including diagnosis and support services.		PKC HCC/P&K CHP
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.		

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency
Establish new inclusive programmes in each locality (Live Active Leisure (LAL) facility) with Blairgowrie and Aberfeldy as priority targets	2014/15	LAL
The Blairgowrie No Limits class continues to be delivered in partnership with PKC from the Blairgowrie Town Hall led by LAL staff. 146 attendances over the year. Perth City No Limits session's daytime are sustained as a mainstream programme with 10 – 18 regular attendees. The Friday evening sessions have stopped and are being reviewed to determine needs as numbers have dropped. Locality needs have driven the development of work over the year. Aberfeldy provision has not evolved. New activity in the year: - Supporting Fairview youth club with activity options - Support of PKDS Family Days - Continuation of No Limits Cricket – LD focus		

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 Blinded offer a service to an service or ex-service personnel with visual impairments and have an outreach worker based at VisionPK offices. Scottish War Blinded 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: Age 40 – 50 : 3 Age 50 – 60 : 0 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	2014/15/16	NHS Tayside / VisionPK

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 take part in activities such as woodwork, IT, and art. The respite service has been used by two members in P&K so far. They book themselves into a care home and SWB paid 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.		
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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
1 st annual review meeting with DisabledGo has taken place New premises for auditing during 2015 have been identified 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
Awaiting data		
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 2015/16		
Review prioritisation of deaf equipment supply across Perth & Kinross	2014/15/16	NESS / PKC HCC
A review of the process is currently take place.		
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 have piloted a befriending scheme during 2014/15 and		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
all volunteers have 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.		
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. VisionPK has been working closely with the Lead (Linking Education & Disability) Scotland Perth Online Project with 22 people referred for support to date. VisionPK will also be working in partnership with RNIB & PKC Library Services during 2015/16 in hosting a digital inclusion project for those with sensory impairments.	2014 - 2017	VisionPK

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Review adherence of all pedestrian crossings throughout Perth and Kinross to national standards for time allowed to cross	2014/15	PKC TES
When a pedestrian crossing is installed the timings are set to national guidance. Crossings are checked annually by an engineer. 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.		
Review condition of "nosing" on all external steps at PRI on an annual basis and replace / renew where necessary. All "nosing" on external steps at PRI have been replaced during 2013 / 14.	2014 - 2017	NHS Tayside (PRI facilities mgt)
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. 43 individuals have registered to take part in the scheme and 18 local businesses have signed up to act as a "safe place", these include Pullar House, AK Bell Library, Barrack Street Police Station and several city centre cafes and shops.	2014/15/16	PKC HCC / CILPK
Link into the PKC CEAG Disability related harassment sub-group and ensure any relevant issued raised are passed to the Joint PD	2014/15	PKC CEAG

Strategy Group for either action or information.		
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.		

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.		

Locally Agreed Priority Action / Activity	Timescale	Named Lead Individual & Agency															
Monitor number of applications, badges and the reasons for issuing Blue Badges.	2014/15	PKC TES															
Blue Badge Data from PKC TES Property, Performance and Resources Blue Badge Data <table data-bbox="667 1137 877 2024"> <tr> <td></td><td>2013</td><td>2014</td></tr> <tr> <td>Cancelled *</td><td>298</td><td>358</td></tr> <tr> <td>Issued</td><td>2272</td><td>2439</td></tr> <tr> <td>New</td><td>24</td><td>52</td></tr> <tr> <td>Refused</td><td>109</td><td>86</td></tr> </table> *(cancelled numbers are due to death or misuse)		2013	2014	Cancelled *	298	358	Issued	2272	2439	New	24	52	Refused	109	86		
	2013	2014															
Cancelled *	298	358															
Issued	2272	2439															
New	24	52															
Refused	109	86															
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 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 will be reviewed and improved during the latter part of 2015, in partnership with council services, 3rd sector partners and community members.		
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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). Present proposals to taxi trade and PKC Licensing Committee during late 2014 to facilitate a decision on the future provision of WAVs.	2014/15/16	PKC TES & Corp Services
A report went to PKC Licensing Committee http://www.pkc.gov.uk/CHttpHandler.ashx?id=29918&p=0 on March 26 th 2015 which recommended that "the needs of disabled passengers are generally satisfied by the existing licensed vehicle fleet. Most users who require the services of a wheel chair accessible vehicle, book travel with a regular service		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
provider". The report recommended that initiatives to improve disabled transport in licensed vehicles should continue to be explored.		
Work with the Taxi Forum to advocate an increase in availability of "text message" booking facilities.	2015/16	PKC TES & Corp Services
No progress at present.		
Develop a programme of disability and sensory awareness training for local taxi / PHC drivers.	2015/16	PKC TES & Corp Services
Discussion is taking place with PKC Licensing Services about promoting the Fair4all programme – this is a quality assurance scheme for disabled people using taxis www.Fair4all.org.uk		
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 have all been 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 CILPK and several other outlets across Perth and Kinross.		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
Scope options for developing an integrated volunteer driver database, in conjunction with local community groups. Will be carried out by TES during 2015/16	2015/16	PKC TES and vol sector partners
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. Apr 2013 – March 2014 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.	2014/15	PKC TES
Raise awareness of the services offered by Perth Shopmobility scheme including advice prior to buying a motorised mobility scooter etc. Shopmobility continues to receive a proportion of its funding from TES and is managed by PKAVS. PKAVS: Shopmobility Perth Shopmobility currently has 1000	2014/15	PKC TES / Shopmobility.

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
registered users and 400 users per month. Shopmobility information is available for the public in Pullar House Shopmobility information is included within PKC publications about parking in Perth & Kinross. CILPK work in partnership with Shopmobility e.g. during Disabled Awareness Day in March 2015		

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) Awaiting data	2014/15/16	PKC HCC
Ensure independent support is available to service users considering the use of self- directed support to achieve independent living.	2014/15	CILPK
CILPK continue to liaise with PKC SDS staff and are available to provide independent support to clients with a physical impairment when approached.		

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.	2013/14	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.		
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	PKC HHCC / NHS Tayside / Vol Sector partners
P&K See Hear Partnership implemented in October 2014, Steering Group and Working Group established January 2015.		

<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	Autumn 2015	PKC HCC / NHS Tayside / Vol Sector partners

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
impairment, service users, local agencies and service providers. This will inform the final See Hear action plan.		
Scoping, engagement and information gathering has been carried out during Spring / Summer 2015 and further, more detailed, consultation will be carried out during Autumn 2015.		
Identify and agree high level actions which give local direction to the seven national See Hear recommendations	2015/16	See Hear Steering Group
High level actions focussing on transition points, information & education, current resources & support and quality & improvement of services (including support services) will be considered as part of the See Hear consultation process in Autumn 2015.		
Identify and implement low level actions and establish See Hear work stream groups to deliver them	2015/16/17	See Hear Steering Group
Following the consultation in Autumn 2015 low level actions will be finalised. Work stream leads to co-ordinate delivery have been identified and are ready to begin following the consultation exercise.		

<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.		

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	PKC HCC / Joint PD Strategy Group
CILPK are members of the P&K DRHRG and provide a 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	PKC HCC
The PKC MO Equality Group received a presentation on current		

<i>Locally Agreed Priority Action / Activity</i>	<i>Timescale</i>	<i>Named Lead Individual & Agency</i>
actions within the PD Strategy and See Hear at the end of June 2015.		
Training and staff development – PD Strategy group members will develop a “Directory” of locally available physical disability / sensory impairment training and awareness raising opportunities. 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.	2014/15/16	P&K Joint PD Strategy Group
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 1/4 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 on page 31.		

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

Data from PKC HCC SWIFT system 2015

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

Data from PKC HCC SWIFT system 2015

