

Department staff work closely with our contracted Quality Assessors Quality in Tourism, who have built up considerable expertise in this area in England over a number of years, and are more than willing to share best practice and practical examples of solutions with individual businesses. Business operators are able to apply for full National Accessible Accreditation as part of their annual quality assessment inspection. Workshops for operators have been delivered in conjunction with the last Tourism Seminar, and more may be facilitated in the future.

The Department continues to work with both the Disability Alliance and Disabled Go Guernsey to promote the importance of providing adequate information for all, through the development of a digital accessibility guide for the Island. However, progress is restricted by the absence of any dedicated resource. Also, the Department was pleased to invite representatives of the Guernsey Disability Alliance to its annual update and briefing earlier this year, not only to keep them up to date but also to provide opportunities for them to discuss these matters with hoteliers.

As a final point the Department is working with industry colleagues on the other islands of the Bailiwick to provide support and encouragement for similar awareness in those locations.

More widely, but less directly, the Department is pursuing policies which support the aim set out in the Strategy to broaden inclusion in the workplace, which is part of the theme of bringing about "... full and effective participation and inclusion in society." The specific Commerce and Employment work areas relevant here are those seeking to develop new economic opportunities such as the digital sector, and the work in hand on skills, particularly the skills gap analysis.

I hope the above information is of use to you in reviewing progress in response to resolution 11 of the Disability and Inclusion Strategy.

**Deputy K A Stewart, Minister**

### **Culture and Leisure Department**

Thank you for your letter dated 9 June.

I am pleased to confirm that the Culture and leisure Department has maintained a close awareness of disability and inclusion issues following the States Resolution committing to a new strategy.

Whilst there has not been any capital works or alterations to properties that have necessitated reasonable adjustment since November 2013, the Department has been aware of the related policy initiatives that had been progressing for some time in the lead up to the States decision. Arising from that, the Department had previously taken steps to improve disabled access to some of its properties as and when opportunities have presented themselves. We had also introduced a 'carers go free' policy for access

to shows and events that we directly promoted (which is similar to the situation in the UK, so as to ensure that disabled persons requiring a carer are not discriminated against by effectively having to pay double).

In terms of ongoing commitment, I can advise that one member of staff within Beau Sejour, who has a good knowledge of disability and inclusion issues, has been allocated specific responsibility for such matters to ensure that there is a prominent contact point for the public to raise any matters of concern. You may also be aware that Beau Sejour maintains nine disabled parking bays outside its main entrance. Policing of these spaces is undertaken regularly by the Duty Managers to ensure that easier access for disabled persons is maintained at all times with fixed penalty notices being issued to non-disabled persons abusing the facilities.

As to policy initiatives, you may recall that when presenting its 2014 States Report in relation to the future allocation of lottery funds, the Department had recommended that any amounts exceeding the operating deficit for Beau Sejour should be allocated to an appropriation account specifically for the purposes of funding special events or enhancements to its properties. In putting this proposal forward the Department was particularly mindful of the States Resolution in relation to disability and inclusion and the fact that many of its properties, such as Castle Cornet, would benefit significantly from improvements to disabled access (as this was not something that could be easily afforded from its existing limited annual capital allocation).

I trust that this provides you with a sufficient overview of the initiatives undertaken by the Culture and Leisure Department although should you require any further details please do not hesitate to contact me.

**Deputy M G O'Hara, Minister**

### **Education Department**

Thank you for your letter dated 9th June, 2015, requesting details of the Education Department's work on the States Disability and Inclusion Strategy since November 2013.

Even before November 2013, Disability and Inclusion issues have been a significant element of the work of the Education Department and Schools. This work continues. The work of the Education Department in relation to this area is enshrined in The Education (Amendment) (Guernsey) Law 1987. A SEN project successfully led to the provision of settings for learners with exceptional additional needs (Le Murier School, Le Rondin School, the CAS bases). The SEN Code of Practice outlines for mainstream schools the processes and procedures to be followed in identifying and addressing the additional needs of learners. The Learning, Performance and Intervention Services within the Department (Sensory Support Services, Communication and Autism Services and the Educational Psychology Service) provide direct services to learners and their families and provide training for Education Service Staff. The Education