

Appendix 3

Responses from Departments

Commerce and Employment Department

Thank you for your letter that sought information from this Department on work done in the last 18 months either specifically in support of the implementation of the Strategy or which takes account of the Strategy and its overall aims.

As regards the direct support of Strategy implementation work, and in the light of the requirement of the Strategy to extend the protections for workers to encompass discrimination on the grounds of disability, we have been pleased that Mrs Toni Airley, our Principal Employment Relations Officer, has been able to devote considerable effort to the work of the Disability Legislation Group which was tasked to frame appropriate proposals and drafting instructions supporting States' resolution 3 of the Strategy.

To approve, in principle, the enactment of legislation under the Prevention of Discrimination (Enabling Provisions) (Bailiwick of Guernsey) Law, 2004 to prevent discrimination against disabled people and carers and provide for equality of opportunity, and direct the Policy Council to revert to the States with detailed proposals for such legislation following consultation with other States Departments, and representatives of the business sector, disabled people and carers, before the end of 2015.

Some of this work is still in hand at the time of writing; however I understand that the work in relation to employment protection is largely complete and could, with States approval, be brought to fruition in a relatively short period of time.

Marketing & Tourism aims to get greater engagement with disability issues, working closely with industry to encourage a positive attitude to access for all. This is reflected in Strategic Aim 3 of the Guernsey Tourism Strategic Plan "... *Deliver An Exceptional Visitor Experience*." There is a specific action plan in the Strategy which aims long term at ensuring Guernsey can be accurately portrayed as an Accessibility friendly island.

As the key to the delivery of the strategic aim is to change attitude across the tourism sector, the Department is focussing on two areas where this can be influenced, namely, accommodation and attractions accreditation. A requirement has been introduced for these types of businesses to develop and publish "access statements" that will allow potential customers with disabilities to make informed decisions about their holiday choices. We are now working with individual sites to progress this and greater prominence is being given to the ease of access to this type of information, especially via the new VisitGuernsey website. The Chamber of Commerce Tourism and Hospitality Sub Group has been encouraged to get their members to publish clear accessibility information on line.

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