

I am happy to provide further details on any of the above.

Deputy D B Jones, Minister

Public Services Department

I am writing in response to your letter of the 9 June 2015, in which you asked for an update on work undertaken by the Public Service Department (PSD) since November 2013 in relation to the Disability and Inclusion Strategy.

By their nature, some of PSD's sites present difficulties for disabled access. However, measures for reasonable adjustment are fully embedded where possible, such as assistance facilities at locations providing transport services such as Guernsey Harbours and Guernsey Airport, and full access to customer service facilities at the head offices of public service providers such as Guernsey Water and States Works.

In addition, Guernsey Airport has been working with Aurigny and the Guernsey Disability Alliance to improve information for passengers pre and post flight and the existing policies and training are in the process of being reviewed with the States Disability Officer.

The new policy will include clear advice for passengers to secure assistance from the car park to the aircraft, with a combined responsibility between ourselves and the airlines being more clearly defined. In addition we anticipate some be-spoke training for staff on disability issues and Aurigny has committed to attend those sessions with its training staff.

We are also looking at whether any future development of the terminal could include bespoke 'changing places' facilities – which would provide assistance for the most disabled passengers with provision of a wet room with hoist and other changing facilities. This would represent a significant investment and external support or funding for fit out may be required.

In addition to physical measures to improve accessibility, billing entities such as Guernsey Water, States Works and Guernsey Harbours accept payments via a number of routes such as direct debit, online or via telephone.

The Department realises that more can be done and has focused on helping to address some of these areas as directed by the States in resolution 11 of the 2013 report. The Department's corporate strategy provides for the 2013 resolutions, and includes a key objective to review the equality of access to PSD's services and infrastructure (including pricing strategies) for the disabled and more vulnerable members of the community. This objective is led by the Department's Finance Business Partner, who has responsibility to ensure that a review is conducted, along with an accessibility survey of PSD properties and establish an action plan of prioritised work to implement reasonable adjustment if necessary.

Alongside this, the Department is developing a number of Key Performance Indicators that focus on progress against the review and audit of equality of access to the Department's services and infrastructure.

As ever, the Department stands ready to assist the Disability and Inclusion Strategy Steering Group as necessary to deliver this important work.

Deputy S J Ogier, Minister

Social Security Department

Thank you for your letter dated 9 June 2015.

In relation to the Disability and Inclusion Strategy Governance Structure and the workstreams to change attitudes and raise awareness, you will be aware that Social Security is taking the lead on supported and mainstream employment. In order to give transparency to the collective activities of all agencies under this workstream, the Department has developed a framework listing the services currently provided and setting out some of the challenges, gaps in provision and future developments. This framework is updated periodically at the request of the Disability and Inclusion Steering Group and the latest version is attached for your information.

With regard to the specific objectives of improving opportunities for disabled people and carers to participate across society and promoting more positive and inclusive attitudes towards disability in the community, Social Security has been involved in numerous workstreams and activities since November 2013. In connection with Resolution 11 of the 2013 report the relevant workstreams and activities are set out in the table below.

<p><i>a) contribute to a multi-agency approach to implementing the Strategy where their assistance is required and, in particular, to implement the actions laid out in the timetable,</i></p>	<ul style="list-style-type: none"> • Officer lead for supported and mainstream employment. • Officer attendance at meetings and workshops in connection with other workstreams, such as Capacity legislation and Safeguarding Vulnerable Adults. • In connection with the disability register, officer attendance at the multi-agency 14+ transition group.
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