



Working towards being more inclusive

Disability and Inclusion Strategy

Highlight Report No 17
in brief - January 2019

- Significant issues
- Some issues/risks
- On track

Workstream RAG Status	
Disability Discrimination Legislation (DDL)	■
Equality Rights Organisation (ERO)	■
Review of States' Obligations	■
Information & awareness raising	■
Information & awareness raising for businesses in Guernsey	■
Capacity legislation	■
Safeguarding vulnerable adults	■
Framework for people with dementia	■
Framework for people with communication difficulties	■
Framework for people with learning disabilities	■
Framework for people with autism	■
Supported and mainstream employment	■
United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)	■



States of Guernsey

New HSC Emergency Department reception desk.

A new reception desk has been installed at the Emergency department, this incorporates a low height desk for patients who are wheelchair users.

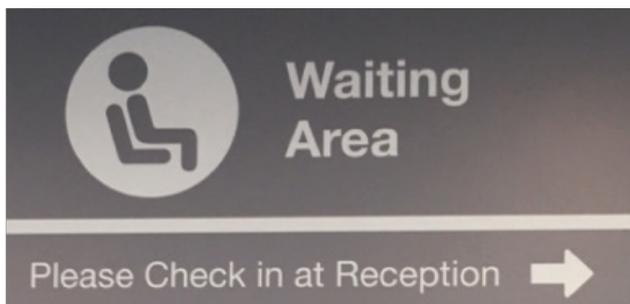
New accessible signage for the Emergency Department and Radiology

The signage around the Emergency and radiology Departments has been reviewed as part of an ongoing review of the signage throughout the PEH.

Lottie Barnes, Culture Arts and Health Manager, said "We are aiming to improve the environment and promote patient/ staff and visitor well being by improving the signposting and visual communication."

The adult disability team were involved in the review and attention was paid to the colours used and the contrast of background colour to wording, font style and size, and the use of graphics for non verbal directions.

Part of the work is to standardise the signage on the toilet doors, and the long term aim is to update this signage across the PEH.



Improvements to footways and crossings

Extended footways have been installed at Rocque Poisson/Les Adams and the Vallette. Changes at the Vrangue include dropped footways and zebra crossings and the new Toucan crossing installed at Bulwer Avenue is now operational.



New course for HSC staff

The Institute of Health and social care are running a CPD module "improving the experiences of people with dementia". This started in November and will cover such topics as the attitudes, models of dementia care, policy legal and ethical contexts.





3rd December

The United Nations “International day of persons with disabilities” was celebrated by the first ever accessible Christmas lights event. This was part of the Accessible town project, which aims to provide a more accessible shopping experience for disabled islanders and carers. This event was organised by the Guernsey Disability Alliance and Access for All. Entertainment was provided in market square, including local musicians and the Guernseys deaf Children’s Society performing signing to carols. More accessible parking, and seating, additional toilets and the introduction of quiet zones aimed to provide a more accessible environment for all to enjoy.

New Marine services Centre

Guernsey Harbours opened its Marine Services Centre on the Albert Pier in St Peter Port on Monday 17th December 2018

The centre will handle all transactions relating to visiting and local boat owners from payments, local boat registration, and mooring account support instead of the Harbour Office on St Julian’s Emplacement. It will have step-free access for wheelchair users and those with mobility problems.

Guernsey’s Harbourmaster Captain David Barker said:

“Our staff and contractors have worked very hard to get the Marina Services Centre open, ahead of the 2019 season. I am confident it will be more convenient for local and visiting boat users to manage their mooring affairs via the centre. This move is part of a wider programme to improve services for Guernsey Harbours’ customers across the board.”

Guernsey Wins

Guernsey is the winner of the 'Best UK / British Isles Port of Call' category in the 2018 Cruise Critic Editors' Picks Awards, winning the title for the third time in four years. Over recent years VisitGuernsey has continued to focus on the cruise market with strong year on year growth and positive commitment from the cruise industry.

Provision of extra shade and cover for those waiting for tenders has been implemented allowing those less mobile passengers and the elderly a more comfortable wait in the peak summer

season or during showers. "You'd be hard-pressed to find any British Isles port of call that goes as far as Guernsey to welcome cruise passengers. Thoughtful improvements are constantly made and feature parasols on the pier for hot or rainy weather, an army of helpers directing passengers towards the town, staggering tour times to avoid overcrowding, dredging the harbour and even a new section for disabled passengers to wait." said Adam Coulter, the editor of Cruise Critic.

If you would like further information please contact:



**States of
Guernsey**

Gill Evans - States Disability Officer
Email: Gill.Evans@gov.gg
Telephone: **01481 732557**