

Hillingdon's Disabled People's Plan 2009 - 2012

**Improving the quality of life
for our disabled residents**

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HILLINGDON
LONDON

Foreword - by the Disabled People's Champion

Introduction

Links with Hillingdon Community Sustainability Strategy

Some facts and figures about disability

Priorities for Action:-

- 1. Improving health and wellbeing**
- 2. Strong and active communities**
- 3. Protecting and enhancing the environment**
- 4. Making Hillingdon safer**
- 5. A thriving economy**
- 6. Improving aspiration through education and learning**

Conclusion

What happens next?

Your views

Translation

Appendix 1 Draft Action Plan



Foreword by the Disabled People's Champion

Councillor Peter Kemp

For several years I have been working closely with disabled people to find out what a better Hillingdon would mean for them and how the council can champion their ideas. I am delighted to now be able to introduce and to share with you this Hillingdon Disabled People Plan.

In Hillingdon we are proud of the initiatives that have already been put in place to enrich the lives of disabled people. The introduction, in 2006, of the council's Disability Equality Scheme placed the promotion of disability equality at the heart of all of our policies and practices and helped us to embed appropriate practices across the whole of the council.

As the champion for disabled people I knew how disabled people faced a range of challenges on a daily basis. However, having worked with others on developing this plan, I now know just how many and varied these problems are. Difficulties faced in straightforward tasks like getting around the borough on public transport; the need for more opportunities to access training, employment and volunteering; the need for better information, in appropriate formats, about available services and activities;

the need for support to get started on a new venture and the obstacles preventing involvement in decision making- the list could go on and on...

This plan has been developed to identify the key issues faced by disabled people and to make sure that we do all we can, both as a council and in partnership with others, to ensure that all our residents, whatever their skills or abilities, have the opportunity to enjoy life in Hillingdon to the full.

Disabled people have been at the heart of this plan from the start. All the issues included in it are here because disabled people have sat down with us and told us that these are the things that matter to them. They have told us their problems and worked with us to identify what needs to be done to overcome them.

I am immensely grateful to all those people who have given their time to make sure that we got this plan right. Working closely with disabled people, their carers and representatives and all our partners, we will tackle the issues identified to make Hillingdon a better place for disabled people to live, work, study and visit now and in the future.

Introduction

The Disabled People's Plan 2009 - 2012 has been developed to tackle the challenges facing disabled people of all ages in Hillingdon and to identify what the Council can do with its partners, to improve disabled people's lives and maximize opportunities to improve their health, wellbeing and happiness.

There are many examples of good practice and excellence in Hillingdon. Partnership working between the Council, the health service and voluntary sector is already bringing about better services and helping more disabled people to live independently. One example, the Hillingdon Centre for Independent Living, is described on page 7. We want to build on our successes. We want a better quality of life for all disabled people.

The council acknowledges that in many situations, it is not *disability* that creates disadvantage but the attitudes and responses of services and people *to disability* that cause social exclusion.

The council supports the social model of disability and actively promotes disability equality.

Through our Disability Equality Scheme, we outline how we will meet our public duties to:-

- Eliminate unlawful discrimination.
- Eliminate harassment of disabled persons that is related to their disabilities.
- Promote equality of opportunity between disabled persons and other persons.

- Take account of a disabled person's disabilities, even when that involves treating disabled persons more favourably than others.
- Promote positive attitudes towards disabled persons and
- Encourage participation by disabled persons in public life.

This Disabled People 's Plan has been developed through close working with a large number of disabled people - people with physical and sensory disabilities; those with mental health needs; people with learning disabilities and with carers and specialist groups working with disabled people. It is also the product of liaison between council services, health services and other partners such as the police and voluntary organisations.

We have looked at all the issues raised by disabled people in our consultation and identified what the council and partners are doing now and what will be done during the lifetime of this Plan. A comprehensive 'Consultation Response' document has been sent to all those directly involved in the consultation. The key issues are addressed within this plan.

The issues raised in the Disabled Children's Strategy are also integrated within this Plan.

The priorities which have been identified in the plan will provide the focus for actions by the Council and its partners, enabling resources to be targeted on activities that will make a real impact to improve the lives of local disabled people.

Links with the Hillingdon Partners' Sustainable Community Strategy

Hillingdon Partners' Sustainable Community Strategy 2008-2018 outlines the 'vision' for the future of Hillingdon's communities. The key themes are: People, Place and Prosperity. The Disabled People's Plan reflects the key themes of this strategy and the priorities within them.

PEOPLE

"Planning, understanding and responding to the changing needs of our communities"

Priority One - Improving health and wellbeing

Priority Two - Strong and active communities

PLACE

"Making Hillingdon a safe, attractive and sustainable place to live work and learn"

Priority Three - Protecting and enhancing the environment

Priority Four - Making Hillingdon safer

PROSPERITY

"Prosperous individuals and prosperous communities"

Priority Five - A thriving economy

Priority Six - Improving aspiration through education and learning

Under these themes and priorities, the Plan centres on:-

- **Issues raised by disabled people**
- **What the council and partners are doing now**
- **Actions the council and partners will take in the next three years**

Some facts and figures about disability

- Ten million people in Britain - 20% of the population- have rights under the Disability Discrimination Act 1995 as amended in 2005.
- Disability covers a wide range of physical and mental health problems, including heart disease, diabetes, severe disfigurement, depression, schizophrenia, dyslexia, epilepsy and Down's syndrome.
- Disabled people are more likely to face discrimination and exclusion. For example, if of working age, they are twice as likely as non-disabled people to be out of work and claiming benefits.
- Disabled people are twice as likely to have no qualifications.
- 36,000 of Hillingdon residents have a limited long term illness.
- 19% of Hillingdon school children have some form of identified special educational need.

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1 PEOPLE

Priority One - Improving health and wellbeing

Issues for Disabled People

Disabled people told us they wanted:-

A central service point, to provide services for disabled people from one central point, staffed by people who are specialists in working with disabled people.

Increased awareness of disability by members of Council staff, GP's and dentists, as well as high street shops and local businesses, so that all disabled people's needs are recognised and responded to appropriately.

More choice in the services available which meet individual needs and **more**

support for carers, including help with short breaks.

To make the transition to adult services for disabled children less stressful.

Improved information sharing between the Council and health services, especially on discharge from hospital.

More advice and information about equipment and adaptations and provide a place where equipment can be tried out.

More supported, independent housing and adapted homes including improved heating and insulation.

The Council to influence improved accessibility for example in the provision of more disabled toilets and seating throughout the borough, especially at shopping centres; more accessible health and dental surgeries; and other public buildings.

What the council and its partners are doing now

Central service point

The Hillingdon Centre for Independent Living is in place and is jointly funded by the council and Hillingdon Community Health. Based at the Wood End Centre in Hayes, it will improve user experience and service quality and reduce delays.

Benefits

- ✓ Single point of access for patients
- ✓ Purpose built with access for disabled people;
- ✓ Range of items displayed that give greater choice, independence and control for daily living, including: - household equipment, bathing and personal care items and sensory equipment
- ✓ Co-located and Partnership working with DASH
- ✓ Full integration with district wheelchair service and community health services
- ✓ Signposting and assistance with other services, equipment and information
- ✓ Suitable clinical areas with specialist equipment

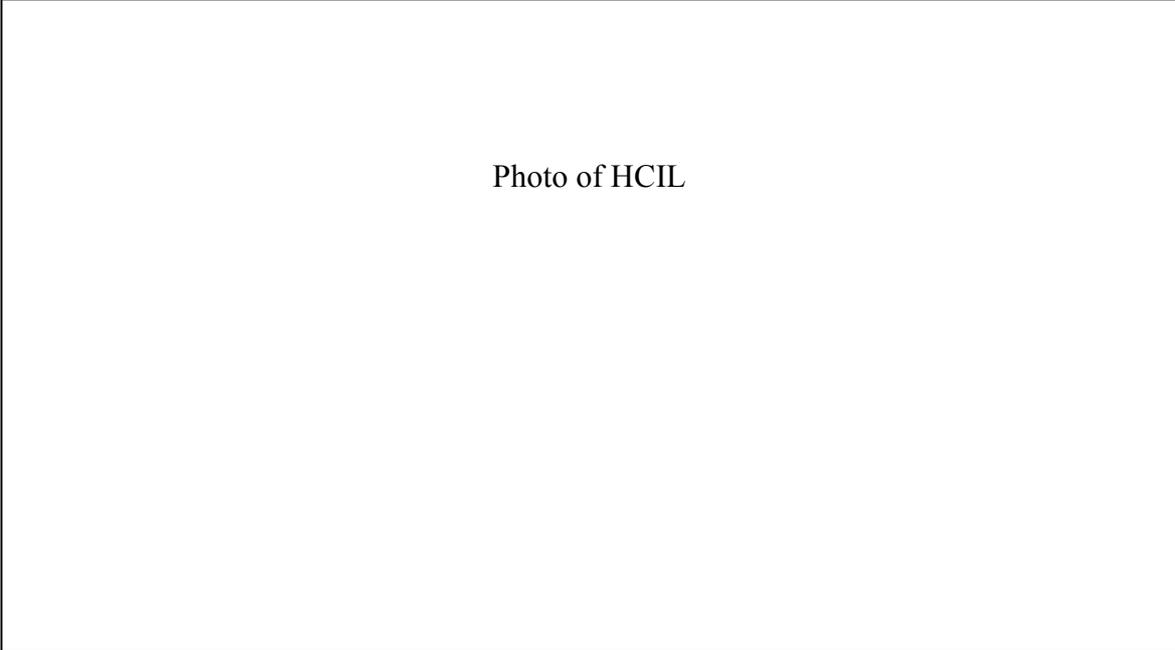


Photo of HCIL

There is also a new e-mail address and single phone number for Adult Social Care Services: Socialcaredirect@hillington.gov.uk; (01895 556633)

Disability awareness

All new Council staff and Health Services' staff undertake equality and diversity training as part of their induction which includes disability awareness and legal duties. Additional, more specialist, training is provided to council staff who deliver frontline services.

Whilst GP practices are responsible for their training, a programme has been designed by the Primary Care Trust and delivery is being negotiated with individual practices. Dentists also receive Equalities and Diversity training.

Equipment and adaptations

Waiting times for equipment assessment have improved significantly. Nearly all equipment is delivered and minor adaptations completed, within 7 days of ordering.

Care services

Care service hours are assessed on the basis of need and a pilot scheme for personalised budgets is being carried out. This will enable disabled people who receive care services to have more choice about the services they wish to use.

Housing - new homes

9 self-contained units providing 24 hour supported housing to people with long-term support needs which are managed by Look Ahead Housing and Care were developed in 2008/09;

20 units of self-contained accommodation with short to medium term support are being developed by the Catalyst Housing Group on a site leased to them by the Council.

12 new flats for adults with high support needs were recently completed on one of the Council's sites and are managed by Look Ahead Housing and Care.

Heating

We have made a significant investment in Council owned homes over a number of years and our heating and insulation standards compare very well with properties owned by other social housing providers. We investigate in response to individual enquiries and action is taken if heating and insulation standards are not acceptable.

Disabled people living in the private sector can access two heating grant schemes:- Warm Zone, run through the West London Housing Partnership, offers heating grants to the full value of the work required. Clients need to be receiving disability or income related benefits, be Owner Occupiers or rent privately and have a heating system that is broken or considered 'non-decent'. Warm Zone offers loft and cavity wall insulation work free to the over 70s and those on benefits and a reduced price to all others. Contact Warm Zone on 0800 587 2251.

Warm Front is a government scheme which offers a grant of up to £3500 for energy efficient works. Clients need to be receiving disability or income related benefits, be an owner occupier or rent privately and have a heating system that is broken to get heating work. Warm Front will do insulation and draught proofing as needed in properties that get a heating grant. More information is available online at: <http://www.warmfront.co.uk/index.htm> or apply over the phone: 0800 316 2805.

Transition to adult services by disabled young people

This is also a key priority of the Disabled Children Strategy. A Transition Strategy is being developed which will make the move from Children's to Adult services smoother. In addition, DASH has been awarded funding to offer advice and support to young disabled people in transition (aged 16 - 25).

Accessibility

The Council's Access Officer checks all new planning applications, to make sure that the needs of disabled people are properly addressed.

The Primary Care Trust has:-

- Improved access to its buildings by introducing automatic entrance doors; levelled approaches; additional and improved disabled toilets; additional information signage; improved lighting; more disabled parking spaces and portable hearing loops.
- Provided improvement grants to a number of GP practices, to improve access for disabled people with ramped approaches and automatic doors.

All Job Centres are compliant with disability law.

What the council and its partners will do in 2009 - 2012

Central Service Point

We will develop the role and functions of the Hillingdon Centre for Independent Living over the next three years and review the possibility of providing an additional advice and information shop for disabled people at the Civic Centre.

Disability awareness

We will work with the Primary Care Trust to develop best practice in the provision of disability awareness training to ensure this meets the needs of staff and residents.

Choice

By 2011, disabled people will be given an indicative budget based on their assessed need and it will be up to them to decide how this is spent.

Equipment

In 2010/11, new arrangements will be introduced which will provide greater flexibility and enhance choice.

Care services

During 2009/10, we will review the funding for some community and voluntary organisations to see if there are ways of increasing the number of people who can access social groups in order to prevent social isolation.

Short break provision for carers will be increased, offering more choice and opportunity to take breaks.

Housing

Our aim is to provide more supportive, independent, housing.

- 2 new schemes are currently being considered for adults with mental health problems, which would provide 10 one bedroom self-contained units with outreach support.
- The Learning Disabilities Modernisation programme aims to provide up to 24 units of supported accommodation through the redevelopment of existing buildings and sites. Plans will be finalised over the next few months.
- 18 wheelchair units of different sizes will be completed over the next two years to which the Council will be able to nominate people on the housing register. Further schemes are under consideration and will include wheelchair units.
- We will work with Hillingdon Homes and other social housing providers to develop a comprehensive register of all adapted social housing in the borough.

Information sharing

Procedures will be reviewed, to make the exchange of information between health services and Adult Social Care, Health and Housing easier.

Healthy eating

We will ensure that there is a focus on meeting the needs of disabled people within all the Healthy Eating campaigns in pharmacies and libraries and in other events.

Accessibility

We will continue to improve access to the Council's buildings; develop a list of accessible meeting rooms across the borough and promote the role of the Council's Disability Champion.

Care for disabled children

- Targeted early support, including a key worker, will be offered to all families with children under 5 years of age who need it.
- Palliative care provision will be available to those who need it.
- Community based health services will be delivered closer to home and improvements targeted in deprived areas and hard to reach groups.
- Effective pathways will be provided for children with complex long-term needs.
- Accessible and affordable child care will be available.

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2 PEOPLE

Priority Two - Strong and active communities

Issues for disabled people

Disabled people told us they wanted:-

More involvement in decision making and monitoring service delivery; this was especially true for young people with disabilities, people from Black and Minority Ethnic communities and carers.

Information of good quality, which is easily understood and in a range of formats including more easy access to signers, lip readers, interpreters, hearing loops and large text and for better information about specialist services e.g. talk-by-text, and Browse Aloud.

A review of transport options, including addressing ongoing problems with the Dial-a-ride and taxi-card services.

More accessible, affordable, sports and recreation opportunities; improved information on facilities for disabled people at swimming pools and leisure centres; improved advertising of the Leisurelink Card and accessible places to meet.

Improved activities at day centres where disabled people have a say in appropriate activities available to them.

What the council and its partners are doing now

Involvement

The Council regularly meets with disabled people, their carers and representatives to encourage people to raise issues and priorities and influence the way services are delivered. These meetings include the Disabled People's Assembly; the Connecting Communities Black and Minority Ethnic (BME) Forum and the Local Involvement Network (LINK). There is also regular contact with Hillingdon Association of Voluntary Services (HAVS) and the Disability Association Hillingdon (DASH).

The Adults Learners with Disabilities and Difficulties Forum meets a number of times each year enabling learners to shape service provision and quality of teaching and learning.

As part of the Strategy for Disabled Children, a new Parent Participation Forum has been established. This Forum will enable two-way flow of information between parents, carers, the Council and other services and enable a wide base for consultation. All parents and carers of a child with a disability or special educational need are eligible to join the Forum.

Information

We provide a wide range of information, advice and guidance in libraries, at the Civic Centre and on our website: www.hillingdon.gov.uk.

Hillingdon Centre for Independent Living provides a comprehensive information service for disabled people.

All information is checked regularly to make sure it is up-to-date, jargon free and easy to understand. From time to time there are special features about services for disabled people in Hillingdon People. We also use local papers and work with outside agencies to promote initiatives.

All council services have access to 'Language is Everything', a company which provides interpreters, signers and lip readers.

Sports and leisure

Two new leisure centres are being built in the borough - at Botwell Green and Uxbridge. Both will provide better physical access to facilities. At Highgrove, phased improvement works are in progress and will improve accessibility.

Regular sports taster sessions are organised in partnership with MIND and DASH and the Sport & Leisure team organises teams in disability sports to represent Hillingdon in the London Youth Games and the West London Panathlon event.

The Upward Group, a group of people with learning disabilities, provides training for leisure staff on understanding the needs of disabled people. Local sports clubs have also been trained on coaching disabled people.

Publicity and distribution for the LeisureLink scheme has been improved. The initial cost has fallen from £5 to £2, resulting in increased take-up. The card now lasts 5 years instead of 12 months so does not need to be renewed as often.

Access to social clubs and the arts

The Council supports some social clubs for disabled people and gives funds to Age Concern and Hillingdon MIND to run social activity clubs for older people and people with mental health needs. All libraries are compliant with disability law requirements and are being refurbished to provide an area where meetings can be held and hot and cold drinks are available

Audio description is available at the Beck Theatre. (This service for visually impaired people involves a trained presenter giving additional information about what is happening in a play so that the visually impaired gain a better understanding of what is taking place).

Transport

Dial - a Ride (which is run by Transport for London and managed by London Buses) is invited to the Council's Mobility Forum and Public Transport Liaison Group so that we can raise residents concerns with them and seek to improve services.

Supporting voluntary agencies

The Council funds a range of support services and social activities provided by voluntary organisations to help prevent social exclusion. These include:- Hillingdon MIND's Befriending Service, Age Concern's Hayes Inter-active Centre for Older People, Blind Clubs and SAMS (Social Activities for Multiple Sclerosis).

Day centres

A range of activities are available at day centres. Activities include cookery and daily living skills, employment training and social courses. We are developing activities to encourage health improvements and working in partnership with Healthy Hillingdon, Adult Education and voluntary groups.

Volunteering

Volunteering opportunities are provided through HAVS and DASH and in the volunteering section of Hillingdon People.

What the council and its partners will do in 2009 – 2012

Information

We will:-

- Provide clear, jargon-free, information in plain language in a range of accessible formats, including large print, Braille and CD and a format suitable for people with learning disabilities;
- Produce a new information booklet for carers. This will be made available in a wide range of locations, including libraries, at voluntary organisations and also on the Council's website;
- Develop 'Web chat' and work with disabled people to identify other tools and ways of accessing information and develop appropriate website links.
- make information about new initiatives, services and events available through a range of channels, including the council's magazine called Hillingdon People, the council website and other e-communication channels.

Sports and leisure

New initiatives include the opening of a new Disability Sports Club for young people at Queensmead Sports Centre.

Transport

Our Access Officer will take any transport problems to bus companies and Transport for London.

We will identify, in conjunction with partner disability organisations, a means of widening Mobility Forum membership, to enable wider discussion about the transport issues faced by disabled people.

Registration card

We will review the additional benefits of a disabled people's registration card.

3 PLACE

Priority Three - Protecting and enhancing the environment

Issues for disabled people

Disabled people told us they wanted:-

Environmental improvements including:-

- Regular checking of the condition of pavements and kerbs so that they are safe for disabled pedestrians and those using wheelchairs and mobility scooters;
- Providing adequate lighting in residential areas and in parks;
- Reviewing street furniture and arrangements for the disposal of refuse, to de-clutter streets;
- Providing extra help with waste and recycling collections.

Parking improvements including:-

- Preventing people parking on pavements, over dropped kerbs and footpaths and at bus stops;
- Increasing the availability of disabled parking spaces;
- Controlling the use of blue badge spaces.

What the council and its partners are doing now

Road and pavements

The accessibility of pavements, roads and parking bays for those with limited mobility is important to the Council and over the past two years, £64,000 has been allocated to improve drop kerbs.

The Primary Care Trust has repaired uneven pavements and resurfaced car parks within its facilities, ensuring that surfaces are safe for disabled pedestrians and those using mobility scooters

Better lighting in roads and parks

In 2008/09 the Council completed a £110,000 programme of lighting improvements in residential roads. Priority is given to areas where there are verified problems of community safety, crime or road safety.

Parks are lit where they are used as regular routes to and from shops and schools or need to be used outside stated recreational hours.

The Primary Care Trust has improved lighting outside a number of its buildings to improve safety and security.

Street clutter

The Council avoids putting in new posts and other items of unnecessary street furniture and has carried out a street de-cluttering pilot as part of the Streets Ahead programme.

Waste and recycling

Waste Services ensure that kerbside waste awaiting collection does not block the footpath or entrances to driveways and is collected within 2 hours.

Free special collections are offered for disabled people and refuse and recycling is collected from a convenient location.

Parking

There is a regular mobile patrol which monitors unauthorised parking across all dropped kerbs, footpaths and at bus stops 12 hours/day. Problem sites have additional focus when reported. Fines for parking in these areas are the maximum permitted.

Works to bus stops are carried out in partnership with Transport for London, to make it clearer to drivers where they must not park and regular patrols enforce the penalties for parking at bus stops.

All existing council car parks provide 6% disabled parking spaces and random patrols monitor these sites.

The Primary Care Trust is looking at the practicality of adding bollards to stop parking on the pavements near its health centres.

What the council and its partners will do in 2009 – 2012

Road and pavements

We will continue the regular inspection of pavements and kerbs and will make improvements to dropped kerbs and uncontrolled crossings.

Better lighting in roads and parks

We will continue to improve lighting in residential roads and in parks where special interest is shown and planning permission is given.

Street clutter

We will continue to de-clutter streets and avoid introducing new street furniture where possible.

Parking

We will continue to carry out regular patrols to enforce the penalties for parking on footways and seek the views of disabled people to identify locations that cause particular concerns so that these can be targeted.

We will improve the parking website, to include information about parking enforcement measures.

4

PLACE

Priority Four - Making Hillingdon Safer

Issues for Disabled People

Disabled people told us they wanted: -

Improved safety and security at home, in sheltered housing and for personal belongings in hospitals.

More information about Community Safety, more places to park mobility scooters under shelter and increased visibility of Community Police on foot around the outside of towns and along footpaths in parks.

To feel safe and less vulnerable to bullying, harassment and abuse. This includes tackling anti-social behaviour by children on buses and at bus stops, which some find intimidating.

What the Council and its partners are doing now

Safety and security

The Council has made significant investment in the safety and security of council-owned homes, primarily through door and window replacement programmes.

Hillingdon Homes investigates in response to individual inquiries and takes action if there is a need to improve safety or security.

Older disabled people with hearing impairment who meet the eligibility criteria can benefit from the older people's burglar alarm scheme. This provides an adapted burglar alarm which has a bright light as well as a siren.

The Council provides Community Safety Risk Management training for staff in Adult Social Care, Health and Housing, e.g. home carers, Hillingdon Homes' caretakers and social workers. This enables them to identify risks in clients' homes and provide advice and support for action.

Hillingdon Hospital has revised the Patient Property policy. The new policy provides better security for patients' belongings.

Community Safety

In partnership with the Police Safer Neighbourhood Teams, Park Ranger Patrols encourage appropriate recreational use of the borough's parks and other green spaces and tackle inappropriate behaviour.

All new developments should comply with the 'Secure by Design' accreditation awarded by the Metropolitan Police Crime Prevention Design Adviser.

For those who meet eligibility criteria, Hillingdon Homes provide mobility scooter parking and private sector applications may be funded by a Disabled Facilities Grant. 10% of all new housing must be built to wheelchair user standards, which includes enclosed storage for mobility vehicles, with ventilation and a charging point.

The Primary Care Trust has installed additional external shelters. These provide weather protection for mobility scooters.

Bullying, harassment and abuse

Incidents of harassment or abuse can be reported to the police or the Council's Community Safety team and are dealt with with the highest priority.

What the council and its partners will do in 2009 - 2012

Bullying, harassment and abuse

We will review the Hate Crime Strategy and publicise the Hate Crime service more widely.

Community Safety

A presentation will be made to the Disability Forum to update residents on community safety projects, listen to their concerns and provide feedback on issues identified for action.

Green Spaces' Ranger Patrol will continue to encourage appropriate recreational use of the borough's parks and other green spaces and to tackle inappropriate behaviour in partnership with the Safer Neighbourhood Teams.

5 PROSPERITY

Priority Five - A thriving economy

Issues for disabled people

Disabled people told us they wanted:-

More information about employment opportunities and increased support to get into work and whilst at work.

Improved services for disabled people at job centres.

Changes to application forms and the recruitment process so they are more appropriate to the needs of disabled people.

A review of adult social care charging policies, to ensure the care services criteria and application is fair, clear and accessible and to reduce the cost of attending day centres.

A Welfare Benefits Officer

What the council and its partners are doing now

Employment

The council has clear standards around recruitment and retention of disabled people. These include:-

- applying the double tick symbol to appear on all job adverts. The double tick symbol means that organisations meet national minimum standards for the recruitment of disabled people, application forms being made available in PDF format, large print, on disc and tape by request;
- disabled people being guaranteed an interview if they meet the essential minimum requirements for the post;
- monitoring trends in the type and number of applicants and acting on this information;
- making reasonable adjustments to the working environment to allow disabled applicants to be appointed;

- ensuring that every support is given to employees who develop a disability;
- supporting the 'Access to Work Scheme' for disabled people who are starting work or in existing employment.

The Council has set targets to increase the number of people with learning disabilities and adults with mental health needs in employment.

Each job centre has a Disability Employment Advisor and, in addition to the standard disability training that all staff receive, more specialist training has been provided for job centre staff by Dash. A signing service is also available.

Charging policies

Charging policies were reviewed in 2009 and all day care charges have been removed.

The charges for non-residential community based services were also reviewed in 2009. A booklet detailing the charges is available in libraries and from Hillingdon Social Care Direct.

The booklet 'Fair Access to Care', available in libraries and from Hillingdon Social Care Direct, explains the access to care services criteria.

Welfare benefits officer

Welfare benefits advice is provided for people who qualify for Adult Social Care through a partnership with the Department of Works and Pensions.

The Council funds the Citizens Advice Bureau and Age Concern to provide benefits advice.

What the council and its partners will do in 2009 - 2012

Employment

We will constantly review and update our employment policies and practices to ensure they are fair and transparent and do not discriminate directly or indirectly.

6 Priority Six

- Improving aspiration through education and learning

Issues for disabled people

Disabled people told us they wanted:-

More training opportunities, choice and flexibility both in the location and type of courses available.

Enhanced access to IT training and support at colleges, during the day in LBH Libraries and through home learning.

A review of course charges, including the cost of adult learning courses for lip-reading.

What the council and its partners are doing now

A wide variety of courses are available for day, evening and weekend study in a supportive environment. Open days are held regularly to enable learners to select courses and additional support is available during the course, including helpers in class, interpretation, signers and equipment. A supportive 'Learner Handbook' and a protocol to support learners with additional needs have also been developed. End-of-course feedback is used to evaluate courses, check that aims have been achieved and inform improvements. Courses can be repeated, if goals and/or learning outcomes have not been achieved.

Adult Education provides a comprehensive range of IT courses and bespoke courses can be offered, subject to availability of funding.

Course charges are set by the Council's Cabinet and charges for adults with learning disabilities and disabilities are set at the lowest ('C') rate.

What the council and its partners will do in 2009-2012

From Sept 2009, a range of extra courses for disabled people aged 18+, in addition to a 16 -18yrs programme, will be offered at a number of adult learning centres. These courses are in addition to the full time Adult Learning Programme which disabled people can also attend.

A new 'Towards Independence' programme called 'Using Leisure Time' is planned. This will involve a range of activities, for example playing draughts, going out, playing football, gardening and other activities requested by learners. There will be two daytime courses - one at Longmead and one at Brookfield (south and central of the borough) and one during the evening at Brookfield.

We will review the feasibility of providing home-learning through 'blended learning' which is part at home and part at college.

We will review the need for more IT courses and explore the possibility of developing IT skills courses which can be carried out in people's homes with a company called 'U-Can-do-IT'.

Lip reader courses will be re-introduced, if demand for these is established.

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Conclusion

This plan heralds the beginning of a new way of valuing and working with disabled people. We welcome the involvement of the Disabled People's Champion and disabled people themselves in making the plan a success and model for the future.

What happens next?

A detailed action plan is being developed, to include all actions planned by the Council and its partners from 2009 - 2012, to address the issues that disabled people have raised during the development of this Plan.

The action plan is attached as Appendix 1. It will be monitored through the Council's performance framework, with regular updates to the Disabled People's Assembly.

Your views

We want to hear your views, comments, ideas and suggestions about the plan and action and what is proposed up until 2012. This will help us to make any necessary changes to the plan as we put them into action during the coming months.

To obtain further information, let us know your views, or obtain a copy of the 'Consultation Response' document please contact:-

Joint Commissioning Team
Adult Social Care and Housing
Hillingdon Council
25/08 Civic Centre
High Street
Uxbridge
Middx UB8 1UW

Email: h Ravenscroft@hillingdon.gov.uk
Telephone 01895 277051

Obtaining information in your language

If you would like information about Hillingdon Council's services in your own language please ask an English speaker to phone 01895 250111 on your behalf.

Albanian

Ne se kerkoni informacion ne gjuhen tuaj rreth sherbimeve qe ofron Keshilli i Hillingdon-it, ju lutem kerkojini dikujt qe flet anglisht te telefonoje ne emrin tuaj ne numrin 01895 250111.

Bengali

আপনি যদি হিলিংডন কাউন্সিলের সেবাসমূহের ব্যাপারে আপনার নিজের ভাষায় তথ্য পেতে চান, তাহলে ইংরেজী ভাষায় কথা বলেন, এমন কাউকে আপনার পক্ষ থেকে 01895 250111 নম্বরে টেলিফোন করার জন্য দয়া করে অনুরোধ করুন।

Polish

Jeśli pragną Państwo otrzymać informacje o usługach Rady Hillingdon w swoim języku ojczystym, prosimy zwrócić się z prośbą do osoby znającej język angielski, by w Państwa imieniu zadzwoniła pod numer 01895 250111.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਹਿਲਿੰਗਡਨ ਕਾਉਂਸਿਲ ਵਲੋਂ ਦਿੱਤੀਆਂ ਜਾਣ ਵਾਲੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਲੋਂ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੇ - 01895 250111।

Somali

Haddii aad jeclaanlahayd wararka ku saabsan adeegyada Hillingdon Council in aad ku heshid Luqaddaada, fadlan waydiiso qof ku hadlo luqada af ingiriiska in u ku diro Teleefoonkan 01895 250111.

Tamil

உங்கள் சொந்த மொழியில் ஹிலிங்டன் உள்ளூராட்சி மன்றத்தின் சேவைகளைப் பற்றி நீங்கள் அறிய வேண்டுமானால் தயவுசெய்து உங்களுக்காக ஒரு ஆங்கிலம் பேசுபவரை 01895 250111 தொலைபேசியில் அழைக்கச் செய்யவும்.

Urdu

اگر آپ ہلنگڈن کونسل کی خدمات کے بارے میں، اپنی زبان میں معلومات حاصل کرنا چاہتے ہیں تو براہ کرم انگریزی بولنے والے کسی فرد سے گزارش کیجئے کہ وہ آپ کی طرف سے 01895 250111 پر ٹیلیفون کریں۔

This information is also available in large print, Braille and on audio tape.

**HILLINGDON DISABLED PEOPLE PLAN
2009 - 2012 - ACTION PLAN**

APPENDIX 1

HILLINGDON DISABLED PEOPLE'S PLAN 2009 - 2012

For key to abbreviations see last page

People "Planning, understanding and responding to the changing needs of our communities"					
Priority One: Improving health and wellbeing					
	ISSUE	WHO	WHEN	RESOURCES	SUCCESS CRITERIA
1.1	Central Service Point				
1.1.1	Develop the role and functions of Hillingdon Centre for Independent Living (H-CIL)	ASCHH/PCT	2009 - 2012	Within existing resources	Evidence that H-CIL is contributing to disabled people being able to live independently in their own homes and having more control over their lives
1.1.2	Explore options to identify a more suitable base for H-CIL	ASCHH/PCT	2009 - 2012	Within existing resources	Alternative, more suitable, base for HCIL identified
1.1.3	Explore the feasibility of providing an additional advice and information shop for disabled people at the Civic Centre.	ASCHH/PCT	2010 - 2011	Within existing resources	Report with recommendations completed
1.2	Disability Awareness				
1.2.1	Review council staff and Member disability awareness training	L & D Manager	2009/10 - 2011/12	Within existing resources	Increased resident satisfaction
1.2.2.	Review of issues raised in consultation	Corporate			

	by corporate Customer Care Team, including proposal that disabled people be invited to input to discussion	Customer Care team	May 09	Within existing resources	Issues reviewed with input from disabled people
1.2.3	Liaison between the Council and the PCT, to support PCT review of Disability Awareness training	ASCHH PCT	June 09	Within existing resources	a. Meeting held. b. Training issues reviewed
1.2.4	Promote disability training provided by the Upward Group	ASCHH DCEO	2009 - 2012	charge travel expenses	Awareness of disability issues raised
1.2.5	PCT to negotiate and implement disability awareness training programme for GPs and dentists	PCT	2009/10 - 2011/12	Within existing resources	Issues promoted
1.2.6	Raise awareness of disabled peoples' issues through:- <ul style="list-style-type: none"> • GP newsletter; • GP/Locality forum meetings; • Post grad sessions for GPs; 	PCT Provider Services	2009/10 - 2011/12	Within existing resources	Issues promoted
1.3	Choice				
1.3.1	Establish individual budget pilot	ASCHH	2009/10	Social Care Reform Grant and existing ASCHH resources	Pilot established
1.3.2	Wide-scale role out of individual budgets	ASCHH	2010/11	Within existing resources	Implemented by target date
1.4	Care and Support Services				

1.4.1	Review available information about individual budgets and the format and content of application forms.	ASCHH	2009/10	Within existing resources	Review completed in partnership with LINK Readers' Panel
1.4.2	Undertake a review of the Transport Grant criteria to see if more voluntary groups can be assisted to prevent social isolation.	ASCHH	2009/10	Within existing resources	Review completed
1.4.3	Implement workforce plan to cover staffing needs for next 3 years	ASCHH DCEO	2009 - 2012	Within existing resources	Plan produced
1.4.4	Review training for carers of wheelchair users	PCT Provider Services	2010/2011	Within existing resources	a. Review completed with recommendations b. Funding implications identified
1.4.5	Implement the personalised health budget pilot, if pilot status confirmed	ASCHH	2009/10	DOH funded for successful pilots	a. Pilot implemented b. Effectiveness evaluated c. User experience improved
1.4.6	Children under 3 years old with additional needs and their families will be offered an Early Support Service choosing from 3 levels of service delivery.	Children's Trust Board	2009/10	Within existing resources	a) 90% families receive home visit within agreed timescale b) 80% families receive chosen level of service and feel involved in decision making
1.4.7	Children under 5 years old with additional needs and their families will be offered an Early Support Service	Children's Trust Board	2010/11	Within existing resources	a) 90% families receive home visit within agreed timescale

	choosing from 3 levels of service delivery.				b) 80% families receive chosen level of service and feel involved in decision making
1.4.8	Accessible and affordable child care will be made available.	Children's Trust Board	2009/10 - 2011/12	Within existing resources	a) Support available to child minders publicised. b) Child minding 'Champions' developed to improve quality of services provided. c) High levels of parent satisfaction with services provided.
1.5	Short Breaks				
1.5.1	Identify carers and needs and preferences of disabled people and carers	ASCHH ECS	2009/10	Within existing resources	Needs and preferences identified
1.5.2.	Implement new contract for respite at home service	ASCHH	2009/10	Existing plus additional £50,000 from Carers' Grant	New service introduced Higher carer satisfaction levels
1.5.3	Develop and implement flexible short breaks for carers of people with complex health needs	ASCHH/PCT	2009/10	Existing resources	Flexible short break arrangements for carers available.
1.5.4	Implement 'e-card' for short breaks	ASCHH	2009/10	Within existing resources	a. Card introduced and available for short breaks;

					b. Increased carer satisfaction
1.5.5	Develop and implement Short Break strategy	ECS	2009/10	Within existing resources	Strategy developed and implemented
1.5.6	Develop information available to disabled people/carers about short break services	ASCHH	2009/10	Within existing resources	Information provided Increased service user satisfaction
1.6	Housing Provision				
1.6.1	Review Council's property assets, taking housing needs of disabled people into account	ASCHH	2009 - 2011	Within existing resources	Review completed
1.6.2. (i)	Develop 2 new schemes for adults with mental health problems, to provide 10 1 bed homes with outreach support	ASCHH	2010 -2011	Social Housing Grant	New schemes completed
1.6.2 (ii)	Provide, through Learning Disabilities Modernisation programme, up to 24 supported homes through redevelopment of existing buildings and sites	ASCHH	2011/2012	Social Housing Grant	New schemes completed
1.6.2. (iii)	Examine feasibility of building two five- bed wheelchair accessible bungalows on 2 sites next to Council estates	ASCHH	2009/10	Social Housing Grant	Bungalows completed
1.6.2. (iv)	Develop 18 units of wheelchair accessible housing with a range of bedroom sizes.	ASCHH/ RSLs	2009 - 2011	Social Housing Grant	Housing developed

1.7	Aids and Adaptations				
1.7.1	Develop 'prescription' equipment service with West London boroughs to give greater choice in the range of daily living aids available to disabled people.	ASCHH	2010/11	Joint funding LBH/PCT	Prescription service introduced
1.7.2	Secure the most funding from the Government and other sources possible to provide major adaptations for people who live in the private sector and use the money efficiently to ensure that the greatest number of people possible can receive a major adaptation	ASCHH	2009/10 - 2011/12	Subject to Government funding received	<ul style="list-style-type: none"> a. An increase in the amount of funding available year on year for the three years of the plan. b. Waiting times for major adaptations to be no longer than 21 weeks and the waiting list not exceeding 35.
1.7.3	Review and promote the Independent Living Skills support service	ASCHH	2009/10 - 2011/12	Within existing resources	<ul style="list-style-type: none"> a) Review completed; b) Service promoted; c) Take -up increased
1.7.4	Develop comprehensive register of all council owned, adapted, affordable housing	ASCHH	2009/10	Within existing resources	Register developed
1.7.5	Develop a comprehensive register of all adapted social housing in the borough	ASCHH RSLs	2010/11	Within existing resources	Register developed
1.7.6	Develop a funding bid for extra occupational therapist resources to reassess people on Housing Register	ASCHH	2009/10	Within existing resources	Proposal developed and submitted
1.8	Heating in Council Properties				

1.8.1	Investigate/take action if heating and insulation standards not acceptable, in response to individual enquiries	Hillingdon Homes	2009/10 - 2011/12	Within existing resources	Individual enquiries responded to
1.9	Information Sharing				
1.9.1	Review procedures for the sharing of information between Health and Adult Social Care	ASCHH, PCT Provider Services, THH, CNWL	2009/10	Within existing resources	Review completed with recommendations
1.10	Healthy Eating				
1.10.1	Ensure a focus on meeting needs of disabled people within all Healthy Eating campaigns	ASCHH	2009/10 - 2011/12	Within existing resources	Campaigns promoted
1.10.2	Work with voluntary sector to develop good health promotion practice	ASCHH	2009/10 - 2011/12	Within existing resources	Campaigns promoted
1.11	Transition				
1.11.1	Develop and implement revised transition policies	ASCHH ECS	2009/10 - 2011/12	Within existing resources	a. Transition Strategy developed and agreed; b. New policies implemented; c. Satisfaction levels tested
1.11.2	Collect the views of young people and parents about the transition process.	ASCHH ECS	2010/11	Within existing resources	Views of young people and parents of the transition process obtained.
1.11.3	Explore feasibility of setting up a new forum that looks at mutual issues of concern across Children's Services and Adult Social Care	ASCHH ECS	2009/10	Within existing resources	a) Feasibility explored b) Report considered by senior management teams in ASCHH and

					ECS
1.12	Support for Hearing Impaired				
1.12.1	Review Independent Living Skills service provided by Owl Housing services	ASCHH	2009/10	Within existing resources	Review completed with recommendations
1.12.2	Assess demand for lip reading courses and re-introduce, if there is sufficient demand	PCS	2009/10	Within existing resources	a. Demand assessed; b. Courses provided, if required
1.12.3	Explore feasibility of setting up an integrated club at the Crown Centre to help hearing people practise British Sign Language	ASCHH	2009/10	Within existing resources	Integrated club established
1.13	Mental Health				
1.13.1	Provide a Wellbeing Centre in Uxbridge	PCT/CNWL NHS Foundation Trust with non statutory services	2009/10	Within existing resources	Well Being Centre opened with direct access point for service users.
1.13.2	Provide a triage service within the Wellbeing centre.	CNWL	2010/11	Within existing resources	Triage service provided
1.13.3	Improve access to talking therapy services for people who do not require secondary care mental health services.	CNWL	2010/11	Within existing resources	Improved access for people to talking therapy services
1.14	Facilities in the Community				
1.14.1	Work with local businesses to promote awareness of disability issues and	PCS DCEO	2009/10 - 2011/12	Within existing resources	a. Awareness raised b. Additional facilities

	improve access and facilities				provided
1.14.2	Encourage provision of more, high standard accessible toilet facilities through revised 'Accessible Hillingdon' Supplementary Planning Document	PCS	2009/10 - 2011/12	Within existing resources	Implementation of revised Planning document

Priority Two: Strong and active communities					
	ISSUE	WHO	WHEN	RESOURCES	SUCCESS CRITERIA
2.1	Involvement				
2.1.1	Promote internally the role of the Access Officer	DCEO	2009/10 - 2011/12	Within existing resources	Awareness raised through Team Hillingdon
2.1.2	Promote the role of the Disability Equalities Champion	DCEO	2009/10 - 2011/12	Within existing resources	Awareness raised through Hillingdon People and other media.
2.1.3	Promote the role of the Access Officer	DCEO	2009/10 - 2011/12	Within existing resources	Awareness raised through team Hillingdon and other media
2.1.4	Explore the feasibility of setting up a council-wide Access Committee to focus on access issues outside the scope of Mobility Forum/Access Group	PCS	2009/10	Within existing resources	Report with recommendations considered by PCS Senior Management Team
2.1.5	Implement Parent Participation protocol	ECS	2009/10	Within existing resources	<ul style="list-style-type: none"> a) Formal structure in place for engaging with parents b) Parent representation on key planning groups. c) High levels of performance on national performance

					indicator NI54.
2.1.6	Provide ways in which disabled children and young people can participate actively in designing and evaluating the services they receive	ECS	2009/10	Within existing resources	Mechanisms in place.
2.1.7	Review Transport Grant access criteria	ASCHH	20010/11	Within existing resources	Review completed, with recommendations
2.2	Access to Council Buildings				
2.2.2	Develop list/promote use of accessible meeting rooms	FR	2009/10	Within existing resources	List developed and promoted
2.2.3	Investigate feasibility of providing disabled WC with adult changing facilities at the Civic Centre.	FR	2009/10	Within existing resources	Feasibility undertaken and funding strategy agreed
2.2.4	Widen access doors in Civic Centre.	FR	2009/10	Within existing resources	Access improved
2.2.6	Provide permanent hearing loop system in the Middlesex Suite	FR	2009/10	Within existing resources	Loop installed
2.3	Information				
2.3.1	Promote disability awareness and provide current, accessible, information about services, new initiatives and events, including use of website: www.hillingdon.gov.uk , Hillingdon People, Team Hillingdon and social networking sites	DCEO	2009/10 - 2011/12	Within existing budgets	a) Improved satisfaction; b) Increased service take-up
2.3.2	Consider rolling information programme in Hillingdon People to promote disabled people	DCEO	2009/10 - 2011/12	Within existing resources	Information of use to disabled people included in each addition of Hillingdon People

	services/events				
2.3.3	Introduce new booklet summarising services available to support carers and self-funders and make widely available through libraries /other outlets/ website	ASCHH DCEO	2009/10	Within existing resources	Information produced in appropriate formats/media
2.3.4	Review all publications through readers' panel run by the LINK	ASCHH	2009/10 - 2010/11	Within existing resources	Ongoing review by LINK
2.3.5	Implement 3-year agreement with Hillingdon Carers for provision of information service for carers	ASCHH	2009/10	Within existing resources	Agreement implemented
2.3.6	Enter into 3-year agreement with Age Concern to provide information/ welfare benefits advice service for older people	ASCHH	2009/10	Within existing resources	Agreement implemented
2.3.7	Develop 'Web chat' and work with disabled people to identify other tools and ways of accessing information and develop appropriate website links	DCEO	2009/10	Resources to be identified	a. New links in place b. Access opportunities maximised
2.3.8	Review availability of large print and how promoted, including placing a strap-line on envelopes and letters	DCEO	2009/10	Within existing resources	Availability of large print promoted
2.3.9	Promote use of Plain English by frontline staff	DCEO	2009/10 and 2010/11	Within existing resources	Year on year improvements in the 'residents informed' part of the residents' survey.
2.3.10	Promote availability of help available with LOCATA through the personal	ASCHH DCEO	2009 ongoing	Within existing resources	Help available promoted

	bidding service.				
2.4	Sports and Leisure				
2.4.1	Open new disability sports club for young people at Queensmead Sports Centre	PCS	2009/10	Within existing resources	Club opened
2.4.2	New disability football project	PCS	2009/10	subject to external funding bid	Project available
2.4.3	Include events for disabled people in Summer FIESTA programme	PCS	2009/10	Within existing resources	Events included in Fiesta programme
2.4.4	Assist Turtles Swimming Club to recruit disabled young people and families to sessions at Highgrove Pool.	PCS	2009/10 - 2011/12	Within existing resources	New members recruited
2.4.5	Explore feasibility of providing additional swimming courses for disabled people	PCS	2009/10	Within existing resources	Feasibility assessed
2.4.6	Complete phased works to improve accessibility at Highgrove	PCS	2009/10	Within existing resources	Works completed
2.4.7	Complete new leisure centres at Botwell Green and Uxbridge, providing better physical access to facilities	PCS	2009/10	Within existing resources	New centres completed
2.5	Activities at Day Centres				
2.5.1	Review day centre activities	ASCHH	Annually	Within existing resources	a) needs of users met b) users satisfaction
2.5.2	Evaluate impact of individual budget	ASCHH	2010/11	Within existing	Review completed with

	pilot on demand for existing day opportunity services			resources	recommendations
2.6	Transport				
2.6.1	Identify barriers to transport and, raise with London buses/TFL	PCS	2009/10	Within existing resources	Issues raised and addressed
2.6.2	Encourage transport providers to attend the Mobility Forum, Private Transport Liaison Group and Disability Assembly	ASCHH PCS	2009/10 - 2011/12	Within existing resources	Transport providers' attendance at meetings
2.6.3	Identify, with partner disability organisations, ways to widen Mobility Forum membership to those who have difficulty in reading conventional bus route and timetable information	ASCHH PCS	Bi-monthly	Within existing resources	Membership widened
2.7	Registration Card				
2.7.1	Review benefits of a disabled people's Registration Card and/or integration of benefits with Residents' Card	ASCHH PCS	2010/11	Within existing resources	Benefits of Registration card considered
2.8	Volunteering				
2.8.1	Promote opportunities through Healthy Happy Hillingdon scheme and volunteering section of Hillingdon people	DCEO	2009/10 - 2011/12	Within existing resources	Volunteering opportunities promoted

Place "Making Hillingdon a safe, attractive and sustainable place to live, work and learn"

Priority Three: Protecting and enhancing the environment

	ISSUE	WHO	WHEN	RESOURCES	SUCCESS CRITERIA
3.1	Environmental Improvements				
3.1.1	Improve dropped kerbs/uncontrolled crossings, where appropriate	ECP	2009/10 - 2011/12	subject to availability of funding	Kerbs and crossings improved
3.1.2	Continue de-cluttering and avoid introducing new street furniture	ECP	2009/10 - 2011/12	subject to availability of funding	Streets de-cluttered
3.1.3	Continue improvements to lighting in residential roads	ECP	2009/10 - 2011/12	subject to availability of funding	Lighting improvements
3.1.4	Evaluate need and requirement for lighting in parks and green spaces, by listening to special interest and user groups and implement plan to provide, subject to planning/funding	ECP	2009/10 - 2011/12	subject to availability of funding	Additional lighting in parks provided, where required
3.2	Parking				
3.2.1	Enforce penalties for parking on footways and at bus stops, working with disabled people to identify and target locations of particular concern	ECP	2009/10 - 2011/12	Within existing budgets	Obstructions reduced
3.2.2	Promote and circulate contact details for the mobile patrol	ECP	2009/10 - 2011/12	Within existing budgets	Mobile patrol promoted
3.2.3	Upgrade Parking website to include information about parking enforcement measures	ECP	2009/10 - 2011/12	Within existing budgets	Parking website upgraded
3.2.4	Obtain legal advice on whether time	ECP	2009/10	Within existing	Legal opinion obtained

	limit can be imposed for use of dedicated disabled bays particularly in town centres			resources	
3.2.5	Consider practicality of stopping parking at health centres by adding bollards on pavements	PCT	2009/10	Within existing resources	Methods of stopping pavement parking reviewed

Priority Four: Making Hillingdon Safer

	ISSUE	WHO	WHEN	RESOURCES	SUCCESS CRITERIA
4.1	Safety and Security at Home				
4.1.1	Investigate in response to individual enquiries and take action, if required, to improve safety and security	Hillingdon Homes	ongoing	Within existing budgets	a. Safety and security improved, where required
4.1.2	Provide training for front-line staff, to enable identification of risks in clients' homes and related assistance	PCS	ongoing	Within existing budgets	Training provided
4.2	Tackling Bullying, Harassment and Abuse				
4.2.1	Renew Hate Crime Strategy and publicise Hate Crime service	PCS	2009/10	Within existing resources	a. Hate Strategy reviewed b. Hate crime Service publicised
4.2.2	Develop joint approach to tackling this issue experienced by adults and children	ASCHH CS PCS	2009/10	Within existing resources	Joint approach developed
4.2.3	Raise awareness of remedies available as part of the ASCHH and ECS	ASCHH DCEO	2009/10	Within existing resources	Campaign developed and rolled out.

	safeguarding campaign.				
4.3	Community Safety				
4.3.1	Attend Disability Forum to update residents on Community Safety, listen to concerns/feedback on action taken	PCS	2009/10	Within existing resources	Resident feedback on safety issues received
4.3.2	Ensure new developments comply with the Design Against Crime standard	PCS	2009/10 - 2011/12	Within existing resources	New development compliance with Design against Crime standard
4.3.3	Encourage appropriate recreational use of parks/ green spaces; tackle inappropriate behaviour	ECP	2009/10 - 2011/12	Within existing resources	Reduction in incidents of inappropriate behaviour
4.3.4	Inspect street trader' premises at least once/year and take enforcement action, to ensure safety of footways	ECP	2009/10 - 2011/12	Within existing resources	Premises inspected annually
4.3.5	Ensure people with hearing impairment benefit from older people's burglar alarm scheme, by providing modified alarm systems	PCS	2009/10 - 2011/12	Within existing resources	Disabled people who meet criteria provided with modified burglar alarms
4.4	Working with Partners				
4.4.1	Tackle bus issues, including need for disability awareness training for drivers and provision of conductors and behaviour at bus stops	PCS London Buses	2009/10	Within existing resources	Issues raised with bus providers
4.4.2	Work with Dash to identify transport problems.	ASCHH PCS	2009/10	Within existing resources	Transport problems identified
4.4.3	Engage with Transport for London (TFL), through Transport Forum, to	PCS	2009/10	Within existing resources	Issues raised with TFL

	encourage effective change				
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Prosperity "Prosperous individuals and prosperous communities"

Priority Five: A thriving economy

	ISSUE	WHO	WHEN	RESOURCES	SUCCESS CRITERIA
5.1	Day Centre Charges				
5.1.1	Reduce cost of attending day centres	ASCHH	2009/10	Within existing resources	Day centre costs reduced
5.2	Employment				
5.2.1	Support disabled people into employment through the Gateway Heathrow Project	DCEO	2009/10 - 2010/11	European Social Fund Grant	40 disabled people assisted into employment
5.2.2	Provide one to one assistance to small or medium sized businesses led by disabled people through the Heathrow Area Supply Chains Project	DCEO	2009/10 - 2010/11	European Regional Development Fund	8 businesses led by disabled people provided with one to one assistance.

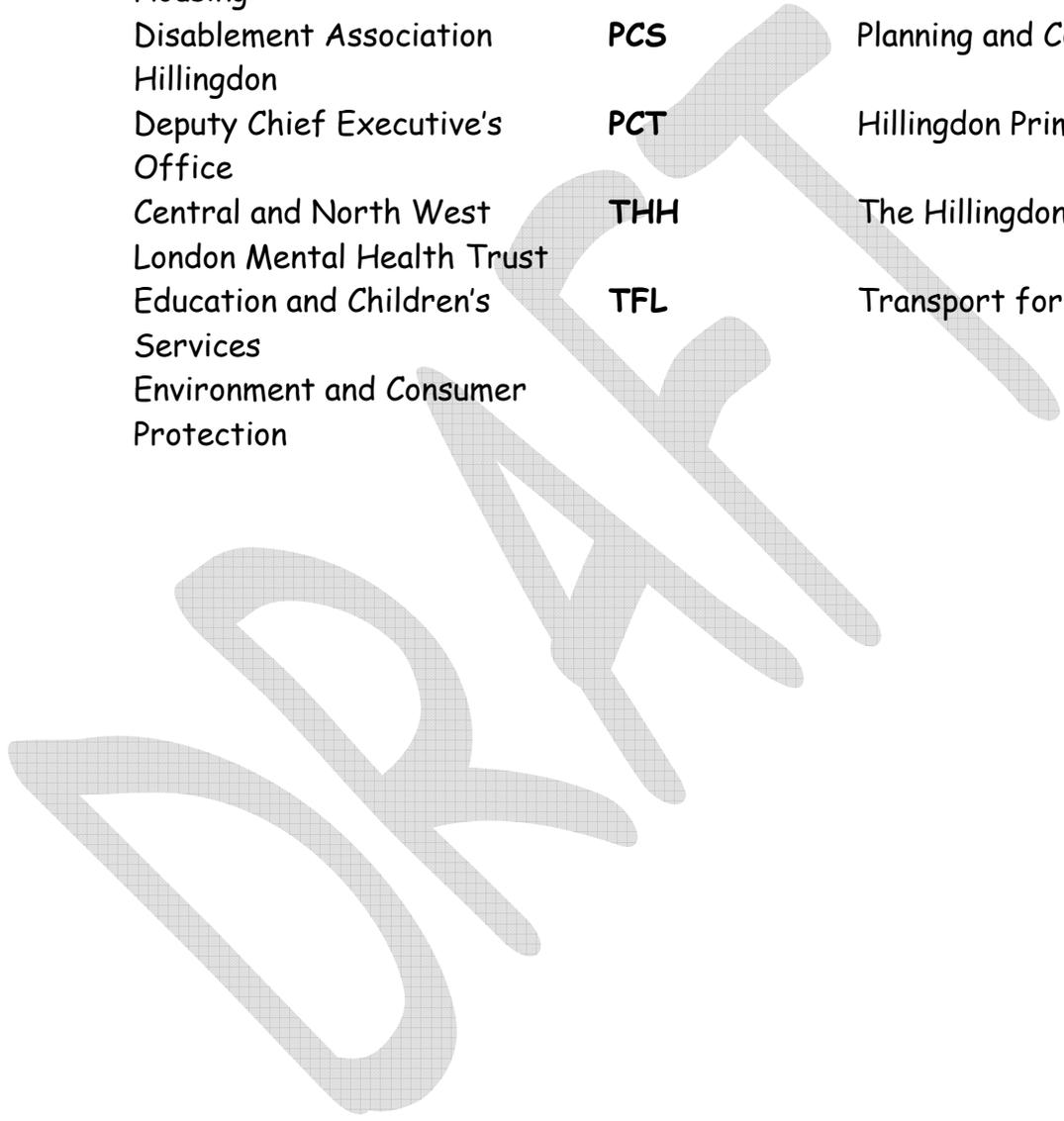
Priority Six: Improving aspiration through education and learning

	ISSUE	WHO	WHEN	RESOURCES	SUCCESS CRITERIA
6.1	Training				
6.1.1	Offer a range of part time and full time foundation learning tier courses for disabled people 16-18 and aged 18+	PCS	2009/10 - 2011/12	Funding commissioned through LSC negotiations	Funding for 2009-10 agreed against targets
6.1.2	Offer new ASDAN Towards				6 courses recruited to

	Independence programme - 'using leisure time' for people with learning disabilities	PCS	2009/10 - 2011/12	LSC funding	with 50 learners achieving the accreditation Award
6.1.3	Review possibility of providing additional swimming classes	PCS	2009/10	Within existing resources	a) Review completed and feasibility identified. b) Introductory sessions within 'using leisure time' programme if feasible
6.1.4	Enable learners to select courses through regular Open Days	PCS	2009/10 - 2011/12	Within existing resources	Open days held
6.1.5	Negotiate extension of the WISE programme	PCS	2009/10	LSC funding	Opportunities in horticulture, and business admin in addition to catering supported employment opportunities available for learners
6.1.6	Review need for more IT courses	PCS	2009/10	LSC funding	Review complete
6.1.7	Discuss with 'U-Can-do-IT' developing of IT skills courses for housebound people	ASCHH	2009/10	Within existing resources	Identification of whether IT skills courses can be developed for housebound people.
6.1.9	Consider re-instating lip-reading courses, if there is sufficient demand.	PCS	2009/10	Within existing resources	Courses reintroduced, if demand established

Key to Abbreviations Used

ASCHH	Adult Social Care, Health and Housing	FR	Finance and Resources
Dash	Disablement Association Hillingdon	PCS	Planning and Community Services
DCEO	Deputy Chief Executive's Office	PCT	Hillingdon Primary Care Trust
CNWL	Central and North West London Mental Health Trust	THH	The Hillingdon Hospital
ECS	Education and Children's Services	TFL	Transport for London
ECP	Environment and Consumer Protection		



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