

## **Annex A: Subgroup on Access to Services for Disabled People - summary of recommendations and proposed Cabinet response**

H1	<p><b>Recommendation</b> The TMO should take urgent steps to commission the DDA audit of access to its premises which has been pending for many months, and give a date for the completion of this exercise.</p> <p><b>Response</b> Recommendation agreed – subject to finding resources. The cost of a DDA audit of communal areas has been agreed. (HHASC)</p>
H2	<p><b>Recommendation</b> An up to date record should be kept of all adapted stock, within TMO as well as RSL managed properties, to make it easier to match supply to demand as speedily as possible. There appears to be little sense of the importance of such a register at present.</p> <p><b>Response</b> The Equality Action Plan commits the Council to categorising all social rented homes in the borough that are available to let by their level of accessibility, and all applicants for social housing by their access requirements, so that the Council can match people with properties that meet their access needs. The Council is also supporting the development of a London-wide Accessible Housing Register. (Corporate Services)</p> <p>The TMO collects and records information relating to disabled adaptations when it inspects properties as they become vacant. This information is used to inform the allocations process and applicants with a mobility need are matched to the adapted property. The TMO recognises that its information could be brought more up to date and will be looking at this as part of the upgrading of its IT system in early 2007.</p> <p>The Cabinet concurs that such a database is essential. Although the Council does not have a register, the accessibility of ground floor accommodation is routinely assessed, categorised and utilised during the lettings process. Establishing a database of adaptable properties would involve substantial co-</p>

	<p>ordination between all providers. RBKC has bid for external funding for this type of project in the past but has been unsuccessful. Consideration will be given to the possibility of making another bid in the future. (HHASC)</p>
H3	<p><b>Recommendation</b> It would be desirable for the current medical points system that is used to assess applicants for rehousing, to be replaced by a system that gave greater weight to factors that enabled the applicant to live independently.</p> <p><b>Response</b> The Equality Action Plan commits the Council to completing and implementing a comprehensive review of the allocation system for social housing using the Social Model Of Disability, to ensure that it is effective in meeting the needs of disabled people, during 2007-08. (Corporate Services)</p> <p>The health assessors assess all cases in relation to an applicant's health and disability and how this is affected by their current housing situation. If an applicant has physical, social or psychological factors that affect their housing situation, this would be taken into account as part of the holistic assessment that is carried out. The Council aims to prioritise so those in most need are re-housed.</p> <p>It should be noted that section 7.6 of this report confirms that in the period between March 2003 and October 2005, 89% of applications with disabilities on the Common Housing Register were re-housed within that period. (HHASC)</p>
H4	<p><b>Recommendation</b> It is disappointing that the revised housing allocations policy is not likely to increase the chances of disabled people being rehoused unless they meet other criteria. The Council should consider the possibility of setting an annual target for the release of adapted as well as suitable under-occupied premises in order to increase the availability of suitable housing for disabled people in housing need.</p> <p><b>Response</b> The Equality Action Plan commits the Council to launching a "Mobility Property Move-on Scheme" by April 2007, to encourage and support social tenants living in homes that are accessible (or could be adapted) to move and free up homes to meet the needs of people with specific access requirements.</p>

	<p>All disabled applicants are assessed using the same criteria and are in effect the only group that have a property-type 'ring fenced' for their group. For example, any wheelchair accessible or ground floor properties are allocated to applicants requiring that type of accommodation only. Therefore, if other groups do meet additional criteria and get more points, it should not affect those waiting for accessible accommodation.</p> <p>Under current housing law it is not possible to force someone to move on from an adapted property, although incentives can be used to encourage households to move. In an effort to encourage moves for households living in mobility standard properties, which the current occupants do not require, the Council has agreed funding for a part-time Mobility Scheme Officer. This post holder will work along similar principles as Under Occupation Officers, in this case helping free up units which meet mobility standards such as ground floor or specially adapted properties. (HHASC)</p>
H5	<p><b>Recommendation</b> Housing and Adult Care should consider what options might be available for helping young disabled adults live more independently without breaking up families.</p> <p><b>Response</b> The Cabinet agrees that a young disabled adult wanting to live independently should not have to be evicted by their parent(s) in order to be re-housed as homeless. The Council is currently considering new initiatives, possibly along similar lines as the New Generation Scheme, for applicants who are disabled. (HHASC)</p>
H6	<p><b>Recommendation</b> The need for specialist supported housing provision for physically disabled people should be further investigated and steps taken to meet it.</p> <p><b>Response</b> The HASP Physical Disabilities worker, based in the Physical Disabilities Team (ASC), works with about 20 disabled people at any one time, helping to resettle them. At the same time, there are 21 Supporting People funded units for people with physical disabilities; this service supports people to remain in their own homes. Additionally, a new Joint Social Care and Housing Commissioning Manager for Disabilities was appointed in November 2006 and will lead on</p>

	recommendation H6. (HHASC)
H7	<p><b>Recommendation</b> All housing organisations in the Royal Borough should seek to work to a common definition of disability adaptation in order to make it easier to set up the common register of adapted stock covering the whole borough referred to in the previous recommendation (H2 above).</p> <p><b>Response</b> People have different types of access needs, and require different types of adaptations. The Council uses three different categories – Mobility 1, Mobility 2 and Mobility 3 – for the accessibility of social rented homes that are available to let and for the access requirements of applicants for social housing. Properties with the highest standards of accessibility are offered in the first instance to people with the highest access needs. The Equality Action Plan also commits the Council to consulting with disabled residents before properties are adapted, to ensure the adaptations meet their particular access needs. (Corporate Services)</p> <p>The TMO collects and records information relating to disabled adaptations when it inspects properties as they become vacant. This information is stored on the Academy Housing IT system and is used to inform the allocations process. Additionally, the Housing Corporation’s Disability Equality Scheme sets out a common definition of disability for RSLs which they are required to work with. (HHASC)</p>
H8	<p><b>Recommendation</b> There should a clear policy that all ground floor accommodation that has become vacant is assessed for accessibility and adaptability and allocated to people who have been assessed to need this type of accommodation.</p> <p><b>Response</b> Recommendation agreed. (HHASC)</p>
H9	<p><b>Recommendation</b> The Borough should investigate whether it would be cost effective to employ an additional OT to speed up the process of assessing whether a property is suitable for adaptation.</p>

	<p><b>Response</b>  Recommendation agreed. The Housing Department will consider whether there is a business case for prioritising growth resources for an additional Housing OT, for the 2008/09 budget round. (HHASC and Corporate Services)</p>
H10	<p><b>Recommendation</b>  The current application and decision making process for DFGs is cumbersome and inefficient, and does not take into account the capacity of many applicants to be able to undertake some of the work, instead of subcontracting it to a managing agent. The process should be reviewed and streamlined accordingly.</p> <p><b>Response</b>  The Equality Action Plan commits the Council to reviewing the system for Disabled Facilities Grants in consultation with disabled people during 2007-08.</p> <p>It takes an average of two months from receipt (by Environmental Health) of a full application to approval of the grant, this is well within the statutory time limit of six months. A significant number of applications are turned around within 30 days. Time taken for works to be completed varies widely, depending on the nature of the works required. In a minority of cases, the process can take up to 18 months, but this includes the time from initial assessment to completion of work, and delays are generally outside of the Council's control. DEH will examine the causes for any delays. (HHASC)</p>
H11	<p><b>Recommendation</b>  Following the lead of the Housing Corporation, consideration should be given to making Lifetime Homes Standard compulsory for all new homes in the Royal Borough.</p> <p><b>Response</b>  To be in general conformity with the London Plan, the LDF will have to address this issue. The matter is currently being dealt with through a Key Decision to encourage Lifetime Homes in new developments until such time as LDF policy is in place. (P&amp;C)</p>

## ADULT HEALTH AND SOCIAL CARE

AC1	<p><b>Recommendation</b> The clients' own assessment of their needs should be recorded alongside that of the professional care worker.</p> <p><b>Response</b> Within the Lotus Notes form for Assessment there is a specific section headed "Users View- Further Statement from User: Is there anything else you would like to tell us or anything that you have told us already that you would like to emphasise".</p> <p>In addition, it is considered good practice to record the service users own views within the specific needs areas being assessed.</p> <p>Good practice guidelines in this area will be reinforced through Team Meetings and there will be ongoing systematic audits carried out by Team Managers to quality check this practice. Details of these audits will be reported to ASC Managers Group</p> <p>As part of the Individual budgets pilot a self assessment component is being used and will be evaluated. (HHASC)</p>
AC2	<p><b>Recommendation</b> The provision of services should not be held up while a disputed assessment is being reviewed.</p> <p><b>Response</b> This is not Council practice and officers would investigate any such situations brought to their attention.</p> <p>However, a service user may dispute the services the Council offers because they feel either it does not meet their need or is insufficient and therefore decline any service. The Council would risk assess these individual cases and wherever possible seek to agree alternatives. (HHASC)</p>
AC3	<p><b>Recommendation</b> The assessment process for people with physical impairments should focus on enabling them to live independently,</p>

	<p>regardless of age, as it does for people with learning disabilities.</p> <p><b>Response</b>  The assessment process is carried out under the Fair Access to Care Guidance and services are offered to people who have Moderate needs.</p> <p>Services have historically been targeted to enable people to live as independently as possible in their own home. There are also a range of grant funded services offered through voluntary sector partners to compliment these.</p> <p>The Council has started a review of organization and process that seeks to address a number of issues, including the preventative and well-being agendas highlighted in the White Paper Our Health, Our Choice, Our Say.</p> <p>In addition, the Council is aiming to develop a commissioning approach to work with voluntary sector partners to enable disabled people access a wider range of employment, learning and leisure opportunities.</p> <p>These organizational responses will be supported by the ongoing commitment of Disability Services to the development of Self directed support models such as Direct Payments and Individual Budgets. (HHASC)</p>
AC4	<p><b>Recommendation</b>  The current practice of assessing home care in 15 minutes blocks should be reviewed and a more realistic timeframe introduced.</p> <p><b>Response</b>  Currently the Council assesses needs and then consider what services are necessary to meet these. In the case of purchasing home care, agencies work in 15 minute slots. However, no client has been assessed just for 15 minutes service. The minimum would be an hour a week. For example, someone may need 45 minutes twice a day for help with personal care and an additional 2 hours a week for practical support. If you were purchasing from an agency this is what would be arranged.</p> <p>If you were employing your own care worker, through Direct payment the hours can be used flexibly to meet the needs identified. (HHASC)</p>

AC5	<p><b>Recommendation</b> Support should be provided for people who are waiting for services to be commissioned.</p> <p><b>Response</b> Our timescales for this are within 14 days of the care plan being agreed.</p> <p>If Disabled People want to use Direct Payments and need support from Penderels to become employers they are offered direct services in the interim.</p> <p>There are exceptional circumstances when the Council may not be able to commission the service required immediately, for example if someone needs a live care service. In which case the service user would be offered an interim service. (HHASC)</p>
AC6	<p><b>Recommendation</b> The work underway on individualised budgets is welcome and should be extended.</p> <p><b>Response</b> The Individual Budget Pilot is now live. There are over 10 people in receipt of budgets and more in the planning process. Most frontline staff in Adult Services have received training in working with IBs and people are now being recruited into the research programme to fulfil our targets.</p> <p>The Pilot is supported by a Project Board chaired by the Executive Director for HHASC. The learning from many of the processes involved is influencing developments across the department, for example the department is planning how to deliver some level of self-assessment within the Occupational Therapy Service. Further information on Individual Budgets is available on the intranet and the Council's website. (HHASC)</p>
AC7	<p><b>Recommendation</b> Evidence of any adverse impact of PCT cuts on learning disability projects and preventive services (see section 9.13 of this report) should be collected and brought to the attention of the Health OSC.</p>

	<p><b>Response</b></p> <p>The Joint Learning Disability Service has worked closely with the PCT to minimise the effects of specific reductions, at the same time investigating the rising costs of individual placements for people who are funded by the PCT because they meet NHS Continuing Care criteria or require specialist NHS services.</p> <p>The Joint Commissioner for Learning Disability reports use of the Learning Disability Development Fund to the Learning Disability Partnership Board and the allocation of this fund for 07/08 has been secured.</p> <p>The Health OSC will be reviewing Health Inequalities for people with learning disabilities and a report on the wider funding pressures will be prepared as part of this. (HHASC)</p>
AC8	<p><b>Recommendation</b></p> <p>There should be more joined up work between Adult Care and Family and Children' services on providing support to disabled parents.</p> <p><b>Response</b></p> <p>There is a Mind the Gap forum set up to discuss practice learning in working between Adult Social Care and Family and Childrens Services. (HHASC)</p>
AC9	<p><b>Recommendation</b></p> <p>Whatever happens to the Maxilla Centre in the future, a disabled parents support group should be retained.</p> <p><b>Response</b></p> <p>ASC currently fund the group and has worked with the Disabled Parents Group to identify a suitable alternative venue for the meetings. (HHASC)</p>

## EMPLOYMENT

E1	<p><b>Recommendation</b> The Council as the largest employer in the borough should take a lead in the employment of disabled people and set an example to others. Average performance should not be taken as acceptable.</p> <p><b>Response</b> Recommendation agreed. (Corporate Services)</p>
E2	<p><b>Recommendation</b> The Council should seek actively to seek out people with a disability to promote employment opportunities in the Council– for instance by placing advertisements in specialist publications written for a disabled readership.</p> <p><b>Response</b> There is not considered to be a need to advertise specifically in publications written for disabled people. The majority of vacancies require a professional qualification, and are advertised in the national press or professional journals where people with a disability who are suitably qualified and looking for work would see them. (Corporate Services)</p>
E3	<p><b>Recommendation</b> The Council should do more to “fit the job to the person” – as Sutton Council appears to have done, recruiting disabled people and then slotting them into positions commensurate with their abilities</p> <p><b>Response</b> This has been agreed as an approach by the Management Board, namely to restructure job vacancies so that they can be performed more easily by a person with a disability. The intention is not to recruit people with disabilities and subsequently look for work for them to do. (Corporate Services)</p> <p>Adult Social Care has piloted a job carving approach and created a four hour/week post for someone with a learning disability to be employed to undertake administrative tasks. Working with Kensington Recruitment the department developed an accessible interview format and an adapted ability testing process and have recruited to the post.</p>

	SCOPE Day Centre also employs two people with learning disabilities covering 20 hours of catering work. (HHASC)
E4	<p><b>Recommendation</b> The Council should continue to subscribe to the Employment Service’s “Two Ticks” scheme but should not limit itself to this. It should be more imaginative and proactive in demonstrating its commitment to good practice – perhaps by organising open days in conjunction with partner organisations such as the Police and the local NHS.</p> <p><b>Response</b> There is no indication from councils who have arranged open days that these have any effect on the numbers of people with disabilities who are subsequently recruited. The preference would be to work with Jobcentre Plus and Kensington Recruitment to encourage more applications. (Corporate Services)</p>
E5	<p><b>Recommendation</b> There should be greater and more consistent use of Assistive Technologies to support the recruitment and retention of disabled people in RBKC.</p> <p><b>Response</b> Recommendation agreed. (Corporate Services)</p>
E6	<p><b>Recommendation</b> There should there be a central budget to support the recruitment and retention of disabled people so as to remove any possible budgetary disincentive for managers to employ disabled people</p> <p><b>Response</b> Business Groups fund their recruitment costs from their payroll budgets and there is, therefore, no financial disincentive to recruit people with disabilities. (Corporate Services)</p>
E7	<p><b>Recommendation</b> The Council should review the work of Kensington Recruitment to assess whether it is achieving value for money.</p>

	<p><b>Response</b>  Recommendation agreed – Building on a short review conducted last year, Kensington Recruitment will be more formally reviewed to see if it is meeting the needs of its different stakeholders:</p> <ul style="list-style-type: none"> <li>• Employers, including the Council</li> <li>• Disabled People</li> <li>• People with learning disabilities (HHASC)</li> <li>•</li> </ul>
E8	<p><b>Recommendation</b>  More effort should be put into using the information that the Council has about the “facts of employing disabled people” in order to dispel myths and inform, encourage and incentivise managers to employ disabled people.</p> <p><b>Response</b>  Recommendation agreed. The Equality Action Plan commits us to supporting the volunteering project run by ADKC to provide disabled people with volunteering opportunities; and to funding two work and training projects to support mental health users to develop work skills and experience.</p> <p>This will be discussed with Kensington Recruitment. (Corporate Services)</p>
E9	<p><b>Recommendation</b>  The Council should consider allocating more funds to establish work based projects that would provide support to those disabled people that want to work, but are not ready for open paid employment.</p> <p><b>Response</b>  This should be done via Kensington Recruitment since projects should not be solely Council based and led.</p> <p>The Equality Action Plan commits the Council to supporting the volunteering project run by ADKC to provide disabled people with volunteering opportunities; and to funding two work and training projects to support mental health users to develop work skills and experience. (Corporate Services)</p>

E10	<p><b>Recommendation</b></p> <p>The Council should develop a clear strategy in relation to the employment of disabled people and include this in the Borough's Disability Equality Scheme.</p> <p><b>Response</b></p> <p>The Equality Scheme sets out the Council's aims to employ a labour force that broadly reflects the diversity of the population being served, and to improve the employment prospects of residents.</p> <p>The aim to employ a labour force that broadly reflects the diversity of the population being served is underpinned by the following targets in the Equality Action Plan:</p> <ul style="list-style-type: none"> <li>• An increase in the proportion of top 5% earners that have a disability from 2.7% to 4.1% in 2006-07 and maintain it at least that level.</li> <li>• An increase in the proportion of all staff that have a disability from 4.7% to 5% in 2006-07, 5.2% in 2007-08, and 5.4% in 2008-09.</li> </ul> <p>To support delivery, the Council is committed to maintaining "Two Ticks" accreditation under the "Positive About Disability" standard, and participating in the Employer's Forum on Disability to ensure that the Council remains at the forefront of good practice in the employment of disabled people. The Council will also evaluate our pilot project to provide a home working placement for a local person with a disability who is unable to travel to work and assessing the potential to roll it out across the Council.</p> <p>The Council should develop a clear strategy in relation to the employment of disabled people and include this in the Borough's Disability Equality Scheme.</p> <p>The Council's aim to improve the employment prospects of residents is underpinned by commitments to:</p> <ul style="list-style-type: none"> <li>• supporting disabled people to apply for and obtain work placements through the Kensington Recruitment service, with a target to increase the number of placements successfully secured from 15 to 20 a year by March 2008;</li> <li>• influencing local partners - including Jobcentre Plus and Connexions - to maximise the support for disabled people to access training and employment; and</li> <li>• ensuring that Connexions appoints a specialist worker with a thorough understanding of the social model of disability who is able to co-ordinate the transition process for disabled young people.</li> </ul>
-----	---

	<p>The employment of disabled people is also a feature of the current 3-year Personnel Strategy, and will be reviewed in the next 3 months as the next strategy is prepared. (Corporate Services)</p>
E11	<p><b>Recommendation</b> The Council should consider ring fencing positions and only recruiting disabled people into them.</p> <p><b>Response</b> Not agreed. The Council recruits the most appropriate person for each vacancy and has no plans for positive discrimination. (Corporate Services)</p>
E12	<p><b>Recommendation</b> The Council should investigate the feasibility of job carving (carving a job out of existing jobs to match the skills of a disabled person) in order to create opportunities for disabled people. This should be done in such a way that it does not increase the overall staffing budget within the Council.</p> <p><b>Response</b> Already agreed by Management Board. (Corporate Services)</p>
E13	<p><b>Recommendation</b> Kensington Recruitment should be proactive in working with RBKC managers to raise their awareness of disability issues and the Council's ambitions in this area, provide information on what advice and help is available, promote the benefits of employing people with disability, and advise on developing employment and placement opportunities for disabled people with the Council.</p> <p><b>Response</b> Managers from Personnel and Kensington Recruitment have worked with Managers across the various Business Groups to raise awareness of the service, to raise awareness of disability issues and to stimulate the development of employment and placement opportunities.</p>

	<p>Successes include:</p> <ul style="list-style-type: none"> <li>• Working with Customer Services (Improving Customer Services / Here To Help) on Disability access issues and placing someone with a disability in Customer Services</li> <li>• Work with the Policy and Performance Department to provide a 16 hour paid placement and ensure all teams use the Kensington Recruitment Mail-out Service when needed.</li> <li>• Working with Personnel to develop mail-out service.</li> <li>• Work with CTF Food and Training Team &amp; Environmental Health based in Pembroke Road who will provide placements for LD candidates and who have agreed a paid position starting in April. (HHASC)</li> </ul>
E14	<p><b>Recommendation</b> Connexions should put more effort into developing work experience and work placement opportunities for disabled young people and get more people into employment rather than training.</p> <p><b>Response</b> The Equality Action Plan commits the Council to influencing local partners - including Jobcentre Plus and Connexions - to maximise the support for disabled people to access training and employment; and ensuring that Connexions appoints a specialist worker with a thorough understanding of the social model of disability who is able to co-ordinate the transition process for disabled young people. (Corporate Services)</p>

## LEISURE AND LIBRARY SERVICES

L1	<p><b>Recommendation</b> The Subgroup welcomed the efforts to make the leisure services contractor Cannons, focus on issues of equalities and the inclusion of disabled people. Raising awareness of disability issues should be part of staff induction and individual development plans, and disabled users should be encouraged to contribute towards the development of services at the Centres.</p> <p><b>Response</b> This work will continue with staff and will be incorporated in staff development plans.</p>
----	---

	The Council will continue to liaise with ADKC to ensure that disabled users needs are addressed across the service. (TELS)
L2	<p><b>Recommendation</b></p> <p>The borough's Sports Strategy should be developed in close consultation with disabled people, taking their needs into account, and set out clear pathways and targets for increasing their participation in sports. This should include a strategy for increasing the range of accessible sports in the borough. This is particularly important and opportune as the 2012 Olympics approach.</p> <p><b>Response</b></p> <p>The Council will ensure that it works closely with disabled people in developing the new Strategy, and will also look at ways to increase the range of accessible sports. (TELS)</p>
L3	<p><b>Recommendation</b></p> <p>Consultation should take place with parents of disabled children on how facilities at parks and open spaces could be improved for disabled children.</p> <p><b>Response</b></p> <p>This has already started to happen.</p> <p>Play Services helped to evaluate the new play equipment for Kensington Memorial Park. One of their criteria was accessibility and specialist officers in this area assessed all three designs submitted.</p> <p>The evaluation criteria set for the equipment falls in line with the new Play Strategy priorities and access features strongly in these. (TELS)</p>
L4	<p><b>Recommendation</b></p> <p>Consideration should be given to introducing audio descriptions for leisure facilities that do not already have them.</p> <p><b>Response</b></p> <p>The Council will look to bring in audio descriptions for services and aim to have developed these over the next 2 years for all suitable sites. (TELS)</p>

L5	<p><b>Recommendation</b> The libraries service should offer work placements to disabled people to help see the library service from their perspective and to promote in them a sense of ownership of the service.</p> <p><b>Response</b> The library service has offered work placements in the past, but has found that the situation of individuals has offered a limited perspective on the wider needs of disabled people. Placements have sometimes been offered without a clear understanding of what library work entails and how this could meet the needs of the individual being placed, so they have not always worked well.</p> <p>However, the Council is further exploring this as part of a corporate initiative which will provide a more formal structure for work placement. Libraries managers have recently met held with Kensington Recruitment and Job Centre Plus to progress this.</p> <p>Recent 'mystery shopping' exercises have included disabled residents have in the group of 'resident reviewers'. Their responses and comments have been useful in reviewing service provision. (F&amp;CS)</p>
L6	<p><b>Recommendation</b> The library service should act on DDA access audits which have prioritised actions.</p> <p><b>Response</b> DDA access audits are taken very seriously and are acted upon through a prioritised programme of works. As the report notes, some libraries do pose severe limitations such as Notting Hill Gate, will always present problems which are difficult to address because of listed building status. In the circumstances re-location may be the only viable option if the needs of disabled users are to be met. (F&amp;CS)</p>
L7	<p><b>Recommendation</b> The library service should continue with staff training and ensure refresher courses are part of core training.</p>

	<p><b>Response</b>  Current training on the Disability Discrimination Act is frequently updated and programmed regularly throughout each year. Other training is also available on a wide range of disability and equalities related topics. Initial training plus refreshers continue to take a high priority in our training programme. (F&amp;CS)</p>
L8	<p><b>Recommendation</b>  The Library service should raise awareness of what is available – part of the problem is that disabled people are not aware of the resources we have available.</p> <p><b>Response</b>  The library service is aware of the importance of continuous publicity and will take every opportunity for this. The Principal Librarian - Adult Learning &amp; Social Inclusion is working through contacts in the community to achieve this. Good links already exist between the library service with Action Disability Kensington &amp; Chelsea (ADKC), Age Concern, SixtyPlus and other organisations who work with disabled people. Articles are regularly produced for newsletters to raise awareness of new and established facilities. The service is currently looking to work with these partners to raise awareness of new ICT facilities and is liaising directly with ADKC to work directly with their service users to develop user guides for the public.</p> <p>Disabled users will be a key group which the Council will involve in planning the forthcoming refurbishment of the Central Library. (F&amp;CS)</p>
L9	<p><b>Recommendation</b>  The Library service should work in partnership with local disabled organisations where Libraries might offer space for activities in return for advice and involvement in service development.</p> <p><b>Response</b>  The Council has found that disabled organisations are generally keener to have access to publicity opportunities via libraries. This opportunity is offered to all groups and enables them to reach a wide community across the Borough. In return many organisations will offer assistance and advice around service development for disabled people.</p>

	Space for activities can be offered within limitations and there have been occasions when an organisation and a group of members has contributed to a library-based event (e.g during Adult Learners' Week) (F&CS)
L10	<p><b>Recommendation</b> The Subgroup welcomed the partnership between the Council and "Disabled Go" to develop an on-line access guide for disabled people to local facilities in the borough.</p> <p><b>Response</b> A launch is planned for this guide at the end of February 2007. It will be reviewed and updated annually. (HHASC)</p>
L11	<p><b>Recommendation</b> The Subgroup was of the view that local disabled people should be closely involved in taking decisions on the content and design of the guide. Every practical effort should be made to recruit and train local disabled people as surveyors for the guide.</p> <p><b>Response</b> The Council will work with Disabled Go to ensure local people have opportunities to be involved. (HHASC)</p>
L12	<p><b>Recommendation</b> The project has an important role in increasing the awareness of local businesses regarding the potential benefits of attracting more disabled customers. Consideration should be given to the setting up of "Good Access Awards" for local business that could be used as a vehicle to publicise and promote good practice.</p> <p><b>Response</b> Premises included in the Guide are provided with promotional stickers to display in shop windows, indicating to disabled people and others the level of commitment to disabled people and accessibility. (HHASC)</p>

## EQUALITIES

Eq1	<b>Recommendation</b>
-----	-----------------------

	<p>The Subgroup welcomed the Council's announcement in October 2006 to offer free British Sign Language (BSL) interpreting service on demand at Kensington Town Hall. However, the Council should consider providing BSL training to its staff to make its services more accessible to the deaf community.</p> <p><b>Response</b> The Council is providing a video link to British Sign Language interpreters to help staff communicate with deaf customers, and this service is being publicised widely to increase take-up. The Equality Action Plan provides a commitment to secure a year-on-year increase in the use of BSL video interpreting services. (Corporate Services)</p>
Eq2	<p><b>Recommendation</b> The Council should consider setting up a central database of the individual needs of disabled staff in order to develop an "organisational memory" on such matters.</p> <p><b>Response</b> The Council already holds centrally some information about staff disabilities, and this can be developed as suggested without any technical difficulty. Key tasks will be to identify the most useful information to keep, and to ensure that disabled staff "buy-in" to the idea. This project will be carried out in 2007. (Corporate Services)</p>
Eq3	<p><b>Recommendation</b> The Council should consider employing a disability officer to arrange individual assessment for equipment and other support for its staff.</p> <p><b>Response</b> Not agreed. It is doubtful whether the work would justify a dedicated post. (Corporate Services)</p>
Eq4	<p><b>Recommendation</b> The Council should consider offering alternative benefits to staff who do not use the travelcard scheme.</p> <p><b>Response:</b> [Awaited] (Corporate Services)</p>

--	--

**ACCESS TO COUNCIL BUILDINGS**

Pa1	<p><b>Recommendation</b> It is disappointing that less than half of the Council’s buildings to which public has access meet basic access needs (i.e.: score good or excellent) in relation to the Council’s own local performance indicator. Measured against the national performance indicator, this score is even lower at 24%.</p> <p><b>Response</b> Many Council properties were designed and built before modern building design standards were introduced. A number are also listed and subject to planning constraints which prevent adaptations. The Equality Action Plan contains the following improvement targets:</p> <ul style="list-style-type: none"> <li>• increase the proportion of qualifying buildings that are accessible to all to 25% in 2006-07; 28% in 2007-08; and 30% in 2008-09, as measured by the national performance indicator (BVPI 156).</li> <li>• increase the percentage of Council buildings with public areas that have completed costed access audits and are taking follow-up action to 75% by March 2007, and 100% by March 2008 (RBPI 3205).</li> <li>• increase the percentage of qualifying buildings that offer either ‘good’ to ‘excellent’ accessibility or alternative ways for users to access services to 60% by 2006-07, as measured by our local performance indicator (RBPI 3206). (Corporate Services)</li> </ul>
Pa2	<p><b>Recommendation</b> It is encouraging that the Council is systematically undertaking access audits of all its operational premises that result in a plan of action for improving access to them. However the Subgroup is concerned that the lack of a central ring fenced budget to pay for access improvements may lead to important improvement being postponed because of competing pressures on Business Group budgets. The Subgroup recommends that a central ring fenced budget should be created to pay for access improvements to premises.</p> <p><b>Response</b> To date, 43% of Council buildings have been subject to a formal access audit and have an agreed access action plan in</p>

	<p>place. The Council has developed a target for inclusion in its Equality Action Plan "To increase the percentage of Council buildings with public areas that have completed costed access audits and are taking follow-up action to 75% by March 2007, and 100% by March 2008".</p> <p>The Council will take decisions on future investment in improvements to the accessibility of its properties, on the basis of its programme of access audits, through the annual capital planning process. It is not proposed to establish a central ring fenced budget as amounts can vary between years and Business Groups sometimes have access to funding that a central budget would not be aware of eg TfL for scooter schemes. The themes in the report need to be embedded in the approach to services rather than delegated to a central fund. (Corporate Services)</p>
Pa3	<p><b>Recommendation</b></p> <p>Action to improve disabled access to RBKC premises does not appear to be sufficiently well co-ordinated across the Council. One option would be for the Facilities Management Group to take responsibility for driving this agenda and for making sure that access improvements take place consistently across all services and business groups.</p> <p><b>Response</b></p> <p>Whilst Business Groups have responsibility for their own buildings, actions will be difficult to co-ordinate. In addition, Business Groups have their own priorities for their resources spend. The Facilities Management Group will maintain an overview. (Corporate Services)</p>
Pa4	<p><b>Recommendation</b></p> <p>A Cabinet Member should be given responsibility for championing disability issues in the Council.</p> <p><b>Response</b></p> <p>Not agreed at this time, on the grounds that there are many dimensions - race, faith, age, gender, sexual orientation, as well as disability - which the Council must take into account in order to respond effectively to the needs and wishes of all of its residents, and that it would not be appropriate to single out any one of these as in some way deserving special attention or status. The Cabinet Member for Service Improvement is responsible for championing equalities work in all its dimensions. (Corporate Services)</p>

Pa5	<p><b>Recommendation</b> The availability of disabled parking should be considered alongside disabled access to buildings.</p> <p><b>Response</b> Under the local performance indicator for improving access to Council buildings, the definition of basic access needs states that "a dedicated disabled parking space(s) or a suitable drop off point should be available within the immediate vicinity of the building". Two disabled spaces are planned in Hornton Street, allowing driver-side access to the pavement close to the Customer Service Centre</p> <p>The Equality Action Plan commits us to providing a 10% increase in the number of disabled parking bays for blue badge holders by December 2009. The Council is also working in a partnership with Westminster Council to facilitate reciprocal parking arrangements between the two boroughs' disabled badge schemes by March 2007. (Corporate Services)</p>
Pa6	<p><b>Recommendation</b> Public lavatories classified as poor should be upgraded over a period of time to make them accessible to disabled people and this should be built into the budget planning cycle.</p>
Pa7	<p><b>Recommendation</b> A "Good Loo Guide" should be produced with information on public lavatories in each locality with disabled access.</p> <p><b>Response</b> The Council has steadily been replacing its older underground toilet facilities with modern auto-loos, many with access for people using wheelchairs. There are now twelve public conveniences distributed across the borough, seven of which are accessible to people using wheelchairs. In addition there are public toilet facilities in many of the Council's parks. Portobello and Golborne Road Markets are served by four public conveniences: one underground, two auto-loos, and one staffed facility at ground level.</p> <p>Unfortunately additional toilet provision is expensive; the estimated unit cost per use of the Council's toilets is around £3.60 a time. Installing new facilities is not easy, either because of problems with water and electricity supplies and/or</p>

	<p>because those living or working near a proposed new facility are often strongly opposed to it being located near them. Nevertheless the Council is actively exploring its options for installing additional above ground facilities in locations where there is demand, including Portobello Road. (Corporate Services)</p> <p>It is proposed to upgrade the toilet facilities that are currently graded as poor and are not located within a reasonable distance to a fully accessible toilet. These are South Kensington and Sloane Square automatic toilets. This should be achieved within four years. A good loo guide will be produced within 12 months. (TELS)</p>
Pa8	<p><b>Recommendation</b></p> <p>The is a great need for at least three loos located north south and central which are larger and have changing facilities for people with severe physical/learning disabilities. At the moment those people cannot go out for longer than two hours, which additional to transport issues means they cannot venture very far from home</p> <p><b>Response</b></p> <p>The only public toilet that is large enough to accommodate special changing facilities for people with severe physical/learning disabilities is located in the car park at Horton Street. A feasibility study assessing the practicalities will be carried out during 2007/08. (TELS)</p>

## TRANSPORT

T1	<p><b>Recommendation</b> Arrangements for consulting with disabled people on transport issues should be enhanced, perhaps through creating a disabled user group representing the full spectrum of the local disabled population, to inform the development, implementation and evaluation of transport.</p> <p><b>Response</b> The Council is already committed in the Equality Action Plan to creating a mobility forum in the financial year 2007/8. This will be in addition to the engagement with disability groups that already exists on specific transport schemes, such as Exhibition Road. (TELS)</p> <p>Safe and Accessible Transport events are held annually for older and disabled transport users.</p> <p>From April 2007 representatives of the local disabled community will be brought together with transport operators in line with ADKC recommendations.</p> <p>The recently appointed Partnership and Development Manager in HHASC (Disabilities and HIV) will build links with TELS business group and local representatives. (HHASC)</p>
T2	<p><b>Recommendation</b> Adult Social Care should include the transport and mobility needs of disabled people when making assessments within the new system of promoting independent living. One example would be to include the use of escorts to help people with learning disabilities to learn and be comfortable with their travel routes.</p> <p><b>Response</b> The Council does consider transport and mobility needs as part of the assessment and would make sure people were registered for all parking and transport concessions. The Council has provided short term support for disabled people to get confident with routes and as part of a wider review of day opportunities will consider the need for additional support.</p>

	<p>Unfortunately, a bid to TfL to fund a project in 2007/08 to provide travel training failed.</p> <p>In Learning Disability Services there is a checklist assessment for new service users to see what their mobility and transport needs are. The purpose of the checklist is to see if they can use public transport, taxis or may benefit from some travel training. Use of the Accessible Transport service provider is the last resort and should only be used where it is quite clearly needed. As part of a Care Plan, travel training can be offered to some service users. (HHASC)</p>
T3	<p><b>Recommendation</b></p> <p>The PCT and local hospitals should be asked to look at more flexible ways of using their budgets to meet individual needs such as allocating resources to local authorities for taxi-cards or other transport services.</p> <p><b>Response</b></p> <p>A joint review of all PCT and borough accessible transport services was started (initiated by the borough) but was stopped when the PCT withdrew their resources and funding was needed to complete the work. London Councils are attempting to persuade PCTs across London to engage in these kinds of discussions so the Council will identify suitable forums to discuss this suggestion. (HHASC)</p>
T4	<p><b>Recommendation</b></p> <p>The setting up of the Scooter Loan Pilot Scheme in the Royal Borough is very welcome. The scheme offers a valuable addition to the transport options available to disabled people in the borough, particularly in relation to accessing local shopping and leisure facilities. Although this is clearly a worthwhile scheme, and public awareness takes time to build up, the Subgroup was surprised at the relatively low take-up of the scheme (74 people over 9 months). The amount spent on promotion and publicity (£400) seems to be low for a scheme that relies on disabled people being aware of its existence. More effort in this direction could be cost efficient in terms of significantly increasing uptake of the scheme.</p> <p><b>Response</b></p> <p>The membership take up rate (now over 100) is not unusual and compares favourably with new shop-mobility schemes that have the advantage of a fixed shop front. A successful bid for TfL funding for 2007/08 will allow a more innovative and intensive approach to publicity.</p>

	<p>In the meantime, the Council will review the communication strategy, making best use of all available existing communication routes to further publicise the scheme. The TfL funding of £20,000 has been given primarily to be used to attract younger service users, but will also be used for general publicity and to make a promotional video that will be aimed at potential business supporters, Council Members and potential new service users. Scheme re-launch will happen in Spring. (HHASC)</p>
T5	<p><b>Recommendation</b>  The Council's recent announcement to work with the central London boroughs to look at introducing a single central London badge scheme to improve accessibility is welcome. Purple badge holders (and their equivalents in other central London boroughs) should be able to use their badges in any of the central London boroughs operating such a scheme. At present there are too many complications and a more simplified scheme is needed.</p> <p><b>Response</b>  Although the Council will continue to lobby against such a move, the Government may shortly announce an end to the central London boroughs' exemption from the national Blue Badge parking scheme. If this happens, Blue Badge holders from all over the UK, not just the central boroughs, will be able to use their badges in the Royal Borough. Should the Government decide to retain the central London Boroughs' exemption, the Council would explore a "mutual recognition" scheme with Camden, Westminster and the City of London. (TELS)</p>
T6	<p><b>Recommendation</b>  Given that the Royal Borough attracts a large number of visitors, and has some nationally renowned specialist hospitals, ways of achieving greater uniformity in parking schemes nationally should be investigated so that visitors could be confident of what to expect.</p> <p><b>Response</b>  It is assumed that this recommendation refers specifically to parking schemes for disabled people. This work would be carried out as part of the four central London boroughs commitment to harmonization of the central London Blue Badge concessions.</p> <p>The combination of hospital parking charges and the extension of the congestion charge will make car travel to hospital</p>

	very expensive, but it is not within the gift of the Council the change this. (TELS)
T7	<p><b>Recommendation</b> The existing system should be changed so that it becomes possible to collect blue and purple badges from other Council offices and premises in addition to the Town Hall.</p> <p><b>Response</b> As T6 above. (TELS)</p> <p>Accessible Transport service view is that while there has been no previous indication from badge holders of any difficulty, this suggestion will be considered. (HHASC)</p>
T8	<p><b>Recommendation</b> Transport for London should ensure that the ramps on buses are kept in good working order and that bus drivers are appropriately trained and instructed to assist disabled passengers. Greater emphasis should be given to developing audible announcement on buses and bus stops.</p> <p><b>Response</b> The Council has made and will continue to make this point to TfL through the Public Transport Advisory Group, and it may also be something that could be taken up by the new mobility forum later in the year. We understand that TfL is working on an improved version of Countdown at bus stops and audible information on board buses. (TELS)</p>
T9	<p><b>Recommendation</b> More information in visual form about delays, or other changes to services should be provided by TfL to help those who cannot hear announcements.</p> <p><b>Response</b> It would be helpful to have more information about this recommendation. London Underground stations are fitted with information boards showing whether there are delays on any line. (TELS)</p>
T10	<b>Recommendation</b>

	<p>The Public Transport and Road Safety Advisory Group should be formally asked to make representations to TfL to enhance disability awareness training for their staff.</p> <p><b>Response</b>  The Council can do this through PTAG or through the new mobility forum, perhaps with some more specific recommendations about what such training should cover. The Public Transport and Road Safety AG has consistently considered the problems of accessible transport - both for the disabled and elderly – and also for parents with children and buggies. The Council has set up and funded the accessible transport seminars, inviting all the operators to meet both disabled and elderly residents, who are invited from our various groups in the borough. The operators speak on how they are dealing with residents’ problems, and the residents have been able to questions the speakers. (TELS)</p>
T11	<p><b>Recommendation</b>  Specific improvements could be made to help people with sensory impairments by providing visual information boards at all stations, having more staff to assist particularly at problem stations such as Northern Line stations with central platforms, and providing more information about routes and services such as times when stations are manned and which stations have lifts.</p> <p><b>Response</b>  Again, this seems an appropriate agenda item for the new mobility forum. (TELS)</p>

## BUILT ENVIRONMENT AND PLANNING

P1	<p><b>Recommendation</b>  The Subgroup welcomed the Council’s commitment to making its streetscape accessible to all sections of the community including disabled people. A positive development is the target of introducing “white light” to all residential areas by 2010.</p> <p><b>Response</b></p>
----	--

	Cabinet is pleased that the subgroup welcomes the commitment. (TELS)
P2	<p><b>Recommendation</b></p> <p>The Subgroup noted that despite this commitment to equal access, considerable work was still needed to bring the streetscape in some areas of the borough to the standard that would provide the desired equal access for disabled people. The Subgroup endorsed Inclusive Kensington and Chelsea’s recommendations in the following areas:</p> <ul style="list-style-type: none"> <li>a) Any new streetscape development should be subject to in-depth consultation with disabled people</li> <li>b) People with visual impairments should be consulted on the use of tactile pavements, warnings and lighting,</li> <li>c) A system should be set up for monitoring and reporting by residents of obstructions to roads and pavements, which should be subject to a rapid response by the Council and its contractors</li> <li>d) All drop curbs should be in line with the recommended gradient.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>a) and b) Major new streetscape developments such as Exhibition Road and Sloane Square are, and will continue to be guided by engagement and consultation with disabled people and representative disability groups. The Council’s Streetscape Guidance sets out the Council’s policies in respect of the use of materials and equipment, such as tactile paving.</li> <li>c) There is a system of regular highway inspections, plus residents can send in reports on prepaid leaflets available in libraries and information centres, by telephone, or using the Council website. Action by the Council’s contractors is dependent on the level of urgency. There is a contact for Highways in the Social Services “Transport Services for Disabled and Older People” guidebook.</li> <li>d) This is done where feasible, but it is not possible for all dropped kerbs to be laid to the recommended gradient of 1:12, as many pavements in the borough are too narrow. (TELS)</li> </ul>

P3	<p><b>Recommendation</b> The Subgroup was pleased to note that the Council had made Access a central theme in the development of its LDF and had appointed an Access Officer as long ago as August 2003. From the evidence presented, it was clear that the Access Officer had made a significant contribution to the development of good practice guides and the training of staff. Her expertise had been used to assess the quality of Access Statements, and to advise applicants on how to improve them.</p> <p><b>Response:</b> Noted. (P&amp;C)</p>
P4	<p><b>Recommendation</b> The Subgroup was therefore puzzled and very concerned to hear that from August 2006 the Access Officer had been moved from the Planning Department to the Corporate centre, and even more importantly, that in future she would have no role in advising the Planning Department on access issues. The Subgroup has no issue with the Council using the Access Officer to improve access to its own premises for its service users and staff, but the loss of her expertise at Planning, where so much more needs to be done as evidenced in the recent ADKC report, is regrettable and should be remedied.</p> <p><b>Response</b> A full time Access Officer was not considered necessary given:</p> <ul style="list-style-type: none"> <li>i) The introduction of Design and Access Statement for nearly all planning applications by the Government in August 2006.</li> <li>ii) The requirements of Part M of the Building Regulations in respect of Access for development.</li> </ul> <p>All development control officers received training in access issues.(P&amp;C)</p>
P5	<p><b>Recommendation</b> The Council should seek to use S106 agreements more systematically to achieve inclusive environments as a matter of priority.</p>

	<p><b>Response</b>          Whilst it may sometimes be appropriate to use a S.106 Agreement, as access is a material consideration addressed by policy in the UDP and is considered in the determination of planning applications, it should be achieved through negotiation. (P&amp;C)</p>
P6	<p><b>Recommendation</b>          The Council should consider using planning permission more proactively as a tool for ensuring wider access to local facilities for disabled people.</p> <p><b>Response</b>          The planning system can only react to proposals for development submitted to it. (P&amp;C)</p>
P7	<p><b>Recommendation</b>          The format of planning applications should be amended to make applicants think proactively about inclusive design, as recommended in the DCLG's Good Practice guide.</p> <p><b>Response</b>          Since August 2006 each planning application, with a few exceptions has to be accompanied by a Design and Access Statement. The intention of the Government in this introduction was to make applicants think proactively about inclusive design. (P&amp;C)</p> <p>The Equality Action Plan commits the Council to:</p> <ul style="list-style-type: none"> <li>• requiring applications for both outline and full planning permissions to be accompanied by a Design and Access Statement in all developments (except those meeting strict criteria specified in Council planning guidance) from August 2006 onwards.</li> <li>• addressing the need for clear inclusive access policies that consider people's diverse needs, in a manner that benefits the entire community, in our Local Development Framework.</li> <li>• issuing all licensed premises in the borough with free disability awareness raising material, produced by DisabledGo in partnership with Mencap, RNID, RNIB, MIND and the British Council of Disabled People, by March</li> </ul>

	2007. (Corporate Services)
P8	<p><b>Recommendation</b> Training on disability access issues should be ongoing and all planning officers should attend a refresher course at least once a year.</p> <p><b>Response:</b> Recommendation agreed. (P&amp;C)</p>
P9	<p><b>Recommendation</b> Designated planning officers should have responsibility for liaising with local access groups and feeding back any changes to planning practices as a result of any consultation with such groups.</p> <p><b>Response</b> The Council has produced a Statement of Community Involvement to deal with consultation and liaison on development planning and planning applications. The ADKC is a consultee on all documents produced. (P&amp;C)</p>
P10	<p><b>Recommendation</b> The Council should consider monitoring accessibility in new developments in the Royal Borough.</p> <p><b>Response</b> The issue of accessibility is dealt with through Design and Access Statements and negotiation. Developers are carried out in accordance with these and Part M of the Building Regulations. (P&amp;C)</p>