



Helping disabled people do the best they can
and take part in their local area

What we have talked about so far

Important

Green writing

In this Easy Read booklet we explain what some words mean.

The first time we mention any of these words, it is in **bold green** writing. We then write what the words mean in a blue box.

These words and what they mean are also in a word list at the back of the booklet.

If any of the words are used later in the booklet, we show them in **normal green** writing. If you see words in **normal green** writing, you can look up what they mean by looking for the blue box earlier in the booklet, or by looking at the word list.

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What the Minister for Disabled People says

Hello, my name is Esther McVey and I am the new Minister for Disabled People.

In December 2011 we wrote a booklet called Helping disabled people do the best they can and take part in their local area – Tell us what you think. This was part of a **discussion** about helping disabled people do the best they can.

Discussion

This is when people talk to each other and say what they think.

This booklet was about how **independent living** could be made easier for disabled people.



Independent living or live independently

This means people having choice and control over the care and **support** services they need to live their lives the way they want to.

We wanted the government, disabled people and others to work together to make a new plan. This new plan would make sure that we keep making the lives of disabled people better.

I would like to say thank you to everyone who gave their time to take part in the **discussion**. We got some ideas that will make a big difference to the lives of disabled people and their families.

The replies we got to the Tell us what you think booklet were very good. I know that Maria Miller, who used to be the Minister for Disabled People, met and talked to lots of disabled people as part of the **discussion**.

The replies help me understand the **barriers** disabled people face in their **communities**.

Barriers

These are things that stop disabled people living like other people. **Barriers** include things like being treated unfairly and not getting enough help to do the things disabled people want.

Community or communities

This means the people, schools, shops and companies in the local area. Good **communities** are places where people join in and do things together to make their area a good place to live.

The replies also help me understand the need for support and **advocates** for disabled parents and parents of disabled people.

Advocates

These are people who help disabled people speak up for what they want.



I know it is important that all disabled people are part of **society**.

Society

Society means all the people and all parts of life in this country. Being part of **society** can mean being accepted and having your views listened to. It can mean being able to live where you want, vote for a government, or join a group. When people are accepted by others this makes a good **society**.

This booklet shows what disabled people have told us. It also shows what the government plans to do and what the government is working on.

The booklet builds on what we said in a report we wrote in 2011 about our promise to follow the **United Nations Convention on the Rights of Disabled People**.

United Nations Convention on the Rights of Disabled People

This is a list of rights that disabled people have. All the countries that support the Convention agree that disabled people should have these rights.

Although that booklet talked about some of the things that are happening now we know it is not everything that is happening.

We know different groups in society play a part in making things better for disabled people. As we make new plans we will make sure that all these groups are **involved**. That includes disabled people, disabled people's groups, government and the **private sector**.

Involved / involving

Being **involved** is not the same as being asked. Being **involved** means disabled people playing a bigger part in planning, not just being asked about work done by other people.

Private sector

These are businesses and groups that are run by people or groups and that make money out of their work.

The government wants to make sure that every person has the chance to do the best they can. We want to build on the discussions we have had and all the ideas people have given to us.

We have already made plans that support some of the changes that you told us about.

I will make sure the new plans that are made are based on the **United Nations Convention on the Rights of Disabled People**. And the changes will be made by working with the people who are most important, disabled people.



A handwritten signature in black ink that reads "Esther McVey".

Esther McVey MP
Minister for Disabled People

About this booklet

The Government wants disabled people to do the best they can. And we want equal opportunities so that disabled people can make choices about their own lives.

In December last year we wrote a booklet called Helping disabled people do the best they can and take part in their local area – Tell us what you think.



This was part of a **discussion** about helping disabled people do the best they can. The **discussion** finished on 9 March 2012.

We think that more than 5,000 people took part in the **discussion**.

We had the **discussion** so that disabled people could tell us what should be in a new disability plan.

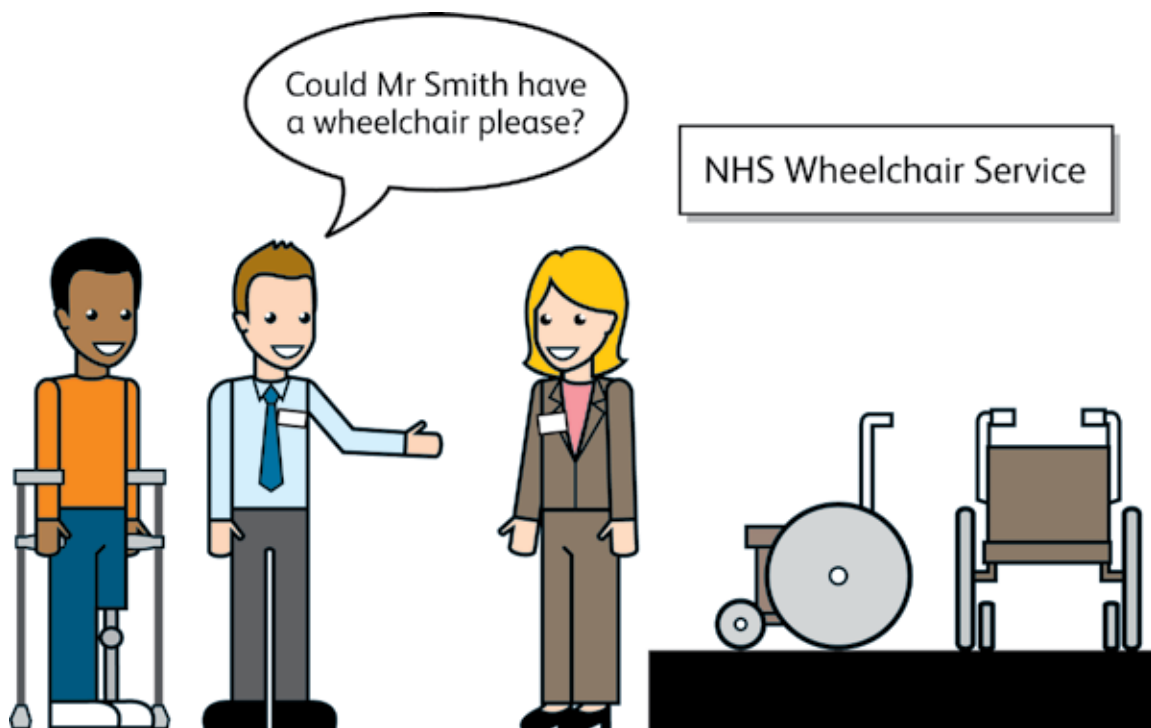
This booklet groups together what people said in 3 parts. It also shows what work is being done now and what work will be done in the future.

Helping disabled people do the best they can

The government wants to make sure that all disabled people get the **support** they need when any change happens in their lives.

Support

This is the help disabled people get from the government, from local councils and from other groups. It may be something like a person to help with getting up in the morning, or it may be something like a wheelchair or a computer.



This will help disabled people do the best they can. It will also **support independent living** for disabled people.

What people told us

We had about 1,100 comments to this part of the **discussion**. More than half of them were about learning and work. People said that learning was important at every age.

People told us that they want to do the best they can in all parts of life. This includes training, big changes during a disabled person's life, home life and **community** life. People told us parents and families need support too.



Ideas that people came up with

We asked people to give us ideas that would help disabled people do the best they can.

These are some of the ideas we were given.

- Some children and young people may need more time to finish their learning at school or college. This can be because they have missed some learning because they give care to someone or because of their health condition.
- Some disabled children and young people may need more **support** at school or college. This can be things like a **buddy system** or a **disability coordinator**.

Buddy system

This is when an older child works with and helps a younger child at school.

Disability coordinator

This is the person a disabled child or young person goes to if they need help and **support** at school or college.

- Find out if a child has **special educational needs** as early as possible. If a child does have **special educational needs** they must be given **support** as soon as possible.

Special educational needs

A person with **special educational needs** may

- find it harder to learn than other people their age.
- face **barriers** that stop them going to school or college.

They may need extra or different **support** to help them learn or be at school or college.

- Give every disabled child the choice of the best education to meet their needs.
- Make school buildings and school lessons more **accessible** for disabled people.

Accessible

This means making sure disabled people can use something.
For example

- a building may need a ramp up to its doors and a lift for people who use a wheelchair.
- making a CD of someone reading a book for blind people.
- Train teachers about disability and how to **support** disabled children and young people.

- Start teaching young children about disability as soon as possible.



- Teach disabled children and young people skills like cooking and looking after a home.
- Give disabled children and young people **support** to find a job. Have money to pay for extra costs when disabled people do **volunteering** and **work experience**.

Volunteering

This is when people do work for which they are not paid. For example, work in a charity shop.

Work experience

This is a short period of time that a person spends working somewhere so they can learn things like what it is like to work in an office or work outside.

- Get private companies and groups to train disabled people and help disabled people to become **self-employed**.

Self-employed

Self-employed people work for themselves instead of for someone else. For example, window cleaners and gardeners.

- Teach employers about disability. Have more **flexible working conditions**.

Flexible working conditions

This is when people can make changes to the way they work. For example, they can start work and finish work at different times during the week, they can share a job with another person or they can sometimes work from home.

- Give **support** to older disabled people to get a job and stay in a job.
- Tell other people about the **support** a disabled person needs when they have big changes in their life. Get the disabled person's family to be more **involved** in making decisions. Get groups to share information and work together.
- Get better **support** when there are changes in the disabled person's life.

- Get disabled people's groups more **involved** in giving **support** to disabled people when there are big changes in the disabled person's life.



What the government is doing already

The government is already doing things to **support** disabled people to do the best they can in all parts of their life.

- Every local council has to make plans to make sure disabled children and young people can take part in all parts of education.

- Earlier this year we wrote a booklet called Support and aspiration: a new approach to **special educational needs** and disability. This booklet set out these things.
 - We will set up a new way of finding out if a child has **special educational needs**.
 - We will give extra training to teachers about how to **support** children and young people with **special educational needs** or who are disabled.
 - We will give families the choice of which school their child goes to. Schools will have to show their **performance tables** on their website. This will also help families choose which school their child goes to.

Performance tables

These give information about how well children at each school are doing.

- We will have a **single assessment process** to find out what **support** children and young people need.

Single assessment process

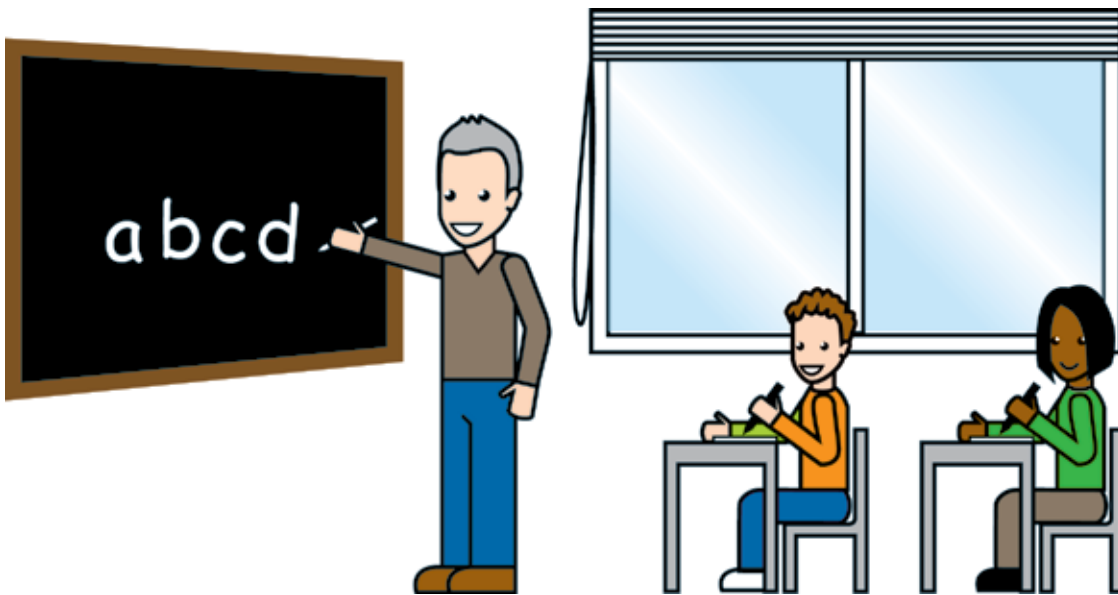
Teachers, health workers and social workers will help to decide what help a child needs. They will work together to decide how they can meet the child's needs.

- We will have **education, health and care plans**. These will run from when the child is born until the age of 25.

Education, Health and Care Plan

This is a plan for a child's education, health services, social care services and employment. It will mean everyone knows how they should help the child.

- We wrote a booklet called The Schools White Paper. It makes rules which mean teachers now have to change the way they teach to meet the needs of all their pupils.



- At the moment, parents of children with **special educational needs** or who are disabled can ask that the name of the local council school they want their child to go to is given to them in a **special educational needs statement**.

Special educational needs statement

This document describes what a child can do and what they find difficult. It also says what help the child should get as long as they are at school or college.

- We will change the law so that other schools, like **academies** and **free schools** can also be named in a special educational needs statement.

Academy or Academies

Academies are schools that get money from the government, but are allowed to make their own decisions. This means it is easier for **Academies** to deal with local problems.

Free schools

Free schools are set up by the local **community** and not by the government. But they do get their money from the government. As they are set up by local people it is easier for them to know what local children need.

- We will let the best special schools train teachers. This will help other schools to get better. We will also write new training books for teachers.
- We have **Special Educational Needs Coordinators** and **learning support assistants** in all main schools and **academies**. They help children with their learning.

Special Educational Needs Coordinators

These are people who work with teachers and parents to make sure the school meets the needs of children with **special educational needs**.

Learning support assistants

These are people who give **support** in the classroom or work with a child or group of children who have learning difficulties. The class teacher tells them what to do.

- The Disabled Student's Allowance is money that is given to disabled students to help them pay any extra costs they have because they are disabled.



- The **Achievement for All programme** is being given to any school that wants it.

Achievement for All programme

This programme helps children and young people with **special educational needs** do better when they are learning English and mathematics.

- We are setting up a group called the Young People's Advisory Group. This group will help to bring in the changes the government makes.
- We are giving more money to 25 colleges. These colleges will test better ways of giving **work experience** to young people who are not in education, work or training. This will include ways to **support** young people who have **special educational needs**.
- We are testing a new **supported internship** programme at 15 colleges. It is for young people aged 16 to 25 who have complicated learning disabilities.

Supported internship

This is when a young person who has **special educational needs** or is disabled gets **work experience** that **involves** some kind of **support**.

- We are looking at how **Access to Work** is working. We want to let more people know about **Access to Work**.

Access to Work

Access to Work gives advice and **support** to people whose disability or health problem affects how they do their work.

Access to Work can help pay for a **support** worker, or the extra costs a disabled person might have in travelling to and from work. It can also help pay for things like special computers a disabled person might need to help them do their job.

- **Access to Work supports** some young disabled people who are in **work experience**. This is when their **work experience** has been arranged by Jobcentre Plus.
- We have changed the **NHS and Public Health Outcomes Framework** to show that having a job helps make people healthy. This is a more complete way of looking at a person's health and wellbeing.

NHS and Public Health Outcomes Framework

The **NHS and Public Health Outcomes Framework** says what information we need to collect and measure to make sure people live healthy lives.

National Health Service or NHS

This is this country's health service. It gives free healthcare to everyone. Some services, like dentists, have to be paid for, unless you get benefits when they are free.

- We have just had a **consultation** about all workers being able to ask for **flexible working conditions**. We will write about what we found out later this year.

Consultation

This is when we ask people what they think about our plans.

- We are helping older people stay in work by not giving the age when they must stop work and **retire**. We have also worked with Jobcentre Plus to make sure older people can get training on how to get a job.

Retire or retirement

This is when a person reaches an age when they don't have to work any more.



- We have set up a group of government **ministers** to look at how disabled people can have more chances to get a job.

Ministers

These people are the team in charge of what each government department does. They are given their jobs by the Prime Minister. The Prime Minister is a special **minister** who is in charge of the whole government.

- Over the next 4 years we are giving £1 billion to help older people who are moving back to their home from hospital.



- We have £30 million to help relationship **support**. Most of this money will go to voluntary and **community** groups who have activities for families with disabled children.
- We have got £800 million to pay for short breaks for families with disabled children.
- We are keeping the Early Support Programme. This programme helps families get the help they need from the health and care systems.

- We are giving £1.5 million each year to local **parent carer forums**. This will help parents to work with local councils to make services and rules better.

Parent carer forums

These are meetings that give parents who care for their disabled children the chance to talk to the local council to make things better in their local area.

- We are setting up a new carers' plan. This will **support** people who care for someone to help them do the best they can in all areas of their lives.
- We are setting up **HealthWatch**. This will make sure that groups that give people health and social care services meet the needs of all people, including disabled people.

HealthWatch

HealthWatch makes sure that the views of the public and people who use health services are taken into account in their local area.

- We will make sure that young people in **custody** who are disabled or have **special educational needs** have a test for an **Education, Health or Care Plan**. This will mean they will get the **support** they need while they are in prison.

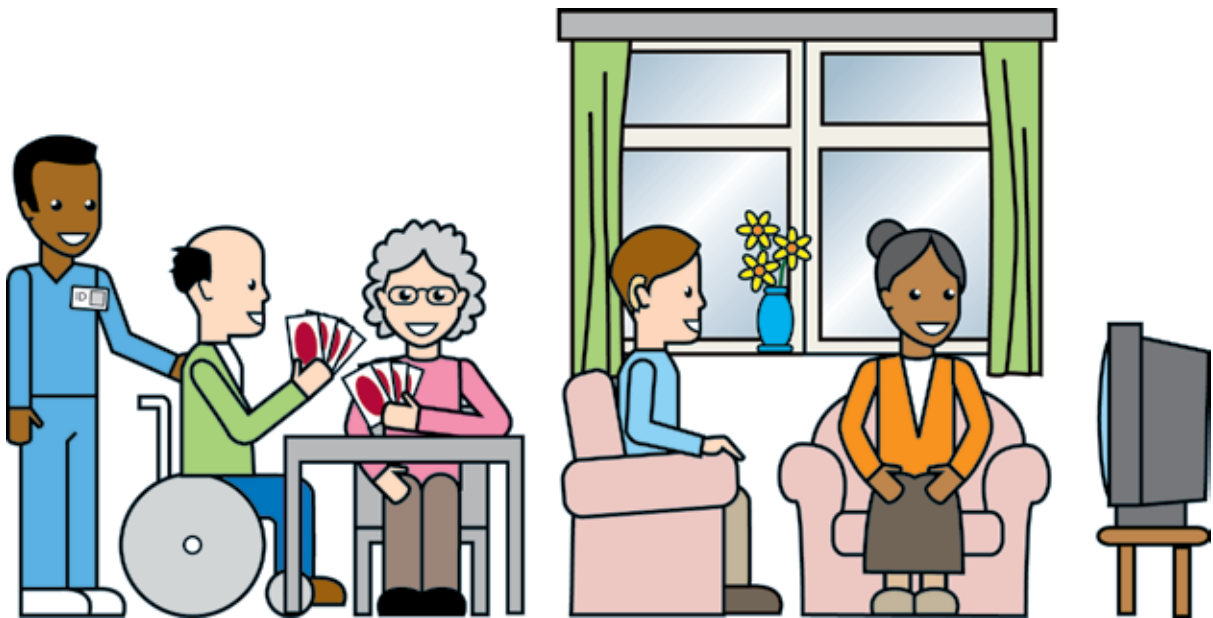
Custody

In this booklet a person is in **custody** when a judge has said they must be locked up.

- The government is going to change the rules about the way people are charged for **residential care**. This will mean that any money a disabled person gets from their job will not affect the **residential care** charge.

Residential care

This is where people go to live when they cannot get the support they need to live in their own home.



Choice and control

The government wants disabled people to have choice and control over their lives.

We want disabled people to have control over the services they get and be able to **live independently**.

What people told us

We had about 2,500 comments to this part of the **discussion**. Most comments were about having control over money. But we also had comments about choice, transport and being able to get information. Many disabled people told us these things.

- They are worried about changes to the **benefits system**.

Benefits system

The **benefits system** gives money to people when they do not have enough money for housing or food. People with children and some people in low paid work can also get extra money, which is called **Tax Credits**.

- To have control it is important there are **joined-up services**.

Joined-up services

This is when a **service provider** makes sure their service links well with the services of other **service providers**.

- They want to be **involved** in planning and making new services.
- They want to be able to buy services or activities as a group and share the cost from their **personal budgets**.

Personal budget

A **personal budget** tells a disabled person how much money they can spend on their care and **support** services. It also shows how it was worked out.

- They want **support** to look after their money and **live independently**.

Ideas that people came up with

Disabled people and disabled people's groups told us that to make things better they need these things.

- Make the **benefits system** and **personal budgets** easier to use. This will help disabled people find work and **live independently**.



Helping disabled people do the best they can and take part in their local area

- Disabled people need **support** and advice on how to look after money.
- There need to be more **joined-up services** which are made for each disabled person and that meet their needs.
- There should be well trained workers who disabled people can speak to about what choices they have. This will help the disabled person make the best decision.
- There need to be more **advocates**.



- Put disability sections on every government website.
- Make buildings and reports more **accessible** for disabled people.
- Make healthcare services that give disabled people what is best for them and what they want.
- Make more homes **accessible** for disabled people. Have people who can plan and make changes to homes so that disabled people can live in them easily.
- Make **community** buildings and services **accessible**.
- Help groups check how much they know about disability and how well they are doing for disabled people.
- Have more help to make vehicles more **accessible**.
- Make it easier for wheelchair users to use public transport.
- Make **travel buddy schemes**.

Travel buddy scheme

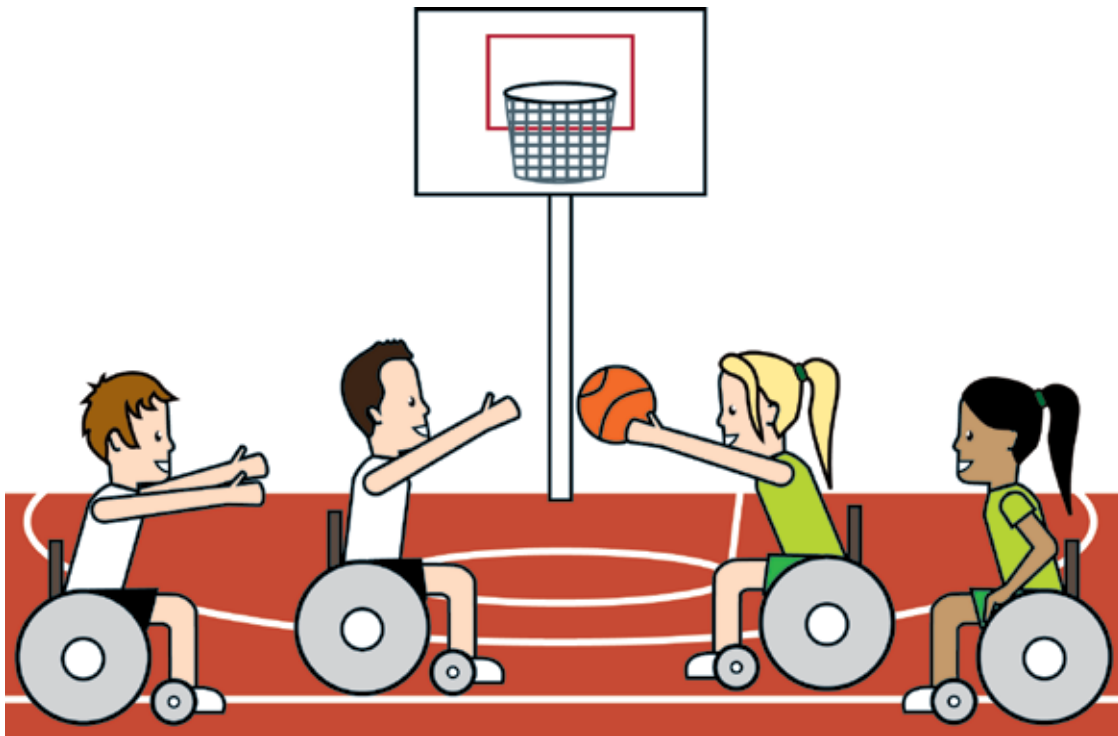
This is when someone travels with a disabled person and teaches them to use public transport.

- Make **accessible** travel information for people with sight and hearing **impairments**.

Impairment

This is something about the way a person does things. It may be things like not being able to walk well, not being able to see or hear other people clearly, not being able to think hard for a long time, or not being able to remember things.

- Get rid of **barriers** and give disabled people more chances to play sport and do other leisure activities. This will help them meet other people.



- Get disabled people **involved** in how to make information about local services **support** more **accessible**.

- Put more information into easy to read booklets and videos.
- Teach disabled people how to use a computer and the internet. And make it easier for disabled people to get onto the internet. This will give disabled people more independence. It will also help them take part in **society**.

What the government is doing already

The government is already doing things to **support independent living**.

- We are making a new benefit called **Personal Independence Payment** for people aged between 16 and 65.

This new benefit will meet the needs of disabled people and will **support independent living**. Some people who get **Disability Living Allowance** will get **Personal Independence Payment** instead.

Disability Living Allowance

This is money that someone with a disability or a health condition may be able to get to help them pay for the help and **support** they need.

Personal Independence Payment

This is a new benefit to help disabled people live full, active and independent lives. Disabled people who can get the benefit will get money to help them pay the extra costs of being disabled.

- **Universal Credit** will make the **benefits system** easier to understand. It will help disabled people who may need to stop and start work because of their **impairment** or health condition.

Universal Credit

Universal Credit will help people who do not have a job or who do have a job but do not have enough money.



- We have made changes to **Housing Benefit** that will let disabled people claim for an extra bedroom if they need a **support** worker to stay overnight.

Housing Benefit

This is money that helps people who are both in and out of work to rent a home.

- We are testing the **Right to Control**. This will help disabled people choose how to spend their money in the best way to meet their needs.



Right to control

This is about disabled people making their own decisions about their **support** instead of other people making decisions for them.

- We will make sure the care and **support** system **supports** disabled people to **live independently**.

- We are setting up a **One Stop Shop** that will give disabled people information about using services on the internet.

One Stop Shop

A **One Stop Shop** is where disabled people can get everything they need in just one place.



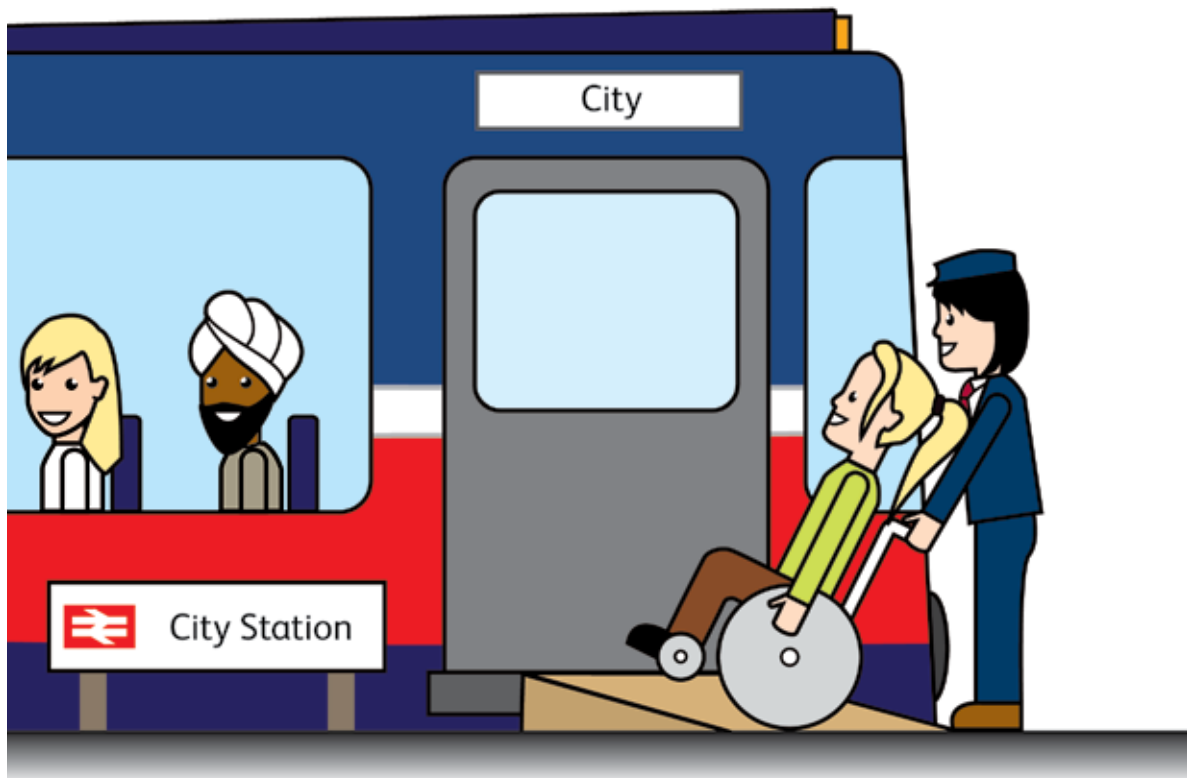
- We are looking at the cost of computers and if disabled people can easily get computers.
- In July 2011 we started a programme to look at making more disabled people's groups and making sure they last. We are doing this so that they can **support** disabled people better.
- The **National Health Service** has a website. The website has information about how good providers of home care are.

- We have given some money to help older and disabled people buy a house on **shared ownership** terms.

Shared ownership

This is when you buy part of a house from a company. Usually either one-quarter or three-quarters. Sometimes you pay rent to the company on the rest of the house that you do not own.

- We are thinking about how to make **communities** that include disabled people and where disabled people want to live.
- We are setting up a Transport Action Plan. This will say what needs to be done so that buses, trains and stations can be easily used by disabled people. It will be checked so we know it is working.



- We will make sure that people who work in places like sports centres, gyms and travel agents know more about disability.
- We want disabled children to take part in sports. We will give disabled children the chance to play sports against other children. We will let children take part in a **paralympic** sport whether or not they are disabled.

Paralympic Games

The **Paralympic Games** is a sports competition that disabled sports people from all over the world take part in. The **Paralympic Games** are held after the Olympic Games.

Changing the way people think and act towards disabled people

The government wants to change things so that people think and act towards disabled people in a better way.

We want to make sure that everyone knows that disabled people play an important part in **society**.

What people told us

During the **discussion** we got more than 2,200 comments about changing the way people think and act towards disabled people.

Almost all of the comments we got talked about letting people know about disability.

Some people said they did not like the way disabled people are talked about in the **media**.

Media

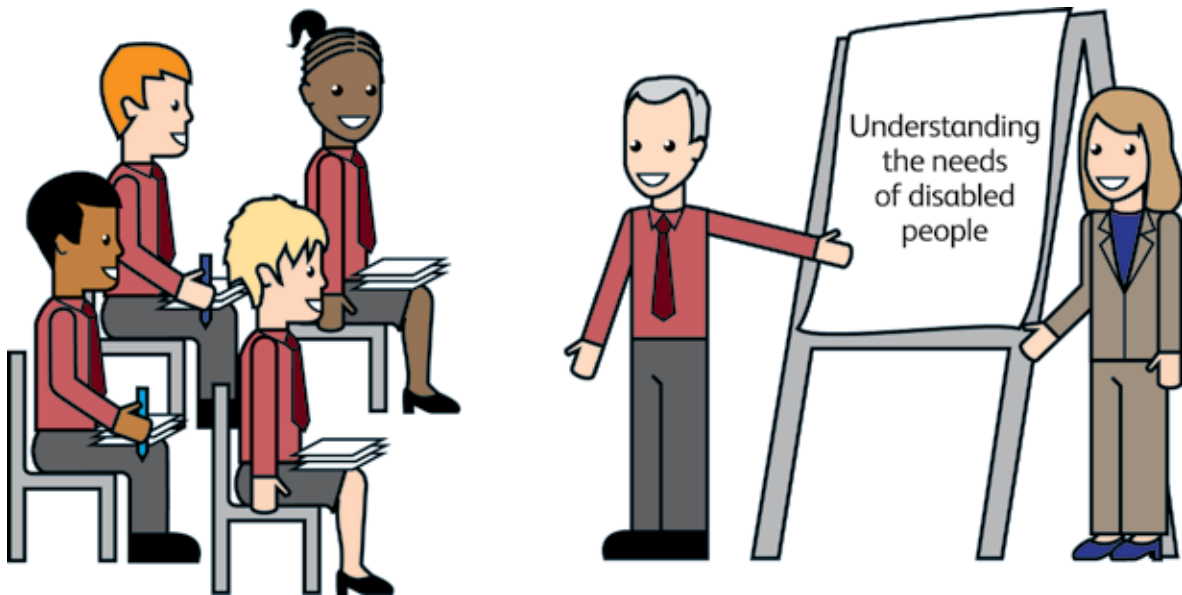
The **media** is things like newspapers, magazines, television and radio.

Some people said it was important that disabled people took part in their local **community**.

Ideas that people came up with

Disabled people and disabled people's groups gave us a lot of ideas. They said that to change the way people think and act towards disabled people we need to do these things.

- Let people know about the rights of disabled people. Make sure everyone follows the laws about disability rights.
- Make sure everyone knows that it is important to get rid of **barriers** that stop disabled people being part of **society**.
- In schools, teach children about disability.
- In jobs, have better disability training. Make sure that all workers who deal with people get disability training.



- Give more **support** to people who report a **disability hate crime** or **disability harassment**.

Disability hate crime

If a person breaks the law because they do not like disabled people that is a **disability hate crime**.

Disability harassment

This is when someone acts badly towards another person because they are disabled.

- If the police catch someone who has carried out a **disability hate crime**, the punishment must be the same as for other hate crimes.
- Teach and train the police about **disability hate crime**. Have a police officer who disabled people can go to if they need to.
- Use the internet in a better way to give disabled people information about using the **justice system**.

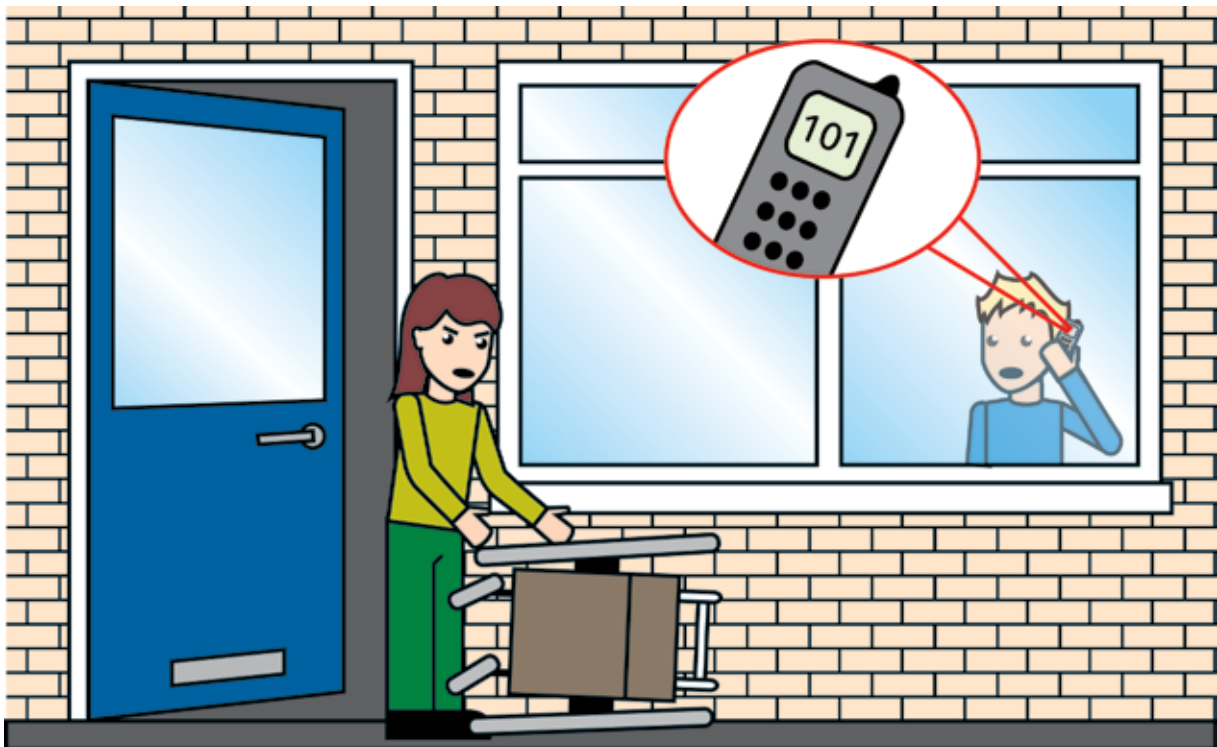
Justice system

The **justice system** is the system people use when something happens to them that is wrong. These are things like being a victim of hate crime.

- Check with disabled people to see how they feel about the **justice system**.
- Give more **support** to **witnesses** who have **impairments**, like a learning disability or a mental health condition.

Witnesses

These are people who know about a crime and give information about it to the police or to a court.



- Help more disabled people to take part in their **community** by giving them more information about how to take part.

- Train **Members of Parliament** and people working with the public about the needs of disabled people in their local area.

Member of Parliament

A **Member of Parliament** is a person who is chosen by people to speak up for them in the Houses of Parliament and say what the people in the local area think.

- Make sure that disabled people's groups are **involved** in how the government services are made and delivered.
- Celebrate the good things disabled people with different **impairments** do.
- Have more television programmes to tell people about disability.
- When we show stories about disabled people we should make them about the good things the disabled person has done, not about their **impairment**.
- The **media** must be made to show the good things about disabled people. It must not group all disabled people together.

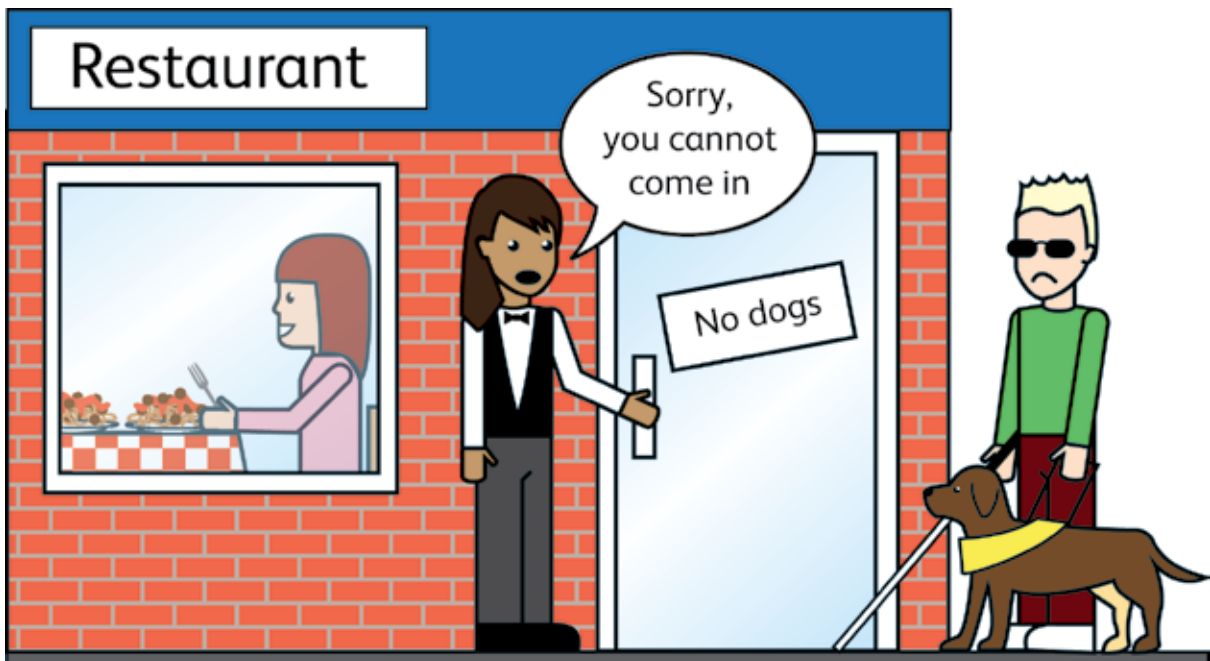
What the government is doing already

We want to change the way people think and act towards disabled people so that more disabled people can get a job and take part in **society**.

We want to deal with **discrimination** whenever it happens.

Discrimination

This is when someone is treated unfairly because of something. People are sometimes discriminated against because of their age, because of the colour of their skin, or because they have a disability.



We have started to do this by doing these things.

- We want to meet the aims of the **United Nations Convention on the Rights of Disabled People**.
- We have made the **Equality Act**. This protects disabled people from **discrimination**. It also means that **reasonable adjustments** may be made if the disabled person would be worse off without them.

Equality Act

This is a law to make sure that all people are treated fairly and equally.

Reasonable adjustments

These are changes that employers, service providers and others may have to make to the way they work, and to their buildings, to make it easier for disabled people to get a job, use services or buy things.

- We are giving disability training to government workers who deal with the public. We want other businesses and groups to do the same.
- We are making teachers do more training in special schools. This will make sure that they can meet the needs of young disabled people.

- We are working with employers and employer's groups to change the way employers think about disability.
- We are working with mental health groups to make care and **support** better for people with mental health conditions.
- We wrote the booklet called Challenge it, report it, stop it in March 2012. This booklet is about what the government will do to stop hate crimes from happening.



- We are looking at the punishments for people who carry out hate crimes. We are checking to see if we need all hate crime laws to be the same.

- We are working with disabled people to make sure the **justice system** is **accessible**.
- We are working to let more **voluntary sector** groups supply goods and services to the government.
- We are helping disabled people's groups work better. We are bringing disabled people's groups and **HealthWatch** groups together. This will make sure that local areas have plans that include the things that disabled people need for health and social care.
- We are giving more **support** to disabled people who want to become a **Member of Parliament** or a **councillor** in England.

Councillor

In local elections, people are chosen to look after the needs of a local area. These people are called **councillors**.

- We want the London 2012 **Paralympic** Games to change the way people think about disabled people. During the **Paralympic** Games disabled people had the chance to take part and work at the sporting events.



- We want the London 2012 **Paralympic** Games to give disabled people more chances of getting a job, **volunteering**, and taking part in the arts and **culture**.

Culture

This means the way of life of a group of people. It includes

- the group's arts, like paintings, plays, dance and music.
- the group's religion or beliefs.
- the group's rules and laws.

It also includes things like the way people dress, their language, games and the way people behave.

- We want people to be able to talk about mental health and to deal with the **discrimination** and the bad way people think about mental health conditions.

Finally...

This booklet looks at the main ideas and replies we got from our **discussion**.

The replies we got came under these headings.

- Actions that bring good results for disabled people.
- **Accessibility** and **flexibility**.

Flexibility

This is when you change the way you do something to meet the needs of someone.

- Knowing more about disability.
- Getting **involved** in making decisions.
- **Advocates**, information and **support**.
- More control over money.
- Looking at the many different **impairments** people have. Looking at the needs of disabled people including groups that we do not hear from very often.

Helping disabled people do the best they can and take part in their local area

Disabled people and disabled people's groups can use the things in this booklet as a starting place for making things better in the future.

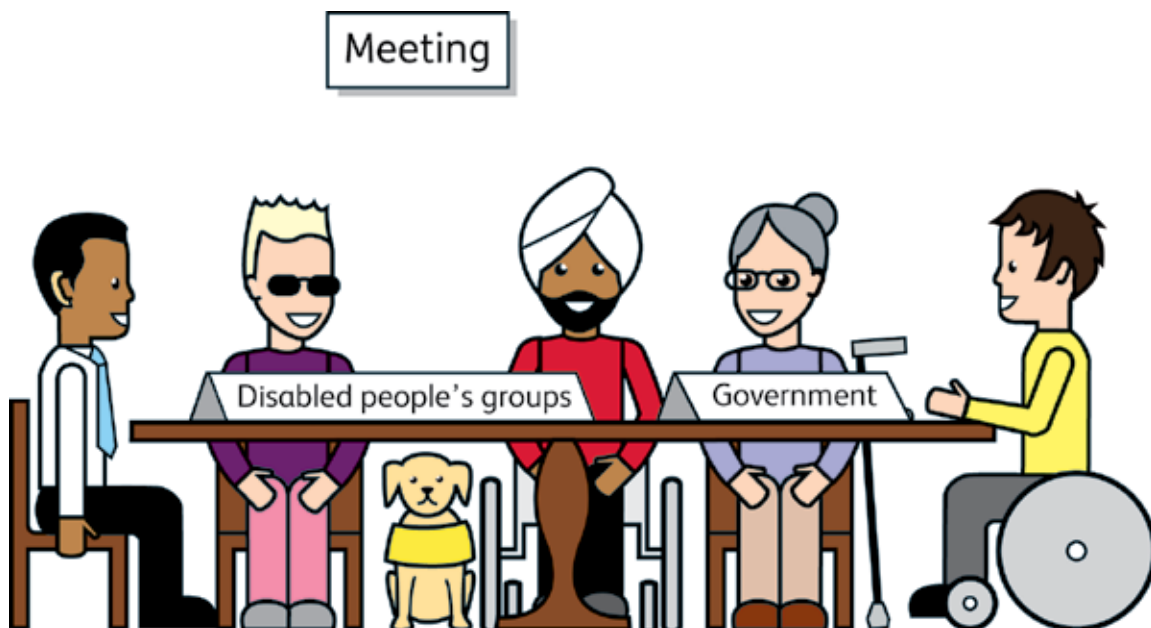
This booklet tells you a lot of the things people told us but you can see all the **discussion** replies at www.odi.gov.uk/fulfillingpotential

The government will make sure that a plan can be done, and that disabled people are a part of it.

We have also written a booklet called Helping disabled people do the best they can and take part in their local area – Next steps.

That booklet shows what the government wants to do next about disability.

We will carry on working with disabled people and their groups.



Word list

Academy or Academies

Academies are schools that get money from the government, but are allowed to make their own decisions. This means it is easier for **Academies** to deal with local problems.20

Access to Work

Access to Work gives advice and **support** to people whose disability or health affects how they do their work.

Access to Work can help pay for a **support** worker, or the extra costs a disabled person might have in travelling to and from work. It can also help pay for things like special computers a disabled person might need to help them do their job.22

Accessible

This means making sure disabled people can use something. For example

- a building may need a ramp up to its doors and a lift for people who use a wheelchair.
- making a CD of someone reading a book for blind people14

Achievement for All programme

This programme helps children and young people with **special educational needs** do better when they are learning English and mathematics21

Advocates

These are people who help disabled people speak up for what they want.6

Barriers

These are things that stop disabled people living like other people. **Barriers** include things like being treated unfairly and not getting enough help to do the things disabled people want.5

Benefits system

The **benefits system** gives money to people when they do not have enough money for housing or food. People with children and some people in low paid work can also get extra money, which is called **Tax Credits**.28

Buddy system

This is when an older child works with and helps a younger child at school13

Community or communities

This means the people, schools, shops and companies in the local area. Good **communities** are places where people join in and do things together to make their area a good place to live.6

Consultation

This is when we ask people what they think about our plans.23

Councillor

In local elections, people are chosen to look after the needs of a local area. These people are called **councillors** ...47

Culture

This means the way of life of a group of people. It includes

- the group's arts, like paintings, plays, dance and music.
- the group's religion or beliefs.
- the group's rules and laws.

It also includes things like the way people dress, their language, games and the way people behave.48

Custody

In this booklet a person is in **custody** when a judge has said they must be locked up.26

Disability coordinator

This is the person a disabled child or young person goes to if they need help and **support** at school or college13

Disability harassment

This is when someone acts badly towards another person because they are disabled41

Disability hate crime

If a person breaks the law because they do not like disabled people that is a **disability hate crime**41

Disability Living Allowance

This is money that someone with a disability or a health condition may be able to get to help them pay for the help and **support** they need33

Discrimination

This is when someone is treated unfairly because of something. People are sometimes discriminated against because of their age, because of the colour of their skin, or because they have a disability.44

Discussion

This is when people talk to each other and say what they think4

Education, Health and Care Plan

This is a plan for a child's education, health services, social care services and employment. It will mean everyone knows how they should help the child19

Equality Act

This is a law to make sure that all people are treated fairly and equally45

Flexibility

This is when you change the way you do something to meet the needs of someone49

Flexible working conditions

This is when people can make changes to the way they work. For example, they can start work and finish work at different times during the week, they can share a job with another person or they can sometimes work from home16

Free schools

Free schools are set up by the local **community** and not by the government. But they do get their money from the government. As they are set up by local people it is easier for them to know what local children need20

HealthWatch

HealthWatch makes sure that the views of the public and people who use health services are taken into account in their local area26

Housing Benefit

This is money that helps people who are both in and out of work to rent a home.....34

Impairment

This is something about the way a person does things. It may be things like not being able to walk well, not being able to see or hear other people clearly, not being able to think hard for a long time, or not being able to remember things32

Independent living or live independently

This means people having choice and control over the care and **support** services they need to live their lives the way they want to.....5

Involved / involving

Being **involved** is not the same as being asked. Being **involved** means disabled people playing a bigger part in planning, not just being asked about work done by other people8

Joined-up services

This is when a **service provider** makes sure their service links well with the services of other **service providers**.28

Justice system

The **justice system** is the system people use when something happens to them that is wrong. These are things like being a victim of hate crime41

Learning support assistants

These are people who give **support** in the classroom or work with a child or group of children who have learning difficulties. The class teacher tells them what to do21

Media

The **media** is things like newspapers, magazines, television and radio39

Member of Parliament

A **Member of Parliament** is a person who is chosen by people to speak up for them in the Houses of Parliament and say what the people in the local area think43

Ministers

These people are the team in charge of what each government department does. They are given their jobs by the Prime Minister. The Prime Minister is a special **minister** who is in charge of the whole government.24

National Health Service or NHS

This is this country’s health service. It gives free healthcare to everyone. Some services, like dentists, have to be paid for, unless you get benefits when they are free.23

NHS and Public Health Outcomes Framework

The **NHS and Public Health Outcomes Framework** says what information we need to collect and measure to make sure people live healthy lives.23

One Stop Shop

A **One Stop Shop** is where disabled people can get everything they need in just one place36

Paralympic Games

The **Paralympic Games** is a sports competition that disabled sports people from all over the world take part in. The **Paralympic Games** are held after the Olympic Games.38

Parent carer forums

These are meetings that give parents who care for their disabled children the chance to talk to the local council to make things better in their local area26

Performance tables

These give information about how well children at each school are doing18

Personal budget

A **personal budget** tells a disabled person how much money they can spend on their care and **support** services. It also shows how it was worked out29

Personal Independence Payment

This is a new benefit to help disabled people live full, active and independent lives. Disabled people who can get the benefit will get money to help them pay the extra costs of being disabled33

Private sector

These are businesses and groups that are run by people or groups and that make money out of their work8

Reasonable adjustments

These are changes that employers, service providers and others may have to make to the way they work, and to their buildings, to make it easier for disabled people to get a job, use services or buy things45

Residential care

This is where people go to live when they cannot get the support they need to live in their own home27

Retire or retirement

This is when a person reaches an age when they don't have to work any more.24

Right to control

This is about disabled people making their own decisions about their **support** instead of other people making decisions for them35

Self-employed

Self-employed people work for themselves instead of for someone else. For example, window cleaners and gardeners16

Shared ownership

This is when you buy part of a house from a company. Usually either one-quarter or three-quarters. Sometimes you pay rent to the company on the rest of the house that you do not own37

Single assessment process

Teachers, health workers and social workers will help to decide what help a child needs. They will work together to decide how they can meet the child's needs.....18

Society

Society means all the people and all parts of life in this country. Being part of **society** can mean being accepted and having your views listened to. It can mean being able to live where you want, vote for a government, or join a group. When people are accepted by others this makes a good **society**.....7

Special educational needs

A person with **special educational needs** may

- find it harder to learn than other people their age.
- face **barriers** that stop them going to school or college.

They may need extra or different **support** to help them learn or be at school or college14

Special Educational Needs Coordinators

These are people who work with teachers and parents to make sure the school meets the needs of children with **special educational needs**20

Special educational needs statement

This document describes what a child can do and what they find difficult. It also says what help the child should get as long as they are at school or college19

Support

This is the help disabled people get from the government, from local councils and from other groups. It may be something like a person to help with getting up in the morning, or it may be something like a wheelchair or a computer11

Supported internship

This is when a young person who has **special educational needs** or is disabled gets **work experience** that **involves** some kind of **support**22

Travel buddy scheme

This is when someone travels with a disabled person and teaches them to use public transport31

United Nations Convention on the Rights of Disabled People

This is a list of rights that disabled people have.
All the countries that support the Convention agree
that disabled people should have these rights.....7

Universal Credit

Universal Credit will help people who do not have a job
or who do have a job but do not have enough money.....34

Volunteering

This is when people do work for which they are not paid.
For example, work in a charity shop15

Witnesses

These are people who know about a crime and give
information about it to the police or to a court42

Work experience

This is a short period of time that a person spends working
somewhere so they can learn things like what it is like to
work in an office or work outside15

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More information

You can get more information about helping disabled people do the best they can on our website at www.odi.gov.uk/fulfillingpotential

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