



Department
for Work &
Pensions



Fulfilling Potential
Making It Happen

Action Plan

inspired
by 2012

This document refers to a wide variety of policies, some applicable across the whole of the UK and many to England only. The devolved administrations have their own policies with regard to devolved matters.

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Introduction

Individuals and organisations responding to the ‘Fulfilling Potential’ discussion document commented on the need for Government to commit to **long-term ambitions, with clear actions and timelines**. The ‘Fulfilling Potential – Making it Happen’ Action Plan captures current disability strategy **activity and plans across the whole of Government in one place**. Respondents stressed the need for **openness and transparency** so the lead responsible Government Departments are highlighted. As requested, the summaries of each action include details of **where progress has been made and where further work is needed**.

This Action Plan builds on the momentum of previous work, including the **Life Chances Report**¹, the **Roadmap**², and the **Independent Living Strategy**³.

The strategic approach of ‘Fulfilling Potential’ aims to make a reality of the expectations of the **UN Convention on the Rights of Disabled People**⁴, and this plan highlights the key Convention articles that are relevant to particular actions. The full Convention text can be found at: <http://odi.dwp.gov.uk/disabled-people-and-legislation/un-convention-on-the-rights-of-disabled-people.php>.

This approach also harnesses the ongoing effect of the London 2012 Olympic and Paralympic Games, and ensures that there is a tangible legacy for disabled people: the **Paralympic Legacy**. The London 2012 Games were conceived and delivered as the first ‘Legacy Games’. Government is committed to using the inspirational power of the Games to deliver further, lasting change. The Legacy and ‘Fulfilling Potential’ are mutually supportive of the policy ambition to make a real and positive change in the lives of disabled people.

This Action Plan puts actions into eight broad categories. In addition, our approach towards **partnership working with disabled people** themselves, and the **development of positive attitudes towards disabled people**, are key cross-cutting themes reflected throughout the Action Plan. The links between actions in the plan and specific elements of the ‘Fulfilling Potential’ **outcome framework and supporting indicators** have also been highlighted, and will allow us to measure progress.

1 Cabinet Office, January 2005, ‘Improving the life chances of disabled people’.

2 Office for Disability Issues, December 2009, ‘Roadmap 2025’.

3 Office for Disability Issues, February 2008, ‘Independent Living: A cross-Government strategy about independent living for disabled people’.

4 United Nations, December 2006, ‘United Nations Convention on the Rights of Persons with Disabilities’.

We have included in the Action Plan work that the Disability Action Alliance is taking forward. These actions will be very much driven and delivered by Alliance members rather than by Government. We are keen to recognise both the new partnership approach, and the central role played by the Disability Action Alliance members.

Spending Round 2013

The outcome of the Spending Round 2013 was published on 26 June. This included the following commitments.

The Government has made choices, at a time of spending restraint, which target resources on the needs of disabled people.

£3.8 billion will be put into a single pooled budget for health and social care services to work more closely together in local areas, based on a plan agreed between the NHS and local authorities. This shared pot includes an additional £2 billion from the NHS and builds on the existing contribution of around £1 billion in 2014-15, with the aim of delivering better, more joined-up services to older and disabled people, to keep them out of hospital and to avoid long hospital stays. To ensure that closer integration between health and social care can start immediately, the NHS will make an extra £200 million available in 2014-15 as an upfront investment in new systems and ways of working that will benefit both services.

The Government has committed to capping people's care costs and introduced a Care Bill which refocuses the law around the person not the service, strengthens rights for carers, and introduces a new minimum eligibility threshold for access to services. The Spending Round provides £335 million to local authorities in 2015-16 to prepare for delivery of the capped costs system from April 2016 and a universal offer of deferred payment agreements from April 2015. This investment begins a programme of reforms to social care funding which will mean that no-one will face unlimited care costs or be forced to sell their home in their lifetime to pay for residential care. Local government has also been fully funded for the costs arising from the closure of the Independent Living Fund, as the support offered by the Fund becomes part of the social care system.

£350 million has been allocated for spending on programmes and support for disabled people or those with a long term health condition to move into and stay in work. The Government will consider how best to allocate this alongside work on the employment strategy for disabled people and for those with a health condition due to be published later this year.

Fulfilling Potential – Making it Happen

The Government is announcing further investment in mental health services – so that more adults and young people have access to clinically proven psychological therapies, and that every accident and emergency department will have constant access to mental health professionals to ensure people with mental health conditions get the best possible care.

The decisions on funding for health services and social care will benefit many disabled people. In the schools system, the continuation of the Pupil Premium in real terms will disproportionately benefit disabled children and young people, and the Government will continue to reform services for those with Special Educational Needs. Changes to the everyday environment can also have beneficial impacts for disabled people. Railway funding makes provision for the industry to invest up to £100 million from 2014-19 in ‘Access for All’ measures to provide easier access for older or disabled passengers and those with small children.

To build on the inspirational achievements of Paralympians at the London 2012 Games, the Government will maintain funding for Team GB elite athletes in the run up to Rio 2016. This includes investment of over £70 million of Exchequer and Lottery funding in Paralympic sports over four years from 2013. This is an increase of more than £20 million compared to the funding available to Paralympic athletes in the run-up to London 2012.

Key



Actions underway



Actions completed



Actions marked with this logo are the key actions linked directly to the London 2012 Paralympic Legacy

1 Education

This range of measures is being introduced to ensure that disabled people are supported in their educational aspirations. The following actions are intended to reduce the gap in educational attainment between disabled and non-disabled young people.

These actions build on UN Convention Articles 7, 8, 21 and 24.

“I wanted to take French lessons at school but because the class was upstairs and the teacher refused to bring it downstairs, I was told to drop the subject. The school should have met my needs; I had a right to take French lessons.”

(Council for Disabled Children)

	Actions	Summary
1.1	Introduce new standards through the Schools White Paper ⁵ , which require qualified teachers to adapt their teaching to respond to the strengths and needs of all pupils (Department for Education (DfE))	<p>The Standards (published in July 2011) came into effect in September 2012. They set a clear expectation for the professional practice and conduct of teachers.</p> <p>We are funding scholarships for teachers and support staff to develop their skills in supporting disabled pupils and pupils with Special Educational Needs (SEN), and will support the development of SEN and Disabilities (SEND) training.</p>
1.2	Improve the quality of SEN provision within initial teacher training and ongoing professional development, and fund increased placements for trainee teachers in special schools (DfE)	<p>1,000 further extended special school placements have been funded. ‘School experience’ framework and materials have been developed that can be used by all providers to extend a SEND placement option to all trainees. A pilot commences in September 2013.</p> <p>The National College for Teaching and Leadership and others have been engaged to produce a range of continuous professional development materials. We are now working to support the sector in taking on management of these for the future.</p>

5 Department for Education, November 2010, ‘The Importance of Teaching: Schools White Paper’.

	Actions	Summary
1.3	Give families a real choice of school, as proposed in ‘Support and aspiration – Progress and next steps’ ⁶ (DfE)	<p>In February 2013, the Government published the Children and Families Bill⁷, containing provisions to improve the support provided to those children and young people with SEN, and their parents. Subject to parliamentary process, the Bill is expected to receive Royal Assent in early 2014.</p> <p>Further information on the Bill can be found on the DfE website at: www.education.gov.uk/aboutdfe/departentalinformation/childrenandfamiliesbill/a00221161/children-families-bill</p>
1.4	Work to change the law so that parental requests for all state-funded schools, including Academies and Free Schools, will be treated the same way (DfE)	<p>The proposed provisions are a part of the Children and Families Bill⁸. The draft provisions will ensure that parents, young people and children are on the same footing, whether they attend (or wish to attend) a maintained school, an Academy, or a Further Education (FE) or sixth form college.</p> <p>They will extend the rights of parents of a child with SEN or a disability to express a preference for any state-funded school to be named in their child’s Education, Health and Care Plan (EHCP). All Academies (including those with pre-2010 funding agreements) will be required to admit children where the school is named in their EHCP.</p>

6 Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

7 Department for Education, April 2013, Children and Families Bill.

8 Department for Education, April 2013, Children and Families Bill.

	Actions	Summary
1.5	Introduce a new requirement for schools to publish key information on a website, as committed to in the Schools White Paper ⁹ (DfE)	This commenced in September 2012. An example includes the requirement on schools to publish details of how the Pupil Premium is spent, admission arrangements, and the SEND policy.
1.6	Roll out the Achievement for All (3As) programme, so that it is available to any school that wants it (DfE)	The 3As programme supports schools to improve the aspirations, access and achievement of children and young people. The programme has been shown to have a profound impact on the outcomes of pupils with SEN or disabilities. Around 1,690 schools have signed up to 3As since September 2011 and the existing contract is being extended to 2016.
1.7	Work with existing groups to establish a Young People's Advisory Group, as committed to in 'Support and aspiration – Progress and next steps' ¹⁰ (DfE)	We have established a Young People's Advisory Group – Equality, Participation, Influencing Change (EPIC) – of 16 disabled young people. EPIC has met six times. The group is working with DfE on a strategy to engage more disabled young people in the reform process. The strategy is based on social media and a dedicated website: www.councilfordisabledchildren.org.uk/epic . The young people are setting the agenda and speaking directly to Government. Three EPIC members are also working on the SEN National Advisory Group.

9 Department for Education, November 2010, 'The Importance of Teaching: Schools White Paper'.

10 Department for Education, May 2012, 'Support and aspiration: A new approach to special educational needs and disability – Progress and next steps'.

	Actions	Summary
1.8	Consider activity to work across Government and with key stakeholders to increase accessibility of Higher Education (HE) for disabled people and develop and share best practice (Department for Work and Pensions (DWP)/ Department for Business, Innovation and Skills (BIS))	<p>We will ensure that the Accessible Campus Roundtable group meets regularly, and in the new employment strategy for disabled people and people with health conditions we have proposed that it meets formally in a bi-annual forum. The Minister for Disabled People met with the Minister for Universities in March 2013, and again with key stakeholders in May 2013, to consider issues raised by the group concerning graduate employment. DWP, BIS and the HE sector are working together to identify and share further good practice.</p> <p>We will ensure that the Accessible Campus Roundtable group meets regularly and in the new employment strategy for disabled people and for those with a health condition we have proposed that it meets formally in a bi-annual forum. The purpose of this will be to work with stakeholders to share best practice, make recommendations and examine disabled graduate employment.</p>

2 Employment

The following actions address the employment rate gap between disabled and non-disabled people. The measures described will support disabled people who are able to work to get into, and remain in, employment. This includes actions focused on work-related training and qualifications.

These actions build on UN Convention Articles 24, 26, 27 and 31.

“The Government’s Access to Work programme means that I get a taxi to and from work. This means that the work I can do I can do effectively as I have not had to battle through public transport and exhausted myself.”

(Disability Rights UK)

	Actions	Summary
2.1	Prepare a new employment strategy for disabled people and for people with a health condition to consider how to help them secure and progress in work (DWP)	<p>Work on this employment strategy will build on the evidence around disability employment and will aim to present policy options for future Government direction. These will have the objective of enabling all disabled people and people with health conditions to fulfil their potential, giving them the opportunity to realise their employment aspirations.</p> <p>We need employers, local and voluntary organisations and disabled people themselves to work with us to maximise the employment opportunities for disabled people.</p> <p>As this is a cross-Government strategy, a series of bilateral ministerial meetings on disability employment have been held between DWP and partners in the Department of Health (DH), DfE and BIS. These meetings will take place regularly throughout 2013.</p> <p>The strategy will be published later in 2013.</p>

	Actions	Summary
2.2	Develop a specific evidence base around disability employment to inform the new employment strategy for disabled people and for those with a health condition (DWP)	‘Fulfilling Potential: Building a deeper understanding of disability in the UK today’ ¹¹ was published in February 2013 and included analysis of the evidence on disability employment. DWP is continuing to further analyse the evidence and this is being used to inform the development of the employment strategy for disabled people and for those with a health condition.
2.3	Investigate ways to improve the employment outcomes of people with mental health conditions (DWP)	The employment of people with mental health conditions is a key part of the employment strategy. This strand of work will entail linking with the activities of other Government Departments such as DH. DWP has commissioned external policy advice on how to help more people with mental health conditions stay in, and return to, work.
2.4	As part of the strategy to increase the employment of disabled people, hold a large-scale conference on Disability Employment (DWP)	The Government is holding a major Disability Employment Conference with invited employers in July 2013, to focus on partnership working with business to increase the employment of disabled people. The Conference will also see the launch of a two-year communications campaign to support employers in increasing their disability confidence. Together these signal a major commitment from Government in this area.

“Without Access to Work it would be difficult for me to perform my current role.”

(Disability Rights UK)

11 Department for Work and Pensions, February 2013, ‘Fulfilling Potential: Building a deeper understanding of disability in the UK today’.

	Actions	Summary
2.5	Significantly expand funding for Access to Work (AtW) (DWP)	<p>The AtW programme is a Jobcentre Plus grant scheme which assists disabled people who are in paid employment (or with Job/Work Trial), by providing practical support in overcoming work-related obstacles resulting from their disability. AtW grants contribute to the additional employment costs, resulting from disability, that an employer would not normally be expected to fund.</p> <p>AtW was made available for disabled young people undertaking work experience as part of the Youth Contract from October 2012.</p> <p>In March 2012, DWP announced an extra £15 million for AtW over the spending review period.</p>
2.6	Enable the AtW expert advisory panel to advise Government on the best way to take forward the recommendations of Liz Sayce's independent review of disability employment support ¹² (DWP)	<p>The AtW expert advisory panel, chaired by Mike Adams OBE of the Essex Coalition of Disabled People (a Disabled People's User-Led Organisation (DPULO)), met in two phases between July 2012 and February 2013 and produced two sets of recommendations.</p> <p>The phase one report made recommendations on taking forward the Sayce Review recommendations in November 2012, and a ministerial announcement was made in the same month.</p> <p>In phase two, the panel reported back in February 2013 and made further recommendations on how to significantly improve the programme. These recommendations are being considered within the DWP employment strategy for disabled people and for those with a health condition.</p>

12 Liz Sayce, June 2011, 'Getting in, staying in and getting on: Disability employment support fit for the future'.

	Actions	Summary
2.7	Deliver a targeted information sharing campaign about AtW (DWP)	A targeted marketing campaign was launched in June 2012 to increase awareness of AtW amongst under-represented groups.
2.8	Radically simplify AtW assessment (DWP)	<p>In order to introduce a triage system, and remove unnecessary requests for detailed AtW assessments, a new ‘light-touch’ process has been implemented. This includes fast-tracking customers, taking into account knowledge and historical data about the applicant.</p> <p>Individuals can now use their Disabled Students’ Allowance assessment information as part of the AtW assessment process.</p> <p>In phase two of its work, the expert panel explored a recommendation to make AtW available through an internet-based portal. This is currently being considered by DWP.</p>
2.9	Increase employer and employee confidence in using the AtW scheme (DWP)	<p>A strengthened Pre-Employment Eligibility Letter has been uploaded to the gov.uk website. This letter gives the disabled person, their employer or potential employer confirmation that the disabled individual is likely to be entitled to help from the AtW scheme.</p> <p>During phase two of its work, the expert panel explored a recommendation to increase employer confidence in employing people with fluctuating conditions by providing funding for cover to the employer. This is currently being considered by DWP.</p> <p>A DPULO AtW project is working to provide information to employers about the experiences of employing disabled people using AtW. This is due to be completed in 2014.</p>

	Actions	Summary
2.9	(Continued)	<p>Jobcentre Plus advisers are being trained to support, and where necessary challenge, employers when they are not willing or sufficiently confident to make AtW adjustments. Changes have been implemented, including amended guidance and scripts and the training of advisers.</p> <p>Awards have been made to 13 DPULOs to run pilot projects to provide services and peer support for AtW customers. The projects commenced in February 2013 and are due to be completed in late 2014, when they will feed their recommendations for improving AtW into the AtW panel. Participating DPULOs have met to agree how to work together and provide peer evaluation.</p>
2.10	Ensure AtW is transferable from one employer to another (DWP)	In November 2012, DWP announced that it will be made easier for awards to be transferred between employers, and AtW will fund the physical transfer of equipment.
2.11	Strengthen the role AtW plays in supporting independent travel (DWP)	This has been tackled through the training of Jobcentre Plus advisers and changes to guidance.
2.12	Consider how AtW can be more closely involved in supporting disabled young people's transition into supported paid employment, through Supported Internship trials (DWP)	<p>DWP has committed to ensuring a smooth and seamless transition onto AtW for anyone progressing into paid employment following participation in DfE's Supported Internships.</p> <p>The Fed (Brighton and Hove Federation of Disabled People) Centre for Independent Living DPULO AtW project aims to recruit two disabled people currently out of work through the Youth Contract. They will run a project bringing together a group of peers to build on learning, and cascade this through a final report in April 2014.</p>

	Actions	Summary
2.13	Extend AtW to people on the New Enterprise Allowance (NEA) scheme (DWP)	From January 2013, AtW was extended to support disabled people participating in business start-up activity through NEA.

“Having a letter from Access to Work detailing reasonable adjustments that my organisation should put in place was a massive help in pressing sufficient pressure on my employer to start looking at supporting disability more proactively.”

(Disability Rights UK)

	Actions	Summary
2.14	Support people with fluctuating conditions through the introduction of Universal Credit (UC) (DWP)	UC removes the distinction between in-work and out-of-work support. UC was introduced in the Manchester area from the end of April 2013, and will be progressively rolled out nationally from October 2013. The gradual transition from the current system of benefits and tax credits to UC is expected to be completed by the end of 2017.
2.15	Continue to offer specialist employment provision for unemployed disabled people with more complex barriers (DWP)	DWP will consider how best to provide employment support for those disabled people with complex barriers as part of the employment strategy. We will build on the lessons learnt from the evaluation of Work Choice.
2.16	Enable an offer of work experience to every unemployed 18-24 year old who wants one, including disabled young people, before they enter the Work Programme (DWP)	<p>As part of the Youth Contract, launched in April 2012, an additional 250,000 work experience places were announced, available until March 2015. These are for 18-24 year olds, including disabled young people.</p> <p>From January 2011 to November 2012 there were 99,950 participants in work experience through Get Britain Working; of which 14,530 participants were disabled.</p>

	Actions	Summary
2.17	Provide job subsidies for employers who recruit 18-24 year olds, including disabled young people, from the Work Programme (DWP)	<p>As part of the Youth Contract, from April 2012 to March 2015, 160,000 Wage Incentives, worth up to £2,275 each, are available to employers who recruit an 18-24 year old from the Work Programme, or from Jobcentre Plus if they have been claiming for six months or more.</p> <p>In addition, a Wage Incentive of up to the same value is available to any employer who employs an 18-24 year old from Work Choice, the specialist programme that gives disabled people facing the most complex barriers tailored employment support, for at least 26 weeks.</p> <p>£2,275 is more than enough to cover an employer's National Insurance contributions for employing a young person for a year, and the Wage Incentive scheme aims to incentivise employers into filling vacancies with young jobless people.</p> <p>While the levels of aspirations among disabled 16 year olds are similar to those of their non-disabled peers, by the age of 26 disabled people are nearly four times more likely to be unemployed compared to non-disabled people. This opportunity to increase chances of employment, therefore, comes at a crucial period for disabled young people.</p>
2.18	Extend NEA to people claiming Employment and Support Allowance (ESA) (DWP)	<p>ESA may be available to people under State Pension age whose illness or impairment affects their ability to work. From February 2013 ESA claimants wishing to enter self-employment became eligible to claim NEA.</p>

	Actions	Summary
2.19	Ensure people with multiple barriers to work, including disabled people, have access to relevant support using voluntary and community initiatives such as Work and Enterprise Clubs (DWP)	Jobcentre Plus advisers (including Disability Employment Advisers) are now able to offer people with multiple barriers to work, including disabled people, a comprehensive menu of help. This includes skills provision and job search support, with advice about the benefits of attending community-based projects such as Work Clubs, Work Together and Enterprise Clubs. Where appropriate, advisers are able to access the Flexible Support Fund (FSF), which allows local resources to be aligned to the needs of the local area, tackling worklessness and multiple barriers to employment.
2.20	Make employment support more relevant and more personalised, by giving Jobcentre Plus advisers more flexibility to focus resource, including access to the FSF to provide local joined-up support (DWP)	The aim of FSF is to tackle local worklessness and multiple barriers to employment, supporting the flexible delivery of the Jobcentre Plus Offer. The Fund may be used for a wide range of activities at the discretion of Jobcentre Plus district managers and advisers, supporting core DWP objectives, including that of enabling work for disabled people.
2.21	Improve Jobcentre Plus adviser training and guidance, to ensure that advisers are better equipped to address the needs of older jobseekers (DWP)	A Jobcentre Plus adviser workbook, 'Supporting Older Customers', was launched in November 2012. Advisers also have access to a facilitated training event, which will be revised during 2013.

	Actions	Summary
2.22	Work in partnership with key business sectors to drive forward sustained improvements in the employment, training and retention of older workers (DWP)	<p>Updated Age Positive employer guidance, and case studies on employing older workers, available online and sent to business stakeholders from March 2013. The Age Positive website is available at:</p> <p>www.gov.uk/government/organisations/departments-for-work-pensions/series/age-positive</p> <p>The Age Action Alliance Healthy Workplaces group, including lead business and age expert organisations, published resources for employers on managing the health and productivity contribution of an ageing workforce in May 2013.</p>
2.23	Continuously review the support offered to wounded, injured and sick veterans, and work across Government and with other agencies to support this agenda (DWP)	<p>We continue to engage in regular stakeholder engagement activity and views from veterans and their representatives will contribute to inform the employment strategy for disabled people and for those with a health condition.</p> <p>As part of this we have set up, with Help for Heroes and the Royal British Legion, a discussion event with veterans and their representatives. This builds on ongoing dialogue that we have had with the Ministry of Defence (MoD) and the veterans' community.</p>

	Actions	Summary
2.24	Support ex-Remploy employees in making the move from sheltered to mainstream employment and taking part in community-based activities (DWP)	<p>A comprehensive £8 million package of support has been put in place by the Government for any disabled ex-Remploy employees made redundant, comprising the following elements:</p> <ul style="list-style-type: none"> • Disabled employees can access services provided by Remploy Employment Services, a specialist provider of employment support for disabled people. • Individual tailored support for every disabled employee through a Personal Case Worker for up to 18 months. • The Jobcentre Plus Rapid Response Service which is available to deliver individual support to all Remploy staff affected by redundancy including non-disabled employees. • Personal Budgets – £4 million has been made available for Remploy's disabled employees to purchase individual back-to-work support. • Remploy and DWP will work with local employers to identify potential vacancies for people leaving Remploy. <p>At June 2013, around 1,099 disabled former Remploy workers are choosing to work with Personal Case Workers to find another job. A total of 474 jobs have been found for disabled former employees since they were made redundant. The Community Support Fund (CSF) works to minimise the negative social impact of the Remploy factory closures on the lives of the ex-employees and their families.</p>

	Actions	Summary
2.24	(Continued)	<p>The CSF offers personalised local support to ex-employees by:</p> <ul style="list-style-type: none"> • supporting them in making the move from sheltered to mainstream employment; and/or • providing opportunities for them to maintain links with ex-work colleagues and take part in social activities in the local community. <p>To deliver the CSF, several organisations are providing social job clubs, leading social activities, offering opportunities to maintain relationships with former work colleagues and running work-readiness activities. To date, 31 organisations have received funding to deliver CSF projects, and funding of £1.384 million has been awarded to support 760 ex-employees.</p>
2.25	Introduce a health and work assessment and advisory service, to ensure employees who are absent from work for four weeks receive appropriate occupational health expertise to support them in returning to work (DWP)	<p>The Government will introduce a state-funded occupational health assessment and advisory service in 2014 to help employees absent due to sickness get back to work. The service will provide an occupational health assessment after an employee has been off work for four weeks, followed by signposting to interventions and case management for more complex cases. Advice for General Practitioners (GPs), employers and employees will be available at any point throughout the sickness absence journey. The service will be funded through the abolition of the Statutory Sick Pay Percentage Threshold Scheme, and will support employers in actively managing sickness absence.</p>

	Actions	Summary
2.25	(Continued)	<p>The Government will also:</p> <ul style="list-style-type: none"> • introduce tax relief on health-related interventions recommended by the service. A consultation will be held during 2013; • retain tax relief on the Employee Assistance Programme; • carry out research into absence management and employers' sick pay policies for employees who claim ESA; • ensure UC offers more return-to-work support and conditionality for those with health conditions; • revise fit note guidance, so GPs can focus on a patient's ability to undertake work in general; and • publish benefit guidance for healthcare professionals.
2.26	Introduce the extension of the right to request flexible working to all employees, as set out in the 'Modern Workplaces' ¹³ consultation proposals (BIS/DWP)	<p>The Government response to the consultation was published in November 2012. The amendments are included in the Children and Families Bill¹⁴, introduced in February 2013. The intention is to implement the extension from April 2014. For those facing barriers to remaining in work or returning to work due to disability, flexible working can help them manage these pressures.</p>

¹³ Department for Business, Innovation and Skills, May 2011, 'Consultation on Modern Workplaces'.

¹⁴ Department for Education, April 2013, Children and Families Bill.

	Actions	Summary
2.26	(Continued)	<p>Flexible working may be of particular benefit to many disabled people. Around half of working-age disabled people do not have a job. Many would like to work but currently experience considerable barriers to doing so. The most common enabler to employment among economically inactive adults with impairments is modified or reduced work hours or days. Flexible working can enable disabled people to do what work they can do, and help employers make use of their skills.</p> <p>Government recognises that it will take more than legislation to stimulate the changes needed for flexible working to become the norm across the whole labour market. We want to see a genuine culture change where the benefits of flexible working for businesses are widely understood.</p> <p>Legislation will, therefore, be supported by a number of non-legislative measures:</p> <ul style="list-style-type: none"> • through the Private Sector Working Group, DWP will continue to work collaboratively with a range of representatives from the private sector to develop the business case and supporting material for businesses; • Jobcentre Plus will work to improve culture change through engagement with employers and people seeking work; and • the Civil Service will become an exemplar in flexible working practices.

	Actions	Summary
2.27	Work alongside the private sector to grow the small business mentoring network, and to improve access to, and stimulate the demand for, mentoring (BIS)	<p>There is now a national network of around 27,000 business mentors, accessible via www.mentorsme.co.uk, the national portal funded and operated by the British Bankers Association. This includes the 15,000 volunteer mentors trained through the Government-funded Get Mentoring project – the biggest ever recruitment of business mentors in the UK – and means that we have more than doubled the number of mentors accessible to UK businesses since the launch of mentorsme in July 2011. Our focus is now on raising demand for mentoring and encouraging more businesses to make use of this valuable support.</p> <p>This will ensure that the support and advice that people need to start and grow their own business is accessible to everyone, including disabled people.</p>
2.28	Launch the ‘Be the Boss’ (BtB) fund to help ex-service personnel to set up and grow businesses (BIS)	<p>The BtB scheme was launched in 2010 and is run by the Royal British Legion. The scheme is open to all ex-service personnel, including those who have been injured or wounded in service. There are approximately 1,000 individuals engaged in the scheme at various stages of business development, and BtB has previously supported 2,500 to explore the option of self-employment. Approximately 20 per cent of the participants of BtB identify themselves as being disabled or having a long-term health condition.</p>

	Actions	Summary
2.28	(Continued)	<p>Given the success of the scheme, as evidenced in the recent sharp rise in applications, the Royal British Legion has temporarily suspended the scheme to new applicants, to ensure its long-term sustainability for future beneficiaries. No applicant will be turned away who registered before the scheme was temporarily suspended for new applicants. The Royal British Legion intends to reopen the scheme by the end of 2013.</p>
2.29	Introduce a pilot to centralise reasonable adjustments for all staff across the whole of the Civil Service (DWP)	<p>A six-month pilot to test and evaluate a new service delivery model for implementing reasonable adjustments for staff across the Civil Service was launched in October 2012.</p> <p>The pilot offers a full case management service for complex cases, general advice and an escalation route for those experiencing difficulty with local requests. At April 2013, the team had supported 242 individuals and line managers with requests for help.</p> <p>We are completing formative evaluation, and will be testing a variation to the pilot involving the central team providing a full reasonable adjustment service to the Department for Energy and Climate Change and DfE.</p> <p>Other areas of activity include the development of a shared workspace and input into the specifications for the new occupational health framework.</p>

	Actions	Summary
2.30	Develop a range of targeted diversity learning products with Civil Service Learning (CSL) (DWP)	<p>This includes:</p> <ul style="list-style-type: none"> • a new learning product to improve line managers disability knowledge and confidence (introduced February 2013); • learning to address unconscious bias (an e-learning product was introduced in March 2013 and a complimentary facilitated workshop was launched in May 2013); and • improving current mainstream mentoring for disabled employees (communications campaign to raise awareness of this new provision planned for September 2013).
2.31	Develop a Positive Action Pathway in DWP with CSL and Capita, aimed at helping to develop the careers of those staff with protected characteristics (DWP)	<p>A new Positive Action ‘Levelling the playing field’ development programme for Black and Minority Ethnic (BME), women and disabled staff has been developed to equip participants with the skills and confidence to achieve career progression and realise their full potential.</p> <p>The initial cohort programme for junior grades was launched by the Minister for Disabled People in May 2013, with the management and senior level staff programme scheduled to roll-out during 2013/14.</p>
2.32	Review the disability symbol (Two Ticks) scheme to establish whether it remains fit for purpose, or whether changes are needed to meet the contemporary recruitment requirements of both employers and disabled people (DWP)	<p>DWP is in the process of reviewing the disability symbol scheme. Recommendations on changes to reflect contemporary recruitment practices are being considered. An announcement on the future direction to provide the best possible support for employers and disabled people is expected in autumn 2013.</p>

	Actions	Summary
2.33	Publish the first part of a business case for diversity to help to prove the economic case for inclusion to employers (BIS)	<p>In January 2013, a report setting out the findings from a systematic review of the literature on the business case for equality and diversity in the private sector was published jointly by BIS and Government Equalities Office (GEO)¹⁵.</p> <p>The findings demonstrate that there is no ‘one size fits all’ approach to engaging with equality and diversity policies, and show that there are some specific contexts where diversity has business benefits.</p> <p>GEO and BIS are now planning a second phase to look at evidence of these policies in practice and possibly commission specific case studies using the key findings from this review.</p>
2.34	Continue to support the SEND Pathway initiative in the North West, looking at the transition from education to employment for disabled young people (DWP)	<p>DWP chair the SEND (Employment Pathway) group, with a focus on:</p> <ul style="list-style-type: none"> • employer engagement in support of 40 disabled young people; • contribution to the design and development of the single Education, Health and Care Plan (EHCP); and • providing DWP with information for inclusion on websites.

“Learning at people’s own pace. There has to be recognition that some people will never attain qualifications BUT can develop skills to do some form of work. They need to learn at their pace BUT also have a sense of progression.”

(Newcastle City Council)

15 Department for Business, Innovation and Skills and Government Equalities Office, January 2013, ‘The business case for equality and diversity: a survey of the academic literature’.

	Actions	Summary
2.35	Evaluate the work experience placements, announced in ‘Building Engagement, Building Futures’ ¹⁶ , for 16-17 year olds who are not in education, employment or training (DfE)	The second phase of the work experience pilot is underway, involving 25 colleges that are trialling innovative and sustainable approaches to obtaining work experience placements for all post-16 students. Colleges have chosen to focus on different cohorts of students, including learners that have SEND. The final evaluation report of the pilot will be published in autumn 2013.
2.36	Trial a Supported Internships model in FE colleges, for 16-25 year olds with the most complex learning difficulties or disabilities, as announced in ‘Support and aspiration: Progress and next steps’ ¹⁷ (DfE)	Fifteen colleges began trialling the Supported Internship programme in September 2012, and are progressing well. Over 150 young people have been recruited so far. Findings will be used to inform the national roll-out of the programme planned for September 2013.

16 Department for Education, December 2011, ‘Building Engagement, Building Futures: Our strategy to maximise the participation of 16-24 year olds in education, training and work’.

17 Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

	Actions	Summary
2.37	Use the Innovation Fund to provide up to £30 million which will pay for results achieved by partnerships of social investment bodies and delivery organisations, helping disadvantaged young people to participate and succeed in education, training or employment (DWP)	<p>Ten Innovation Fund projects are supporting up to 17,000 disadvantaged young people and those at risk of disadvantage, including those in care and those with mental health conditions, aged 14 years and above, over three years. To date, the Innovation Fund projects have supported over 5,000 disadvantaged young people.</p> <p>The Innovation Fund Pilot will be fully evaluated, with early qualitative findings available in 2013.</p>
2.38	Develop and disseminate a clear action plan based on evidence, to raise the proportion of disabled people undertaking apprenticeships (BIS/DfE)	<p>Following the report ‘Creating an inclusive Apprenticeship Offer’¹⁸, and the final evaluation report of the Apprenticeship Diversity Pilots¹⁹, we have published an action plan to increase the number of disabled apprentices²⁰. The plan sets out what needs to be done to remove unnecessary barriers that prevent employers or providers from taking on disabled people, and barriers to engagement or completion for disabled people.</p>
2.39	Consider how to fund and utilise the specialised services offered by Residential Training Colleges (DWP)	<p>Following Liz Sayce’s review of specialist disability employment programmes²¹, DWP set up an independently-chaired expert panel to consider DWP-funded residential training.</p> <p>DWP is considering a response as part of its wider strategy for disability employment.</p>

18 UK Government, May 2012, ‘Creating an inclusive Apprenticeship Offer’.

19 UK Government, November 2012, ‘Final Evaluation of the Diversity in Apprenticeships Pilots’.

20 UK Government, November 2012, ‘Creating an inclusive Apprenticeship Offer for Learners with Learning Difficulties or Disabilities: Action Plan’.

21 Liz Sayce, June 2011, ‘Getting in, staying in and getting on: Disability employment support fit for the future’.

	Actions	Summary
2.40	Make available a new round of Strategic Partner Grants to encourage more partnership working, and the role that private industry can play, in widening work-related training opportunities (DfE)	<p>A new grant round is underway for 2013-15.</p> <p>The Strategic Partner Grants fund targeted delivery and capacity-building initiatives to strengthen the sector and bring about change.</p> <p>DfE has also invested around £60 million each year from 2011 to 2013, through a series of grants aimed at improving outcomes for children, young people and families. The grants were intended to help deliver key national priorities, with a particular emphasis on early intervention and tackling the needs of the most disadvantaged groups. One of the areas in which grants were available was SEND.</p> <p>DfE has funded a wide range of Voluntary, Community and Social Enterprise (VCSE) sector organisations that support children, young people and families, both directly through central grants and contracts, and indirectly through other partners, such as local authorities and schools that then commission services at a local level.</p>

	Actions	Summary
2.40	(Continued)	<p>Funding for 2013-15 includes support for 72 VCSE organisations to implement national innovative projects and services to improve outcomes for children, young people and families across the following five areas:</p> <ul style="list-style-type: none"> • promote excellence in early education and childcare, so enabling all children to achieve success in their early years and later education; • develop and reform services that support children with SEND and other health needs; • develop and reform safeguarding services that protect and support children at risk of harm; • develop and reform the care system and speed up the process of adoption; and • focus and develop local services to improve outcomes for young people from disadvantaged backgrounds (or those in vulnerable situations). <p>One organisation is particularly looking at approaches to providing support to school students with SEND into work experience and employment. Further information can be found at: education.gov.uk/childrenandyoungpeople/families/a00216108/vcs-funding</p>
2.41	Develop an online employer digital portal, to support organisations to recruit and retain disabled people (DWP)	<p>DWP are designing, developing and implementing an online digital portal that will support employers to better recruit and retain disabled people. This guidance will help employers to become more confident in attracting, recruiting and retaining disabled employees, and will signpost to other resources. The portal will be launched in July 2013.</p>

3 Income

This range of measures enables the reformed benefits system to ensure that work pays for disabled people, supporting those who are able to work, and breaking down the financial barriers to transition into work. They also ensure that all disabled people are provided with the necessary support to manage their own money.

These actions build on UN Convention Articles 21 and 28.

“[To have more choice and control I] need to be confident with money or have help with money.”

(Merseyside People First)

	Actions	Summary
3.1	Reform the welfare system so that it is fairer, easier to understand, supports disabled people who need it and ensures that work pays (DWP)	Changes began to roll out from April 2013, including the introduction of Universal Credit (UC) and Personal Independence Payment (PIP), as detailed below.
3.2	Introduce UC from 2013 to meet the needs of the 21st century (DWP)	<p>UC will provide a new single system of means-tested support for working-age people. Support for housing costs, children and childcare costs will be integrated in the new benefit. It will provide additions for disabled people and carers. All elements will be assessed in a single claim.</p> <p>UC, introduced from April 2013, replaces six main benefits, moving into a simpler, single monthly payment for people in work or out of work. It removes the financial and administrative barriers and disincentives to work. UC ensures those who do work are financially better off by providing generous work allowances, and then applying a taper rate for earnings above the work allowance rate.</p>

	Actions	Summary
3.2	(Continued)	<p>UC will provide unconditional support to disabled people who are unable to work, and reforms will mean more support is targeted at those disabled people facing the most complex barriers.</p> <p>The monthly payment of UC will help smooth the transition into monthly paid work. Budgeting support to help manage the change will be offered, and include a mix of online, telephone and face-to-face services. For claimants who need more personalised money advice support, this will be delivered as part of the Local Support Services framework.</p>
3.3	Work with stakeholders, particularly those expert in SEND, to make sure that welfare reforms and UC designs are flexible enough to support young people (DWP)	<p>In general terms, people aged 18 and over will be entitled to UC under normal rules.</p> <p>DWP has engaged with key stakeholders and customer representative groups throughout the design process. The overall design of UC has now been determined and set out in legislation.</p>
3.4	Simplify the claims process to ensure that everyone who might be entitled is able to apply; and create a fairer, more transparent and sustainable system (DWP)	<p>The main route to access UC will be through digital channels. This will give claimants greater control over managing their account. More adviser time will be freed up to deliver valuable face-to-face support for those who need it, including those disabled people affected.</p> <p>Claimants will continue to have the option to claim via telephone or in person, which will include the provision of assisted or one-to-one support. DWP has been working with HM Revenue and Customs and local authorities to consider what type of face-to-face services need to be provided.</p>

	Actions	Summary
3.5	Introduce PIP to focus financial help on those disabled people who face the greatest challenges to leading full, active and independent lives (DWP)	<p>PIP, introduced in April 2013, provides non-taxable, non-means-tested help towards some of the extra costs arising from a health condition or disability. It is based on the level of support an individual needs to be able to carry out a range of activities which are fundamental to everyday life, such as planning and making a journey or communicating with others.</p> <p>The PIP assessment ensures the benefit is targeted to those who face the greatest barriers to leading independent lives. The final assessment criteria better reflects individual needs whilst focussing support on those that need it most. We have continued to listen and respond to feedback from disabled people and have started a consultation on the ‘moving around activity’, within the assessment for the mobility component of PIP.</p> <p>Compared to those receiving Disability Living Allowance (DLA), a greater proportion of people receiving PIP will get the highest rates of the benefit than under DLA – 23 per cent compared to 16 per cent (by May 2018). 74 per cent of those reassessed will keep an award of benefit, and 29 per cent of those who continue to get the benefit will receive more.</p>

22 Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

	Actions	Summary
3.6	Learn from the SEND pathfinders, announced in ‘Support and aspiration – Progress and next steps’ ²² , to explore whether information collected during the single assessment process might also be used to support other assessments (DWP)	In most cases DWP does not intend to use information collected during assessments for other benefits as part of the PIP assessment process. However, in the case of claimants who are terminally ill, DWP will use relevant evidence held on any other benefit awards, to reduce the burden on the claimant and make sure a decision is made as quickly as possible.
3.7	Use the experience of reassessing the working-age caseload to inform any future decisions about the treatment of existing DLA recipients who are aged 65 and over when PIP is introduced (DWP)	PIP began replacing DLA for people aged 16 to 64 in April 2013. PIP will be subject to an independent review in 2014 and this review will be used to understand how the assessment is working in practice. There are currently no plans to extend PIP to the over 65s or under 16s.
3.8	Ensure that the welfare system continues to provide carers with the recognition and support of a dedicated benefit (DWP)	<p>The Government has announced that Carer’s Allowance will continue to exist as a separate benefit from UC.</p> <p>Within UC there will be a Carer Element to support carers on a low income who provide care for at least 35 hours per week for a severely disabled person. Eligibility will not depend on the eligible adult also claiming Carer’s Allowance. While Carer’s Allowance will be deducted from UC, the Carer Element will be paid in addition to the claimant’s standard UC entitlement.</p> <p>Carers who combine caring with paid work will continue to receive the Carer Element as part of their overall award for as long as they provide care for a severely disabled person for at least 35 hours per week.</p>

	Actions	Summary
3.8	(Continued)	<p>In UC, income earned by members of the household is subject to a work allowance. Different amounts will be disregarded from earnings to reflect the needs of different types of households and to support the aim that work pays. Carers will be entitled to one of these work allowances depending on their family type.</p> <p>Carers who combine work with caring will be able to earn up to their work allowance without their UC entitlement being affected. If earnings exceed that allowance then the UC award will reduce gradually, in line with the taper, as earnings increase.</p>
3.9	Enable disabled people to have better and joined-up advice and information to support them in using money the way they want to (DAA)	<p>Financial information and advice is an area identified as a priority by disabled people.</p> <p>The Disability Action Alliance (DAA) is taking forward the development of what information is available on the Money Advice Service website about disability. The website provides advice based on ‘life events’, and can be found at: www.moneyadviceservice.org.uk</p> <p>For more information on the DAA, please see: disabilityactionalliance.org.uk/project-summary-2/</p>

	Actions	Summary
3.10	Support disabled people who live in significantly adapted accommodation and are affected by the extension of the size criteria rules in the social rented sector to working-age tenants from April 2013 (DWP)	DWP has contributed an additional £25 million towards Discretionary Housing Payments (£150 million overall from central Government for 2013/14) which is intended specifically to support disabled people who live in significantly adapted accommodation. Where a child is (or children are) unable to share a bedroom because of the nature of their impairment, the family may be assessed as requiring an extra bedroom. Disabled adults who do not live in specifically adapted accommodation, but have shortfalls between their rent liability and the Housing Benefit payable, may apply for help from the Discretionary Housing Payment scheme.

4 Health and well-being

The actions that follow attempt to reduce the extent to which disabled people experience poor health outcomes, either as a direct or indirect result of their condition. The measures aim to ensure that disabled people feel supported to manage their health and well-being.

These actions build on UN Convention Articles 7, 10, 12, 17, 25, 26, 29 and 31.

“I was diagnosed with cancer and also happened to be in a wheelchair. I was told from the outset of my treatment that everything was going to be “a complete nightmare”. Many of the health professionals I dealt with anticipated problems where I knew there weren’t going to be any. They don’t ask you what you need – they give you what you get or nothing at all.”

(Independent Living Association)

	Actions	Summary
4.1	Reduce health inequalities and promote equality (DH)	<p>Through the Health and Social Care Act 2012²³, the Government has created the first ever specific legal duties to tackle health inequalities including unequal outcomes for disabled people, such as those with learning disabilities.</p> <p>The Secretary of State for Health has an overarching duty to have regard to the need to reduce inequalities relating to the health service, including both National Health Service (NHS) and public health, and relating to all the people of England.</p> <p>Through the Government’s Mandate to NHS England we have placed NHS England under a legal duty to reduce health inequalities, and will hold NHS England to account for achieving this.</p> <p>From April 2013, NHS commissioners must have regard to inequalities in access to, and outcomes of, health services when commissioning services.</p>

23 UK Government, March 2012, Health and Social Care Act 2012.

	Actions	Summary
4.1	(Continued)	<p>NHS England and Clinical Commissioning Groups (CCGs) will have to explain in their plans how they propose to discharge their duties, and must include an assessment of how well they have discharged their duties in their annual reports. NHS England will publish a strategy on health inequalities by 2014, as part of its business plan.</p> <p>The Secretary of State will make an annual assessment of how well he has discharged his own duty on inequalities, and how well NHS England has discharged its duty. NHS England will undertake a similar annual assessment of how well CCGs have discharged their duty to tackle health inequalities.</p>
4.2	Develop an NHS Outcomes Framework indicator to address health inequalities and outcomes for people such as those with learning disabilities (DH)	<p>The NHS Outcomes Framework 2012/13²⁴ recognises the need to advance equality and reduce health inequalities, and acknowledges that outcomes for some people, such as those with learning disabilities, have not been effectively addressed. DH is currently developing an indicator in this area.</p> <p>A ‘placeholder’ indicator was added to the 2011/12 NHS Outcomes Framework for measuring the reduction in premature mortality in people with learning disabilities. This has been identified as ‘Excess under-60 mortality rate in adults with learning disabilities’ in the 2013/14 framework. We will develop the indicator further over the next few months, which will include identifying the underpinning data sources.</p>

24 Department of Health, December 2011, NHS Outcomes Framework 2012/13.

	Actions	Summary
4.3	Provide the opportunity for local disabled people and their organisations to ensure that the commissioning of health and social care services is informed by their experiences, priorities and choice (DH)	<p>Since April 2013, local health and social care services are commissioned in accordance with local Joint Strategic Needs Assessments (JSNAs) and Joint Health and Well-being Strategies (JHWSs).</p> <p>Local disabled people and their organisations have the opportunity to feed in their views, informing delivery of services. This will form a comprehensive analysis of the current and future health and social care needs and assets of the area, and set out the priorities and how partners will work together to address these.</p>
4.4	Continue work in line with the high-level vision of the Mental Health Strategy ‘No health without mental health’ ²⁵ , to improve mental health and well-being; help people with mental health conditions to recover; give people a better experience of care; and tackle the stigma and discrimination associated with mental illness (DH)	<p>The Strategy’s implementation framework²⁶, published in July 2012, sets out what local organisations can do to implement the vision of the Strategy. This includes improving the public understanding of mental health, including raising awareness of mental health among frontline health and social care staff to ensure they are sensitive to the needs of people with mental health conditions.</p> <p>The Strategy and implementation framework will assist local health and care organisations to improve mental health outcomes as measures through the Outcomes Frameworks for the NHS, Public Health and Adult Social Care.</p>

25 Department of Health, February 2011, ‘No health without mental health: A cross-Government mental health outcomes strategy for people of all ages’.

26 Department of Health, July 2012, ‘No health without mental health: implementation framework’.

	Actions	Summary
4.4	(Continued)	<p>A range of measures showing the progress which the health and care system as a whole is making towards implementing the Strategy will be published soon.</p> <p>The Government's Mandate to NHS England sets out that mental health should receive equal priority with physical health; that the health gap between people with mental health conditions and the wider population should be closed; and that everyone who needs it should have timely access to the best available treatment. The Government expects NHS England to make measurable progress towards achieving this by March 2015.</p> <p>The Government is measuring progress through indicators in the Outcomes Frameworks for the NHS and the Public Health and Social Care systems. All three frameworks contain mental health indicators, including those relating to employment of people with mental health conditions.</p>
4.5	Work to improve the health outcomes that matter most to children, young people and families, including disabled children and young people and their families (DH)	<p>Too many health outcomes for children and young people are not as good as they should be and are even poorer for disabled children and young people. The Government is working with the Children and Young People's Health Outcomes Forum to develop outcomes and indicators that focus on those important areas where we most need to make progress and improve.</p>

	Actions	Summary
4.5	(Continued)	<p>In February 2013, the Government published ‘Improving Children and Young People’s Health Outcomes: a system wide response’²⁷ to the recommendations of the Children and Young People’s Health Outcomes Forum report of 2012²⁸. This includes a series of actions to improve children’s health and make sure children and young people are at the heart of the new health and care system, and that their voices are heard.</p> <p>DH Ministers also launched the ‘Better Health Outcomes for Children and Young People Pledge’. The Pledge commits organisations that sign it to improve the health outcomes of our children and young people so that they become amongst the best in the world.</p>
4.6	Continue work under the Healthy Child Programme to prevent problems in child health and development, and contribute to a reduction in health inequalities (DH)	<p>The Healthy Child Programme is a key universal service for improving the health and well-being of children, including disabled children.</p> <p>The Government has made the challenging commitment to have an extra 4,200 health visitors by 2015, who will have a key role in delivering the Healthy Child Programme.</p>

27 Department of Health, February 2013, ‘Improving Children and Young People’s Health Outcomes: A system-wide response’.

28 The Children And Young People’s Health Outcomes Forum, July 2012, Report of the Children and Young People’s Health Outcomes Forum.

	Actions	Summary
4.7	Through the Children and Families Bill ²⁹ , ensure children and young people with complex SEN get the healthcare they need (DfE)	<p>DfE have introduced a Government amendment to the Children and Families Bill in order to:</p> <ul style="list-style-type: none"> • introduce a duty on CCGs to ensure provision of healthcare services agreed as part of an EHCP for children and young people with SEN; • give the NHS Commissioning Board responsibility for holding the CCGs to account; • subject the NHS Commissioning Board to the duty in the areas where they have responsibility for commissioning health services (for example, for children of members of the armed forces).
4.8	Provide funding for the Improving Access to Psychological Therapies project, focusing on access to Cognitive Behavioural Therapies (CBTs) (DH)	<p>In October 2011, funding of £32 million over the years 2011/12 to 2014/15 was agreed for Children and Young People's Improving Access to Psychological Therapies project. A further £22 million over the three years to 2015 was added in February 2012.</p> <p>This is a service transformation project for Child and Adolescent Mental Health Services (CAMHS) that focuses on extending training to staff and service managers in CAMHS and embedding evidence-based practice across services, making sure the whole services, not just the trainee therapists, use session-by-session outcome monitoring.</p>

29 Department for Education, April 2013, Children and Families Bill.

	Actions	Summary
4.8	(Continued)	<p>Training is provided in:</p> <ul style="list-style-type: none"> • CBT; • Parenting Therapy for 3-10 year olds with Conduct Disorder; and • Systemic Family Therapy, and Interpersonal Therapy. <p>Children and young people are involved both nationally and locally. This project is now being taken forward by NHS England.</p>
4.9	Improve access to primary and community health services for people living in care homes (DH)	<p>Many CCGs are looking at commissioning community services for people in care homes and nursing homes, in order to manage long-term conditions and avoid unnecessary and unplanned hospital admissions.</p> <p>The NHS Commissioning Board intends to use the 2013/14 GP contract to offer additional enhanced services that GPs are expected to take up. These include the implementation of tools to support people with long-term conditions better, and identify people at early stages of dementia, to ensure improved and earlier management.</p>
4.10	Increase the use of assistive technology, to help people who wish to remain in their own home to be better supported (DH)	<p>DH is working with UK industry, the NHS, social care and professional partners to achieve the 'Three Million Lives' initiative. The aim of the initiative, launched in January 2012, is to improve the lives of three million people with long-term conditions and their carers by rolling out telehealth and telecare across the country.</p>

	Actions	Summary
4.10	(Continued)	As part of the Government's mandate, NHS England has to make significant progress towards this aim by 2017. In November 2012, the Secretary of State for Health announced that seven NHS and local authority organisations had agreed contracts to deliver telehealth to 100,000 people in 2013.
4.11	Progress the actions identified as priorities in improving the quality of life for people with chronic pain (DH)	<p>The first national pain summit, in December 2011, identified the priority actions needed to improve the quality of life for people with chronic pain. The organisers of the summit – the British Pain Society, the Chronic Pain Policy Coalition, the Faculty of Pain of the College of Anaesthetists and the Royal College of GPs – are working together to achieve practical progress.</p> <p>In July 2012, the Parliamentary Under Secretary of State welcomed the report that came out of this summit: 'Putting Pain on the Agenda'³⁰, which made a number of recommendations. NHS England is currently working on a plan for delivering the NHS Outcomes Framework, and will take this work into account in its planning.</p>
4.12	Commission an inquiry to investigate premature and avoidable deaths of people with learning disabilities (DH)	The 'Confidential Inquiry into Premature Deaths of People with Learning Disabilities' ³¹ reported in March 2013. It identified issues that can improve the quality of care and outcomes for people with learning disabilities and their family carers. DH will respond shortly.

30 The Royal College of Anaesthetists, July 2012, 'Putting Pain on the Agenda'.

31 Department of Health, March 2013, 'Confidential Inquiry into premature deaths of people with learning disabilities (CIPOLD): Final report'.

	Actions	Summary
4.13	Support the launch of the Alzheimer's Society 'Dementia Friends' campaign (Cabinet Office (CO)/DH)	One in three people over 65 will develop dementia. The Alzheimer's Society, funded by a grant from CO and DH, want to improve the lives of those living with dementia by creating one million Dementia Friends by December 2015. Dementia Friends are trained by volunteers to make a positive difference to people living with dementia and their carers in their community. As part of the Prime Minister's Challenge on dementia, more than 50 places across England have committed to work towards becoming dementia-friendly.
4.14	Review the 2010 Adult Autism Strategy for England, 'Fulfilling and Rewarding Lives' ³² (DH)	The focus of the review will be on progress made, identifying good practice and next steps, by March 2014. The Autism Strategy set out commitments in relation to areas such as awareness, staff training, service planning, diagnosis and employment. Much of the work of the review will be undertaken in partnership with other Government Departments, local authorities, NHS bodies, autism organisations and people with autism and their families.
4.15	Develop the cross-Government strategy on hearing loss (DH)	In collaboration with a range of stakeholders, including voluntary groups, clinicians and professional bodies, and other Government Departments, DH is seeking to develop a strategy for hearing loss. The purpose of the strategy is to help improve outcomes for people with hearing loss by facilitating more integrated and inclusive services.

32 Department of Health, March 2010, 'Fulfilling and Rewarding Lives: The strategy for adults with autism in England'.

5 Choice and control

The following measures support disabled people in achieving independent living, by aiming to provide them with access to the same choice and control in their lives as their non-disabled peers.

These actions build on UN Convention Articles 5, 7, 8, 9, 15, 16, 19, 21, 24, 25, 28 and 29.

“Being allowed to choose for myself the level of support I require and the activities I want to participate in and places/experiences I would like to have.”

(Individual response)

	Actions	Summary
5.1	Test a new legal Right to Control (RtC) for disabled people in seven Trailblazer areas (DWP)	After having been extended for 12 months, to enable further evidence and learning to be gathered, the RtC Trailblazers will end in December 2013. The evaluation of the first two years of the pilot has been published. The evaluation findings, together with a range of evidence, views and advice are being considered and will be used to inform future decisions on RtC.
5.2	Work with disabled people to develop new ways of bringing together funding streams, building on learning from the RtC, and simplifying assessments (DWP)	Several RtC Trailblazers in England have streamlined some of the assessment processes (Disabled Facilities Grant (DFG) and Adult Social Care), having benefited from the input of DPULOs on how these could be improved. Joint reviews of support plans are also taking place, where possible, and close working with other Government personalisation programmes is ongoing. Going forward, DWP will disseminate learning from the RtC Trailblazers pilot more widely.

	Actions	Summary
5.3	Develop, in a small number of Trailblazer areas, new ways of investing in preventative services, such as Social Impact Bonds (SIBs) (DH)	<p>SIBs are funding structures for payment-by-results contracts. They enable socially-motivated investors to provide upfront financing to service providers for interventions that aim to improve social outcomes. The Government agrees to pay investors based on whether the social outcomes are delivered. If the programme is not successful, the Government may not pay anything (depending on the terms of the contract), but if it is, investors will receive a return on their investment.</p> <p>A number of applications have been received to the last round of the Social Enterprise Investment Fund which relate to SIBs in social care. DH will facilitate communication between successful applicants and other stakeholders to ensure experiences and lessons learned are promptly disseminated. A formal evaluation of SIBs relating to social care will also be conducted.</p>
5.4	Introduce the legal entitlement to a personal budget (DH)	The Care Bill ³³ will give disabled people and carers an entitlement to a personal budget, and will strengthen Government ambitions on direct payments. It will require that an individual's care and support plan or carer's support plan includes the personal budget for that person, so they can commission the care and support they want, in a way that best meets their needs and goals.
5.5	Introduce a national minimum eligibility threshold to clarify the care and support system (DH)	The threshold will be introduced through the Care Bill ³⁴ . The detail on the threshold will be set out in regulations. The Government intends to publish draft regulations after the Spending Round, to support debate on the Bill in Parliament.

33 Department of Health, May 2013, Care Bill.

34 *ibid.*

	Actions	Summary
5.6	Use Whole-Place Community Budgets to explore how local service providers and commissioners can join up their funding streams to deliver more efficient and effective services, including services available to disabled people (Department for Communities and Local Government (DCLG)/DH)	<p>Many of the core themes in Whole-Place Community Budgets involve health and social care. The pilots aim to integrate services to deliver better outcomes for service users.</p> <p>Evidence gathered will be used to enable more areas to set up integrated health and care initiatives. The Government and the Local Government Association (LGA) jointly published ‘The Community Budgets Guide’³⁵ in March 2013, intended to support other areas which aim to take a Community Budget approach to reforming services.</p> <p>Following this year’s Budget, local authorities were encouraged to develop their plans for local public service reform. The new Public Service Transformation Network has been established to spread learning from the existing four sites.</p> <p>Expressions of interest put forward by areas to work with the network in this new phase are currently being considered.</p>
5.7	Learning from the Community Budget approach, ensure all disabled people have a voice and a place within their community, thereby improving outcomes and avoiding duplication (DCLG)	The four large-scale Whole-Place Community Budget pilots shared their proposals at the end of October 2012, and are starting the process of implementing them.

35 Department for Communities and Local Government and Local Government Association, March 2013, ‘The Community Budgets Guide’.

	Actions	Summary
5.7	(Continued)	<p>The pilots demonstrated awareness of the impact of their proposals on their communities. Notable programmes examined within the Whole-Place approach include: the Essex All-Age Disability Prototype exploring multi-agency joint commissioning; the use of SIBs in Essex to reduce social isolation among older people; and the Greater Manchester pilot's view on sharing the lessons learnt from the RtC Trailblazer across all of its constituent authorities.</p> <p>Further information is available at: communitybudgets.org.uk/</p>
5.8	Enable the Think Local, Act Personal (TLAP) programme to work to end practices that undermine dignity and choice (DH/DCLG)	<p>Work continues through the TLAP partnership of care providers, commissioners, carers and service users to bring an end to commissioning practices that undermine dignity and choice.</p> <p>Delivery of the Developing Care Markets for Quality and Choice programme is supporting local authorities to commission more strategically, with a focus on outcomes, and to work with providers to find new ways of delivering high quality care services.</p>
5.9	Develop the use of direct payments for people who have chosen to live in residential care (DH)	<p>18 local authorities have been selected to take part in the pilot to test the direct payment approach for residential care from summer 2013. Hertfordshire Council is the Trailblazer site, and is mapping the likely processes. An invitation to tender has been issued to identify a research unit to evaluate the pilots. An initial report will be prepared by the end of 2014, and a final report is due in late 2015.</p>

	Actions	Summary
5.10	Consider how local authorities can be encouraged to develop a market in local services, to help make choice a reality for disabled people (DH/DCLG)	<p>The Care Bill³⁶ introduces a duty on local authorities to promote a diverse, sustainable and high quality market in care and support services, including those for disabled people.</p> <p>The Government will offer support to help local authorities meet this duty, including developing their market position statement. These statements summarise how the local authority intends to commission services in the future, and encourages development of high quality provision to meet the local population's needs and goals.</p> <p>This support is being delivered through the Developing Care Markets for Quality and Choice programme, which will run until early 2014.</p>

“The right assistance at the right time is vital. In other words, a competent, listening advocate, who has the ability to ‘see’ the problem. Many people are so unaware, that their comprehension is very limited.”

(Individual response)

	Actions	Summary
5.11	Improve access to independent advice and support for those eligible for local authority support, to help them develop their plan for care and support, and choose how their needs could be met (DH)	Plans and increased funding for 2014/15 were set out in the ‘Caring for our future’ White Paper ³⁷ . A programme of work to support local authorities commissioning independent advice and assistance is being taken forward by the TLAP. Initial supporting documents were published in summer 2013 and work will continue throughout 2013/14.

36 Department of Health, May 2013, Care Bill.

37 Department of Health, July 2012, ‘Caring for our future: reforming care and support’.

	Actions	Summary
5.12	Work with independent advocacy organisations to drive up the quality of the advocacy available to disabled people (DH)	The report ³⁸ on Winterbourne View Hospital committed DH to work with independent advocacy organisations to raise the quality of independent advocacy, through strengthening the Action for Advocacy Quality Performance Mark, and reviewing the Code of Practice for advocates, to clarify their role. DH will also work with organisations to identify the key factors in commissioning advocacy for people with learning disabilities in hospitals, so that they get good access to information, advice and advocacy that supports their particular needs.
5.13	Explore further ways to improve advocacy and peer networks, as we take forward the next phase of work on the disability strategy (DWP)	<p>In line with the Government's commitment to Open Policy development we are using the Contestability Fund to commission experts in disability to review current structures and approaches to advocacy, and provide a report with practical options. This will go beyond health and social care to provide a joined-up approach to advocacy that builds on good practice and delivers cross-cutting information and advice to disabled people that will enable work, independence and wider participation in society.</p> <p>Work will build on existing activity undertaken by the programme that aims to promote growth and improve sustainability of DPULOs.</p>

“We are not looking for any favours just a level playing field.”

(Individual response)

38 Department for Health, March 2013, 'Transforming care: A national response to Winterbourne View Hospital'.

	Actions	Summary
5.14	Government review of the Public Sector Equality Duty (PSED), to determine if it is operating as intended (GEO)	<p>The Government is currently reviewing the PSED. The PSED review was announced by way of Written Ministerial Statement in May 2012, as part of the broader announcement on the outcome of the red tape challenge spotlight on equalities. The review is being conducted externally by an independent Chair, Rob Hayward OBE, and a Steering Group with representation from the health, education, central and local government sectors.</p> <p>The review's programme of activity has included desk research (for example, reviewing case law), a series of roundtables with experts, site visits, independent qualitative research and an open call for evidence to which over 100 individuals and organisations responded. The review is due to conclude shortly, with the final report and recommendations to be published alongside the Government's response in due course.</p>

“Living independently should be a priority to be tackled as early as possible so that disabled people do not become totally reliant on parents as full time carers.”

(Individual response)

	Actions	Summary
5.15	Transform the care and support system, to promote well-being and independence (DH)	<p>The Care Bill³⁹:</p> <ul style="list-style-type: none"> • promotes individual well-being, placing the adult at the centre of the social care system; • legislates for personal budgets for the first time, ensuring that they will be provided to all eligible adults as part of the care and support plan; • strengthens existing rights to request direct payments. <p>These measures will ensure the adults accessing adult social care are able to exercise choice and control in order to obtain services that best meet their needs.</p>
5.16	Introduce new duties on local authorities, to ensure disabled people get the right outcomes (DH)	<p>The Care Bill⁴⁰ includes duties on local authorities to ensure co-operation between their housing officers and the authorities' 'relevant partners' in care and support; and to ensure the integration of care and support, health, and health-related provision, including housing.</p>
5.17	Remove barriers to disabled people moving to a different local authority area (DH)	<p>The Care Bill⁴¹ includes a provision that ensures there will be no interruption to an adult's social care if that person moves to another local authority.</p>
5.18	Review the role of assessment in the reformed system, to ensure that individuals and local authorities have a clear view of the skills, talents and goals of people seeking to access support (DH)	<p>DH will develop and test options for a new assessment and eligibility framework. We will involve stakeholders including service users, carers, academics, local authorities, social workers and health and care professionals.</p>

39 Department of Health, May 2013, Care Bill.

40 Department of Health, May 2013, Care Bill.

41 Department of Health, May 2013, Care Bill.

“In those situations, how are you supported or held back by other people? I am supported by people who love and care for me and held back by a mountain of bureaucracy.”

(Individual response)

	Actions	Summary
5.19	Consider the introduction of a birth to 25 single assessment process and EHCP (DfE)	As proposed in the ‘Support and aspiration’ Green Paper ⁴² . This is being trialled in 20 pathfinder areas and learning is being shared with non-pathfinder areas. The proposed new co-ordinated education, health and care assessment process will result in an integrated EHCP, replacing the current SEN assessment and statement and post-16 learning difficulty assessments. The Children and Families Bill ⁴³ and indicative regulations set out our proposed requirements, which maintain and extend current protections for families and young people. The EHCP will set out the child’s or young person’s needs, the outcomes sought and the provision required. The changes are expected to come into force from September 2014.
5.20	Introduce the option of a personal budget for families with an EHCP from 2014 (DfE)	As set out in the ‘Support and aspiration’ Green Paper ⁴⁴ . Legislation proposes to give power to parents of children with SEN or disabilities, and young people with SEN or disabilities, by giving them the right to request a personal budget to secure the particular provision set out in their EHCP.

42 Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

43 Department for Education, April 2013, Children and Families Bill.

44 Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

	Actions	Summary
5.20	(Continued)	By April 2013, more than 150 personal budgets were in use for SEN and disabilities. Pathfinders that are already offering personal budgets for health and social care are working with families to extend these to education. A group of pathfinders is accelerating testing on personal budgets including the use of educational direct payments, to provide additional learning.
5.21	Test key reforms via 20 local pathfinders, involving 31 local authorities and health sector partners (DfE)	Reforms being tested include a local offer of services, integrated assessments and EHCPs, personal budgets and involving VCS organisations in the assessment process. Pathfinder areas have been extended and will now run until September 2014. The official pathfinder website is at: www.sendpathfinder.co.uk/ . The website includes a suite of information packs published in June 2013, setting out pathfinder learning and case studies demonstrating how pathfinders are implementing the reforms.
5.22	Introduce legislation in early 2013 so that we can fulfil the commitments made in the ‘Support and aspiration’ Green Paper ⁴⁵ (DfE)	The Children and Families Bill ⁴⁶ was introduced to Parliament in February 2013. Subject to parliamentary process, Royal Assent is expected in early 2014.

⁴⁵ Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

⁴⁶ Department for Education, April 2013, Children and Families Bill.

6 Inclusive communities

This range of measures aims to develop communities that are inclusive of all disabled people. These actions enable disabled people to participate in, and access, aspects of society including: housing; transport; various social activities; friends and family; and information, goods and services (particularly public services). The need for equality in attitudes towards, and fairness in perceptions of, disabled people is also addressed.

These actions build on UN Convention Articles 3, 4 (3), 5, 7, 8, 9, 12, 13, 14, 16, 19, 20, 21, 23, 24, 25, 26, 27, 28, 29, 30 and 31.

6.1 Housing

“I was mobility impaired when I moved into my flat, which unfortunately didn’t stop me being allocated a flat on the top floor of a three-storey house with no lift and no fire exit. I have found living here to be incredibly isolating.”

(Disability Rights UK)

	Actions	Summary
6.1.1	Set up a new care and support housing fund to help stimulate the development of more housing options (DCLG)	<p>£200 million in capital funding over five years from 2013/14 has been made available to encourage providers to develop new, specialised housing for older people and disabled adults.</p> <p>In September 2012, an extra £100 million funding was announced for 2013/14 and 2014/15.</p> <p>DCLG worked closely with DH on the housing fund criteria, and the fund opened for bids in October 2012. The deadline for the first round of bids was January 2013. Bids will be assessed by the Homes and Communities Agency and the Greater London Authority (GLA) on behalf of DCLG. Guidance has been published⁴⁷ setting out the objectives of the fund and how the bidding process will be managed.</p>

⁴⁷ Homes and Communities Agency, October 2012, ‘Care and Support Specialised Housing Fund: Guidance for Investment Management Systems’.

	Actions	Summary
6.1.1	(Continued)	For the first phase of the programme, bids were invited from affordable housing providers working closely with their local authority and local health partners. From summer 2013, we will be inviting informal expressions of interest from private specialised housing providers as part of a second phase of the fund, to stimulate the wider market.
6.1.2	Enable the provision of increased levels of care and support to disabled people to live independently in their own homes (DCLG)	An extra £40 million funding has been provided for the DFG, bringing the total in the year 2012/13 to £220 million.
6.1.3	Work to ensure that buildings are accessible and useable by maintaining and developing Part M (Access to and use of buildings) of the Building Regulations, and seek to influence building industry behaviour to promote inclusive design (DCLG)	<p>Following consultation on changes to Part M of the Building Regulations, the Government published clarified guidance in January 2013 on Access Statements and the Equality Act. The new regulations came into force in April 2013⁴⁸. This is intended to improve the quality of access where building work takes place.</p> <p>The Government will commission research to ensure that Part M of the Building Regulations remains up to date.</p> <p>The Government will also work with construction industry bodies to establish how guidance and training on inclusive design can be improved.</p>

⁴⁸ Department for Communities and Local Government, January 2013, 'Approved Document M (Access to and Use of Buildings)'.

“The Mobility Planning Group includes disabled people, older people, transport providers and council staff. They work together to improve the environment for users and have recently: produced a map to show where there are disabled parking bays available in the City Centre; and worked with the Council to agree a code of conduct about pavement obstructions and to publicise this with traders.”

(Bradford Strategic Disability Partnership)



	Actions	Summary
6.1.4	Enable the creation of communities where disabled people are able to fulfil their potential and realise their aspirations, live independently and have opportunities to participate in society (DAA)	The Disability Action Alliance (DAA) is taking forward an action to identify what an ‘inclusive community’ looks like, and what it means for disabled people. The aim is to identify, develop and promote enablers that will support communities to become more accessible.
6.1.5	Consider ways to improve the design of communities, through work on Lifetime Neighbourhoods (DCLG)	The Lifetime Neighbourhoods report ⁴⁹ is aimed at residents, local government practitioners, developers, and the voluntary and private sectors. It aims to promote thinking about developing Lifetime Neighbourhoods: places that are designed to be inclusive, regardless of age or disability, and seeking to link ageing, housing, design, transport services, public services, civic spaces and public amenities, to ensure that everyone can participate fully in their local communities.

⁴⁹ Department for Communities and Local Government, December 2011, ‘Lifetime Neighbourhoods’.

6.2 Transport

“At the moment, as the user of a small mobility scooter, I can take it on some trains, but not others, onto buses in my brother’s local area of Cheltenham, but not my own of Wokingham, and not at all if I wish to go on an outing with my local coach company. My scooter comes to pieces, and I do not require assistance with it, as I have made clear when enquiring, or I can take it, again unassisted, up ramps onto buses and trains.”

(Individual response)

	Actions	Summary
6.2.1 	Develop a Transport Action Plan to complement the Government’s disability strategy (Department for Transport (DfT))	One of the three key priorities of the London 2012 Paralympic Games Legacy plan is access to transport for disabled people. The Transport Action Plan was published in December 2012 ⁵⁰ , and the DAA is currently looking at the implementation process.
6.2.2 	Improve the travel experience for disabled people, specifically around spontaneity of travel, confidence, and the ability to travel independently; and generate more awareness and understanding among transport providers about disabled people’s needs (DAA)	The DAA is taking forward an action to extend/introduce a ‘journey card’ to help improve independent travel for disabled people on all modes of transport. For the latest information on DAA activity, please see: disabilityactionalliance.org.uk .

50 Department for Transport, December 2012, ‘Transport for Everyone: an action plan to improve accessibility for all’.

	Actions	Summary
6.2.3	Enforce the European Union (EU) Regulation on the rights of passengers in bus and coach transport (DfT)	<p>We are drafting legislation to confirm the enforcement arrangements and designated terminals, in respect of this EU Regulation. A statutory instrument to apply certain exemptions available within the EU Regulation came into force in March 2013.</p> <p>The EU Regulation includes the mandatory provision of disability awareness training for personnel (other than drivers) of carriers and terminal managing bodies. An exemption for training of drivers has been granted for five years.</p>
6.2.4	Await the outcome of the Law Commission review of legislation relating to taxi and private hire services (DfT)	The Law Commission published an interim statement ⁵¹ in April 2013, setting out its direction of travel in light of consultation responses. The final report and draft Bill is expected at the end of 2013.
6.2.5	Consider commencing Section 165 of the Equality Act 2010 ⁵² , imposing duties on drivers of wheelchair-accessible taxis and private hire vehicles (DfT)	The Government is still considering its commencement strategy in respect of Section 165 of the Equality Act 2010.

51 Law Commission, April 2013, 'Taxis and Private Hire: Interim Statement'.

52 UK Government, April 2010, Equality Act 2010.

6.3 Social participation

“Sometimes some people wrongly think that people with learning disabilities don’t have the ability to make choices or understand information or cope with change.”

(Bradford People First)

	Actions	Summary
6.3.1	Help to establish the Disability Action Alliance (DAA) (DWP)	<p>The DAA brings together disabled people’s organisations with other organisations from the public, private and third sectors to work in partnership to deliver local and national actions that make a real difference to the lives of disabled people. Disability Rights UK agreed to convene the Alliance and the Office for Disability Issues (ODI) is providing secretariat support. Five initial projects are currently being worked on, and we are encouraging and supporting more partnerships and projects from member organisations.</p> <p>Further information on the Alliance can be found at: www.disabilityactionalliance.org.uk</p>
6.3.2	Establish local Healthwatch, which will ensure the views of disabled people are represented in health and social care (DH)	<p>Healthwatch England was established in October 2012, and has a leadership role supporting and advising local Healthwatch organisations and, using the evidence provided by these local bodies to give the local voice national influence.</p>

	Actions	Summary
6.3.2	(Continued)	Local authorities also provide local leadership for the Healthwatch network. As at April 2013, all top tier local authorities have commissioned a local Healthwatch in their area. Local Healthwatch organisations will act as a champion for those who use (or may use) health and care services and for their families and carers. DH will work with the LGA and Healthwatch England to involve people with learning disabilities and their families in local Healthwatch organisations.
6.3.3	Provide funding to commission a series of online guides to enable commissioners to deliver the 'Raising our Sights' ⁵³ recommendations (DH)	Funding was given to Mencap. The guides will be accompanied by a series of film clips. These were available both online at http://www.mencap.org.uk/all-about-learning-disability/information-professionals/pmls/raising-our-sights-guides and on DVD from March 2013. An expert readers' group, inclusive of family carers and commissioners, has also been funded.
6.3.4	Ensure that we take account of groups, such as those referred to in Scope's 'Overlooked Communities' report ⁵⁴ , who face multiple disadvantages, as we move into the next phase of work on developing a disability strategy (DWP)	<p>The Government is continuing to make sure that the voices of all disabled people are heard and have input into disability strategy and action plans, by ensuring that it routinely engages with the broadest range of stakeholders.</p> <p>Organisations of disabled people from BME backgrounds are working with the DAA to help identify and deliver on potential actions that will improve the lives of disabled people.</p>

53 Department of Health, February 2011, 'Government Response to Raising our sights: services for adults with profound intellectual and multiple disabilities'.

54 Scope, 2012, 'Over-looked Communities, Over-due Change: how services can better support BME disabled people'.

	Actions	Summary
6.3.5	<p>Improve procedures for identifying disabled prisoners, specifically those with learning disabilities, and ensure that they are not disadvantaged (Ministry of Justice (MoJ))</p>	<p>The National Offender Management Service (NOMS) is committed to ensuring that all prisoners are screened for learning disabilities. This is one of the intentions of the 2013/14 commissioning round.</p> <p>Prison Service Instructions include guidance for the assessment and addressing of prisoners' needs by making reasonable adjustments. NOMS is working to make sure that all prison establishments have the tools to implement this, including a comprehensive means of screening for learning disabilities.</p> <p>A screening questionnaire has been piloted and this is currently being assessed. The results will inform proposals to move forward to comprehensive screening in all prisons.</p> <p>A grant has recently been awarded for a project to improve services for, and reduce re-offending by, offenders with SEND. Key outcomes for disabled prisoners will be monitored to ensure they are not disadvantaged.</p>

	Actions	Summary
6.3.6	Ensure young offenders in custody who have SEN have the right to ask for an assessment for an EHCP on release from custody (DfE)	<p>The Children and Families Bill⁵⁵, which is currently being considered by Parliament, includes provision to improve support for young offenders with SEN.</p> <ul style="list-style-type: none"> • If SEN are identified while a young offender is in custody, they, their parent or anyone working with them can request an assessment on release. • If the young person had an EHCP before being detained, the host local authority has a duty to reactivate and review that plan on release. • Host local authorities will have to secure appropriate special educational provision, corresponding as closely as practicable to that set out in the EHCP, for young people detained in youth accommodation. <p>The Green Paper ‘Transforming Youth Custody’⁵⁶ sets out proposals to put education at the centre of custody, and asks how young offenders with SEN should be supported in custody. Relevant Departments will work together to take this forward.</p>
6.3.7	Work to extend adult care and support law to offenders, with clear roles and responsibilities for local authorities and prisons (DH)	<p>We will develop, with stakeholders, a new framework for the provision of care and support in prisons, so it is clear where responsibility lies. NOMS is working with DH to develop proposals for how this framework will be provided in the future, to be included in forthcoming DH legislation. This will affect the growing number of older and/or physically disabled prisoners, and some prisoners with learning disabilities.</p>

55 Department for Education, April 2013, Children and Families Bill.

56 Ministry of Justice, 2013, ‘Transforming Youth Custody: Putting education at the heart of detention’.

	Actions	Summary
6.3.8	Work to improve the mentoring/advocacy provision for disabled offenders and ex-offenders (DAA)	The DAA is working towards identifying existing programmes for providing mentoring and advocacy for disabled offenders and ex-offenders, and extending the provision at a national level.
6.3.9	Change the charging system for residential care, so that income from employment is exempt from residential care charges (DH)	Regulations to disregard earnings in the financial assessment for charging for residential care came into effect in April 2013.
6.3.10	Enable the Children's Society and Carers' Trust to work with local authorities and voluntary and community organisations to encourage children's and adult services to work more closely together (DfE)	<p>The two-year grant-funded period ended March 2013. 17 regional events were held and eight partnership projects resourced. The aim of this work was to encourage organisations to adopt a 'whole-family' approach to supporting young carers, including those of disabled family members; identify and share good practice; and promote an e-learning module developed for school staff to help identify and support young carers in school. Evaluation is now underway.</p> <p>A contract worth £1.2 million over two years (2013-15) was awarded to Carers' Trust who will work with The Children's Society to continue this work.</p>

	Actions	Summary
6.3.11	Explore how best to capture the needs and experiences of those more vulnerable to poor health outcomes, such as homeless people, through the Inclusion Health Programme (DH)	The National Inclusion Health Board is leading a programme of work, with the overall aim of improving the health of those more likely to experience poor health, and who experience barriers when accessing health and care services. This includes disabled people. The four working groups involved are Leadership and Workforce; Data and Research; Provision, Promotion and Prevention; and Assurance and Accountability. The Groups will report on their work over the course of 2013, and the Board will advise Government.
6.3.12	Review the Community Learning Trust (CLT) pilots, to inform the reform of Community Learning (BIS)	<p>BIS funds Community Learning.</p> <p>The focus for several CLT pilots in the 2012/13 academic year includes building the skills of, and engaging with, those furthest from learning, including the long-term unemployed and people who are homeless or who have mental or physical health conditions, including disabled people.</p> <p>An evaluation of the CLT pilots is underway to assess the relative successes of the different approaches to delivering the Community Learning objectives. It will report in summer 2013 to inform the roll-out of new CLT approaches across England from August 2013.</p>

	Actions	Summary
6.3.13	Work across Government to help ensure the reform programme draws on the views of disabled people and those who support them (DWP)	<p>We continue to engage with the ‘Fulfilling Potential’ Stakeholder Group throughout the development of the ‘Fulfilling Potential’ strategy.</p> <p>DWP also engages with stakeholders through a variety of working groups and task and finish groups on various areas of welfare reform, including ESA, PIP, the employment strategy for disabled people and for those with a health condition and the elements of UC and Work Programme that affect disabled people.</p> <p>DWP is committed to, and welcomes, engagement with disabled people and organisations that support disabled people to inform and develop policy and support its implementation.</p>
6.3.14	Continue to ensure that Government policy and strategy are informed by expert advice and lived experience of disabled people (DWP)	<p>Since 2006, Equality 2025, a non-departmental public body constituted of disabled people, has provided independent confidential strategic advice to Government. In accordance with CO guidance, a triennial review of the functions and make-up of the body has been undertaken and its conclusions will be published shortly.</p>

“United Response believes that improving the representation of disabled people in public life should be a priority and that this may encourage more disabled people to take more of an interest in decisions affecting their local area. In order for local politics to be more accessible to disabled people, there needs to be a focus on ensuring that councils and public bodies are more representative of the communities that they work on behalf of.”

(United Response – supporting people with learning disabilities, mental health needs and physical disabilities)

	Actions	Summary
6.3.15	Encourage more disabled people into high profile roles (GEO)	<p>The Access to Elected Office strategy supports disabled people who want to get elected. In addition to an introductory online training course⁵⁷, paid internships on the Speaker's Parliamentary Placement Scheme, and online guidance for political parties, there is also a fund to support disabled people who want to become Members of Parliament (MPs), councillors or other elected officials with any disability-related costs of standing for election. Individuals can receive grants from £250 to £20,000 and applications are open until the end of March 2014.</p> <p>From the launch of the fund until April 2013, there have been 86 enquiries and 39 fund applications, and there has been evidence that the scheme is making a difference in helping disabled people with the additional costs they face in standing for election.</p> <p>There are over 120 people using the online training; three parliamentary internships for disabled people are in progress; the three main political parties are committed to publishing diversity data on their candidate selection; and a guide entitled 'Be a councillor. A guide for disabled people'⁵⁸ has been created and disseminated in partnership with the LGA's Be a Councillor campaign. The Government has also published guidance for political parties on their responsibilities to make reasonable adjustments.</p>

57 Courses can be accessed through: www.access-to-elected-office-training.org.uk/Content/Login.aspx

58 Local Government Association, January 2013, 'Make a difference. Be a councillor. A guide for disabled people'.

	Actions	Summary
6.3.16	Continue to identify and remove barriers faced by disabled people to participation and involvement at a local level (CO/DCLG)	<p>Reforms on policing, health and education all put communities at the heart of decision making. The Localism Act has given individuals, including disabled people, new rights so that they can help to run their local communities. Communities now have the right to: challenge the running of local authority services; bid to take over the management of a local asset such as a community centre; and build by bringing forward small developments on specific sites in their area.</p> <p>Funding has been made available to support proven models of social action and ideas that have the potential to create a step change in levels of giving.</p>
6.3.17	Catalyse community action at a neighbourhood level, through the Community Organisers programme (CO)	<p>The Community Organisers programme is about catalysing community action at a neighbourhood level – “igniting the impulse to act”. Community Organisers will help communities to take advantage of other Big Society initiatives, which may include initiatives in the new Community Rights programme, such as the Right to Bid to run local services, the Right to Build new housing, shops or community facilities, and the Right to Challenge if local communities think they can run a local service differently and better. By January 2013, 786 Community Organisers had been recruited and trained.</p>

	Actions	Summary
6.3.18	Enable local authorities and CCGs, together with local Healthwatch, to involve local people in preparing Joint Strategic Needs Assessment (JSNAs) and Joint Health and Well-being Strategies (JHWSs) through health and well-being boards (DH)	<p>In undertaking JSNAs and JHWSs local authorities and the CCGs have a responsibility to consider the health and social care needs of the whole local population, including disabled people.</p> <p>Established in April 2013, health and well-being boards involve the local community, taking account of their views to ensure that local services are shaped and influenced by the people who will use them.</p> <p>JHWSs should include clear outcome measures which health and well-being boards can use to demonstrate whether they have been successful in tackling the priorities identified.</p> <p>Local councillors and local Healthwatch sit on health and well-being boards to support transparency and accountability to local people. Through these members, local people will be able to influence health and well-being boards.</p>

	Actions	Summary
6.3.19	Open up more public sector business opportunities for charities, social enterprises and voluntary and user-led organisations (CO)	<p>The Government is focusing on a range of areas to make it easier for Voluntary, Community and Social Enterprise (VCSE) organisations, including those run for, and by, disabled people, to work with Government, for example:</p> <ul style="list-style-type: none"> • working with commissioners to make sure that new contract opportunities are as open to civil society as possible; • through the Mystery Shopper Service, giving organisations the opportunity to register difficulties encountered in dealing with public body or prime contractor procurement; • enabling organisations to identify current and future procurement opportunities through the new Contracts Finder website; • enabling VCSE organisations to plug skills gaps, through initiatives such as the Investment and Contract Readiness Fund; the review of skills and leadership in the VCSE sector, led by Dame Mary Marsh; and a series of commercial skills masterclasses during 2013.⁵⁹

59 Cabinet Office, December 2012, Making it Easier for Civil Society to Work with the State.

	Actions	Summary
6.3.20	Support and raise the profile of DPULOs, through the DPULO Programme (DWP)	<p>The DPULO Programme strives to strengthen and develop local grass-roots organisations.</p> <p>These unique organisations run by, and for, disabled people work towards building capacity and independence by removing barriers that prevent disabled people's inclusion in society. The overall aim of the DPULO Programme is to build the sustainability of local grass-roots DPULOs and provide a voice for disabled people in their local community.</p> <p>The programme provides financial support through the £3 million Facilitation Fund, and expertise and practical support through the National Lead role and the DPULO Ambassadors.</p> <p>By April 2013, 134 DPULOs had been awarded funding for various projects to support their sustainability, totalling over £2 million.</p> <p>16 Ambassadors are working across England, Wales, Scotland and Northern Ireland.</p> <p>Six Young Ambassadors have also been appointed to help DPULOs engage with disabled young people, with the aim of building the sustainability of these organisations; and to look at the transition of young people from education into work.</p>

	Actions	Summary
6.3.21	Progress work through the 'Making a Difference' projects, to demonstrate the value of DPULOs in commissioning (DWP)	<p>DPULOs are developing their sustainability, and working to share experiences and build capacity, through the commissioning of services advising on Commissioning, Social Media, Hate Crime and AtW.</p> <p>The first of a series of DPULO 'Making a Difference' publications was launched by the Minister for Disabled People in February 2013 on the reporting of Disability Hate Crime.⁶⁰ The second publication on Working with Commissioners will be published in autumn 2013.</p> <p>DPULOs are taking forward a variety of projects to share best practice and strengthen the role of DPULOs in tendering and winning contracts.</p> <p>A consortium of DPULOs is developing a toolkit to highlight the benefits and added value of awarding contracts to DPULOs and to raise awareness within local authorities of methods and approaches available for translating commissioning intentions into user-led service delivery.</p>

60 Office for Disability Issues, February 2013, 'Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime'.

	Actions	Summary
6.3.22	Support public sector staff who want to form Public Service Mutuals, providing the freedom to innovate and improve services they run, including using new freedoms to collaborate with private, community and disabled people's organisations (CO)	<p>Government will provide advice and guidance to staff about the process of 'spinning out', make funding available to help mutuals develop, and support the exchange of ideas by nurturing connections across the sector.</p> <p>The number of live and trading public service mutuals has increased seven-fold since 2010, from nine to at least 67 at the end of February 2013. Together they deliver over £1 billion of public services, and cut across 13 different sectors, from youth services to libraries, to social care.</p> <p>Government is continuing to support ever more emerging and established mutuals through the Mutuals Support Programme, a fund that has now procured over £1 million of professional assistance for public service mutuals, as well as the Mutuals Information Service, which consists of a resource-focused website and hotline.</p> <p>In addition, through the Mutuals Ambassadors Programme, 20 inspiring leaders from across the mutuals sector are troubleshooting concerns on the ground, sharing their commercial expertise and identifying upcoming projects.</p>
6.3.23	Help promote a more cohesive, responsible and engaged society through National Citizen Service (NCS), by bringing 16 and 17 year olds from different backgrounds together in a residential and home-based programme of activities and service (CO)	<p>The Government delivered pilots for over 8,000 young people in 2011 and over 26,000 in 2012. The programmes were provided by youth charities, sixth form colleges and local education business partnerships.</p> <p>NCS 2013 is now open to up to 50,000 16 and 17 year olds, with courses running in spring, summer and autumn 2013 across England. In 2014 the Government hopes to be able to offer up to 90,000 places.</p>

	Actions	Summary
6.3.23	(Continued)	<p>To deliver NCS across England 19 regional two-year contracts, totalling £191 million, have been awarded to eight organisations and consortia for 2013/14.</p> <p>A new independent organisation is being set up to administer NCS long-term, and create a strong, youth-facing brand, achieving the ambitious expansion and long-term sustainability of the NCS programme.</p> <p>NCS is a fully inclusive programme and many disabled young people have already taken part. Indeed 16 per cent of NCS participants had a disability or health condition expected to last for more than a year, compared with 12 per cent of the general population of young people.</p>
6.3.24	Progress changes to allow the principles behind the Equality Act ⁶¹ ‘positive action’ provisions to be applied to judicial appointments (MoJ)	<p>This will mean that where two candidates are equal in merit, the selection commission may take into consideration a person’s declared protected characteristics (including disability) to make the final determination. The fundamental principle that judicial appointments will always be made on merit will not be altered or diminished.</p> <p>The Crime and Courts Act 2013⁶², including these diversity measures, recently concluded its passage through Parliament.</p>

61 UK Government, April 2010, Equality Act 2010.

62 Home Office, April 2013, Crime and Courts Act 2013.

	Actions	Summary
6.3.25	Support the introduction of the Mental Health (Discrimination) Bill ⁶³ (MoJ)	<p>The Mental Health (Discrimination) Bill received Royal Assent in February 2013. The changes proposed will allow individuals who are fully participating in daily life (including people with mental health conditions) to serve as jurors. Those who have a more serious mental health condition (i.e. who are detained or resident in hospital because of a mental health condition and people liable to be detained or supervised under the Mental Health Act 1983⁶⁴) will remain ineligible for jury service.</p> <p>Changes will require amendments to the forms and guidance provided to potential jurors, and this will affect the timing of implementation.</p>
6.3.26	Work with partner organisations to develop new funding opportunities for projects addressing the issues identified by disabled people in 'Fulfilling Potential' (DWP)	<p>The Government has set up a 'Fulfilling Potential' Fund of £200,000 to fund initiatives which help meet the aims of 'Fulfilling Potential', addressing issues identified in the 'Fulfilling Potential' discussions, and focusing particularly on innovation and making a real practical difference for disabled people. We are also exploring the potential for innovation prizes, and helping to take forward Paralympic legacy initiatives.</p>

63 UK Government, February 2013, Mental Health (Discrimination) Act 2013.



64 UK Government, May 1983, Mental Health Act 1983.



	Actions	Summary
6.3.27	Work in partnership to deliver stronger outcomes through the Community Support Fund (CSF) (DWP)	<p>The CSF encourages local partnership working by providing funding for DPULOs and Voluntary Sector Organisations (VSOs) in the areas affected by the Remploy factory closures to work together to take forward a variety of projects.</p> <p>Local grass-roots organisations and personal case workers from Jobcentre Plus are working collaboratively to deliver community-based outcomes and support individuals in making the move from sheltered to mainstream employment.</p> <p>St Helens Rugby Football Club are delivering a sports-related project to build confidence through physical exercise, as well as providing opportunities to take part in ‘getting ready for work’ activities.</p>
6.3.28	Administer the DPULO Fund, to build the sustainability of local grass-roots organisations (DWP)	DPULO Ambassadors actively work with DPULOs to build their sustainability and award funding to strengthen these unique local organisations, to enable them to provide stronger outcomes for disabled people.



	Actions	Summary
6.3.29	Raise the profile of accessibility, and the value of including disabled people in developing and commissioning services, on a national and local scale (DAA)	The DAA is taking forward an action to encourage commissioners to ‘commission for inclusion’, improving awareness and understanding of service commissioners in involving disabled people in developing and commissioning services, and improving opportunities for DPULOs to win service contracts. This will be both on a national and local scale.
6.3.30	Develop a local data toolkit to help understand and measure barriers and outcomes at a local and community level (DWP)	The proposal will produce a community action toolkit in two stages: the first part will help local groups find and utilise existing statistical data; the second will provide the tools to enable local groups to produce their own surveys and statistics, and target particular areas they wish to investigate and focus action on. DWP will start work with external stakeholders to develop this in summer 2013.

“We are one in five and we need to ensure that society’s view of an active disabled person is not David Weir competing in the marathon (which is an expectation) but instead is a visually impaired person using their local gym, a person with a mental health condition being a member of their Wednesday night football team or an amputee jogging down the road.”

(Interactive – Disability Equality in Sport)

	Actions	Summary
6.3.31 	Ensure that investment in National Governing Bodies (NGBs) of sport include outcomes for a growth in participation of disabled people, through the Sport England Youth Sport Strategy (Department for Culture, Media and Sport (DCMS))	<p>In December 2012, Sport England announced £493 million investment for NGBs' 'whole sport plans' to drive up participation (2013-17).</p> <p>Sport England have negotiated specific outcomes with NGBs which mean that:</p> <ul style="list-style-type: none"> • four dedicated Paralympic NGBs are in receipt of investment to both grow the sport and identify talent for development; • 15 NGBs are delivering dedicated disability programmes; • 23 NGBs are delivering inclusive programmes integrated within their participation programmes; • the four remaining sports without disability programmes will receive assistance during the four years of funding to begin work in this area. <p>The number of disabled people playing sport has risen from 1.32 million in 2005/6 to 1.67 million during 2012/13. Sport England's Active People survey will show how participation rates for disabled people change over time, and how the gap in participation is narrowing.</p>
6.3.32 	Use the Sport England Inclusive Sport Fund to grow the number playing sport (DCMS)	In December 2012 Sport England awarded £10.2 million in Inclusive Sport Fund grants to 44 community sports projects for disabled people. The Fund was increased from £8 million due to the large number of high quality bids received.

	Actions	Summary
6.3.33 	Enable work with NGBs of sport to increase participation (DCMS)	The English Federation of Disability Sport has been awarded £1,984,203. Sport England has also awarded £1.4 million lottery funding to seven National Disability Sports Organisations – Mencap Sport/ Special Olympics GB jointly; British Blind Sport; Cerebral Palsy Sport; Dwarf Sport Association UK; British Wheelchair Sport; and UK Deaf Sport – to support and guide NGBs of sport and other sports bodies to create opportunities for disabled people to participate.
6.3.34 	Enable projects designed to provide disabled children with opportunities to play competitive sport (DCMS)	<p>Through the Sainsbury's School Games, currently more than half of schools in England are offering meaningful competitive sporting opportunities to disabled young people at every level.</p> <p>As part of the Sainsbury's School Games, Project Ability is a bespoke project designed to increase competitive opportunities for disabled young people. Over 5,000 disabled young people have so far benefited from Project Ability. It is delivered through a network of 50 lead Project Ability schools, and helps schools in England to improve the quality, and extend the provision of sport for disabled pupils.</p> <p>In addition, Sport England has invested £1 million in developing the Active Kids for All Inclusive Community Training programme, specifically for coaches and those who work with disabled people in the community. This is designed to complement the Sainsbury's Active Kids for All Inclusive Physical Education Training, delivered by the English Federation for Disability Sport.</p>

	Actions	Summary
6.3.35	Help get more children and young people involved in sport and physical activity, through Change4Life School Sports Clubs (DH)	4,500 Change4Life School Sports Clubs have been established in primary and secondary schools. We aim to have rolled out 13,500 clubs across England by 2015.
6.3.36 	Encourage children across the UK to experience the Games by trying out Paralympic sport, through the Sainsbury's One Million Kids Challenge (Sainsbury's)	<p>Sainsbury's is the first ever Paralympics-only sponsor.</p> <p>7,994 schools have participated in the challenge, representing an estimated 2,407,262 children having had a go at a Paralympic sport.</p> <p>The 2013 Sainsbury's Active Kids campaign has Ellie Simmonds as one of its ambassadors, and there is an increased focus on disability sport.</p>
6.3.37 	Nurture future paralympians ahead of the Rio 2016 Paralympic Games (DCMS)	More money is going into elite Paralympic sport than ever before. UK Sport announced an overall 45 per cent increase in funding ahead of the Rio 2016 Paralympic Games, with a total of £71.3 million confirmed to support 20 Paralympic sports over the Rio cycle.
6.3.38	Consider ways to encourage good practice by service and support providers, with regard to social and community life	<p>This includes the importance of online entertainment and social networking.</p> <p>Ways to encourage good practice in this area will be considered as Government takes forward the next phase of work on the disability strategy.</p>

	Actions	Summary
6.3.39	Consider ways to improve the experience of disabled tourists (DCMS)	The Open Britain initiative was launched by Tourism for All in March 2013 and aims to be the premier accessible tourism website for the UK. It has search facilities for properties with a National Accessible Scheme rating and is linked to VisitEngland's website. (Open Britain was launched prior to the London 2012 Games with the tourism legacy in mind.) The website provides a large range of accessible information and the comprehensive information system helps plan accessible trips and holidays by region and access need. Public sector support is also provided by VisitBritain, VisitScotland and VisitWales. See www.OpenBritain.net
6.3.40	Support Battle Back, an adaptive sport and adventurous training programme for wounded, injured and sick personnel from across the Armed Forces, including mobilised reservists (MoD)	Battle Back is designed to promote confidence and independence and help accelerate recovery. Battle Back is a MOD-owned and led programme which is delivered, funded and organised in partnership with Help for Heroes, The Royal British Legion and other Service charities.

6.4 Friends and family

“I only have choice who my PAs are but I need twenty-four hour care and my mother and father provide that support for me.”

(Individual response)

	Actions	Summary
6.4.1	Allocate funding to voluntary and community sector (VCS) organisations, to enable relationship support through the provision of activities for families with disabled children (DfE)	<p>Contracts for relationship support have been awarded for 2013 to 2015. Expert organisations from the VCS will share £15 million to offer a range of services including: information and advice for new parents; developing good communication and partnership skills for marriage; and specialist counselling for those at risk of relationship breakdown.</p> <p>The new contracts will include:</p> <ul style="list-style-type: none"> • continued training and information for a range of children’s and families’ workforce practitioners to recognise and respond to the emotional and practical pressures faced by families with disabled children; • provision of support and advice to parents of disabled children, to improve understanding of relationship issues and awareness of relationship support services.
6.4.2	Provide online and telephone help services to give families free information, advice and support on a wide range of topics including SEND and child mental health (DfE)	<p>The 11 online and free-to-use telephone services have supported over 13.2 million parents (between July 2011 and March 2013).</p> <p>DfE has extended these contracts to March 2015 and has additionally funded a new digital service, supporting parents of teenagers, which will also run to March 2015.</p>

	Actions	Summary
6.4.3	Provide funding to enable local authorities to offer short breaks for families with disabled children, and ensure local authorities provide a range of short breaks (DfE)	£800 million has been provided for short breaks for families with disabled children between 2011/12 and 2014/15 through the un-ringfenced Early Intervention Grant. An additional £40 million was paid out in un-ringfenced capital funding in 2011/12 and 2012/13. All 152 local authorities have published a short break statement of the services they offer.
6.4.4	Extend the Early Support programme, to help families navigate health and care systems, and get the help they need to support school-age children (DfE)	Early Support has helped more than 10,000 families so far and has been supporting Pathfinders and non-Pathfinders on a regional basis with a framework for action to implement the provisions of the Children and Families Bill ⁶⁵ . By the end of September 2013, the Early Support Consortium will have trained more than 1,000 practitioners to enable them to key work for families, provided accessible, plain-English guides on a wide range of conditions, disabilities and general information resources for families and young people, extended the approach across the country and across the age range, and helped families with disabled children and young people to access support that is based on their requirements and that joins up the different services on which they rely.
6.4.5	Strengthen information provision for families through the introduction of a Local Offer, which will provide accessible information on services and provision (DfE)	The Children and Families Bill ⁶⁶ includes provisions that place a duty on local authorities to publish a Local Offer, setting out information on the education, social care and health care services expected to be available in their area to support children and young people who have SEN or are disabled.

65 Department for Education, April 2013, Children and Families Bill.

66 *ibid.*

	Actions	Summary
6.4.5	(Continued)	The Local Offer should include the support local authorities provide to help the child or young person successfully move between phases of education and prepare for adulthood. Local authorities will have to involve parents, children and young people when they are developing and reviewing the Local Offer. The draft indicative Code of Practice ⁶⁷ which has been published to aid the passage of the Bill provides more detail about Government's expectations for the Local Offer.
6.4.6	Fulfil the Government's commitments, as set out in 'Recognised, Valued and Supported: next steps for the carers strategy' ⁶⁸ (DH)	The four-year strategy commits Government to provide support for those with caring responsibilities to identify themselves as carers at an early stage; fulfil their own educational and employment potential; have a family and community life; and remain mentally and physically well. Progress on the commitments made in the strategy has been tracked, and a number of actions completed or moved to further stages. The action plan outlined in the strategy is currently being refreshed and is expected to be published later this year.
6.4.7	Enable the joint Government and employers' working group to help give carers the support they need to stay in work alongside their caring responsibilities (DH)	The Task and Finish Group's membership includes Government officials, and representatives from the business and care sectors. The Group has met six times and has gathered and examined the evidence on the social and economic case for interventions to support carers to combine work and care.

67 Department for Education, 2013, 'Indicative draft of the (0-25) Special Educational Needs Code of Practice'.

68 Department of Health, November 2010, 'Recognised, Valued and Supported: next steps for the carers strategy'.

	Actions	Summary
6.4.7	(Continued)	The Group's remit also includes investigation of national and international evidence and best practice examples for supporting carers to stay in the labour market. In addition, it is looking at how the care market can grow and support carers to combine work and care, including through increased availability of technology in the mainstream consumer market. The Group is currently finalising its report which will be submitted to ministers during summer 2013.
6.4.8	Include an objective about the support that carers receive from the NHS, in terms of early identification and signposting, in the NHS Commissioning Board (now NHS England) mandate (DH)	'A mandate from the Government to the NHS Commissioning Board: April 2013 to March 2015' ⁶⁹ was published in November 2012, setting out the objectives for the NHS, which focus on those areas of health and care identified as being of the greatest importance to people. It includes an objective to enhance the quality of life for people with long-term conditions and their carers. This means that the five million carers looking after friends and family members will routinely have access to information and advice about the support available, including respite care.

69 Department for Health, November 2012, 'A mandate from the Government to the NHS Commissioning Board: April 2013 to March 2015'.

6.5 Information and access

“Yes we get help. But sometimes it’s knowing where to get help.”

(Dimensions UK)

	Actions	Summary
6.5.1	Provide an additional £35.2 million over two years to local authorities, to further develop their online information services (DH)	Funding set out in ‘Caring for Our Future’ ⁷⁰ , will be provided from 2014/15. Discussions have been held with the Association of Directors of Adult Social Services on a programme of work to support local authorities in the best use of these resources, and the necessary linkages to national online information. A detailed work programme for 2013/14 has been agreed.
6.5.2	Provide a clear, universal and authoritative source of national information about the health, care and support system (DH)	Action has been undertaken to improve the national digital information offer with an integrated Customer Service Platform. Since April 2013 this includes new social care information, improved links to transactional services and local authority information, the initial development of a service that will allow public comment and feedback on providers of care services, and improved information on online and mobile applications and tools. Further improvements are planned for November 2013.

⁷⁰ Department of Health, July 2012, ‘Caring for our future: reforming care and support’.

	Actions	Summary
6.5.3	Develop an eAccessibility one-stop shop for information on access to web-based services for disabled people (DCMS)	<p>The vision is for a one-stop shop that will provide disabled and older consumers with information on accessible digital products and services, as well as apps and cheap alternative assistive technology solutions.</p> <p>The site will also provide practitioners and manufacturers with information on how their products and services are being received by consumers, and keep the community informed of trends and latest developments.</p> <p>The site has been created in partnership with the Government's eAccessibility Forum and the Disability Living Foundation. The site will be available at: www.livingmadeeasy.org.uk/ict from summer 2013.</p>
6.5.4	Improve access to information for the deaf community (DCMS)	<p>Action has started within the Government's eAccessibility Action Plan to look at the issue of Relay Services in the UK.</p> <p>The eAccessibility Forum's Relay Services working group are working with stakeholders to find a solution to implementing a Video Relay Service (VRS) in the UK. Government is working with stakeholders from industry, the third sector and Ofcom to find a voluntary solution that works for all parties concerned. Government is now investigating how it provides VRS for British Sign Language (BSL) end-users, as well as providing a number of contact strategies for disabled customers in a way they choose through email, text, Short Message Service (SMS), type talk and VRS.</p>

	Actions	Summary
6.5.5	Consider a local red tape challenge where disabled people can challenge services which are not joined up (DWP)	<p>In line with the commitment to Open Policy development the Government is using the Contestability Fund to commission an organisation to work in partnership with other organisations (including a local authority and a service provider) to design and test an approach to enable a ‘local community challenge’ of bureaucratic systems.</p> <p>The aim of this work is to build the capacity of disabled people at a local level to participate in improving local services. In working together with organisations to remove the barriers and reduce the amount of red tape, disabled people will be enabled to understand their rights and responsibilities, and make informed choices.</p>
6.5.6	Consider the ideas provided in ‘Fulfilling Potential’ responses as we take forward the disability strategy’s next stage of development, in recognition of the importance of accessible services and information provision (All Departments)	<p>Government Departments that engage directly with members of the public are taking forward actions to improve information and access for disabled people.</p> <p>For example, BIS’ vision is to provide and promote accessible services and information as a part of core business, so that this is in the foundation of Government business and part of everything that Government does.</p> <p>True Vision is an Association of Chief Police Officers online resource established to provide information about hate crime to victims and practitioners. Given the prioritisation of disability hate crime, this includes accessible materials such as easy-read and BSL products. It can be found at www.report-it.org.uk/.</p>

	Actions	Summary
6.5.6	(Continued)	<p>NOMS equalities objectives set out in the 2012/13 Business Plan include measures to improve provision for disabled staff and prisoners.</p> <p>Customer experience information is monitored and used by HM Courts and Tribunals Service (HMCTS) to improve accessibility of services and information available to the public. HMCTS is working with the MoJ estates team to ensure consistency and maintenance is applied to hearing loop facilities within courts and tribunals. The Justice website for HMCTS has been updated to signpost customers that require assistance, including disabled people.</p>
6.5.7	Continue working in partnership with the Hidden Impairment National Group (HING) to improve DWP service provision for individuals with Hidden Impairments such as: Autistic Spectrum conditions including Asperger Syndrome; Attention Deficit Hyperactivity Disorder (ADHD); Dyslexia; Dyspraxia; Dyscalculia; Speech and Language difficulties; and Mental Ill-Health (DWP)	<p>The HING meets quarterly and is supported by a national network of representatives including: medical professionals/academics; specific disability organisations such as the National Autistic Society, Autism Plus, The Adsetts Partnership, and The Dyscovery Centre; disabled people with Hidden Impairment (HI) conditions; and service users.</p> <p>The HING has designed, developed and implemented:</p> <ul style="list-style-type: none"> • a toolkit, available to all DWP staff to support customers with HIs, and to help identify reasonable adjustment solutions at the earliest intervention; • training material to maximise learning about HIs (available within the next quarter);


	Actions	Summary
6.5.7	(Continued)	<ul style="list-style-type: none"> • an employer-focused campaign entitled ‘Uncovering Hidden Impairments and Mental Health’, aimed at developing ‘disability confidence’ within the business community and raising awareness about reasonable adjustments for employees and customers (around 50 employers at each event have been supported to better understand how they can support people with HI in the work place); • a work placement pilot with Transport for Greater Manchester in support of five young people with HIs (four have secured jobs).
6.5.8	Deliver a pilot event entitled ‘Uncovering Hidden Impairments and Mental Health’ (DWP)	<p>In response to requests for support from operational colleagues, we supported the organisation and delivery of a pilot event entitled Uncovering Hidden Impairments and Mental Health, within Greater Manchester Central and Cheshire District in May 2013.</p> <p>The aim of the event was to enable nominated staff/managers to explore the meaning behind the terms ‘Hidden Impairments’ and ‘Mental Health’. It Provided advice and guidance to staff/managers to help improve the service provided to disabled people (both staff and customers), identifying reasonable adjustment support at the earliest opportunity.</p> <p>The event was delivered in partnership with HING members including: Professor Amanda Kirby (CEO of The Dyscovery Centre) and Bernie Graham (Mental Health First Aid).</p>



	Actions	Summary
6.5.9	Develop digital services focused on the needs of users, and ensure that high quality alternatives are available for people who cannot use them (CO)	<p>Government, supported by Government Digital Service (GDS), will redesign major services to make them digital by default – digital services that are so straightforward and convenient that people who can, prefer to use them. GDS and Government Departments will ensure that, for those who cannot use mainstream digital services, an alternative assisted digital service is offered, so that everyone can access Government services. For example, for those who seek business advice and cannot use, or have difficulties using the internet, we offer support through the Business Link helpline on 0845 6009006.</p> <p>DWP will launch new digital services for PIP and Carer's Allowance as exemplars of this new approach. These services will be tested extensively with users to ensure they meet the needs of disabled people, carers and representatives. For people who cannot use digital services, DWP will work with GDS, its delivery partners, and customers to provide high quality assisted digital services.</p>

6.6 Attitudes


“More stories and cases about people with a learning disability doing good things, achievements, and so on. People in a paid job, people doing sport (Paralympics), people taking part in local events.”

(Merseyside People First)


	Actions	Summary
6.6.1 	Government is committed to delivering a clear and tangible legacy from the London 2012 Olympic and Paralympic Games, including a legacy for disabled people: the Paralympic Legacy (CO)	<p>We are committed to using the power of the London 2012 Games to deliver lasting change over the next ten years. We have a programme of activity planned to achieve the Legacy objective of greater integration of disabled people into the community.</p> <p>Work is led by the Olympic and Paralympic Legacy Cabinet Committee chaired by the Prime Minister. A joint Legacy programme has been established to bring together Government and the GLA.</p> <p>The overarching London 2012 Legacy is focused on four themes: economy; sport and healthy living; communities; and East London. The Paralympic Legacy is a cross-cutting theme, which has a particular focus on: promoting positive attitudes towards disabled people and recognition of their abilities; access/transport; and inclusive communities.</p> <p>The Paralympic Legacy Advisory Group jointly chaired by the Minister for Disabled People and the Deputy Mayor of London, has been established to provide advice to the Olympic and Paralympic Legacy Cabinet Committee. The Group is made up of paralympians, experts from DPULOs, leading disability charities and business.</p>

	Actions	Summary
6.6.1 	(Continued)	The ambition and content of the Paralympic Legacy are closely related to the development of ‘Fulfilling Potential’. The ‘Fulfilling Potential’ approach embraces the Paralympic Legacy themes, and ‘Fulfilling Potential’ and the Legacy are mutually supportive in terms of the overall ambition of making a real and positive change in the lives of disabled people.
6.6.2 	Challenge negative attitudes and promote positive behaviours towards disabled people, transforming the perception of disabled people in society (DWP)	<p>One of the three key priorities of the Paralympic Legacy is the promotion of positive attitudes towards disabled people and recognition of their abilities, building on the impact of the Games themselves.</p> <p>The visibility and success of the Paralympics resulted in a positive change in attitudes towards disabled people. Ipsos MORI reported that 81 per cent of people felt that the Games had a positive effect on the way people perceived disabled people. The Office for National Statistics ‘Opinions and Lifestyle Survey’ (March 2013)⁷¹ showed that 53 per cent of people said the Paralympics had a positive impact on the way they themselves viewed disabled people, and none said that it had a negative impact.</p> <p>A range of high-profile sporting events will help to maintain the Paralympic effect. For example, the new annual Disability Sports Festival in London; July 2013 Anniversary Games; 2014 Glasgow Commonwealth Games; 2014-16 Wheelchair Tennis Masters; 2015 Swimming World Championships, Glasgow; Rio 2016 Olympic and Paralympic Games; and in 2017 the International Paralympic Committee World Paralympic World Cup and the World Athletics Championships, which will be the first time the two events have been staged together.</p>

71 Office for National Statistics, March 2013, ‘Opinions and Lifestyle Survey’.

	Actions	Summary
6.6.3 	Work with the media to encourage the positive and realistic portrayal of disabled people, and to encourage increased employment of disabled people in the media (DWP)	<p>Government worked with the Press Complaints Commission and its successor body until October 2012, to promote the media guide which will support and supplement their advice, and provide guidance to help train journalists.</p> <p>The Paralympic Games provided powerful evidence of the positive impact representation of disabled people on screen can have on changing public attitudes to disability. Working with broadcasters, Government has developed a Legacy Statement recognising the role that broadcasters can play:</p> <p>“The 2012 Paralympic Games were a big step forward for disabled people in the UK. Ipsos MORI found that 81% of people said the Paralympics had a positive impact on the way disabled people were viewed by the public. This very significant effect was driven, in large part by the extensive and uplifting coverage, across all media.</p> <p>The broadcast media can continue to play an important part in changing attitudes to disability through seeking to increase the numbers of disabled people working in the industry and in particular by seeking to increase the level of on-screen representation of disabled people across genres – for example employing disabled people as presenters on mainstream shows, casting actors who are disabled in parts not written as such, casting contributors who are disabled in everything from game shows to property shows. As part of the 2012 Legacy we pledge to make a real and sustainable difference and will encourage our commissioning editors to ensure even stronger representation of disabled people on screen.</p>

	Actions	Summary
6.6.3	(Continued)	<p>In this way we will aim to provide more role models for disabled people and to increase understanding and positive attitudes towards disability”.</p> <p>The Minister for Disabled People is continuing to encourage broadcast media to develop their work in this area, both directly with companies and through the Creative Diversity Network.</p>
6.6.4	 <p>Develop a role model campaign on Youtube, to inspire a generation of disabled people (DWP)</p>	<p>Over 50 role model videos have now been published on YouTube (by the end of March 2013).</p> <p>The video clips feature a wide range of successful disabled people, including Paralympians, business people, entrepreneurs, students and artists talking about their aspirations, achievements, and the barriers they have overcome. http://www.youtube.com/user/rolemodelsinspire</p> <p>Going forward, the approach will be developed further as part of plans to engage more employers to employ disabled people following the Employment Conference in July (Action 2.4 above refers).</p> <p>By April 2013, 5,881 people had viewed the videos since the campaign was launched on the International Day of Disabled People in December 2012.</p>
6.6.5	Enable the Time to Change campaign, to help tackle stigma and discrimination around mental health (DH)	The MIND and Rethink Mental Illness campaign will receive Government and Comic Relief funding of up to £20 million over the next four years.

	Actions	Summary
6.6.5	(Continued)	<p>Many employers and service providers have signed up to demonstrate their commitment to tackling mental health stigma. The Time to Change website includes more details of their pledge to talk openly about mental health.</p> <p>For example, MoJ signed the Time to Change pledge in April 2013, and launched a series of awareness events during 2013, promoting better understanding of mental health conditions and highlighting support and guidance available to staff.</p> <p>The Time to Change website can be found at www.time-to-change.org.uk.</p>
6.6.6	 <p>Develop an online resource about ‘Fulfilling Potential’ targeted at young people (DWP)</p>	<p>To support the ‘Fulfilling Potential’ approach, ODI is developing a series of three online magazines that will be relevant to disabled young people, with the aim of getting more young people to engage with disability issues.</p> <p>The first magazine will have a Paralympic Legacy theme and should be published at the end of August 2013, to coincide with the anniversary of the Paralympic games. It is expected that the second edition will be published to coincide with the International Day of Disabled People on 3 December 2013, with a focus on Attitudes. The third edition in Spring 2014 will look at employment of disabled young people.</p>

“It would help us to do well at college, get a job or live independently if we had people working with us who understand our disability. Most of us don’t know our potential.”

(York People First 2000)

	Actions	Summary
6.6.7	Work across Government to ensure that frontline staff have appropriate and effective disability awareness training, and to encourage other public and private sector providers to do so (All Departments)	<p>To complement existing training, Civil Service Learning (CSL) has produced an e-learning product and workshop on disability awareness, launched across Government in March 2013.</p> <p>Many public-facing Departments have also designed, developed and implemented training for their staff, focused on specific roles or responsibilities. In addition, some Departments are working with disabled people's organisations to deliver training and accreditation (for example, in sighted guiding or accessibility for customers with hearing loss at HO).</p> <p>NOMS has also funded work with voluntary and community organisations working with offenders to up-skill staff through learning disability awareness training. HO has shared learning materials and content with a range of other Government Departments as well as local authorities and the voluntary sector.</p> <p>From April 2013, Health Education England will assume national oversight and leadership for health and social care education and training. Stakeholder views have been sought on their functions and governance, to ensure partner confidence.</p> <p>Many Government Departments have networks to support disabled staff, and help managers understand their individual needs. The MoJ Positive Images campaign continues to challenge perceptions of disability and showcase the roles and responsibilities that disabled staff hold.</p>

	Actions	Summary
6.6.8	Increase disability awareness among NHS commissioners and practitioners (DH)	The Government's mandate to NHS England sets the Commissioning Board an objective of making sure the NHS works in partnership with local councils and other public sector partners to achieve progress against the Government's priorities, including the continuing improvement of services for both disabled children and adults.
6.6.9	Enable employers and their organisations to improve understanding of disability within the workplace (DWP)	<p>This is being achieved through the following examples.</p> <ul style="list-style-type: none"> • Support for the Autism Employer Roundtable, an employer-led group considering ways to improve understanding of autism among employers. • Leading the Age Positive Initiative, to challenge outdated assumptions about older workers' capabilities, and encourage practices that support later flexible retirement. • Working in partnership with key business leaders to drive forward sustained improvements in the employment, training and retention of older workers as part of a mixed-age workforce. This includes promotion of flexible working practices, which are key to supporting older workers, some of whom will have acquired an impairment, to stay in the labour market. • As part of the Government's commitment to be an exemplar employer, a category was included in the 2012 Civil Service Diversity and Equality awards that specifically looked for employees who have made a real difference to improving the experience and engagement of disabled members of staff.

	Actions	Summary
6.6.10	Lead work on a detailed analysis of the nature of disability in the UK today for publication in autumn 2012 (DWP)	<p>‘Fulfilling Potential: Building a deeper understanding of disability in the UK today’ was published in February 2013⁷². The document aims to:</p> <ul style="list-style-type: none"> • provide an analysis of the current evidence on disability in the UK to inform the development of work on ‘Fulfilling Potential’; • enhance public understanding and prompt debate about disability and the issues faced by disabled people; and • raise awareness, drive a change in attitudes and support an increase in commitment to improving the lives of disabled people in the UK today. <p>The document looks at the number of disabled people in the UK, as well as considering the way disability develops during people’s lives and the fluctuating nature of disability. It also looks at disabled people’s lives by considering the trends in outcomes and the barriers to taking part in different areas of life.</p> <p>The report can be found at: odi.dwp.gov.uk/fulfilling-potential/</p>

72 Department for Work and Pensions, February 2013, ‘Fulfilling Potential: Building a deeper understanding of disability in the UK today’.

	Actions	Summary
6.6.11	Continue to implement ideas captured by the ‘Fulfilling Potential’ discussion exercise, to improve understanding of disability (DWP)	Work will continue across Government, with the voluntary sector and with disabled people to implement some of the ideas raised during the ‘Fulfilling Potential’ discussion exercise. The responses provided a wide range of ideas and suggested there were many groups that could have a better understanding of disability. Further discussions will be held with stakeholders to agree specific actions in this area, not just for Government, but for other sectors of society who have a key role to play in increasing awareness and understanding of disability.

“Public attitudes to those out of work have been shifted by the incessant propaganda against ‘benefit cheats and scroungers’, leading to an overall public hostility which tends too easily to expression in the form of disability hate crime, and in the most extreme cases... to murder.”

(TUC)

	Actions	Summary
6.6.12	Intervene early to prevent and tackle bullying, to prevent this behaviour escalating to hate crime (DfE)	<p>Tackling bullying among pupils, particularly bullying motivated by prejudice, is a top priority for the education system.</p> <p>The Government has issued advice for schools which summarises the powers schools have to tackle bullying and signposts them to key specialist third sector organisations, such as Mencap, which can provide help and support. The Government consulted with SEND partners on the revisions to DfE’s new advice to schools on tackling bullying; and continues to communicate the clear message that all forms of bullying are completely unacceptable and that no child should be victimised.</p>

	Actions	Summary
6.6.13	Introduce a new approach to cutting crime, making the police democratically accountable to the communities they serve (HO)	<p>In November 2012, 41 new Police and Crime Commissioners were elected by public vote across England and Wales. This will give victims of crime, including victims of disability hate crime, a powerful voice at local level.</p> <p>Further information is available at: www.gov.uk/government/news/pcc-election-results</p> <p>Postcode-specific information can be found at: www.police.uk/</p>
6.6.14	Deliver the commitments made with regard to disability hate crime in the Government's 'Challenge it, report it, stop it' plan ⁷³ (HO)	<p>Specific actions that have been delivered include:</p> <ul style="list-style-type: none"> • publishing the Government's response to reviews of the Winterbourne View Hospital case⁷⁴; • publishing the Government's response to the Equality and Human Rights Commission (EHRC) inquiry into disability related harassment⁷⁵;

73 Home Office, March 2012, 'Hate crime action plan: Challenge it, Report it, Stop it'.

74 Department for Health, March 2013, 'Transforming care: A national response to Winterbourne View Hospital'.

75 UK Government, July 2012, 'Government Response to Hidden in Plain Sight, the Equality and Human Rights Commission Report on Disability Related Harassment'.

	Actions	Summary
6.6.14	(Continued)	<ul style="list-style-type: none"> • implementing Section 65 of the Legal Aid Sentencing and Punishment of Offenders Act⁷⁶, which increases the sentence starting point for murders aggravated by disability from 15 years to 30 years; • sharing good practice and disability hate crime guidance with the Press Complaints Commission to address negative media stereotypes of disabled people; • publishing DPULO's 'Making a Difference: Disability Hate Crime Good Practice Examples'⁷⁷; • launching a Crown Prosecution Service (CPS) disability hate crime education resource for schools⁷⁸; • delivering CPS-led workshops to increase awareness and understanding of disability hate crime and how to report incidents to local advice agencies; • developing a CPS-specific action plan to tackle disability hate crime. <p>The Government is currently reviewing the plan in order to assess progress one year on and to ensure it responds to new and emerging issues. The plan can be found at: www.gov.uk/government/news/challenge-it-report-it-stop-it-a-plan-to-tackle-hate-crime.</p>

76 UK Government, May 2012, Legal Aid Sentencing and Punishment of Offenders Act 2012.

77 Office for Disability Issues, February 2013, 'Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime'.

78 **http://www.cps.gov.uk/northwest/tackling_crime/hate_crime/schools_project_disability_hate_crime/index.html**

	Actions	Summary
6.6.15	Update training for all police roles that are responsible for tackling hate crime (HO)	<p>The College of Policing has commenced the process of developing a national package of Public Protection training, which will include hate crime.</p> <p>Training has also been delivered locally in many forces, as a direct response to the EHRC's inquiry into disability-related harassment⁷⁹.</p> <p>The Association of Chief Police Officers Hate Crime manual has now been updated and is awaiting authorisation to be published.</p>
6.6.16	Undertake a review of sentences motivated by hostility on the grounds of disability (MoJ)	<p>MoJ has asked the Law Commission to conduct a review of aggravated offences and stirring up hatred offences. The Commission is consulting on whether new offences are necessary or whether improvements to the sentencing regime would provide effective and adequate protection. The Commission consultation runs until September 2013. It will report on findings in February/March 2014.</p>
6.6.17	Develop a better understanding of disability hate crime through improvement of evidence base (HO)	<p>The 2010/11 British Crime Survey⁸⁰, published in March 2012, provides an analysis of the extent of hate crime and the perceptions of it. The findings estimate that there are, on average, 65,000 disability hate crimes each year.</p> <p>In September 2012, HO published official statistics on hate crimes⁸¹, including disability hate crimes, recorded by police forces in England and Wales (in 2011/12) for the first time.</p>

79 Equality and Human Rights Commission, September 2011, 'Hidden in plain sight: Inquiry into disability-related harassment'.

80 Home Office, July 2011, '2010/11 British Crime Survey'.

81 Home Office, September 2012, 'Hate crimes, England and Wales 2011 to 2012'.

	Actions	Summary
6.617	(Continued)	This data will be published on an annual basis, and used to identify trends and help map resources. This will ensure transparency, and enable local communities to challenge the priority and resources that are put on policing in local communities.
6.618	Act on the recommendations of the EHRC's 'Hidden in Plain Sight' report ⁸² , which sets out findings from disability-related harassment (HO)	<p>The key actions which the Government has committed to take forward, to implement the Commission's core recommendations, are reflected in 'Challenge it, report it, stop it'⁸³, the Government's plan to tackle hate crime.</p> <p>The Government will continue to work closely with the EHRC to look for further opportunities to enable us to tackle disability hate crime.</p>

“Those attending expressed great concern about the negative attitude people have towards people with mental health needs and the lack of understanding around how people's contact with the criminal justice system can be the result of poor health and being failed by services, not as a result of deviant behaviour.”

(Wish – A Voice for Women's Mental Health)

	Actions	Summary
6.619	Commission a new Equality Advisory and Support Service for individuals in England, Scotland and Wales who experience discrimination (DCMS)	Since October 2012 the Equality Advisory and Support Service has been providing expert information and advice and in-depth support to people across Great Britain with discrimination problems. Advisers are trained on disability and disabled clients' needs. The service is fully accessible, for example, by text-phone or BSL and is able to offer advocacy support to individuals to help them understand the advice it provides.

⁸² Equality and Human Rights Commission, September 2011, 'Hidden in plain sight: Inquiry into disability-related harassment'.

⁸³ Home Office, March 2012, 'Challenge it, Report it, Stop it: The Government's Plan to Tackle Hate Crime'.

	Actions	Summary
6.6.20	Engage with disability organisations to discuss reasonable adjustments for the Community Legal Advice helpline, as a part of work on legal aid reforms (MoJ)	<p>The Community Legal Advice helpline (renamed Civil Legal Advice) became the main gateway for applying for civil legal aid (Legal Help) in three areas of law (debt, discrimination and SEN) from April 2013.</p> <p>In preparation, training for call operator staff and specialist legal aid advice providers on disability and the needs of disabled clients has taken place. Guidance on assessing the suitability of a client for advice via the gateway has been issued to providers. This incorporates information about the possible needs of disabled people, and takes account of reasonable adjustment to assist a client to use the gateway, and process for referring a client to a face-to-face provider if required.</p>
6.6.21	Take forward plans to prioritise certain victims for receiving support, including victims of serious crime, the most persistently targeted and those in the most vulnerable situations (MoJ)	<p>MoJ is looking at how to make more disabled people aware of the support available for victims and witnesses, and ensure improved services for disabled people, especially with regard to:</p> <ul style="list-style-type: none"> • review of the Victims' Code (March to May 2013 with publication of the new Code in the summer)⁸⁴; and • local commissioning of victims' services by Police and Crime Commissioners. <p>The Justice Secretary announced on 11 June 2013 the piloting of Section 28 of the Youth Justice and Criminal Evidence Act 1999⁸⁵. Section 28 would allow recorded pre-trial cross-examination of vulnerable and intimidated witnesses in cases where there may be a delay in the holding of the trial or where the nature of the case is such that the witness could be cross-examined in advance of trial.</p>

84 Ministry of Justice, March 2013, 'Improving the Code of Practice for Victims of Crime'.

85 UK Government, July 1999, Youth Justice and Criminal Evidence Act 1999.

	Actions	Summary
6.6.22	Ensure that legislative proposals relating to the Family Justice System, made in response to the Family Justice Review, take account of disabled people's needs (MoJ)	Primary Children and Families Bill ⁸⁶ legislation will make it possible for the time limit in a particular care or supervision case to be extended beyond the new 26 week time limit, if necessary. The Explanatory Notes include reference to taking into consideration disability as a factor when considering granting extensions.
6.6.23	Introduce the new system of review, which will take account of SEND, as part of the Government's reforms to the exclusion process (DfE)	The new system of exclusion was introduced in September 2012. This takes account of SEND through the introduction of the role of SEN experts, and parents' ability to make a claim to the First-Tier Tribunal (SEND) where they allege disability discrimination in relation to a permanent exclusion. DfE has commissioned a study of parents', pupils' and schools' experiences of the system, which is due in autumn 2013.

86 Department for Education, February 2013, Children and Families Bill.

7 Monitoring

This action builds on UN Convention Articles 31 and 33.

	Actions	Summary
7.1	Monitor and publish progress of the actions within this action plan (DWP)	<p>The work outlined in this action plan will be driven by the ‘Fulfilling Potential’ Strategy Group, and overseen and reviewed by the Social Justice Cabinet Committee. The Government will develop new arrangements for engaging disabled people and disability organisations in this process.</p> <p>The Government will identify where progress has been made, where further action is required and the direction of travel and will publish results each year to show achievement against the outcomes and indicator framework (Annex A in Part 1 of this document).</p> <p>This will help fulfil the Government’s commitment to report to the UN periodically about the implementation of the UN Convention on the Rights of Disabled People.⁸⁷</p>

⁸⁷ United Nations, 2006, ‘Convention on the Rights of Persons with Disabilities’.

8 International co-operation

This action builds on UN Convention Article 32.

	Actions	Summary
8.1	Support international co-operation (DWP, Department for International Development (DfID) and Foreign and Commonwealth Office))	<p>‘Fulfilling Potential’ is a domestic strategy that aims to make a reality of the aims of the UN Convention on the Rights of Disabled People.⁸⁸</p> <p>We will continue to work to support ratification of the Convention by States that have not yet done so. As a world leader on disability issues, we will share the experience, best practice and research that inform ‘Fulfilling Potential’, our implementation of the Convention and our Paralympic Legacy approach in key international fora, including the United Nations and European Union, and with international partners.</p> <p>The Government will continue to take the opportunity to learn from best practice and ‘what works’ elsewhere when formulating policy.</p> <p>DfID will continue to carry out country-level analysis and social impact appraisals of programmes to ensure that UK-supported development programmes maximise impact and manage risks, including for disabled people. DfID will lead on behalf of the UK in UN negotiations on the review of the Millennium Development Goals to make sure that disabled people’s needs are reflected in the post-2015 development agenda.</p>

⁸⁸ United Nations, 2006, ‘Convention on the Rights of Persons with Disabilities’.

UN Convention Articles

Article 1: Purpose

The Convention aims to promote, protect and ensure that disabled people enjoy the same human rights as everyone else.

Article 2: Definitions

Gives the Convention's definitions of communication, language, disability discrimination, reasonable accommodation and universal design.

Article 3: General principles

Sets out the Convention's overarching principles of respect, non-discrimination, participation, equality of opportunity, accessibility, gender equality and disabled children's rights.

Article 4: General obligations

Sets out what countries need to do to enable disabled people to access their human rights.

Article 5: Equality and non-discrimination

Everyone is equal under the law and discrimination against disabled people is not allowed.

Article 6: Disabled women

Disabled women have the right to achieve their full potential in all areas of their lives.

Article 7: Disabled children

Disabled children have the right to express their views about issues affecting them and for those views to be taken into account.

Article 8: Awareness-raising

Countries should adopt effective awareness-raising policies to promote a positive image of disabled people, including their rights.

Article 9: Accessibility

Disabled people have the right to be able to access all areas of life including buildings, transport, information and communication.

Article 10: Right to life

Disabled people have the right to life and to enjoy it.

Article 11: Situations of risk and humanitarian emergencies

Disabled people have the right to be properly protected in situations of risk, including natural disasters.

Article 12: Equal recognition before the law

Disabled people are equal in all legal measures of life.

Article 13: Access to justice

Disabled people have the right to access the justice system.

Article 14: Liberty and security of the person

Disabled people have equal access to justice, liberty and security.

Article 15: Freedom from torture or cruel, inhuman or degrading treatment or punishment

Disabled people must not be treated cruelly, tortured or experimented on, especially medically.

Article 16: Freedom from exploitation, violence and abuse

Disabled people have the right to be protected from violence and abuse, and not to be misused or mistreated.

Article 17: Protecting the integrity of the person

Disabled people have the right to respect for their physical and mental abilities.

Article 18: Liberty of movement and nationality

Disabled people have the right to liberty of movement, nationality and choice of residence.

Article 19: Living independently and being included in the community

Disabled people have the right to choose where they live and be fully included in their community.

Article 20: Personal mobility

Disabled people have the right to independent personal mobility, including the provision of mobility aids and training in mobility skills.

Article 21: Freedom of expression and opinion, and access to information

Disabled people have the right to seek information, and to express themselves and their opinion.

Article 22: Respect for privacy

Disabled people have the right to privacy including personal information.

Article 23: Respect for home and the family

Disabled people have the rights to marriage, family, parenthood and relationships.

Article 24: Education

Disabled children and adults have the right to all educational opportunities.

Article 25: Health

Disabled people have the right to the best possible personal health and access to general and disability-specific health services.

Article 26: Habilitation and rehabilitation

Disabled people should be enabled to have to have full independence and manage their impairment or health condition.

Article 27: Work and employment

Disabled people have the right to work and progress in employment.

Article 28: Adequate standard of living and social protection

Disabled people have the right to an adequate standard of living, including food, clothing and housing.

Article 29: Participation in political and public life

Disabled people have the right to take part in political and public life.

Article 30: Participation in cultural life, recreation, leisure and sport

Disabled people have the right to enjoy and take part in leisure and recreational activities.

Article 31: Statistics and data collection

Countries should collect disaggregated appropriate information to enable them implement the UN Convention. They should ensure that statistics and data are fully accessible to disabled people.

Article 32: International co-operation

Countries should work together to enable disabled people across the world to have equal access to their rights.

Article 33: National implementation and monitoring

Countries should have a focal point in Government to coordinate the work on the UN Convention and an independent monitoring mechanism. Disabled people should be involved in the monitoring process.

Glossary of acronyms and abbreviations

3As	Achievement for All
ADHD	Attention Deficit Hyperactivity Disorder
AtW	Access to Work
BIS	Department for Business, Innovation and Skills
BME	Black and Minority Ethnic
BSL	British Sign Language
BtB	Be the Boss
CAMHS	Child and Adolescent Mental Health Services
CBT	Cognitive Behavioural Therapy
CCGs	Clinical Commissioning Groups
CEO	Chief Executive Officer
CLT	Community Learning Trust
CO	Cabinet Office
CPS	Crown Prosecution Service
CSF	Community Support Fund
CSL	Civil Service Learning
DAA	Disability Action Alliance
DCLG	Department for Communities and Local Government
DCMS	Department for Culture, Media and Sport
DfE	Department for Education
DFG	Disabled Facilities Grant
DfID	Department for International Development
DfT	Department for Transport
DH	Department of Health
DLA	Disability Living Allowance
DPULO	Disabled People's User-Led Organisation
DVD	Digital Video Disc
DWP	Department for Work and Pensions

EHCP	Education, Health and Care Plan
EHRC	Equality and Human Rights Commission
EPIC	Equality, Participation, Influencing Change
ESA	Employment and Support Allowance
EU	European Union
FE	Further Education
Fed, The	Brighton and Hove Federation of Disabled People
FSF	Flexible Support Fund
GB	Great Britain
GDS	Government Digital Service
GEO	Government Equalities Office
GLA	Greater London Authority
GP	General Practitioner
HE	Higher Education
HI	Hidden Impairment
HING	Hidden Impairment National Group
HM	Her Majesty's
HMCTS	Her Majesty's Courts and Tribunals Service
HO	Home Office
IPC	International Paralympic Committee
JHWS	Joint Health and Well-being Strategy
JSNA	Joint Strategic Needs Assessment
LGA	Local Government Association
MoD	Ministry of Defence
MoJ	Ministry of Justice
MP	Member of Parliament
NCS	National Citizen Service
NEA	New Enterprise Allowance
NGBs	National Governing Bodies

Fulfilling Potential – Making it Happen

NHS	National Health Service
NOMS	National Offender Management Service
OBE	Order of the British Empire
ODI	Office for Disability Issues
PA	Personal Assistant
PIP	Personal Independence Payment
PSED	Public Sector Equality Duty
RtC	Right to Control
SEN	Special Educational Needs
SEND	Special Educational Needs and/or Disabilities
SIB	Social Impact Bond
SMS	Short Message Service
TLAP	Think Local, Act Personal
TU	Trades Union
UC	Universal Credit
UK	United Kingdom
UN Convention	United Nations Convention on the Rights of Disabled People
VCS	Voluntary and Community Sector
VCSE	Voluntary, Community and Social Enterprise
VRS	Video Relay Service
VSO	Voluntary Sector Organisation



Department for Work & Pensions

This publication is available in Easy read and Braille. A summary is available in BSL with audio voice-over and subtitles. Please contact us if you require these or other formats.

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