

# Report for Disability Review Project Board

## Action reports



States of  
Guernsey

**02** Human Resources  
**18** Income Tax  
**20** Employment & Social Security  
**28** Economic Development  
**35** Education Sport & Culture

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# Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Continue to identify opportunities to ensure that there is a regular 'drum beat' of disability-related internal and external communications. Ensure that communications highlight:</p> <p>a) That the States values its disabled employees and is committed to making adjustments to enable them to reach their full potential.</p> <p>b) That bullying and harassment will not be tolerated.</p> <p>c) The wider business benefits associated with becoming disability-smart and the link to the aims of the Public Sector Reform agenda.</p> <p>d) That not all disabilities are visible.</p> <p>e) The availability of funding for adjustments.</p>	<p> Medium</p>	<p>Q4/Q1</p>	<p>New tab added to Employee Work Centre (SAP Intranet) proving direct link to relevant Bridge pages.</p> <p>News item now appearing in the scrolling news feed at the top of the Employee Work Centre screen.</p> <p>Project led by 2nd Year Development Officers to gather and share 'good news stories'. Project brief:</p> <ul style="list-style-type: none"> <li>• To plan and deliver a project over the next six months which identifies the work undertaken in each Committee to improve accessibility for disabled people and their parents or carers.</li> <li>• To share the changes in practice which have resulted in improvements to the service provided to disabled people and parents or carers in the form of 'good news stories'.</li> </ul>

No visibility of the results of this initiative so no update at this stage.  
Once a Learning Management System is on-line that too will be a vehicle through which training modules for employees/managers will be promoted. The LMS is being rolled out to HSC and Education Services staff on 1 October and rolled out to all other SoG staff in January 2019.

2

**Allocate funding for improving the experiences of disabled employees from the Public Sector Reform budget when an action is likely to further the aims of both strategies. For example, where recommendations in this report relate to improving leadership or employee satisfaction or to accessing premises or technology.**

+ High

No bids have been made to the Public Sector Reform Budget and, to the best of our knowledge, none are intended. A central fund of £20k already exists for making adjustments for disabled employees. SEPARATE EXAMPLE: Facilities within some toilets within SCFH were enhanced to support disabled workers. This occurred without a specific allocation of funds. These issues are being addressed by SPS where appropriate, and also by Committee level action plans.  
No further update on this recommendation at this time.

3

**Ensure that senior leadership reaffirms its commitment to making the organisation a more inclusive place for disabled employees and commits to implementing the recommendations from this report and communicating regular progress updates.**

+ High

The States has signed and promoted the Disability Charter and is working towards the implementation of the recommendations within the BDF report. Presentation made to Senior Leadership Forum on March 2018, outlining the disability & inclusion strategy and encouraging senior leaders to become involved in supporting the implementation of the strategy

# Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>4</b> Improve the provision of practical disability related information and guidance on the States' intranet with specific examples.</p>	<p> Medium</p>	<p>Ongoing</p>	<p>Link back to point 1 of proceeding section. Disability awareness training has already been rolled out and is available on-line. Completion of the training forms part of the on-boarding pathway for all new employees. Recent stats of the online training indicate 1,198 people have completed the programme. Research being undertaken with a view to referencing various leaflets on the BDF website with the possibility of them being re-branded in future. Examples of promotion/training opportunity</p>
<p><b>5</b> Ensure that the expectation of the line manager's role in supporting disabled employees is clearly defined and understood by all relevant stakeholders.</p>	<p> High</p>		<p>Tile on SAP intranet created providing link to relevant material such as the current Disability &amp; Inclusion Strategy; Disability Awareness online Training; HR skills for managers etc.: <a href="http://pawpaw.sogcs.int.gov.gg/irj/portal#EP--699009849-Equal_Opportunities_and_Diversity">http://pawpaw.sogcs.int.gov.gg/irj/portal#EP--699009849-Equal_Opportunities_and_Diversity</a></p>
<p><b>6</b> Ensure that managers have access to good quality information, advice and support when required to help them discharge their role in supporting disabled employees.</p>	<p> Medium</p>	<p>Q1 2019</p>	<p>As above BUT important to emphasise that the States is committed to being equality and diversity compliant in respect of ALL its employees. No further update on this recommendation at this time.</p>

7

**Work with BDF to agree content for tailored guidance for line managers and training for managers and HR.**

**+** Medium

Q1 2019

Recognise requirement for specific face-to-face training for HR but the approach for line managers should be on an 'as and when needed basis' bearing in mind the existence of Disability Awareness Training and HR Skills for Managers. Using BDF as a source of advice and support, create training materials on Equality within 'HR Skills for Managers' programme and offer to line managers.  
As referenced in 1 above, there is potential for training/guidance/protocols/procedures generated by BDF to be hosted on a future LMS.

## Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>8</b> Enhance the 'Careers with the States of Guernsey' section on the States' main website with information about the States' commitment to disability best practice and practical guidance for candidates about requesting adjustments to the recruitment process.</p>			<p>Links back to point 1 in first section. Currently applicants have the opportunity to declare their disability on the application form. This information is not used as part of the recruitment selection process but is used to allow statistical analysis as part of SoG equality commitments. Comment: It is potentially discriminatory for a disability to be declared on an application form. To fully embrace equality, any disability should only</p>

be declared on a pre-work health assessment form after a provisional job offer has been made.

All shortlisted candidates invited to an interview are asked whether they require any particular adjustments for the interview process. This question is part of the standard letter text in 'invitation to interview' emails and letters.

The current review into the recruitment procedures (via the prototype working groups) will take a deeper look into the above to identify potential improvements.

- An additional question on the application form so candidates can confirm they are disabled/impaired and happy for the information to be shared with the Hiring Manager, so the application can be processed in accordance with the commitments of the Employers' Disability Charter Not yet happened
- Update recruitment training and guidance for Hiring Managers to highlight charter commitments and the responsibilities of Hiring Managers Not yet happened
- Additional pages and content on the SoG website re the charter Not yet happened
- Undertake internal and external comm's to raise awareness Not yet happened

All newly appointed health care workers and teachers undergo a health assessment with Occupational Health (fitness to practice/teach). This is assessed via the Pre Work Health Assessment Form (PHWAF). Occupational Health will make a comment on ability and make recommendations regarding adjustments if appropriate.

Once in post and following referral to Occupational Health workplace adjustments are considered/implemented.

9

**Liase with SAP to discuss the extent to which they have ensured that the States' job portal is accessible to disabled applicants.**

We have been in contact with SAP regarding the 'accessibility standards' of the SuccessFactor Careers Portal used by candidates to apply for jobs with SoG. SAP have confirmed that their product teams follow the recommendations of the Web Content Accessibility Guidelines (WCAG 2.0) Level A and AA. This does not guarantee all products meet all these requirements because the accessibility of software is influenced by various factors: used technologies, user agents (like browsers, operating systems...), assistive technologies (like screen readers, screen magnifiers,...) end-user device, product maturity, customer demand. That said, a number accessibility improvements have been delivered, including keyboard navigation, screen reader support and colour contrast has been added.

10

**Review information and correspondence relating to every step of the recruitment process to ensure that candidates are routinely asked if they require adjustments.**

See above. The entire end-to-end process is currently under review and it is proposed that, towards the end of the project, GET will be invited to undertake an assessment of the process and feedback any further opportunities for improvement.  
Note: Adjustments to a role on medical grounds should only come from OH and information be restricted to line manager/HR advisor.  
No further update

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11

**Ensure that a robust process exists to enable requests for adjustments made during the recruitment process to be actioned in a timely and appropriate manner.**

Refer to 3. This will be the responsibility of hiring managers and will form part of a wider review.

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12

**Review the recruitment and selection training for managers to ensure that it contains guidance on making adjustments for disabled candidates.**

Recruitment and selection training includes a piece on disability. The key points addressed are the Disability Charter, the fund that is available for adjustments and how to apply a practical approach and the disability awareness training which is available on-line. No further update on this recommendation at this time.

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13

**Review the States' approach to pre-employment medical questions**

The pre-work health assessment form is currently under review by Occupational Health. No further update on this recommendation at this time.

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14

**Amend the diversity monitoring information on the online recruitment portal as per our recommendations.**

This is being addressed as part of the review of the end-to-end recruitment procedures to encourage greater participation and generate more accurate data. No further update on this recommendation at this time.

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15

**Review corporate and service-specific inductions to ensure that they include prompts to encourage new recruits to ask for adjustments if they need them.**

Corporate induction addresses these matters and reference made to the Disability awareness training available on-line. Completion of the training forms part of the on-boarding pathway for all new employees

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Example of service specific training  
A paragraph similar to that which appears in an invite to interview letter will be included in all appointment letters/contracts drawing attention to the ability to ask for adjustments.  
A 'disability tile' has been created on SAP intranet (referred to above).  
Note: adjustments to a role on medical grounds should only come from OH and information be restricted to line manager/HR advisor.

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**16 Amend the current feedback mechanism to ensure that the experiences of disabled applicants are captured.**

Feedback sought from ALL applicants, regardless of disability, on their experience of the whole recruitment process. Results reviewed by Senior Officers at the Hub. Steve Dixon: I have added this to the project backlog and contacted Wynter Tyson to review. We will report back to the Change Control Group by the end June 2018 with a proposal for complying with the recommendation or a statement explain how we already do. No further update on this recommendation at this time.

# Adjustments

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>17</b> Position making workplace adjustments for disabled employees as part of the organisation's wider efforts, under the transformation agenda, to create a healthy, happy, engaged and high-performing workforce.			This already has a high profile as stated above. Unclear why this is associated with the transformation agenda – more accurate reference = the People Plan. The ultimate objective to create a healthy, happy, engaged and high-performing workforce is for all our staff. No further update on this recommendation at this time.
<b>18</b> Develop a dedicated process and associated guidance to ensure a consistent approach to making adjustments for all disabled States employees.			Covered above. No further update on this recommendation at this time.
<b>19</b> Ensure that the States' approach to making workplace adjustments extends to both physical and non-physical adjustments.			This is covered by existing policy, including ability to request change of hours.
<b>20</b> Define timescales for making common adjustments.			Clarity required in relation to this recommendation

21	<b>Take a proactive approach to making adjustments by encouraging employees to request adjustments and training managers to spot the signs that an adjustment might be required</b>	Refer to previous statements/commitments No further update on this recommendation at this time.
22	<b>Promote the existing fund for adjustments more widely.</b>	As above. No further update on this recommendation at this time.
23	<b>Ensure that adjustments are routinely recorded and regularly reviewed</b>	Clarity required in relation to this recommendation
24	<b>Clarify the role of occupational health in the provision of workplace adjustments for all disabled employees.</b>	Unnecessary. Occupational Health already advise on workplace adjustments both temporary during an acute recovery phase and more permanent. No further update on this recommendation at this time. Not all disabled employees require adjustments.
25	<b>Adopt a consistent and best practice approach to redeploying employees when their disability means they can no longer carry out their role, even with reasonable adjustments.</b>	The existing capability and attendance policy/ procedures capture this and is applicable to ALL employees.

# Retention

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>26</b> Review the feedback on the States' sickness absence policy and guidance in Appendix F.		Q4 2018/Q1 2019	Sickness Absence and Capability policies are scheduled for review late 2018/early 2019.
<b>27</b> Develop a more flexible approach to managing disability-related sickness absence, with specific reference to how trigger points are applied.			The current arrangements (policy) where by trigger points are used to support managers when engaging with ALL staff impacted by sickness absence is deemed fit for purpose. NFA required. Attendance management will form part of a wider project, the details of which are currently being prepared.
<b>28</b> Identify opportunities to promote the States' approach to keeping in touch via training and communications aimed line managers.			The HR skills for managers training capture this and promotes the need (mechanism) for managers to keep in touch with ALL absent staff. 'Keep in touch' is a supportive mechanism clearly outlined in the Sickness Absence policy i.e. it should be standard practice that in long term absence it is agreed at the start of the absence how often the manager will contact the individual. No further update on this recommendation at this time.

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29

**Develop a mechanism for recording disability-related sickness absence and time off for disability-related treatment or appointments separately from non-disability related sickness and other types of leave.**

Unclear why. This has broader equality and diversity issues and is too narrow a descriptor. SAP records the reason for ALL absences (although it would be opportune to review the drop down menu).

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30

**Develop a policy on granting time off for planned disability-related absences such as treatment, rehabilitation or medical appointments.**

The current sickness absence policy suffices (links back to the comment on the review of the sickness absence policy).

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31

**Ensure that the Future Leaders Scheme and other learning and development opportunities are accessible to disabled employees.**

All L&D opportunities are available to ALL employees. There are no barriers to prevent disabled employees from accessing these opportunities.

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32

**Takes step to gauge the experiences of disabled employees and their line managers when evaluating the effectiveness the new performance management framework.**

As above. This relates to ALL employees. No further update on this recommendation at this time.

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33

**Develop a strategy for developing the confidence of disabled employees.**

Look to reform the Disability Awareness Focus Group in order to understand the needs of disabled employees better.

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# Suppliers and Partners

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>34</b> Review the extent to which key internal services are delivered by third parties. Where suppliers are identified, liaise with the supplier to explore the extent to which the suppliers' products and/or services are able to meet the needs of the States' disabled employees.</p>			<p>Simon Steele. Procurement consideration.</p>
<p><b>35</b> Review BDF's guidance on disability smart approaches to working suppliers and partners.</p>			<p>Procurement considerations.</p>

# Premises

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>36</b> Develop a clear understanding of the accessibility of the States' buildings.</p>	<p> Medium</p>	<p>Q3 2022</p>	<p>Estate optimisation project commencing Q3 2018 to include accessibility assessment as a part of property performance criteria.</p>

37	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.</b>	+ Medium	Ongoing,	Current improvement taken on an opportunities basis stimulated by other works. Work stream 1 will support a more structured approach on a risks basis in the future
38	<b>Ensure that accessibility for disabled employees is established as a key priority under the estates optimisation programme.</b>	+ Medium	Ongoing,	Employee accessibility is one of the criteria for property performance reviews in the estate optimisation programme
39	<b>Ensure that Equality Impact Assessments are carried out when making changes to premises.</b>	+ High	Ongoing,	See comment work stream 2, accessibility assessments are a consideration when any works required to a property.
40	<b>Consult with all employees impacted by the estates optimisation programme to identify any potential disability-related barriers.</b>	+ Medium	Ongoing,	Work streams 2 and 4 ensure this objective.
41	<b>Provide facilities leads working across the States various service areas with up to date training and guidance on maintaining accessibility.</b>	+ Medium	Ongoing,	Staff within Property Services have had accessibility assessment training in order to support work streams 2,4 & 5 above. Training will be provided to staff in locations where accessibility adaptations require management or maintenance.

# Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>42</b> Sign BDF's Accessible Technology Charter and commit to working toward its requirements.			<p>Currently the SOG are going through a procurement process that will fundamentally change the manner in which ICT services are delivered to both States Employees and Staff. A fundamental requirement within the service specification which was released to the market was as follows:</p> <p>All solutions provided must comply with and assist in the States of Guernsey's Disability and Inclusion Policy which is aligned with the British Disability Forum (BDF) policy in respect to the provision of Information and Technology solutions.</p> <p>This is a non-discretionary requirement within the solutions that we are seeking to procure in terms of the provision of ICT services across the SOG and is included in a Schedule (2.1) within the Model Services Agreement, the vehicle in which we intend to contract against</p>
<b>43</b> Use BDF's Accessibility Maturity Model to assess the current performance of the States' ICT.			<p>Currently we have yet to finalise the Performance Monitoring schedule within the contract (Schedule 2.2) as we are still negotiating with potential suppliers what that actually looks like. We will ensure when it comes to Measuring our maturity levels we will follow the BDF's</p>

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Accessibility Maturity Model as a means of measuring the suppliers conformance in regards to this requirement within the service specification. (I have made a note to ensure I include this in terms of performance measurement in terms of Disability Inclusion which is similar when measuring our maturity in the delivery of ICT services in terms of ITIL V3 2011)

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**44** Consult with disabled employees to ensure that any new solutions developed as part of the IT Improvement Programme take into account the needs of disabled users. Where solutions are procured, require potential suppliers to demonstrate that their products are designed to be accessible to disabled users.

This statement is too wide, we do not as routinely consult with all SOG employees in terms of delivering ICT solutions, as it is a core requirement within FDS when considering developing, commissioning and delivering ICT services as explained above. We rely on HR (unless it is our own staff) to keep us informed of requirements in terms of disabled users.

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**45** Ensure that relevant leads from ISS work closely with other key stakeholders from across the organisation to develop a consistent approach to making adjustments for disabled employees.

We are constantly on the lookout for developing staff in the area of disability inclusion, one such example last year was that we ran all senior IT staff through Autism training which was sponsored by Autism Guernsey. Where a specific need is identified my staff will work with involved stakeholders to ensure the requirements are met to ensure full inclusion.



# Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Use the audit and action planning tool in Appendix B to review the Income Tax Service’s practice across the full range of areas where disability is relevant.</p>	<p> Medium</p>	<p>Ongoing</p>	<p>Using the audit and action planning tool, a number of activities have been identified for the service. The majority of these relate to communication type/content and will be picked up with the newly recruited Revenue Service Communications Officer in conjunction with the Social Inclusion Champion.</p>
<p><b>2</b> Publicise the availability of a room for disabled customers who would benefit from a private space to carry out their transactions.</p>	<p> Medium</p>	<p>30/06/2018</p>	
<p><b>3</b> Develop a disability-related FAQ for the Income Tax Service webpages in order to publicise the various provisions that are in place to support disabled customers.</p>	<p> Medium</p>	<p>Q4 2019</p>	<p>Relevant areas for FAQ identified and will be discussed by Social Inclusion Champion and Communications Officer, in conjunction with relevant representatives on newly formed Customer Forum that has been set up.</p>

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4

**Link to detailed information about the accessibility of the Service's customer service locations via the DisabledGo website.**



Medium

Q2 2019

A review of accessibility of ETWH and SCFH as customer service locations has been done and a link will be included on gov.gg to DisabledGo website.

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## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled users of their service area.</p>	<p><b>+</b> High</p>	<p>Completed</p>	<p>Each of the service managers has responsibility for their individual service areas, which includes disability related matters. In addition, the Job Centre, Housing and Income Support sections have identified a Disability Lead for their service.</p>
<p><b>2</b> Ensure that service area leads use the audit and action planning tool in Appendix C to begin to measure and improve the performance of their service area.</p>	<p><b>+</b> High</p>	<p>31/12/2018</p>	<p>All service areas have completed the audit and action planning tool in Appendix C. Where actions are required, individuals have been identified to progress these. Service areas continue to update actions in appendix C.</p>

# Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>3</b> <b>Commission training for customer-facing employees within the Committee for Employment and Social Security that focuses on the specific knowledge requirements of each service area.</b>	<b>+</b> Medium	31/12/2018	Have established a workstream to look at section/service inductions and ongoing training for each service area. This will include an induction pack and will link in with PIPs. All current staff have completed the online Disability Awareness training and the customer-facing staff have attended the dementia friends training. Customer facing staff have had autism awareness training from Autism Guernsey and Learning Disability Awareness training from the Adult Learning Disability Team. Inductions sessions have started. Second phase of project will develop annual training plan to address gaps in training in liaison with the Corporate Learning & Development team.

# Understanding the needs of disabled customers

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>4</b> Ensure that where services are delivered directly to the public that disabled people are routinely involved in the development and review of those services.</p>	<p> High</p>	<p>31/12/2018</p>	<p>Housing consult with a disabled person who has experience in accessibility issues, when developing policies and services. Job Centre meets bi-monthly with Third Sector representatives of disabled people (GET, GO, GROW etc.)</p> <p>Need to establish participatory group involving customers with disabilities to enable ESS to understand the diverse needs of customers.</p>
<p><b>5</b> Consider ways of widening consultation beyond the membership of the GDA.</p>	<p> Medium</p>	<p>31/12/2018</p>	<p>As identified in 4 above, need to establish participatory group involving customers with disabilities to enable ESS to understand the diverse needs of customers.</p>
<p><b>6</b> Explore ways of enabling greater access for disabled customers via advocacy.</p>	<p> Medium</p>	<p>31/12/2019</p>	<p>Advocacy Services help vulnerable people in need of support by: assisting the individual to express their views and concerns, to be able to access information and services and to defend and promote their rights and responsibilities. They are often provided by the Third Sector but could be commissioned by the public sector.</p> <p>ESS will work with HSC to explore this as a joint action. HSC to identify lead person to liaise with ESS.</p>

# Recommendation

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>7</b> Review complaints received about services that are delivered directly to the public to assess whether any are disability-related. Where complaints are disability-related, ensure that they feed directly into service improvement.	 Medium	Completed	A report on all compliments and complaints is shared at Committee level on a quarterly basis. Over the last 12 months ESS have not received any formal complaints relating to disability. The current process requires individuals to make their complaint in writing, although staff can treat any complaint as a formal complaint. This process may not be accessible to all individuals and is currently being reviewed. ESS has received one informal complaint from a wheelchair user and changes have been made to improve access, for example a door bell and longer door handle were installed on each floor.

# Supply and Partners

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>8</b> Review the extent to which third party suppliers deliver elements of public service on behalf of the Committee for Employment and Social Security.	 High	31/12/2018	Procurement is considering the approach that should be taken across the States of Guernsey to ensure contracts follow guidelines outlined in the BDF Procurement Document.

9	<p><b>Where elements of the Committee for Employment and Social Security’s public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of disabled customers.</b></p>	<p><b>+</b> High (where suppliers are identified)</p>	<p>31/12/2018</p>	<p>All contracts are managed through a quarterly contract management review process. The team involved are aware of the requirement for suppliers to consider/meet the needs of disabled people. For example, the off-island taxis contract related to health travel will need to incorporate drivers having appropriate vehicles and training to meet the needs of disabled customers.</p>
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## Communications

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
10	<p><b>+</b> Medium</p>	<p>30/06/2019</p>	<p>All website content to be reviewed and the new “DisabledGo” logo to be updated on gov.gg when available by the end of summer. Awaiting new logo from DisabledGo.</p>
11	<p><b>+</b> High</p>	<p>06/06/2019</p>	<p>ESS contact numbers need to be hyperlinked so they are accessible through mobile devices. Review websites external to gov.gg e.g. <a href="http://guernseyroyalcourt.gg/article/3204/Guernsey-Legal-Aid-Service">http://guernseyroyalcourt.gg/article/3204/Guernsey-Legal-Aid-Service</a></p>

12	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that all new communications are designed to be accessible.</b>	+ High	31/12/2019	All leaflet content is updated annually. Service Managers are reviewing written communications to customers to ensure they are as accessible as possible.
13	<b>Liaise with the States' central communications team to ensure that relevant service areas have guidance on producing accessible information.</b>	+ Medium	31/12/2019	Information and guidance is on the Bridge. Where targeted marketing is required, Corporate Communications are consulted.
14	<b>Review the accessibility and tone of forms and letters that are sent to customers</b>	+ Medium	31/12/2019	All leaflet content is updated annually. Service Managers are reviewing the style and tone of voice in written communications to customers to ensure they are as accessible as possible. The exception to this is where documents cannot be changed to due to legislative wording. Service leads know that there is an option to seek advice on the design of new forms from Access for All.

# Premises

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>15</b> Develop a clear understanding of the accessibility of all of the Committee for Employment and Social Security's public-facing buildings.	 High	Completed	Have completed Appendix E accessible buildings and action plan and now in implementation phase. Improvements already made around accessibility including external hand rail, door bells on each level and longer door handles. Planned improvements to customer/staff lifts and staff toilets.
<b>16</b> Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers. For example, Wheadon House.	 High	31/03/2019	Working with Property Services to facilitate accessible staff access via Truchot door.
<b>17</b> Ensure that any customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.	 Medium	31/12/2018	Part of the induction and staff training workstream.

# Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>18</b> <b>Develop a consistent approach to equality impact assessment that ensures the needs of disabled islanders are always considered in relation to key decisions.</b>	<b>+</b> Medium	Completed	An equality impact assessment is a process which is designed to make sure that a policy, project or scheme does not discriminate against vulnerable people. All new projects go through the ESS Portfolio team who ensure that disability is a key consideration in decision making about service delivery. Currently embedded in practice.
<b>19</b> <b>Provide IT leads working within ISS with information and guidance developed by BDF's Technology Taskforce.</b>	<b>+</b> Medium	31/12/2019	This will require a training programme for IT leads working within ISS. The BDF guidance has been shared with senior ISS staff.



# Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled users of their service.</p>	<p> High</p>	<p>Completed</p>	<p>1. Ben Wratten, (Digital Green House) 2. Peter Perrio (Quality Assurance, M&amp;T) 3. Rachel Marsh (Guernsey Information Centre) 4. Joe Le Page (Registry) 5. Alasdair Gilliland (Office of CfED, FSD, BIS, Locate) 6. Richard Nash (Sea Fisheries)</p>
<p><b>2</b> Ensure that service area leads use the audit and action planning tool in Appendix C to formally measure and improve the performance of their service.</p>	<p> Medium</p>	<p>Completed</p>	<p>1. Digi greenhouse 2. Quality Assurance 3. GIC 4. Registry 5. Office of, FSD, Locate BIS 6. Sea fisheries (pending)</p>
<p><b>3</b> Consider whether disability-related objectives might be included within existing customer-related plans or strategies (in addition to the action contained within the Guernsey Tourism Strategic Plan (2015–2025). performance of their service area.</p>	<p> Medium</p>	<p>Completed</p>	<p>Following discussion with Director of Marketing and Tourism it is clear that any project pertaining to the tourism strategy 2015 -2025 will requires cross committee co-operation between CfED, E&amp;I, STSB, and possibly Home Affairs. This has been considered at Economic Development level and requires further investigation and discussion with other Committees within SoG.</p>

# Know-how

	<b>BDF Recommendation</b>	<b>BDF Priority Rating</b>	<b>Committee Target Completion Date</b>	<b>Comments</b>
<b>4</b>	<b>Continue to promote the States' free online disability awareness training to all public facing employees working within the Committee for Economic Development's service areas and monitor take up.</b>	<b>+</b> Medium	Completed	Email sent to all staff in CfED on the 26th June 2018 encouraging new staff to use the training and those that have already completed to revisit the learning tool.
<b>5</b>	<b>Consider commissioning training and/or guidance that addresses the specific disability components of public-facing service areas, including the Guernsey Information Centre.</b>	<b>+</b> Medium	End of Q4 2018	Training to be sourced or set up. Budgets will need to be consulted

# Understanding the needs of disabled customers

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
6	<b>Ensure that disability-related statistics such as census data is shared with service leads from the Committee for Economic Development in order to inform service planning.</b>	 Low	End of Q4 2018	All relevant reports sent to disability leads for ED Feedback required from members
7	<b>Ensure that where services are delivered directly to the public that disabled people are involved in the development and review of those services.</b>	 High	Complete	Marketing and Tourism were instrumental in development of Disabled Go Guernsey. Further engagement with Disabled Go and Disability alliance required to review other services provided across CfED.
8	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</b>	 Medium	End of Q4 2018	Complaints (if any) to be reviewed. No complaints received

# Suppliers and Partners

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
9	<b>Review whether any third parties deliver elements of public service on behalf of the Committee for Economic Development.</b>	+ High	End of July 2018	Various third parties are used. Mostly in relation to computer services. Public facing services are either compliant or under consultation for adjustments or improvements.
10	<b>If elements of the Committee for Economic Development’s public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	End of Q4	Awaiting responses from third parties requiring adjustments.
11	<b>Continue to promote the States of Guernsey’s free disability awareness online training to organisations working in the tourism sector and monitor take up.</b>	+ Low		Experienced quality grading assessment partners are instrumental in delivering advice and assessments on improving accessibility for all. Take up to be monitored.
12	<b>Ensure that customer-facing staff working for the Guernsey Information Centre are familiar with the information about the accessibility of entertainment, cultural and leisure venues on the DisabledGo website.</b>	+ High	Completed	Marketing and Tourism were instrumental in development of Disabled Go Guernsey.

# Communications

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
13	<b>Review key communication channels (e.g. phone and online) to ensure they are designed to meet the needs of disabled customers.</b>	 High	End of Q4	Most external communication channels are provided centrally to current SoG specifications. However consultation will be sought with Disabled Go and Disability Alliance for future reviews.
14	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers.</b>	 High	End of Q4	Requires review and further consultations.
15	<b>Develop training and guidance to help customer-facing staff meet the needs of customers who may lack mental capacity, especially with regard to the State's registry service.</b>	 Medium	End of Q4	Registry staff are trained and experienced with a higher proportion of disabled customers and are confident communicating and helping in several different ways depending on the customers' needs or what their preferences are.

# Premises

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>16</b> Develop a clear understanding of the accessibility of the Committee for Economic Development's public facing buildings.</p>	<p><b>+</b> High</p>	<p>End of July 2018</p>	<p><b>Registry</b> – Lifts and double doors for mobility issues in place. Review and update under task 7 necessary to confirm.</p> <p><b>GIC</b> – detailed report for accessibility on Disabled GO Guernsey website.</p> <p><b>RFH</b> – could benefit from a reasonable amount of adjustments but building is not managed by <b>M&amp;T</b> (at all) or CfED specifically. Cross committee communication (or a single committee given the gift) to facilitate necessary changes in this area.</p>
<p><b>17</b> Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers (with specific reference to Albert Pier and the Guernsey Information Centre).</p>	<p><b>+</b> High</p>	<p>End of Q4 2018</p>	<p>In regard to GIC there are baby change facilities available, and adjustments to the front counter as per findings in Service Report for CfED. Further adjustments to GIC are planned by SPS. Albert pier has had high profile changes made in recent years to improve accessibility.</p>
<p><b>18</b> Ensure that any customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.</p>	<p><b>+</b> High</p>	<p>End of July 2018</p>	<p>Ditto</p>

19

**Incorporate information about the accessibility of the Digital Greenhouse onto the Digital Greenhouse's main website site.**

**+** Medium

Completed

Updated.

## Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>20</b> <b>Ensure that any electronic forms used by public services of the Committee for Economic Development are designed following good practice accessibility guidelines.</b></p>	<p><b>+</b> High</p>	<p>End of Q4</p>	<p>Forms comply with current SoG specifications. Improvements to be reviewed under engagement with disabled customers. (see task 7)</p>
<p><b>21</b> <b>Communicate to customers how using in-built accessibility functions can improve access to online forms.</b></p>	<p><b>+</b> Medium</p>	<p>End of Q3</p>	<p>In regard to Registry the majority of transactions are done online from home. If the user has any trouble with the on line forms they can phone and receive guidance or come into the office and be helped face to face.</p>
<p><b>22</b> <b>Provide IT leads working within the Committee for Economic Development with information and guidance developed by BDF's Technology Taskforce.</b></p>	<p><b>+</b> Medium</p>	<p>Tbc</p>	<p>Not discussed at all with Patrick Banfield yet to ascertain timeframe.</p>

# Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Ensure that all relevant service areas follow the example of the Guernsey Museums and Galleries and develop a public statement of commitment to improving disability performance.</p>	<p><b>+</b> High</p>	<p>January 2019</p>	<p>Many schools have these statements as part of their School Development Plans and the school's Inclusion and Equality Self-Review Tool. A review of any gaps there may be in service areas without such a statement will be undertaken and any remedial action taken before the end of the year.</p> <p>Recreation Services has two pages dedicated to Accessibility within its information book, with Beau Sejour's aim 'to create an accessible Centre, taking great care to consider the needs of all our customers. Information provided includes reference to physical access to areas of the Centre, hearing loop systems, gym instructor qualifications and programmes for specialist populations, large print brochures, wheelchair height reception desk, accessible toilets, registered carers scheme and blue badge car parking spaces.</p>

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>2</b> Identify a named lead within each service area that has responsibility for leading work on meeting the needs of disabled users of their service.</p>	<p><b>+</b> Medium</p>	<p>Completed</p>	<p>Service leads for:</p> <ol style="list-style-type: none"> <li>1. Resources</li> <li>2. School &amp; Pupil Support</li> <li>3. Sport &amp; Culture</li> </ol>
<p><b>3</b> Ensure that service area leads use the audit and action planning tool in Appendix C to measure and improve the performance of their service.</p>	<p><b>+</b> Medium</p>	<p>Tool is in use. September 2019</p>	<p>Heritage Services and Recreation Services will be utilising this tool on an annual basis to monitor, and improve the performance of its service in this area. It is expected that by the start of the next academic year all service areas will have used this tool at least once.</p>

## Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>4</b> Commission training and/or guidance where a need for support on addressing the disability components of specific service areas is identified. For example,</p>	<p><b>+</b> High</p>	<p>January 2019</p>	<p>Current Education Estates staff are experienced in these matters. Current Building regulations ensure that all new builds are completed in accordance with “part M” of the Regulations. Part M covers accessible facilities. Architects used by ESC in the design of schools follow part M. All new builds comply with part M.</p>

**providing training on accessible environments for staff in education estates.**

Heritage Services – no such needs currently identified.  
 Recreation Services– all outlined within the Staff Induction guide – and information contained within Service literature. Operational staff also undergo regular training regarding safety and first aid for all users – and majority of fitness instructors trained up to level 4 (specialist populations). This is ongoing as part and parcel of BAU within the industry.

## Understanding the needs of disabled customers

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>5</b> <b>Ensure that where services are delivered directly to the public, disabled people are routinely involved in the development and review of those services.</b></p>	<p><b>+</b> Medium</p>	<p>Completed but also an ongoing requirement            June 2018</p>	<p>This was completed as part of the design of new paperwork/procedures for determinations using GDA colleagues and Education Services have, as part of Inspection process, shared and asked for input into the action plan to deliver more inclusive services. Similarly, curriculum plans etc were shared with stakeholders who were offered meetings as when required, etc.            Heritage Services has consulted GDA on museum and Castle projects and will continue to do so            Recreation Services continue to work with user groups such as the Disability Swimming Group, Guernsey Mobility – Let’s Go, and Guernsey Walking Football on the use of facilities and development of new opportunities.</p>

The needs of disabled people are always taken into consideration during the planning stages of any project, with advice sought from industry professionals (e.g. specialist lighting requirements within the HLC for those with autism and dementia). Recent examples include the provision of facilities for the first ever dementia friendly cinema screening – in close liaison with the local Dementia association; and most recently, the development of a specific 'Freedom Active' membership for those individuals who qualify, following customer feedback.

6	<b>Develop a means of assessing the views and experiences of disabled customers who are not members of the GDA.</b>	+ Low	September 2019.	<p>Education Services and Heritage Services have no specific measuring activity in place at present.</p> <p>Recreation Services run open customer forums four times a year (over a week long period each time) where all customers are asked to feedback on the services and facilities provided, to feed into its Customer Improvement Plan – this includes the views of disabled customers.</p> <p>A method of capturing these views will need to be found.</p>
7	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</b>	+ High	Ongoing quarterly activity	<p>The majority of complaints are submitted on-line to <a href="mailto:educationsport&amp;culture@gov.gg">educationsport&amp;culture@gov.gg</a> Complaints received through this general in-box have been reviewed to ascertain whether any are disability related. This is where complaints are generally submitted. All Complaints are logged and reviewed by SMT. Any related to a disability can be picked up through this process.</p> <p>The only disability related complaints in respect of Heritage Services are referencing the lack of gluten free marked menus. However, going forward all complaints will</p>

will continue to be monitored to establish whether they are disability related and whether any practical and economically achievable long term measures can be effected to improve the situation. Sport and Recreation comments and complaints, including those which are disability related, are recorded and analysed on an annual basis with comments feeding into the Customer Improvement Plan.

# Suppliers and Partners

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>8</b> Review the extent to which third parties deliver elements of public service on behalf of the Committee for Education, Sport and Culture.</p>	<p> Medium</p>	<p>September 2018</p>	<p>A Review was completed in September 2017 as part of a review of grant and governance arrangements. The extent to which third parties deliver public services on behalf of the Committee is therefore known.</p> <p>Many of these third parties are subject to SLA or Grant Arrangements.</p> <p>In terms of suppliers:</p> <p>The only third party delivering elements of public service on behalf of Heritage Services is in respect of catering services at various sites. The Secondary Schools also use outside catering providers.</p>

Sport and Recreation work closely with all third parties delivering services for disabled people within its facilities. Often these are groups which hire facilities to provide specific activities (such as Walking Football, Dementia Cinema Screenings or the Disabled Swimming Association), therefore there is no SLA in place, as they are straight hires.

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9

**Where elements of the Committee for Education, Sport and Culture’s public services are delivered by third parties (for example, the organisation that supplies café staff working in schools), liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.**

**+** High

September 2019

As above comments for Education Services. Appropriate terms can be included in any future contracts to ensure providers are aware and respond positively to the requirements disabled users may have.

Heritage Services intend to review the situation when the contract referred to above ends in 2019. If a new contract is awarded then as part of the process steps will be taken to negotiate the inclusion of appropriate terms re disabled provision within the agreement.

Sport and Recreation staff work closely with disability groups, and support them in their requirements, through regular meetings, provision and assistance (e.g. in the provision of a specialist hoist, provided by Disability Swimming, but stored at Beau Sejour Centre)

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# Communications

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>10</b> Review key customer communication channels (e.g. phone and digital) for key services to ensure they are designed to meet the needs of disabled customers.</p>	<p> High</p>	<p>Completed</p>	<p>The Gov.gg web site has been reviewed using the accessible communication checklist. In most respects the site appears to comply with stated requirements. The Museum website has disability information included with appropriate links</p> <p>Both Guernsey Tickets and Beau Sejour websites were re-launched in July, after being fully and independently accessibility audited. All print material can be requested in large print, and hearing loops have been installed in relevant places within Beau Sejour Leisure Centre.</p>
<p><b>11</b> Confirm that external customer-facing websites have been designed to be accessible or commission an audit to identify how access might be improved for disabled users.</p>	<p> Low</p>	<p>Review Completed May 2018. Target Date for Corrections December 2018</p>	<p>Web site has been reviewed. Site appears to comply with stated requirements. A record of where the site needs improvement for disabled users, and others has been made e.g. where the text is justified and not left-aligned, for instance.</p> <p>Heritage Services would need to seek additional funding to undertake this work.</p> <p>Both Guernsey Tickets and Beau Sejour websites were re-launched in July, after being fully and independently accessibility audited, and approved by Corporate Comms before going live.</p>

12	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that new documents are designed to be accessible.</b>	+ High	September 2019	Ongoing. All internal intranet policies also reviewed. Heritage Services and Recreation Services ensure all their information is available on-line as well as in hard copy – with large print copies of all print material available on request.
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## Premises

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>13</b> <b>Develop a clear understanding of the accessibility of all of the Committee for Education, Sport and Culture’s public facing buildings.</b>	+ High	Completed	<p>The Committee is aware of the areas where access to its public buildings can be challenging for disabled users. The response made to question 4 is also relevant here. Disabled GO reviewed many of our school buildings a couple of years ago.</p> <p>Heritage Services is committed to ‘Access for All’ as stated within its policy</p> <p>Recreation Services remain accessible across the majority of sites – with an understanding where improvements can be made. In addition Beau Sejour is signed up to the accessible UK ‘Disabled Go’ scheme (<a href="https://www.disabledgo.com/access-guide/guernsey/beau-sejour-leisure-centre-2">https://www.disabledgo.com/access-guide/guernsey/beau-sejour-leisure-centre-2</a>) which provides complete information regarding access throughout the Centre for all customers.</p>

14	<b>Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.</b>	+ High	September 2018	<p>There are many competing needs in terms of maintaining the built environment. Priority is currently given to H&amp;S requirements, given legal and statutory implications and risk to users, or operational requirements where the facility might close if action was not taken. All of Education's new builds since 1999 are accessibility compliant.</p> <p>Where accessibility issues exist, adjustments have been made where it was proportionate and realistic to do so. However, where either excessive costs or other barriers exist in terms of taking remedial action, it is sometimes a matter of locating users or services elsewhere within the estate.</p> <p>Within Heritage Services, accessibility is at forefront of recent Candie and upcoming Castle projects.</p> <p>Recreation Services actions for 2018 have included two routine capital bids for replacement lifts at Beau Sejour (one for the theatre stage, and one from Level 1 in the Concourse to Level 2 in the Concourse); as well as a Capital Portfolio Bid down at Footes Lane to improve disability access in the main stand as part of a larger programme of works.</p>
15	<b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using a building and be proactive in offering support.</b>	+ Medium	September 2019	<p>Training has been given but it is recognised that a more systematic and documented approach is required, to ensure consistency and that all those staff who require the training are offered and undertake it.</p> <p>The Committee is about to launch a new " My Learning" platform which will provide the means to deliver disability awareness training to the larger workforce and in particular provide the capability to target key staff.</p>

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The Disability awareness training package will be delivered to all relevant personnel by the start of the next academic term.

All Heritage Services Staff are full trained in this area. Recreation Services customer facing staff are trained in Dementia Awareness, Disability Awareness and some, in basic sign language. In addition, the introduction of a 'Hidden Disability Lanyard Scheme' as introduced at the airport is being investigated for introduction in 2019, and potential accreditation for Beau Sejour as a recognised 'Safe Place' ([www.safeplaces.org.uk](http://www.safeplaces.org.uk)) may also be introduced following a recommendation from Adult Community Services – this will be dependent on costs involved.

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## Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>13</b> Develop a clear understanding of the accessibility of the Committee for Education Sport & Culture's public facing buildings.	<b>+</b> High	April 2019	An action plan has been drafted with help from ISS and specific training is proposed for all IT staff working within Committee/Service Areas. Improvements for disabled customers and disabled employees will also be covered in the Future Digital Services Programme. An amber rating has been given here which relates to achieving this clarity in the timescale.

## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled service users (including disabled family members and visitors etc.) of their service.</p>	<p><b>+</b> High</p>	<p>Complete</p>	<p>CMT agreed to be the named leads.</p>
<p><b>2</b> Encourage service area leads to use the audit and action planning tool in Appendix C to consider how the accessibility of their service area might be improved.</p>	<p><b>+</b> High</p>	<p>2019</p>	<p>There will be section for disabilities added to the SCAPE audit tool 2019, as this is when it is next updated. SCAPE has been implemented in Acute and Community settings.</p>

# Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>3</b> Review the training, advice and guidance available to customer-facing staff to ensure it provides guidance on meeting the needs of disabled service users. Ensure that support is tailored and relates to the specific-disability requirements of colleagues' roles.	 Medium	Ongoing	Ongoing learning Disability Training within HSC and other organisations. More staff to access Accessible Information Training, this training is also being supplied by HSC to other committees and organisations.

## Understanding the needs of disabled customers

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>4</b> Ensure that where services are delivered directly to the public, disabled people are routinely involved in the development and review of those services.	 High	Ongoing	Ongoing research and evidence based implementation of disability friendly signage, building work etc. Input from people with disabilities is sought for services such as the wheelchair services and ensuring building are accessible e.g. Emergency Department

5	<b>Review complaints received about services that are delivered directly to the public to assess whether any are disability-related. Ensure that where disability-related complaints are received, that these feed directly into service improvement.</b>	+ Medium	Ongoing	Waiting for some data from the customer care team. The online complaints and compliments page on gov.gg is currently being reviewed by the Deputy Chief Nurse and Corporate Communications.
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## Suppliers and Partners

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
6 <b>Review the extent to which third parties deliver elements of public service on behalf of the Committee for Health and Social Care.</b>	+ High	Complete	HSC understand who delivers services on behalf of them and which teams have involvement.
7 <b>Where elements of the Committee for Health and Social Care’s public services are delivered by third parties liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	Complete	HSC recently appointed to a Head of Client Services. Secondary Healthcare Contract ensures compliance with HSC policies e.g. equality and diversity. Other third parties align with HSC service level agreements, Care Quality Commission (CQC) in the UK, Guernsey Housing Association (GHA) and other organisations.

8	<b>Liaise with day centres to explore how they might be supported to begin to measure and improve access for disabled service users.</b>	+ Medium	Ongoing/Complete	Jubilee house is undergoing refurbishment. The Willows is accessible as it is on the ground floor, with large doors.
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## Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>9</b> <b>Review key customer communication channels (e.g. phone and digital) for key services to ensure they are designed to meet the needs of disabled customers.</b>	+ High	Ongoing	<p>Gov.gg is accessible and conforms to W3C web content accessibility guidelines. There is ongoing work to support this.</p> <p>Ongoing work streams in place regarding infomercials similar to the one set up for the Orchard Centre.</p> <p>Kitty Stewart to look into providing some guidance to be available on the bridge for accessible information guidance.</p>
<b>10</b> <b>Confirm that external customer-facing websites including (the Children Law site) have been designed to be accessible or commission an audit to identify how access might be improved for disabled users.</b>	+ Medium	Ongoing	<p>Ongoing updates. Current work stream looking at the accessibility of the Compliments and Complaints feedback.</p>

11	<b>Explore the availability of an advocacy service to support the needs of disadvantaged service users.</b>	+ Medium	Incomplete	Need to look into this further as would need to be independent form HSC. HSC will work with ESS to explore this as a joint action. HSC to identify lead person to liaise with ESS
12	<b>Review the complaints procedure to ensure that it is accessible to disabled service users, including those with learning disabilities.</b>	+ High	Ongoing	Ongoing updates. Current work stream looking at the accessibility of the Compliments and Complaints feedback. Accessible Service user Feedback working group set up in Adult Disability to look into using talking mats for feedback from service users with a learning disability.
13	<b>Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that new documents are designed to be accessible.</b>	+ Medium	Ongoing	HSC are currently reviewing all bowl screening letters with a view to using the suite of documents as an example of 'what good looks like', this will take time to roll out. Reprographics team to attend accessible information training.

# Premises

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
14	<b>Develop a clear understanding of the accessibility of all of the Committee for Health and Social Care’s public facing buildings.</b>	+ High	Long Term	Three main work streams: <ul style="list-style-type: none"> <li>• GHA - rebuild project which will include thecroft and other community buildings</li> <li>• Community Hub project which will include accessibility and disability friend signage etc. throughout</li> <li>• Re profiling of the PEH (Princess Elizabeth Hospital)</li> </ul>
15	<b>Where buildings are inaccessible or no longer fit for purpose, develop realistic and proportionate plans to remove or avoid barriers.</b>	+ High	Long Term	
16	<b>Prioritise improvements where there is a risk to the safety of service users and staff.</b>	+ High	Long Term	Profiling of the PEH; the communication between staff and service users will influence the project as it progresses, ensuring buildings to meet disability requirements. Some discussion made about adapting some of the toilet facilities around PEH to include changing room and showers. In discussion (Action) discuss with Clive about facilities // name someone for contact for consultation. Community Hub; Once a Business Case for a new Community Hub is approved (currently anticipated for Q1 2019), legacy offices which are not deemed fit for purpose will be vacated and handed to STSB for re-purposing or disposal.

17	<p><b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using a building and be proactive in offering support. This includes an awareness of how to operate key equipment such as portable induction loops.</b></p>	 High	Ongoing	<p>Please see 3. Estates have an understanding of the difficulties and accessibility limitations in the community setting e.g. accessibility at the Croft.</p>
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## Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>18 Provide IT leads working within the Committee for Health and Social Care with information and guidance developed by BDF's Technology Taskforce.</b></p>	 Medium	Ongoing	Ongoing work stream centrally with IT.

## Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Identify a named lead within each service area that has responsibility for leading work on meeting the needs of disabled users of their service.</p>	<p> High</p>	<p>Continued working towards during 2019</p>	<p>Appointed for most Services. Agenda item for team's that are yet to appoint.</p>
<p><b>2</b> Ensure that each service area develops a public commitment to providing a service that is as inclusive and accessible to disabled islanders as possible.</p>	<p> Medium</p>	<p>Continued working towards during 2019</p>	<p>Reflected in most policy documents. For those that do not have a public commitment as described, a commitment is given to ensure an appropriate form of words is included.</p>
<p><b>3</b> Ensure that service area leads use the audit and action planning tool in Appendix C to begin to measure and identify improvements with regard to the disability performance of their service area.</p>	<p> Medium</p>	<p>Continued working towards during 2019</p>	<p>Reviewed at the Service's Diversity meetings. Some services are short of resource available to carry out this piece of work with conflicting priorities. Once a named lead is appointed for each Service area this will be progressed further.</p>

4	<b>Ensure that each service area develops disability-specific plans or amends existing customer-related plans or strategies to include reference to meeting the needs of disabled islanders.</b>	+ Medium	Continued working towards during 2019	No specific/formal diversity plans, but enforce a culture of treating everyone with fairness, dignity and respect. Looking to seek advice from BDF and States Disability Officer.
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## Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>5</b> <b>Promote the States of Guernsey's free online disability awareness training to all public-facing employees working within the Committee for Home Affairs' service areas and monitor take up.</b>	+ High	Continued working towards during 2019	Departments have been made aware of online disability awareness training. Senior Management is actively encouraging all staff to undertake the training.

# Recommendations

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>6</b> Promote the States of Guernsey's free online disability awareness training to all public-facing employees working within the Committee for Home Affairs' service areas and monitor take up.</p>	<p> High</p>	<p>Continued working towards during 2019</p>	<p>All staff across Home Affairs have been made aware of the States of Guernsey's Customer Charter. The majority of Home Affairs interactions with the public occur off-site. Throughout the services there is an emphasis on diversity, including dealing with people that have specific requirements, including those who have disabilities. Training includes sessions with a range of groups, such Guernsey Disability Alliance, Guernsey Mind and Dementia Friendly Guernsey. This work is ongoing.</p>

## Understanding the needs of disabled customers

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>7</b> Ensure that where services are delivered directly to the public that disabled people are routinely involved in the development and review of those services.</p>	<p> High</p>	<p>Continued working towards during 2019</p>	<p>Across Home Affairs Services efforts are made in various forms in this respect. For example, Neighbourhood Policing Team attends Parish surgeries and Fire and Rescue work closely with the Guernsey Hard of Hearing Association when</p>

developing Home Fire Safety Check scheme to ensure that they fit smoke alarms that will provide the necessary warning. Direct contact is available through a variety of social media.

8

**Develop a consistent approach to equality impact assessment that ensures the needs of disabled islanders are always considered in relation to key customer-related policies and procedures.**

+ Medium

Continued working towards during 2019

An equality impact assessment is a process which is designed to make sure that a policy, project or scheme does not discriminate against vulnerable people. Home Affairs Service's regularly review policies with consideration for commitments to not unfairly discriminate against any person. This work is ongoing.

9

**Review complaints received about services that are delivered directly to the public to assess whether any are disability-related. Where complaints are received, ensure that these feed directly into service improvement.**

+ Medium

Continued working towards during 2019

Any complains are dealt with according to the relevant complaints procedure. For example, Law Enforcement this would go through the Professional Standards Department where this would be investigated including all formal complaints regarding the quality of service delivered by Law Enforcement, including staff behaviour, policies and procedures – ensuring that matters of fairness and diversity are considered. Lessons learnt are regularly published and addressed.

# Suppliers and Partners

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>10</b> Review the extent to which third parties deliver elements of public service on behalf of the Committee for Home Affairs.</p>	<p> Medium</p>	<p>Continued working towards during 2019</p>	<p>Most Services do not have third parties delivering services on their behalf. Where they are, volunteers and external contractors are invited to training. Procurement is considering the approach that should be taken across the States of Guernsey to ensure all contracts follow guidelines outlined in the BDF Procurement Document.</p>
<p><b>11</b> Where elements of the Committee for Home Affairs' public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of disabled customers.</p>	<p> High (if suppliers identified)</p>	<p>Continued working towards during 2019</p>	<p>Many Services do not have third parties delivering services on their behalf. Where Public services are delivered by third parties, for example the Independent Monitoring of the prison and Drug concern, will receive a diversity talk as part of their induction and security briefing. This work is ongoing.</p>

## Recommendation

# Communication

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>12</b> Review contact provision to ensure it is designed to meet the needs of disabled customers.	 High	Continued working towards during 2019	When websites are reviewed, accessibility will be considered, for example compatibility with tablet devices which will help a range of users. This work is ongoing.
<b>13</b> Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers.	 Medium	Continued working towards during 2019	Best practise and gaps are constantly reviewed. Service Heads review written communications to customers to ensure they are as accessible as possible. The exception to this is where documents cannot be changed due to legislative wording and system restrictions.
<b>14</b> Ensure that social media content provided by the Fire and Rescue Service, Guernsey Police and any other service areas under the Committee for Home Affairs follow good practice guidelines regarding accessibility.	 Medium	Continued working towards during 2019	This is constantly reviewed and considered. The Guernsey Police website (for example) is shortly due to be upgraded, and its accessibility will be considered, which will help a range of users. This work is ongoing.

# Premises

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>15</b> Develop a clear understanding of the accessibility of the Committee for Home Affairs' public facing buildings.	 High	Continued working towards during 2019	The disability alliance audit conducted regarding accessibility is included as a consideration in new projects. Contingency and adjustment are worked towards with regards to current sites where access is difficult in order to ensure inclusivity. There are some buildings and infrastructure where repair is required for accessibility, the Guernsey Disability Alliance has been informed, made their member's aware and the enquiry office staff are willing to assist. This work is ongoing.
<b>16</b> Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.	 High	Continued working towards during 2019	As above
<b>17</b> Ensure that customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.	 Medium	Continued working towards during 2019	As per 6 above

# Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>18</b> Provide IT leads working for the Committee for Home Affairs with information and guidance developed by BDF's Technology Taskforce	 High	Continued working towards during 2019	This will require a training programme for all IT staff working within ISS. Whilst Information may be provided to the Business Partner in terms of guidance, it by no means ensures compliance.

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# Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>1</b> Ensure that relevant trading assets develop a public commitment to meeting the needs of disabled customers.</p>	<p> Medium</p>	<p>December 2018</p>	<p>States of Guernsey trading Assets (SoGTA) Leaders Group agreed membership of focussed results delivery team made up of reps from across SoGTA to deliver the action plan. Guernsey Water is developing a policy for dealing with 'vulnerable' customers and Ports continues to develop the lanyard scheme</p>
<p><b>2</b> Ensures that each trading asset (where relevant) has a nominated lead who is responsible for leading work on improving provision for disabled customers.</p>	<p> High</p>	<p>June 2018</p>	<p>SoGTA Leaders Group agreed membership of focussed results delivery team made up of reps from across SoGTA to deliver the action plan. First meeting was held in August 2018</p>
<p><b>3</b> Ensure that support is tailored and relates to the specific-disability requirements of colleagues' roles.</p>	<p> Medium</p>	<p>Complete</p>	<p>All Assets signed up to Employers Disability Charter</p>

4	<b>Ensure that all relevant trading assets develop disability-related plans that are specific to their area</b>	+ High	Ongoing December 2018	Plans in place for Guernsey Water to manage emergency situations which are tailored to the needs of individual customers, eg those on dialysis and for care homes etc. Plans to be developed for the other Trading Assets
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## Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>5 Promote the States' online disability awareness training to all frontline staff within the States' Trading Supervisory Board.</b>	+ Medium	Ongoing	Awareness promoted via internal newsletter and at team meetings. Promoted to new staff at induction. Some staff do not have access to a PC or are not computer literate and therefore cannot undertake the online training
<b>6 Review the training available to frontline staff in order to ensure that, in addition to providing a level of general disability awareness, it also addresses the specific disability-related requirements of their roles</b>	+ Medium	Annually	Training requirements for staff are reviewed regularly via PIP Access for All organises training for relevant staff from the Centre for Accessible Environments and approx. 12 States staff have undertaken the training

# Understanding the needs of disabled customers

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>7</b> Ensure that where services are delivered directly to the public, disabled people are routinely involved in the development and review of those services.</p>	<p> High</p>	<p>December 2018</p>	<p>Guernsey Water has employed an engagement officer and runs a focus group            Property Services is engaging with the community on the replacement creator project            Ports have user group meetings regularly            Guernsey waste engaged with the GDA prior to implementing kerbside collections of recycling etc</p>
<p><b>8</b> Develop a means of assessing the views and experiences of disabled customers who are not members of the GDA.</p>	<p> Medium</p>	<p>September 2018</p>	<p>All Trading Assets proactively seek feedback from all customers either via focus groups, social media or questionnaires</p>
<p><b>9</b> Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.</p>	<p> Medium</p>	<p>Monthly</p>	<p>Complaints reviewed monthly and reported on in each Assets' company reports</p>

# Suppliers and Partners

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
10	<b>Review the extent to which third parties deliver elements of public service on behalf of the States' Trading Supervisory Board.</b>	+ High	December 2018	Trading Assets' new Procurement Manager is currently reviewing contracts with third parties and building a contracts register
11	<b>Where elements of the States' Trading Supervisory Board's public services are delivered by third parties (for example, security at Guernsey Airport), liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.</b>	+ High	December 2018	When contracts with third parties are entered into, Trading Assets will ensure that suppliers can demonstrate an understanding and ability to meet disabled customers' needs Security team at the Airport are trained to respond to wearers of lanyards and their needs

# Communications

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
12	<b>Review key customer communication channels (e.g. phone and digital) for key services to ensure they are designed to meet the needs of disabled customers.</b>	 High	December 2018	Guernsey Water produce bills with large text for visually impaired. Trading Assets review communication channels to ensure they are appropriate
13	<b>Confirm that customer-facing websites (including Guernsey Airport, Guernsey Water, Guernsey Dairy and Guernsey Harbour) have been designed to be accessible or commission an audit to identify how access might be improved for disabled users.</b>	 Medium	December 2018	Trading Assets' websites are all developed in line with internal policy and accessibility is reviewed in line with internal policy by the Corporate Comms Team
14	<b>Consider how to better meet the communication needs of customers who use Sign Language.</b>	 Medium	To be decided	Need to investigate and liaise with BDF for advice
15	<b>Amend the contact details on the special assistance page of the Guernsey Airport website so that it includes an alternative to using the phone.</b>	 High	October 2018	Airport team reviewing communications

16

**Review hard copy and virtual communications to ensure they are designed to meet the needs of disabled customers and ensure that new documents are designed to be accessible.**

 Medium

October 2018

Airport team tasked with reviewing communications

## Premises

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
17	 High	December 2018	Disabled Go has audited most States buildings to assess accessibility
18	 High		Plans for the redevelopment of the Harbour Office are included in the wider Seafront Enhancement Area project. Target date for SEA to be determined.

19	<b>Ensure that any customer-facing staff are trained to recognise when a customer might need support using a building and be proactive in offering support.</b>	+ Medium	December 2018	<p>All staff encouraged to undertake the online training.</p> <p>Guernsey Water and Guernsey Waste staff have undertaken Dementia training and how to deal with people with Alzheimer’s Disease and they wear a badge to indicate the training has been undertaken</p> <p>Lanyard scheme at Airport</p> <p>Trading assets staff worked with Aurigny to develop the Airline’s policy for dealing with people with reduced mobility</p>
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## Information and communication technology

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>20</b> Provide IT leads working within the States’ Trading Supervisory Board with information and guidance developed by BDF’s Technology Taskforce.	+ High	December 2019	<p>This will require a training programme for IT leads working within ISS. The BDF guidance has been shared with senior ISS staff</p>



# Commitment

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>1</b> Identify a named lead within each service area who has responsibility for leading work on meeting the needs of disabled users of their service.	<b>+</b> High		Completed Energy & Infrastructure: SMcG Environment: RCN OEHPR: CR Dev & Plan Authority: JR Traffic & Highway Services: KG
<b>2</b> Ensure that service area leads use the audit and action planning tool in Appendix C to formally measure and improve the performance of their service.	<b>+</b> High	Q2 2019	
<b>3</b> Consider whether disability-related objectives might be included within existing customer-related plans or strategies (in addition to the actions referenced in the Traffic & Highway Service's plan).	<b>+</b> Medium	Q4 2018	

# Know-how

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>4</b> Continue to promote the States' free online disability awareness training to all public facing employees working within the Committee for Environment and Infrastructure's service areas and monitor take up.</p>	<p> Medium</p>		<p>Ongoing currently c56 staff All OEHPR staff encouraged to undertake the training and there is high uptake amongst the staff (10FTEs)</p>
<p><b>5</b> Consider commissioning training and/or guidance that includes a focus on meeting the needs of customers with mental health conditions in relation to public-facing service areas such as Planning and Driver and Vehicle Licensing.</p>	<p> Medium</p>		<p>2 OEHPR staff are on the waiting list for mental health first aider training. Staff are also working closely with the MoH / Social Workers considering how mental health capacity impacts on self-neglect.</p> <p>Discuss with Home Affairs which may have relevant learning/experience particularly suitable for front line staff of Development &amp; Planning</p>

# Recommendations

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>6</b> <b>Develop guideline principles to enable a proportionate approach to balancing customer demands with factors such as restrictions relating to upgrading historic buildings.</b>	<b>+</b> Medium		<p>A review of the structure and accessibility of the OEHPR building has been carried out. No significant issues were highlighted (notably as it is a relatively modern building) although the comments (e.g. service counter height) will be considered in the event of any building modifications.</p> <p>Disability and access for all were considered carefully as part of formulation of the IDP and are taken into consideration as part of the approach to management of development affecting Protected Buildings and Monuments through the planning process</p>

# Understanding

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>7</b> Ensure that disability-related statistics such as census data is shared with service leads from the Committee for Environment and Infrastructure in order to inform service planning.</p>	<p> Medium</p>		<p>Statistics relating to disability are not collated, unless they are relevant to discharging the duties of the department (in line with GDPR). In the event that they become relevant then they will be collected and shared. Reflect in development of policies</p>
<p><b>8</b> Ensure that where services are delivered directly to the public that disabled people are routinely involved in the development and review of those services.</p>	<p> High</p>		<p>This will be considered when reviewing services although many issues, such as format of letters, web information etc. are constructed as per corporate guidelines.</p>
<p><b>9</b> Consider ways of widening consultation beyond the membership of the GDA. For example, by using the database of Blue Badge holders.</p>	<p> Medium</p>	<p>Q4 2018</p>	<p>seek advice from Corp Comms for development of policies, Blue badges may have data protection issues</p>
<p><b>10</b> Develop a consistent approach to equality impact assessment that ensures the needs of disabled islanders are always considered in relation to key decisions.</p>	<p> Medium</p>	<p>Q4 2019</p>	<p>reflect in development of policies - seek advice from P&amp;R Strategy and Policy</p>

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>11</b> Review complaints received about services that are delivered directly to the public to assess whether any are disability-related.	 Medium		This is already in place and will continue for OEHPR and will be completed for other areas.

## Suppliers and Partners

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>12</b> Review the extent to which third parties deliver elements of public service on behalf of the Committee for Environment and Infrastructure.	 High		Few 3rd parties used to deliver work to public

# Recommendation

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<b>13</b> Where elements of the Committee for Environment and Infrastructure’s public services are delivered by third parties, liaise with suppliers to ensure that they can demonstrate an understanding and ability to meet the needs of a disabled customers.	 High		N/A
<b>14</b> Confirm whether bus drivers receive training on meeting the needs of passengers with both physical and non-physical disabilities. If not, then commission training.	 Medium		N/A
<b>15</b> Consider how to improve the disability confidence of drivers working for private taxi firms. For example by making training on meeting the needs of disabled customers a compulsory requirement for any taxi used by the States.	 Low		N/A

# Communication

BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
<p><b>16</b> Ensure that (where available and relevant) all service areas' contact pages contain information about accessibility (following the example of Agriculture, Countryside and Land Management Services)</p>	<p> Low</p>	<p>Q4 2019</p>	<p>Energy &amp; Infrastructure - review hydrocarbons pages and seek advice from Central Comms            OEHPR - To be discussed with Corporate Comms as our contact pages are currently embedded within those for multiple services and we do not have rights to make changes.            DPA - Addressed in ongoing review of correspondence and web pages</p>
<p><b>17</b> Ensure that social media content provides updates about works that might impact on disabled islanders' ability to travel independently and that good practice guidelines regarding accessibility are followed.</p>	<p> Medium</p>		<p>seek advice from Corp Comms</p>

# Premises

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
18	Develop a clear understanding of the accessibility of the Committee for Environment and Infrastructure’s public facing buildings.	+ High	Completed	<b>Energy &amp; Infrastructure/Environment</b> - RFH - well understood. Future of RFH uncertain so limited budget. Matter for SPS. <b>OEHPR</b> - There are multiple teams (from different Committees) within the building but CR will coordinate this and consider changes, as per the audit, in the event of building modifications. <b>DPA</b> - SCFH - well understood. Matter for SPS <b>THS</b> -Bulwer Avenue - well understood. Matter for SPS
19	Where buildings are inaccessible, develop realistic and proportionate plans to remove or avoid barriers.	+ High	Completed	AS above
20	Ensure that any customer-facing staff are trained to recognise when a customer might need support using the building and be proactive in offering support.	+ High		Delivered via ongoing training and staff development
21	Use the access guides developed by DisabledGo relating to public spaces such as beaches and parks as the basis for a plan to improve access for disabled islanders and visitors. Ensure that disabled islanders are also involved in the development of plans.	+ Medium		N/A

# Information and communication technology

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
22	Ensure that any electronic forms used by public services of the Committee for Environment and Infrastructure are designed following good practice accessibility guidelines.	High		seek advice from Corp Comms
23	Ensure that any electronic forms used by public services of the Committee for Environment and Infrastructure are designed following good practice accessibility guidelines.	Medium		seek advice from Corp Comms
24	Provide IT leads working within the Committee for Environment and Infrastructure with information and guidance developed by BDF's Technology Taskforce.	Medium	Completed	Request Disability & Inclusion team share with E&I ISS BP

## Commitment

	BDF Recommendation	BDF Priority Rating	Committee Target Completion Date	Comments
1	Use the audit and action planning tool in Appendix D to review the Court's practice across the full range of areas where disability is relevant.	+ Medium	31 August 2018	Complete
2	Review the Royal Court website to confirm it has been designed to be accessible or commission an audit to identify how accessibility and usability might be improved for disabled users	+ High	31 March 2019	<b>Ongoing</b> - A review of the entire content of the Royal Court website has been conducted and established that a complete change of its layout and content is necessary. This will take place in Q1 of 2019 when funding becomes available – this redesigned website will meet the WCA guidelines. Target completion date amended accordingly
3	Consider providing audio recordings of court proceedings at no cost when requested by disabled service users as a 'reasonable adjustment'.	+ Medium	31 July 2018	<b>Complete</b> - Access to audio recordings of court cases will be made available following an application to, and approval from the Judge

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**Confirm that Court Security Officers, Ushers and reception staff are all provided with training and guidance to ensure that they are able to respond to requests for assistance from disabled people knowledgably and with confidence.**

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 High

31 July 2018

Complete

