Rights to Reality: A Framework of Action for Independent Living in Scotland 2013 to 2015

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1   Introduction to the Framework

1.1   Rights to Reality sets out how the Scottish Government, the Convention of Scottish Local Authorities, the National Health Service in Scotland and Disabled People's Organisations are working together to make independent living a reality for disabled people in Scotland and how this will underpin the United Nations Convention on the Rights of Persons with Disabilities (UNCRDP).

1.2   Independent Living is a human right for everyone. It is a complex area and it has implications for all disabled people and those with long-term conditions, and all public policy and service delivery functions. Achieving independent living for all disabled people in Scotland is a long term goal.

1.3   The framework is not a static document. It is a live programme of action and collaboration, and change which will evolve over time as objectives are achieved and new challenges come to light. The content of this document has been informed by many different sources and perspectives and it does not claim to be complete or conclusive. It does, however, aim to support the on-going collaboration between the Programme partners, and their allies

1.4   The aspirations and objectives laid out in this document will need to be achieved in the context of relative economic austerity. Reform of the welfare system and an overall reduction in public spending are having a disproportionate impact on disabled people, making independent living seem increasingly difficult for many. While we must all be prepared for these challenges, we must not allow them to undermine the achievement of the outcomes contained within this Framework. Economic difficulties do not lessen the duty on public authorities to respect, protect and fulfil the human rights of citizens; including the right to independent living. Indeed, they become more pressing in order to avoid further marginalisation and exclusion. Policy-makers, legislators, service providers and the people of Scotland must work in collaboration to overcome ongoing challenges and find innovative ways of articulating and achieving their objectives.

1.5   The Framework contains case studies which outline some of the challenges faced by disabled people. These case studies present a small part only of the many challenges faced by disabled people in their daily life. It can be seen from these case studies that the issues faced form part of all sectors and services. It is therefore the responsibility of all those who deliver public services to seek improvement across policy and service delivery to eradicate these challenges and promote independent living in Scotland.

1.6   The Framework has been developed in partnership and co-production by Disabled People's Organisations, Scottish Government, COSLA, NHSScotland, the Association of Directors for Social Work and the Society of Local Authority Chief Executives. We would like to convey our thanks to all who participated in the development of the Framework.

Part One – Our Shared Vision for Independent Living in Scotland

This statement is jointly signed by the Scottish Government, the Convention of Scottish Local Authorities (on behalf of local authorities), the disabled people's Scottish Independent Living Coalition, and the National Health Service Scotland. It sets out our agreed vision, based on the core principle that disabled people across Scotland will have equality of opportunity, and the means to be full and active citizens.

Independent living means "disabled people of all ages having the same **freedom, choice, dignity and control** as other citizens at home, at work, and in the community. It does not mean living by yourself, or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life."

Without practical assistance, an accommodating physical environment and a receptive and inclusive culture, many disabled people cannot exercise their full and equal contribution in society; live free from discrimination and harassment nor contribute to a wealthier and fairer, healthier, safer and stronger, smarter and greener Scotland.

These rights to independent living are enshrined within the United Nations Convention on the Rights of Persons with Disabilities, the Human Rights Act 1998, and the Equality Act 2010.

The Scottish Government, Scottish Local Authorities, the Scottish Independent Living Coalition and the National Health Service Scotland are committed to working together as equal members of the Independent Living Programme. Our shared commitment to independent living for all disabled people in Scotland is founded on our belief that it is the right thing to do, and it is in Scotland's interest:

- It is right for the individual – to be free from prejudice and discrimination; and to participate within society as full, and active, equal citizens

- It is right for public bodies – putting this agenda at the heart of planning and service delivery will make them more effective and more efficient at targeting limited resources to needs, reducing spend in the longer term and meeting their legislative duties

- It is right for our economy – the more diverse the economy, the more innovative and high growth it is; and the more successful it will be at recognising, attracting and growing talent

- It is right for society as a whole – a more equal society will have greater strength and social cohesion

We have much to learn from one another. Our working partnership is based on a model of co-production and inclusion from policy making to service design, delivery and monitoring. We recognise that there is scope to deliver lasting change for disabled people in Scotland. This can only be achieved by thinking and acting aspirationally; and by ensuring that the views of disabled people are heard, understood, have equal weight and are well respected. This approach will help

deliver our shared vision across our respective areas of responsibility covering all devolved public services in Scotland.

Our vision and Framework fit with the National Performance Framework, the 'Statement of Ambition' on Community Planning, Single Outcome Agreements (SOAs) – as agreed between the Scottish Government and Community Planning Partnerships, and the National Health Service Scotland Quality Strategy.

Our vision builds on a shared agenda to tackle health inequalities, and seeks to reduce inequalities in all other areas of life, which are experienced by disabled people at large, as identified by the Equality and Human Rights Commission Report of 2010.

Effective community planning arrangements will be at the core of public service reform. They will drive the pace of service integration, increase the focus on prevention and secure continuous improvement in public service delivery, in order to achieve better outcomes for communities.

Community Planning and SOAs will provide the foundation for effective partnership working within which wider reform initiatives, such as the integration of health and adult social care and the establishment of single police and fire services, will happen. Disabled People's Organisations have a pivotal role to play here as active, knowledgeable and unique Third Sector partners for statutory bodies.

Communities have high expectations of public services and have a key role to play in helping to shape and coproduce better outcomes within their communities. If community planning partnerships are to unlock that potential, their foundations must be built on a strong understanding of their communities including disabled people, and provide genuine opportunities to consult, engage and involve disabled people as equal and active citizens.

We will work to make all our outcomes inclusive of independent living principles and practices, so that disabled people can participate in society and lead an ordinary life, on an equal basis to that of other citizens, and be a part of Scotland's future development as a country of equality opportunity and quality of life for all of its citizens.

We believe that by working in partnership we will be better equipped to identify the best approach to achieve agreed outcomes, making the most effective investment of resources and taking account of the priorities and needs of all local communities.

We will work in collaboration to deliver our Framework to independent living, with a cross sector plan of activity, which will support independent living for all disabled people in Scotland.

Our overall objective is to deliver real choice and control for disabled people in all areas of life, and all parts of Scotland, ensuring their dignity and respect at all times as full, and active, equal citizens of Scotland.

We recognise that this will require continued effort by all partners and others across society. It will take time to achieve this vision, but this refreshed and updated joint

statement and our Framework are important milestones in our journey to make independent living a reality.

Jim Elder-Woodward, OBE
Independent Chair, Scottish Independent Living Coalition

Cllr Peter Johnston
COSLA Spokesperson for Health and Well-being

Alex Neil
Cabinet Secretary for Health and Wellbeing

Derek Feeley
Director-General Health and Social Care, Scottish Government
Chief Executive NHSScotland
Independent Living Programme Champion

Easy Read Version: http://www.scotland.gov.uk/Publications/2013/04/8699/2

2   The Purpose of the Framework

2.1   The purpose of this Framework is to promote and mainstream independent living principles and practices in policy and service development so as to provide equality of opportunity for disabled people, enabling them to participate as full and equal citizens.

2.2   It will inform public authorities, who develop policy and deliver service improvement of the current activities to support independent living – see Annex A, page 40. Public authorities and the Third Sector can work collaboratively to consider whether the current activity is effective, what needs to be further improved and what more can be done to improve the lives of disabled people in Scotland.

3   Why a Framework?

3.1   Rights to Reality sets out a dynamic and flexible Framework for action on independent living. It responds to both lessons learned and to the changing world within which we all live and work.

3.2   The outcomes set out in this Framework have been identified as ones which will make a positive and lasting difference to public policy and service delivery in Scotland. This means making sure that the content of this document remains capable of responding to emerging needs and shifting priorities.

3.3   Supporting this Framework, the Scottish Government Equality Evidence Finder (EEF)[1] has been developed to help public authorities and others to gather and use equality evidence. Evidence is vital to help identify and understand the inequalities which hinder independent living in Scotland. The Framework has been developed to take account of the specific requirements for the public sector and decision makers on independent living. It will help to inform policy activity and to measure and evaluate the impact of changes made. The EEF is one of many sources which can be used to assess changing need, and consider the shift in priorities to meet that need.

3.4   Outcomes and actions should not be defined in ways which risk disempowering or excluding the very people they are intended to benefit. At the heart of a Framework is the necessity to work in co-production, communicating inclusively and sharing the power, responsibility and ownership. That includes a shared responsibility for setting the initial goals and ensuring that the Shared Vision and direction of travel remain relevant, and that the Framework is reviewed and renewed through constructive and effective partnership.

3.5   The Framework will assist and support delivery of the requirements within the Equality Act 2010, the United Nations Convention for the Rights of Persons with Disabilities (UNCRPD), and the Human Rights Act 1998.

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[1] http://www.scotland.gov.uk/Topics/People/Equality/Equalities/DataGrid

4   **What is Co-production?**

4.1   This Framework endorses a method of co-production, which promotes 'doing with' and not 'doing to'. Co-production is not the same as consultation. It means people and communities working with public bodies and decision makers to share power, ownership and responsibility for change from the beginning. It recognises the value of all partners and considers them as equal contributors. It empowers individuals and communities to participate and contribute, in order to agree outcomes and drive change.

4.2   Co-production is:
- bringing the lived experience and knowledge of individuals and communities into strategy and outcome setting
- allowing individuals and communities to take a lead role in the shaping of policy formation and resource utilisation, alongside service providers
- public service being committed to supporting/developing the capacity to self-determine and self-direct outcomes.

4.3   To be successful co-production requires all participants to look at and change their attitudes, behaviours and cultures. This means adapting shared language and processes to make sure everyone, including service users understand and can participate effectively. Additional support and resources may be required and processes changed to ensure that everyone can participate equally.

4.4   Co-production has many similarities to an 'Asset Based Approach' which equally values and focuses on the capacity, skills and knowledge of individuals and communities.

4.5   Co-production can be difficult to define; it requires to be considered for each set of circumstances, with participants agreeing their roles and responsibilities.

4.6   Co-production will not always present a win-win situation; negotiation and compromise are critical to success. However, the value that each participant brings, and the contribution of shared skills and knowledge, should be of equal importance.

4.7   Co-production is about recognising and maximising the available resource to achieve the best outcome and about building capacities and capabilities. It is where individuals and communities along with public service providers, can share their skills, knowledge and expertise, contribute and reach consensus on decisions.

4.8   It does not mean that everything has to be done by everyone. Co-production requires collaboration, collective responsibility and ownership. Most importantly it requires openness, honesty and trust.

5   The Equality Dimension

5.1   This document has been designed to take account of all equality characteristics and intersectional issues, to ensure independent living becomes a reality for all disabled people in Scotland regardless of age, race, gender, religion or sexual orientation. Independent living enables all individuals to find full expression and equality of life.

6   Language

6.1   Language and terminology carries many messages; it can empower and connect people, but equally it can categorise, label and stereotype by demeaning, disempowering and excluding. There are many examples of language being used to deny personhood by using the adjective as if it were a noun e.g. 'the handicapped' or 'the paraplegic.' Another example is references to material items to describe the person or people e.g. 'wheelchair toilet' or 'wheelchair parking space'.

6.2   There is an on-going debate about what language to use not least amongst disabled people themselves. Many people who are covered by legal definitions of disability and who have rights as such, do not identify themselves as disabled. Deaf people who use British Sign Language are Deaf (with a capital D) and identify themselves as a linguistic and cultural minority rather than as disabled people. Conversely, deaf people, even those with a profound hearing loss, may identify as disabled or just deaf.

6.3   On the continent the term 'people with disabilities' is commonly used whereas some languages do not even have the word 'disabled'. In the UK, disabled people in the Independent Living Movement mostly use the term 'disabled people' because being a 'person with disabilities' infers that the disability is part of, or belongs to the person, whereas being a 'disabled person' demonstrates that the individual is disabled by society.

6.4   This framework document includes the term 'impairment' to cover a wide range of medical terms and conditions. It does so partly because the word is widely recognised and also because it offers a short-hand solution to encompass the diversity of, medical traumas, illnesses and conditions, including Deafness, which are commonly used.

7 Models of Disability

7.1 Definitions and the language used are important because they form the basis of models. Models are not scientific or philosophical theories or ideologies. They are merely ways of looking at things or situations. There are two predominant models of disability commonly in use in the UK; the Medical Model and the Social Model.

- The medical model views disability as the relationship between the individual and their impairment. Physical sensory and mental impairment are seen as being the *cause* of disability. In order for the disabled individual to fit into the status quo of a fixed, predominantly able-bodied, society, their impairment has to be cured, or the individual "rehabilitated". If that is not possible, then the disabled individual has to be cared for. In the past, such care was more often found in segregated establishments.

- The Social Model was developed by disabled people themselves and views disability as the relationship between the individual and society. It is the environmental, attitudinal, institutional, and legal barriers within society at large that cause disability. For example, disabled people are disabled due to the lack of accessible employment and learning opportunities; poorly designed housing and transport; or policies that result in higher incidences of exclusion and rates of poverty etc. Disability can therefore be overcome by changing society to be more flexible, equal and inclusive.

7.2 This Framework is based on the Social Model of disability and it is equally important that fulfilling this Framework is based on the same model.

8   Defining Independent Living

8.1   Independent living is defined by the disabled people's Independent Living Movement as: "disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work, and in the community. It does not mean living by yourself, or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life".

8.2   The principles of independent living, freedom, choice, dignity and control, do not only relate to specific services and provisions for disabled people, but to the whole of disabled people's interactions with society; its organisations, facilities and structures; and every aspect of their quality and equality of life. These principles are underpinned by the following basic rights:

- Full access to the environment
- Technical aids and equipment
- Accessible and adapted housing
- Fully accessible transport
- Personal assistance
- Inclusive education and lifelong learning
- Equal opportunities for employment
- An adequate income (both in and out of work)
- Advocacy and peer support (and working toward self- advocacy)
- Accessible information
- Accessible and inclusive healthcare
- Communication support
- Civic, social and judicial participation

8.3   These basic rights of independent living are acknowledged by the United Nations in its Convention on the Rights of Persons with Disabilities (UNCRPD).

8.4   The UNCRPD re-affirms the human rights of disabled people. It underpins and promotes an understanding of disability and independent living that recognises the essential role of "material support" in ensuring that disabled people can "participate in society and lead an ordinary life".

9   Independent Living and the National Performance Framework

9.1   The Scottish Government and Scottish Local Government share an ambition to see public services working together with private and Third sector partners, to improve the quality of life and opportunities in life for all people across Scotland.

9.2   The disabled people's Independent Living Movement in Scotland welcomes this and has worked in partnership over many years with service providers, within a method of co-production, to create an understanding and support the necessary changes required.

9.3   Disabled People's Organisations (DPOs) are organisations run by disabled people for disabled people and therefore they carry the direct voices of disabled people and their lived experience. They work collectively to change policies and practices and to grow society's understanding and awareness of the barriers impact on their human rights.

9.4   In 2007, the Scottish Government launched a National Performance Framework. The purpose of the National Framework is to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth. The Framework includes 16 outcomes, enabling priorities to be clearly understood and a structure for delivery.

9.5   Although many of the 16 outcomes will directly contribute to positive change for disabled people, the most relevant outcome is 'we have tackled the significant inequalities in Scottish society'.

9.6   To support the framework, there are Single Outcome Agreements between the Scottish Government and Community Planning Partnerships. These Agreements set out how public authorities will work towards improving outcomes for the local people in a way that reflects local circumstances and priorities within the context of the National Framework.

9.7   In 2007, national and local government signed a concordat. The concordat provides an arrangement where the Scottish Government is responsible for setting out the direction of policy and the over-arching outcomes, but it will stand back from micro-managing service delivery in a local area. This arrangement reduces bureaucracy, and enables local authorities and their partners, who form part of the Community Planning Partnerships, through their Single Outcome Agreements, to better meet the varying local needs and circumstances across Scotland.

9.8   The Independent Living Framework, and the outcomes contained within, is set within the context of the National Performance Framework, and Single Outcome Agreements. It is an approach which allows the partnership to work within the wider context of national policy and local service delivery.

10 The Independent Living Programme in Scotland

10.1   In July 2007, the Disability Rights Commission published a detailed report setting out what it believed was required to deliver independent living for disabled people in Scotland. A later summary of this report is available from ILIS at http://www.ilis.co.uk/uploads/docs/ilis_ready_for_action.pdf

10.2   In 2008 the Scottish Government gave its commitment to support the development of independent living in Scotland. The Ministers adopted the social model of disability, and identified independent living as a key priority for the Scottish Government, making a commitment to a cross-government approach to deliver positive change.

10.3   The cross-government approach would include funding Disabled People's Organisations to actively participate the development and delivery of an independent living programme.

10.4   The main objective of the programme is to promote and raise the awareness of independent living, and to break down the attitudinal, cultural and physical barriers in society to enable disabled people in Scotland to participate as full and equal citizens.

10.5   It was agreed that the programme would progress through co-production, and ensure that the practices and principles of independent living, would be mainstreamed in the programme's work.

10.6   Independent Living has far reaching and cross-cutting implications for all policy and service delivery including education, employment, health, transport and housing – which all play a part in people's day-to-day life. The Independent Living Programme provides a framework and leadership to promote positive change in the culture and organisation of Scottish policy-making, and to co-ordinate efforts across the Scottish Government and the wider public sector.

11 The Disabled People's Independent Living Movement in Scotland

11.1　The Independent Living Movement came to Scotland in the early 1980s. It started with small local groups of mostly physically and sensory impaired people coming together to demand greater autonomy over the control and management of their own lives and support systems.

11.2　Apart from promoting independent living, a number of these groups are also major user-led support organisations for housing, direct payments, and advocacy, for example.

11.3　Alongside these user-led 'service providers', disabled people have formed many local, and several national Disabled People's Organisations, to campaign on many issues, including independent living. Collectively these organisations plus individual disabled people and allies make up the Disabled People's Independent Living Movement in Scotland.

11.4　Disabled people and their groups are empowered by being part of a wider movement. This helps to overcome isolation and provides user-led and peer-provided support for everyday living which understands the issues and takes accounts of aspirations. It also enables collective power which is translated into action for change and providing both moral and physical support from within, and among, disabled people themselves.

12   The Independent Living Partnership Board

12.1   The Independent Living Programme is a cross-sector venture. A partnership Board has strategic oversight of the programme. The Board recognise the responsibility to deliver the programme of work, and the activities outlined in Annex A, page 20 to 39 lie with the individual partners of the programme.

12.2   The Board will seek to influence, persuade, remove barriers, identify opportunities and priorities, connect work-streams, and promote the principles of independent living to ensure it retains a high priority focus and positive outcomes are achieved.

12.3   The Partnership Board is represented by the Scottish Independent Living Coalition, National Disabled People's organisations (Inclusion Scotland and the Scottish Disability Equality Forum), the Convention of Scottish Local Authorities (COSLA), the Society of Local Authority Chief Executive's and Senior Officials (SOLACE), the Association of Social Work Director's (ADSW), the Scottish Government and NHS Scotland.

12.4   The full remit of the Partnership Board can be viewed in Annex B. The contact details for the Board members can be viewed in Annex C.

Part Two – Delivering the Change

13   The Priorities for Change

13.1   There are 3 stages to achieve the outcomes of this independent living programme:

- Understanding the aims and aspirations of the Programme, how it will be achieved and how it will work, including the partnership component

- Empowering and increasing the capacity of disabled people, their organisations, service providers and others to influence change through identifying priorities and how these will be delivered. This will include how change and improvement will be measured and identifying the resources available; and how to make best use of them

- Making and sustaining the changes, and sharing the learning.

13.2   The Independent Living Programme partners have agreed to focus on a number of policy developments and service improvements which are important to disabled people and where a real difference can be achieved These are:

a. Integration of Adult Health and Social Care

13.3   The Bill to integrate Health and Social Care, the *Public Bodies (Joint Working) (Scotland) Bill* was introduced to Parliament in May 2013. The focus of the Bill is to improve outcomes for people by providing consistency in the quality of provision of services, ensuring people are not unnecessarily delayed in hospital and maintaining independence by creating services that allow people to stay safely at home for longer.

13.4   More information about the Bill including consultations can be found at http://www.scotland.gov.uk/Topics/Health/Policy/Adult-Health-SocialCare-Integration.

The Bill will:

- Create Health and Social Care Partnerships which will be the joint and equal responsibility of Health Boards and local authorities
- Legislate for the principle of nationally agreed outcome measures and standards for Health and Social Care to be included within Single Outcome Agreements
- Require partners to identify and use an integrated budget across adult Health and Social Care, and aspects of secondary health care
- Require partners via the Health and Social Care Partnership to produce a joint strategic commissioning plan which will include the establishment of appropriate mechanisms for professionally led locality planning

b. NHS Quality Strategy

13.5   The NHS Quality Strategy, published in 2010, builds on existing foundations to ensure that the work of the NHS in Scotland is integrated and aligned to deliver the highest quality health and care services to people in Scotland. It sets out 3 Quality Ambitions which provide a consistent description of quality for NHSScotland:

• Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making

• There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate clean and safe environment will be provided for the delivery of healthcare services at all times

• The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit and wasteful or harmful variation will be eradicated

13.6   In addition, six healthcare Quality Outcomes describe the priority areas for improvement in support of the Quality Ambitions. The 6 healthcare Quality Outcomes are:

• Everyone gets the best start in life, and is able to live a longer, healthier life – NHSScotland works effectively in partnership with the public and other organisations to encourage healthier lifestyles and to enable self care, therefore preventing illness and improving quality of life

• People are able to live well at home or in the community – NHSScotland plans proactively with patients and with other partners, working across primary, community and secondary care, so that the need for hospital admission is minimised. This is therefore reflected in the outcome indicators on emergency admissions and end of life care

• Healthcare is safe for every person, every time – Healthcare services are safe for all users, across the whole system.

• Everyone has a positive experience of healthcare – Patients and their carers have a positive experience of the health and care system every time, which leads them to have the best possible outcomes. This should be demonstrable across all equalities groups

• Staff feel supported and engaged – Staff throughout NHSScotland, and by extension, their public and third sector partners, feel supported and engaged, enabling them to provide high quality care to all patients, and to improve and innovate

- The best use is made of available resources – NHSScotland works efficiently and effectively, making the best possible use of available resources

13.7   Much work has been done over the last 3 years to develop this quality improvement work and significant achievements have been realised. Of particular relevance is the evolution of the Person Centred Health and Care ambition and associated work programme. The programme recognises the interdependence of the experiences of people who use services, and the experiences and well-being of the staff who deliver services. This work therefore has three Aims as follows:

1) By December 2015 people using services will have a positive experience and get the outcomes they expect (includes services being delivered in active partnership with people)

2) By 2015 all health and care services will support people's rights to independent living, good health and well-being by working in partnership with individuals and their communities, building on their assets, to design, deliver and improve support

3) By December 2015 80% of staff will say that they were able to deliver the care they wanted to.

13.8   All these ambitions are underpinned by a rights based and a values based approach to health and care which recognises that we need to create the conditions in which people can thrive – both people who use services and staff – and which recognises and values the unique contribution of each individual as an equal partner in their health and care journey.

c. Community Planning Partnership/Single Outcome Agreement Review

13.9   The Scottish Government and COSLA led a joint review of the Community Planning (CPP) and the Single Outcome Agreement (SOA) framework in 2012. This produced a Statement of Ambition in March 2012 that set out a vision and key principles for the future shape of community planning and SOAs. Those principles include:

• delivering demonstrable improvements to people's lives;
• delivering unambiguous performance commitments and cost-effective service models;
• focusing on delivering joint prioritisation of outcomes, interventions and resource use by public services; and
• promoting early intervention and prevention approaches.

13.10 CPPs were asked to submit drafts of new SOAs to the Scottish Government by 1 April 2013 for agreement by June 2013. Guidance on the scope and content of those new SOAs was published on 4 December 2012. That guidance includes calling for the new SOAs to have a sharp focus on six key priorities where the aim should be to achieve transformational change: those priorities include Health inequalities and outcomes for older people.

13.11 Although these areas would be the main focus, they would not be exclusive, and partners would continue to contribute to the wider policy development and service improvement across Scotland.

13.12 Similarly, there are other areas of policy development that will contribute to positive change; an example of this at the time of developing this Framework is;

Self-directed Support

13.13 Building on the positive outcomes for disabled people achieved through the choice and control of direct payments for social care, the National Strategy for self-directed support in Scotland, published in 2010, aims to drive a cultural shift around the delivery of social care. The goal for self-directed support as the mainstream approach to social care in Scotland will mean both citizens and professionals will have significantly different roles in determining how care is provided. This shift should empower citizens -through informed and meaningful choice- to take as much or as little control over their support as they wish. It will be delivered through processes that are shaped by outcome planning and coproduction, informed by the values and principles of independent living.

13.14 The Social Care (Self-directed Support) Scotland) Act 2013 places the principles of independent living on the face of Scottish legislation for the first time (see Outcome 3).

MAKING A DIFFERENCE

14   The Outcomes

How were the outcomes developed?

14.1   In November 2012, the Independent Living programme partners, along with other public authorities and agencies, disabled people and their Organisations, agreed seven outcomes included in the Framework. These outcomes are outlined in this document pages 40 to 70.

14.2   The partners in recognising independent living is a long term goal, developed high level, person-centred and aspirational outcomes.

14.3   Each of the seven outcomes describes what the issues are and what needs to change alongside examples of what disabled people have said. This provides us with an overview of some of the challenges and barriers disabled people face.

14.4   The Outcomes will be delivered in many ways. Many activities are underway already which will contribute to the achievement of the seven Outcomes. These are listed at Annex A.

What do we want people to do?

14.5 The Independent Living Programme is based on a human rights approach. It requires public authorities to work in collaboration and co-production with disabled people to create a Scotland where the outcomes contained within the Framework are supported and delivered, to make sure independent living becomes a reality, and disabled people are empowered and enabled to participate as equal and active citizens.

14.6   Outcome one supports the over-arching principles of independent living; where the society embraces the social model of disability and the barriers which prevent disabled people from exercising their full potential are removed. This is the key to the following Outcomes.

14.7   Achieving this outcome in itself, will enable long-term, cost-efficient and sustainable change. How? Because policy and services will be developed and improved with the shared knowledge, skills and expertise of the people who use them.

The Seven Outcomes

Outcome 1

Independent Living Principles – participation and capacity building

To each play our part in the emergence of a strong society underpinned by the principles of independent living, sustained by a moral code of social responsibility and propelled by a genuine desire to work together towards a fair and equal society for all.

The partners of the Independent Living programme support a social model of disability. We aim to remove the social barriers, as described above, which prevent inclusion for all members of society.

Outcome

'Disabled people are fully involved, participate in communities, leisure, social and public life individually and collectively and live in a Scotland in which politics, society and services embrace and promote independent living'

Commitment

To move toward a society which:

- adopts a positive change in attitudes and behaviours to enable full participation of disabled people in their communities.
- makes sure disabled people have better access to support needs, to facilitate full involvement in decision making processes on a local and national level
- empowers disabled people to reach beyond perceived personal or societal limitations to effect positive change where they see fit within their local communities.

Key outputs

We will actively promote and support the application and understanding of the principles of independent living and including through improved and increased opportunities for disabled people to influence their communities.

Short to medium term outcomes

- o Disabled people live in a Scotland in which politics, society and services embrace and promote independent living
- o Public Sector carry out their responsibilities under the public sector equality duties

- Disabled people are fully involved; participate in communities, leisure, and public life individually and collectively

- o Disabled people have improved confidence in expressing themselves and supporting each other
- o Attitudes and behaviours change through the promotion of the values of independent living

- Disabled people have influence and are involved in the decision making process, including the evaluation, monitoring and improvement of services at a local level

  - o Disabled people have access to improved advocacy and support
  - o Disabled people have improved confidence in expressing themselves and are enabled to support each other
  - o Disabled people, their families and carers are supported and enabled to make their own decisions

What do we mean by participation and capacity building?

Capacity Building is a way of developing or creating conditions in which individuals, organisations and whole societies can work towards an agreed goal. Capacity building involves:

- Exploring strengths and resources available to realise goals
- Identifying and addressing obstacles which hinder progress.
- Empowering individuals to contribute by creating an appropriate environment for creative thought and informed decision-making
- Agreeing milestones to achieve sustainable and measureable results whilst recognising that our destination is set in an ever-changing social and political landscape

Why is participation and capacity building important?

Successful capacity building ensures development along a direction of growth, using an inclusive and people-centred approach. It enables us to build knowledge and strengthen connections as part of the journey towards our destination. Successful participation responds well to change, allowing a degree of flexibility in reacting to new developments and crises as they arise with a voice that contains an equal involvement across all sectors of society.

What disabled people say

Principles of participation and capacity building:

Community capacity building focuses on supporting community groups and organisations to improve the quality of life for their communities. It can look and feel different, and be approached in many different ways. However, there are some core activities at the heart of the approach, which include:

Strengthening skills to develop confident, skilled, active and influential communities, by:

- supporting people to decide how and why they want to build community capacity – taking responsibility for identifying existing strengths, skills and resources, and meeting their own needs
- personal development and training – to build on and develop individual and group skills and confidence
- supporting people to become involved in their community and wider society in a fuller way

Strengthening structures to build effective and inclusive community organisations, by:

- building structures – such as community groups and organisations, and routes to involvement in decision making
- linking structures – supporting people to take part in structures that allow them to influence activity, and work jointly with others
- supporting people to establish joint structures to manage or influence local services, activities and resources

Providing practical support, by:

- making sure that communities have the practical help and support that they need to strengthen their skills and structures.

Source:
http://www.educationscotland.gov.uk/communitylearninganddevelopment/community capacitybuilding/aboutccb/whatisccb.asp

Outcome 2

Environment, Transport and Housing

The ability for disabled people to physically access their own communities and society in general is dependent on access to the environment, transport and a home that people can live in independently.

Outcome

'Disabled people have access to public spaces on a safe and equal basis; an equal choice of where and when to travel using a transport system, and suitable pedestrian areas that work for them, and can choose a home which is accessible, adaptable and affordable that meets their needs'

Commitment

To create a society where disabled people's needs are understood and they have equal access to services, housing and transport and they are involved in developing these services

Key outputs

We will actively promote the needs of disabled people and work towards equal access for disabled people to services, housing and transport. We will work to ensure that disabled people are involved in designing these services.

Short to medium term outcomes

- Disabled people have access to services on a safe and equal basis
  - Disabled people's needs are understood and their access to local services is improved

- Barriers are reduced which prevent disabled people from accessing local services
  - Communication standards are improved to ensure disabled people understand and are understood
  - Disabled people are actively involved in the process to improve services at a national and local level

- Disabled people have equal choice of where and when to travel, and can choose a home which is suited to their needs
  - Disabled people have improved access to local housing and other local services
  - Disabled people have improved access to local transport

What do we mean by environment, transport and housing for disabled people?

Environment:
When we refer to the environment we are referring to the suitability of the physical environments of buildings, open space and the countryside to be accessible for everyone immaterial of their different and varied abilities and mobility needs. Across Scotland, many buildings pre-date current legislation and building standards. There are few opportunities to involve disabled people in designing places, and there can be a lack of understanding to what accessible means. If a building is inaccessible, then it is not being used to its full potential.

Transport:
It is imperative that disabled people can access all forms of transport so that they can choose whether they travel in a car, bus, coach, ferry, train or air travel. Local transport provision should enable choice of where and how to travel. Many transport systems are inaccessible or limited, which often requires disabled people to book their travel in advance. Accessible transport includes adequate transport information and support.

Housing:
Home is where the heart is. Accessible housing can include wheelchair accessible, suitably adapted and the right support in place. The basic human need of having a roof over ones head is fundamental to being able to live a life of independence with dignity and choice; to be able to live in a safe and useable shelter. The persons home must be suitable for them to be able to live in, it must be built for purpose or/and have whatever adaptations necessary to achieve this most basic of human rights of the 'right to shelter'. Source: *Abraham Maslow's Hierarchy of Needs.*

Why is the environment, transport and housing important?

Well designed neighbourhoods, transport and housing enables people to live an independent life, it promotes inclusion and equality. The ability of disabled people to choose how they travel, live in a suitable home, engage in society and contribute to their local community is a basic human right. This includes access to local facilities – shops, public buildings, Health Centres, Post Office, etc, many of the things others take for granted.

Without this disabled people cannot participate as an equal citizen, cannot contribute to society and will not be able to enjoy the same social opportunities as other citizens. Equally, the lack of accessible facilities can have an adverse effect on people's health and well-being. Not being able to access the environment, transport and accessible housing can lead to isolation and this in turn often leads to depression. 'One may not feel able to go out, friends and family may find it hard to cope and do not stay in touch'. Source: http://www.depressionalliance.org

What disabled people say

"The intercom in my block of flats is not working and nobody will take responsibility. I am housebound so I can't get my shopping or prescriptions because no-one can call me so that I can let them in".

"I live in a Housing Association house which has now had three bathrooms fitted and it still does not meet my needs".

"The local transport system is good, but some people can be unpleasant. I find lots of places are inaccessible. If I want to go for a meal there are only a few places I can go".

"Everything is designed for hearing people. You want to book a taxi, only a telephone number. You get to the station and stand on the platform, everybody moves away but you don't know why – there are no visible boards on the platform".

Sources:
Accessible Thresholds in New Housing
http://www.ribabookshops.com/book/accessible-thresholds-in-new-housing-guidance-for-house-builders-and-designers/17031

Designing for Accessibility Alison Grant, 2012 (ISBN 978 1 85946364 2)

Outcome 3

Health and Support

Many hospitals and other health services fall down on access whether physical, sensory or as a result of poor information or system practises, as an example. In addition, support services and social care can vary from area to area, both in quantity and quality. There can be a lack of provision for specific needs, in terms of both Health and Social Care, for both younger and older people with conditions such as Alzheimer's or Autism. In some cases, disabled people are disproportionately affected, both in terms of lack of support and the financial burden they incur

Outcome

'Disabled people are supported to live independently through appropriate and comprehensive supported services; have control over the kind of individual support they receive and how resources are used for them and have inclusive and accessible healthcare provision'

Commitment

To create a society where:

- Disabled people are supported to participate in society and live an ordinary life, independently with choice, control, dignity and freedom
- The health and support systems work together to address the health and care inequalities faced by disabled people
- Health and support services take account of disabled people's influence both collectively and individually.

Key outputs

We will actively promote and support the development of a health and support system that has the outcome of independent living at its heart; is joined up and respects and supports disabled people's influence within it. Application and understanding of the principles of independent living will be improved through increased opportunities for disabled people to influence community development and service delivery.

Short to medium term outcomes

- Disabled people are supported to live independently
  - Health and support services across all sectors in Scotland are improved

- Disabled people are more involved in decisions which enable them to live independently

- An increase in the number of disabled people living independently through the participation of disabled people in policy development and service delivery

- Disabled people have more choice and control within Health and Social Care frameworks
  - Increased participation of disabled people to influence the decision making process
  - increased awareness of disability issues, disabled people have more choice and control within a comprehensive and complex environment

What do we mean by support to live independently and comprehensive support services?

To live independently is a basic human right, but can only be achieved by the provision of 'fit for purpose' health and support services – not only social 'care'. Direct financial support is a 'tool' which disabled people can use to obtain the support required, but it is only effective if the local provision of support services meet the needs and demand of the local people. Advocacy and accessible information is powerful and enabling. Provision of a holistic and joined-up approach will provide an environment where disabled people can exercise choice, dignity, freedom and control within their life.

Why is Health & Support important?

Flexible, appropriate and self-directed health and community care services, based on the principles of citizenship and human rights (see the basic rights of independent living) are needed to ensure that disabled people can participate in society and lead an ordinary life. It supports disabled people to have equal access to society and can live their life in the way they choose, at home, at work and in the community. Without it, many disabled people cannot enjoy the human rights they are entitled to nor contribute to a wealthier and fairer, healthier, safer and stronger, smarter and greener Scotland.

The partners of the Independent Living programme support a social model of disability (see section 7 above). We aim to remove the social barriers which prevent inclusion for all members of society. Health and Social Care in Scotland should be set in a context where disabled people are able to:

- influence and provide an understanding of how independent living is reflected within context in Self-Directed Support and the integration of Health and Social Care
- access flexible Health and Social Care services, which are responsive and portable across Scotland
- access Health and Social Care services which focus on supporting disabled people's right to participate in society
- have greater control, both over their lives through appropriate support and their care package, and through choosing how it will be managed and provided. In return, people exercise that choice and control in a responsible way

- have their right to dignity respected in all interactions with the Health and Social Care system – including from assessment of needs to delivery
- understand what they are entitled to, have the opportunity to put forward their views on the support they need to participate in society on an equal basis to others – and eligibility and resource allocation systems support this
- be involved in a genuine and active way in deciding their outcomes, how they are supported, and in planning and delivering their support
- be supported to participate in decisions which affect their human rights
- be supported to feel safe and secure in all aspects of life, to be free from exploitation and abuse, but are not over-protected
- access improved Health and support services across all sectors in Scotland, leading to the ability to live independently

What disabled people say

"I couldn't have gone to university and gained my degree if it hadn't been for the flexible support package I got. Having the right support means I can enjoy the things others can, that we all have rights to. I could get the education I wanted, play an active part in my family and my community, hold down a full time job and basically live my life how I choose. With community care, I can play my part in society and enjoy the rights others take for granted."

"I am a member of People First (Scotland). People first is a self advocacy organisation for people with learning difficulties. I live in my own flat in Glasgow. I use a wheel chair. My independence is very important to me…years ago I worked in a centre for people …however without any warning we were told the centre was closing. We were very upset and scared about what would happen in the future and there was no support to help people talk about this. We were offered a service in the community. This meant we were supported to go out and about. At first it was strange but then I began to like it. I was meeting new people, learning new things and being more involved in my local community. I chose what I wanted to do and the staff were good. I was with this service for about 10 years."

"I have home help but they don't understand my cultural and ethnic needs – basic things like taking your shoes off when entering a prayer room or not tossing my Guru Granth Sahib – Holy Book – aside. In addition, I am a vegetarian and was brought up on a diet of Indian food, but I am forced to have and to eat microwave, fast food meals shopped for only at my local store rather than at a store of my choice – a reputable supplier of fresh Asian vegetarian foods. One home help even said to me 'You might think I am a bit racist but I think all non-whites should go back to their own country!'"

"I am often left wondering if my name has been called out at the hospital or GP surgery because they shout out my name, but I don't hear them. I always mention this but perhaps the receptionists don't always pass it on. It's really stressful and I've missed appointments in the past – even in Audiology!"

Outcome 4

Education and Employment

"The "disability employment penalty" is a measure of the extent to which disabled people are less likely to have a job than otherwise similar non-disabled people. It increased from 17% in 1987 to 28% in 2000 – but has not reduced since then".

Source: Trends in the Employment of Disabled People, Richard Berthoud, Institute for Social & Economic Research, 2011

Disabled people should be provided with the opportunity to achieve an education and training that is equal to other citizens, have the chance to be active and valued at work, and have the ability to receive an appropriate income.

Outcome

'Disabled people are supported to participate in lifelong education and training, and to access paid employment; are active and valued at work and have an appropriate income, including within the state benefit system where appropriate'

Commitment

To create a society where:

- Disabled people have equal opportunities to access the labour market and educational opportunities
- Educators, employers, agents and disabled people have greater awareness and understanding of issues and available support.

Key outputs

We will actively promote and support the application and understanding of the principles of independent living, including through improved and increased opportunities for disabled people to influence their communities.

Short to medium term outcomes

- Disabled people have greater access to paid employment

  o Disabled people, employers and their agents have increased awareness and knowledge of Access to Work funding

- Disabled people are active and valued citizens of Scotland, who have equal access to paid employment, lifelong learning and training

  o Professionals have an increased knowledge of the support and training needs, including skills and abilities of disabled people
  o Disabled people have increased access to the labour market across all sectors

o Disabled people have access to an improved education system which supports and provides opportunities in all educational establishments

What do we mean by education and employment for disabled people?

Inclusive employment refers to all activities which enable an individual to gain access to decent remunerated work.

Inclusive employment aims to promote employment which is decent remunerated work and not voluntary (unpaid) social activities which although they may be an occupational activity for the individual are considered as a social service rather than inclusive employment.

The notion of decent work is defined by the following six principles:

- Opportunity to work: every individual who wishes to work should be in a position to find employment

- Voluntary work: it must be freely chosen

- Productive work: adequate remuneration for the worker

- Fairness at work: no discrimination at work or when seeking employment

- Safety at work: health, social protection

- Dignity at work: respectful treatment of disabled workers

Source: Inclusive employment, Handicap International, 2011

Why is education and employment for disabled people important?

The aspirations of young disabled people are very similar to those of non-disabled young people. They want to go on to further/higher education, get a job and to live independently from their parents.

Education can help to overcome some of the barriers to employment that young disabled people experience whilst employment can assist in overcoming poverty and other barriers preventing disabled people's full participation in community and social life. Employment also has a positive effect on disabled people's feelings of self-worth.

What disabled people say

Careers guidance often fails to meet students' needs or challenge traditional "stereotypical thinking". Nearly a quarter of disabled young people say they had not had enough information to make the right choices for their future. – "All things being equal?" – EHRC, 2011

"At first I applied for work and did not mention my disability and got a higher yield of interviews. However once I started applying for the 'guaranteed interview scheme' the interviews decreased." – Workability client, Glasgow, "Disabled people's experiences of applying for work in Scotland" – Leonard Cheshire, 2006

"After gaining a master's degree, I went for various jobs without success, even though I had management skills from employing personal assistants. I then applied for this job and got it; I now work 12 hours a week. It's busy but I enjoy it".

"I'm a mother and a full-time student doing my higher. I'm in a wheelchair, and I host a karaoke once a month".

"Schools and colleges are rife with discrimination – young people feel alienated".

Principles of improved education and employment for independent living:

The UNESCO Salamanca Statement Framework for Action, states 'inclusion and participation are essential to human dignity and to the enjoyment and exercise of human rights.' In the field of education this is reflected in bringing about a 'genuine equalisation of opportunity.'

The partners are committed to Education for All, recognising the necessity and urgency of providing education for all children, young people and adults within the regular education system.

Regular schools with an inclusive orientation are the most effective means of combating discriminatory attitudes, creating welcoming communities, building an inclusive society and achieving education for all; moreover, they provide an effective education to the majority of children and improve the efficiency and ultimately the cost-effectiveness of the entire education system.

The fundamental principle of the inclusive school is that all children should learn together, where possible, and that ordinary schools must recognise and respond to the diverse needs of their students, while also having a continuum of support and services to match these needs.

Outcome 5

Justice

Disabled people can be disproportionately affected by discrimination and hate crime. Negative behaviours and attitudes can lead to disabled people being subject to inequality and unfair treatment in the justice system. Equally, the barriers society present can disempower disabled people to the point that they are not always able to represent themselves as effectively in the legal system.

Outcome

'Disabled people have full access to the justice system and to report and participate in the legal system as an equal citizen'

Commitment

To create a society where:

- Disabled people feel they can report a crime without prejudice or repercussion
- Disabled people are treated as equal citizens within the justice system, whether victim or perpetrator

Key Outputs

We will actively seek to improve the justice system to ensure that disabled people are not disproportionally affected, and which is free of prejudice and discrimination.

Short to medium term outcomes

- Disabled people are treated as equal citizens in the justice system. Disabled people feel confident to participate in the justice system and to report hate crime

  - Disabled people are supported and enabled to participate in the justice system through increased awareness of the issues that present barriers to access
  - Disabled people are aware of how to report crime and have the confidence to do so through improved support and advocacy

- Disabled people have fair and equal access to the Justice system (including associated costs)
  - Equality of opportunity for disabled people to prevent re-offending
  - People with learning disability are treated fairly and have equal access to the justice system through improved guidance and monitoring processes

What do we mean by Access to Justice?

Access to justice means all individuals being able to participate on an equal basis in the justice and legal system. It means access to information and systems where both parties understand and can be understood. It means being treated fairly whether the perpetrator or the victim.

Why is Access to Justice important?

Disabled people can often be disproportionately affected by hate crime. Crime reporting statistics tell us that a small minority of disabled people are prepared to report a crime as they fear recrimination – which can have a disproportionate and more devastating effect on a disabled person than other citizens as they are often less able to manage the recurring persecution.

Many disabled people require support and assistance. The justice system requires to be accessible in all forms, and to provide accessible information, support and assistance as required, to ensure disabled people are treated equally and fairly.

Disabled people are often unable to participate in the justice system as adequate and effective support, including communication support, is not available to allow them to do so, the physical environment can also often be unsuitable.

Disabled people have a right to the same economic, social and public life as other citizens of Scotland. A fully accessible justice system provides an environment which promotes fairness and equality for all.

What disabled people say

"I don't know my rights, so can't make a complaint about the right or wrong law".

"Mental health issues are out of the loop; who to trust?"

"Justice is not just legal – it's about social justice too, and the spirit of human rights".

"Not knowing when persistent bullying, harassment and bad attitude stops being discrimination and starts being hate crime".

"Not being believed, with proof and lack of understanding of effects of disability".

"Jumping through hoops is draining; you need stamina, confidence and resilience".

Outcome 6

Inclusive Communication

Inclusive Communication is more than plain English. It is about access to information, both in the ability to obtain relevant information and to understand that information. By providing inclusive communication we inform people, enabling and empowering them to be active citizens and to make their own choices.

We should all, individually and collectively, take responsibility to make sure information, whether written or spoken, is accessible. Inclusive communication is a two-way process where people understand and are understood. This is important if we want people to contribute, engage and participate on an equal basis in daily life.

We often assume people can hear, see and understand information, but we are wrong to do this. A large percentage of the Scottish population do have English as their first language. Many people in our society have communication support needs. This can include people with a Learning Disability, Autistic Spectrum Disorders, Dementia, Neurological Illness, Stroke, Cancer, Head or Brain Injury, Hearing Impairment, Visual Impairment, Aphasia, Autism, Motor Neurone, Cerebral Palsy and Mental Illness.

Outcome

'Disabled people can easily obtain accessible and readily available information and have the ability to participate in all aspects of life; have access to support to make their voices heard; can communicate and exchange ideas in a way which suits their needs'

Commitment

To create a society where:

- Disabled people can participate fully in public, social and civic life, and have full choice, dignity and control within their lives

- Disabled people can access services and care, and are able to articulate and be understood in a way that suits their needs

Key outputs

We will actively promote and support the use of inclusive communication principles; develop, increase knowledge and skill level of people to promote, implement and act as champions for inclusive communication ensuring continued national and local service improvement

Short to medium term outcomes

- Disabled people can participate fully in public, social and civic life, and have full choice, dignity and control within their lives

    - Disabled people are able to more fully participate in public and civic life through the increased promotion of inclusive communication guidance and assessment processes
    - Disabled people can access services, participate and make decisions about their support arrangements through improved communication methods and publications across public services
    - Share new learning of tools, aids and approaches that enable an effective two-way communication process

- Disabled people can access services and care, and are able to express and be understood in a way that suits their needs

    - Disabled people can access information and make decisions through improved communication methods across all Public and Third Sectors
    - Disabled people are better supported through communication and advocacy services across Scotland

What do we mean by inclusive Communication?

Inclusive communication means sharing information in a way that everybody can understand, can express themselves and be understood.

For all members of society, it means making sure that you recognise that people understand and express themselves in different ways.

For individuals to live independently, it means getting information and expressing themselves in ways that meet their needs.

Inclusive communication relates to all types of communication:
- Written information
- Visual/pictorial formats/sign language/augmentative communication
- Online information
- Telephone
- Face to face

Whenever we communicate we should take time to reflect. We should think of communication as a process, where we check and test, individually and collectively that we were inclusive in our approach. This also means checking that everyone involved in the process understood what was communicated.

Why is inclusive communication important?

Inclusive communication addresses the needs of people of all ages, people from different cultural and language backgrounds, and disabled people.

Inclusive communication enables individuals to access services
- It will help to achieve successful outcomes for individuals and the wider community
- It enables people to live more independently and to participate in public life
- It will help public authorities to avoid discrimination
- If services are designed around the people who use them, they will be more cost effective, user friendly and fit for purpose

Access to information is critical to ensure disabled people can make informed choices, giving them the control and freedom to make their own decisions about their own lives.

The following provides us with an indication of the number of people across Scotland with a disability that may require communication support:

- 850,000 people are deaf or hard of hearing (5-6,000 are first language BSL users). This is projected to rise by 50% over the next 20 years

- 180,000 people have sight loss

- 5,000 people have dual sensory impairment

- 120,000 people have a learning disability

- 5,000 people have multiple impairments

Source:
June 2010 Budget: Estimated Impact on Scottish Households – Office of the Chief Economic Adviser
http://www.scotland.gov.uk/Resource/Doc/20768/0102586.pdf
See Hear: A strategic framework for meeting the needs of people with sensory impairment in Scotland
http://www.scotland.gov.uk/Resource/0041/00417992.pdf

People with communication support needs can face widespread exclusion and discrimination. It is estimated that over a million people in Scotland have some form of communication support need. This means it is a concern for all of our communities and public authorities.

Although plain English is a positive step to helping people with communication support needs, it is not the same as inclusive communication, where all communication support needs are considered. Examples would be British Sign Language, provision of palantypists, symbols, alternative formats and fonts. This is much more than simplifying language.
What disabled people say

"An individual, who in his life had been a singer, preacher and teacher, is often asked if he is 'Deaf, dumb or drunk?'"

"Letters and other things like that are really difficult to understand when the writing is small and there are no pictures. People using jargon make it hard to understand and they sometimes they do not really listen to me or don't take me seriously."

"Access to communication and physical access is a barrier. First visit to the house but afterwards….."

The six principles of Inclusive Communication

The six principles which can help to make communication more inclusive.

Following these six principles will help you to support people with communication support needs.

1. Communication accessibility and physical accessibility are equally important
2. Every community or group will include people with different communication support needs
3. Communication is a two-way process of understanding others and expressing yourself
4. Be flexible in the way your service is provided
5. Effective user involvement will include the participation of people with different communication support needs
6. Keep trying

The six principles form part of the 'Principles of Inclusive Communication: an information and self-assessment tool for public authorities http://www.scotland.gov.uk/Publications/2011/09/14082209/0

Outcome 7

Promotion and awareness

Promotion and awareness are both outcomes in their own right as well as activity which are relevant to the whole Independent Living Programme including the activities under each of the above outcomes. As we work together to achieve the Vision for independent living in Scotland, it is important that people have a shared understanding of what independent living means and that this is the agreed starting point for delivering it. It is equally important that this activity raises awareness of the value of independent living.

Independent living is often thought of as solely about social care. In fact, it has far wider coverage and includes all aspects of daily living such as transport, education, health, income, advocacy and communication. At its centre, however, it is not simply about having access to these facilities; it is about having rights to them in order that disabled people can play an equal and active part in their communities, and to be equally valued.

The Programme should also address promotion and awareness of the Independent Living Programme itself, including to DPOs and public sector organisations with a role in realising the Vision and delivering the Programme.

Outcome

'Disabled people have the same choice, dignity, control and freedom as other citizens of Scotland'

Commitment

To create a society where:

- The barriers for disabled people in society are known about, understood and are being addressed
- Disabled people have the skills, opportunities, capacity and support to influence and participate in decision making and wider society.

Key outputs

We will actively promote and support the application and understanding of the principles of independent living, including through improved and increased opportunities for disabled people to influence their communities.

Short to medium term outcomes

- Disabled people can participate fully in all aspects of public and civic life
  - Increased capacity, skills, knowledge within disability movement and across Disabled People's Organisations

- Increased awareness in society of disability equality issues and the barriers which prevent disabled people from living independently, and participating as equal citizens
  - Increased public awareness of disability equality issues and independent living, and decreased negative attitudes toward disabled people
  - Increased awareness of public space, access issues and improved service design to take full account of disability

- Increasing awareness of disability issues to promote fairness and equality for disabled people
  - Improved training and promotional materials on disability to increase disability awareness and decrease discrimination and prejudice

What do we mean by promotion and awareness?

Promotion and awareness means ensuring that people have a shared understanding and that this is encouraged to develop and evolve as progress is made. It means working together to spread awareness of the issues, the principles and the actions needed and how everyone can play a part, as widely as possible. Many in the public and Third sectors are aware of the issues for disabled people and are working in coproduction at national, regional and local levels to deliver change.

Why is promotion and awareness important for independent living?
Awareness and understanding of independent living and of issues for disabled people remains patchy. It is often based on personal experience of a particular disability or long term condition or on articles in the media. However, the media often presents disabled people as passive recipients of charity or highlights 'inspiring' stories of 'brave' individuals. The alternative is that disabled people are portrayed as 'scroungers' and 'benefits cheats.'

A Solutions Series round-table hosted by the Independent Living in Scotland project at the Scottish Parliament in January 2013, asserted that the starting point for awareness and understanding of independent living is to identify the experience of individuals, their organisations and those who design and deliver policies and services, and then to develop them. This approach should not delay progress. Instead it should be an interactive process so that it can also be used to determine advances made.

What disabled people say

"I can communicate well but feel I am not listened to or my choices are ignored. It appears to me that people think they know better about my needs than I do."

"People hold things back. For example, I had a review with Social Work and a team leader. I didn't feel included. It was like they had already decided. I could tell by their body language that they were holding things back."

"People don't take the time to listen and if they did it would make life a lot easier."

Rights to Reality: A Framework of Action for Independent Living in Scotland 2013 to 2015

Part Three – Current Supporting Activities for each outcome

The following tables provide detail of activity – known at the time of developing this document – which contribute and support the Framework of Action for Independent Living. The data includes activity of the partners and key stakeholders. The public bodies and organisations who lead on the activities are each responsible for the delivery of the programmes of work and projects, and are not necessarily accountable to the Independent Living Programme partnership.

Outcome 1 – Principles of Independent Living – Supporting Activity (Public and Third Sector)

'Disabled people are fully involved, participate in communities, leisure, social and public life individually and collectively and live in a Scotland in which politics, society and services embrace and promote independent living'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Parents and Parenting Group	Parents with learning difficulties are more likely to have their children removed from their care than other citizens and where support is offered, outcomes are successful for the children. The parents and Parenting Group aims to challenge practice and contribute to policy and practice development in child welfare and protection. This will lead to a reduced number of children being unnecessarily removed from parental care of people with learning disabilities and a reduction in prejudicial assessment processes.	People First	£68,930 Funded by Scottish Government Equality Unit	2012-15	2015

Effecting Change for Deaf People	To expand on an existing project which engages with deaf people, including those with acquired hearing loss to ensure that their views are reflected in policy making and shaping service delivery. Funding is to build on progress made in the last four years to enable deaf people and the organisations that support them to become more involved in policy development and a local and national level and to gain greater access to mainstream services and information.	Scottish Council on Deafness SCoD	£147,195 Funded by Scottish Government Equality Unit	2012-15	2015
	To support deaf black and ME people, from the BSL and hard of hearing communities in Scotland, to better access opportunities available to all citizens including social and community, health and wellbeing, education, training and employment. It will assist public and third sector agencies and local communities to understand and support deaf BME people in Scotland to ensure	Deaf Connections	£150,000 Funded by Scottish Government Equality Unit	2012-15	2015

	services take better account of their needs and aspirations.				
Sustainability Project	SDEF are working with Access Panels across Scotland providing support in capacity building, networking and promotion within their local communities with a view to increasing awareness of the principles of independent living and the rights of disabled people to live a life of choice, dignity and freedom.	SDEF are working with Access Panels across Scotland providing support in capacity building, networking and promotion within their local communities with a view to increasing awareness of the principles of independent living and the rights of disabled people to live a life of choice, dignity and freedom.	Part of wider Scottish Government Equality Unit Grant	2013-2015	ongoing
Year of Creative Scotland	Cultural tourism initiatives to create additional/enhanced cultural tourism and Creative Places Awards £1m fund build capacity.	Scottish Government Accessible Tourism	£1m fund for projects from £20,000 to £100,000	Ongoing	Ongoing
Homecoming 2014	Scotland welcomes the world – and the Ryder Cup. Focus on equalities and opportunities to widen scope of tourism market	Scottish Government Accessible Tourism		Ongoing	Ongoing

Accessible Tourism	Promote tourism more and improve accessibility – Accessible Tourism Conference held in March 2013. - The Accessible Tourism Programme online training programme which gives quality information, practical support, maximum and flexible coverage and is designed to be engaging and caters for both frontline and managerial staff; launched in August 2013. - New Accessible Tourism Scheme, which is part of VisitScotland's Quality Assurance Scheme. Under review but centre of new scheme will be the use of Access Statements. - Accessible Tourism European Conference, Scotland House Brussels on 4 December 2013.	Visit Scotland		Ongoing	Ongoing
Services for Disabled Children	To take forward a programme of work implementing policy for disabled children and young people in the context of getting it right for every child	Scottish Government Children's Rights and Wellbeing Division	In 2012-13 Children's Rights and Wellbeing Division made around £3.5 million worth of funding available to organisations that	2012-2014	Spring 2013: Evaluations are due on outcome model and parenting support.

	(GIRFEC). This includes participation work with young disabled people, capacity building and networking for parents and carers of disabled children and young people at both national and local level, the creation of a network of Disability Champions ensuring that disabled children's issues are reflected in policy forums; outcomes modelling and the development of GIRFEC practice guidance and case studies for practitioners covering all needs of children including those who are disabled. To promote equality for disabled children and young people in Scotland, and ensure that all children can achieve their potential.		provide services and support for disabled children and their families. Most of this funding went directly through the Family Fund Trust to support families of seriously ill or disabled children, through the provision of grants and other assistance, to help ease the additional pressures they face, enabling them to lead as normal a life as is possible by having the same choices and opportunities as other families. We will continue to support the fund in 2013-14 (£2.983m)		Inaugural meeting of Disability Champions to agree group's remit. Girfec case studies being modified for web publication. **Summer/Autumn 2013:** Outcomes from engagement work with young people and parents will be available
	Working with Children in Scotland and fSDC to increase the involvement of parent/carers in the work of fSDC, the aim of which is to promote rights and justice for disabled children and their families in Scotland, as well	Children In Scotland	£60,000	2012 – 2014	Consultation work on-going

	as to better lives and life chances for them through improvements in public policy and practice.				
Strategic Funding Partnerships	Four strategic funding partners will progress work to support disabled children and their families. Through empowering disabled children, young people and their families to influence the support they need, to achieve their desired outcomes through the Getting it Right for Every Child (GIRFEC) framework.	Scottish Government Children's Rights and Wellbeing Division	£584,000	2013 – 2015	2015
Section 10 Grant Funding (Under the Social Work (Scotland) Act 1968	Funding to Third Sector organisations for disability and older people's groups (not exclusive) to promote or provide services: • Person-centred outcomes • Collaboration and joint working • Good mental health • Support independent living and quality of life • Support for carers • Co-production with users and carers in assessment and support planning, development and delivery	Scottish Government Adult Care & Support	3 year funding programme £1m per annum approx	2013-14 (current)	Ongoing

	of services • Advice, advocacy and user led support, counselling and information services in relation to community care • Community capacity building			

Outcome 2 – Environment, Transport and Housing – Supporting Activity (Public and Third Sector)

'The ability for disabled people to physically access their own communities and society in general is dependent on access to the Environment, Transport and a Home that one can live in independently'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Environment					
Scottish Planning Policy	To set out Scottish Government policy on nationally important land use issues including housing / transport	Scottish Government		Ongoing	Consultation paper in late spring 2013
Architecture and Place Policy Statement	To set out Scottish Government policy and expectations for the design of buildings and places and to support this with an action plan for government and partnership activity	Scottish Government		Ongoing	Publication in late spring 2013
Transport					
Mobility and Access Committee Scotland (MACS)	The overall purpose of the Committee is to advise Scottish Ministers on issues relating to improving the accessibility of public transport services and infrastructure for disabled travellers. Supported by a secretariat in Transport Scotland who are the	Transport Scotland	£30,000 per year	Ongoing	Ongoing

	sponsor department. Activities are evidenced in minutes of bi monthly meetings and an annual report published on the Transport Scotland website.				
Roads For All Forum	Implement 'Roads for All' the Trunk Road Accessibility Action Plan published in 2006.	Transport Scotland		Ongoing	Ongoing
Scottish Rail Accessibility Forum	Brings together Scottish Government, rail industry and disability organisations for the regular exchange of information and to facilitate the input of views from those representing disabled people into all aspects of access to rail passenger services.	Transport Scotland		Ongoing	Ongoing
Improving the physical environment of the Rail Network	SG in partnership with DfT increasing number of stations on the network that provides step free access to passenger services Smaller access improvements at stations invested through the ScotRail franchise	Transport Scotland/DfT Transport Scotland/ScotRail	£41m £8m	Ongoing	Ongoing

Reform of the Blue Badge Scheme	Support for a proposed Member's Bill (Denis Robertson, MSP) to strengthen enforcement of blue badge scheme	Transport Scotland		2013-2014	Spring 2014
National Concessionary Travel Card	The Scotland-wide Free Bus Travel Scheme for Older and Disabled People provides free local and long distance bus travel throughout Scotland for older and disabled people at any time of day, on any routes, for any number of journeys.	Transport Scotland	£187m in 2013-2014 £192m in 2014-2015	ongoing	Ongoing
Commonwealth Games Transport accessibility	Accessibility Strategy from GCC/Rail Station upgrades	Glasgow City Council/ Transport Scotland		2012-2014	2014
Disabled People's Parking Places (Scotland) Act 2009	The aim of the DPPP (Scotland) Act 2009 is that all disabled street parking places become enforceable. A duty has been imposed on local authorities to identify all existing advisory disabled street parking places and, for those still needed, to promote orders to make them enforceable. A requirement is placed on local authorities to report to Scottish Ministers on their	Local Authorities/Transport Scotland		ongoing	ongoing

	performance in relation to their function and duties under the Act. Scottish Ministers are required to collate this information and report to the Scottish Parliament on the overall performance of local authorities Transport Scotland gathers and collates this information in an annual report to ministers				
Scottish Ferries Plan	The ferries plan includes: Plan to include accessibility plans in future tenders for CHFS contract Accessibility Improvement Fund to help implement activities which go beyond regulatory requirements Provision of Accessibility Information Systems to be specified in future ferry tenders	Transport Scotland		ongoing	Ongoing

Journey to Success	Pilot project – Staff will be trained as accredited travel trainers to work with 16 people with a learning disability recruited across a range of local organisations. They will be supported from a classroom setting to plan and carry out journeys independently on public transport. Local transport companies will be given disability awareness information on guidance and how to best support a disabled passenger. It will enable LA'S TO reduce significant transport costs for taxis, special buses and escorts for disabled people and decrease the pressure on social work services	Share Scotland	£11,820.50 Funded by Scottish Government Equality Unit	2013-14	2014
Accessibility Website Project	Development of website which aims to provide a real-time peer-rated interface on good – and poor – accessible venues, spaces and experiences across Scotland. Feedback to designated venue 'champion' provides call to action for change	Scottish Disability Equality Forum	Part of wider Scottish Government Grant Funding	2012-2015	ongoing

Access Training Project	SDEF has begun delivering training to Access Panels on Good Practice in Accessible Design, Building Standards and Access Surveys. This is with a view to improving accessible planning and building outcomes with early panel involvement at local and national levels.	Scottish Disability Equality Forum	Part of wider Scottish Government Grant Funding	2012-2015	ongoing
Housing					
Homes Fit for the 21st Century[2]	The Scottish Government's Strategy and Action Plan for Housing, published in February 2011. It includes a number of actions to support independent living for older people and disabled people.	Scottish Government		2011 – 2020	
Age, Home and Community[3]	The national strategy for housing for older people, published in December 2011. It includes a range of actions on housing and housing-related support for older people and disabled people, with outcomes covering leadership; information and advice;	Scottish Government and COSLA		2012 – 2021	

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[2] http://www.scotland.gov.uk/Publications/2011/02/03132933/0
[3] http://www.scotland.gov.uk/Publications/2011/12/16091323/0

	existing housing; preventative support; and new housing.				
Home2Fit	A national register of accessible housing is being developed by Glasgow Centre for Inclusive Living (GCIL), with funding from the Scottish Government.	Glasgow Centre for Inclusive Living	£90,974 Scottish Government Grant Funded	2013-14	2014
Adapting for Change[4]	The independent Adaptations Working Group recommended the development of a new model for delivery of housing adaptations for older people and disabled people, based on the individual, with a single point of access and tenure neutrality. Work is underway to take this forward.	Scottish Government		ongoing	
Affordable Housing Supply Programme	Accessible housing for older people and other groups with particular needs is funded through the Affordable Housing Supply Programme. Funding decisions are based on the priorities of local authorities	Scottish Government, Local Authorities and Registered Social Landlords		2012-2015	

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[4] http://www.scotland.gov.uk/Topics/Built-Environment/Housing/access/ROOPH/ADWG/finalreport

	as identified in their Housing Need and Demand Assessments, Local Housing Strategies (LHS) and Strategic Housing Investment Plans (SHIPs). We will work with local authorities throughout Scotland to ensure that the housing programme meets the local needs identified by each council.			

Outcome 3 – Health & Support – Supporting Activity (Public and Third Sector)

'Disabled people are supported to live independently through appropriate and comprehensive supported services; have control over the kind of individual support they receive and how resources are used for them and have inclusive and accessible healthcare provision'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Building the capacity of DPOs and including BME disabled people and their carers	Inclusion Scotland will undertake work to build the capacity of DPOs to ensure, in particular, that the views of seldom heard groups (such as Black & Minority Ethnic disabled people and their carers) are heard by policy makers and services. Inclusion Scotland work in partnership with others working closely with BME communities to facilitate a briefing event for BME disabled people and their carers on the published proposals for the integration of Health & Social Care services. They will work with MECOPP and Ethnic Enable to prepare and support BME disabled people to give direct evidence to the Scottish Parliamentary Committee(s).	Inclusion Scotland	Part of Organisation grant fund	2012-14	2014

'I Am Me'	SDEF is working with 'I Am Me' project which seeks to raise awareness of disability hate crime through creative drama with disabled people and through the 'Keep Safe' initiative, part-funded by Police Scotland and piloted in Renfrewshire	Scottish Disability Equality Forum	Part of Scottish Government Adult Health Care Directorate and Equality Unit grant.	2012-2015	Website complete and activities ongoing
National Protection Guidance	Working group to consider how to support CP professionals to focus on child protection for disabled children (project links with People First)	Scottish Government Child Protection		Ongoing	
Integration of Health & Social Care	The Scottish Government is progressing a Bill to integrate adult Health and Social Care. The focus of the Bill is to improve the quality of provision of Health and Social Care services through more effective person-centred planning and delivery of services.	Scottish Government Integration Health &Social Care Team		2012-15	2015
Adult Support and Protection Code of Practice Revision	Project to consider revisions required to improve the code of practice since first draft to support new legislation in 2007	Scottish Government and WithScotland	£20,000	2013-14	Nov 2013

National Projects on Adult Support and Protection	Projects as follows:5 Adults at Risk of Financial Harm Adult Protection in Care Homes Adult Protection in A&E Settings National Data Set Service User and Carer Engagement in Adult Support & Protection	Scottish Government and various organisations		Ongoing	
National projects to consider national priorities identified and agreed with the National Adult Protection Policy Forum	To improve engagement, awareness, training, policies and procedures to identify and reduce the risk of harm to the people most at risk in our communities	Scottish Government	£100,000	2013-14	April 2014
Self -Management Fund	The Self-Management Fund is available to voluntary organisations and community groups throughout Scotland. The aim is to support work to encourage people living with long term conditions and their unpaid carers to learn more about the management of their conditions and to be become active partners in their own care. The Self-Management Fund encourages good practice to be shared and innovative approaches to be developed. The ALLIANCE works with organisations who receive funding to capture learning gained through the projects and share this widely across Scotland.	Administered by the ALLIANCE on behalf of the Scottish Government	£2 million per year	2013-14	April 2015

Welfare Reform	The Scottish Government is working with a range of partners and stakeholders including disability organisations to assess, understand and take action where it can to mitigate the worst impacts of the UK Government's welfare reforms. This activity includes but is not limited to: • providing additional funding of £7.9m for advice and support services • committed £40m with local government partners to plug the gap in Council Tax Benefit funding • providing an extra £9.2m for the Scottish Welfare Fund bringing the total available to £33m • allocated £400,000 for a range of local authority- led pilots to help support people to make the transition to the new system.	Scottish Government	Various funding	Ongoing	Ongoing
Better Breaks	The Scottish Government is providing funding to Shared Care Scotland to administer grants to third sector organisations (up to £50,000) supporting disabled children up to the age of 20 and their parent carers	Scottish Government Shared Care Scotland	£5.2m	2011-2015	2015
Take a Break	The Scottish Government is providing funding to the Family Fund to administer grants direct to families (up to £500) for short breaks for disabled children up to the age of 20 and their parent carers	Scottish Government The Family Fund	£2.8m	2011-2015	2015

Creative Breaks	The Scottish Government is providing funding to Shared Care Scotland to provide third sector organisations across Scotland to provide flexible short breaks for carers and young carers, this includes carers and young carers across all the equality groups.	Scottish Government Shared Care Scotland	£5m	2010-2015	2015
Review of Charging Guidance for non-residential care	COSLA is working with partners, including ILiS, Capability Scotland and others to ensure that charging arrangements for care and support are fair, transparent and comparable across local authorities	COSLA		2012-14	2014
Keys to Life – National Learning Disabilities Strategy	The Scottish Government and COSLA have produced a successor policy to 'The Same as You', to ensure that people with learning disabilities are well supported and are able to participate fully in society.	Scottish Government/COSLA	£5.4m	2012-14	2023
Scottish Strategy for Autism	The Scottish Government and COSLA have committed to a series of actions intended to improve the health and well-being of people with autism	Scottish Government/COSLA	£13m	2011	2021

Outcome 4 – Education and Employment – Supporting Activity (Public and Third Sector)

Disabled people are supported to participate in lifelong education and training, and to access paid employment; are active and valued at work and have an appropriate income, including within the state benefit system where appropriate'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Making and influencing change	ILiS will facilitate the Independent Living Movement to collectively strategies, and prepare (with others) for the ILP Programme partnership Board meetings through the Scottish Independent Living Coalition. It will also host and support the Independent Living Policy Network and the 4POs meeting of DPO Policy Officers. It will seek out the views of disabled people in order to influence policy and decision makers through consultations, meetings, delegations, briefings and other methods. It will also work to promote, deliver and sustain the framework of the IL Programme, with others	Independent Living in Scotland	£142,000	2012-15	2015
Moving it On	To advance education and meet the needs of people with learning disabilities and other vulnerable adults in the Scottish Borders and to improve their life conditions. The Project will develop collaborative working across the Scottish Borders Third Sector and public sector, to increase access to training and	Borders Green Team Enterprises	£100,615 Funded by Scottish Government Equality Unit	2012-15	2015

	employment opportunities and to develop sustainable income streams to grow as a social enterprise.				
Economic participation and employment	Inclusion Scotland will work to minimize welfare reform's potential to increase disability poverty and to damage Scotland's economic recovery by exploring the impact on disabled people and local economy and how to protect these; analyse and spread awareness of developments, impacts and alternatives; promote responses to alleviate the impact of Housing Benefit reform on Scots disabled people in social housing; ensure the decision-making process on devolution of the Social Fund takes disabled people's interests into account Inclusion Scotland will also take action to redress labour market inequalities between disabled and non-disabled people, with a particular focus on younger disabled people by promoting the Access to Work scheme and the use of Equality Outcome Setting to capacity build local disabled people's organisations and trades unions to make use of Equality Outcome Setting to increase disabled people's participation and status within public bodies' workforces. Through promoting disabled people's	Inclusion Scotland	Part of organisation grant fund	2012-15	2015

	interests and identifying ways to provide practical support, disabled people and Scottish economies remain secure through the process of welfare reform. IS will play a leading role in working to minimize welfare reform's potential to increase disability poverty and to damage Scotland's economic recovery				
'Disability Equality - Tomorrow's Employers'	SDEF are promoting awareness of disability equality through working with schools, youth enterprise projects and business start-ups, working with Business Gateway, Access to Work and Access Panels. We are also working on the delivery of a joint workshop with ATW for start-ups, extolling the benefits of employing disabled people, tying in with the Government Disability Confident initiative.	Scottish Disability Equality Forum	Part of wider Equality Unit grant	2012-2014	ongoing
Respect Me	Anti-bullying campaign in schools In 2010, in partnership with the Scottish Anti-bullying Steering Group, we published *'A National Approach to Anti-bullying for Scotland's Children and Young People'*. This sets out a common vision and aims to make sure that work across all agencies and communities is consistently and coherently contributing to a whole school approach to anti-	Respect*me* Scotland's national anti-bullying service, to provide advice and assistance for local authorities and schools in developing anti-bullying policies.	2013/14 £312,300 2013/14	Ongoing	Ongoing

	bullying in Scotland. We expect that all schools develop and implement an anti-bullying policy, which should be reviewed and updated on a regular basis.	Childline – providing confidential advice and information to children and young people affected by bullying	£128,000	Ongoing	Ongoing
Community Jobs Scotland	Community Jobs Scotland (CJS) is a partnership between the Scottish Government and SCVO that creates work opportunities for unemployed individuals within a wide range of third sector organisations across Scotland. The key purpose of Community Jobs Scotland is to support young people into sustainable employment through providing meaningful paid work experience in the third sector. However, it also has the dual purpose of increasing the capacity of third sector organisations at a time of increasing demand for support services. Community Jobs Scotland (CJS) is now entering its third year. To date, the Scottish Government has invested £29 million which is operated by the Scottish Council for Voluntary Organisations (SCVO). Participants receive at least the minimum wage to undertake job related training for a minimum of 6 months in the third sector and additional training tailored to	SCVO/ Scottish Government	£29m	2011/2014	

	help them enhance their general employability. As CJS has developed, the program has been refined to provide support to those who need it most. So, for young people who have lived through, or are living with, disadvantage, the age criteria will be increased from 16-19 to 16-24. A further development of CJS earmarked 75 opportunities in year 2 (2012-13) for young people with a disability or a long term condition. We have continued this focus in year 3 (2013-14) and ring fenced 10% of the budget to continue this support.			
	A duty will be put on colleges and universities to provide enrolment and drop out details	Scottish Government Youth Transitions		
	Opportunities for All – youth employment initiatives: support to third sector and social enterprises to provide opportunities for those furthest from the labour market. support to employers to take on those furthest from the labour market support to local authorities with the greatest youth employment challenges	Scottish Government – Employability and Skills Division	£30 million	2012-15

	Post-16 Transition Planning: senior phase of Curriculum for Excellence (16+ Learning Choices)) Improving the transition process for all 16-19 year olds, with a particular emphasis on those furthest from the labour market. To ensure an offer of post-16 learning or training, *including* Activity Agreements are in place before leaving school or subsequent episode of learning.	Scottish Government Youth Transitions	£16.1m (to support delivery of 16+ Learning Choices and Opportunities for All)	2012-15	Ongoing
Future Focus	'Future Focus' for deaf young people aged 16-24 by supporting young deaf people across Scotland into further education and sheltered or open employment. The project also offers advice and support to employers taking on young deaf people increasing their chances for staying in employment. The project will also look at whether a shop, restaurant and laundry project that form part of the training and employment opportunities can be set up as a social enterprise.	Donaldson's	£225,000 Funded by Scottish Government Equality Unit	2012-15	2015
Limelite Equality and Action Programme	To create pathways to employment for people with impairments within the performing arts. It also aims to enhance employment prospects for disabled people by implementing early intervention in schools. The project will increase the number of disabled people who can progress into professional careers in the arts and entertainment by providing training and mentoring in professional	Limelite Music	£88,347 Funded by Scottish Government Equality Unit	2012-15	2015

	development and creating work placements in mainstream theatres. This funding will complement core funding from Glasgow City Council, Arts and Business Scotland and private and commercial sponsors				
My Skills, My Strengths, My Right to Work	People living with long term conditions are less likely to be employed and are amongst those furthest from the labour market. They will work with employers from a range of sectors and those living with long term conditions to improve understanding of how employers can work in a flexible and mutually beneficial way.	The Alliance	£285,000 Funded by Scottish Government Equality Unit	2012-15	2015
Remploy Employer Recruitment Incentive	A recruitment incentive to help companies meet the additional costs that can be associated with training and recruiting ex-Remploy staff. It will cover disabled staff that have been made redundant in either Stage 1 or Stage 2 of the Remploy process and will be paid over 18 months. PACE (Partnership Action for Continuing Employment) to support to those facing redundancy from the Remploy factories	SG Employability/SDS	Up to £5,000 for each redundant worker	2013/14 – 2015/16	Complete end 2015/16
Supported Business Review	SG commissioned an independent review of Scotland's supported businesses to understand the challenges they face and help them survive and grow into commercial and viable businesses. This will enable more of them to continue to support disabled people.	SG Employability	£47,000	Sept 2012 to March 2013	Complete end March 2013 (draft report received)

Outcome 5 – Justice – Supporting Activity (Public and Third Sector)

'Disabled people have full access to the justice system and to report and participate in the legal system as an equal citizen'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Empowering Deaf Communities	Project 'empowering deaf communities' to developing the skills and knowledge that deaf BSL users need in order to contribute to wider developments in equality policy such as engaging in Independent Living activities and addressing hate crime within the community. Local authorities encouraged to implement the BDA British Sign Language Charter and to increase the capacity of BSL users consulted on policy development. partnership with Glasgow Community and Safety Services, Strathclyde Police's Diversity Unit and Sense over Sectarianism	British Deaf Association	£180,000 Funded by Scottish Government Equality Unit	2012-15	2015
Open your Mind Not Your Mouth	Anti bullying programme delivered by people with learning disabilities to 2000 school children a year that tackles the underlying causes of hate crime, namely ignorance, prejudice and discrimination. It will also equip people with learning disabilities, the people who support them and community police staff with more skills, knowledge and confidence to identify and tackle hate crime. Mutual understanding will be promoted by community police hearing of the day to day experiences of people with learning disabilities.	Enable Scotland	£90,000 Funded by Scottish Government – Equality Unit	2012-15	2015

Hate Crime reporting	Inclusion Scotland will work on a project to increase disabled people's confidence around reporting hate crime and the police and judiciary are better equipped to respond appropriately. Inclusion Scotland will develop a list of 3rd party reporting organisations for use by all who experience hate crime and the organisations supporting them.	Inclusion Scotland	Part of larger packet of organisation grant fund	2012	September 2012
3rd Party Hate Crime Reporting Centres	Working with Police Scotland to deliver 3rd Party Hate Crime Reporting Training to Access Panels across Scotland.	Scottish Disability Equality Forum	Part of wider grant	2012-2015	ongoing
Hate Crime 'App'	Development a 'hate crime app' which will deliver an alternative – and instant – method of reporting hate crime and collating reporting data.				
Hate-crime Awareness	Creation of dedicated website pages, newsletters and e-newsletter promoting awareness of hate crime and signposting to relevant organisations/reporting centres.				
Access Panel Involvement	Working with Access Panels to engage with Procurator Fiscal and Victim Support, as well as Police Diversity Groups.				
	Co-ordination of policy on Disability Harassment – EHRC's Hidden in plain sight report and recommendations	Scottish Government Equality Unit		Ongoing	
	Collaborative working with Scottish Councils Equality Network on public sector recommendations	Scottish Government Equality Unit		Ongoing	

	Refresh of Access to Justice Final Report recommendations 2010	Scottish Government Via Justice Disability Steering Group		Ongoing	

Outcome 6 – Inclusive Communication – Supporting Activity (Public and Third Sector)

'Disabled people can easily obtain accessible and readily available information and have the ability to participate in all aspects of life; have access to support to ensure their views are heard; can communicate and exchange ideas in a way which suits their needs'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Equality Outcome – Equality and Diversity matters http://www.scotland. gov.uk/Resource/ 0042/00421238.pdf	Scottish Government directorates are by 2017 more confident in and better informed on equality and diversity matters and can engage with partners and stakeholders to effect change and improvement	Scottish Government		2013-17	2017
Sensory Impairment Strategy	A draft sensory impairment strategy has been issued for consultation. The strategy includes a user care pathway and a number of key factors required to ensure the user pathway works as efficiently as possible. There are six recommendations with a timescale of 10 years for the recommendations to be implemented.	Scottish Government	£3m between 2013/15, although this funding has been identified to fund local statutory and Third Sector partnerships to implement the pathway, key factors and recommendations.	2013	Ten year plan, although the consultation responses may lead to this timescale being altered.
Alternative & Augmentative Communication Strategy	In June 2012 the guidance 'A Right to Speak: Supporting individuals who use Augmentative and Alternative Communication (AAC)' was published. The guidance contains eight recommendations, a model of service delivery of AAC and a user pathway.	Scottish Government/NHS NES	Funding of £4m has been allocated between 2012/15 to deliver the strategy. This funded will be allocated to NHS NES to co-ordinate the delivery of the	2012/15	2015

			guidance and the 14 geographical NHS boards to create a local partnership with statutory and third sector partners to deliver the guidance.		
Lip Reading Services	A lip reading strategy group has been established following representation from SCoD and Action on Hearing Loss on lip reading provision in Scotland. The group has re-established the lip reading tutors course, with a new year long course starting in September 2012, plans and students are in place for a second course to run from September 2013. There is also work underway on current referral pathways. Work on a communication strategy has also started. The group consists of representatives from health boards, third sector and the Scottish Government.	Scottish Government	£200,000 (funded by Scottish Government Adult Care and Support Division)	2012/14	2014
Partners in Communication	To develop a project to build upon the principles of inclusive communication (PIC) and the aims of the independent living movement to ensure that disabled people with complex support needs can exercise more choice & control	Sense Scotland	£278,350 Funded by Scottish Government Equality Unit	2012-15	Mar 2015
Creating Connections in	working with access panels and public bodies to increase availability of	Scottish Disability Equality Forum	Funding as part of wider SG Equality	2012-2015	ongoing

Communication	inclusive communication formats and provide advice on good practice as part of the capacity building element of the wider Sustainability Project		Unit Grant		

Outcome 7 – Promotion and Awareness – Supporting Activity (Public and Third Sector)

'Disabled people have the same choice, dignity, control and freedom as other citizens of Scotland'

Activity Title	Activity Description	Lead Organisation	Funding	Period	Target Completion
Finding the Solutions	**Independent** Living in Scotland (ILiS) Project will stage 3 Solutions Series events or pop-up think tanks per year. These will bring together allies and stakeholders to find the solutions to a specific issue for disabled people. The resulting report from each event will record the solutions identified and will be used to influence change and inspire action. It will also be used widely to promote awareness of the barriers and the challenge of addressing them. Examples of subjects are – Personalisation, UNCRPD, disabled people's access to participation in Politics and portrayal in the media (cross refer with Hate Crime Outcome)	Independent Living in Scotland	£142,000 Funded by Scottish Government Equality Unit	2012-15	2015
'Creating the Conditions'	Independent Living in Scotland (ILiS) Project will work on a number of outputs to deliver increased understanding and awareness of what independent living is and the vital and unique role of disabled people's views, across Scottish public services and decision makers. They will be more receptive to those views and the influence of disabled	Independent Living In Scotland	£142,000 Funded by Scottish Government Equality Unit	2012-15	2015

	people. ILiS will deliver an action including development of communication messages targeted at decision makers, and developed with disabled people and DPOs. The action plan will include promoting these messages through a range of mediums, both proactive and reactive e.g. through the development of the relationship with the IL Champion, press and speaking to targeted professions and groups e.g. CoSLA and SOLACE. ILiS will share the messages with others who can use them, in particular DPOs working locally and support them to develop individual action plans and media knowledge.				
Making the connections to enable change	ILiS will work widely to support the connections that are necessary to create/sustain greater opportunities for public bodies and disabled people to jointly achieve the outcomes of independent living, and disabled people's views are supported to engage effectively Working with DPOs, public bodies and others, ILiS will identify and record 5 case-studies, illustrating positive connections between public bodies and disabled people and promote these to inspire replication. ILiS will identify and explore drivers and challenges for sustaining meaningful	Independent Living in Scotland project	£142,000 Funded by Scottish Government Equality Unit	2012-15	2015

	engagement through meetings and desk research and identify analyse data on this. ILiS will promote the learning above via 2 cross-sectoral learning events.				
Develop ways to increase the voice and representation of disabled children and young people	Inclusion Scotland will investigate and exploit opportunities to use social media to gather young disabled people's views. Further, they will explore the case for a national project to represent the views of disabled children and young people and roll this out	Inclusion Scotland	Part of larger organisation grant fund	2012-15	2015
Ensure disabled people can make the most of their human rights.	Inclusion Scotland will work to ensure UK monitoring of UNCRDP takes account of Scottish disabled people's needs and views and raise awareness and increase understanding of UNCRDP/ Human Rights among Scottish disabled people, using the IS Toolkit and ensuring that inclusive communication reaches seldom-heard groups. IS will also explore ways to increase the availability of legal advice and representation for disabled people seeking to assert their Human Rights. IS will feed into the UK shadow report on HR. They will explore routes for disabled people to access their Human Rights including possibility of pro-bono and local advice and support for legal redress	Inclusion Scotland	Part of larger organisation grant fund	2012-15	2015
Independent Living	Promotion of Independent Living through	Scottish	Part of wider	2012-	Complete

	Partnership meetings, online newsletters, website and printed publications. The principles of independent living now runs through all regular SDEF materials with a dedicated section or page on each to ensure maximum coverage across the membership.	Disability Equality Forum	Equality Unit Grant	2015	and ongoing
Equality & Access for Deaf People	BSL Consortium project expanding work to engage with Deaf people, help ensure they participate in policy development and service improvement, raise awareness of the challenges and barriers faced and provide training within public authorities.	British Sign Language and Linguistic Access Group	£300,000 Funded by Scottish Government Equality Unit	2012-15	2015

Annex B – The Independent Living Partnership board (ILPB) Remit

1. Purpose of the Board:
The responsibility to deliver the programme of work lies with all the partners of the Independent Living Programme. As such this is a cross-sector venture, and it is recognised such a programme of work can be challenging to monitor, evaluate and keep on track. The purpose of the Board is to align and influence high level strategic planning and cross-sector development, and to ensure effective programme management to deliver the high level priorities and outcomes agreed by the programme partners.

2. Remit of the Board
The Board is made up of representatives of the Independent Living Movement, Scottish Government, Local Authorities, NHS and the third sector. The role and remit of the group will include:
- to promote and raise awareness of the Independent Living Framework, and work collectively to build and strengthen its profile
- maintain a strategic oversight, and initiate or support, planning and development to support delivery of the Independent Living programme
- embed independent living principles and practice into mainstream policy development and service delivery improvement, and seek to influence and persuade their own and partner organisations
- To act as a conduit between the ILPB and the member's own constituents/communities to
  - Gather evidence
  - Obtain consents for plans and action
  - Garner support
- To scrutinise this approach in practise in order to
  - identify and work to remove strategic barriers to progression towards independent living
  - ensure the commitment to independent living retains a high priority focus by identifying opportunities and priorities which support and accelerate the progression of independent living
  - and to take a cross sectoral approach in doing so
  - ensure independent living principles and practices are developed within an international context and good practice is followed

- Work in co-production with each other, ensuring honesty, openness, resources and a focus on shared solutions. Building on opportunities to promote the coproduction methodology and its benefits.

3. Board Members:

- Jim Elder-Woodward, Convener Scottish Independent Living Coalition & Co-Chair, Independent Living in Scotland Partnership board
- Susan Grasekamp, Chief Executive Officer, Scottish Disability Equality Forum (SDEF)
- Bill Scott, Manager, Inclusion Scotland
- Jacqui Lunday, Chief Health Professions Officer, NHS Scotland
- Ron Culley, Chief Officer Health & Social Care, Convention of Scottish Local Authorities (COSLA)
- Colin MacKenzie, Chief Executive, Aberdeenshire Council, representing the Society of Scottish Local Authority Chief Executives (SOLACE)
- Stephen Moore, Director of Health & Social Care, Fife Council, representing the Association of Directors of Social Work (ADSW)
- Mike Foulis, Director Children & Families, Scottish Government & Co-Chair, Independent Living Partnership board

Facilitation and support
- Heather Fisken, Project Manager, Independent Living in Scotland (ILiS)

Board members can choose to delegate a substitute representative in the event they are unable to attend a Board meeting.

4. Duration of Group and frequency of meetings:
The period of Independent Living Programme and Board will be dictated by the Independent Living Framework and planning, currently under-progress, with a proposed timeframe of 2013-15. The Partnership board will be required to re-assess the success of the Programme nearer the end of this term, and decide if and how the Programme should continue post this period.
It is currently anticipated the Board will meet three times per year, with additional 'extraordinary' meetings held as required.

Annex C – Independent Living Partnership board Member and Officer Contact Details:

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Victoria Quay
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Telephone: 0131 244 2730
Textphone users: use prefix 18001(0131 244 2730)

Annex D – Supporting Guidance:

- The Equality and Human Rights Commission has produced guidance top help public authorities to meet their duties under the Equality Act 2010. This includes guidance on involvement: http://www.equalityhumanrights.com/scotland/public-sector-equality-duty/non-statutory-guidance-for-scottish-public-authorities/

- Other useful guidance:

http://www.equalityhumanrights.com/human-rights/human-rights-practical-guidance/guidance-from-the-commission/a-guide-to-the-un-disability-convention/

https://www.gov.uk/equality-act-2010-guidance

http://www.justice.gov.uk/human-rights

Outcome 1 – Independent Living Principles

- Evaluation of Local Housing Strategies – Anna Evans Consultancy

  http://www.scotland.gov.uk/Resource/Doc/365083/0124090.pdf

- Independent Living in Scotland 'All Together Now' Co-Production Toolkit
  http://www.ilis.co.uk/get-active/publications/co-production-toolkit

This toolkit was produced by the Independent Living in Scotland Project for disabled people, their organisations and their public service partners. 'All together now' defines co-production as an approach that recognises the value of partnership between disabled people and public authorities in developing, policies, strategies and services.

- Varying guidance resources for capacity building and assets-based approaches can be found at:

  http://www.jitscotland.org.uk/action-areas/reshaping-care-for-older-people/community-capacity-building/community-capacity-building-resources/

Outcome 2 – Environment, Housing and Transport

- Scottish Building Standards 2010.
- Countryside Access Standards (Fieldfare Trust)
- BS 8300 – 2009
- Transport Scotland Best Practice Guide
  http://www.transportscotland.gov.uk/public-transport/travel-info-reduced-mobilities

Outcome 3 – Health & Support

- Charging for Residential Accommodation Guidance
- Social Work (Scotland) Act 1968
- The Social Care (Self-directed Support) (Scotland) Act 2013. – Estimated publication, April 2014 enshrines the core principles of independent living in its own general and specific principles. Delivery of the duties and provisions will be informed by general principles relating to involvement, informed choice and collaboration. More specifically, section 2 of the Act places an additional duty on a local authority to take reasonable steps to facilitate a person's right to dignity and their right to participate in community life respected.
- The links below this paragraph refer to some documents and tools that were developed under Changing Lives – a review of social work in Scotland. A report 'Changing Lives' was published in 2006 as a result of the review. The report made recommendations on how to strengthen social services to meet changing need and challenges in the future.

The references provided include:

- tools that support the development of Citizen Leadership produced by the Changing Lives User and Carer Group. These documents are also available on Social Services Knowledge Scotland (SSKS)

- SSKS is a single gateway to a wide range of learning materials, information, research, evidence relating to social care. It is designed for Health and Social Care professionals, users and carers with access to free material

- guides developed under the Changing Lives Service Development Group which relate to personalisation. They include a guide to commissioning for personalised services and a document which defines what personalisation is.

http://citizenleadership.scld.org.uk

http://www.knowledge.scot.nhs.uk/media/CLT/ResourceUploads/9280/CitizenLeadershipPrinciples&StandardsPaper_small.pdf

http://www.ssks.org.uk

http://www.knowledge.scot.nhs.uk/media/CLT/ResourceUploads/9087/PersonalisationPapers.pdf

Outcome 4 – Education and Employment

- A Working Life for All Disabled People: The Supported Employment Framework for Scotland
- Working for Growth, A refresh of the Employability Framework for Scotland

- The Principles of Inclusive Communication – An Information and Self-Assessment Tool for Public Authorities
  http://www.scotland.gov.uk/Publications/2011/09/14082209/0
- Talk for Scotland Toolkit – A full and informative toolkit on managing communication support needs
  http://www.communicationforumscotland.org.uk/2010/TK_Home.php
- A Right to Speak: Supporting Individuals who use Augmentative and Alternative Communication
  http://www.scotland.gov.uk/Resource/0039/00394629.pdf

Annex E – Independent Living Partner and Key Stakeholder Websites

Scottish Government: http://home.scotland.gov.uk/home
Convention of Scottish Local Authorities (COSLA): http://www.cosla.gov.uk/
Independent Living in Scotland http://ilis.co.uk/
NHSScotland: http://www.show.scot.nhs.uk/
Association of Directors of Social Work (ADSW): http://www.adsw.org.uk/Home/
Society of Local Authority Chief Executives (SOLACE): http://www.solace.org.uk/
Scottish Disability Equality Forum: http://www.sdef.org.uk/
Inclusion Scotland: http://www.inclusionscotland.org/
The Improvement Service Scotland: http://www.improvementservice.org.uk/

More helpful websites can be found at:

Scotland's national disability information database: www.update.org.uk

Annex F: A Good Practice Checklist[5]

Avoid/Offensive	Preferred
Victim of…	Person who has… Person with… Person who experiences…
Crippled by…	Person who has… Person with…
Suffering from…	Person who has… Person with…
Afflicted by…	Person who has… Person with…
Wheelchair bound	Person who uses a wheelchair or wheelchair user
Invalid (= not valid)	Disabled person
Mental	Disabled person
Handicapped	Disabled person
The disabled	Disabled people
The handicapped	Disabled people
Spastic	Cerebral Palsy
Deaf and dumb	Deaf or hearing impaired person
Cripple or crippled	Disabled person or mobility impaired person

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[5] Carson, G (2009) "The Social model", Scottish Accessible Information Forum, Edinburgh

The blind	Blind or visually impaired people
The deaf	Deaf people
Mentally handicapped, backward, dull	Learning difficulty
Retarded, idiot, imbecile, feeble-minded	Developmentally impaired person
Mute, dummy	Speech impaired person
Mentally ill, mental patient, insane	Person with mental health impairment or survivor/user of mental health system
Abnormal	Different/disabled person
Patient	Person
Special needs	Individual needs
Special	Everyone is special!

Annex G: Glossary of Terms

NHS	National Health Service
ILPB	Independent Living Programme Board
UNCRDP	United Nations Convention on the Rights of Disabled People
COSLA	Convention of Scottish Local Authorities
SOA	Single Outcome Agreements
OBE	Order of the British Empire
EEF	Equality Evidence Finder
UNCRPD	Disabled People's Parking Places
UK	United Kingdom
DPO	Disabled Persons Organisation
ILIS	Independent Living in Scotland
SOLACE	Society of Local Authority Chief Executives
ADSW	Association of Directors of Social Work
CPP	Community Planning Partnerships
ISBN	International Standard Book Number
GP	General Practitioner
EHRC	Equality and Human Rights Commission
UNESCO	United Nations Educational, Scientific, and Cultural Organisation
BSL	British Sign Language
ME	Minority Ethnic
BME	Black and Minority Ethnic
SDEF	Scottish Disability Equality Forum
GIRFEC	Getting it Right for Every Child
SDC	Scotland's Disabled Children
MACS	Mobility and Access Committee for Scotland
SG	Scottish Government
MSP	Member of the Scottish Parliament
GCC	Glasgow City Council

DPPP	Disabled People's Parking Places
CHFS	Clyde and Hebrides Ferry Services
LA	Local Authority
TO	Transport Officer's
GCIL	Glasgow Centre for Inclusive Living
LHS	Local Housing Strategy
SHIP	Scottish Health Informatics Programme
MECOPP	Minority Ethnic Carers of Older People's Project
CP	Charting Progress
ALLIANCE	this is shorthand for the Health and Social Care Alliance
ILP	Independent Living Programme
PO	Precognition Officer
IL	Independent Living
IS	Inclusion Scotland
ATW	Access To Work
CJS	Criminal Justice System
SCVO	Scottish Council for Voluntary Organisations
PACE	Partnership Action for Continuing Employment
SDS	Self-Directed Support
BDA	British Deaf Association
AAC	Alternative and Augmentative Communication
NES	National Health Service Education for Scotland
PIC	Principles of Inclusive Communication
HR	Human Resources
BS	British Standard
SSKS	Social Services Knowledge Scotland
DRC	Disability Rights Commission

Annex H: Bibliography

1. DRC Policy Review of Independent Living:
   http://www.equalityhumanrights.com/uploaded_files/independent_living_in_scotland.pdf

2. Education Scotland, transforming Lives Through Learning:
   http://www.educationscotland.gov.uk/communitylearninganddevelopment/communitycapacitybuilding/aboutccb/whatisccb.asp

3. Abraham Maslow's Hierarchy of Needs: http://en.wikipedia.org/wiki/Maslow's_hierarchy_of_needs

4. Depression Alliance: http://www.depressionalliance.org

5. Accessible Thresholds in New Housing: http://www.ribabookshops.com/book/accessible-thresholds-in-new-housing-guidance-for-house-builders-and-designers/17031

6. Designing for Accessibility, Alison Grant, 2012 (ISBN 978 1 85946364 2)

7. Trends in the Employment of Disabled People, Richard Berthoud, Institute for Social & Economic Research, 2011

8. All things being equal?, EHRC, 2011

9. Disabled people's experiences of applying for work in Scotland, Leonard Cheshire, 2006

10. Disability employment support: fulfilling potential. Government's response to the consultation on the recommendations in Liz Sayce's independent review 'Getting in, staying in and getting on'

11. June 2010 Budget: Estimated Impact on Scottish Households – Office of the Chief Economic Adviser
    http://www.scotland.gov.uk/Resource/Doc/20768/0102586.pdf

12. See Hear: A strategic framework for meeting the needs of people with sensory impairment in Scotland
    http://www.scotland.gov.uk/Resource/0041/00417992.pdf

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