



Department  
for Work &  
Pensions

# Fulfilling Potential: Making It Happen - Action Plan Update

September 2014

# **Fulfilling Potential Making It Happen**

## **Action Plan**

Last July we published Fulfilling Potential – Making it Happen, with the Fulfilling Potential: Making it Happen Action Plan. That strategy document built on previously published analysis and discussion. At the heart of Fulfilling Potential is the need for innovative cross sector partnerships with disabled people and their organisations and promoting new ways of working to deliver meaningful outcomes. Fulfilling Potential is the vehicle for taking forward the obligations of the United Nations (UN) Convention on the Rights of Disabled People (UN Convention), and embraces the legacy of the 2012 Paralympic Games.

This updated action plan follows from the strategy update report (Fulfilling Potential: Strategy Update Report) and is complemented by an analytical update (Fulfilling Potential – Disability Outcomes and Indicators Framework Progress Report, which sets out the available data in relation to the outcomes and indicator framework.

## **Devolution**

Fulfilling Potential – Making It Happen, and this report, refer to a wide variety of policies, some applicable across the whole of the UK and many specific to England only. In relation to Scotland and Wales, references to employment and social security policies are applicable and for Wales some aspects of transport and justice policy. In relation to Northern Ireland all domestic policy is devolved. The devolved administrations have their own policies with regard to devolved matters. They have their own arrangements in place to meet the obligations of the UN Convention on the Rights of Disabled People, where those obligations are devolved.

## Contents

Introduction	3
1 Education	4
2 Employment	7
3 Income	19
4 Health and well-being	23
5 Choice and control	30
6 Inclusive communities	38
6.1 Housing	38
6.2 Transport	40
6.3 Social participation	42
6.4 Friends and family	57
6.5 Information and access	59
6.6 Attitudes	64
7 Monitoring	75
8 International co-operation	76
UN Convention Articles	77
Glossary of acronyms and abbreviations	80

## Introduction

This document updates the Fulfilling Potential – Making it Happen Action Plan which was published in July 2013.

Actions which were marked as completed in the original action plan have been removed from this document. Actions which have been completed since the original publication are included in the following tables and have been highlighted as completed. Throughout we have maintained the original numbering system to ensure clarity for those wishing to follow the progress of specific actions.

### Key

Actions underway

Actions completed

Actions marked with 'inspired by 2012' are the key actions linked directly to the London 2012 Paralympic Legacy

# 1 Education

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

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

	<b>Actions</b>	<b>Summary</b>
1.2	Improve the quality of Special Educational Needs (SEN) provision within initial teacher training and ongoing professional development, and fund increased placements for trainee teachers in special schools (Department for Education, DfE)	<p>‘School experience’ framework and materials have been developed that can be used by all providers to extend a Special Educational Needs and/or Disabilities (SEND) placement option to all trainees. A pilot commenced in September 2013.</p> <p>The National College for Teaching and Leadership and others have been engaged to produce a range of continuous professional development materials. We are now working to support the sector in taking on management of these for the future.</p>
1.3	Give families a real choice of school, as proposed in ‘Support and aspiration – Progress and next steps’ <sup>1</sup> (DfE)	The Children and Families Act received Royal Assent in March 2014.
1.4	Work to change the law so that parental requests for all state-funded schools, including Academies and Free Schools, will be treated the same way (DfE)	The Children and Families Act received Royal Assent in March 2014. The Special Educational Needs (SEN) Code of Practice states that the child’s parent or the young person has the right to request a particular school, college or other institution to be named in their Education, Health and Care Plan (EHCP).

<sup>1</sup> Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

	<b>Actions</b>	<b>Summary</b>
1.5	Introduce a new requirement for schools to publish key information on a website, as committed to in the Schools White Paper <sup>2</sup> (DfE)	<p>The School Information (England) (Amendment) Regulations 2012 (SI 2012/1124) have commenced and schools now report on:</p> <ul style="list-style-type: none"> <li>• Their use of the pupil premium on their school website outlining their Pupil Premium allocation, spend and impact on attainment</li> <li>• Where applicable, details or links to the school's admission arrangements, including its selection and oversubscription criteria, published admission number and the school's process for applications through the local authority , and</li> <li>• Details of the school's policies on behaviour, charging and SEN and disability provision.</li> </ul>
1.6	Improve attainment of children with special educational needs in schools by rolling out the Achievement for All (3As) programme, so that it is available to any school that wants it (DfE)	<p>The 3As programme supports schools to improve the aspirations, access and achievement of children and young people. The programme has been shown to have a profound impact on the outcomes of pupils with SEN or disabilities. By May 2014 Around 2,000 schools have signed up to 3As since September 2011 and the existing contract has been extended to 2016.</p>
1.8	Consider activity to work across Government and with key stakeholders to increase accessibility of Higher Education (HE) for disabled people and	<p>An Accessible Universities Roundtable Group has been established.</p> <p>The group have met twice and have also provided high-level views on a new website.</p> <p>The group is to be formalised as a bi-annual</p>

<sup>2</sup> Department for Education, November 2010, 'The Importance of Teaching: Schools White Paper'.

	<b>Actions</b>	<b>Summary</b>
	develop and share best practice (Department for Work and Pensions (DWP)/Department for Business, Innovation and Skills (BIS))	forum for stakeholders to share best practice, make recommendations and examine disabled graduate employment.

## 2 Employment

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

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

	<b>Actions</b>	<b>Summary</b>
2.1	Prepare a new employment strategy for disabled people and for people with a health condition to consider how to help them secure and progress in work (DWP)	The Disability and Health Employment Strategy <sup>3</sup> set out a range of interventions to further shape positive attitudes towards disabled people's capability, stimulate demand for disabled people in the workforce and better target support to where it will make the most impact.
2.2	Develop a specific evidence base around disability employment to inform the new employment strategy for disabled people and for those with a health condition (DWP)	'Fulfilling Potential: Building a deeper understanding of disability in the UK today' <sup>4</sup> was published in February 2013 and included analysis of the evidence on disability employment. This evidence was used to support the Disability and Health Employment Strategy which was published in December 2013.
2.3	Investigate ways to improve the employment outcomes of people with mental health conditions (DWP)	DWP and Department of Health (DH) are taking forward a first phase of feasibility pilots this year to test the most promising evidence-based approaches put forward by RAND Europe in their report "Psychological Wellbeing and Work: Improving Service Provision and Outcomes" report, which was announced by the Deputy Prime Minister

<sup>3</sup> DWP (December 2013) "The Disability and Health Employment strategy: The Discussion So Far" Cm 8763

<sup>4</sup> Department for Work and Pensions, February 2013, 'Fulfilling Potential: Building a deeper understanding of disability in the UK today'.

	<b>Actions</b>	<b>Summary</b>
		and published on 20 January 2014.
2.4	As part of the strategy to increase the employment of disabled people, hold a large-scale conference on Disability Employment (DWP)	In July 2013, the Prime Minister launched the Disability Confident Campaign. This campaign aims to increase understanding, challenge attitudes and showcase the talents and abilities of disabled people who are working. It provides a range of promotional materials and case studies to help employers understand the business case and broader benefits of employing disabled people. Over 1,100 employers took part in the national Disability Employment Conference and the regional Disability Confident events.
2.6	Enable the Access to Work (AtW) expert advisory panel to advise Government on the best way to take forward the recommendations of Liz Sayce's independent review of disability employment support <sup>5</sup> (DWP)	<p>The AtW expert advisory panel, chaired by Mike Adams OBE of the Essex Coalition of Disabled People (a Disabled People's User-Led Organisation (DPULO)), met in two phases between July 2012 and February 2013 and produced two sets of recommendations.</p> <p>The phase one report made recommendations on taking forward the Sayce Review recommendations in November 2012, and a ministerial announcement was made in the same month.</p> <p>In phase two, the panel reported back in February 2013 and made further recommendations on how to significantly improve the programme. The majority of these recommendations were accepted, have been implemented and were announced in July 2013.</p>

<sup>5</sup> Liz Sayce, June 2011, 'Getting in, staying in and getting on: Disability employment support fit for the future'.

	<b>Actions</b>	<b>Summary</b>
2.8	Radically simplify AtW assessment (DWP)	<p>In order to introduce a triage system, and remove unnecessary requests for detailed AtW assessments, a new 'light-touch' process has been implemented. This includes fast-tracking customers, taking into account knowledge and historical data about the applicant.</p> <p>Individuals can now use their Disabled Students' Allowance assessment information as part of the AtW assessment process.</p>
2.9	Increase employer and employee confidence in using the AtW scheme (DWP)	<p>A strengthened Pre-Employment Eligibility Letter has been uploaded to the gov.uk website. This letter gives the disabled person, their employer or potential employer confirmation that the disabled individual is likely to be entitled to help from the AtW scheme.</p> <p>During phase two of its work, the expert panel explored a recommendation to increase employer confidence in employing people with fluctuating conditions by providing funding for cover to the employer. This is currently being considered by DWP.</p> <p>A DPULO AtW project is working to provide information to employers about the experiences of employing disabled people using AtW. This is due to be completed in 2014.</p> <p>Jobcentre Plus advisers are being trained to support, and where necessary challenge, employers when they are not willing or sufficiently confident to make AtW adjustments. Changes have been implemented, including amended guidance and scripts and the training of advisers.</p> <p>Awards have been made to 13 DPULOs to</p>

	<b>Actions</b>	<b>Summary</b>
		run pilot projects to provide services and peer support for AtW customers. The projects commenced in February 2013 and are due to be completed in late 2014, when they will feed their recommendations for improving AtW into the AtW panel. Participating DPULOs have met to agree how to work together and provide peer evaluation.
2.12	Consider how AtW can be more closely involved in supporting disabled young people's transition into supported paid employment, through Supported Internship trials (DWP)	<p>DWP has committed to ensuring a smooth and seamless transition onto AtW for anyone progressing into paid employment following participation in DfE's Supported Internships.</p> <p>The Fed (Brighton and Hove Federation of Disabled People) Centre for Independent Living DPULO AtW project aims to recruit two disabled people currently out of work through the Youth Contract. They will run a project bringing together a group of peers to build on learning, and cascade this through a final report in April 2014.</p>
2.14	Support people with fluctuating conditions through the introduction of Universal Credit (UC) (DWP)	<p>UC removes the distinction between in-work and out-of-work support. UC was introduced in the Manchester area from the end of April 2013, and continues to be rolled out across England, Scotland and Wales. Our plans are for UC to roll out across the country during 2016 with new claims to all existing benefits to be shut down during this time. We will move existing claimants of the current benefits over to UC, and we expect the vast majority of these to be on the new benefit by 2016 and 2017.</p>
2.15	Continue to offer specialist employment provision for unemployed	Specialist support for disabled people is covered in chapter 5 of "The Disability and Health Employment Strategy: the

	<b>Actions</b>	<b>Summary</b>
	disabled people with more complex barriers (DWP)	Discussion So Far (published, December 2013),
2.22	Work in partnership with key business sectors to drive forward sustained improvements in the employment, training and retention of older workers (DWP)	<p>Updated Age Positive employer guidance, and case studies on employing older workers, available online and sent to business stakeholders from March 2013. The Age Positive website is available at: <b><a href="http://www.gov.uk/government/organisations/department-for-work-pensions/series/age-positive">www.gov.uk/government/organisations/department-for-work-pensions/series/age-positive</a></b></p> <p>The Age Action Alliance Healthy Workplaces group, including lead business and age expert organisations, published resources for employers on managing the health and productivity contribution of an ageing workforce in May 2013.</p> <p>‘Fuller Working Lives: A Framework for Action’ (published June 2014) explains how working longer can benefit individuals, businesses, society and the economy. It sets out a number of new actions to help people have fuller working lives.</p>
2.23	Continuously review the support offered to wounded, injured and sick veterans, and work across Government and with other agencies to support this agenda (DWP)	<p>We continue to engage in regular stakeholder engagement activity and views from veterans and their representatives will contribute to inform the employment strategy for disabled people and for those with a health condition.</p> <p>As part of this we have set up, with Help for Heroes and the Royal British Legion, a discussion event with veterans and their representatives. This builds on ongoing dialogue that we have had with the Ministry of Defence (MoD) and the veterans’ community.</p>

	<b>Actions</b>	<b>Summary</b>
2.24	Support ex-Remploy employees in making the move from sheltered to mainstream employment and taking part in community-based activities (DWP)	<p>A comprehensive £8 million package of support has been put in place by the Government for any disabled ex-Remploy employees made redundant, comprising the following elements:</p> <ul style="list-style-type: none"> <li>• Disabled employees can access services provided by Remploy Employment Services, a specialist provider of employment support for disabled people.</li> <li>• Individual tailored support for every disabled employee through a Personal Case Worker for up to 18 months.</li> <li>• The Jobcentre Plus Rapid Response Service which is available to deliver individual support to all Remploy staff affected by redundancy including non-disabled employees.</li> <li>• Personal Budgets – £4 million has been made available for Remploy’s disabled employees to purchase individual back-to-work support.</li> <li>• Remploy and DWP will work with local employers to identify potential vacancies for people leaving Remploy.</li> </ul> <p>At June 2013, around 1,099 disabled former Remploy workers are choosing to work with Personal Case Workers to find another job. A total of 474 jobs have been found for disabled former employees since they were made redundant.</p> <p>The Community Support Fund (CSF) was co-produced with disabled people to minimise the negative social impact of the Remploy factory closures on the lives of the ex-employees and their families. To date the CSF has supported 302 disabled ex-employees into work and delivered 1745 work ready and social activities. The different projects are sharing their</p>

	<b>Actions</b>	<b>Summary</b>
		experiences and we will learn from them what works.
2.25	Introduce a health and work service, to ensure employees on sickness absence for four weeks receive support and expertise to help them to return to work (DWP)	<p>Introduce in late 2014 a service offering an occupational health assessment and general health and work advice.</p> <p>The Government will also:</p> <ul style="list-style-type: none"> <li>• introduce tax relief on health-related interventions recommended by the service. A consultation will be held during 2013;</li> <li>• retain tax relief on the Employee Assistance Programme;</li> <li>• carry out research into absence management and employers' sick pay policies for employees who claim Employment Support Allowance (ESA);</li> <li>• ensure UC offers more return-to-work support and conditionality for those with health conditions;</li> <li>• revise fit note guidance, so General Practitioners (GPs) can focus on a patient's ability to undertake work in general; and</li> <li>• publish benefit guidance for healthcare professionals.</li> </ul>
2.26	Introduce the extension of the right to request flexible working to all employees, as set out in the 'Modern Workplaces' <sup>6</sup> consultation proposals (BIS/DWP)	<p>The 'right to request' Flexible Working extension was implemented on 30 June 2014.</p> <p>Government recognises that it will take more than legislation to stimulate the changes needed for flexible working to become the norm across the whole labour market. We want to see a genuine</p>

<sup>6</sup> Department for Business, Innovation and Skills, May 2011, 'Consultation on Modern Workplaces'.

	<b>Actions</b>	<b>Summary</b>
		<p>culture change where the benefits of flexible working for businesses are widely understood.</p> <p>Legislation will, therefore, be supported by a number of non-legislative measures:</p> <ul style="list-style-type: none"> <li>• through the Private Sector Working Group, DWP will continue to work collaboratively with a range of representatives from the private sector to develop the business case and supporting material for businesses;</li> <li>• Jobcentre Plus will work to improve culture change through engagement with employers and people seeking work; and</li> <li>• the Civil Service will become an exemplar in flexible working practices.</li> </ul>
2.27	<p>Work alongside the private sector to grow the small business mentoring network, and to improve access to, and stimulate the demand for, mentoring (BIS)</p>	<p>There is now a national network of around 27,000 business mentors. The private sector organisations leading on mentoring are the British Banking Association, which hosts a mentoring portal called “MentorsMe”; and SFEDI (Small Firms Enterprise Development Initiative), which sets standards and guidelines for mentoring.</p> <p>This will ensure that the support and advice that people need to start and grow their own business is accessible to everyone, including disabled people.</p>
2.28	<p>‘Be the Boss’ (BtB) to help ex-service personnel to set up and grow businesses (Royal British Legion)</p>	<p>BIS provided seed funding for the Royal British Legion's (RBL) BtB scheme. BtB was open to all ex-service personnel, including those who have been injured or wounded in service.</p> <p>RBL suspended the scheme to new applicants in early 2013, whilst they looked</p>

	<b>Actions</b>	<b>Summary</b>
		<p>for a way to make the scheme financially sustainable. They have not reopened the scheme.</p> <p>However, other initiatives to support ex-service personnel, notably X-Forces, are doing well. X-Forces has now issued over £500,000 of Start Up Loans to ex-service personnel.</p>
2.29	<p>Introduce a pilot to centralise reasonable adjustments for all staff across the whole of the Civil Service (DWP)</p>	<p>A six-month pilot to test and evaluate a new service delivery model for implementing reasonable adjustments for staff across the Civil Service was launched in October 2012.</p> <p>The pilot offers a full case management service for complex cases, general advice and an escalation route for those experiencing difficulty with local requests. At April 2013, the team had supported 242 individuals and line managers with requests for help.</p> <p>We are completing formative evaluation, and will be testing a variation to the pilot involving the central team providing a full reasonable adjustment service to the Department for Energy and Climate Change and DfE.</p> <p>The pilot was successfully delivered during the 6 month period October 2012 to April 2013. The evaluation has provided clear evidence that the pilot has facilitated sharing of knowledge and best practice. It has been delivered at higher quality, more cost effective, responsive and consistent adjustment service.</p> <p>The Performance Board met on 18 September 2013 and approved the roll out</p>

	<b>Actions</b>	<b>Summary</b>
		of the pilot as a permanent service provision.
2.30	Develop a range of targeted diversity learning products with Civil Service Learning (CSL) (DWP)	<p>This includes improving current mainstream mentoring for disabled employees (communications campaign to raise awareness of this new provision planned for September 2013).</p> <p>Bids have been submitted through CSL Leadership Board for governance approval to develop two new learning products Black Asian and/or Minority Ethnic (BAME) Awareness (e-learning) and Managing Inclusive Teams (face to face)</p> <p>CSL have deferred the development of the new mentoring database hosted on the CSL portal until 2014. In the meantime, we are continuing to offer mentoring services through Civil Service Local as a 'tactical' solution.</p>
2.31	Develop a Positive Action Pathway in DWP with CSL and Capita, aimed at helping to develop the careers of those staff with protected characteristics (DWP)	<p>A new Positive Action 'Levelling the playing field' development programme for Black and Minority Ethnic (BME), women and disabled staff has been developed to equip participants with the skills and confidence to achieve career progression and realise their full potential.</p> <p>The initial cohort programme for junior grades was launched by the Minister for Disabled People in May 2013, with the management and senior level staff programme scheduled to roll-out during early 2014.</p>
2.32	Review the disability symbol (Two Ticks) scheme to establish whether it remains fit for	A review of the Two Ticks disability symbol scheme suggested that the scheme is outdated, not administered robustly and not offering enough employer support. In the

	<b>Actions</b>	<b>Summary</b>
	purpose, or whether changes are needed to meet the contemporary recruitment requirements of both employers and disabled people (DWP)	next year DWP will work with stakeholders to identify the best options for change and will present proposals for reform.
2.33	Publish the first part of a business case for diversity to help to prove the economic case for inclusion to employers (Government Equalities Office, GEO/BIS)	<p>In January 2013, a report setting out the findings from a systematic review of the literature on the business case for equality and diversity in the private sector was published jointly by BIS and GEO<sup>7</sup>.</p> <p>The findings demonstrate that there is no 'one size fits all' approach to engaging with equality and diversity policies, and show that there are some specific contexts where diversity has business benefits.</p> <p>GEO and BIS are now planning a second phase to look at evidence of these policies in practice and possibly commission specific case studies using the key findings from this review.</p>
2.34	Continue to support the SEND Pathway initiative in the North West, looking at the transition from education to employment for disabled young people (DWP)	<p>DWP chair the SEND (Employment Pathway) group, with a focus on:</p> <ul style="list-style-type: none"> <li>• employer engagement in support of 40 disabled young people;</li> <li>• contribution to the design and development of the single EHCP; and</li> <li>• providing DWP with information for inclusion on websites.</li> </ul>
2.35	Evaluate the work experience placements,	The second phase of the work experience pilot is underway, involving 25 colleges that

<sup>7</sup> Department for Business, Innovation and Skills and Government Equalities Office, January 2013, 'The business case for equality and diversity: a survey of the academic literature'.

	<b>Actions</b>	<b>Summary</b>
	announced in 'Building Engagement, Building Futures' <sup>8</sup> , for 16-17 year olds who are not in education, employment or training (DfE)	are trialling innovative and sustainable approaches to obtaining work experience placements for all post-16 students. Colleges have chosen to focus on different cohorts of students, including learners that have SEND. The final evaluation report of the pilot will be published in autumn 2013.
2.36	Trial a Supported Internships model in Further Education (FE) colleges, for 16-25 year olds with the most complex learning difficulties or disabilities, as announced in 'Support and aspiration: Progress and next steps' <sup>9</sup> (DfE)	The Trial was successful with 36% of young people being offered a job or Apprenticeships. Supported internships can be delivered by qualified educational providers throughout England from September 2013
2.37	Use the Innovation Fund to provide up to £30 million which will pay for results achieved by partnerships of social investment bodies and delivery organisations, helping disadvantaged young people to participate and succeed in education, training or employment (DWP)	<p>Ten Innovation Fund projects are supporting up to 17,000 disadvantaged young people and those at risk of disadvantage, including those in care and those with mental health conditions, aged 14 years and above, over three years. To March 2014, the Innovation Fund projects have supported around 12,700 disadvantaged young people.</p> <p>The Innovation Fund Pilot is being fully evaluated. We have recently (11 July 2014) published a qualitative report on early implementation findings from the Innovation Fund pilots.</p>

<sup>8</sup> Department for Education, December 2011, 'Building Engagement, Building Futures: Our strategy to maximise the participation of 16-24 year olds in education, training and work'.

<sup>9</sup> Department for Education, May 2012, 'Support and aspiration: A new approach to special educational needs and disability – Progress and next steps'.

	<b>Actions</b>	<b>Summary</b>
2.39	Consider how to fund and utilise the specialised services offered by Residential Training Colleges (DWP)	<p>Providers have been notified of our intent to extend contracts until August 2015.</p> <p>As part of its wider strategy for disability employment, DWP will be working with disabled people, providers and other groups to develop options for the future.</p>

### 3 Income

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

These actions build on UN Convention Articles 21 and 28.

	<b>Actions</b>	<b>Summary</b>
3.1	Reform the welfare system so that it is fairer, easier to understand, supports disabled people who need it and ensures that work pays (DWP)	Changes began to roll out from April 2013, including the introduction of UC and Personal Independence Payment (PIP), as detailed below.
3.2	Introduce UC from 2013 to meet the needs of the 21st century (DWP)	<p>UC will provide a new single system of means-tested support for working-age people. Support for housing costs, children and childcare costs will be integrated in the new benefit. It will provide additions for disabled people and carers. All elements will be assessed in a single claim.</p> <p>UC was introduced in the Manchester area from the end of April 2013, and since October 2013, it has continued to be rolled out progressively nationally. The gradual transition from the current system of benefits and tax credits to UC is expected to be completed by the end of 2017.</p>
3.3	Work with stakeholders, particularly those expert in SEND, to make sure that welfare reforms and UC designs are flexible enough to support young people	<p>In general terms, people aged 18 and over will be entitled to UC under normal rules.</p> <p>DWP has engaged with key stakeholders and customer representative groups throughout the design process. The overall design of UC has now been determined and set out in legislation.</p>

	<b>Actions</b>	<b>Summary</b>
	(DWP)	
3.4	Simplify the claims process to ensure that everyone who might be entitled is able to apply; and create a fairer, more transparent and sustainable system (DWP)	<p>The main route to access UC will be through digital channels. This will give claimants greater control over managing their account. More adviser time will be freed up to deliver valuable face-to-face support for those who need it, including those disabled people affected.</p> <p>Claimants will continue to have the option to claim via telephone or in person, which will include the provision of assisted or one-to-one support. DWP has been working with HM Revenue and Customs and local authorities to consider what type of face-to-face services need to be provided.</p>
3.5	Introduce PIP to focus financial help on those disabled people who face the greatest challenges to leading full, active and independent lives (DWP)	<p>PIP, introduced in April 2013, is a non-taxable, non-means-tested cash benefit available to people in and out of work. It contributes towards some of the extra costs arising from a health condition or disability. It is based on the level of support an individual needs to be able to carry out a range of activities which are fundamental to everyday life, such as planning and making a journey or communicating with others.</p> <p>The PIP assessment ensures the benefit is targeted to those who face the greatest barriers to leading independent lives. The final assessment criteria better reflects individual needs whilst focussing support on those that need it most. We have continued to listen and respond to feedback from disabled people and their organisations. For example, officials hold regular meetings with Macmillan to improve the PIP process for Special Rules Terminally Ill claimants.</p>

	<b>Actions</b>	<b>Summary</b>
		<p>Compared to those receiving Disability Living Allowance (DLA), a greater proportion of people receiving PIP will get the highest rates of the benefit than under DLA – 23 per cent compared to 16 per cent (by May 2018). 74 per cent of those reassessed will keep an award of benefit, and 29 per cent of those who continue to get the benefit will receive more.</p>
3.6	<p>Learn from the SEND pathfinders, announced in ‘Support and aspiration – Progress and next steps’<sup>10</sup>, to explore whether information collected during the single assessment process might also be used to support other assessments (DWP)</p>	<p>In most cases DWP does not intend to use information collected during assessments for other benefits as part of the PIP assessment process. However, in the case of claimants who are terminally ill, DWP will use relevant evidence held on any other benefit awards, to reduce the burden on the claimant and make sure a decision is made as quickly as possible.</p>
3.7	<p>Use the experience of reassessing the working-age caseload to inform any future decisions about the treatment of existing DLA recipients who are aged 65 and over when PIP is introduced (DWP)</p>	<p>PIP began replacing DLA for people aged 16 to 64 in April 2013. PIP will be subject to two independent reviews, the first will report to Parliament by the end of this year. The review will be used to understand how the assessment is working in practice. There are currently no plans to extend PIP to the over 65s or under 16s.</p>

<sup>10</sup> Department for Education, May 2012, ‘Support and aspiration: A new approach to special educational needs and disability – Progress and next steps’.

	<b>Actions</b>	<b>Summary</b>
3.8	Ensure that the welfare system continues to provide carers with the recognition and support of a dedicated benefit (DWP)	<p>The Government has announced that Carer's Allowance will continue to exist as a separate benefit from UC.</p> <p>Within UC there will be a Carer Element to support carers on a low income who provide care for at least 35 hours per week for a severely disabled person. Eligibility will not depend on the eligible adult also claiming Carer's Allowance. While Carer's Allowance will be deducted from UC, the Carer Element will be paid in addition to the claimant's standard UC entitlement.</p> <p>Carers who combine caring with paid work will continue to receive the Carer Element as part of their overall award for as long as they provide care for a severely disabled person for at least 35 hours per week.</p> <p>In UC, income earned by members of the household is subject to a work allowance. Different amounts will be disregarded from earnings to reflect the needs of different types of households and to support the aim that work pays. Carers will be entitled to one of these work allowances depending on their family type.</p> <p>Carers who combine work with caring will be able to earn up to their work allowance without their UC entitlement being affected. If earnings exceed that allowance then the UC award will reduce gradually, in line with the taper, as earnings increase.</p>
3.9	Enable disabled people to have better and joined-up advice and information to support them in using money the way they want to	<p>Financial information and advice is an area identified as a priority by disabled people.</p> <p>The Disability Action Alliance (DAA) developed a page on the Money Advice Service website regarding disability.</p>

	<b>Actions</b>	<b>Summary</b>
	(DAA)	The website provides advice based on 'life events', and can be found at: <b><a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a></b>  For more information on the DAA, please see: <b><a href="http://disabilityactionalliance.org.uk">disabilityactionalliance.org.uk</a></b>

## 4 Health and well-being

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

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

	<b>Actions</b>	<b>Summary</b>
4.1	Reduce health inequalities and promote equality (DH)	<p>Through the Health and Social Care Act 2012<sup>11</sup>, the Government has created the first ever specific legal duties to tackle health inequalities including unequal outcomes for disabled people, such as those with learning disabilities.</p> <p>The Secretary of State for Health has an overarching duty to have regard to the need to reduce inequalities relating to the health service, including both National Health Service (NHS) and public health, and relating to all the people of England.</p> <p>Through the Government's Mandate to NHS England we have placed NHS England under a legal duty to reduce health inequalities, and will hold NHS England to account for achieving this.</p> <p>From April 2013, NHS commissioners must have regard to inequalities in access to, and outcomes of, health services when commissioning services.</p> <p>NHS England and Clinical Commissioning Groups (CCGs) will have to explain in their plans how they propose to discharge their duties, and must include an assessment of how well they have discharged their duties in their annual reports. NHS England will</p>

<sup>11</sup> UK Government, March 2012, Health and Social Care Act 2012.

	<b>Actions</b>	<b>Summary</b>
		<p>publish a strategy on health inequalities by 2014, as part of its business plan.</p> <p>The Secretary of State will make an annual assessment of how well he has discharged his own duty on inequalities, and how well NHS England has discharged its duty. NHS England will undertake a similar annual assessment of how well CCGs have discharged their duty to tackle health inequalities.</p>
4.2	<p>Develop an NHS Outcomes Framework indicator to address health inequalities and outcomes for people such as those with learning disabilities (DH)</p>	<p>Will develop the indicator further over the next few months, which will include identifying the underpinning data sources.</p> <p>The NHS Outcomes Framework addresses health inequalities through a number of indicators such as those in domain two which can be broken down by a number of protected equalities characteristics such as disability. There are also indicators on outcomes for mental health (1.5/3.5.v) and work continues on indicator 1.7, excess under 60 mortality in adults with learning disabilities.</p>
4.3	<p>Provide the opportunity for local disabled people and their organisations to ensure that the commissioning of health and social care services is informed by their experiences, priorities and choice (DH)</p>	<p>Since April 2013, local health and social care services are commissioned in accordance with local Joint Strategic Needs Assessments (JSNAs) and Joint Health and Well-being Strategies (JHWSs).</p> <p>Local disabled people and their organisations have the opportunity to feed in their views, informing delivery of services. This will form a comprehensive analysis of the current and future health and social care needs and assets of the area, and set out the priorities and how partners will work together to address these.</p>

	<b>Actions</b>	<b>Summary</b>
4.4	Continue work in line with the high-level vision of the Mental Health Strategy 'No health without mental health' <sup>12</sup> , to improve mental health and well-being; help people with mental health conditions to recover; give people a better experience of care; and tackle the stigma and discrimination associated with mental illness (DH)	<p>The 2014/15 Mandate to NHS England is clear that mental health should be given the same priority as physical health. The Mandate recognises NHS England's commitment to achieve parity of esteem, and thereby ensure mental health is treated as seriously as physical health. For 2014-15, NHS England is supporting CCGs to improve their mental health outcomes including their Improving Access to Psychological Therapies (IAPT) provision, for instance rewarding improving access in the Quality Premium. The Department and NHS England will be working together to identify how further improvements can be made for 2015-16 as part of the preparations for the 2015-16 Mandate which will be agreed in the Autumn. Any further mandated IAPT expansion will need to be considered alongside other priorities for the NHS.</p> <p>We encourage local areas to choose to expand their services in 2015 and beyond. The outcomes IAPT services achieve for patients and the cost-effectiveness of the model are both great reasons to support everyone in need to access the services.</p> <p>Local areas will want to include the need for IAPT in their populations in their Joint Strategic Needs Assessments (JSNAs), and include expanding IAPT services in their Health and Wellbeing Strategies. Local HealthWatch and Scrutiny are also encouraged to take an interest in IAPT plans – in their role as champions for their populations.</p>
4.5	Work to improve the	Too many health outcomes for children and

<sup>12</sup> Department of Health, February 2011, 'No health without mental health: A cross-Government mental health outcomes strategy for people of all ages'.

	<b>Actions</b>	<b>Summary</b>
	<p>health outcomes that matter most to children, young people and families, including disabled children and young people and their families (DH)</p>	<p>young people are not as good as they should be and are even poorer for disabled children and young people. The Government is working with the Children and Young People's Health Outcomes Forum to develop outcomes and indicators that focus on those important areas where we most need to make progress and improve.</p> <p>In February 2013, the Government published 'Improving Children and Young People's Health Outcomes: a system wide response'<sup>13</sup> to the recommendations of the Children and Young People's Health Outcomes Forum report of 2012<sup>14</sup>. This includes a series of actions to improve children's health and make sure children and young people are at the heart of the new health and care system, and that their voices are heard.</p> <p>DH Ministers also launched the 'Better Health Outcomes for Children and Young People Pledge'. The Pledge commits organisations that sign it to improve the health outcomes of our children and young people so that they become amongst the best in the world.</p>
4.6	<p>Continue work under the Healthy Child Programme to prevent problems in child health and development, and contribute to a reduction in health inequalities</p>	<p>The Healthy Child Programme is a key universal service for improving the health and well-being of children, including disabled children.</p> <p>The Government has made the challenging commitment to have an extra 4,200 health visitors by 2015, who will have a key role in</p>

<sup>13</sup> Department of Health, February 2013, 'Improving Children and Young People's Health Outcomes: A system-wide response'.

<sup>14</sup> The Children And Young People's Health Outcomes Forum, July 2012, Report of the Children and Young People's Health Outcomes Forum.

	<b>Actions</b>	<b>Summary</b>
	(DH)	delivering the Healthy Child Programme.
4.7	Through the Children and Families Act, ensure children and young people with complex SEN get the healthcare they need (DfE)	There is a health commissioning duty in the Child and Families Act, meaning CCGs must include the healthcare which is reasonably required by a child's special educational need, commissioning it individually if required.
4.9	Improve access to primary and community health services for people living in care homes (DH)	<p>Many CCGs are looking at commissioning community services for people in care homes and nursing homes, in order to manage long-term conditions and avoid unnecessary and unplanned hospital admissions.</p> <p>The NHS Commissioning Board intends to use the 2013/14 GP contract to offer additional enhanced services that GPs are expected to take up. These include the implementation of tools to support people with long-term conditions better, and identify people at early stages of dementia, to ensure improved and earlier management.</p>
4.10	Increase the use of assistive technology, to help people who wish to remain in their own home to be better supported (DH)	<p>DH is working with UK industry, the NHS, social care and professional partners to achieve the 'Three Million Lives' initiative. The aim of the initiative, launched in January 2012, is to improve the lives of three million people with long-term conditions and their carers by rolling out telehealth and telecare across the country.</p> <p>As part of the Government's mandate, NHS England has to make significant progress towards this aim by 2017. In November 2012, the Secretary of State for Health announced that seven NHS and local authority organisations had agreed</p>

	<b>Actions</b>	<b>Summary</b>
		contracts to deliver telehealth to 100,000 people in 2013.
4.11	Progress the actions identified as priorities in improving the quality of life for people with chronic pain (DH)	<p>The first national pain summit, in December 2011, identified the priority actions needed to improve the quality of life for people with chronic pain. The organisers of the summit – the British Pain Society, the Chronic Pain Policy Coalition, the Faculty of Pain of the College of Anaesthetists and the Royal College of GPs – are working together to achieve practical progress.</p> <p>In July 2012, the Parliamentary Under Secretary of State welcomed the report that came out of this summit: ‘Putting Pain on the Agenda’<sup>15</sup>, which made a number of recommendations. NHS England is currently working on a plan for delivering the NHS Outcomes Framework, and will take this work into account in its planning.</p>
4.12	Commission an inquiry to investigate premature and avoidable deaths of people with learning disabilities (DH)	<p>Government response to the recommendations of the Confidential Inquiry into Premature Deaths of People with Learning Disabilities published on 12 July 2013 sets out actions and commitments across the health and care system to deliver improvements in quality of care and outcomes for people with learning disabilities. See: <a href="https://www.gov.uk/government/publications/response-to-the-confidential-inquiry-into-learning-disability">https://www.gov.uk/government/publications/response-to-the-confidential-inquiry-into-learning-disability</a>.</p> <p>The Department of Health is working with NHS England, other key delivery partners and stakeholders including self-advocates, family carers and third sector organisations</p>

<sup>15</sup> The Royal College of Anaesthetists, July 2012, ‘Putting Pain on the Agenda’.

	<b>Actions</b>	<b>Summary</b>
		to make progress on the commitments
4.14	Review the 2010 Adult Autism Strategy for England, 'Fulfilling and Rewarding Lives' <sup>16</sup> (DH)	The Review was undertaken during 2013, and Think Autism, the update to the 2010 strategy, was published on 2 <sup>nd</sup> April 2014  <a href="https://www.gov.uk/government/publications/think-autism-an-update-to-the-government-adult-autism-strategy">https://www.gov.uk/government/publications/think-autism-an-update-to-the-government-adult-autism-strategy</a>
4.15	Develop the cross-Government strategy on hearing loss (DH)	In collaboration with a range of stakeholders, including voluntary groups, clinicians and professional bodies, and other Government Departments, DH is seeking to develop a strategy for hearing loss. The purpose of the strategy is to help improve outcomes for people with hearing loss by facilitating more integrated and inclusive services.

<sup>16</sup> Department of Health, March 2010, 'Fulfilling and Rewarding Lives: The strategy for adults with autism in England'.

## 5 Choice and control

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

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

	<b>Actions</b>	<b>Summary</b>
5.2	Work with disabled people to develop new ways of bringing together funding streams, building on learning from the Right to Control (RtC) pilot. (DWP)	We acknowledge the importance of the lessons learned from the RtC pilot evaluation (published 1 July 2013), and will build on these as we develop our proposals, set out in the Disability Health and Employment Strategy published in December 2013. We plan to test the value of a new Specialist Health and Disability Advisor role, which takes a broader, more holistic view of a disabled person's needs and which is supported by a Health and Disability Partnership Manager, who will drive the integration of local services, working directly with employers and providers, to help build a smooth transition into work
5.3	Develop, in a small number of Trailblazer areas, new ways of investing in preventative services, such as Social Impact Bonds (SIBs) (DH)	SIBs are funding structures for payment-by-results contracts. They enable socially-motivated investors to provide upfront financing to service providers for interventions that aim to improve social outcomes. The Government agrees to pay investors based on whether the social outcomes are delivered. If the programme is not successful, the Government may not pay anything (depending on the terms of the contract), but if it is, investors will receive a return on their investment.  A number of applications have been received to the last round of the Social Enterprise Investment Fund which relate to

	<b>Actions</b>	<b>Summary</b>
		<p>SIBs in social care. DH will facilitate communication between successful applicants and other stakeholders to ensure experiences and lessons learned are promptly disseminated. A formal evaluation of SIBs relating to social care will also be conducted.</p>
5.4	<p>Introduce the legal entitlement to a personal budget (DH)</p>	<p>The Care Act (2014) gives disabled people and carers an entitlement to a personal budget, and will strengthen Government ambitions on direct payments. It requires that an individual's care and support plan or carer's support plan includes the personal budget for that person, so they can commission the care and support they want, in a way that best meets their needs and goals.</p>
5.5	<p>Introduce a national minimum eligibility threshold to clarify the care and support system (DH)</p>	<p>The threshold was introduced through the Care Act 2014. The detail on the threshold will be set out in regulations.</p>
5.6	<p>Use Whole-Place Community Budgets to explore how local service providers and commissioners can join up their funding streams to deliver more efficient and effective services, including services available to disabled people (Department for Communities and Local Government)</p>	<p>The pilots aim to integrate services to deliver better outcomes for service users.</p> <p>Local Authorities are encouraged to develop plans for local public service reform.</p> <p>The Public Service Transformation Network established to spread learning from the existing four sites is now working with 34 authorities across 13 places</p>

	<b>Actions</b>	<b>Summary</b>
	(DCLG)/DH)	
5.7	Learning from the Community Budget approach, ensure all disabled people have a voice and a place within their community, thereby improving outcomes and avoiding duplication (DCLG)	<p>The four Whole-Place Community Budget pilots are now implementing new service models. Proved the concept with pilots which are now being scaled up. Focus has been on integrating services and early intervention related to early years, domestic violence, work and skills – with new services being designed around the needs of users. Evidence of impacts is expected Autumn 2014.</p> <p>New service delivery models are being developed in new places and a ‘Network Connections’ programme of support is being made available .through <a href="http://www.publicservicetransformation.org">www.publicservicetransformation.org</a></p>
5.8	Enable the Think Local, Act Personal (TLAP) programme to work to end practices that undermine dignity and choice (DH/DCLG)	<p>Work continues through the TLAP partnership of care providers, commissioners, carers and service users to bring an end to commissioning practices that undermine dignity and choice.</p> <p>Delivery of the Developing Care Markets for Quality and Choice programme is supporting local authorities to commission more strategically, with a focus on outcomes, and to work with providers to find new ways of delivering high quality care services.</p>
5.9	Develop the use of direct payments for people who have chosen to live in residential care (DH)	18 local authorities have been selected to take part in the pilot to test the direct payment approach for residential care from summer 2013. Hertfordshire Council is the Trailblazer site, and is mapping the likely processes. An invitation to tender has been issued to identify a research unit to evaluate the pilots. An initial report will be prepared

	<b>Actions</b>	<b>Summary</b>
		by the end of 2014, and a final report is due in late 2015.
5.10	Consider how local authorities can be encouraged to develop a market in local services, to help make choice a reality for disabled people (DH/DCLG)	<p>The Care Act 2014 introduces a duty on local authorities to promote a diverse, sustainable and high quality market in care and support services, including those for disabled people.</p> <p>The Government will offer support to help local authorities meet this duty, including developing their market position statement. These statements summarise how the local authority intends to commission services in the future, and encourages development of high quality provision to meet the local population's needs and goals.</p> <p>This support was delivered through the Developing Care Markets for Quality and Choice programme, which ran until early 2014.</p>
5.11	Improve access to independent advice and support for those eligible for local authority support, to help them develop their plan for care and support, and choose how their needs could be met (DH)	Plans and increased funding for 2014/15 were set out in the 'Caring for our future' White Paper <sup>17</sup> . A programme of work to support local authorities commissioning independent advice and assistance is being taken forward by the TLAP. Initial supporting documents were published in summer 2013 and work will continue throughout 2013/14.
5.12	Work with independent advocacy organisations to drive up the quality of the advocacy available to disabled people	<p>Work with organisations to identify the key factors in commissioning advocacy for people with learning disabilities.</p> <p>The Care Act 2014 introduces new duties</p>

<sup>17</sup> Department of Health, July 2012, 'Caring for our future: reforming care and support'.

	<b>Actions</b>	<b>Summary</b>
	(DH)	<p>on local authorities to provide independent advocacy for people in the care and support system who need it the most. Responsibilities will be detailed further in regulation and statutory guidance which will be developed and consulted on over the coming 12 months.</p> <p>The Department of Health has worked with independent advocacy organisations to drive up the quality of advocacy for people with learning disabilities, through: strengthening the Quality Performance Mark scheme for independent advocacy providers, and identifying key factors to take account of in commissioning advocacy for people with learning disabilities in hospitals</p>
5.13	Explore further ways to improve advocacy and peer networks, as we take forward the next phase of work on the disability strategy (DWP)	<p>In line with the Government's commitment to Open Policy development we used the Contestability Fund to commission experts in disability to review current structures and approaches to advocacy for disabled people, going beyond health and social care and looking to provide a joined up approach that builds on good practice and delivers cross-cutting information and advice to disabled people that will enable work, independence and wider participation in society. Their findings report will be sent to the Minister of State for Disabled People by the end of September 2014.</p> <p>Work will build on existing activity undertaken by the programme that aims to promote growth and improve sustainability of DPULOs.</p>
5.14	Government review of the Public Sector Equality Duty (PSED), to	The Government's review of the PSED, which was overseen by an independent Steering Group, Reported in September

	<b>Actions</b>	<b>Summary</b>
	determine if it is operating as intended (GEO)	<p>2013 with a number of recommendations to improve the way it is implemented across public bodies. The Steering Group's report and the Government response are available on Gov.uk at</p> <p><a href="http://www.gov.uk/government/groups/review-of-public-sector-equality-duty-steering-group">www.gov.uk/government/groups/review-of-public-sector-equality-duty-steering-group</a></p>
5.15	Transform the care and support system, to promote well-being and independence (DH)	<p>The Care Act 2014</p> <ul style="list-style-type: none"> <li>• promotes individual well-being, placing the adult at the centre of the social care system;</li> <li>• legislates for personal budgets for the first time, ensuring that they will be provided to all eligible adults as part of the care and support plan;</li> <li>• strengthens existing rights to request direct payments.</li> </ul> <p>These measures will ensure the adults accessing adult social care are able to exercise choice and control in order to obtain services that best meet their needs.</p>
5.16	Introduce new duties on local authorities, to ensure disabled people get the right outcomes (DH)	<p>The Care Act 2014 includes duties on local authorities to ensure co-operation between their housing officers and the authorities' 'relevant partners' in care and support; and to ensure the integration of care and support, health, and health-related provision, including housing.</p>
5.17	Remove barriers to disabled people moving to a different local authority area (DH)	<p>The Care Act 2014 includes a provision that ensures there will be no interruption to an adult's social care if that person moves to another local authority.</p>

	<b>Actions</b>	<b>Summary</b>
5.18	Review the role of assessment in the reformed system, to ensure that individuals and local authorities have a clear view of the skills, talents and goals of people seeking to access support (DH)	DH will develop and test options for a new assessment and eligibility framework. We will involve stakeholders including service users, carers, academics, local authorities, social workers and health and care professionals.
5.19	Consider the introduction of a birth to 25 single assessment process and EHCP (DfE)	EHCPs will begin to replace all SEN statements and Learning Difficulty Assessments (LDAs) for new entrants to the SEND system from September 2014, and Local Authorities (LAs) must have plans in place to transfer those with statements/LDAs to EHCPs by September 2018. A policy document on how that will be achieved will be laid before Parliament in June 2014.
5.20	Introduce the option of a personal budget for families with an EHCP from 2014 (DfE)	The Children and Families Act 2014 provides a regulation making power for the introduction of personal budgets. Regulations introducing personal budgets from September 2014, are currently before Parliament.
5.21	Test key reforms via 20 local pathfinders, involving 31 local authorities and health sector partners (DfE)	Reforms being tested include a local offer of services, integrated assessments and EHCPs, personal budgets and involving the Voluntary and Community Sector (VCS) organisations in the assessment process. Pathfinder areas have been extended and will now run until September 2014.  The official pathfinder website is at: <a href="http://www.sendpathfinder.co.uk/">www.sendpathfinder.co.uk/</a> . The website

	<b>Actions</b>	<b>Summary</b>
		includes a suite of information packs published in June 2013, setting out pathfinder learning and case studies demonstrating how pathfinders are implementing the reforms.
5.22	Introduce legislation in early 2013 so that we can fulfil the commitments made in the 'Support and aspiration' Green Paper <sup>18</sup> (DfE)	The Children and Families Act received Royal Assent in March 2014.

---

<sup>18</sup> Department for Education, May 2012, 'Support and aspiration: A new approach to special educational needs and disability – Progress and next steps'.

## 6 Inclusive communities

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

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

### 6.1 Housing

	Actions	Summary
6.1.3	Work to ensure that buildings are accessible and useable by maintaining and developing Part M (Access to and use of buildings) of the Building Regulations, and seek to influence building industry behaviour to promote inclusive design (DCLG)	<p>DCLG Approved Document M (Access to and Use of Buildings), January 2013.</p> <p>Following Consultation with all interested stakeholders including disabled people’s groups, the Housing Standards Review introduces new standardised building regulations for England. The two new access standards for housing, introduced in to the Building Regulations by the Housing Standards Review, will make it easier to build high quality accessible homes able to meet the needs of a broad range of people. Draft secondary legislation and approved guidance are expected shortly. DCLG has also funded The Commission for Architecture and the Built Environment (CABE) at the Design Council to develop a web site providing a one stop shop for good practice guidance on inclusive design in the build environment.</p> <p><a href="http://www.designcouncil.org.uk/news-opinion/introducing-our-new-inclusive-design-hub">http://www.designcouncil.org.uk/news-opinion/introducing-our-new-inclusive-design-hub</a></p>
6.1.4	Enable the creation of communities where disabled people are able to fulfil their	<p>This will be taken forward as part of The Accessible Britain Challenge (TABC).</p> <p>TABC will challenge communities to do more to be inclusive and accessible by</p>

	<b>Actions</b>	<b>Summary</b>
	potential and realise their aspirations, live independently and have opportunities to participate in society (DAA)	<p>engaging and working with disabled people to remove barriers that get in the way of them being full and active participants in their community.</p> <p>TABC is aimed at all members of the community including local businesses, employers, service providers, voluntary and community groups/organisations and disabled people.</p> <p>To support TABC and exemplify and showcase good practice, the Office for Disability Issues (ODI) is creating and will promote an on line resource pack which brings together case studies, tools, guidance and good practice on inclusive and accessible communities. This will be published to coincide with the announcement of the TABC later in the summer</p>
6.1.5	Consider ways to improve the design of communities, through work on Lifetime Neighbourhoods (DCLG)	<p>The Lifetime Neighbourhoods report<sup>19</sup> is aimed at residents, local government practitioners, developers, and the voluntary and private sectors. It aims to promote thinking about developing Lifetime Neighbourhoods: places that are designed to be inclusive, regardless of age or disability, and seeking to link ageing, housing, design, transport services, public services, civic spaces and public amenities, to ensure that everyone can participate fully in their local communities.</p> <p>The Cross Government Inter-Ministerial Group on Disabilities is also looking into inclusive design issues and work is ongoing with stakeholders to promote accessible</p>

<sup>19</sup> Department for Communities and Local Government, December 2011, 'Lifetime Neighbourhoods'.

	<b>Actions</b>	<b>Summary</b>
		design.

## 6.2 Transport

	Actions	Summary
6.2.2  Inspired by 2012	Improve the travel experience for disabled people, specifically around spontaneity of travel, confidence, and the ability to travel independently; and generate more awareness and understanding among transport providers about disabled people's needs (DAA)	<p>The DAA continues to work across sector, and including Department for Transport (DfT), to take actions that improve the travel experience for disabled people – including extending the use of the Journey Card and promoting good practice in respect of driver training involving disabled people.</p> <p>For the latest information on DAA activity, please see: <b><a href="http://disabilityactionalliance.org.uk">disabilityactionalliance.org.uk</a></b>.</p>
6.2.3	Enforce the European Union (EU) Regulation on the rights of passengers in bus and coach transport (DfT)	Domestic legislation outlining enforcement arrangements and designated terminals where assistance should be provided to disabled passengers or those with restricted mobility in respect of EU Regulation 181/2011 concerning the rights of Bus and Coach passengers came into force on 19 August 2013.
6.2.4	Await the outcome of the Law Commission review of legislation relating to taxi and private hire services (DfT)	The Law Commission published its report into legislation governing taxis and private hire vehicles (PHVs) and a draft bill in May 2014. The Commission's recommendations include compliance with the Equality Act 2010 for all taxi/PHV drivers as a condition of licence, a duty for drivers to stop for all passengers when hailed and mandatory disability awareness training for drivers. DfT will respond in due course.
6.2.5	Consider commencing Section 165 of the Equality Act 2010 <sup>20</sup> ,	The Government is still considering its commencement strategy in respect of

<sup>20</sup> UK Government, April 2010, Equality Act 2010.

	<b>Actions</b>	<b>Summary</b>
	imposing duties on drivers of wheelchair-accessible taxis and private hire vehicles (DfT)	Section 165 of the Equality Act 2010.
6.2.6 New	Deliver projects for the additional £100m funding for the Access for All Main Programme (DfT)	In April 2014, DfT announced forty two train stations in England, Scotland and Wales that will benefit from an additional £100 million government funding to improve access for disabled passengers by 2019. The stations will benefit from improved access such as new ramps, lifts or tactile paving as part of the Access for All scheme
6.2.7 New	Access for All Small Schemes programme (DfT)	In April 2014 DfT made available around £7 million in Access to All Small Schemes grants to be used to improve access at stations. The funding will be split amongst train operating companies to spend on small scale accessibility improvements at stations in financial year 2014-15.

## 6.3 Social participation

	Actions	Summary
6.3.4	<p>Ensure that we take account of groups, such as those referred to in Scope's 'Overlooked Communities' report<sup>21</sup>, who face multiple disadvantages, as we move into the next phase of work on developing a disability strategy (DWP)</p>	<p>The Government is continuing to make sure that the voices of all disabled people are heard and have input into disability strategy and action plans, by ensuring that it routinely engages with the broadest range of stakeholders.</p> <p>The Fulfilling Potential Forum brings together representatives from 40 disability organisations and DPULOs, from across the UK. The Forum is convened by the Minister of State for Disabled People and the Minister of State for Care and Support. It meets quarterly to discuss and input into strategic priorities and direction across government to improve the key outcomes identified by disabled people as set out in "Fulfilling Potential: Making it Happen."</p>
6.3.5	<p>Improve procedures for identifying disabled prisoners, specifically those with learning disabilities, and ensure that they are not disadvantaged (Ministry of Justice (MoJ))</p>	<p>The National Offender Management Service (NOMS) is committed to ensuring that all prisoners are screened for learning disabilities.</p> <p>Prison Service Instructions include guidance for the assessment and addressing of prisoners' needs by making reasonable adjustments. NOMS is working to make sure that all prison establishments have the tools to implement this, including a comprehensive means of screening for learning disabilities.</p> <p>Jointly with DH and Home Office (HO): A Liaison and Diversion programme is being implemented by NHS England to identify, assess and refer (to appropriate treatment)</p>

<sup>21</sup> Scope, 2012, 'Over-looked Communities, Over-due Change: how services can better support BME disabled people'.

	<b>Actions</b>	<b>Summary</b>
		<p>those with Mental health issues and learning disabilities from the point of the person being under suspicion of an offence through to sentence/disposal. Standard service specification is being tested &amp; evaluated from April 2014. If successful, it is to be rolled out to police stations and criminal courts in England from 2016.</p> <p>A grant in 2013 was awarded for a project led jointly with DH to improve services for, and reduce re-offending by, offenders with SEND. The project has now been completed and some aspects are ready to go live. These include a dedicated helpline for both staff and prisoners to use, and a website that guides staff through some tools to deal with learning disabilities.</p> <p>Work is continuing to identify how our current processes can be adapted to screen/indicate for communication difficulties across a range of condition. NOMS is adopting a widespread approach to reasonable adjustments, including 'easy read' materials to support those with communication difficulties. As part of the project that has now concluded, an easy read guide has been produced and is available for distribution.</p>
6.3.6	Ensure young offenders in custody who have SEN have the right to ask for an assessment for an EHCP on release from custody (DfE)	<p>The Children and Families Act includes provision to improve support for young offenders with SEN.</p> <p>The Government is committed to making amendments that will ensure greater continuity of EHCP support for young offenders with SEN in custody; and to enable assessments for EHCP to start within custodial institutions. The SEN Code of Practice has been updated to reflect this change and DfE will be working with DH,</p>

	<b>Actions</b>	<b>Summary</b>
		MoJ and across the sector to develop underpinning regulations and identifying what additional guidance may be required.
6.3.7	Work to extend adult care and support law to offenders, with clear roles and responsibilities for local authorities and prisons (DH)	<p>The Care Act 2014 clarifies local authority responsibilities to assess and provide care and support to prisoners and people resident in approved premises. Statutory (currently subject to consultation) frameworks, will set out to local authorities what they have to do to ensure that they meet the eligible care and support needs of prisoners and people resident in approved premises.</p> <p>Local authorities and their partners will be central to implementation, having well established local and regional mechanisms to share knowledge and best practice. We are building on these arrangements to ensure that timely information, support and tools are available to those implementing the reforms. The Association of Directors of Adult Social Services (ADASS) has been working with DH, MoJ and NOMS to prepare for implementation of the prisons and approved premises provisions of the Act. This includes collaborative work with ADASS, prisons, Health and Wellbeing Boards and other key partners to ensure that the ambitions of the legislation are met.</p>
6.3.11	Explore how best to capture the needs and experiences of those more vulnerable to poor health outcomes, such as homeless people, through the Inclusion Health Programme	<p>The Inclusion Health Programme Board leads the Inclusion Health programme that is designed to improve the health of vulnerable groups more likely to experience poor health and difficulties in accessing to health and care services, including disabled groups. Recent publications address key issues around access and data – “Commissioning Inclusive Health Services:</p>

	Actions	Summary
	(DH)	<p>Practical Steps”  <a href="https://www.gov.uk/government/publications/commissioning-inclusive-health-services-practical-steps--2">https://www.gov.uk/government/publications/commissioning-inclusive-health-services-practical-steps--2</a>) and “Effective Health Care for Vulnerable Groups Prevented by Data Gaps”  <a href="https://www.gov.uk/government/publications/effective-health-care-for-vulnerable-groups-prevented-by-data-gaps">https://www.gov.uk/government/publications/effective-health-care-for-vulnerable-groups-prevented-by-data-gaps</a>)</p>
6.3.12	Review the Community Learning Trust (CLT) pilots, to inform the reform of Community Learning (BIS)	<p>A final CLT evaluation report:  <a href="https://www.gov.uk/government/publications/community-learning-trust-pilot-evaluation">https://www.gov.uk/government/publications/community-learning-trust-pilot-evaluation</a> was published in March 2014 to assist all BIS-funded Community Learning (CL) providers with the wider implementation of CLT ways of working to deliver the CL objectives, and provides information on partnership working to engage disadvantaged people.</p> <p>The CL reform website:  <a href="http://www.niace.org.uk/community-learning/">http://www.niace.org.uk/community-learning/</a> is the source of information to help BIS-funded CL providers embed the reforms, and includes examples of effective practice</p>
6.3.13	Work across Government to help ensure the reform programme draws on the views of disabled people and those who support them (DWP)	<p>DWP as a whole continues to engage with stakeholder groups, including disabled people’s groups, through variety of working groups and task and finish groups on various areas of welfare reform, including ESA, PIP, the employment strategy for disabled people and those with a health condition and the elements of UC and Work Programme that affect disabled people.</p> <p>The Fulfilling Potential Forum brings together representatives from 40 disability organisations and Disabled People’s User Led Organisations, from across the UK.</p>

	<b>Actions</b>	<b>Summary</b>
		(see 6.3.4)
6.3.14	Continue to ensure that Government policy and strategy are informed by expert advice and lived experience of disabled people (DWP)	Equality 2025 was a Non-Departmental Public Body (NDPB) established to provide independent, confidential, strategic advice to Government. The triennial review of non-departmental public bodies found that whilst the function was needed this did not need to be provided through an NDPB. DWP published in January 2013 “Fulfilling Potential: Better Working with Disabled People”. This consultation paper set out how DWP intended to provide the function in a different way and led to the setting up of the Fulfilling Potential Forum, which brings together representatives from 40 disability organisations and Disabled People’s User Led Organisations, from across the UK. (see 6.3.4).
6.3.15	Encourage more disabled people into high profile roles, greater participation in elections and democratic process (GEO)	The £2.5 million Access to Elected Office Fund is now in operation, running till the end of June 2014. the Fund makes payments available to disabled candidates , to help meet their disability related costs and put them on an even footing with other candidates. The Fund is part of a wider Access to Elected Office strategy that also provides Parliamentary work experience and training courses for disabled candidates.
6.3.16	Continue to identify and remove barriers faced by disabled people to participation and involvement at a local level (Cabinet Office, CO/DCLG)	The Centre for Social Action has supported the joint action by CO, DH and the Alzheimer’s Society in their Dementia Friends Campaign with a grant of £1.7million. The Campaign is part of the Prime Minister’s challenge on Dementia. It is a community mobilisation initiative that aims to give a million people an understanding of dementia, and the small things that could make a big difference to

	<b>Actions</b>	<b>Summary</b>
		<p>people living with dementia in their community.</p> <p>Today there are approximately 190,000 dementia friends.</p> <p>Through the £2.7m Vulnerable Young People Fund, Cabinet Office are supporting 26 social action programmes working with young people in and leaving care, young offenders and other groups of vulnerable and disengaged young people. One of the grant recipients, Mencap Liverpool, are supporting nearly 50 young people with learning disabilities and/or autism through mentoring in the North West of England. Their grant of £61,000 will enable them to grow their mentoring project and invest in the evaluation of its impact.</p> <p>As part of our commitment to Step Up To Serve, the Cabinet Office is investing £5 million in 30 programmes through the Youth Social Action Fund (YSAF) to help develop the evidence base around social action's impact on young people. We are supporting a broad range of projects to try and ensure that we reach young people from all demographics. Step Up To Serve seeks to double the number of young people aged 10-20 participating in social action by 2020.</p> <p>Two of our projects under YSAF specifically focus on disabled young people; using social action as a way to benefit their personal development as well as the wider community</p>
6.3.17	Catalyse community action at a neighbourhood level, through the Community	While this programme is not directly aimed at disabled people alone, Community Organisers are working to support disabled people in communities through their work.

	<b>Actions</b>	<b>Summary</b>
	Organisers programme (CO)	<p>Below are some examples where disabled people in local communities have been involved in or have benefited from working with Organisers:</p> <p><a href="http://www.cocollaborative.org.uk/stories/moving-life-and-learning">http://www.cocollaborative.org.uk/stories/moving-life-and-learning</a> ( Organiser working with people with learning disabilities)</p> <p><a href="http://www.cocollaborative.org.uk/stories/knit-and-natter-group-driver-positive-change">http://www.cocollaborative.org.uk/stories/knit-and-natter-group-driver-positive-change</a> (organiser meets lady who left work with disability who joins knit and natter group)</p> <p><a href="http://www.cocollaborative.org.uk/stories/growing-respect">http://www.cocollaborative.org.uk/stories/growing-respect</a> (organiser rallied community to do up garden of lady with 'slight disability' &amp; other issues)</p> <p><a href="http://www.cocollaborative.org.uk/stories/coffee-shop-conflabs">http://www.cocollaborative.org.uk/stories/coffee-shop-conflabs</a> (organiser chatting with deaf lady in coffee shop – which turns into a regular thing)</p> <p>This action is closed as Locality now successfully delivers the programme on behalf of Cabinet Office.</p>
6.3.19	Open up more public sector business opportunities for charities, social enterprises and voluntary and user-led organisations (CO)	<p>The Government continues to open up public services across the board, and published a progress update in March, see;</p> <p><a href="https://www.gov.uk/government/publications/open-public-services-2014-progress-report">https://www.gov.uk/government/publications/open-public-services-2014-progress-report</a></p> <p>A range of support is available to support Voluntary, Community and Social Enterprises (VCSEs) to engage with these opportunities, such as Commercial skills Masterclasses and the Investment and Contract Readiness Fund.</p> <p>In addition leading disability charities such as the Royal National Institute of Blind People (RNIB) are represented on the Large Charities Group chaired by the</p>

	<b>Actions</b>	<b>Summary</b>
		<p>Minister for Civil Society, and as such have a regular forum through which they can share good practice and raise issues of concern.</p>
6.3.20	<p>Support and raise the profile of DPULOs, through the DPULO Programme (DWP)</p>	<p>The DPULO Programme strives to strengthen and develop local grass-roots organisations.</p> <p>These unique organisations run by, and for, disabled people work towards building capacity and independence by removing barriers that prevent disabled people's inclusion in society. The overall aim of the DPULO Programme is to build the sustainability of local grass-roots DPULOs and provide a voice for disabled people in their local community.</p> <p>The programme provides financial support through the £3 million Facilitation Fund, and expertise and practical support through the National Lead role and the DPULO Ambassadors.</p> <p>By July 2014, 178 DPULOs had been awarded funding for various projects to support their sustainability, totalling over £2.9 million.</p> <p>11 Ambassadors are working across England, Wales, Scotland and Northern Ireland.</p> <p>Seven Young Ambassadors have also been appointed to help DPULOs engage with disabled young people, with the aim of building the sustainability of these organisations; and to look at the transition of young people from education into work.</p> <p>A DPULO contact database is now live on</p>

	<b>Actions</b>	<b>Summary</b>
		<p>the GOV.UK website. This will enable disabled people and commissioners easy access to DPULO contact details across the UK.</p>
6.3.21	<p>Progress work through the 'Making a Difference' projects, to demonstrate the value of DPULOs in commissioning (DWP)</p>	<p>DPULOs are developing their sustainability, and working to share experiences and build capacity, through the commissioning of services advising on Commissioning, Social Media, Hate Crime and AtW.</p> <p>The first of a series of DPULO 'Making a Difference' publications was launched by the Minister for Disabled People in February 2013 on the reporting of Disability Hate Crime.<sup>22</sup> The second publication on Working with Commissioners will be published in autumn 2014.</p> <p>9 DPULO Regional networks have been developed across England. The networks will help to further strengthen the role of DPULOs at regional level, start to develop regional commissioning partnerships and enable stronger outcomes for disabled people.</p> <p>A consortium of DPULOs will launch a toolkit on 18 July 2014 to highlight the benefits and added value of awarding contracts to DPULOs and to raise awareness within local authorities of methods and approaches available for translating commissioning intentions into user-led service delivery.</p>
6.3.22	<p>Support public sector staff who want to form</p>	<p>The Mutuals Programme has now supported 69 projects with bespoke support through the Mutuals Support Programme,</p>

<sup>22</sup> Office for Disability Issues, February 2013, 'Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime'.

	<b>Actions</b>	<b>Summary</b>
	Public Service Mutuels, providing the freedom to innovate and improve services they run, including using new freedoms to collaborate with private, community and disabled people's organisations (CO)	and there are nearly 100 live and trading mutuels across the country, up from just 9 in 2010. Almost all mutuels have a social purpose, supporting charities and local groups in their communities, and many operate in service areas which directly improve outcomes for disabled people.
6.3.23	Help promote a more cohesive, responsible and engaged society through National Citizen Service (NCS), by bringing 16 and 17 year olds from different backgrounds together in a residential and home-based programme of activities and service (CO)	<p>40,000 places were delivered in 2013</p> <p>Of those, 10,598 participants self identified as having some form of disability or SEN. A number of programmes were undertaken that were specifically tailored for those with disabilities. At least:</p> <ul style="list-style-type: none"> <li>1,758 identified as having statement SEN,</li> <li>204 blind or partially sighted,</li> <li>251 deaf or hearing impaired</li> <li>246 wheelchair users</li> <li>681 as being on the Autistic spectrum</li> <li>541 mental health difficulties.</li> </ul> <p>In 2014 the Government plans to offer up to 90,000 places.</p> <p>For the first time NCS will run a programme in Wales, this is an important milestone and we hope it will bring the same opportunities for cohesion there as it has done in England.</p> <p>Management of NCS was transferred from the Cabinet Office to an independent not for profit organisation, the NCS Trust, in November 2013.</p>
6.3.25	Support the introduction	The Mental Health (Discrimination) Act 2013

	<b>Actions</b>	<b>Summary</b>
	of the Mental Health (Discrimination) Bill <sup>23</sup> (MoJ)	has been introduced and forms and guidance have been changed. Only those who's mental health condition means they are in hospital or subject to a Guardianship or Community Treatment Order (or those who are mentally incapable) are now ineligible for jury service
6.3.26	Work with partner organisations to develop new funding opportunities for projects addressing the issues identified by disabled people in 'Fulfilling Potential' (DWP)	The Government has used funding made available through a 'Fulfilling Potential' Fund to fund initiatives which help meet the aims of 'Fulfilling Potential', addressing issues identified in the 'Fulfilling potential' discussions, and focusing particularly on innovation and making a real practical difference for disabled people. We have been working with partners exploring the potential for match funding for an innovation prize, and will update on our progress in October 2014, We are also helping to take forward Paralympic legacy initiatives.
6.3.27	Work in partnership to deliver stronger outcomes through the CSF (DWP)	<p>The CSF encourages local partnership working by providing funding for DPULO and Voluntary Sector Organisations (VSOs) in the areas affected by the Remploy factory closures to work together to take forward a variety of projects.</p> <p>Local grass-roots organisations and personal case workers from Jobcentre Plus are working collaboratively to deliver community-based outcomes and support individuals in making the move from sheltered to mainstream employment.</p>
6.3.28	Administer the DPULO Fund, to build the	DPULO Ambassadors actively work with DPULOs to build their sustainability and

<sup>23</sup> UK Government, February 2013, Mental Health (Discrimination) Act 2013.

	<b>Actions</b>	<b>Summary</b>
	sustainability of local grass-roots organisations (DWP)	award funding to strengthen these unique local organisations, to enable them to provide stronger outcomes for disabled people.
6.3.29	Raise the profile of accessibility, and the value of including disabled people in developing and commissioning services, on a national and local scale (DAA)	The DAA continues to work on actions that could help improve the awareness and inclusion of disabled people and disability issues in respect of commissioning.
6.3.30	Develop a local data toolkit to help understand and measure barriers and outcomes at a local and community level (DWP)	The proposal will produce a community action toolkit in two stages: the first part will help local groups find and utilise existing statistical data; the second will provide the tools to enable local groups to produce their own surveys and statistics, and target particular areas they wish to investigate and focus action on. DWP will start work with external stakeholders to develop this in summer 2013.
6.3.31 Inspired by 2012	Ensure that investment in National Governing Bodies (NGBs) of sport include outcomes for a growth in participation of disabled people, through the Sport England Youth Sport Strategy (Department for Culture, Media and Sport (DCMS))	<p>In December 2012, Sport England announced £493 million investment for NGBs' 'whole sport plans' to drive up participation (2013-17).</p> <p>Sport England have negotiated specific outcomes with NGBs which mean that:</p> <ul style="list-style-type: none"> <li>• four dedicated Paralympic NGBs are in receipt of investment to both grow the sport and identify talent for development;</li> <li>• 15 NGBs are delivering dedicated disability programmes;</li> <li>• 23 NGBs are delivering inclusive programmes integrated within their participation programmes;</li> </ul>

	<b>Actions</b>	<b>Summary</b>
		<ul style="list-style-type: none"> <li>the four remaining sports without disability programmes will receive assistance during the four years of funding to begin work in this area.</li> </ul> <p>The number of disabled people playing sport has risen from 1.32 million in 2005/6 to 1.67 million during 2012/13. Sport England's Active People survey will show how participation rates for disabled people change over time, and how the gap in participation is narrowing.</p>
<p>6.3.32 Inspired by 2012</p>	<p>Use the Sport England Inclusive Sport Fund to grow the number playing sport (DCMS)</p>	<p>In December 2012 Sport England awarded £10.2 million in Inclusive Sport Fund grants to 44 community sports projects for disabled people. The Fund was increased from £8 million due to the large number of high quality bids received.</p>
<p>6.3.33 Inspired by 2012</p>	<p>Enable work with NGBs of sport to increase participation (DCMS)</p>	<p>The English Federation of Disability Sport has been awarded £1,984,203. Sport England has also awarded £1.4 million lottery funding to seven National Disability Sports Organisations – Mencap Sport/Special Olympics GB jointly; British Blind Sport; Cerebral Palsy Sport; Dwarf Sport Association UK; British Wheelchair Sport; and UK Deaf Sport – to support and guide NGBs of sport and other sports bodies to create opportunities for disabled people to participate.</p>
<p>6.3.34 Inspired by 2012</p>	<p>Enable projects designed to provide disabled children with opportunities to play competitive sport (DCMS)</p>	<p>Through the Sainsbury's School Games, currently more than half of schools in England are offering meaningful competitive sporting opportunities to disabled young people at every level.</p> <p>As part of the Sainsbury's School Games, Project Ability is a bespoke project designed</p>

	<b>Actions</b>	<b>Summary</b>
		<p>to increase competitive opportunities for disabled young people. Over 5,000 disabled young people have so far benefited from Project Ability. It is delivered through a network of 50 lead Project Ability schools, and helps schools in England to improve the quality, and extend the provision of sport for disabled pupils.</p> <p>In addition, Sport England has invested £1 million in developing the Active Kids for All Inclusive Community Training programme, specifically for coaches and those who work with disabled people in the community. This is designed to complement the Sainsbury's Active Kids for All Inclusive Physical Education Training, delivered by the English Federation for Disability Sport.</p>
6.3.35	<p>Help get more children and young people involved in sport and physical activity, through Change4Life School Sports Clubs (DH)</p>	<p>4,500 Change4Life School Sports Clubs have been established in primary and secondary schools. We aim to have rolled out 13,500 clubs across England by 2015.</p>
6.3.36  Inspired by 2012	<p>Encourage children across the UK to experience the Games by trying out Paralympic sport, through the Sainsbury's One Million Kids Challenge (Sainsbury's)</p>	<p>Sainsbury's is the first ever Paralympics-only sponsor.</p> <p>7,994 schools have participated in the challenge, representing an estimated 2,407,262 children having had a go at a Paralympic sport.</p> <p>The 2013 Sainsbury's Active Kids campaign has Ellie Simmonds as one of its ambassadors, and there is an increased focus on disability sport.</p>

	<b>Actions</b>	<b>Summary</b>
6.3.37 Inspired by 2012	Nurture future paralympians ahead of the Rio 2016 Paralympic Games (DCMS)	More money is going into elite Paralympic sport than ever before. UK Sport announced an overall 45 per cent increase in funding ahead of the Rio 2016 Paralympic Games, with a total of £71.3 million confirmed to support 20 Paralympic sports over the Rio cycle.
6.3.38	Consider ways to encourage good practice by service and support providers, with regard to social and community life	<p>This includes the importance of online entertainment and social networking.</p> <p>Ways to encourage good practice in this area will be considered as Government takes forward the next phase of work on the disability strategy.</p> <p>As part of The Accessible Britain Challenge we will encourage councils, employers and disabled organisations to share examples of good practice, case studies, tools, products and materials and set up a resource pack which will be shared through Gov.uk.</p>
6.3.39	Consider ways to improve the experience of disabled tourists (DCMS)	The Open Britain initiative was launched by Tourism for All in March 2013 and aims to be the premier accessible tourism website for the UK. It has search facilities for properties with a National Accessible Scheme rating and is linked to VisitEngland's website. (Open Britain was launched prior to the London 2012 Games with the tourism legacy in mind.) The website provides a large range of accessible information and the comprehensive information system helps plan accessible trips and holidays by region and access need. Public sector support is also provided by VisitBritain, VisitScotland and VisitWales. See <b>www.OpenBritain.net</b>

	<b>Actions</b>	<b>Summary</b>
6.3.40	Support Battle Back, an adaptive sport and adventurous training programme for wounded, injured and sick personnel from across the Armed Forces, including mobilised reservists (MoD)	Battle Back is designed to promote confidence and independence and help accelerate recovery. Battle Back is a MOD-owned and led programme which is delivered, funded and organised in partnership with Help for Heroes, The Royal British Legion and other Service charities.

## 6.4 Friends and family

	<b>Actions</b>	<b>Summary</b>
6.4.5	Strengthen information provision for families through the introduction of a Local Offer, which will provide accessible information on services and provision (DfE)	The Children and Families Act received Royal Assent in March 2014 it includes provisions that place a duty on local authorities to publish a Local Offer, setting out information on education, social care, and health care services expected to be available in there area to support children and young people who have SEN or are disabled
6.4.6	Fulfil the Government's commitments, as set out in 'Recognised, Valued and Supported: next steps for the carers strategy' <sup>24</sup> (DH)	The four-year strategy commits Government to provide support for those with caring responsibilities to identify themselves as carers at an early stage; fulfil their own educational and employment potential; have a family and community life; and remain mentally and physically well. Progress on the commitments made in the strategy has been tracked, and a number of actions completed or moved to further stages. The action plan outlined in the strategy is currently being refreshed and is expected to be published later this year.
6.4.7	Enable the joint Government and employers' working group to help give carers the support they need to stay in work alongside their caring responsibilities (DH)	The Task and Finish Group's membership includes Government officials, and representatives from the business and care sectors. The Group has met six times and has gathered and examined the evidence on the social and economic case for interventions to support carers to combine work and care. The Group's remit also includes investigation of national and international evidence and best practice examples for supporting carers to stay in the

<sup>24</sup> Department of Health, November 2010, 'Recognised, Valued and Supported: next steps for the carers strategy'.

	<b>Actions</b>	<b>Summary</b>
		labour market. In addition, it is looking at how the care market can grow and support carers to combine work and care, including through increased availability of technology in the mainstream consumer market. The Group is currently finalising its report which will be submitted to ministers during summer 2013.
6.4.8	Include an objective about the support that carers receive from the NHS, in terms of early identification and signposting, in the NHS Commissioning Board (now NHS England) mandate (DH)	‘A mandate from the Government to the NHS Commissioning Board: April 2013 to March 2015’ <sup>25</sup> was published in November 2012, setting out the objectives for the NHS, which focus on those areas of health and care identified as being of the greatest importance to people. It includes an objective to enhance the quality of life for people with long-term conditions and their carers. This means that the five million carers looking after friends and family members will routinely have access to information and advice about the support available, including respite care.

<sup>25</sup> Department for Health, November 2012, ‘A mandate from the Government to the NHS Commissioning Board: April 2013 to March 2015’.

## 6.5 Information and access

	<b>Actions</b>	<b>Summary</b>
6.5.2	Provide a clear, universal and authoritative source of national information about the health, care and support system (DH)	Action has been undertaken to improve the national digital information offer with an integrated Customer Service Platform. Since April 2013 this includes new social care information, improved links to transactional services and local authority information, the initial development of a service that will allow public comment and feedback on providers of care services, and improved information on online and mobile applications and tools. Further improvements are planned for November 2013.
6.5.3	Develop an eAccessibility one-stop shop for information on access to web-based services for disabled people (DCMS)	One Stop Shop "Living Made Easy" was launched on 29 October at eAccess 13. <a href="http://www.dlf.org.uk/living-made-easy">www.dlf.org.uk/living-made-easy</a> . Site now contains information on accessible communication tools and software for disabled and older consumers. Site also provides eAccessibility consultants and practitioners to share ideas and information as well as empower consumers to make the right choices.
6.5.4	Improve access to information for the deaf community (DCMS)	Action has started within the Government's eAccessibility Action Plan to look at the issue of Relay Services in the UK.  Government has been working with Industry & 3 <sup>rd</sup> Sector stakeholders through the eAccessibility Forum's Relay Services working group to find a viable cost effective solution that works for all stakeholders for Video Relay Service (VRS) in the UK.
6.5.5	Consider a local red tape challenge where	In line with the Government's commitment to Open Policy development we used the

	<b>Actions</b>	<b>Summary</b>
	disabled people can challenge services which are not joined up (DWP)	<p>Contestability Fund to commission experts in disability to work in partnership with other organisations (including a local authority and a service provider) to design and test an approach to enable a ‘local community challenge’ of bureaucratic systems. Their findings report will be presented to the Minister of State for Disabled People by the end of October 2014.</p> <p>The aim of this work is to build the capacity of disabled people at a local level to participate in improving local services. In working together with organisations to reduce the amount of red tape, and remove the barriers that get in the way of them being full and active participants in their community.</p>
6.5.6	Consider the ideas provided in ‘Fulfilling Potential’ responses as we take forward the disability strategy’s next stage of development, in recognition of the importance of accessible services and information provision (All Departments)	<p>Government Departments that engage directly with members of the public are taking forward actions to improve information and access for disabled people. For example:</p> <ul style="list-style-type: none"> <li>• BIS is funding Action on Hearing Loss to undertake further research into the impact of learning to lip-read. Amongst other things it will explore a ‘best model’ for delivering lip-reading tuition.</li> <li>• MoJ and HO have been working together on ways to improve the information and reporting mechanisms on disability hate crime. An example of this is “True Vision”, an Association of Chief Police Officers’ online resource for providing information about hate crime to victims and practitioners. It’s available in alternative formats including easy read and British Sign Language (BSL). <a href="http://www.report-it.org.uk/">www.report-it.org.uk/</a>.</li> <li>• NOMS: <ul style="list-style-type: none"> <li>○ continues to develop Easy Read</li> </ul> </li> </ul>

	<b>Actions</b>	<b>Summary</b>
		<p>versions of key policies</p> <ul style="list-style-type: none"> <li>○ awarded grant to Mencap with Calderstones NHS Trust to develop capacity in working with prisoners with communication difficulties and specifically deaf prisoners.</li> <li>● Her Majesty’s Courts and Tribunals Service (HMCTS) is improving its accessibility for disabled people including: <ul style="list-style-type: none"> <li>○ consistency and maintenance of hearing loop facilities within courts and tribunals.</li> <li>○ signposting of assistance for customers including disabled people through the website.</li> <li>○ staff workshops aimed at the judiciary, legal advisers, Crown Prosecution Service, police officers and defence practitioners to look at the language and communication needs of young people (including deaf young people).</li> </ul> </li> <li>● DfT officials are working closely with the Transport Systems Catapult Centre on a technology competition for developing simple, innovative and affordable audio-visual solutions for buses, to be launched in September.</li> </ul>
6.5.7	Continue working in partnership with the Hidden Impairment National Group (HING) to improve DWP service provision for individuals with Hidden Impairments such as: Autistic Spectrum conditions including Asperger Syndrome; Attention Deficit Hyperactivity Disorder (ADHD);	<p>The HING meets quarterly and is supported by a national network of representatives including: medical professionals/academics; specific disability organisations such as the National Autistic Society, Autism Plus, The Adsetts Partnership, and The Dyscovery Centre; disabled people with Hidden Impairment (HI) conditions; and service users.</p> <p>The HING has designed, developed and implemented:</p>

	<b>Actions</b>	<b>Summary</b>
	Dyslexia; Dyspraxia; Dyscalculia; Speech and Language difficulties; and Mental Ill-Health (DWP)	<ul style="list-style-type: none"> <li>• a toolkit, available to all DWP staff to support customers with HIs, and to help identify reasonable adjustment solutions at the earliest intervention;</li> <li>• training material to maximise learning about HIs (available within the next quarter);</li> <li>• an employer-focused campaign entitled 'Uncovering Hidden Impairments and Mental Health', aimed at developing 'disability confidence' within the business community and raising awareness about reasonable adjustments for employees and customers (around 50 employers at each event have been supported to better understand how they can support people with HI in the work place);</li> <li>• a work placement pilot with Transport for Greater Manchester in support of five young people with HIs (four have secured jobs)</li> </ul>
6.5.9	Develop digital services focused on the needs of users, and ensure that high quality alternatives are available for people who cannot use them (CO)	<p>As part of the Government's digital strategy everyone who can use digital services independently will be encouraged to do so. The 18% of people who are offline will use assisted digital support. People who need this support will be able to access a service face to face, by phone, or in another appropriate non-digital way, with someone either inputting their data into the digital system on their behalf, or helping them put their data into the digital service themselves.</p> <p>Work is also continuing to raise digital awareness and appropriate usage by VCSE organisations.</p> <p>DWP will launch new digital services for PIP and Carer's Allowance as exemplars of this new approach. Carer's Allowance entered live Beta in October 2013 and has since</p>

	<b>Actions</b>	<b>Summary</b>
		<p>taken over 73,000 digital claims. PIP is due to start a Discovery to understand the extent of the digital journey in September. These services will be tested extensively with users to ensure they meet the needs of disabled people, carers and representatives. For people who cannot use digital services, DWP will work with the Government Digital Service (GDS), its delivery partners, and customers to provide high quality assisted digital services.</p>

## 6.6 Attitudes

	<b>Actions</b>	<b>Summary</b>
6.6.1 Inspired by 2012	Government is committed to delivering a clear and tangible legacy from the London 2012 Olympic and Paralympic Games, including a legacy for disabled people: the Paralympic Legacy (CO, DCMS)	<p>The 100,000 Games Makers and other volunteers at London 2012 were one of the unexpected success stories of the Games. As one of the official legacy projects from the Games, 'Join In' is building on the enthusiasm of the London 2012 volunteers</p> <p>As part of the Government's commitment to securing the Olympic volunteering legacy the Cabinet Office has been providing financial backing and support to Join In.</p> <p>The Join In Summer 2013 ran from 27 July to 9 September 2013. It included over 10,000 events across the UK, attended by 500,000 people, creating over 100,000 new volunteers. Its high point was the 'Go Local' event on the Queen Elizabeth Olympic Park which was attended by 18,000 people, many of them Olympic volunteers, to encourage volunteers to inspire others to get involved in volunteering in their local communities</p>
6.6.2 Inspired by 2012	Challenge negative attitudes and promote positive behaviours towards disabled people, transforming the perception of disabled people in society (DWP)	<p>One of the three key priorities of the Paralympic Legacy is the promotion of positive attitudes towards disabled people and recognition of their abilities, building on the impact of the Games themselves.</p> <p>The visibility and success of the Paralympics resulted in a positive change in attitudes towards disabled people. Ipsos MORI reported that 81 per cent of people felt that the Games had a positive effect on the way people perceived disabled people. The Office for National Statistics 'Opinions and Lifestyle Survey' (March 2013)<sup>26</sup> showed that 53 per cent of people said the Paralympics had a</p>

<sup>26</sup> Office for National Statistics, March 2013, 'Opinions and Lifestyle Survey'.

	<b>Actions</b>	<b>Summary</b>
		<p>positive impact on the way they themselves viewed disabled people, and none said that it had a negative impact.</p> <p>A range of high-profile sporting events will help to maintain the Paralympic effect. For example, the new annual Disability Sports Festival in London; July 2013 Anniversary Games; 2014 Glasgow Commonwealth Games; 2014-16 Wheelchair Tennis Masters; 2015 Swimming World Championships, Glasgow; Rio 2016 Olympic and Paralympic Games; and in 2017 the International Paralympic Committee World Paralympic World Cup and the World Athletics Championships, which will be the first time the two events have been staged together.</p>
<p>6.6.3 Inspired by 2012</p>	<p>Work with the media to encourage the positive and realistic portrayal of disabled people, and to encourage increased employment of disabled people in the media (DWP)</p>	<p>Government worked with the Press Complaints Commission and its successor body until October 2012, to promote the media guide which will support and supplement their advice, and provide guidance to help train journalists.</p> <p>The Paralympic Games provided powerful evidence of the positive impact representation of disabled people on screen can have on changing public attitudes to disability. Working with broadcasters, Government has developed a Legacy Statement recognising the role that broadcasters can play:</p> <p>“The 2012 Paralympic Games were a big step forward for disabled people in the UK. Ipsos MORI found that 81% of people said the Paralympics had a positive impact on the way disabled people were viewed by the public. This very significant effect was driven, in large part by the extensive and</p>

	<b>Actions</b>	<b>Summary</b>
		<p>uplifting coverage, across all media.</p> <p>The broadcast media can continue to play an important part in changing attitudes to disability through seeking to increase the numbers of disabled people working in the industry and in particular by seeking to increase the level of on-screen representation of disabled people across genres – for example employing disabled people as presenters on mainstream shows, casting actors who are disabled in parts not written as such, casting contributors who are disabled in everything from game shows to property shows. As part of the 2012 Legacy we pledge to make a real and sustainable difference and will encourage our commissioning editors to ensure even stronger representation of disabled people on screen.</p> <p>In this way we will aim to provide more role models for disabled people and to increase understanding and positive attitudes towards disability”.</p> <p>The Minister for Disabled People is continuing to encourage broadcast media to develop their work in this area, both directly with companies and through the Creative Diversity Network.</p>
<p>6.6.4 Inspired by 2012</p>	<p>Develop a role model campaign on Youtube, to inspire a generation of disabled people (DWP)</p>	<p>Over 50 role model videos have now been published on YouTube .</p> <p>The video clips featured a wide range of successful disabled people, including Paralympians, business people, entrepreneurs, students and artists talking about their aspirations, achievements, and the barriers they have overcome.</p>

	<b>Actions</b>	<b>Summary</b>
		<a href="http://www.youtube.com/user/rolemodelsinspire">http://www.youtube.com/user/rolemodelsinspire</a>
6.6.5	Enable the Time to Change campaign, to help tackle stigma and discrimination around mental health	<p>The work of the Time to Change programme is crucial in tackling stigma and discrimination in relation to mental health.</p> <p>The Department of Health co-funds “Time to Change”, England’s biggest programme to end the stigma and discrimination faced by people with mental health problems. Between 2011 and 2015 the Department is providing £16 million to the Time to Change campaign. Time to Change includes a national high-profile marketing and media campaign, aimed at reaching 29 million adults to change their attitudes and behaviour towards people with mental health problems</p>
6.6.6 Inspired by 2012	Develop an online resource about ‘Fulfilling Potential’ targeted at young people (DWP)	<p>To support the ‘Fulfilling Potential’ approach, Office for Disability Issues (ODI) has developed three online magazines that are relevant to disabled young people, with the aim of getting more young people to engage with disability issues.</p> <p>The first magazine will have a Paralympic Legacy theme was published at the end of August 2013, to coincide with the anniversary of the Paralympic games. The Second was published to coincide with the International Day of Disabled People on 3 December 2013, with a focus on Attitudes. The third and final edition was published on 1 April 2014 and looked at the employment of disabled young people.</p>
6.6.7	Work across Government to ensure that frontline staff have	To complement existing training, CSL has produced an e-learning product and workshop on disability awareness, launched

	<b>Actions</b>	<b>Summary</b>
	appropriate and effective disability awareness training, and to encourage other public and private sector providers to do so (All Departments)	<p>across Government in March 2013. Some Departments have gone further:</p> <p>Accredited training (e.g. HO for sighted guiding and hearing loss)</p> <p>HO are also working with CSL to develop mental health issues training which they expect to launch in October 2014.</p> <p>Guidance on reasonable adjustments for HMCTS staff and workshops on reasonable adjustments for HO front line staff.</p> <p>HO: Disability confident coaches to support disabled staff in their development</p> <p>NOMS has upskilled staff through learning disability awareness training.</p> <p>DfT and transport regulators have been reviewing awareness training across the transport sector. Also DfT has worked closely with the Association of British Travel Agents and the Equality and Human Rights Commission (EHRC) to improve awareness amongst staff and help provide good customer service.</p>
6.6.8	Increase disability awareness among NHS commissioners and practitioners (DH)	The Government's mandate to NHS England sets the Commissioning Board an objective of making sure the NHS works in partnership with local councils and other public sector partners to achieve progress against the Government's priorities, including the continuing improvement of services for both disabled children and adults.
6.6.9	Enable employers and their organisations to improve understanding	<p>This is being achieved through the following examples.</p> <ul style="list-style-type: none"> <li>• Support for the Autism Employer</li> </ul>

	<b>Actions</b>	<b>Summary</b>
	of disability within the workplace (DWP)	<p>Roundtable, an employer-led group considering ways to improve understanding of autism among employers.</p> <ul style="list-style-type: none"> <li>• Leading the Age Positive Initiative, to challenge outdated assumptions about older workers' capabilities, and encourage practices that support later flexible retirement.</li> <li>• Working in partnership with key business leaders to drive forward sustained improvements in the employment, training and retention of older workers as part of a mixed-age workforce. This includes promotion of flexible working practices, which are key to supporting older workers, some of whom will have acquired an impairment, to stay in the labour market.</li> <li>• As part of the Government's commitment to be an exemplar employer, a category was included in the 2012 Civil Service Diversity and Equality awards that specifically looked for employees who have made a real difference to improving the experience and engagement of disabled members of staff.</li> </ul>
6.6.10	Lead work on a detailed analysis of the nature of disability in the UK today for publication in autumn 2012 (DWP)	<p>'Fulfilling Potential: Building a deeper understanding of disability in the UK today' was published in February 2013<sup>27</sup>. The document provides:</p> <ul style="list-style-type: none"> <li>• an analysis of the current evidence on disability in the UK to inform the development of work on 'Fulfilling Potential';</li> <li>• enhanced public understanding and</li> </ul>

<sup>27</sup> Department for Work and Pensions, February 2013, 'Fulfilling Potential: Building a deeper understanding of disability in the UK today'.

	<b>Actions</b>	<b>Summary</b>
		<p>prompt debate about disability and the issues faced by disabled people; and</p> <ul style="list-style-type: none"> <li>• raised awareness, to drive a change in attitudes and support an increase in commitment to improving the lives of disabled people in the UK today.</li> </ul> <p>The document looks at the number of disabled people in the UK, as well as considering the way disability develops during people’s lives and the fluctuating nature of disability. It also looks at disabled people’s lives by considering the trends in outcomes and the barriers to taking part in different areas of life.</p> <p>The report can be found at:  <a href="https://www.gov.uk/government/publications/fulfilling-potential-understanding-disability">https://www.gov.uk/government/publications/fulfilling-potential-understanding-disability</a></p>
6.6.11	Continue to implement ideas captured by the ‘Fulfilling Potential’ discussion exercise, to improve understanding of disability (DWP)	We will continue to implement the ideas captured in the Fulfilling Potential discussion exercise. The Fulfilling Potential Forum (see 6.3.4) is the main forum for engaging with disabled people’s organisations on developing policy.
6.6.12	Intervene early to prevent and tackle bullying, to prevent this behaviour escalating to hate crime (DfE)	<p>Tackling bullying among pupils, particularly bullying motivated by prejudice, is a top priority for the education system.</p> <p>The Government has made tackling all forms of bullying one of its top priorities. We highlighted this commitment in the Schools White Paper 2010. Head teachers and teachers are best placed to drive improvements in their schools and to enforce discipline. To facilitate this, the government has strengthened teachers’ powers to tackle poor behaviour and</p>

	<b>Actions</b>	<b>Summary</b>
		bullying through the Education Act 2011. DfE has also updated its non-statutory guidance and advice to schools so that it is shorted and more accessible.
6.6.13	Introduce a new approach to cutting crime, making the police democratically accountable to the communities they serve (HO)	<p>In November 2012, 41 new Police and Crime Commissioners were elected by public vote across England and Wales. This will give victims of crime, including victims of disability hate crime, a powerful voice at local level.</p> <p>Further information is available at: <a href="http://www.gov.uk/government/news/pcc-election-results">www.gov.uk/government/news/pcc-election-results</a></p> <p>Postcode-specific information can be found at: <a href="http://www.police.uk/">www.police.uk/</a></p>
6.6.14	Deliver the commitments made with regard to disability hate crime in the Government's 'Challenge it, report it, stop it' plan <sup>28</sup> (HO)	<p>On 1 May 2014, the Government published "Challenge It, Report It, Stop It" - Delivering the Government's hate crime action plan. The report provides an overview of the achievements since the publication of the plan in March 2012. It also highlights areas that have evolved, which includes disability hate crime, and what the Government is doing to deal with those issues.</p> <p>The progress report is available at: <a href="https://www.gov.uk/government/publications/hate-crime-action-plan-challenge-it-report-it-stop-it">https://www.gov.uk/government/publications/hate-crime-action-plan-challenge-it-report-it-stop-it</a></p>
6.6.15	Update training for all police roles that are responsible for tackling hate crime (College of Policing)	Revised hate crime strategy and guidance documents for police officers in England, Wales and Northern Ireland dealing with hate crimes cases were published by the College of Policing on 9 May 2014. The documents are available

<sup>28</sup> Home Office, March 2012, 'Hate crime action plan: Challenge it, Report it, Stop it'.

	<b>Actions</b>	<b>Summary</b>
		at: <a href="http://www.app.college.police.uk/app-content/major-investigation-and-public-protection/hate-crime/">http://www.app.college.police.uk/app-content/major-investigation-and-public-protection/hate-crime/</a>
6.6.16	Undertake a review of offences and sentencing motivated by hostility on the grounds of disability (MoJ)	<p>In response to the review of hate crime offences carried out by the Law Commission in 2013, the Commission published its report “Hate Crime: Should the Existing Offences be Extended?” on 28 May 2014. The Commission has made a number of key recommendations, including:</p> <ul style="list-style-type: none"> <li>• improving the use and recording of the enhanced sentencing system in sections 146 of the Criminal Justice Act 2003, which applies to crimes motivated by hostility on the grounds of disability;</li> <li>• a full-scale review of the effectiveness of aggravated offences under the Crime and Disorder Act 1998; and</li> <li>• if there is no full-scale review, an extension of the aggravated offences in their current form, to cover hostility based on disability.</li> </ul> <p>The Government is considering the Commission’s recommendations and will respond in due course. The report is available at: <a href="http://lawcommission.justice.gov.uk/docs/lc348_hate_crime.pdf">http://lawcommission.justice.gov.uk/docs/lc348_hate_crime.pdf</a></p>
6.6.17	Develop a better understanding of disability hate crime through improvement of evidence base (HO, MoJ, Office for National Statistics)	<p>An Overview of hate crime in England and Wales was published in December 2013. The data includes :</p> <p>findings from the Crime Survey for England and Wales on the extent of hate crime. The survey estimates that on average there are around 278,000 incidents of hate crime a year, of which 62,000 were disability motivated hate crimes; and</p> <ul style="list-style-type: none"> <li>• police recorded hate crimes for 2012/13, which show that 42,236 hate</li> </ul>

	<b>Actions</b>	<b>Summary</b>
		<p>crimes were recorded by police forces in England and Wales, of which 1,841 were disability hate crimes.</p> <p>The data is available at:  <a href="https://www.gov.uk/government/publications/an-overview-of-hate-crime-in-england-and-wales">https://www.gov.uk/government/publications/an-overview-of-hate-crime-in-england-and-wales</a></p>
6.6.18	<p>Act on the recommendations of the EHRC's 'Hidden in Plain Sight' report<sup>29</sup>, which sets out findings from disability-related harassment (ODI, HO, MoJ)</p>	<p>On 14 November 2013, the Government published its one year on progress update on the recommendations from the EHRC's Inquiry into disability related harassment.</p> <p><a href="http://www.equalityhumanrights.com/sites/default/files/documents/disabilityfi/ehrc_hidden_in_plain_sight_3.pdf">http://www.equalityhumanrights.com/sites/default/files/documents/disabilityfi/ehrc_hidden_in_plain_sight_3.pdf</a></p>
6.6.20	<p>Engage with disability organisations to discuss reasonable adjustments for the Community Legal Advice helpline, as a part of work on legal aid reforms (MoJ)</p>	<p>Reasonable adjustments were implemented as part of the Mandatory Gateway and will be considered further as part of the Review of the Gateway currently being undertaken and communication with stakeholders is ongoing as a result of this review. The Review is due to be published by March 2015.</p>
6.6.21	<p>Take forward plans to prioritise certain victims for receiving support, including victims of serious crime, the most persistently targeted and those in the most vulnerable situations (MoJ)</p>	<p>MoJ is looking at how to make more disabled people aware of the support available for victims and witnesses, and ensure improved services for disabled people, especially with regard to:</p> <ul style="list-style-type: none"> <li>• review of the Victims' Code; and</li> <li>• local commissioning of victims' services by Police and Crime Commissioners.</li> </ul> <p>Work is underway to look at further ways to</p>

<sup>29</sup> EHRC, September 2011, 'Hidden in plain sight: Inquiry into disability-related harassment'.

	<b>Actions</b>	<b>Summary</b>
		<p>communicate the new 'Code of Practice for Victims of Crime', launched December 2013, with deaf and disabled people, including working with RNIB on the inclusion of information on the Code in RNIB journals.</p> <p>To date MOJ have created:</p> <ul style="list-style-type: none"> <li>• Easy to understand leaflet guides for adults and children;</li> <li>• Audio guides for visually impaired people;</li> <li>• Easy read guide to the Code for people with communication difficulties;</li> <li>• You Tube video aimed at children and young people.</li> </ul> <p>All are available on Gov.uk</p>
6.6.22	<p>Ensure that in implementing the Family Justice provisions in the Children and Families Act 2014 (the majority of which came into force on 22 April 2014) full account is taken of the needs of disabled people. (MoJ)</p>	<p>The Children and Families Act 2014 and supporting secondary legislation make it possible for the time limit in a particular care or supervision case to be extended beyond the new 26 week time limit, if necessary to resolve the proceedings justly. Factors to be considered for an extension can include the disability or other impairment of a person involved in proceedings if that means their involvement in the case requires more time than it otherwise would.</p>
6.6.23	<p>Introduce the new system of review, which will take account of SEND, as part of the Government's reforms to the exclusion</p>	<p>A new system for reviewing permanent exclusions from school took effect in September 2012 A Study on parents' and schools' views on the system was published February 2014-07-14</p> <p>(<a href="https://www.gov.uk/government/publication">https://www.gov.uk/government/publication</a></p>

	<b>Actions</b>	<b>Summary</b>
	process (DfE)	<u>s/irp-and-first-tier-tribunal-exclusion-appeals-systems).</u>

## 7 Monitoring

This action builds on UN Convention Articles 31 and 33.

	<b>Actions</b>	<b>Summary</b>
7.1	Monitor and publish progress of the actions within this action plan (DWP)	<p>The work outlined in this action plan will be driven by the 'Fulfilling Potential' Strategy Group, and overseen and reviewed by the Social Justice Cabinet Committee. The Government will develop new arrangements for engaging disabled people and disability organisations in this process.</p> <p>The Government will identify where progress has been made, where further action is required and the direction of travel and will publish results each year to show achievement against the outcomes and indicator framework (Annex A in Part 1 of this document).</p> <p>This will help fulfil the Government's commitment to report to the UN periodically about the implementation of the UN Convention on the Rights of Disabled People.<sup>30</sup></p>

<sup>30</sup> United Nations, 2006, 'Convention on the Rights of Persons with Disabilities'.

## 8 International co-operation

This action builds on UN Convention Article 32.

	<b>Actions</b>	<b>Summary</b>
8.1	Support international co-operation (DWP, Department for International Development (DfID) and Foreign and Commonwealth Office))	<p>‘Fulfilling Potential’ is a domestic strategy that aims to make a reality of the aims of the UN Convention on the Rights of Disabled People.<sup>31</sup></p> <p>We will continue to work to support ratification of the Convention by States that have not yet done so. As a world leader on disability issues, we will share the experience, best practice and research that inform ‘Fulfilling Potential’, our implementation of the Convention and our Paralympic Legacy approach in key international fora, including the United Nations and European Union, and with international partners.</p> <p>The Government will continue to take the opportunity to learn from best practice and ‘what works’ elsewhere when formulating policy.</p> <p>DfID will continue to carry out country-level analysis and social impact appraisals of programmes to ensure that UK-supported development programmes maximise impact and manage risks, including for disabled people. DfID will lead on behalf of the UK in UN negotiations on the review of the Millennium Development Goals to make sure that disabled people’s needs are reflected in the post-2015 development agenda.</p>

<sup>31</sup> United Nations, 2006, ‘Convention on the Rights of Persons with Disabilities’.

# **UN Convention Articles**

## **Article 1: Purpose**

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

## **Article 2: Definitions**

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

## **Article 3: General principles**

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

## **Article 4: General obligations**

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

## **Article 5: Equality and non-discrimination**

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

## **Article 6: Disabled women**

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

## **Article 7: Disabled children**

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

## **Article 8: Awareness-raising**

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

## **Article 9: Accessibility**

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

## **Article 10: Right to life**

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

## **Article 11: Situations of risk and humanitarian emergencies**

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

## **Article 12: Equal recognition before the law**

Disabled people are equal in all legal measures of life.

**Article 13: Access to justice**

Disabled people have the right to access the justice system.

**Article 14: Liberty and security of the person**

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

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

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

**Article 16: Freedom from exploitation, violence and abuse**

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

**Article 17: Protecting the integrity of the person**

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

**Article 18: Liberty of movement and nationality**

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

**Article 19: Living independently and being included in the community** Disabled people have the right to choose where they live and be fully included in their community.

**Article 20: Personal mobility**

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

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

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

**Article 22: Respect for privacy**

Disabled people have the right to privacy including personal information.

**Article 23: Respect for home and the family**

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

**Article 24: Education**

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

**Article 25: Health**

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

**Article 26: Habilitation and rehabilitation**

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

**Article 27: Work and employment**

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

**Article 28: Adequate standard of living and social protection**

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

**Article 29: Participation in political and public life**

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

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

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

**Article 31: Statistics and data collection**

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

**Article 32: International co-operation**

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

**Article 33: National implementation and monitoring**

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

## Glossary of acronyms and abbreviations

<b>3As</b>	Achievement for All
<b>ADASS</b>	Association of Directors of Adult Social Services
<b>ADHD</b>	Attention Deficit Hyperactivity Disorder
<b>AtW</b>	Access to Work
<b>BAME</b>	Black, Asian or Minority Ethnic
<b>BIS</b>	Department for Business, Innovation and Skills
<b>BME</b>	Black and Minority Ethnic
<b>BSL</b>	British Sign Language
<b>BtB</b>	Be the Boss
<b>CABE</b>	Commission for Architecture and the Built Environment
<b>CCGs</b>	Clinical Commissioning Groups
<b>CEO</b>	Chief Executive Officer
<b>CL</b>	Community Learning
<b>CLT</b>	Community Learning Trust
<b>CO</b>	Cabinet Office
<b>CSF</b>	Community Support Fund

<b>CSL</b>	Civil Service Learning
<b>DAA</b>	Disability Action Alliance
<b>DCLG</b>	Department for Communities and Local Government
<b>DCMS</b>	Department for Culture, Media and Sport
<b>DfE</b>	Department for Education
<b>DFG</b>	Disabled Facilities Grant
<b>DfID</b>	Department for International Development
<b>DfT</b>	Department for Transport
<b>DH</b>	Department of Health
<b>DLA</b>	Disability Living Allowance
<b>DPULO</b>	Disabled People's User-Led Organisation
<b>DVD</b>	Digital Video Disc
<b>DWP</b>	Department for Work and Pensions
<b>EHCP</b>	Education, Health and Care Plan
<b>EHRC</b>	Equality and Human Rights Commission
<b>EPIC</b>	Equality, Participation, Influencing Change
<b>ESA</b>	Employment and Support Allowance

<b>EU</b>	European Union
<b>FE</b>	Further Education
<b>Fed, The</b>	Brighton and Hove Federation of Disabled People
<b>GB</b>	Great Britain
<b>GDS</b>	Government Digital Service
<b>GEO</b>	Government Equalities Office
<b>GLA</b>	Greater London Authority
<b>GP</b>	General Practitioner
<b>HE</b>	Higher Education
<b>HI</b>	Hidden Impairment
<b>HING</b>	Hidden Impairment National Group
<b>HM</b>	Her Majesty's
<b>HMCTS</b>	Her Majesty's Courts and Tribunals Service
<b>HO</b>	Home Office
<b>IPC</b>	International Paralympic Committee
<b>ITAP</b>	Improving Access to Psychological Therapies
<b>JHWS</b>	Joint Health and Well-being Strategy

<b>JSNA</b>	Joint Strategic Needs Assessment
<b>LAs</b>	Local Authorities
<b>LDA</b>	Learning Difficulties Assessment
<b>LGA</b>	Local Government Association
<b>MoD</b>	Ministry of Defence
<b>MoJ</b>	Ministry of Justice
<b>MP</b>	Member of Parliament
<b>NCS</b>	National Citizen Service
<b>NDPB</b>	Non-Departmental Public Body
<b>NGBs</b>	National Governing Bodies
<b>NHS</b>	National Health Service
<b>NOMS</b>	National Offender Management Service
<b>OBE</b>	Order of the British Empire
<b>ODI</b>	Office for Disability Issues
<b>PHV</b>	Private Hire Vehicles
<b>PIP</b>	Personal Independence Payment
<b>PSED</b>	Public Sector Equality Duty

<b>RBL</b>	Royal British Legion
<b>RNIB</b>	Royal National Institute of Blind People
<b>RtC</b>	Right to Control
<b>SEN</b>	Special Educational Needs
<b>SEND</b>	Special Educational Needs and/or Disabilities
<b>SFEDI</b>	Small Firms Enterprise Development Initiative
<b>SIB</b>	Social Impact Bond
<b>SMS</b>	Short Message Service
<b>TABC</b>	The Accessible Britain Challenge
<b>TLAP</b>	Think Local, Act Personal
<b>UC</b>	Universal Credit
<b>UK</b>	United Kingdom
<b>UN</b>	United Nations
<b>UN Convention</b>	United Nations Convention on the Rights of Disabled People
<b>VCS</b>	Voluntary and Community Sector
<b>VCSE</b>	Voluntary, Community and Social Enterprise
<b>VRS</b>	Video Relay Service

<b>VSO</b>	Voluntary Sector Organisation
<b>YSAF</b>	Youth Social Action Fund

**Web:** <https://www.gov.uk/government/publications/fulfilling-potential-making-it-happen-for-disabled-people>

**Post:** Office for Disability Issues, Department for Work and Pensions, Ground Floor, Caxton House, 6–12 Tothill Street, London SW1H 9NA

**Email:** [fulfilling.potential@dwp.gsi.gov.uk](mailto:fulfilling.potential@dwp.gsi.gov.uk)

**Telephone:** 020 7340 4000

**ISBN:** 978-1-78425-312-7

Produced by the Department for Work and Pensions, September 2014

© Crown Copyright 2014