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Foreword – Senator Paul Routier MBE

I am extremely pleased to present this Disability Strategy for Jersey. It is intended to make a real difference to the lives of disabled Islanders.

It has taken time to get to this stage. We've worked closely with disabled people and others, in order to ensure that what is proposed will truly make a difference to the lives of Islanders. Now that we have the strategy, we need to get work underway to help ensure that people living with disability enjoy a good quality of life. This will not happen overnight. Many of the actions proposed focus on long-term change and some require a cultural and attitudinal shift.

With this in mind, it is important that the Government of Jersey drives change - leading by example as the Island's largest service provider and employer. It is vital to remember, however, that government cannot and should not act alone. This is a strategy for the Island and must be owned by the Island.

Combined with the introduction of disability discrimination legislation (on which work will begin later this year), this strategy aims to become a powerful tool to promote equality, and work towards the elimination of discrimination.

I would like to thank all of those who have contributed to the development of this strategy, including representatives from the numerous and hardworking community and voluntary organisations in the Island. Finally, I wish to extend my particular thanks to the disabled Islanders, their family members and carers who shared their experiences with us, helping form the foundations of this strategy.



Paul Routier

Senator Paul Routier MBE
Assistant Chief Minister



EXECUTIVE SUMMARY

The Council of Ministers has committed to developing a Disability Strategy for Jersey within the current Strategic Plan.

Careful consideration has been given to ensuring that the strategy will deliver what people want. Extensive research and engagement has been carried out, informing its development, to help understand the views and needs of disabled Islanders.

The strategy has been developed in partnership with government, voluntary and community organisations and the business community.

The importance of a strategy

Disability affects us all. Whether it is personally, a family member, friend or work colleague – all of our lives will be touched by disability or illness at some point.

At present, almost 14,000 people in Jersey are disabled (using the UK Equality Act definition) and with an ageing population, these numbers are set to increase.

For many years the issue of disability has not been prioritised by our society. Attitudes are changing however, and there is a growing realisation that disability should not be a marginalised issue.

The strategy will work proactively to change attitudes and improve disability awareness. And along with the introduction of legislation, the strategy will work towards the elimination of discrimination.

Key outcome and principles

The key outcome of this strategy is to ensure people living with disability in Jersey enjoy a good quality of life

We know that currently, people living with disability in Jersey report having a lower level of wellbeing than non-disabled islanders. This strategy will aim to reduce this inequality between disabled and non-disabled Islanders.

Four key principles run throughout the strategy:

1. A strategy for the Island, owned by the Island –

The strategy has been developed in partnership; it also needs to be delivered in partnership. The strategy looks to change the way we all approach the issue of disability. For this, the participation of Islanders is required.

2. Endorsing the principles of the UN Convention on the Rights of Persons with Disabilities –

The strategy looks to realise the right of disabled people to be treated as full and equal citizens and to change attitudes and approaches to people with disabilities.

3. Opening up the dialogue on disability –

Conversation around disability should be simple, straightforward and something that is encouraged. The strategy will look to facilitate and promote straightforward dialogue.

4. Accessibility at the heart of everything –

Accessibility is the first barrier to equality for many disabled individuals. If a service, facility or even a conversation is not accessible, then individuals are not being treated fairly and may be discriminated against. This strategy looks to ensure that accessibility is considered from the beginning to the end point of each potential barrier.

Priorities and action plans

The strategy is grouped into five priorities:



Each of these priorities has a number of associated actions, these actions being the things the Island needs to do to bring about change. Action plans detailing what needs to be done for each priority are in section 2 of this document.

Many of the actions will benefit a wide range of Islanders, and not just those with a disability.

Delivering the strategy and measuring success

A Disability Strategy Delivery Group has been set up. This group will be responsible for making sure every action is carried out, to plan when this will happen and identify the resources required to achieve it. The group will also identify measures to monitor the impact and long-term success of the strategy. More details can be found in section 3 of this document.



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1.

Introduction and background information.



1.1 WHY DO WE NEED A STRATEGY?

Disability affects us all

Disability affects us all. Whether it is personally, a family member, friend or work colleague – all of our lives will be touched by disability at some point.

At present, 14% of the Island's population are disabled as defined by the UK Equality Act¹. That translates into roughly 13,900 people. With an ageing population, these numbers are set to increase – we know that at least 51% of Islanders aged over 85 are disabled.

What is more, two thirds of all households are estimated to have at least one person with a functional impairment (difficulty carrying out everyday tasks due to a sensory, physical or mental impairment). This is around 35,000 individuals².

These are not small numbers. Disability is not an issue that should be marginalised.

For many years disability has been viewed by society as a 'niche' matter, something to be considered only by the individual themselves or those involved in their care. However, attitudes are changing and there is a growing realisation that disability is a mainstream issue.

Promoting equality

Our Island is committed to eliminating discrimination. Promoting equality and diversity is vital to combating discrimination.

The States of Jersey has made a commitment to introducing disability discrimination legislation. Work on this will start later in 2017.

This strategy and the discrimination legislation will work hand in hand; the introduction of discrimination legislation will help support the success of this strategy.

Legislation will provide individuals with the right to take a complaint to the Employment and Discrimination Tribunal when they believe they have experienced discrimination, whereas the strategy will work proactively to change attitudes and improve disability awareness. Both elements will work towards the elimination of discrimination.

Changing our approach to disability

The recent 'My Jersey' survey asked people in Jersey questions about Island life, including whether people living with long-term health conditions or disability in Jersey enjoy a good quality of life³. This question was ranked as one of the lowest in the whole survey – coming 31st out of 35.

However, it was also one of the areas that residents feel that the Island should be most ambitious about improving. This indicates that Islanders are ready to change the way we approach the issue of disability.

This Disability Strategy will provide a single focus for this change to improve the lives of a significant number of Islanders.

1. Under the UK Equality Act an individual is defined as disabled if that individual has a physical or mental health condition or illness lasting or expected to last 12 months or more which impacts on their ability to carry out day-to-day activities a little or a lot – see Health and Life Opportunities Survey, p.3 <http://bit.ly/26AM2a8>

2. See Health and Life Opportunities Survey, p.19 <http://bit.ly/26AM2a8>



1.2 DEVELOPING THE STRATEGY

The Council of Ministers has committed to developing a Disability Strategy for Jersey within the 2015-18 Strategic Plan.

Careful consideration has been given to ensuring that the strategy helps us to deliver what people want, changing things in people's lives that were most important to them to improve.

With this in mind, extensive research and engagement was undertaken to help ensure that the strategy would accurately represent the views of disabled Islanders and their representatives.

A summary of the work carried out from 2015 – 2017 is outlined below:



For further detail, please see appendix 1.

3. See My Jersey findings report, p.39 <http://bit.ly/2qAFadk>

1.3 PUTTING THE STRATEGY IN CONTEXT

It is important that a Disability Strategy for the Island does not operate in isolation. With this in mind, the strategy has been developed to work within the government's wider strategic vision.

The Council of Ministers has made a commitment to develop a new long-term strategic plan, defining the major outcomes that Jersey should aspire to over the next 20 years.

This long-term plan will bring social, economic and environmental measures and targets together in one place so everyone is clear about where Jersey is headed and what the government is working to achieve, not just during one political term of office, but in the longer term.

The plan, once finalised, will set key outcomes, one of which will relate to the health and wellbeing of Jersey's population. This will include working towards ensuring that people living with a long-term health condition or disability enjoy a good quality of life.



This Disability Strategy will support the long-term strategic plan. It will set out how, by working together, we can help improve the quality of life of people living with long-term health conditions or disability.

An important feature of the long-term plan is that none of the outcomes sit in isolation. This means the Disability Strategy will also interact with other outcomes – for example 'access to the built environment' and 'affordable living standards'.

2.

The strategy.

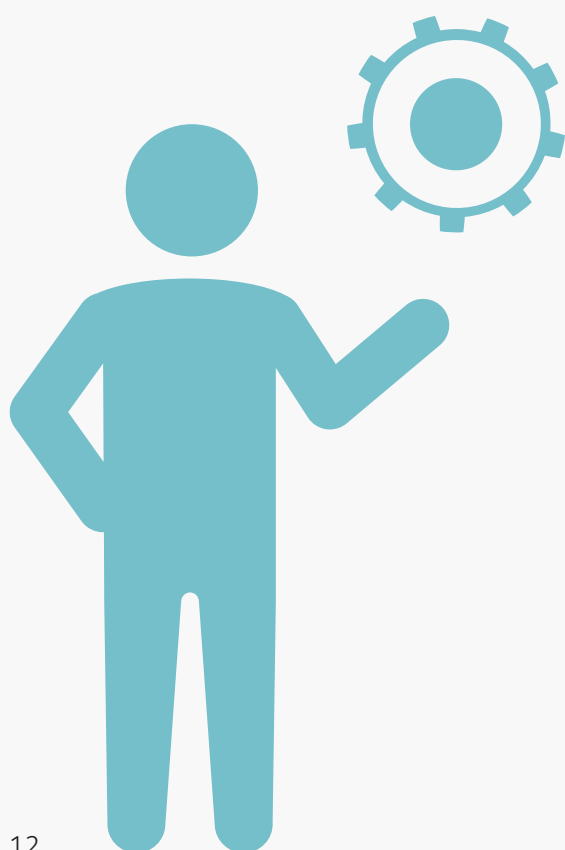


2.1 OUTCOME

The key outcome of this strategy is to ensure people living with disability in Jersey enjoy a good quality of life.

Whilst the actions required to make change to people's lives are numerous and complex, the overarching outcome of this strategy is expressed in simple and straightforward terms. This will help us measure change.

We know that currently, people living with disability in Jersey report having lower levels of wellbeing than non-disabled islanders. A Disability Strategy for Jersey should work towards reducing this inequality between disabled and non-disabled Islanders. Measuring the success of the strategy by achieving this outcome and measuring change is discussed in greater detail in section 3.



2.2 KEY PRINCIPLES

1. A strategy for the Island, owned by the Island

The Government of Jersey will play a central role in delivering a Disability Strategy – both in terms of developing policy and legislation that will have a positive impact on the lives of disabled Islanders and, as the Island's largest service provider and employer, in terms of leading the way in accessibility and equality standards.

However, a Disability Strategy for Jersey requires more than government actions alone. To date, the strategy has been developed in partnership, incorporating the views of Islanders. It now needs to be delivered in partnership. Some of the strategy actions can only be achieved through the efforts of voluntary and community organisations and the business community.

Beyond this, the strategy looks to change our culture, our attitudes and our approach to the issue of disability. For this, the participation of each and every Islander is required.

2. Endorsing the principles of the UN Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) is an international convention that sets out what human rights mean in the context of disability⁴. It seeks to realise the right of disabled people to be treated as full and equal citizens and to change attitudes and approaches to people with disabilities.

Whilst this strategy looks to uphold the general principles of the UNCRPD, it is not sufficient to ensure full compliance with the convention, partly because Jersey's discrimination legislation has not yet been extended to include disability.

It is also important to note that, in developing the strategy, the view of Islanders was clear – the strategy should focus on taking action and bringing about change, rather than focusing on convention compliance. Once the strategy and disability discrimination legislation are in place, the Council of Ministers may look to extend the UK Government's ratification of the convention to Jersey.

3. Opening up the dialogue on disability

The language used to describe disability varies widely. It can feel like a moving target in terms of which are the 'correct' terms to use. Different people's views – including disabled individuals, representative groups and professionals – differ on the appropriate words to describe an individual or their condition⁵. In not wanting to offend or speak out of turn, many people avoid the issue of disability all together.

Conversation around disability should be simple, straightforward and something that is encouraged. The strategy will look to facilitate and promote a straightforward dialogue throughout its priorities.

4. Accessibility at the heart of everything

Accessibility is the first barrier to equality for many disabled individuals. If a service, facility or even a conversation is not accessible, then individuals are not being treated fairly and may be discriminated against.

This strategy looks to ensure that accessibility must be considered from the beginning to the end point of each potential barrier – both in terms of physical access and access to information. For example, a building may be fully accessible to an individual, but the transport to the building may not be. Online information may be provided in an accessible format, but an individual may not have access to a computer. The strategy will look to consider such issues holistically, from the point of view of the user, not just the service provider.

4. <http://bit.ly/2jeS3t2>

5. <http://bit.ly/1Y1o6FH>

2.3 WHO DOES THE STRATEGY INCLUDE?

Defining disability is complex and can be conflicting; there is no universally agreed definition of disability.

Disability can be fluctuating and it can be invisible; an individual can feel or be considered to be 'disabled' in one situation, but not in another. An individual may not define themselves as having a disability, but are given that label by others.

In line with the United Nations Convention on the Rights of Persons with Disabilities, this strategy will recognise disability in its broadest sense. The strategy is based on a social model of disability, and defines disability as including those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.



2.4 OVERVIEW OF THE PRIORITIES

The strategy is grouped into five priorities:



Each of these priorities has a number of actions, these actions being the things the Island needs to do, to bring about change.

The priorities and actions reflect what disabled people have told us about:

- their experience of living with disability in Jersey
- what is important to them
- what should be done to help them enjoy a good quality of life

Many of the actions will benefit a wide range of Islanders, and not just those with a disability.

A Disability Strategy Delivery Group ('the Delivery group') has been set up. This group will be responsible for making sure every action is carried out, to plan when this will happen and identify the resources required to achieve it. The Delivery group will also identify measures to monitor the impact and long-term success of the strategy, more detail on this can be found in section 3.

2.5 ACTION PLANS

The next section of the strategy details what needs to be done for each priority, and gives an indication of when these actions will be carried out.

The action plans for each priority provide an overview of:

- the actions to be carried out
- the partners involved in delivering the action
- the timeframe in which work on the action will commence:
 - short-term (up to 2019)
 - medium-term (2020 to 2023)
 - long-term (2024 onwards)

The Delivery group (see section 3) will develop a more detailed action delivery plan within the first year of the strategy's publication.

Funding for the actions

The States of Jersey has a financial planning cycle. Every four years a new medium term financial plan is produced setting out the budget allowed for different activities and services⁶. This strategy is published half way through the current 2016 – 2019 medium term financial plan (MTFP). This means that:

- short-term actions need to be funded from existing budgets
- additional funding will need to be sought for medium-term and long-term actions, as part of the process of developing future MTFPs, but the States Assembly will need to prioritise and agree that funding

6. States of Jersey Medium Term Financial Plan – for further information, see: <http://bit.ly/2qvNUdf>



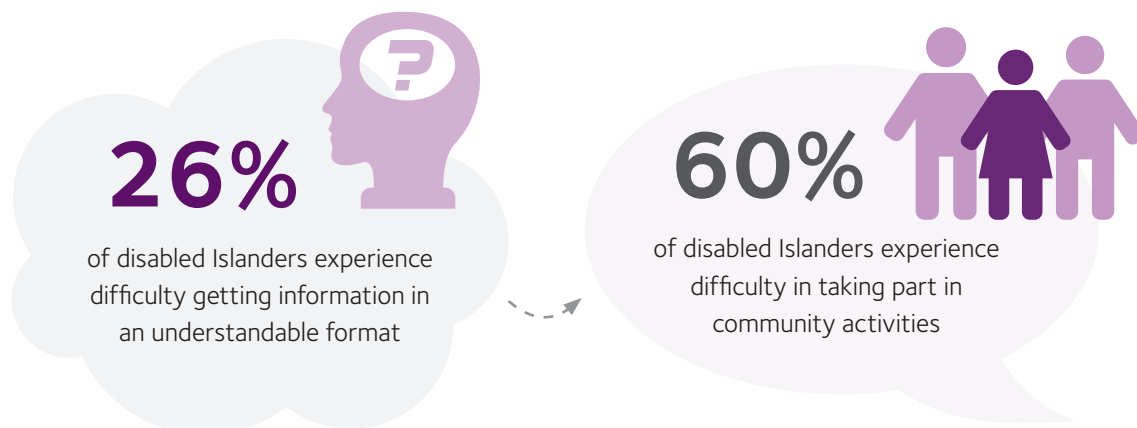
PRIORITY 1: HAVE SUPPORT TO COMMUNICATE AND ACCESS INFORMATION

What change is wanted?

People living with disability want to be able to communicate well: to understand, be heard and be understood. This includes having individual communication needs recognised and being supported to access information.

Why is this change important?

Some people living with disability find it difficult to communicate and access information. Communication and the flow of information goes two ways; to improve communication we must support disabled Islanders to be heard and better understood. The community as a whole should be supported to listen to these voices and better understand what people living with disability have to say⁷.



What are we doing now?

Examples of ways Jersey is currently working towards improving communication and access to information:

- **Jersey Online Directory** is an online resource administered by the Citizens Advice Jersey, with information on services available to all Islanders, including those living with a disability and carers
- October 2016 saw the pilot launch of the **Connect Card scheme**, to promote individual communication needs
- **States of Jersey Community Policing team** works to raise disability awareness within the community, including community awareness days

7. For further detail on the changes people say they want, and why they are important, please see the public consultation document, p.22 – 25: <http://bit.ly/2qWJETI>

ACTION PLAN

1.1 Information: Support and signposting

	Action	Partners	Timeframe
a.	<p>Review the availability of information about financial support (both from the Government of Jersey and the voluntary and community sector)</p> <ul style="list-style-type: none"> • Assess whether information needs to be made available in a central resource • Ensure the information is provided in a clear, accessible format 	<ul style="list-style-type: none"> • Treasury and Resources Department • Social Security Department • Jersey Online Directory • Community and Voluntary sector 	Medium-term
b.	Enhance online information about tourism and hospitality facilities	<ul style="list-style-type: none"> • Visit Jersey • Island businesses • Community and Voluntary sector 	Short-term
c.	Review how the government manages loans for assistive technology, to maximise the benefit for the individual	<ul style="list-style-type: none"> • Community and Social Services • Education Department 	Medium-term
<p>Supporting initiatives that are already underway:</p> <p>The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>			
d.	Review of Jersey Online Directory (www.jod.je) to ensure it is accessible and up-to-date		
e.	Existing initiatives which help people to use technology and get online – for example the computer training sessions at the public library		



ACTION PLAN

1.2 Customer communication

	Action	Partners	Timeframe
a.	Develop and promote diversity training for customer-facing staff <ul style="list-style-type: none"> • support disabled individuals to deliver disability awareness training 	<ul style="list-style-type: none"> • Government of Jersey Human Resources • All government departments • Chamber of Commerce • Community and Voluntary sector • Island businesses 	Short-term
b.	Review government customer service policies to ensure they meet the specific communication needs of disabled Islanders <ul style="list-style-type: none"> • encourage local businesses to do the same 	<ul style="list-style-type: none"> • Government of Jersey Human Resources • All Government of Jersey departments 	Medium-term
c.	Allow customers to specify their communication preferences to the Government of Jersey – telephone, letter, text, email etc.	<ul style="list-style-type: none"> • E-gov • All Government of Jersey departments 	Medium-term
d.	Develop communication plan to raise awareness of individual appointments available to disabled Islanders at customer-facing departments <ul style="list-style-type: none"> • Including Social Security and Income Tax 	<ul style="list-style-type: none"> • Treasury and Resources Department • Social Security Department 	Short-term
<p>Supporting initiatives that are already underway:</p> <p>The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>			
e.	Implementation of Connect card scheme – a credit card-sized, document that specifies individual communication needs		



ACTION PLAN

1.3 Promote communication within health and care

	Action	Partners	Timeframe
a.	Establish group to examine the communication support needs of disabled Islanders when accessing healthcare <ul style="list-style-type: none"> • including provision for those with British Sign Language as their first language • include consideration of accessing preventative care (i.e. screening) 	<ul style="list-style-type: none"> • Health and Social Services Department <ul style="list-style-type: none"> - Hospital - Children's Social Services - Adult Social Services • Primary care providers <ul style="list-style-type: none"> - GPs • Community and Voluntary sector 	Short-term
b.	Review need for training of workers in care settings and those delivering community care, to enhance their communication support skills <ul style="list-style-type: none"> • Including residential homes 	<ul style="list-style-type: none"> • Adult Social Services • Regulation of Care team • Speech and Language Therapy • Care homes • Care agencies 	Medium-term
c.	Promote effective co-ordination of care between different health services and social care services and other agencies (e.g. Education, Housing, Social Security) <ul style="list-style-type: none"> • Consider introduction of Care Co-ordinators to support adults with complex needs 	<ul style="list-style-type: none"> • Health and Social Services Department <ul style="list-style-type: none"> - Hospital - Children's Social Services and Child Development Centre - Adult Social Services - Approved providers • Primary care providers <ul style="list-style-type: none"> - GPs • Community and Voluntary sector 	Medium-term

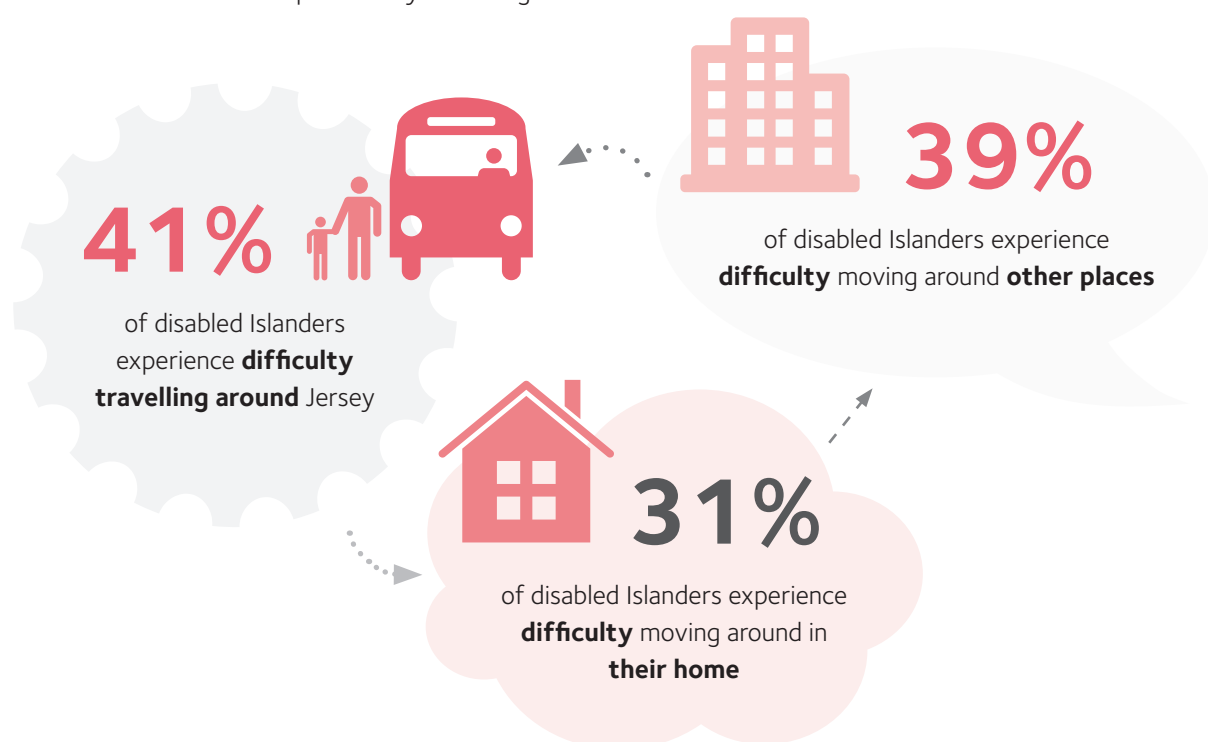
PRIORITY 2: HAVE GREATER ACCESS TO THE ISLAND

What change is wanted?

People living with disability want to access all the Island has to offer. This includes enabling people to get around, access public spaces or even move around their own home.

Why is this change important?

We know that many people living with disability face challenges getting around. This includes physical access to buildings, the town centre, the countryside and beaches. People often face barriers to accessing suitable transport to take them to and from the places they want to go⁸.



The design of buildings, roads and services often does not take into account the specific needs of a disabled individual. Barriers to accessing all the Island has to offer can have wide-ranging consequences, for example increasing feelings of loneliness and isolation, which can impact on an individual's wellbeing.

What are we doing now?

Examples of ways Jersey is currently working towards being more accessible:

- **A concessionary bus pass** was introduced in March 2017 for people who have a long-term health condition that prevents them from driving
- **Future St Helier working group** is looking to make improvements to the town centre
- Restoration of **Plémont headland** by the National Trust, **improved accessibility** of the site for those with restricted mobility

8. For further detail on the changes people say they want, and why they are important, please see the public consultation document, p.28-31: <http://bit.ly/2qWjETI>

ACTION PLAN

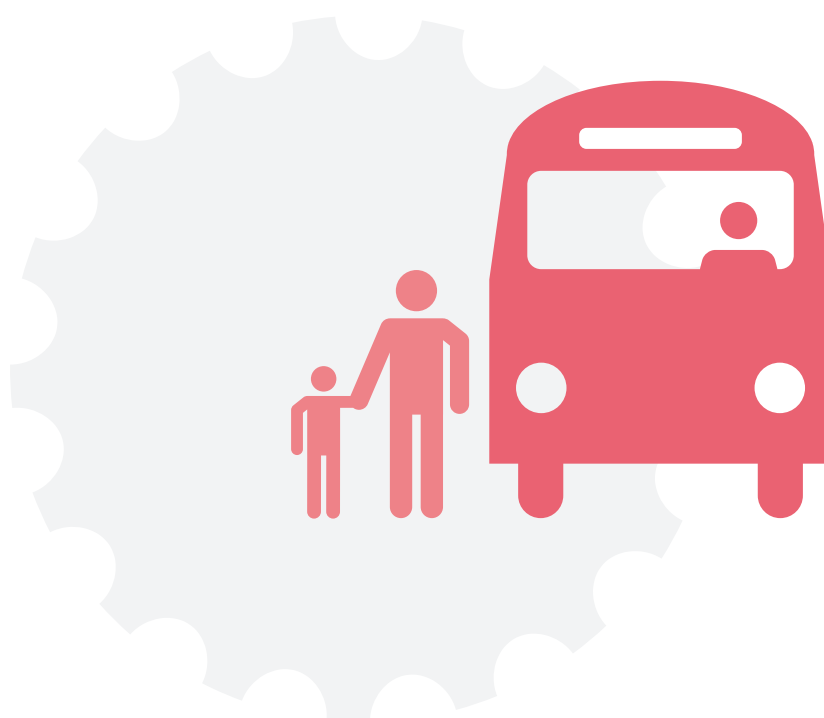
2.1 Suitable, affordable transport options

	Action	Partners	Timeframe
a.	Review availability of disabled parking spaces (quantity, location and size)	• Department for Infrastructure	Short-term
b.	Review Blue Badge scheme • review suitability of application process, assessment and eligibility criteria	• Department for Infrastructure • Community and Voluntary sector	Medium-term
c.	Work with voluntary and community sector to introduce an island-wide volunteer driver scheme • i.e. disabled Islanders would be supported by a trusted volunteer driver, to attend appointments, go to social activities or shopping	• Community and Voluntary sector	Medium-term

Supporting initiatives that are already underway:

The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:

d.	Introduction of concessionary bus pass scheme. Support review of eligibility criteria and use of any additional scheme funding to invest in other bus travel initiatives, such as travel training and travel buddy schemes
e.	Future St Helier working group – working to improve accessibility standards of town centre
f.	Ports and harbours customer relations – working to improve accessibility and support services for off-island travel



ACTION PLAN

2.2 Accessible housing options

	Action	Partners	Timeframe
a.	Ensure that appropriate policies are in place to help disabled Islanders access accommodation • Including the provision of accessible advice and guidance on housing options	<ul style="list-style-type: none"> • Strategic Housing Unit • Housing Gateway • Community and Social Services • Occupational Therapy • Citizens Advice Jersey 	Short-term
b.	Strategic Housing Unit to review barriers to accessing accommodation in the private sector • ensure access to sustainable accommodation	<ul style="list-style-type: none"> • Strategic Housing Unit 	Short-term
c.	Work with voluntary and community sector to advise on basic design adaptations • For example – don't place a fire alarm next to a light switch for visually impaired tenants	<ul style="list-style-type: none"> • Strategic Housing Unit • Social Housing Providers • Occupational Therapy • Audiology • Community and Voluntary sector 	Medium-term
d.	Review current planning and building regulations to ensure they are fit-for-purpose and encourage adequate accessibility • Including the availability of "Lifetime Homes"	<ul style="list-style-type: none"> • Strategic Housing Unit • Department for the Environment 	Long-term

Supporting initiatives that are already underway:

The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:

- | | |
|----|---|
| e. | Social Housing accommodation adaptations – Ensure that Social Housing providers allow for adequate adaptations to homes, to meet individual tenants' needs and work with Andium, Occupational Therapy and Environmental Health teams to ensure that funding to retrofit existing accommodation is effectively used |
| f. | Provision of purpose built or specially adapted accommodation , review current and future provision, as well as exploring options to increase supported housing provision for people with care support needs |



2.3 Access to buildings, St Helier and the countryside

	Action	Partners	Timeframe
a.	Establish 'accessibility reference group' to advise on the 'real life' needs of new and refurbished public buildings and spaces • Including the Future hospital and St Helier	• Department for the Environment • Department for Infrastructure • Community and Voluntary sector	Medium-term
b.	Establish process for identifying (and dealing with) accessibility 'hot spots' • For example, inaccessible road crossings	• Department for Infrastructure • Occupational Therapy • Community and Voluntary sector	Short-term
<p>Supporting initiatives that are already underway:</p> <p>The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>			
c.	<p>Countryside Access Strategy for Jersey – work with groups set up to maximise accessibility of the outdoors - including development of an online map to promote accessibility of the natural environment</p>		



PRIORITY 3: HAVE GOOD HEALTH AND WELLBEING

What change is wanted?

Disabled Islanders want support to access health and care services which meet their needs. They also want to promote their own wellbeing through access to emotional support and activities that promote self-worth and combat loneliness.

Why is this change important?

50% of disabled Islanders say that they have at least *some* difficulty getting the healthcare they need, and 10% said they experienced *a lot* of difficulty accessing healthcare. The reasons for this are diverse. For some, additional help is required in terms of communication support (as covered in Priority 1), others want more say in how their long-term health and care needs are met.

Disabled people in Jersey report being less satisfied with life, less happy and more anxious. Many people have said that they would benefit from greater access to emotional support and access to activities that promote better health, both in terms of physical and mental wellbeing.

In addition, 51% of people caring for friends or family members with a disability say that it increases their stress levels and 39% have said it has exhausted them or made them feel depressed. In order to benefit both carers and the people they care for, we need to ensure they are able to access the support they need⁹.

What are we doing now?

Examples of ways Jersey is currently working towards supporting good health and wellbeing include:

- A **Mental Health Strategy** for Jersey was published in 2015, which focuses on prevention and early intervention and looks to improve access to services and co-ordination of care
- **Family Care Coordinators** support families who have children with complex needs
- An **exercise referral scheme** supports individuals with certain medical conditions to undertake regular physical activity to improve health and wellbeing



⁹. For further detail on the changes people say they want, and why they are important, please see the public consultation document, p.34-38: <http://bit.ly/2qWjETI>

ACTION PLAN

3.1 Access to emotional support

Action	Partners	Timeframe
a. Ensure that services and organisations which offer support, including counselling, are on the Jersey Online Directory	<ul style="list-style-type: none"> • Health and Social Services Department • Citizens Advice Jersey • Community and Voluntary sector 	Short-term
b. Support primary and secondary care providers (i.e. hospital and GPs) to signpost their service users to further Community and Voluntary sector support	<ul style="list-style-type: none"> • Hospital • Community and Social Services • GPs • Community and Voluntary sector 	Medium-term
c. Work with Community and Voluntary sector to review the availability of support provided to Islanders with different impairments and disabilities <ul style="list-style-type: none"> • To include the availability of support groups for individuals, carers and family members 	<ul style="list-style-type: none"> • Social Policy Team • Community and Voluntary sector 	Medium-term

3.2 Promote practical support and independence, support carers

Action	Partners	Timeframe
a. Review the provision of statutory care services and benefits to ensure they take full account of the needs and choices of the individual <ul style="list-style-type: none"> • Within this, consider the feasibility of introducing personalised budgets and review ways of increasing person-centred care 	<ul style="list-style-type: none"> • Community and Social Services • Social Security Department • Community and Voluntary sector 	Long-term
b. Develop the respite and short break services available to individuals and carers <ul style="list-style-type: none"> • With a view to increasing the variety and flexibility of options available 	<ul style="list-style-type: none"> • Community and Social Services • Care homes • Care agencies • Community and Voluntary sector 	Medium-term
c. Review government support provided to carers and work with carers' groups to ensure this support is timely and well targeted <ul style="list-style-type: none"> • Including consideration of whether the rights of carers should be set out in law • And the right to a carer's assessment and support package 	<ul style="list-style-type: none"> • Community and Social Services • Social Security Department • JACI • Community and Voluntary sector 	Long-term

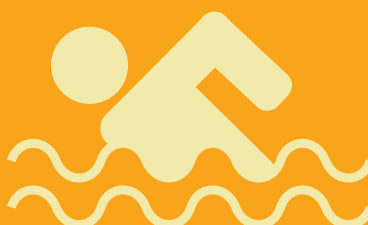
Supporting initiatives that are already underway: The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:

d.	Preparing for Adulthood Transition Pathway is being piloted in 2017. The pathway is designed to commence co-ordinated multi-agency planning for adulthood at the age of 14 in partnership with disabled young people and their families, informed by the young person's goals and aspirations for education and employment, health and wellbeing, community participation and independent living
e.	JACI Carers strategy – Work alongside JACI to input into development and implementation of the new Carers Strategy for Jersey

ACTION PLAN

3.3 Accessing activities that promote wellbeing and good health

Action	Partners	Timeframe
<p>a. Identify accessibility of sports clubs in Jersey for disabled Islanders (NB covering both physical access as well as inclusivity of clubs)</p> <ul style="list-style-type: none"> • Work with these groups to offer a mentor/buddy service to support those who wish to increase fitness – for example support to attend a weekly exercise class or to enter a marathon 	<ul style="list-style-type: none"> • Jersey Sport • Community and Voluntary sector 	Short-term
<p>b. Work with community groups to support and increase the availability of accessible health and fitness groups, such as walking clubs</p>	<ul style="list-style-type: none"> • Jersey Sport • Occupational Therapy • Physiotherapy • Community and Voluntary sector 	Medium-term
<p>c. Promote accessibility of current sports facilities (for example disabled access at Les Quennevais swimming pool)</p>	<ul style="list-style-type: none"> • Department for Economic Development, Tourism, Sport and Culture • Jersey Sport 	Short-term
<p>d. Encourage venues to facilitate special communication needs</p> <ul style="list-style-type: none"> • For example, on request turning down music in a restaurant, so that a customer with a hearing impairment can communicate • Consideration of communication and accessibility needs when establishing or refurbishing venues 	<ul style="list-style-type: none"> • Department for Economic Development, Tourism, Sport and Culture • Visit Jersey 	Medium-term
<p>e. Set up a working group with key organisations to maximise accessibility to cultural experiences (NB covering both physical access as well as inclusivity)</p>	<ul style="list-style-type: none"> • Department for Economic Development, Tourism, Sport and Culture • Jersey Heritage • Jersey Arts Centre • Jersey Opera House • Jersey Arts Trust • Other cultural providers 	Short-term



PRIORITY 4: HAVE ACCESS TO EDUCATION, EMPLOYMENT AND ENRICHING ACTIVITIES

What change is wanted?

People living with disability want to be able to contribute to society by having access to appropriate education, training and employment opportunities. Those who cannot work should have access to enriching activities, so that all Islanders are able to lead a fulfilling life.

Why is this change important?

28% of disabled Islanders say that they have a lot of difficulty in getting the type or amount of paid work they want. Islanders who are able to work feel it contributes to their wellbeing and life satisfaction. However, many face challenges in finding the right employment or training to meet their needs and ambitions. Over a quarter of disabled Islanders have some difficulty getting the support or equipment they need at work or school.

Islanders who are not able to work, or who have retired, feel that access to enriching activities, such as volunteering or learning new skills, is important for their wellbeing and self-esteem.

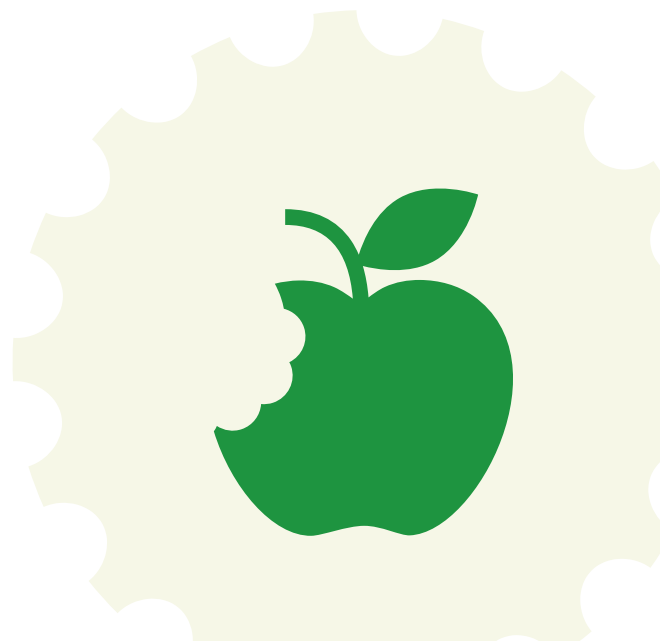
Many disabled young people enjoy and benefit from the education they receive, however some struggle to translate this into finding suitable employment once they have completed their education. Others would like to have more encouragement to have greater career ambitions, and to see older role models who can inspire them¹⁰.

What are we doing now?

Examples of ways Jersey is currently working towards supporting access to education, employment and enriching activities include:

- **Targeted support** for children with special educational needs within the Island's primary and secondary schools
- Support entering and maintaining employment and career advice provided by Government of Jersey employment services and the **Jersey Employment Trust**
- **JACS (Jersey Advisory and Conciliation Service)** – an employment relations service which supports both employers and employees, including providing advice on discrimination

10. For further detail on the changes people say they want, and why they are important, please see the public consultation document: <https://www.gov.je/SiteCollectionDocuments/Government%20and%20administration/C%20Disability%20strategy%20consultation%20paper%20-%20full%20version%2020170112DS.pdf> (p.40-43)



ACTION PLAN

4.1 Education to meet individual needs

Action	Partners	Timeframe
a. Review Special Educational Needs Code of Practice <ul style="list-style-type: none"> • To ensure high quality provision which promotes inclusion for children with disabilities • Schools to report annually on reasonable adjustments made to equipment/facilities, environment and approaches for children with a disability 	<ul style="list-style-type: none"> • Education Department 	Short-term
b. Carry out an audit of post-16 education opportunities for individuals with a disability or special educational need. <ul style="list-style-type: none"> • Including provision of off-Island options • As part of the Peer Review Framework, schools and the college will be reviewed including the impact on disabled children under categories of Achievement, Behaviour, Welfare and Effectiveness. 	<ul style="list-style-type: none"> • Education Department <ul style="list-style-type: none"> - including Highlands College • Community and Voluntary sector 	Medium-term
c. Establish a 'disability champion' within all schools	<ul style="list-style-type: none"> • Social Policy Team • Education Department 	Short-term
Supporting initiatives that are already underway: The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:		
d. Schools to promote disability awareness – Community and Voluntary sector to work with schools to promote disability awareness within classes and as part of additional school activities, disabled people invited to deliver awareness training.		

4.2 Access to employment opportunities

Action	Partners	Timeframe
a. Work to review and address the factors that contribute towards workplace discrimination	<ul style="list-style-type: none"> • Social Policy Team • Government of Jersey Human Resources • Chamber of Commerce • Jersey Employment Trust • Island businesses 	Medium-term
b. Ensure that appropriate and accessible discrimination information is provided to employers and employees	<ul style="list-style-type: none"> • JACS (Jersey Advisory and Conciliation Service) • Community and Voluntary sector 	Medium-term
c. Government of Jersey to set up an action group to explore how to act as a positive employer for disabled people. <ul style="list-style-type: none"> • Identify 'champions' or mentors to support those who have recently entered the workplace • Promote opportunities and support disabled people to change jobs / progress in their career 	<ul style="list-style-type: none"> • Government of Jersey Human Resources • Occupational Therapy 	Medium-term

4.3 Opportunities to participate in enriching activities

	Action	Partners	Timeframe
a.	Carry out a holistic review of all daytime activities and employment opportunities available to adults unable to undertake mainstream work • Including those with learning disabilities and autism, as well as individuals with mental health conditions that impact on their ability to work.	• Adult Social Services • Social Security Department • Jersey Employment Trust • other Community and Voluntary sector	Long-term
b.	Work with voluntary and community sector to promote opportunities for volunteering	• Adult Social Services • Social Security Department • Jersey Employment Trust • other Community and Voluntary sector	Medium-term
<p>Supporting initiatives that are already underway: The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>			
c.	<p>Review of day services for older adults – Consider recent review of day services provided to older adults, carried out by the Health and Social Services Department.</p>		



PRIORITY 5: HAVE EQUAL RIGHTS AND EXPERIENCE EQUALITY

What change is wanted?

Disabled Islanders want to be able to participate fully and equally within our community and to challenge discrimination.

Why is this change important?

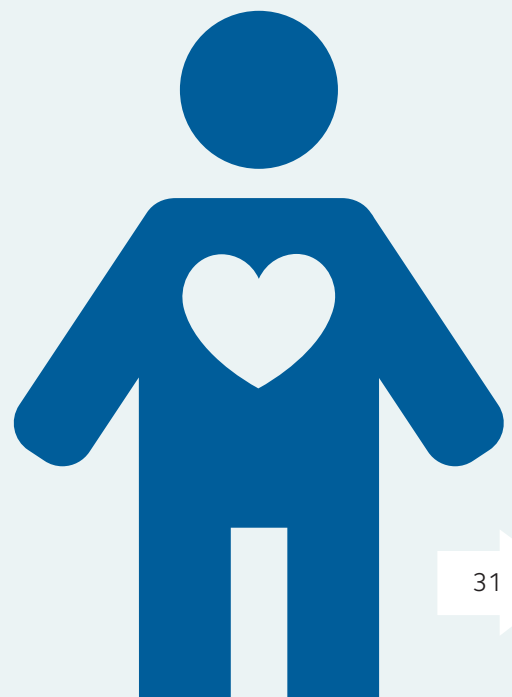
Islanders living with disability want to be able to contribute to our community, both in terms of raising the profile of disability-specific issues, but also being involved in wider Island matters. One barrier to participation is discrimination – over a quarter of disabled Islanders report to have directly experienced discrimination in the past 12 months. In addition to this, Islanders who are most likely to be disabled are older, on low incomes, living in social housing and not in employment – and therefore face barriers beyond those challenges associated with their disability. Challenging attitudes and discrimination through changes to legislation and policies will help support more equal participation in society¹¹.

What are we doing now?

Examples of ways Jersey is currently working towards equal rights and equality include:

- Working towards the introduction of **disability discrimination legislation** in 2018
- Ministers took up **'Ant's Challenge'** of living with disability in August 2016, to promote awareness and understanding within the community
- The inaugural Liberate CI **Equality and Diversity Awards** took place in September 2016

11. For further detail on the changes people say they want, and why they are important, please see the public consultation document, p.45-48: <http://bit.ly/2qWjETI>



5.1 Challenge discrimination

	Action	Partners	Timeframe
a.	Develop and implement disability discrimination legislation.	<ul style="list-style-type: none"> • Social Security Department 	Short-term
b.	Establish a working group to explore a co-ordinated approach to promoting disability awareness amongst the general public <ul style="list-style-type: none"> • Work with Island’s media outlets to reflect a ‘true’ picture of disability in Jersey 	<ul style="list-style-type: none"> • Social Policy Team • Community and Voluntary sector • Island businesses 	Medium-term
c.	Explore options for ensuring that victims of crime and those involved in accessing justice are well supported	<ul style="list-style-type: none"> • Community and Constitutional Affairs Department • All other related departments and services 	Medium-term
d.	Undertake research to better understand the links between disability and domestic violence	<ul style="list-style-type: none"> • Community and Constitutional Affairs Department • Safeguarding Partnership Board 	Medium-term
<p>Supporting initiatives that are already underway:</p> <p>The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>			
e.	<p>Supporting the work of the Safeguarding Partnership Board – Engage with the Safeguarding Partnership Board’s work ensuring disabled children and adults are effectively safeguarded and protected from harm including:</p> <ul style="list-style-type: none"> • Ensuring that all who work with disabled people know how to recognise harm or abuse and what to do • Support disabled people to recognise and report harm or abuse 		



ACTION PLAN

5.2 Promote participation and equality

Action	Partners	Timeframe
a. Establish an annual event where Islanders living with disability and carers can share their experiences with elected members	<ul style="list-style-type: none"> • Social Policy Team • All government departments • Community and Voluntary sector 	Medium-term
b. Review 'extra' costs faced by disabled people– as per the UK extra costs commission	<ul style="list-style-type: none"> • Community and Social Services • Community and Voluntary sector • Island businesses 	Medium-term
<p>Supporting initiatives that are already underway: The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>		
<p>c. Engagement with States of Jersey departments – Regular engagement with service users and the voluntary and community sector already take place across various government departments, including the Social Security Department, the Hospital's Emergency Department User Group and the Education Department's Parents Forum. The Delivery group will look to expand this engagement, to a wider range of departments and services.</p>		

5.3 Civic participation

Action	Partners	Timeframe
a. Establish a project team to work on removing barriers to engaging in the political environment • Including voting, access to political candidates, manifestos etc.	<ul style="list-style-type: none"> • States Privileges and Procedures Committee • Community and Voluntary sector 	Medium-term
b. Promote opportunities for disabled Islanders to be active citizens • For example as jurors, board members and elected representatives	<ul style="list-style-type: none"> • Social Policy Team • Jersey Community Relations Trust 	Medium-term
c. Encourage young people with disabilities to participate in the annual Youth Assembly	<ul style="list-style-type: none"> • Education Department • States Greffe 	Short-term
<p>Supporting initiatives that are already underway: The following initiatives are already underway, the Delivery group will look to monitor the progress on these, and provide input and support where required:</p>		
<p>d. Promotion of citizen engagement by the Youth Inclusion project – support the Youth Inclusion Project to continue to promote citizen engagement for young people</p>		

3.

**Delivering
the strategy and
measuring success.**



3.1 DELIVERING THE STRATEGY

A Disability Strategy Delivery Group ('the Delivery group') has been formed to bring together representatives of disabled Islanders, the business and voluntary and community sectors and key Government of Jersey Departments. The key purpose of the group is to deliver the actions proposed within the Disability Strategy.

The Delivery group will be accountable to the Chief Minister and will report on a regular basis to all relevant Ministers via a Ministerial policy group.

Subgroups will be formed by the Delivery group, in order to deliver key areas of the strategy. For example a 'disability awareness' working group or a 'healthcare communication needs' group – see Figure a.

FIGURE A.



Within the current Medium Term Financial Plan (MTFP¹²) no additional funding has been allocated to a Disability Strategy. Part of the work carried out by the Delivery group will be to identify actions within the new strategy that can be implemented using existing resources, and to create a business case for the actions that will require additional resources, so that they can be funded from within future MTFPs – from 2020 onwards.

The Delivery group will develop a detailed delivery plan, including resource allocation, within the first year of the strategy being published.

See appendix 2 for further detail on the Delivery group.

12. For further information, see: <http://bit.ly/2qvNUdf>

3.2 MEASURING SUCCESS OF THE STRATEGY

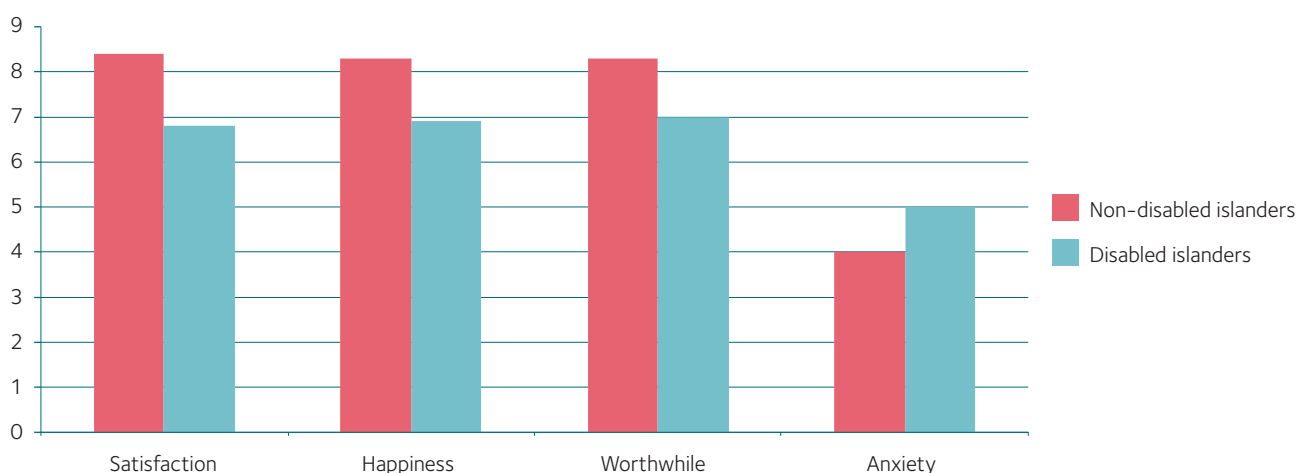
The Delivery group will be responsible for measuring the impact of the strategy.

Long-term outcome

People living with disability in Jersey enjoy a good quality of life

We know that currently, people living with disability in Jersey report having lower levels of wellbeing than non-disabled islanders. Disabled Islanders are less likely to be happy and more likely to have greater levels of anxiety than other Islanders. They also have a lower levels of life satisfaction and feel that what they do in life is less worthwhile. See Figure b.

FIGURE B. **Average ratings (out of 10) of the 4 measures of personal wellbeing: life satisfaction, happiness, anxiety and feeling what one does in life is worthwhile.**



A Disability Strategy for Jersey should work towards reducing the inequality between the wellbeing of disabled and non-disabled Islanders. Over the longer term, we will know that the strategy is working if we can see an improvement in four wellbeing indicators:

- life satisfaction
- sense that what one does in life is worthwhile
- happiness
- anxiety

The strategy will measure long-term success at a population level through questions within the Jersey and Lifestyle Opinions Survey – which is the key data source for gauging attitudes and opinions within our community¹³. The questions are based on subjective wellbeing measures developed by the Office for National Statistics (ONS) – which means that figures will also be comparable with UK statistics.

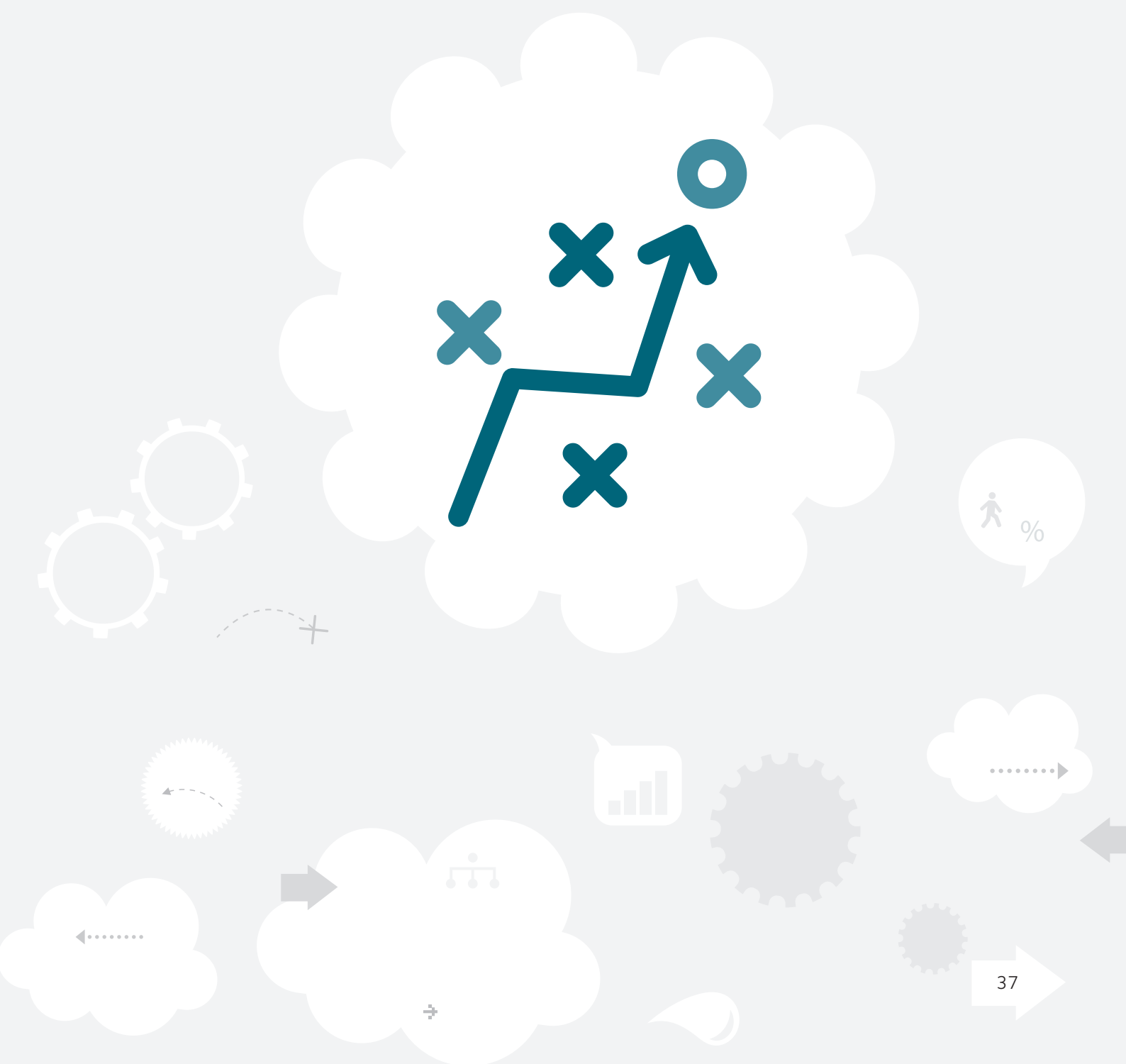
Medium-term performance measures

The headline indicators, referenced above, provide long-term trend data at a population level. Beyond this, for each of the proposed priorities for the strategy, 'performance measures' will be developed by the Delivery group. These will measure the impact of the individual priorities on specific groups and could include measurements such as:

- '% of disabled Islanders accessing heritage or cultural sites in the past 12 months'
- '% of disabled Islanders who feel they have been discriminated against in the past 12 months'

3.3 REVIEWING THE STRATEGY

An annual progress update on the Disability Strategy will be produced. In addition, a full review and progress report will be undertaken after five years. By reviewing the strategy we can ensure that it is delivering its outcomes. Where progress is not being made, or is not happening as quickly as it should, the strategy can look to evolve and improve. By making the review publicly available, the work of the Delivery group can be scrutinised, and the strategy will be owned and understood by the Island as a whole.



4.

Appendices.



APPENDIX 1: DEVELOPING THE STRATEGY

2015 – 2016 – Research phase

The Health and Life Opportunities Survey was commissioned to help us better understand the profile and prevalence of disability in the Island. Prior to this, no comprehensive data was held on disability in Jersey.

The research was conducted via a postal and on-line survey in September and October 2015. 1 in 4 households in Jersey were randomly selected to participate. In total, the research achieved a 42% response rate with 4,300 households responding. This response level provides us with statistically robust data.

Findings from the Health and Life Opportunities survey can be found at: <http://bit.ly/2q0C9RK>

In addition, research was carried out to build a picture of the lives of Islanders with a disability, impairment or long-term condition. The work has provided us with a greater understanding of the challenges individuals face because of their disability or impairment.

A qualitative research study, consisting of interviews and focus groups, was undertaken by the Government of Jersey during an eight month period between August 2015 and April 2016.

The research involved a series of one-to-one interviews and discussion (focus) groups with a wide range of Islanders who have a disability, impairment or long-term condition and with people who provide unpaid care for family members. In addition, an engagement event was organised which gave service users the opportunity to share their experiences directly with policy makers (both officers and politicians). Around 100 individuals participated in the research.

An overview of these findings can be found in the public consultation document (Section 2):
<http://bit.ly/2qBbsF5>

APPENDIX 1: DEVELOPING THE STRATEGY

2016 – Stakeholder engagement

Throughout 2016 dialogue was conducted with key stakeholders. This included representatives from the voluntary and community sector, the business sector and key departments from the Government of Jersey. During this period, the group agreed the overall outcome for the strategy and the strategy priorities.

Details of the stakeholder group membership, can be found in the public consultation document (Appendix 1): <http://bit.ly/2qxsxSs>

2017 – Public consultation

For a period of ten weeks at the beginning of the 2017, a public consultation was undertaken to validate the proposed actions for the strategy. As much as possible was done to make the consultation accessible to all. This included providing the consultation document in some accessible formats and ensuring public meetings were held in fully accessible venues.

The consultation consisted of a consultation document (provided online and in paper format) as well as an online and paper survey, three public consultation meetings and a number of individual face-to-face and telephone discussions.

Further details can be found in the consultation response report: <http://bit.ly/2pY76GU>

APPENDIX 2: DISABILITY STRATEGY DELIVERY GROUP TERMS OF REFERENCE

1. Background

The Disability Strategy for Jersey ('the strategy') has been produced in collaboration with Islanders, for the Island. The delivery of the strategy must be, therefore, an inclusive and collaborative process.

2. Purpose

The purpose of the Disability Strategy Delivery Group ('the Delivery group') is to bring together representatives of disabled Islanders, the business and voluntary and community sectors and key Government of Jersey Departments, in order to drive forward the changes proposed within the strategy.

3. Accountabilities

The Disability Strategy Delivery Group responsibilities, which are formally designated to it by the Ministerial Policy Group for Children and Vulnerable Adults, include:

- Oversight of delivery of the actions within the 5 priority areas of the Disability Strategy (either directly or via subgroups)
- Monitor impact and outcomes of the strategy
- Develop and monitor set of performance measures for each of the 5 priorities
- Progress report to Ministerial Policy Group on a 6 monthly basis
 - Flag any areas of concern / delayed progress
- Annual progress report to be presented to Ministerial Policy Group and then published on Gov.je
- Oversee strategy delivery sub-groups and reference groups

APPENDIX 2: DISABILITY STRATEGY DELIVERY GROUP TERMS OF REFERENCE

4. Key areas of activity

The Delivery group will have responsibility for key areas of the strategy with particular focus on:

- Agreeing actions and timings plan for the delivery of the strategy
- Identifying the necessary resources to carry out actions within the strategy
- Overseeing delivery of the actions within the 5 priorities of the strategy:
 1. Priority: Have support to communicate and access information
 2. Priority: Have greater access to the Island
 3. Priority: Have good health and wellbeing
 4. Priority: Have access to education, employment and enriching activities
 5. Priority: Have equal rights and experience equality
- Developing key indicators for measuring impact of the 5 priorities
- Developing and agreeing final version of reports to be presented to Ministerial Policy Group and public-facing reports.

5. Agenda

Delivery group members will be invited to bring forward agenda items as relevant, and subject to Chair's approval, the Chair may also request members of the Delivery group or subgroups to bring forward items.

The agenda will be owned by the Chair and structured to focus on:

- Actions completed
- Outstanding actions – timeframe for completion, identification of resources to carry out action, action lead
- Monitoring impact and outcomes of the strategy
- Progress reporting to Ministerial Policy Group
- Any other matters pertaining to the delivery of the strategy

APPENDIX 2: DISABILITY STRATEGY DELIVERY GROUP TERMS OF REFERENCE

6. Membership

Proposed membership includes representatives from Government of Jersey departments and the business and voluntary and community sector:

- | | |
|---|--|
| i. Community and Constitutional Affairs Department | ix. States of Jersey Police |
| a. Social Policy (Chair) | x. Chamber of Commerce |
| b. Strategic Housing Unit | xi. Jersey Disability Partnership |
| ii. Health and Social Services Department | xii. Citizens Advice Jersey |
| iii. Social Security Department | xiii. Jersey Community Relations Trust |
| iv. Department of the Environment | xiv. Jersey Employment Trust |
| v. Department for Infrastructure | xv. EYECAN |
| vi. Economic Development, Tourism, Sport and Culture Department | xvi. VI Partnership Board |
| vii. Education Department | xvii. dDeaf Partnership Board |
| viii. Chief Minister's Department Human Resources team | xviii. Stroke Association Jersey |

7. Executive Officer and secretariat function

Responsibility for the administrative functions and production of the agenda to be carried out by the Social Policy officer, Community and Constitutional Affairs Department.

8. Meeting cycle

- Approximately every two months (two hours maximum, with meetings to be cancelled if no substantive agenda items).
- Updates from members provided to Executive officer approximately two weeks prior to each meeting.
- An agenda and accompanying papers will be sent out to members no less than one week prior to the scheduled meeting date.

