

AGENDA ITEM:

COMMITTEE: HEALTH SCRUTINY COMMITTEE

DATE: 28th AUGUST 2007

REPORT OF: ASSISTANT CHIEF EXECUTIVE (STRATEGY,
PERFORMANCE AND GOVERNANCE)

REPORT TITLE: PROGRESS ON ACCESS TO SERVICES FOR PEOPLE
WITH SENSORY IMPAIRMENT

1.0 **Purpose**

1.1 This report provides the committee with an update on a previous review carried out by the Social Care and Health Scrutiny Committee, *Access to Services for People with Sensory Impairment*.

2.0 **Background**

2.1 In 2004/05 Stockport's Social Care and Health Scrutiny Committee carried out a review of the needs of residents of Stockport who have a sensory impairment. The review focused upon the challenges that people with sensory impairment encounter in accessing and using services provided for the general public.

2.2 The final report and Council Executive response can be found at <http://tinyurl.com/2pjf7m>.

2.3 In September 2006 Disability Stockport requested a progress report on actions taken in response to recommendations made by the review. In December 2006 the Scrutiny Officer attended the Disability Stockport Forum and presented a report. At the meeting it was agreed that it would be useful to hold a meeting with representatives of Disability Stockport and key local public service providers to reflect upon the initial report and identify areas where progress has been made, where progress has not been made, and areas which partners should prioritise.

2.4 At the December 2006 meeting it had not been possible to identify progress on all the recommendations, in some instances because the report hadn't ever been presented to the organisation (the Foundation Trust) and in others because of changes since 2004 (e.g. the creation of Stockport Homes). Subsequently the Chair of the Health Scrutiny Committee agreed that this work should be carried out.

2.5 Representatives from Disability Stockport, Stockport Council, Stockport Homes, Stockport Primary Care Trust and Stockport NHS Foundation Trust provided information and attended a meeting in July 2007. Due to workload commitments it had not been possible to carry out this work before this date.

- 2.6 The report sets out the recommendations made by the Scrutiny Committee in May 2004 and the initial response made by the Council and PCT in August 2004. The progress made since 2004 by the Council, PCT, Foundation Trust, Stockport Homes and PALS as reported to at the July 2007 meeting is then detailed.

3.0 Progress

Recommendation One: Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should ensure that in meeting the requirements of the Disability Discrimination Act they do not forget the access requirements of people with sensory impairment. They should give particular attention to the layout, design and colour schemes of key public areas, such as reception areas, as well as key notice boards and information signs.

Initial responses (2004):

Stockport Council: The need to address the access requirements of people with sensory impairment is already specifically covered in the Council's Disability Discrimination Act (DDA) training course for managers and is also referred to in the general training employee programme. Further advice and guidance for employees will also be available in the Council's Diversity Toolkit.

Stockport PCT instructed an independent company to undertake an access audit of all existing health centre and clinic premises. The audit reports will take into account all DDA requirements and will include a fully costed action plan of any changes required. The action plan will also form the basis of the PCT capital programme for 2005/06. All proposed new developments will be fully DDA compliant at the time of building. (Timescale October 2005).

Progress:

Stockport Council

The Council's initial response focused upon training, not buildings access. The general need to meet the needs of people with Sensory Impairment (SI) is covered in the following Council training courses: Dual Sensory Loss Visual Impairments; Deaf Awareness; Customer Care - Disability Awareness; Managing. Guidance is also given on the Diversity & Equality Intranet pages. Additionally, whenever the Council carries out Disability Access audits on its publicly owned buildings those needs (SI) are taken into consideration.

Officers felt that in practice throughout Stockport (and not just within the Council) there may be no action taken following reasonable requests, and in public buildings low cost access features may not be progressed or included as design features. It was felt that buildings in Stockport could be improved for visually impaired people by adopting more features in line with best practice. Many changes would be of low cost. Disability Access Audits could measure and observe the presence or absence of a greater number of specific features that can increase the utility of buildings for visually impaired people. The Audits could result in SMART objectives compatible not only with the DDA, but with best practice.

Stockport Foundation Trust.

The Trust:

- 1) has participated in training for staff in respect of DDA in the built environment,
- 2) appoints architects who demonstrate knowledge and ability in many fields including DDA compliance
- 3) has commissioned a survey of its premises in respect of failings with regard to DDA and
- 4) responded to the above survey with physical improvements over the last four years
- 5) continues to strive to improve the environment and access for all
- 6) all new buildings or alterations where relevant are subject to local authority building control including document M (Building Regulations form for disabilities applications)
- 7) all major capital projects include user involvement and where appropriate this includes representation from patient groups and parties such as Stockport Disability forum

All Trust leaflets, the majority of which are produced 'in house' are available on the intranet and can be printed in a larger font. Further, all leaflets produced for the Trust include information on the PALS service as they will assist in ensuring patients get access to information to meet their individual needs e.g. in large print, audiotape or in Braille. An information sheet has been produced by PALS on the services available for people in require information in a different format and this has been disseminated across the Trust.

Stockport PCT Patient Advice and Liaison Service (PALS): PALS have an echo-loop at the main reception desk, a portable loop available for interview room and colour contrast between reception desk and floor covering. Information printed from the computer can be in larger font and yellow paper is available if that would be more helpful to read from.

Standards for producing written information for patients is part of the communications policy. It includes guidance on information for the visually impaired and asking service users to proof read.

PALS are currently looking at improving internal signage, which will also help when people pass by.

Stockport Homes: Stockport Homes' one stop shops in association with SMBC opened in the Spring of 2007 are fully DDA compliant. Customer care kits are provided in the one stop shops offering a variety of aides for people with sensory impairments. Housing officers also have access to a portable loop system for home visits. Loops are formally checked every six months by named members of the internal diversity group with tenant mystery shoppers.

Stockport Homes newsletters advertises its availability in large print, CD / tape and Braille and is sent out in appropriate format where requested.

Recommendation Two: In the absence of a national certification scheme, Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should develop an appropriate local certification and registration scheme for people who are deaf or hard of hearing, that will ensure that automatic referral between services takes place.

Initial Responses (2004):

Stockport Council: Initial discussions have taken place with Audiology Services at SHH. The Social Services sensory loss team has devised a simple form to record basic details of those being assessed by Audiology in order that a local register could be set up. However further joint work is needed with Foundation Trust managers and consultants on how this could be taken forward. Not all people who are deaf or hard of hearing may wish to be automatically referred to social services at a particular point. However we could set up a similar system to that established for visual impairment in order to ensure that potential service users and other professionals have relevant information and are able to contact this service for advice and/or assessment when needed.

Stockport PCT agreed with this recommendation in principle and supported SMBC and the Foundation Trust with regard to their initial discussions with the Audiology Service at Stepping Hill Hospital, regarding the recording of basic details of those being assessed by Audiology in order that a local register could be set up. (Timescale December 2004)

Progress:

The Council and PCT supported the recommendation and Social Services developed a simple form which could be used. This was intended to be a tool for collecting information for recording and registering - not as a referral form. Further work was needed with the Foundation Trust (FT) to take this forward. In Nov 04 the FT was unable to complete the form routinely, but was providing it to people for them to fill out, if so desired. As it was felt that this would not lead to a higher capture rate, the form was not sent to the FT.

The FT have responded to state the form devised by the sensory disability team needs to be shared with the ENT consultants and decisions made on how best to implement its use. Officers in Adult Services propose to forward the proposed registration form to Audiology and to then monitor how many are returned over the next 6 months.

Following the meeting in July 2007, the FT Audiology Manager responded to confirm that the form in question was never finalised but is happy to begin using it as a pilot. As such the Audiology Manager will contact the sensory disability team.

Recommendation Three: Stockport Council, working in partnership with Stockport PCT, Stockport NHS Foundation Trust and other service providers as appropriate, should improve and consolidate existing registers and databases of people with disabilities and sensory impairment, perhaps by expanding the Stockport Disability Database, that allows appropriate and useful information about people with deaf and blind (and other disabilities) to be recorded. This would benefit both individuals and service providers. The former in opening a gateway to information, advice and support. The latter through informing the planning, provision and resourcing of services. The benefits of registration should be advertised via suitable channels.

Initial responses (2004):

Stockport Council: The Stockport Disability Database for information about young disabled people in Stockport is well regarded by service users and providers. Additional resources would be needed to extend coverage across adult groups. One fulltime member of staff maintains the current database. As the numbers of adults likely to access the database will be larger, this might require more than one fulltime post. There could be some economies to be gained by consolidating information in one central point. As a first step a scoping project is recommended.

The Development Officer for Dual Sensory Loss located within Social Services is currently looking at identifying the numbers of people with a dual sensory loss and considering the resources that will be required to consult and then consider need-specific service developments for this particular group of service users.

Stockport PCT agree that there may be benefits to both service users and service providers from the amalgamation of existing registers and databases. Extending the Stockport Disability Database across adults is one option that can be explored. However, additional resources would be needed to implement an extended register. A scoping exercise is recommended in the first instance,

in partnership with SMBC and the Foundation Trust. The potential use of local intranet will also be investigated. (Timescale March 2005)

Progress:

The Dual Sensory Loss project post no longer exists. This was a two year grant funded post which ended in March 2006. No additional resources have been able to be identified to either “mainstream” this project post or extend coverage across all adult groups.

Extending the Disability Database was considered but was felt to require an additional full-time post and requires further resources. The current officer now records hearing impairment on the database within resources. A slightly revised form for capturing details of a person’s hearing impairment has recently been sent to the Audiology Department manager. The Sensory Loss Team continues to `log` people who are deemed `registerable` as Blind or Partially Sighted and also where we receive details of someone having a hearing impairment/Deaf. However, more people could be recorded. The Stockport Disability Database is open to providing information to all agencies.

Stockport Council: The Council would be open to more information about the value of Disability Database for Adult Services. It may be useful for the co-ordinator of the Database to contact the Team Manager for Disability Services.

Stockport PCT: The only Disability Database the PCT holds is for children under the age of 19 years. It includes all children assessed as having a disability. The disability database for children under 19 years held by the PCT does include children/young people with hearing and or, visual impairment.

Recommendation Four: Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should ensure that they each have suitable data recording mechanisms in place that capture and use information about how people wish to be communicated with on general matters such as council tax, elections, and appointments.

Initial responses (2004):

Stockport Council does not yet have computer systems that would allow this information to be shared between departments in the way that is proposed. On each of the systems which are used, a note is kept with information about how to contact people i.e. if they need help with writing, if they need large print, or if they are not mobile and this is used when a member of the public contacts a particular department. However this information is not shared across departments because of the current limitations of the technology.

Generally the Council uses the same medium to reply to a person as they have used to contact the Council i.e. if contact is by e-mail then the response will be by e-mail. The Council continues to invest as rapidly as it can in modern computer systems which allow this kind of information to be shared, and is keen to reach this point, but given the financial constraints no date can be given as to when this desired outcome can be fulfilled.

Stockport PCT have begun working with GPs and staff at the Referral Information Centre (RIC) to develop a system which will enable people with potential access difficulties to be identified at the point of referral, e.g. issues concerning sight, hearing, mobility etc. Information will initially be transferred by RIC to secondary care services via the PAS system.

Further stages of development will involve the transfer of information between primary and community services and from secondary care into primary and community services. Issues regarding staff training will be identified and addressed throughout the process.

The implementation of the Single Assessment Process (SAP) for older people has potential for addressing some of the issues of communication and this will be monitored through the SAP evaluation.

Stockport PCT recognises the issues of consent and confidentiality of information. This will be addressed with service users. (Timescale Dec 2005).

Progress:

Stockport Council: At the time of the last progress report, both the Council's systems did not allow this information to be shared. The Council tended to use the same method of communication that they were contacted with, i.e. email for email, telephone for telephone. Within the Council it was stated that notes are kept with information on how to contact people with particular needs.

If someone wants to contact the Council they can do so via a number of ways as the Council offers a choice of contacts. If someone made a specific request to Customer Services would make a note on the relevant system. Different systems are in operation, such as Council Tax, Benefits, and Customer Relationships Management.

Foundation Trust: This does happen on an ad hoc basis with, for example, Eye Centre patients receiving their letters and leaflets on yellow paper with black print. However the FT are hoping to develop a system in partnership with the PCT whereby the patient's GP can flag up any diverse needs in correspondence with the Foundation Trust so that the FT can be prepared to meet these.

Stockport Homes: Our Integrated housing management database system has a flag system alerting staff to the preferred format tenants require information in. For new tenants at sign up preferred format is asked and recorded. The database is constantly updated as information is discovered on existing tenants.

Stockport PCT PALS

A patient with a disability may contact PALS and have their enquiry dealt with; however, we do not keep case notes as such. So, if the patient contacted us again 6 months later, we would not have medical or patient notes to refer to. The rule of thumb is to contact patients in the same manner as they contact us; i.e. a call from type talk or the mini com is the method we would use to get back to the service user. Within the PCT the Referral Information Centre (RIC) system should allow the needs of people with sensory impairment to be noted. In addition, GPs note their patients with sensory difficulties, this may be in the form of a database, and is not compulsory.

Recommendation Five: Stockport Council, Stockport PCT and Stockport NHS Trust should ensure that an appropriate and sufficient number of staff working in front line services receive training designed to increase their awareness of the needs of people with sensory impairment.

Initial responses (2004):

The Council would like to see the number of employees having undergone such awareness training increase over the next two years. Currently pilots of Visual Impairment and Deaf Awareness training are available in the 2004/05 corporate programme and, following evaluation, a wider roll out of the training is planned in 2005/06.

Stockport PCT agree with this recommendation and recognises the importance of front line staff receiving disability awareness training. Several multi-agency training programmes have been jointly commissioned by Stockport Foundation Trust, the PCT and SMBC to provide Visual Impairment Awareness, Deaf Awareness, Customer Care and Disability and DDA Training for all levels of staff.

The PCT Training department will continue to evaluate the effectiveness of the training provided

Progress:

Stockport Council's Learning and Development Programme includes five courses on diversity and disability awareness – two of these are targeted specifically at raising awareness of sensory impairment. The Council provides training courses on Dual Sensory Loss, Deaf Awareness and Visual Impairment. So far 69 people have attended these training courses.

Stockport Homes: All New Stockport Homes staff have an induction training session around equality and diversity which incorporates such issues. Stockport Homes periodically brings in Age Concern to provide their 'Through Other Eyes' training course around sensory impairment. 44 members of staff have been on the training in the past 4 years.

Stockport PCT PALS:

Stockport PCT's training programme includes training opportunities for disability and sensory impairment awareness. All staff at PALS have had sensory awareness and disability awareness training. This has been accessed through social services. We deal with patients calling into get replacement hearing aid batteries and are fully aware of the appropriate way to communicate with patients with sensory disabilities.

Foundation Trust: The Trust offer 2 one day programmes a year on Equality and Diversity which includes raising awareness of those people with a sensory impairment. As a Trust all new staff members have to go through and complete an e-learning package within 3 months of their start date. As part of the pilot for the 'virtual learning environment' we also have a designated e-learning room for people who do not have computer access at home or work.

Also of note is that the Trust offers the following courses which are provided by social services.
Deaf Awareness, Visual Impairment, Dual Sensory Loss, Customer Care & Disability

Number of Trust Candidates attending the courses

Deaf Awareness	2005 = 4	Visual Impairment	2005 = 0
	2006 = 5		2006 = 2
	2007 = 7		2007 = 8
Dual Sensory Loss	2005 = 0	Customer Care & Disability	
	2006 = 1		2005 = 4
	2007 = 1		

65 people attended Diversity Awareness Training from April 05 – March 07 = 65. Of note is that the figures in all areas of training concerning disability have increased over the last financial year.

Recommendation Six A full or part-time advisor post should be established through joint funding from Stockport Council, Stockport PCT and Stockport NHS Foundation Trust, to provide advice for people with sensory impairment. The post holder would be suitably qualified and trained, and would provide a signposting service to information and support services, as well as providing information and support directly as appropriate. The location of this post should be determined following consultation with relevant voluntary sector groups and organisations.

Initial responses (2004):

Stockport Council: A signposting/ advisory service, perhaps linked to recommendation three on developing the database, could complement the work of existing health and social care staff, but additional resources would have to be identified. There could also be opportunities for development through Council's contact centre and this will be considered as part of the expansion of the service in the medium term.

Stockport PCT is not clear as to the proven benefits of this service. The development of any post would need to be considered by the PCT Management Team, PEC and Board in conjunction with all other service developments and pressures. However, there could also be opportunities to develop the PCT and Foundation Trust PALS service to enable people with disabilities to access services in way which are appropriate to their needs. This will include wider use of the internet.

Where info about SI itself is the issue, there exists already national help lines and local info services at Stockport Council, and the FT helpdesk. Many organisations are not yet minded to provide information in different formats. If a cassette tape is required, organisations find this difficult. Frontline services may need support.

Progress:

This post does not exist. Amongst other staff working with people with a sensory loss, the Council employs specialist workers in its Sensory Loss Team, including two Rehabilitation Officers (Visual Impairment), and two Social Workers (one of whom works with Deaf service users, and one with visually impaired service users). However, these posts do not address the concern raised by the review – that posts of these sorts would find much of their day-to-day work taken up by simple advocacy. However, Disability Stockport have appointed an advocacy worker for people with sensory and physical disability.

Stockport PCT PALS: This has not happened. The PALS Manager did suggest that a volunteer from Walthew house perhaps run a session at PALS as a pilot to see if there was demand. Unfortunately this was not progressed due to months of disruption as the PALS services moved location, creating difficulties for any new drop-in service. The PALS service now hosts the Stop Smoking Service who run 'clinics' all week. As a result, opportunities would now be more limited.

Recommendation Seven: Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should ensure that an appropriate and sufficient number of staff from each front line service has received the appropriate training to gain an entry level British Sign Language (BSL) qualification.

Initial responses (2004):

Stockport Council: Regular training programmes in BSL Stage 1 or Stage 2 are available to Social Services staff in direct contact with the public, based on an assessment of team requirements by managers. This model could be rolled out across other Council front line contact points subject through staff development and training, but would require further resourcing and will be considered in the next budget setting process.

Stockport PCT and Foundation Trust will undergo a training needs analysis in relation to BSL training. If training needs are identified the PCT will identify how these can be addressed. There is the issue of staff who have been trained not using their skills frequently and the potential that they will lose their skills.

Progress:

Stockport Council: Adults & Communities continues to provide BSL training programmes for social care staff. 15 people have been on the training up to February 07. Another course is planned for October 07 but at the time of producing this report that have been no nominations for this. These BSL Level 1 and 2 are demanding courses – 30 weeks with exams and participants are required to attend a deaf club to improve skills. In the last 3 years the Council has had a 100% pass rate. There are 34 people who have BSL skills in adult social care.

Corporately, Organisation Development and Learning offer a six weeks introductory course. This course provides bespoke basic awareness and skills that allow front line staff to sign about specific service areas for which they are responsible.

Adults & Communities have been running a BSL practice group for staff to maintain their skills. Unfortunately this finished earlier this year as only one person was regularly attending. It is hoped that the practice group may start up again after the autumn O/D & L course.

Stockport PCT: This training is not currently offered within the PCT.

Stockport Homes: As part of Stockport Homes' training and development strategy staff personal development plans allows staff to advise whether they would like to take up sign language training.

Four members of staff have achieved Level 1 BSL.

Foundation Trust: Stockport NHS Foundation Trust has achieved the national liP standard for ten years and as such has a robust performance management system supported by an effective personal development framework. The identification of training needs, such as the need for a frontline clinical or support staff to be able to sign, is identified between the individual and their manager during an objective setting meeting. Stockport College supplies both level 2 & 3 of the British Sign Language course and the manager would organise the individual attendance at the college."

Unfortunately, the FT do not have figures on the numbers of staff who have attended the above course, because as previously stated this need has been identified when assessing an individual's objectives. However, it is envisaged that the Electronic Staff

record, that was installed in April 07 will enhance our recording systems for training and will in the future be able to provide statistics in this regard.

Recommendation Eight: Stockport Council, Stockport PCT and Stockport NHS Foundation Trust should ensure that users of their services have access to BSL interpreters when required and that this service is publicised both within their organisations amongst employees and to externally to people who are deaf or hard of hearing.

Initial responses (2004):

The Council is committed to ensuring that service users have access to BSL interpreters when required, although this sometimes means a delay while this is organised. The Council undertakes to publicise this service internally and externally.

Stockport PCT supports this recommendation and will look at how BSL interpreters are incorporated into the existing interpreter services used by the PCT.

Progress:

Stockport Homes: Stockport Homes uses BSL interpreters at the appropriate level where required via a contract with the .

Foundation Trust: British Sign Language interpreters can be arranged for any patient through the RNID. Information for staff on how to do this is available as a poster on all wards and departments and via the PALS department.

Stockport PCT

Yes, we have a contract with RNIB and RNID to provide interpreting/translation services.

The remaining recommendations (set out below) were all felt to have been implemented at the time of the last progress report and therefore discussion at the meeting did not focus upon these topics.

Original recommendation	Initial response (2004)	Last reported progress
<p>Recommendation Nine The Greater Manchester Passenger Transport Authority should review its concessionary fare schemes to ensure that people with visual impairment do not have to chose either a bus pass or taxi vouchers.</p>	<p>The GMPTE plan to undertake research into the take up of Travel Vouchers. The research will include consultation with relevant stakeholders including current and potential users and disability organisations, carers and transport operators. The views expressed in the report will be fed through to this process. The research will include a review of similar schemes operating elsewhere.</p> <p><u>Stockport PCT</u>: The Director of Public Health will raise this issue with the GMPTA.</p>	<p>The GMPTE research drew upon the Committee's report and the views in the report were fed through to researchers.</p> <p>Decisions regarding the future of concessionary fares schemes have been put on hold due to the Government's decision to provide free travel to people 60 or over and all categories of disabled people eligible to receive concessions.</p>
<p>Recommendation Ten The Greater Manchester Passenger Transport Authority should revise the taxi voucher scheme to make it easier for people to use the vouchers. Currently people have to fill-in the voucher, which causes difficulty.</p>	<p>The research [mentioned above] will address 'benefits and drawbacks for users' and 'how the scheme operates in practice' and again the views expressed in the report will be fed into the research process.</p>	<p>Again, the views expressed in the report were fed through to the researchers.</p> <p>GMPTE have reviewed the amount of taxi vouchers people can access. The amount has been increased, and £120 worth of vouchers can now be purchased for £30.</p>

<p>Recommendation Eleven The Greater Manchester Passenger Transport Authority should use its influence over public transport providers to encourage them to develop staff training programmes designed to increase awareness of the needs of people with sensory impairment.</p>	<p>The GMPTE response sets out information focusing on:</p> <ul style="list-style-type: none"> • The GMPTE 'Taxi and Private Hire Drivers Handbook'. • Efforts to address bus driver attitude. • Investigating a training scheme for drivers. • A training leaflet for passengers. • Reviewing the Conditions of Contract for subsidised bus services, including the Code of Conduct for Drivers of Subsidised Services. • Quality Bus Corridor Monitoring. <p>Additionally national moves that will impact on driver standards:</p> <ul style="list-style-type: none"> • New duties for drivers from 2002 with changes to the Conduct of Drivers, Inspectors, Conductors and Passenger Regulations, in the main relating to the carriage of assistance dogs and assistance from the driver when boarding. <p>Lifting of the exemption from the DDA for public transport services.</p>	<p>GMPTE officers are pursuing plans to reprint the taxi drivers handbook and produce an accompanying training video, in liaison with local authority licensing departments, however this work cannot be progressed to completion before finalising the outcomes for the review of the travel vouchers scheme.</p> <p>GMPTE continues to liaise with various agencies with regard to bus driver training. It was always anticipated that this would be a long process and there is no significant progress to report at this stage. The DDA 1995 does not extend rights of access to public transport vehicles in the same way it provides rights of access for disabled people to use other goods and services. However, this exemption is to be lifted and it is anticipated this will be effective from the end of next year. We hope this will prove a major incentive for those companies who fall short in terms of customer care to improve their training programmes.</p>
<p>Recommendation Twelve Stockport Council's Taxi Licensing department should pursue its plans to introduce compulsory disability-awareness training for all taxi</p>	<p>The requirement for compulsory training for all drivers has been under consideration and a report will be brought in due course to the Licensing, Environment and Safety Committee which will aim to build on and expand existing training activities.</p>	<p>A report was considered by the Licensing Environment and Safety Committee in August 2006. The report detailed the training already undertaken and proposals to create a 'Disability Friendly Directory'.</p>

<p>license applicants.</p>	<p>Suitable training was identified in partnership with disability Stockport and the transport section at Newby Road. Training existing contractors and volunteers will form the basis of a disability friendly directory will begin a roll out of training.</p>	<p>This directory would contain details of licensed 'taxi' drivers who have put their names forward as being prepared to go that extra mile. All have undergone the training and agree to the conditions laid down by the Council.</p> <p>Members authorised the production of the directory to be distributed through disability groups and through Council contact points. This is currently being printed.</p> <p>Members also authorised examining the feasibility of rolling out the training programme to include all new applicants, contract drivers and existing licensed drivers.</p> <p><u>[More recently training has been delivered (non compulsory), the directory published and compulsory training as part of obtaining a licence continues to be discussed. The Licensing Team won the 'Partnership' Wow Award this year for this project.]</u></p>
<p>Recommendation Thirteen Stockport Council's Streetscene department should ensure that</p>	<p>The Council's website was revised to improve access for people with visual impairments and we are in the process of publishing a Contact Centre web page with the</p>	<p>Implemented. [However, it was felt at the discussion meeting that it was not clear where pages on the Council's Intranet and</p>

<p>information about how to complain about obstructions to public highways is available in formats that people with visual impairment find useful. This should include liaising with Stockport Eycline to disseminate this information to its members.</p>	<p>telephone numbers and the email addresses for the different types of enquiry. We also have a Minicom for the hearing impaired at the Council's contact centre. This information will be disseminated through Eycline.</p>	<p>Web pages advertising the service that deals with obstacles on public highways could be found].</p>
<p>Recommendation Fourteen Stockport Council's Community Services Marketing Department should, in its 'Diary' publication include information about performances and activities that are accessible to people with sensory impairment. This would include information about where loop systems are in place, as well as where sub-titled, signed or audio-described performances are showing. Asking venues and entertainment providers questions about these things will hopefully prompt awareness of this gap in their provision.</p>	<p>The Executive agrees that this would be a useful way forward and intends to include this information in the October/November Diary. We will be letting our contributors know about the changes in advance and also changing the section in the Diary to include the new access symbols. We have already identified standard symbols for loop, audio described and signed performances but we have not yet identified a symbol for subtitled performances, so we will consult on the creation of a suitable symbol.</p>	<p>All listings contributors to The Diary are asked to select from a list of access options, including assistive listening systems, sub-titled performances, sign language interpretation and audio-described performances. Symbols representing these services are then included at the end of each listing in The Diary. A significant number of events now carry the assistive listening symbols. The other three symbols are used less frequently. The Marketing Department will monitor usage of these new access symbols</p> <p><u>GMPTE</u>: We will be happy to provide information for the diary for GMPTE services and facilities on request.</p>

