

LAMBETH

COMMISSIONING STRATEGY FOR YOUNGER ADULTS WITH PHYSICAL AND/ OR SENSORY IMPAIRMENTS

2010-2015

**Second Consultation Draft
(Formal Consultation Stage)**

November 2009

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CHAPTER 1 INTRODUCTION

Lambeth First, the Local Strategic Partnership, wants to update the five year commissioning strategy for working age adults who have physical and/ or sensory impairments. This formal consultation draft has been developed by Lambeth's Physical and Sensory Impairment Partnership Board. It is based on economic, political and social trends, data about current needs and provision, and what adults with physical and sensory impairments, their carers, and user led organisations have told us both during the deliberative (pre-formal) consultation process this summer and in other recent surveys. Background information that has informed and guided this consultation report is available in the Evidence Report and in the deliberative (first consultation) report.

This second consultation draft has been greatly shaped by the views expressed on the first draft by adults with physical and sensory impairments and their carers. The purpose of this revised draft is to obtain the views of more adults with physical and sensory impairments (particularly those with particular conditions and needs whom we have not yet heard from), carers, user-led organisations, service providers, and other stakeholders. We are keen to obtain views and ideas on the draft proposals and priorities, and to how gaps might best be filled. The previous version of the strategy, the documents outlining the feedback received during the deliberative consultation phase, and the Evidence Report for the strategy, are all available on the Lambeth website: www.lambeth.gov.uk/psistrategy.

Following consultation on this draft, an action plan will be developed, with clear time-scales and responsibilities for implementation. Lambeth's Physical and Sensory Impairment Partnership Board is a sub group of Lambeth's Health and Well Being Partnership which is one of the five theme groups of Lambeth First. Lambeth First, via the Health and Wellbeing Partnership, will be asked to agree the final draft, including the action plan. The Physical and Sensory Impairment Partnership Board will ensure the action plan is implemented.

Following the agreement by Lambeth First to the strategy, the Physical and Sensory Impairment Partnership Board will review the way that it functions, to ensure that there can be effective implementation of the strategy over its 5-year timescale, April 2010-March 2015.

This consultation document is set out under various chapter headings that reflect the key objectives of *Our 2020 Vision* (Lambeth First's Sustainable Community Strategy) and Department of Health requirements. Some aspects of this draft strategy relate to other client groups, such as older people and carers, which may have been addressed in other recently developed strategies, and therefore are referred to rather than detailed in this document.

Our proposed vision

By 2020 we will have facilitated the creation of active, healthy and independent communities where the gap in health inequalities within the borough and between the borough and the rest of London has been reduced. In addition, health services within Lambeth will be equally accessible to all members of the community.

Health and social care services would also increasingly be personalised with individuals helped to assess their needs and able to receive tailored services which enable them to lead the lives they choose.

Lambeth Health and Wellbeing Partnership Vision

Our vision for Britain is of a society where all citizens are respected and included as equal members, and where everyone has the opportunity to fulfil their potential.

Gordon Brown, Prime Minister (foreword to 'Independent Living' - February 2008)

Principles

It is proposed that the principles that underpin the commissioning strategy should be:

- **Personalisation** – All services delivered to people will be done so within a 'personalised' framework. This means that they will be focused on people's individual identified outcomes, with people in control of the services that are delivered to them. The assumption is that people will want to do this by having greater control of the financial aspects of service delivery, giving them the ability to use their allocated funds flexibly and imaginatively in order to achieve the personal outcomes they have identified. It is recognised that the right support to people will be required in order to help them achieve this, for example advocacy and support brokerage.
- **Co-production** - Emphasises that people are not passive recipients of services and have assets and expertise which can help improve services¹.
- **Equality** - Ensuring that equality issues relating to adults with physical and sensory impairment have been appropriately identified and addressed, is key to making sure that the strategy developed will be successful over its 5-year life time. An Equalities Impact Assessment has been carried out, and has informed the development of the current draft for the formal consultation on the development of the strategy.

¹ SCIE Research briefing 31: Co-production: an emerging evidence base for adult social care transformation by Dr Catherine Needham and Sarah Carr (March 2009)

- **Independent living** – All people with physical and sensory impairments have the same choice, control and freedom as any other citizens, at home, at work, and as members of the community. This does not necessarily mean people ‘doing everything for themselves’, but it does mean that any practical assistance people need should be based on their own choices and aspirations².
- **Transitions (young people to adults)** – We recognise that getting services right for this group of young people is vital to setting the scene for the rest of their lives. We wish to help young people achieve the same life chances as all young people in Lambeth, through access to further education, training, volunteering, apprenticeships and employment. As well as ensuring that they are able to access a range of housing options that will enable them to live independently.
- **Parents with disability and/ or sensory impairment** – There are many parents living in Lambeth who have disabilities. We want to ensure that they get the support that they need in order to look after their families.
- **Joined-up services** – Many of the changes that we want to make to improve service provision, will need the co-operation of a range of service providers, for example, across adult and children and young people’s services, between social care and health services and across a range of health and social care services and JobCentre Plus. We recognise that in many situations having integrated teams and service provision provides less confusion and complication for those receiving services, and delivers economies of scale for service providers through reducing duplication – particularly of assessment processes.
- **Prevention** – Providing the support needed by someone to make most use of their own capacity and potential³. This includes giving people ease of access to information that will help them to make choices about how they manage their lives. It also includes prevention of illness or injury, treating illness at an early stage and reducing the impact of impairments through timely rehabilitation, including occupational rehabilitation.
- **User led** – User-led organisations, run and controlled by disabled people. They promote and demonstrate a commitment to enabling independent living. User led values include being shaped by the decisions of their members, being based on peer support, engaging members in decision making at every level, and working from the social model of disability. The government

² Disability Rights Commission definition

³ 1998 White Paper ‘Modernising social services’ – quoted in ‘Prevention, personalisation and prioritisation in social care: squaring the circle?’ Bob Hudson and Melanie Henwood (CSCI) August 2008

recommends that by 2010, each Council area should have a user-led organisation modelled on existing Centres for Independent Living.

Intended outcomes of the strategy

The Lambeth Physical and Sensory Impairment Partnership Board want to ensure that adults with physical and sensory impairments:

- Are equal citizens with other people living and working in Lambeth, through equality of opportunities available to them.
- Feel safe from harm, whether that is physical, emotional or financial abuse, or discrimination or harassment or hate crime.
- Feel able to make a positive contribution to their communities through work, volunteering, education and training.
- Are supported to maximise their independence through ease of access to information and advice, and preventative services.
- Have improved health and emotional well being.
- Can enjoy personal dignity and respect.
- Have an improved quality of life, choice and control.
- Are enabled to organise their own care, with support if needed.
- Experience services that are better integrated, avoiding duplication and ensuring that the right service is provided at the right time.
- Are able to access and shape the provision of a full range of local services that are effective and efficient – providing value for money.

Who is this commissioning strategy for?

This commissioning strategy is focused on all adults aged 18-64 who have a physical and/ or sensory impairment. In Lambeth, this means approximately 15,000 residents.

This includes people who have disabilities and are parents, and young people from the age of 14 upwards, who are in transition from children's services to adult services such as education, training, employment, and social care.

This strategy will also be relevant to carers of adults aged 18-64 who have physical, sensory or cognitive impairments, and to providers of services to adults with

physical, sensory or cognitive impairments, whether or not they provide general services or specialist services, in either the statutory, private or voluntary sectors.

Consultation Questions

WHAT DO YOU THINK OF THE PROPOSED VISION, PRINCIPLES AND INTENDED OUTCOMES?

DO YOU THINK THAT WE NEED TO EXPLICITLY NOTE THOSE PEOPLE WHO HAVE COGNITIVE IMPAIRMENT AS A RESULT OF TRAUMA TO THE BRAIN?

CHAPTER 2 ECONOMIC WELLBEING

Economic well-being means that people have the resources they need in order to look after themselves and their families. In the current economic climate, the financial position of everyone (individual, family, community, agencies) is uncertain, and for many is actually or potentially very difficult. Despite anti-discrimination legislation, disabled people face a particularly challenging economic environment.

Work is seen as the most sustainable route out of poverty, and “generally good for your health.”⁴ We recognise that for some people with physical and/ or sensory impairments, work may not be possible. We want to address the range of needs that people with physical and sensory impairment in Lambeth may have, from support to gain/ retain paid employment, to ensuring that people unable to work are able to maximise their income through accessing all available welfare benefits.

Lower levels of poverty and social exclusion in Lambeth by helping more of our socially excluded adults into employment, education and training.

An intended outcome of ‘Our 2020 Vision’

Expected outcomes

- Integrated assessment process (across social care, health, JobCentre Plus, benefits organisations etc), that focus on employment, education and training for people.
- Increased numbers of people with physical and sensory impairment accessing education and training.
- Increased numbers of people with physical and sensory impairment accessing apprenticeships.
- Increased numbers of people with physical and sensory impairment accessing volunteering opportunities.
- Increased numbers of people with physical and sensory impairment in paid employment.
- Increased numbers of people with physical and sensory impairment being assessed for welfare benefits.

⁴ Raising Expectations and increasing support: reforming welfare for the future (Department for Work and Pensions) December 2008

- Increased numbers of people with physical and sensory impairment accessing the Independent Living Fund.
- Reduced cold-related illnesses and fewer excess winter deaths attributable to fuel poverty among Lambeth residents with physical and sensory impairment.
- Increased numbers of warm homes that are affordably heated.

This chapter is divided into:

Section 1 – Employment

Section 2 – Education and training

Section 3 – Volunteering

Section 4 – Welfare benefits

Section 5 – Fuel poverty

Section 1 – Employment

Employment (paid and unpaid) is an important element for many people in terms of their sense of well-being and self-worth. For people with physical and sensory impairment, there are additional barriers that may reduce employment opportunities. Employment has been highlighted as a key issue by people with physical and sensory impairment through the deliberative consultation for this strategy. We wish to ensure that Lambeth people who physical and sensory impairment receive the appropriate support at the right time in order to help them to retain or regain employment.

What Lambeth is already doing

- **Control of money for employment support** - disabled people will have the right to control how to use the money available for their employment support, with pilots starting in 2010, and if successful, to be extended nationally.

Lambeth is submitting a bid to be part of the national '**Right to Control Trailblazer programme**'. This will be submitted in January 2010; people aged 18-64 with physical and sensory impairments, those with learning disabilities and people with mental health problems will be at the heart of this project. Our project will bring together social care services, JobCentre Plus, the Home Improvement Agency, the Independent Living Fund, Supporting People services and user-led organisations, to improve access into all of the services, and provide integrated assessment processes. The resulting

funding allocated to people through this process will be able to be pooled, to better meet people's identified outcomes.

- **Disability Employment Advisers** – are based in the Brixton Town and Stockwell JobCentre Plus offices, through whom, disabled people can choose to join **specialist work preparation programmes**.
- **Pathways to Work** - Lambeth was among the first districts chosen for the Pathways to Work initiative, delivered by WorkDirections, that aims to improve the lives of people with health-related benefit recipients by supporting them through a structured programme to find suitable and lasting employment.
- **Access to Work** - may enable disabled people obtain equipment to help them maximise their chances of gaining or retaining employment.
- **Good employment practices** - Lambeth Council and NHS Lambeth have been awarded *Two Ticks* by JobCentre Plus in recognition of their commitment to employ, keep and develop the abilities of disabled people.
- **Lambeth Employment and Training Providers' Network (LETPN)** - helps people who experience difficulty in accessing and staying in work develop and improve their skills.

Issues raised by Lambeth residents during the deliberative consultation

Barriers to work

The main barrier preventing disabled people finding work is the employer's attitudes. (Resident – survey response)

Employers are wary because of any possible accidents. (Resident – survey response)

I have a good two hours span in the morning ... but every day, I don't feel well. Jobs aren't set like that are they? So I am quite scared – I don't know how I would go back to work. (Lambeth's Pan Disability Forum)

There are real issues getting into work but then it its only once you're in work that the real battles start. (Lambeth's Pan Disability Forum)

For various reasons, disabled people are less productive – often because of their disability. But what about people who become disabled during the course of their employment? If you are on incapacity benefit, you are more likely to die than get back into employment. (Lambeth's Pan Disability Forum)

There are no apprenticeships – it's getting a job that you want to do... although this is

an issue across the country and not just people with psi. (Lambeth' Pan Disability Forum)

There are institutional barriers – you own self esteem goes down. (Lambeth's Pan Disability Forum)

Why aren't there more jobs where you work 2 hours per day? There is absolutely no reason for this. Why can't I work 10 hours a week for example? (Lambeth' Pan Disability Forum)

Systems are structured to thwart that ambition (of getting back into employment). Jobcentre staff don't have a clue and were unable to give any advice or support in finding work. (Southwark and Lambeth Headway Group)

Welfare Reform/ Access to Work

A one-size fits all approach means that some people will slip through the safety net, which has big holes in it. There are so many ambiguities in it. It will force people back to work who have a medical or physical condition, including people who have chronic pain. People will be forced to take higher doses of medication, and have more operations. (Lambeth's Pan Disability Forum)

People are scared because they don't know how it actually works and with the change in the economic climate (Lambeth's Pan Disability Forum)

It is shoving people into jobs of the lowest common denominator. (Lambeth's Pan Disability Forum)

JobCentre Plus

Problems with JobCentre Plus being unaware of how to communicate or support people who are Deaf or hard of hearing. No staff there are able to communicate with Deaf people. As a result, people have to wait weeks to see a signer. (Lambeth Voluntary and Community Sector meeting)

Suggestions made to improve employment opportunities

- Flexibility around working hours
- Raising awareness and educating employers about disability issues e.g. DWP to hold open days
- JobCentre Plus needs to be more accessible and user friendly for deaf people
- Disability jobs fair

- ‘Access to Work’ need to pay for interpreters for those doing voluntary work
- Specialist employment agencies
- Training support and counselling
- Provision of emotional support
- More accessible workplaces
- Better monitoring
- Support for people through legal processes, where things have gone wrong
- Volunteering to help assess skills and build confidence
- Supported education and training

What we propose to do

- **Identify specific employment barriers** - action research will be carried out to identify the specific barriers to employment for disabled households.
- **Increase employment opportunities** - Lambeth First is seeking to increase employment opportunities for working aged adults with physical and sensory impairments. This includes, when the Council and NHS Lambeth commission services, clear expectations will be set around the employment of local people with physical and sensory impairments. Commissioned organisations will be required to provide opportunities for work experience and volunteering for people with physical and sensory impairments wherever possible.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 2 - Education and training

Formal learning can lead to qualifications and employment opportunities. The aim is for more adults aged 18-64 with physical and sensory impairments to access education and training. It is particularly important for younger adults to receive the right support at the right time, as they become adults. Young people with physical and sensory impairment should have the same opportunities as all young people, as

they develop into adults, for example, work experience, college and university attendance, apprenticeships, volunteering and paid employment.

What Lambeth is already doing

- **Learning opportunities** – range of learning opportunities in the borough e.g. nine preferred providers, and Lambeth’s the library service.
- **Additional learning support** – offered by Lambeth College, for students with physical and sensory impairments, also works in partnership with several supported employment agencies that help learners into work.
- **Free careers guidance and advice** – offered by Lambeth’s Adult Learning Services on adult education courses to residents aged 20 years and older.
- **Lambeth Resource Centre** - provides a range of education and training services for adults aged 18-64 with physical and sensory impairments, and has links with Lambeth College.
- **Vocational training courses** – for disabled people offered by SHARE Community which also provides self-help for rehabilitation and employment, personal development, life coaching and money management.

Issues raised by Lambeth residents during the deliberative consultation

Education is difficult for the disabled as everyday is different. There are badly trained staff and not much knowledge by staff/ management of the needs of disabled people. There is also not a big enough collective voice saying what people want. People are too presumptuous. (Public consultation meeting)

It is the lack of training with people of any disability. They need lots of rehabilitation, support and no discrimination. (Resident – survey response)

Suggestions made to improve education and training opportunities

- Training to help disabled people gain or up-date their skills
- A special college for disabled people
- Supported education and training

What we propose to do

- **Improve access to formal qualifications** – by strengthening the links between the Lambeth Resource Centre and local education services, e.g. helping adults with physical and sensory impairments access formal computer literacy qualifications.
- **Better inform and signpost people to education and training opportunities** - Adults' and Community Services will review the assessment and review processes to ensure that the need for education, training and employment are captured, and ensure staff are appropriately trained to inform, refer and sign post adults with physical and sensory impairments.
- **Stronger focus on supporting young adults into adult education and training** - Adults' and Community Services will encourage and support those adults with physical and sensory impairments who are known to them, to take up opportunities for adult education and learning, particularly those transferring from Children and Young People Services to Adults' and Community Services.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 3 - Volunteering

Volunteering gives people opportunities to learn new skills, or use existing skills, build their confidence, and for some, it can lead to employment opportunities. We are keen to encourage more people with physical and sensory impairments to be involved in volunteering.

What Lambeth is already doing

- **Lambeth Volunteer Centre** - launched earlier this year by Lambeth Voluntary Action Council, helps to match people who want to be volunteers with organisations seeking volunteers. Many organisations in the borough, especially voluntary organisations want volunteer help, e.g. volunteers with impairments contribute to the work of Disability Advice Service Lambeth as advisers.

Issues raised by Lambeth residents during the deliberative consultation

G and I do lots of volunteering with LVAC, Lambeth First, OCT, Roots and Shoots (gardening). (Public consultation meeting)

I volunteered last year with RSVP, because I am doing physio at the moment I have not been able to get involved recently (Public consultation meeting)

Suggestions made to improve volunteering opportunities

- Priorities – needs to be user led
- Advertise for volunteers, make it easier for disabled people to do voluntary work
- Training accreditation for volunteers – incentive
- Use the skills people have, and be flexible
- Community timebank schemes

What we propose to do

- **Increase volunteering opportunities** - initiatives are being considered as part of the on-going review of the Lambeth Resource Centre.
- **‘Buddy scheme’** - Adults’ and Community Services proposes to commission a ‘buddy scheme’ to build the confidence of people with physical and sensory impairments in accessing the wide range of services in the community. The scheme would be developed with input from service users.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 4 – Welfare benefits

There is a range of financial benefits available for people with physical and sensory impairments. Most are national statutory allowances. Some benefits are local and discretionary, mostly related to travel (see Chapter 6).

For those people who are unable to work, or are limited in the amount of paid employment that they can undertake, welfare benefits are crucial. It is therefore vital that people have the information they need about the welfare benefits that they may be eligible for, and how they can apply for them.

What Lambeth is already doing

- **Free benefits checks and advice service** - Lambeth Council and NHS Lambeth fund *Every Pound Counts*, a free benefits check and advice service provided by a range of local advice agencies in the borough.
- **Reducing the impact of the economic downturn** - the Council has established a 'credit crunch taskforce', undertaking a range of activities to help reduce the impact of the economic downturn e.g. pilot of a food co-op group, promotion of local food growing groups and local exchange schemes, and closer working with Lambeth Savings and Credit Union.
- **Discounted activities** - Lambeth residents who hold the Disabled Person's Freedom Pass can access the council's leisure facilities free or at a reduced rate.

Issues raised by Lambeth residents during the deliberative consultation

Independent Living Funds tends to support people who are already in work. How would you support yourself if you are working 2 hours per week? 16 hours is the threshold for claiming income support ... so it would be if you are working 17 hours ... but 17 hours isn't going to put food on the table. Even if you get tax credits.
(Lambeth's Pan Disability Forum)

People are always talking about benefits but you never know what you can get. There are problems with knowing what you are entitled to. Also tell people they can appeal against benefit decisions. (Public consultation meeting)

I became disabled four years ago – now they want to get me back to work although I have worked most of my life. (Public consultation meeting)

What is good/ works: lots of help to maximise your benefit income. (Public consultation meeting)

High Council Tax makes you ill. Huge document to complete for Council Tax benefit.
(Public consultation meeting)

The Department of Work and Pensions almost went out of its way to trip you up rather than give support needed. (Southwark and Lambeth Headway Group)

People also said that they had difficulties in getting Disability Living Allowance (DLA)

because of the fluctuating nature of their condition, and the quite rigid criteria for claiming benefits (Southwark and Lambeth Headway Group).

Suggestions made to improve access to welfare benefits

- More advocacy and support for benefit applicants, especially for those with acquired brain injury
- Promote *Every Pounds Counts*

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 5 – Fuel poverty

'Fuel poverty' is defined as when a household has to spend more than 10% of its income on fuel to maintain an adequate standard of warmth.

For people living on welfare benefits, being able to afford heating, lighting and the means to cook food has always been a difficulty. The recent increases in the cost of electricity and other fuels, and the increase in unemployment have provided further challenges. We wish to ensure that people are able to heat and light their homes and have the means to cook food.

The government has restated that it will not extend Winter Fuel Payments to disabled people under the age of 60.

What Lambeth is already doing

- **Maximising income** - for disabled people's income through *Every Pound Counts* so that they can better afford to heat their homes.
- **Support** – through a range of local advice agencies to reduce the impact of fuel debt and avoid disconnections.

- **Efficiency measures** – enabling people with physical and sensory impairments to access energy efficiency grants and loans through the Home Improvement Agency and other agencies.
- **Lambeth Fuel Poverty Forum** – meets twice a year to ensure all stakeholders are brought together and made aware of current developments and opportunities for tackling fuel poverty.

Issues raised by Lambeth residents during the deliberative consultation

People feel exploited by utility companies, and intimidated by companies demanding money, threatening Court action. (Public consultation meeting)

Suggestions made for reducing fuel poverty

- Priority – to provide help to enable people to understand bills, charges, getting value for money

What we propose to do

- **Update Lambeth’s Affordable Warmth Strategy** – ensuring that the needs of people with physical and sensory impairments are given prominence in the work.

Consultation Questions

ARE THERE ANY OTHER WAYS IN WHICH WE CAN TACKLE FUEL POVERTY?

CHAPTER 3 BEING HEALTHY AND INDEPENDENT

In order to have a sense of well-being, people need to be as independent as possible and in order to achieve this, they need to be as healthy as possible. Having a physical and/ or sensory impairment should not be a barrier to people being as healthy and independent as possible. The whole strategy is about increasing the well-being of people with physical and sensory impairment, whom live in Lambeth.

This chapter will focus on issues relating to health and achieving independence. It will look at specific health and social care services that are in place that focus on managing health conditions and achieving maximum independence.

Improved health and wellbeing of people which enables them to live active and independent lives

An intended outcome from 'Our 2020 Vision'

Expected outcomes

- More people able to live in their own homes.
- Less people being admitted to nursing and residential care homes.
- More people being issued with community equipment.
- More people using assistive technology.
- More people who have long-term conditions such as diabetes, who are maintaining their condition within acceptable parameters.
- More people with physical and/ or sensory impairment attending the Expert Patient programme.
- More people with physical and/ or sensory impairment using Lambeth leisure facilities.

This chapter looks at:

Section 1 – Prevention of ill health and maintaining independence

Section 2 – Managing long-term conditions

Section 3 – Choice and control

Section 4 – Enjoy and achieve

Section 1 - Prevention of ill-health and maintaining independence

In many cases, staying active and healthy can help prevent someone becoming disabled and can prevent long-term conditions or minimise their impact. It is an individual's responsibility, but one which the NHS and the council can and does support.

What Lambeth is already doing

- **Encouragement to develop and maintain healthy lifestyles**
 - **Health trainers** - employed by Lambeth's sports and cultural services, work with local people to encourage them to develop and maintain healthy lifestyles.
 - **Health promotion and healthy living** - NHS Lambeth commissions a range of health promotion and healthy living programmes and awareness campaigns.
 - **Physical Activity strategy** – being developed by NHS Lambeth's Public Health department.
- **Community based services** - Gracefields Gardens Neighbourhood Resource Centre (Streatham) provides a range of NHS and Lambeth Council services.
- **Reduction in health inequalities**
 - **'Race for Health'** - NHS Lambeth is part of this Department of Health programme.
 - **Datanet project** - enables GPs to collect more in depth information on patients to help identify inequalities in health and health care.
 - **Pacesetter programme** - NHS Lambeth aims to learn from the Department of Health's *Pacesetter programme*, to reduce health inequalities, ensure patient involvement in the design and delivery of services and a working environment that is fair and free of discrimination.
- **Intermediate Care** – is provided to people to increase independence and well-being to avoid an unnecessary hospital or care home admission, or speed the discharge process, and incorporates physical rehabilitation and enabling home care.

- **Enabling home care** – will be provided to people from November 2009, to complement the Intermediate Care service. This service will support people to regain as much independence as possible following illness or accidents (which may have included a period of hospital admission), through the provision of home care that supports people to carry out activities of daily living such as washing, dressing and cooking, for example, rather than home carers doing these things to and for people.
- **Meals and shopping services** – provides a hot meal and a shopping service to people in their own homes who are unable to carry out these activities for themselves. We are currently re-tendering these services to ensure that we have the best service model for Lambeth, and that provide the best value for money.
- **Community equipment** – includes:
 - **Adaptations to the home** – people with physical and sensory impairment are able to access a range of home adaptations that enable them to live more independently in their own homes.
 - **Community alarms** – this service enable people to live safely in their own homes through the provision of an alarm that people can activate and receive a response, if they are in difficulty in their own home. This enables people to remain independent in their own home, and also provides peace of mind for carers of vulnerable people.
 - **Assistive technology** – there are a range of assistive technologies available for use in Lambeth, which further ensure that people are supported to live independently in their own homes. The devices are monitored through the community alarm service. The use of this technology needs to grow further in Lambeth, and particularly, we need to provide greater support to people with sensory impairment through this technology. We also wish to use technologies available to provide effective assessment of people’s needs.
 - **Handyperson service** – this service provides minor adaptations to people’s homes such as moving furniture, installing grab rails etc. The service has not been used extensively for adults with physical and sensory impairment, and this is something that we wish to change. We are also intending to develop the service further through provision of services such as gardening and decorating. We are currently exploring this through the development of a social enterprise model.
- **Lambeth Resource Centre** – this centre provides day support to people aged 18-64 with physical and sensory impairment. A review of the centre was

carried out in 2008, and a new service model that will provide greater access to the centre is currently in development with key stakeholders.

Issues raised by Lambeth residents during the deliberative consultation

Health services

GP waiting times to get an appointment too long (Public consultation meeting)

Home visits by health services (GPs) not happening (Public consultation meeting)

More help from social workers – *Social workers need to be more informed.*

Visually impaired people need a specialist support. (Public consultation meeting)

Physiotherapy - *There is always a dispute between social care and the NHS as to who pays for physiotherapy. This has led to problems in getting it.* (Resident – survey response)

Support for people with visual impairments – *Because of lack of mobility teachers, people get stuck indoors.* (Public consultation meeting)

Opportunities for exercise

I am trying to use the gym. I was asked to bring someone with me as a guide. It was not provided and Leisure Centres should provide equal access to people of all disabilities. (Public consultation meeting)

Other boroughs can offer good induction to people with disabilities so they know what they can use and how, what is available. (Public consultation meeting)

Health service rehabilitation – although there has been a lot of development in health services rehabilitation and intermediate care, these are still deployed too late for people with disabilities (Lambeth Voluntary and Community Sector meeting).

Neighbourhood Resource Centres – more should be done to support joint working (Lambeth Voluntary and Community Sector meeting).

Emotional support – there is a real lack of emotionally supportive services across all boroughs – yet it is critical to support people to take control of their condition (Lambeth Voluntary and Community Sector meeting).

Equipment/ adaptations

Delays in delivery and installation: Don't know why it [the OT service] doesn't work and why they keep on cancelling. (Lambeth Resource Centre). *I am still waiting for my shower to be installed – it's been seven years.* (Lambeth Resource Centre). *Occupational therapists have a six month waiting list and then they don't give what*

you actually need as they want to maintain a budget. (Resident – survey response)

Other service users say they have received different pieces of equipment and adaptations, which they got relatively quickly.

People also tell us that they had found a ‘whole range of other bits of equipment that wasn’t on offer’ from the Community Occupational Therapy service.

Equipment provided could sometimes not be used to its full advantage.

I have a stair lift but they can’t include a ramp because there isn’t enough room.
(Lambeth Resource Centre)

I have a chair in the bath but I find it really hard to clean underneath it because of back problems that I have. I now need someone to take it away, but this has been a real problem. Because I can’t speak English I can not complain. (Latin American Disabled Peoples Project)

Suggestions made to prevent ill health and improve independence

- Set up a health promotional unit, drop in facilities
- Better advice to staff to help people with visually impairments gain independent living skills
- More mobility training for people with visual impairments
- More opportunities for exercise, e.g. more buildings physically accessible, train staff in sports centres to understand access issues, increase range of provision (such as aqua aerobics, local classes, special swimming times for disabled people, special exercise and activities for people with visual impairments)
- Better information about the services that are available
- More structured support to help in the transition to independent living
- Outreach health services to support people in their home e.g. GPs, chiropodists, dieticians
- Discount vouchers for fresh vegetables, fruit and water
- A delivery service, to deliver good quality fruit and vegetables at a reasonable price
- Exercise on prescription

- Early intervention to combat sight loss – e.g. regular eye tests for those with learning disabilities, children and people with diabetes. Promote importance of eye testing.
- Crucial to have early intervention for those suffering dual sensory loss
- Voluntary and community sector open days with tests, health promotion and signposting of services
- Greater availability of one to one counselling
- Greater capacity in peer support services, better supported and linked with statutory services
- Greater choice of equipment to be available, and information in centres for people with physical and sensory impairments

What we propose to do

- **More community based health services** - NHS Lambeth will commission more community based health services (e.g. blood pressure checks in local pharmacies and domiciliary ophthalmology if people are housebound) and neighbourhood resource centres.
- **Enabling home care** - We will be further developing this model through the procurement of a new service model for all home care services, which will go out to tender in 2011.
- **Transforming community equipment programme** – Lambeth is part of this national Department of Health led programme. From April 2010, small items of equipment (typically valued under £100), such as walking aids and commodes, will be provided in Lambeth through an equipment ‘prescription’, which will be able to be redeemed at selected accredited retailers throughout Lambeth. This will provide choice in the type of equipment that people can be issued with, through the ability to ‘top-up’ prescriptions. It will also make the equipment more available and eventually will drive the development and innovation in the market for community equipment.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 2 – Managing long-term conditions

We are keen to work in partnership with people who have long-term conditions, such as diabetes, arthritis, Parkinson’s Disease and multiple sclerosis, enabling them to maximise control and independence over their lives.

It is expected that the percentage of patients with such conditions whose condition is well controlled will increase and their life expectancy will improve, and morbidity for people who have long term conditions will be reduced.

What Lambeth is already doing

- **Community Matrons and GPs** – are being asked by NHS Lambeth to systematically plan for the needs of people with long term conditions.
- **Personalised health and social care plans** – are being implemented for people with long-term conditions at highest risk of admission to hospital. Led by NHS Lambeth, the care plan is co-ordinated by a case manager with full patient engagement, and clarity on choices. Annual targets have been set for a phased implementation programme by 2010.
- **People living with HIV** - Lambeth has the highest number of residents living with HIV of any English local authority. Services that are available include:
 - **HIV prevention and screening** - the sexual health promotion strategy includes HIV prevention, and a range of initiatives for improving access to and up take of HIV screening. The Joint Strategic Needs Assessment (JSNA) for Lambeth will ensure that needs related to HIV/AIDS are clearly mapped out, with a work programme across health and social services.
 - **Local community sexual health services model** - NHS Lambeth is continuing to develop and enhance the new local community sexual health services model, including commissioning extended hours and enhanced clinical leadership and supervision.
 - **Services provision** - both NHS Lambeth and Adults’ and Community Services are part of the South London Partnership (10 NHS and local authorities⁵) that commission services for people with HIV. The services, delivered by voluntary sector organisations, includes: advice and advocacy, counselling, emotional and peer support, HIV health support service, and family support where a member has HIV.
- **Stroke care** - On the whole Lambeth has good stroke services and in national surveys of stroke care have been assessed as some of the best in the

⁵ Bexley, Greenwich, Lewisham, Southwark, Croydon, Kingston, Richmond, Sutton & Merton, Wandsworth

country. However, more work needs to be done especially for people requiring longer term support.

New Stroke Advisory Service - will provide practical and supportive links between hospital and home (and wider community) for people who have had a stroke and their carers. This need was identified by Lambeth Stroke Peer Support Group (part of the Lambeth and Southwark Stroke User Involvement Network) and health and social care professionals in the borough. Funded by a three year government grant, the advisory service is the process of being tendered, and is expected to be operational from December 2009.

- **Acquired brain injury** - housing support options are being developed (see Chapter 5). Adults' and Community Services will more clearly identify the housing and support needs of people who have acquired brain injury, and to commission services as appropriate. A workshop is being held in December 2009, to explore the housing options that people with physical and sensory impairment want for the future.
- **Parkinson's Disease** – the Parkinson's Disease Society is running the *Get it on Time* campaign to make sure people are given their medication properly in hospitals.

Issues raised by Lambeth residents during the deliberative consultation

Importance of peer support (Lambeth Voluntary and Community Sector meeting).

Rehabilitation for people with acquired brain injury

When not in organised sessions there is nothing to do and no equipment is readily available to assist in rehabilitation unsupervised. (Southwark and Lambeth Headway Group)

The general nursing staff are a bit mechanical and had no awareness of the needs of people with head injuries. (Southwark and Lambeth Headway Group)

After hospital – brain injury – *There was little attempt to help re-learn basic skill to regain my independence.* (Southwark and Lambeth Headway Group)

Parkinson's Disease

There needs to be a change in the way these services have contact with people with Parkinson's. (Lambeth Voluntary and Community Sector meeting)

'Expert' clinicians don't always know best how to support people – particularly in medical wards. (Lambeth Voluntary and Community Sector meeting)

Problems of staff taking away people's medication (in hospital) and also a problem in primary care. Staff don't know the right questions to ask. The local hospitals need to be reaching higher standards. (Lambeth Voluntary and Community Sector meeting)

Suggestions made to improve management of long-term conditions

- **General**
 - More peer support services – groups and perhaps befriending
 - More extensive training for staff working with disabled people
- **Acquired brain injury**
 - Use learning from Stroke modernisation for people with acquired brain injury e.g. a joint neurological rehabilitation team that links health and social services.
 - Need more awareness by professionals of head injuries and consistency of where they fit in with other services – general medical, social services, council, voluntary sector and benefit staff.
 - Specialist social workers trained in the needs and experiences of people with head injuries.
 - 'Cognitive' should be added to 'Physical and Sensory Impairments'.
 - Ongoing support advice to family and unpaid carers to what to expect and what to do.
 - More peer support services – groups and perhaps befriending
- **Parkinson's Disease**
 - Need options in place for crisis points, especially respite care for carers
 - Social services need to engage with long-term conditions far earlier.

What we propose to do

- **Expert Patient Programme** – to be made better known to and promoted among adults aged 18-64 with long-term physical and sensory impairments.
- **Access to Psychological Therapies** – NHS Lambeth will ensure better and increased access for people aged 18-64 with physical and sensory impairments who need this.

- **Individual Health Budgets** – the feasibility of establishing this for patients with long-term conditions will be explored.
- **Stroke**
 - **Improve awareness of stroke** - amongst health and social care staff, with specific training programmes for staff and contracted services.
 - **Stroke prevention plan** - integrated with other plans to reduce vascular risk, will be developed and implemented.
 - **Improve access to urgent specialist stroke services** - recommendations of the London Stroke Strategy will be implemented.
 - **More integrated service delivery** - the review of the Lambeth Resource Centre will be implemented, ensuring more integrated service delivery, improved access to the service and greater emphasis on pathways to employment and use of mainstream services by adults aged 18-64 who have had a stroke.
 - **Continual monitoring** - stroke services will be continually monitored. It will be possible to see if there is any change regarding the number of people having strokes, patient experience, community rehabilitation etc.
- **Acquired brain injury**
 - **Clear care pathways** - NHS Lambeth and Adults' and Community Services will develop clear care pathways for people aged 18-64 who have suffered brain injury.
 - **Role of the Lambeth Resource Centre** - The role of the Lambeth Resource Centre will be expanded and strengthened to assist more people with acquired brain injury and their carers.
 - **Practical support and assistance** - implementation of an enabling home care service, and proposals for 'buddy schemes' should provide people with acquired brain injury with more support to help them maximise skills and abilities, as well as confidence.
 - **Self Directed Support** - more adults aged 18-64 with acquired brain injury will be encouraged, with brokerage and advocacy support as required, to take-up Direct Payments and Individual Budgets, to enable them to have more choice and control over the services they need and want.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 3 – Choice and control

Having choice and control promotes independence and helps people with physical and sensory impairments to have the same life chances as other adults. Services will be increasingly shaped around people's individual needs rather than people having to fit in with services on offer.

What Lambeth is already doing

- **Assessments**
 - **Involvement in the assessment process** - Adults aged 18-64 years should be fully involved in their assessment of need, with a person centred plan and intended outcomes. There will be clear funding that they can control (with support if required), information on options (including any associated risks on choices), and mutual agreement on how funds are spent in order to achieve their goals. This is part of the 'personalisation' of services.
 - **Specialist disability team** - Adults' and Community Services has a specialist disability team that assesses adults with complex needs, a Rehabilitation Officer to assess the needs of adults with a visual impairment, and social work staff with visual and hearing impairments themselves, who are able to use British Sign Language.
 - **People who are Deafblind** - additional capacity in the Sensory Impairment Team has been created, and the development officer is leading a project on identifying adults who have dual sensory loss i.e. are Deafblind, to identify how their needs can be best met.
- **Self Directed Support** – Direct Payment and Individual Budgets give people who use social care the opportunity to control the resources allocated to their support.
 - **Advice** - Disability Advice Service Lambeth (DASL) is commissioned to provide advice to people thinking of using, and support to those who have chosen, Direct Payments. Other organisations also commissioned to

provide support and publicise Direct Payments include the Organisation for Blind Afro-Caribbeans.

- **Money management options** - A number of money management options are being explored to extend the ways in which Direct Payments can be offered and used.
- **New advocacy and brokerage services** - will be commissioned during 2009/10. The support brokerage service will be in place from December 2009.
- **Community based health care services** - NHS Lambeth is strengthening the range of community based health care services, as an alternative to hospital based health care. It has started a five year programme developing eight neighbourhood resource centres to provide care closer to home, designed specifically to meet local needs. Some GP practices will be co-located with community health teams and social care services, some will provide outpatient clinics, on-site diagnostic tests and treatment that people currently have to go to hospital for.

Issues raised by Lambeth residents during the deliberative consultation

Assessment – *Too many assessments always being done to me.* (Lambeth Resource Centre users)

Direct Payments

The criteria for Direct Payments services do not work well for people with visually impairments. Workers do understand more of the needs of visually impaired people on Direct Payments. (Public consultation meeting)

Lambeth is trying to cut back on services by making us more independent. (Public consultation meeting)

Home care

There is no choice in who cares for you. (Public consultation meeting)

Care agencies not good – don't stay long enough – refuse to do things (Public consultation meeting)

General – *No point in going to anyone in Lambeth Council. If you have a problem – you need to go to a voluntary sector organisation.* (Public consultation meeting)

Suggestions made to increase choice and control

- Need a network between community groups so they can link together
- Better engagement by hospitals with other, community and peer services.

What we propose to do

- **Assessments**
 - **Lambeth Resource Centre** - development of the Lambeth Resource Centre will provide the opportunity for more integrated assessment processes, that will ensure care plans developed identify all needs, and focus on supporting people to access training, education and employment, where this is appropriate, and ensures that people are able to access all welfare benefits for which they may be eligible.
 - **'Right to Control Trailblazer'** - will offer the opportunity to further integrate assessment processes across a greater number of services, and will give people the ability to integrate greater numbers of funding streams to ensure that the packages of care that they commission can better meet their needs.
- **Self Directed Support/ Personal budget** - Self Directed Support is being rolled out to people who meet the *Fair Access to Care Services* criteria. From October 2010 all new users, carers and those subject to reviews should be offered a personal budget.
- **Centre for Independent Living (CIL)** – Lambeth will be developing a Centre for Independent Living. This will be run independently of the council, and will provide a physical and virtual centre that will provide all information and advice that will support Lambeth people to live independently. It will include information about equipment and technology, as well as information about managing individual budgets etc.
- **Personal health budget** – a bid has been made for a personal health budget pilot in mental health, and if successful, lessons learned from this will be helpful in rolling out personal health budgets to adults with physical and sensory impairments.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 4 – Enjoy and achieve

Generally, people with physical and sensory impairments are at greater risk of social isolation than people who are non-disabled, and therefore encouragement and support to enable disabled people to ‘get out and about’, to enjoy and achieve is particularly important for their wellbeing, as well as making for greater social inclusion and community cohesion.

We want to find ways to encourage adults aged 18-64 with physical and sensory impairments to increase their use of and satisfaction with the opportunities and services available.

What Lambeth is already doing

- **Sports and leisure facilities**
 - **Facility improvements** - Greenwich Leisure Limited a social enterprise, manages all the council’s leisure centres. The Council has recently made a significant investment in these facilities, including extensive development and refurbishment of Brixton Leisure Centre, which now has a separate fitness facility for disabled people to undertake sessions with privacy.
 - **Efforts to improve satisfaction** - the contract with Greenwich Leisure Limited places a strong focus on increasing participation by the entire community, customer satisfaction, and consistency in cleaning standards and delivery of services. This includes new front of house systems, ensuring ease of access and collation of data.
 - **Free or reduced charges** - holders of the Disabled Freedom Pass can swim in the council’s pools free of charge, use the gyms and have a leisure card at a discounted rate.
 - **Partnership working** - Lambeth Disability Sports and Physical Activity Partnership is convened by Disability Advice Service Lambeth and Lambeth Recreation, with a wide range of statutory and voluntary sector organisations represented. The Partnership has been working on a project to employ a Disability Sports Officer, based at DASL.
 - **Wheels for Wellbeing** - Lambeth Council helps to fund Wheels for Wellbeing, a voluntary organisation based in Brixton, that helps people with impairments, long term health conditions or disability to access

cycling sessions in Brockwell Park, using a range of adapted cycles, that can be used individually, or with the support of a carer.

- **Parks and open spaces** - the council recently undertook a comprehensive audit of all the borough's parks and green spaces to address shortcomings e.g. low hanging branches that visually impaired people may not be able to see.
- **Lambeth Arts and Disability** - an exemplary and unique network. It is supported by Lambeth Council's Arts Team which issues monthly email bulletins, and welcomes contributions and subscribers. The Team can be contacted at artsweb@lambeth.gov.uk or Tel: 0207 926 0760.
- **Libraries**
 - **Range of services** - nine libraries in the borough (listed on the Council's website), all of which offer physical access for disabled people, and a comprehensive stock of large print, audio books on cassette and films that have subtitle capability. The Carnegie library co-ordinates the mobile library and home visiting service which is available for people who are housebound. The Library Service supports several book/ reading groups, including Lambeth Vision and Braille Group at the West Norwood library.
 - **Computers** - people with physical and sensory impairments are supported to use computers/ internet, for learning and leisure. Discussions are taking place between the Library and Adults' and Community Services, looking at the possibility of establishing a pilot project at South Lambeth library using software to enhance computer screen and sound quality for people with visual impairments who want to use the council's free computer/ internet access service.
 - **Other learning services** - the libraries also provide information and sign posting to other services and learning. They are increasingly supporting lifelong learning, being developed as hubs of education and advancement for people of all ages and disabilities/ impairments.
- **Access to public buildings** - the Council has a programme of upgrades for its buildings that includes providing disabled access. Within NHS Lambeth's capital programme, there is a high priority on ensuring that all NHS Lambeth Community Services (i.e. GP, dental and ophthalmic premises) are compliant with the Disability Discrimination Act.
- **Public toilets** - the Community Toilet Scheme in Lambeth was introduced in 2008, including toilets with disabled access. The list of participating businesses is on the council's website, and signs on participating businesses.

It is intended to increase membership of the scheme, with the aim of ensuring that by 2010, no-one will have to travel more than 500 meters to find a toilet in town centres in Lambeth.

- **Involvement in the community** - Lambeth Voluntary Action Council has developed an Active Citizens Hub, funded by Lambeth First, to encourage residents to become more active in the borough, offering training, support and signposting.
- **Collective voices/ involvement in policy making**
 - **User involvement** - Adults' and Community Services and NHS Lambeth fund a user involvement development worker, based with Disability Advice Service Lambeth and Age Concern Lambeth, who is supporting a new user-led Lambeth Pan-Disability Forum, and developing a 'network pool' to contribute to the work of Lambeth's Physical and Sensory Impairment Partnership Board and its sub-groups.
 - **Lambeth Local Involvement Network (LINK)** - helps improve local health and social care services in the borough. Lambeth First is developing an online consultation facility, to enable disabled people and disability groups to subscribe for email alerts about new or on-going consultations on nominated topics. It has also set up a working group to investigate services available to Deaf and Deafblind people in the borough.
 - **Expenses paid** – by Lambeth Council when residents make specific contributions to policy discussions, such as membership of partnership boards, attendance at formal consultation events etc.
- **Social and peer support** - a range of social and peer support groups, provided by various organisations in the voluntary sector within Lambeth, many partly funded by the council and NHS Lambeth; and also at Lambeth Resource Centre.
- **Lambeth Resource Centre** - for people aged 18-64 with physical and sensory impairment has a gym and provides individually tailored exercise and rehabilitation programmes supported by community physiotherapists and staff from the Pulross Centre. The centre helps people to re-gain or develop skills which will help them in their daily lives, particularly to access pathways into employment. A range of sports, leisure and cultural services are offered, and the centre organises a broad range of recreational activities with tutor led arts and crafts sessions, fashion and design programmes and regular visits to arts and cultural events.

- **Holidays** - can be arranged by Adults' and Community Services when a need has been established, and the roll out of Individual Budgets will enable people to better choose their holiday care and support arrangements.

Issues raised Lambeth residents during the deliberative consultation

Need to recognise that when isolation comes, it is very hard to undo (Lambeth Voluntary and Community Sector meeting).

Parks and open spaces

Parks are a priority – and access to car parking. There is a lack of available disabled car parking, and no one is taking responsibility for enforcing car parking regulations in parks so disabled people are discouraged from visiting. (Lambeth Voluntary and Community Sector meeting)

Leisure and sports centres

Poor access (no ramp, lifts) to leisure and sports facilities. (Lambeth Resource Centre)

No support is provided at centres, but it is too expensive if paying for the admission of an assistant – some provision should be made. (Lambeth Resource Centre)

Cycling

The council's cycling team is very good but more needs to be done to promote cycling to people who have physical and sensory impairments or long term conditions; and needs to be outreach and greater discussion on the benefits of cycling (Lambeth Voluntary and Community Sector meeting).

My daughter enjoys her weekly sessions at Wheels for Wellbeing at Brockwell Park each Friday. This also builds up her thigh muscles to enable her to stand. (Resident – survey response)

Libraries – *The mobile libraries are good.* (Public consultation meeting)

Day centres - *Lack of day centre services* – which enable people to access inclusive broad services. (Lambeth Voluntary and Community Sector meeting)

Physical access to public buildings and facilities - *Some places are like pre-war with poor disability access.* (Public consultation meeting)

Public toilets – *No public toilets any where* (Public consultation meeting)

Suggestions made to enable greater enjoyment and achievements

- **Leisure facilities**
 - Improve access to buildings and toilet facilities
 - Train staff to better understand access issues which affect a wide range of disabled people and not just those who use a wheelchair
 - Appropriate equipment to be available
 - Have open/ promotional days and targeted campaigns to encourage people to go along
 - More inclusive activities with recreational facilities made more friendly and accessible
 - Disabled only days in leisure centres, and special times at swimming pools for disabled people
 - More opportunities for healthy exercise, e.g. aqua aerobics, exercise classes in community groups, and special exercise and activities for people with visual impairments
 - Incorporate a hydrotherapy pool in the new Streatham leisure centre
 - More outdoor activities
- **Social clubs and activities** – more social based activities to support people who live alone or in isolation, age and interest appropriate
- **Physical access to buildings** – could be carried out by people with a range of disabilities, to be trained up to carry out the audits, and people could be paid to carry these out
- **Collective voices**
 - Have a separate Partnership Board for people with hearing impairment
 - Get people involved in the borough programmes

What we propose to do

- **Sports and leisure**
 - **Leisure Centre Support post** - Leisure and Adults' and Community Services will implement a jointly funded Leisure Centre Support post to

assist adults aged 18-64 years with physical and sensory impairments who wish to use Lambeth Leisure Centre facilities.

- **Representation** - Lambeth's Physical and Sensory Impairment Partnership Board will seek appropriate representation and active participation from sports and leisure services on the Board.
- **Arts and culture Range of facilities in Lambeth**
 - **Information** – provide information in relevant formats on activities available and how they can be accessed by people with physical and sensory impairments. This will include ensuring 'Lambeth Living' and the Lambeth Council website highlight and promote facilities and events accessible to adults with physical and sensory impairments.
 - **'Buddy schemes'** - set up 'Buddy schemes' to build people's confidence in accessing what is available.
 - **Work with service providers** - to ensure that they accommodate the needs of people with physical and sensory impairments e.g. signing and sub-titles.
- **Library Service** - will consider whether to introduce the Living Library Book scheme in Lambeth.
- **Access to public buildings** - Adults' and Community Services will commission adults aged 18-64 with physical and sensory impairments to audit access to public buildings and to 'mystery shop' cultural services offered in the borough.
- **Involvement in the community** - in order to help adults aged 18-64 years with physical and sensory impairments to have the confidence to 'get out and about' more and better access services to the general public, Adults' and Community Services wants to commission a 'buddy scheme'.
- **Board membership** - Lambeth Physical and Sensory Impairment Partnership Board will review its functions, membership and when it meets, in order to encourage more adults aged 18-64 with physical and sensory impairments to be active members of the Board and its sub-groups/ working groups, to help take forward implementation of this strategy and action plan. In addition, the Partnership Board wants to better influence other key bodies within Lambeth.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS? DO YOU HAVE ANY OTHER SUGGESTIONS?

CHAPTER 4 INFORMATION, ADVICE AND ADVOCACY

Being well informed and understanding what services and support mechanisms are available are key to feeling empowered and being independent. Having readily accessible information is something that many different groups of people living in Lambeth have told us is important to them.

Some people, for example people with communication difficulties or cognitive impairment, will need further support through advocacy, in order to use information and advice effectively.

We wish to ensure that people with physical and/ or sensory impairment, are able to easily access the information, advice and advocacy support that they need easily and at the right time. We recognise that this needs to be made available in many media and formats, and needs to take account of the diverse needs of people living in Lambeth.

Expected outcomes

- Increased number of sources of information for people to access, including web based.
- Development of a Centre for Independent Living in Lambeth.
- Increased accessibility of small items of equipment through implementation of the Transforming Community Equipment programme in Lambeth.
- Increased numbers of people with physical and/ or sensory impairment accessing advocacy support.
- Improved satisfaction of people with physical and sensory impairment, with the information, advice and support services available to them.

This chapter is divided into:

- Section 1 – Information and advice
- Section 2 – Advocacy

Section 1 – information and advice

Lack of information and advice are significant barriers to people knowing what is available and being able to make informed decisions about their life. This may

include their ability to participate in the community and access the services they might need.

What Lambeth is already doing

- **Alternative formats for Council publications** - are available, on request, in alternative formats including Braille, audio tape, large print and other languages.
- **Lambeth Life** - delivered fortnightly to every home and business in the borough providing information on local news and events.
- **Council services** – Lambeth Council’s A-Z website directory lists over 500 services relevant to residents. It can be accessed by people able to use the internet, and by agencies that provide advice and information, such as Disability Advice Service Lambeth (DASL).
- **Health information** – NHS Lambeth website provides information about health services in the borough. Health staff direct people to NHS Choices website: www.nhs.uk for the Health A-Z guide on a wide range of health information. NHS Direct provides a telephone service on 0845 4647.
- **Signposting** - Adults’ and Community Services is in the process of setting up a specialist team to provide information and advice to people who do not meet the *Fair Access to Care Services* criteria, and to signpost them to other services.
- **Specialist information and advice** – provided by user-led and other voluntary organisations in the borough. Also, there is at least one national voluntary organisation for almost every disability or long-term health condition, providing information on their specialist area.
- **General legal advice** – can be obtained from: Lambeth Law Centre, Waterloo Action Centre, Clapham Community Project, Brixton Advice Centre, Merton and Lambeth CAB, Centre 70 Community Association.
- **Action for Blind People** - Lambeth Council arranged for Action for Blind People information bus to visit the borough in 2008 (located at Brixton library), and is inviting the bus to return to Lambeth on a regular basis.

Issues raised by Lambeth residents during the deliberative consultation

More information about services and better signposting

Publicising what is in existence and who and where is can be accessed. (Public consultation meeting)

Access to information – not enough professionals to signpost clients, ie hospital staff, social workers. (Public consultation meeting)

Information on disability, for example within the NHS – it is very difficult to navigate the system. (Public consultation meeting)

I have to rely on word of mouth through organisations like Age Concern. (Public consultation meeting)

Little accessible information outside of specialist services for Deaf people to access (Lambeth Voluntary and Community Sector meeting).

Other formats and languages

There is very little information available in Spanish or Portuguese – most of the information we get is through word of mouth. (Latin American Disabled Peoples Project)

The translation services are now quite good. (Public consultation meeting)

People need support to communicate – think about the format for talking to people. (Public consultation meeting)

Benefits - *I need information in Braille.* (Public consultation meeting)

Advice

It is so hard to get into Citizens Advice Bureau, so now I don't know who to turn to. (Public consultation meeting)

The council needs to provide listings of recommended advisors to help with legal issues – particularly for people from other countries. (Latin American Disabled Peoples Project)

Extremely difficult to get advice around what help Spanish and Portuguese speakers are entitled to. (Latin American Disabled Peoples Project)

Communication

I can't speak English and don't know what I am entitled to get social care support. No-one has come round to assess my needs. There was an English person, but no interpreter. (Latin American Disabled Peoples Project)

There are no other blind people to communicate with. Is there a restaurant for visually

impaired people? (Public consultation meeting)

It can be very difficult if you are Deaf engaging with others – you can feel isolated as a Deaf person. (Lambeth Resource Centre)

Suggestions made to improve information and advice

- Regular and ongoing communication – not just one off e.g. more events needed for disabled people
- Accessible communications
- More information about leisure services, and on health issues
- Better publicity about what is available for people with physical and sensory impairments.
- Information through printed leaflets through people's door, or posted but also publicising various services through the Lambeth Resource Centre
- Important to use Plain English and avoid using acronyms.
- Link together all information about resources
- Provide listings of recommended advisers to help with legal issues – particularly for people from other countries
- Better training for service staff on the rights and communication needs of Deaf people
- Increase numbers of information support workers; early signposting as an intervention – which may then develop into advocacy
- Organisations need to be doing much more to signpost between one another

What we propose to do

- **Range and access to information** – make continual improvements to the range of and access to information, to include more information relevant to people with physical and sensory impairments e.g. on the Council's A-Z website directory of services, and through greater use of language services.
- **Better council customer care communications** - Adults' and Community Services will develop clear links between the Customer Service centres and care management teams, to improve communications between the Council and the public who have physical and sensory impairments.

- **‘Information prescriptions’** – The NHS is developing ‘information prescriptions’ for people with long-term conditions, and has established pilots. In due course, this may be rolled out across England, to include people in Lambeth.
- **DisabledGo** (www.disabledgo.info) – consider whether Lambeth should become a member. Developed by disabled people for disabled people, it provides a free access guide about facilities in various parts of the UK and Ireland e.g. cinemas, restaurants, pubs, train stations, leisure centres and universities; and information about inclusive employers to disabled jobseekers.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 2 - Advocacy

Advocacy means helping people say what they want, securing their rights, representing their interests and obtaining services they need. Advocates and advocacy schemes work in partnership with people, and support them in communicating their views and opinions. Advocacy promotes social inclusion, equality and social justice.

What Lambeth is already doing

- **Advocacy service in Lambeth** – provided by many voluntary agencies in the borough, offering informal advocacy as well as information and advice, but there are no formal advocacy services in the borough specifically for people with physical and sensory impairments.

Issues raised by Lambeth residents during the deliberative consultation

Advocacy is needed – there is not enough at the moment. More advocacy. (Public consultation meeting)

Have received no support after having a Stroke as a result getting more problems, and advocacy services could help. (Public consultation meeting)

Deaf people

There is a real need for more advocacy for Deaf people to support them overcoming

communication barriers. There is also an issue for with people on phones refusing to talk to interpreters. (Lambeth Voluntary and Community Sector meeting)

Main advocacy issue for Deaf people is around housing – with the council or with housing associations, also benefits and rights. (Lambeth Voluntary and Community Sector meeting)

A lot of people are confused about access and support from advocates. (Lambeth Voluntary and Community Sector meeting)

Poor interpreters and difficulty for people using foreign versions of sign language (Lambeth Voluntary and Community Sector meeting).

Suggestions made to improve advocacy services

- More advocacy and support for benefit applicants, especially for people with acquired brain injury.
- Deaf people - more advocacy services, all organisations to be deaf aware, more interpreters for Deaf people, more widespread basic training in British Sign Language
- Parkinson's Disease – more provision for the training of advocacy skills – there is a good model in Westminster
- Strategy needs to influence other providers' services in Lambeth i.e. JobCentre Plus, as well as the voluntary and community sector, health, and the council – commitment needed from all parties

What we propose to do

- **New advocacy service** - Adults' and Community will improve the situation by commissioning a new generic advocacy service, in consultation with vulnerable adult groups, intended to be in place from April 2010.

Consultation Questions

WHAT DO YOU THINK OF THIS PROPOSAL?

DO YOU HAVE ANY OTHER SUGGESTIONS?

CHAPTER 5 HOUSING

The Council believes that all residents in Lambeth should have the opportunity and choice of living in good quality, affordable housing within strong, healthy and secure communities.

We are committed to equality of opportunity for all people regardless of disability, our residents should have access to housing that meet their needs.

We are working towards improving access to our services for people with disabilities. We recognise that not all facilities and services are accessible for people with disabilities and we are working towards reducing barriers.

Lambeth Housing Allocation Scheme 2008: The allocations policy

Being in a home that meets our needs, that is safe and comfortable is a fundamental need of everyone in order to have an overall sense of well-being. There can be increased difficulties in achieving this for people with physical and/ or sensory impairments.

Being in the right housing means either access to general housing suitable for the needs of people with physical and sensory impairments. This may include the use of specialised equipment, assistive technology and adaptations, and could be supported housing in the community, such as sheltered or extra care housing. For some people, this may mean living in a residential or nursing home.

There is a very high level of demand for affordable housing in Lambeth. Currently, there are few supported housing options available for adults with physical and/ or sensory impairment who live in Lambeth, and limited access to specialised housing through shared ownership options, for example. This has resulted in Lambeth having one of the highest levels of adults with physical and/ or sensory impairment living in residential and nursing care homes in London.

This is something that we want to see changed through the implementation of this strategy. We wish to increase the range of housing options available to people with physical and/ or sensory impairment in Lambeth, with an emphasis on enabling them to remain in their own homes for as long as possible. Where people do need to be admitted to residential and nursing care, we want that to be in, or as close to Lambeth as possible, with the right support to enable them to maintain independence.

Expected outcomes

- More people with physical and/ or sensory impairment living in their own homes in Lambeth.
- More supported housing options for people with physical and/ or sensory impairment in Lambeth,
- Reduction in the number of people with physical and/ or sensory impairment being admitted to nursing and residential care.

This chapter is divided into:

- Section 1 – Private sector housing
- Section 2 – Social housing
- Section 3 – Supported housing
- Section 4 – Residential and nursing care

Section 1 – Private sector housing

Nearly 60% of Lambeth's homes are in the private sector, either owner occupied or privately rented. Many disabled people in Lambeth live in private rented and owner occupied accommodation that is either of poor quality or does not meet their basic needs, reducing their quality of life and adversely impacting upon their health.

Lambeth Council's Private Sector Housing Unit aims to improve the condition of low quality private housing, with the aim of ensuring that people can remain in their home as long as possible⁶.

What Lambeth is already doing

- **Improving the quality of private sector accommodation** - fostering links with landlords to encourage improvements in the private rented stock. This includes:
 - Lettings First and the Landlord Accreditation scheme
 - Houses in Multiple Occupation licensing, advice and assistance
 - Home Improvement Agency assistance in tenancy protection.
- **Improving the quality of owner occupied housing** - through the Home Improvement Agency providing grants (e.g. the disabled facilities grant) and loans, advice and advocacy both on home improvement and income

⁶ See Lambeth Private Sector Housing Strategy 2006-2010

maximisation. The aim is to help disabled people to remain living in their own home for as long as possible.

- **Enhancing Energy Efficiency** – to reduce fuel bills, make homes more comfortable and healthier, and help combat climate change through reducing emissions. This is done through grant schemes, advice and education, and incorporating energy efficiency into repairs.
- **Implementing the Housing Health & Safety Rating System** – i.e. the risk assessment procedure for all rented residential properties, including private rented properties.

Issues raised by Lambeth residents during the deliberative consultation

There are lots of cowboys contractors. (Public consultation meeting)

Suggestions for improving private sector housing

None received.

Consultation Question

DO YOU HAVE ANY OTHER SUGGESTIONS FOR IMPROVING PRIVATE SECTOR HOUSING?

Section 2 – Social housing

Social housing is council owned property (managed by Lambeth Living Limited), and property owned and managed by Registered Social Landlords (housing associations).

What Lambeth is already doing

- **Increasing the supply of affordable housing** - and all new social housing will be built to lifetime home standards, with 10% of those suitable for wheelchair use.
- **Information and advice** - the Housing Options teams provide information and advice on a range of housing matters.
- **Increasing access and choice** – through Choice Based Lettings. A Support Officer has been appointed to assist people with special needs (including

people with physical and sensory impairments) to access the 'Choice Based Lettings' scheme. A publicity/ awareness campaign is being developed to make this service known.

- **Exceptions to the allowed property size** – can be made on medical grounds e.g. to enable a disabled person to accommodate a live-in carer, when the Medical Adviser, in conjunction with Lambeth's Adults' and Community Services recommends it.
- **Better identification of the housing needs of disabled people** - Lambeth Council has put in place the IT system to enable Lambeth Living Limited to identify the number of disabled tenants and their impairments. This will enable needs to be identified and services to be developed for the future.
- **Register of adapted/ adaptable properties** – The Housing Service is starting work on scoping what is required to set up a register of adapted social rented properties. The intent is to improve the matching between adapted/ adaptable properties and those in need, to ensure more efficient use of adapted properties and reduce the wait in unsuitable accommodation.

Issues raised by Lambeth residents during the deliberative consultation

Suitability of housing

I had 7 choices for accommodation, but refused 5 because there was no wheelchair access. (Lambeth Resource Centre)

I had to be lifted in my wheelchair by my mother and brother to look at property due to location of property. (Lambeth Resource Centre)

When you build new schemes they should have a number of flats which are for disabled people. Although some people don't want this as they want to be independent. (Public consultation meeting)

Maintenance and repairs

Process of getting repairs from the Council long winded, unnecessary, time consuming. Jobs repeatedly done and never properly fixed. (Public consultation meeting)

No one bothers to check if works have been carried out correctly. (Public consultation meeting)

Awareness of needs

Concerns raised about lack of awareness of social housing providers (including

housing associations and the Homeless Persons Unit) of the needs of disabled people and their rights.

Suggestions for improving social housing

- More accurate information to be available for bidding for properties that meet people's needs
- Give more thought to local support networks of service users, such as family and friends, in providing a property – people need to be places near their support networks
- Ring fence accessible social housing
- Install lifts in blocks of flats
- Give priority to disabled people
- Should be more choices for people wanting to move to a smaller property
- The Council should check on what repairs have been done and if done according to set standard e.g. tenants should complete questionnaires after works have been completed
- Homes should be double-glazed.

What we propose to do

- **Choice Based Lettings scheme** – the Council will seek other ways to improve the scheme for people with physical and sensory impairments.
- **Temporary housing pending a suitable permanent home** - a range of 'step up/ step down' accommodation to be used on a temporary basis for people with physical and sensory impairments waiting for a suitable permanent home will be developed.
- **Housing needs of young people** - Adults' and Community Services, together with Children and Young People Services will plan for the future housing needs of younger people with physical and sensory impairments as part of transitional arrangements.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 3 – Supported housing

‘Supported housing’ is housing and related support as an integral package. The main aim of the housing-related support is to develop and sustain an individual’s capacity to live independently in their accommodation. In Lambeth, there are a range of different schemes.

What Lambeth is already doing

- **Information and advice** - the main route for accessing a wide range of housing and associated housing-related support services is through Lambeth’s Housing Supported Needs Assessment and Placement (SNAP) team.
- **‘Floating support’** – ‘floating support’ workers can advocate on behalf of individuals, and act as a focal point for brokering access to other services. It offers a service tailored to individual needs.

‘One Support’ (part of Community Housing Association), commissioned by Supporting People, provides a generic floating tenancy support services across the borough. A number of agencies have been commissioned to provide specialist ‘floating support’ services for particular client groups e.g. Hestia Housing to provide the service for people who are disabled through HIV infection or AIDS diagnosis.

- **Special needs housing** - Dykes Court, in Streatham Hill), is specifically designed for people with physical impairments and managed by Lambeth Council. Care services to support tenants are commissioned by Adults’ and Community Services. The care service needs and arrangements are currently under review. The review will be finalised, and proposals considered to maximise the potential of this scheme.
- **Sheltered housing** - a Sheltered Housing Project Working Group is working to improve the quality of sheltered housing in the borough in order to increase demand for it.

Issues raised by Lambeth residents during the deliberative consultation

Cheviot Gardens is nice and they are re-building this. There are lots of people who are disabled living there.... There should be schemes for people just who are disabled. (Public consultation meeting)

General housing for people with sensory impairments. (Public consultation meeting)

There are too many staff cut backs with sheltered housing accommodation, e.g. Metropolitan Housing. Some people work 12 hours a day. (Public consultation meeting)

Sheltered housing

Different people there on different days. We need someone there every day. (Public consultation meeting)

Might be good for some people but not for everyone. (Public consultation meeting)

I lived in one under Lambeth. Extremely beneficial. (Resident – survey response)

Young people do not feel comfortable in schemes for people who are older. (Public consultation meeting)

What we propose to do

- **Improve access to supported housing**
 - **Better identify needs** - Adults' and Community Services will better identify the housing needs of people with physical and sensory impairments that are known to them, regularly review that information, and prioritise needs in order to be able to commission supported housing with Supporting People.
 - **Better links between housing and social care** - There will be clear pathways between housing services and care management teams and processes. Adults' and Community Services will ensure that care management commissioning panels have access to information about availability of resources within housing.
 - **Better information on suitability of properties** - Information will be obtained about available housing includes the suitability of property for people with physical and sensory impairments i.e. access, width of door etc.

- **‘Floating support’** - Adults’ and Community Services will better identify adults aged 18-64 with physical and sensory impairments who could benefit from floating support services and make appropriate referrals. With Supporting People, it will also review the number of adults aged 18-64 with physical and sensory impairments who receive the service.
- **Special needs housing** - St Bede’s Church site, in Clapham, is the subject of discussions between Lambeth Supporting People, Metropolitan Housing Trust and the Royal Association for the Deaf. The proposal is to develop a mix of one and two bedroom properties, all to wheelchair standard, with a lettings policy that would see a mix of disabled and non-disabled tenants. This could include people with a dual diagnosis. Discussions will continue and decisions taken on whether the St Bede’s scheme will be developed. If it is to be developed, then the work will be commissioned, with the involvement of potential tenants in its design, and Adults’ and Community Services helping to identify potential tenants and support resources.
- **Extra care housing** - Supporting People is planning to develop extra care housing for people with long-term and/or complex physical needs (e.g. trauma, including brain injury) who are likely to deteriorate, and others who with support and intervention may be encouraged to minimise or abstain from alcohol and/ or drug misuse. Registered social landlords (housing associations) have been invited to submit proposals, and service users will be involved in the tendering process. Supporting People is looking, with registered social landlords, to identify a suitable site in the borough. It is anticipated that the new build scheme will open by summer 2010.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 4 - Residential and nursing care

In the first instance, people with physical and sensory impairments should be supported to live in the community. However, sometimes a person with physical and sensory impairments may need specialist care or intensive support that it is not possible to provide within the community. Some may need a short-term period in a residential or nursing home, perhaps because they need to recover or readjust following a change in their condition, or to provide their carer with a break (respite care) when it has not been possible to do this within a community setting.

What Lambeth is already doing

- **NHS Funded Care** - NHS Lambeth and Adults' and Community Services have recently strengthened the processes for assessment for NHS Funded Care. Robust panel processes, including appropriately skilled clinicians to make informed judgements, ensures that people are appropriately and equitably assessed for NHS Funded Healthcare. Information is being developed for people to explain the process and criteria.
- **Specialist nursing care in the borough** - NHS Lambeth is developing a relationship with Fairlie House (nursing home) to develop specialist care, as part of the intent to develop the market within the borough for those people with the highest level of need.
- **GP input to nursing homes** - NHS Lambeth is improving and providing consistent GP input into nursing homes through a locally agreed primary care enhanced service.

What we propose to do

Lambeth currently has the highest number of people aged 18-64 with physical and sensory impairment places in residential and nursing care homes in London.

- **Reduce the use of residential and nursing care** - Adults' and Community Services and NHS Lambeth will review all adults with physical and sensory impairments currently placed in residential and nursing homes; make greater use of enablement services; improve housing options; and work with the Choice Based Lettings Support Officer for people with special needs.
- **Develop the local market** - Adults' and Community Services will develop, with providers, the market locally and reduce the use of residential care homes that are far away from Lambeth.

Consultation Questions

WHAT DO YOU THINK OF THE PROPOSALS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

CHAPTER 6 TRANSPORT AND MOBILITY

Lambeth Council recognises the importance of developing safe, reliable, affordable and accessible transport so that all sections of the community can access jobs, services and facilities.⁷

Being able to get about easily is fundamental to being able to live independently. This includes all forms of transport such as trains, buses, taxis and private vehicles, and also being mobile within our own homes and localities.

Having access transport that meets the needs of people who have physical and/ or sensory impairment is something that people in Lambeth have consistently raised as an issue, and a barrier to living a life that is independent.

Expected outcomes

- More people with physical and sensory impairments will be able to afford to travel to access services.
- People with physical and sensory impairments will have access to clear information about transport and mobility services, options and entitlements and will be able to benefit from them through improved promotion and application processes.
- People with mobility, sensory and other impairments will be safer in their communities as a result of improvements in pavements, street lighting and other aspects of the environment.

This chapter is divided into:

Section 1 – Accessible public transport

Section 2 – Specialist transport for disabled people

Section 3 – Pavement and roads

Section 1 – Accessible public transport

Lambeth Council is committed to improving the accessibility and integration of public transport. However, much of this work has to be undertaken through partnership working, both strategically and operationally e.g. with Transport for London and the

⁷ Local Implementation Plan 2005-11 – Lambeth's Transport Strategy

London Mayor's office, Railtrack, British Transport Police, taxi operators, and private sector businesses.

What Lambeth is already doing

- **Lambeth's Transport Strategy** (Local Implementation Plan 2005-2011) sets out a range of transport policies and plans. Those most relevant to disabled people are:
 - **Transport forum** – the council's transport forum includes all stakeholders, including transport user groups, and discusses a variety of issues including accessibility/ mobility matters.
 - **Travel awareness and promotion** – the council promotes sustainable modes of transport e.g. car clubs and car sharing schemes.
 - **London underground** – the council lobbies on behalf of residents to improve disabled access.
 - **National rail** – the council works with the relevant train operators to improve safety and security measures at and around those stations, improving interchanges with other transport modes, and accessibility. Council policy includes installation of accessible ramps at all rail stations.
 - **Buses** – the Council lobbies for improved public transport services in Lambeth to improve accessibility for all passengers.
- **Consultation** – Lambeth Council is involving disabled people in the re-design of bus stops which do not meet the requirements of the Disability Discrimination Act to create 'Bus borders' which are pavement extensions to allow easy access from pavement to bus and wheelchair ramp in roads with on-street parking.

Issues raise by Lambeth residents during the deliberative consultation

Mobility

I would like mobility training. I need advice on how to get around safely. (Lambeth Resource Centre – user with visual impairment)

Focus on wheelchairs overlooks users with other types of mobility-related impairments (Lambeth Voluntary and Community Sector meeting).

Bus drivers

There are some rude bus drivers. (Public consultation event)

I do think that a lot of disability training has filtered through but its always those

several bad experiences which people have. People will always remember the bad experiences they have – I had one yesterday. (Lambeth's Pan Disability Forum)

Bus drivers do not allow disabled people to sit down before driving off. (Lambeth Resource Centre)

Not all bus drivers will stop to enable wheelchairs onto the bus. (Resident – survey response)

Not all bus drivers will lower the door to enable semi-ambulant people to get on. (Resident – survey response)

Buses do not stop near the kerb. (Public)

Design of buses – People found they had problems finding space for and manoeuvring their wheelchair once on the bus, and in getting on to buses because space allocated for wheelchairs was being used by other passengers.

Two friends in a wheelchair cannot go out together as there is only one space on the bus and the other has to wait alone hoping that they can get on the next bus. (Resident – survey response)

The ramp should be checked before leaving the garage – and fixed if not working. (Direct Payment User Group)

Talking buses are very positive. (Public consultation meeting)

Lack of consideration by other passengers on buses

No-one will help you (Public consultation)

Other able bodied people sit in seats that are allocated to disabled people..... Quite often other passengers are not aware of people's disabilities. (Lambeth Resource Centre).

There are particular problems with school children.

Access to stations

Improvements in access (the lift and ramp) at Herne Hill welcomed. (Direct Payments User Group)

Need a bigger lift at Brixton tube station. (Direct Payments User Group)

Suggestions made to improve public transport

- Bus drivers should receive disability awareness training
- The policy that wheelchairs take priority (over push chairs) needs to be better publicised
- Awareness campaign and discussions between parents of children and disabled people
- Someone is needed on the buses to assist disabled people (Lambeth Resource Centre) and re-introduce conductors
- Talking bus stops to know when the next is coming
- Re-introduce 'bendy buses'

What we propose to do

- **Accessibility/ Mobility Forums** – the Partnership will:
 - Work with Transport for London at local and London-wide levels, enabling service users to be involved in the process of developing London's transport services and ensuring people's needs are properly taken into account.
 - Set up a Lambeth mobility forum, involving disabled people, to include providing advice on all door-to-door transport issues and share in development issues.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 2 - Specialist transport for disabled people

Some people with physical and sensory impairment are entirely dependent on specialist transport, and some people need to use it in addition to public transport.

What Lambeth is already doing

- **Community transport** – is provided by Lambeth and Southwark Community Transport (LaSCoT), a voluntary organisation that has a five year contract with Lambeth Council. London Dial-a-Ride is funded by Transport for London. Transport to and from Lambeth Resource Centre is provided by Hackney Community Transport, commissioned by Adults' and Community Services.
- **Taxicard scheme** - Lambeth Council helps fund the service and sets targets for the arrival of taxis. Taxicard members can also access Capital Call (minicabs for disabled people). Demand for the service is increasing, but the Mayor of London recently announced a cap on the level of financial support provided by Transport for London. Therefore, it is likely that Lambeth (along with other London local authorities) will have to increase the contributions that users of the service pay.
- **Car parking for disabled people**
 - **Blue Badges** - The national Blue Badge scheme provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport. The Lambeth White Badge was introduced to stop the theft of Blue Badges. It is issued to Lambeth residents who hold a current Blue Badge, for a specific vehicle. The vehicle in which the White Badge is displayed may be parked 24 hours a day in Lambeth disabled parking bays without the need to display a Blue Badge. The assessment and processing of both Badges will be improved.
 - Data is being collected on the issuing of Blue Badges in order to better understand usage of the scheme by adults aged 18-64 years with physical and sensory impairments, including by gender, ethnicity and postcode.
 - The Council is extending appropriate dispensations to Blue Badge holders in off-street public car parks.
 - **Disabled parking places** – All new planning applications are assessed to identify a need for disabled parking, depending on the nature of the development.
 - The Council is producing a map and detailed spreadsheet showing the location of all the disabled parking places in the borough.
 - **Consultation** – Lambeth Council is consulting Blue Badge holders on creating new Disabled Person's Parking Places in shops and near leisure centres, libraries and other places of interest in the borough.

- **Other transport assistance**
 - **Getting to and from work** – The Department for Work and Pensions may be able to offer transport assistance for getting to and from work
 - **Getting to and from hospital** – each hospital sets its own criteria, and tends to be offered as an exception rather than the rule.
- **Motability scheme** - The national Motability scheme helps a disabled person who receives the higher rate of the mobility component of Disability Living Allowance to lease, buy or adapt a car, or powered wheelchair and scooter. The person with physical or sensory impairments does not have to be able to drive; they can apply for a car as a passenger and propose two other people as their drivers. Further details can be found from www.motability.co.uk.
- **Wheelchairs**
 - **Loans** - Manual and motorised wheelchairs can be borrowed on a short- or long-term basis, and adapted to meet individual needs, from Bowley Close Rehabilitation Centre (a NHS regional centre for wheelchairs), a service commissioned by NHS Lambeth. During 2009/10, Bowley Close Rehabilitation Centre will be required to provide more robust data on service usage and delivery performance.
 - **Voucher scheme** - greater use of the voucher scheme is being actively encouraged in order to give people a personalised choice over and above the standard wheelchair issue.
 - **Wheelchair service user group** – supported by NHS Lambeth.

Issues raised by Lambeth residents during the deliberative consultation

Taxi cards and Dial-a-Ride

People thought taxi cards and Dial-a-Ride were particularly good. However, the Dial-a-Ride was considered to be inflexible in that it did not include trips outside the borough or for social visits. Users reported long waiting times.

People liked taxi cards over Dial-a-Ride.

The council has to take responsibility for Dial-a-Ride and taxi card, as commissioned services by better performance and contract management (Lambeth Voluntary and Community Sector meeting).

Taxi cards

At present it is a nightmare to book any of these cabs and people get fed-up waiting.

(Resident – survey response)

I tried using taxi-card and computer cabs, but they did not seem to like coming south of the river or to Brixton. (Resident – survey response)

£13.00 on taxi card allowance not enough – fares are expensive. (Public consultation event)

If I use the taxi card to go shopping every week, then the 12 swipes are not enough. (Lambeth Resource Centre user)

Application process for passes, badges and cards

I have had problems in getting a Freedom Pass – its been 20 months since my accident and I feel that I should be entitles to one. (Latin American Disabled Peoples Project)

People who had a brain injury reported particular difficulties in applying for taxi cards and Freedom Passes due to the fluctuating nature of their condition, which did not neatly fit into the criteria for determining eligibility for these transport options.

Accessible transport

If you don't have a social worker it is very difficult to get accessible transport. (Public)

I heard that disabled people get a free travel bus and tube pass (a Freedom Pass) nobody told me how to get it or where from. Thanks to DASL, I found help to complete my DLA form. (Resident – survey response)

Importance of transport in helping people take part and get involved. (Public)

Community transport

Lambeth and Southwark Community Transport (LaSCoT). It was good and easy to use and they also picked up wheelchairs users and the blind. (Public)

Parking

Where I live people don't want to work for me because there is not enough parking. (Public)

Quite often cars without a Blue Badge sticker park in the disabled parking spaces which means that blue badge holders have to park in an ordinary parking space and pay. (Lambeth Resource Centre)

Suggestions made to improve specialist transport

- More information and publicity to promote Freedom Passes, taxi card and Blue/White badge schemes.
- Establish an Integrated Transport Unit that would bring together transport functions and services of the Health Trusts, PCT and the Council
- Accessible Transport Unit to clarify the position with discretionary applications and explain what people need to demonstrate
- Merge Taxicard and hospital transport
- More Taxicard trips per month
- Allow Taxicard users to pre-book regular trips in advance. This would form a list of regular trips, which could be made available to cab drivers. If the drivers lived near the beginning or end of any of the trips, “they could then decide if they wanted to do the job making it their first or last call of the day.”
- Freedom Pass for those on DLA lower mobility
- Blue Badge - Widen eligibility criteria for people with fluctuating conditions such as sickle cell
- Parking – more disabled parking places, especially by doctors, clinics and places of entertainment
- More consistence of parking policy across London – in Westminster parking is a nightmare
- Needs to be a sub-group of the Partnership Board looking at transport issues and driving them forward

What we propose to do

- **Improve processing of applications** – for Taxicard scheme, Blue Badge and White Badge, and Disabled Persons/ Freedom Travel Pass
- **Disabled Persons/ Freedom Travel Pass** – the criteria will be revised and assessments improved.
- **Improve availability, flexibility and reliability of community transport services** – such as Dial-a-Ride, by working with Lambeth and Southwark Community Transport (LaSCoT) and other voluntary sector providers.

- **Publicise and fund** – Freedom Passes for people over 60 who have physical and/ or sensory impairment and who are eligible.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 3 - Pavements and roads

Having pavements in good repair, helps prevent people having falls and seriously injuring themselves. It also helps people with mobility problems, who may walk with a stick or use a wheelchair, and those who are blind or partially sighted, to move safely on the streets.

What Lambeth is already doing

- **Street lighting** – Lambeth Council is upgrading street lighting in the borough. It is in the middle of a four year programme, costing £17.2 million, which is being carried out by Lambeth Lighting Services. The majority of the borough's street lights are being replaced to meet the latest British and European standards. Progress on the upgrading is on the Council's website.
- **Better crossings** - Under the Accessibility Project, Lambeth Council is improving crossings in the borough, with minimum width standards for footways, minimum and maximum kerb heights, gradients and crossfalls.
- **Removing street clutter** – to reduce unnecessary barriers to movement.
- **Improving road safety** - a number of road safety measures are being undertaken which should mean the Council will meet or exceed targets for reduction in road casualties.

Issues raised by Lambeth residents during the deliberative consultation

Lack of consistency – kerbs should not be 'sunk' on one side but not the other side of the road. (Direct Payments User Group)

Drop corners are a major problem for people with visual impairment – you could end up walking straight out into the road. There needs to be a lip between the pavement

and the road. (Lambeth's Pan Disability Forum)

Pavements are always in need of repair. On more occasions than I can remember when pushing the manual chair we have tripped over broken pavements. (Resident – survey response)

The pavements are cracked and sometimes the lighting is bad. (Public consultation meeting)

People are not clear who to report repairs to. (Public consultation meeting)

Sometimes fallen trees cause problems for blind people and people with disabilities. (Public consultation meeting)

To find out where you are, I need to use bumps on the pavement. With the slight widening of the pavement in Brixton – it means that I am in a desert. At least with bumps which I can recognise, I know where I am. (Person with a visual impairment)

The lighting specifically around Stockwell Road is not good. (Public consultation meeting)

Suggestions made to improve pavements and roads

- Improve the quality of pavements
- Clear pavements of all obstacles e.g. shop wares and advertising boards
- Put double yellow lines around corners of roads with dropped kerbs to prevent cars from parking over the drop kerb
- To prevent the problem of illegal parking on pavements, have bollards along kerbs
- People with physical and sensory impairments have different needs which needs to be addressed
- When planning road works, the needs of disabled people should be taken into account i.e. footpath diversions need to be accessible (Direct payments User Group)

What we propose to do

- **Better involve people with physical and sensory impairments** – in monitoring the Accessibility Project Plan.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

CHAPTER 7 STAYING SAFE AND FREEDOM FROM DISCRIMINATION

Unfortunately, people with physical and/ or sensory impairment, may have a variety of frailties that may make them more prone to accidents and injury. They may also be targets for a variety of crimes ranging from safeguarding issues, to discrimination and hate crimes. The current economic situation has the potential to increase this vulnerability, and several recent high profile cases have highlighted this vulnerability.

Supporting people to be safe is a key outcome of this strategy. We recognise that more needs to be done around working in partnership with key agencies in this process, for example the Police and Community Safety.

Our aim is to help people minimise the risks they may face. We recognise that currently there is under reporting of many of these issues by people with physical and/ or sensory impairment. This is likely to be as a result of a lack of knowledge about services that are available to support people who are facing some of these issues.

Expected outcomes

- Increase in the number of Safeguarding Adult referrals for people with physical and/ or sensory impairment.
- Increase in the number of people with physical and/ or sensory impairment using the hate crime reporting form.
- Increase in the number of referrals for people with physical and/ or sensory impairment to domestic violence services.
- Reduction in the number of people with physical and/ or sensory impairment attending local accident and emergency departments following falls.
- Reduction in the number of people with physical and/ or sensory impairment being admitted to hospital following falls.

This chapter is divided into:

- Section 1 – Freedom from discrimination and harassment
- Section 2 – Crime and fear of crime, including Hate Crime
- Section 3 – Safeguarding Adults
- Section 4 – Domestic Violence
- Section 5 – Safety at home
- Section 6 – Risk management

Section 1 - Freedom from discrimination and harassment

Under the Human Rights Act, everyone has the right to live a life free from discrimination.

What Lambeth is already doing?

- **Monitoring** - the take-up of services and satisfaction by disabled service users is monitored within every section of the Council.
- **Better information** - an expansion of the Customer Relation Management database which contains all service users' interactions with the council, including access needs, is being rolled out.
- **Legal support for discrimination in employment** – provided by Lambeth Law Centre.

Identified gap

- **Case work on other matters of discrimination and harassment** – no agency in the borough providing this service.

Consultation Questions

ARE THERE ANY OTHER WAYS IN WHICH WE CAN REDUCDE DICRIMINATION AND HARASSMENT FOR PEOPLE WITH PHYSICAL AND SENSORY IMPAIRMENTS?

Section 2 – Crime and fear of crime, including Hate Crime

Some of Lambeth's residents who have acquired the most complex physical and sensory impairments are as the result of traffic accidents, knife and gun crimes.

The Home Office defines a hate crime as: *Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.*

'Prejudice or hate' can include hatred because of a person's disability, and may take many forms including: physical attacks, threat of attack, verbal abuse or insults. Under the Crime and Disorder Act 1998 and the Criminal Justice Act 2003, perpetrators of hate crime face tougher sentences.

What Lambeth is already doing?

- **‘No cold calling zone’** – established in Thurlow Park and supported by Community Safety, Lambeth Trading Standard, the Police and local residents, to help reduce distraction burglaries.
- **Crime associated with travel** - Lambeth Council’s transport strategy includes policies and action for reducing crime and the fear of crime associated with travel.

Issues raised by Lambeth residents during the deliberative consultation

When you can see 20 CCTV cameras does not give anyone confidence as it does not prevent the crime. (Resident – survey response)

People felt very unsafe especially at night. Although the Council has a Hate Crime Campaign, disabled people are still being picked on. Personal safety is a real issue in Lambeth. People do not go out at night. (Public consultation meeting)

Suggestions to reduce crime and fear of crime

- More police on the streets
- A confidential phone number link with the police for disabled people
- Police to be more aware of disabled people’s needs and enforce their rights
- Lambeth needs increased CCTV
- To prevent hate crime – there needs to be more about disabled people in the media

What we propose to do

- **‘Cold calling’ zones** – establish more ‘cold calling’ zones in the borough
- **Hate crime** - Adults’ and Community Services will consider whether the Adults with Learning Disability Hate Crime reporting form should be adapted for adults with physical and sensory impairments.

Consultation Questions

ARE THERE ANY OTHER WAYS IN WHICH CRIME, ESPECIALLY HATE CRIME CAN BE REDUCED?

Section 3 – Safeguarding Adults

Under the Human Rights Act, everyone has the right to live a life free from abuse. Abuse can take many forms, and includes physical, emotional and financial abuse.

Adults with physical and sensory impairments (and carers in their caring role), may be more at risk of being abused. It is everybody's business to be aware of this and ensure that risks are identified and appropriate arrangements made to safeguard these people from abuse, including using the Lambeth safeguarding vulnerable adults policies and procedures.

What Lambeth is already doing?

- **Key priority for Lambeth Council** - Adults' and Community Services is the lead department, and works closely with partner organisations to ensure there is a multi-agency approach. There is evidence that improved practice and inter-agency collaboration is delivering better results in terms of justice and safety.
- **Implementation of an independent review** (commissioned in 2008) - has led to: stronger governance arrangements, improved practices and better communication including information in accessible formats. A Safeguarding Adults website has been established, and will be further developed in 2009.
- **Improved working practices** - the jointly funded Safeguarding Adults team has been strengthened substantially, and in addition, a quality assurance team has been created, and a dedicated trainer employed to improve practice.
- **Ensuring provider responsibilities are clear** - Safeguarding adult clauses are included in all contracts with care providers, and work is underway to ensure all agencies have protocols compatible with Lambeth's multi-agency safeguarding adults procedures.

Issues raised by Lambeth residents during the deliberative consultation and suggestions for better safeguarding of adults

None received.

What we propose to do

- **Review the multi-agency policy and procedures** - the multi-agency policy and procedures for safeguarding adults will be reviewed in the light of the outcome of the government's review of *No Secrets*, when issued, and any

action taken that might be required following the Care Quality Commission inspection, due in 2010/11.

- **Improve data collection and reporting** - to provide more information about the nature of abuse against adults with physical and sensory impairments, to include greater feedback being sought from service users who have experienced the Safeguarding Adults investigation process.
- **Prevention framework** - will be formulated in conjunction with the Partnership Boards.
- **Strengthen the appointee and receivership team** - to better safeguard adults' finances.
- **Strength links** - between adult protection and the wider domestic violence agenda.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 4 - Domestic Violence

A Home Office report⁸ found that people with a limiting illness or disability are more likely than those without, to be assaulted.

What Lambeth is already doing?

- **Community and refuge based services** – partner agencies in Lambeth continue to develop a range of community and refuge based services, including the Gaia Centre, to support people who have experienced or are experiencing domestic violence.
- **Mapping exercise** –with funding by the Government Office for London, Lambeth is carrying out a mapping exercise across services linked to the Violence Against Women and Girls agenda.

⁸ *Domestic violence, sexual assaults and stalking: findings from the 2004/05 British Crime Survey* by A. Finney (Home Office) 2006

Issues raised by Lambeth residents during the deliberative consultation and suggestions for reducing domestic violence

None received.

What we propose to do

- **Domestic violence strategy** – develop a new domestic violence strategy, to include carrying out an equalities impact assessment to ensure that services provided are suitable for anyone who needs them e.g. people with physical and sensory impairments.
- **Plans for further action** – following the mapping exercise, a conference will be held in March 2010 to develop plans further action. This work will also include a detailed equalities impact assessment to review services.
- **Improve recording systems** - to better identify the needs and use of Domestic Violence services for adults aged 18-64 with physical and sensory impairment.

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 5 - Safety at home

Safety at home means ensuring the property is safe and provides a safe environment, contributing to the overall agenda of enabling people to remain safely in their own homes for as long as possible.

What Lambeth is already doing?

- **Information and advice**
 - Lambeth Housing Advice provides information and guidance to council tenants about keeping their home safe and secure.
 - Free fire safety advice can be obtained from the London Fire Brigade which can also fit specialised smoke alarms.
- **Checks** - for people living in private rented accommodation in multiple occupation, Lambeth's Environment Health Housing team can visit to check if their home meets fire safety standards.

- **Availability of a range of equipment** - Chapter 3 refers to a range of equipment and other related services that can help ensure safety at home.

Issues raised by Lambeth residents during the deliberative consultation

I have got some good locks on my door. (Public consultation meeting)

I spoke to the Police about security at the Streatham Festival and that works really good. (Public consultation meeting)

Keyhole is good but unsure if this is provided free of charge. This can make us feel safe. An alarm is also good. The Police gave a talk to the Lambeth Chinese Community Association. The Police fixed the spy holes, provided alarms which are attached to bags, etc. They were advised on how to keep keys separate from the bag. They gave out small waist bags to keep keys. (Public consultation meeting)

Housing Associations should have a greater understanding of the diverse needs of their disabled tenants, especially concerning health and safety issues in the home. (Resident – survey response)

Suggestions for greater safety at home

- Once a disabled person is assessed, their property should be inspected and made secure by alarms, adequate fencing, external lighting, etc
- Disabled people should be issued with personal alarms to carry at all times and have instant response from police, ambulance and fire in case of emergency
- Needs to be a key holding service, where the keys to the person's property are held in a secure environment and can be retrieved by the householder in case of theft or lost keys

Consultation Questions

WHAT DO YOU THINK OF THESE IDEAS?

DO YOU HAVE ANY OTHER SUGGESTIONS?

Section 6 – Risk management

All agencies that work with ‘vulnerable’ adults (and/ or children) are required to undertake Criminal Records Bureau checks on their staff and volunteers, to help minimise risks. This is being replaced by the ‘Vetting and Barring Scheme’, to be phased in over a period of time from July 2010, administered by the Independent Safeguarding Authority.

What Lambeth is already doing?

- **Direct Payment users** - Adults’ and Community Services funds the cost for Direct Payment users to obtain Criminal Records Bureau checks on staff they may wish to employ as a personal assistant, and the cost is not part of the funding that is allocated to service users.
- **Risk assessments** - as part of Adults’ and Community Services’ assessment process, a risk assessment is undertaken jointly by the assessor, the individual and their carer. Professional staff are expected to assist an individual to assess the risks they face or could face, and for solutions to be found to eliminate or minimise those risks. Provided the individual has mental capacity, it is for them to manage those risks, with assistance if required.
- **Individual care plans** - the development of individual care plans ensures appropriate actions are taken to mitigate risk. However, it is also recognised that in all areas of life, adults take risks, and that this should be no different for people with physical and sensory impairments.

Issues raised by Lambeth residents during the deliberative consultation and suggestions made to improve risk management

None received

Consultation Questions

ARE THERE ANY OTHER WAYS TO IMPROVE RISK MANAGEMENT?

NEXT STEPS

Once the strategy has been agreed, we will need to ensure that we have the right mechanisms in place to ensure that everything that we have said that we will do is carried out over the five years up to March 2015.

An action plan will be developed, which outlines what we intend to do, and when it will be done by. As mentioned in the introduction, the way the Physical and Sensory Impairment Partnership Board works will be reviewed, as it will need to oversee the implementation of the strategy.

There will be some large programme of work to implement, and it is likely that we will need to have different groups set up to ensure that they happen. It is vital that both the work streams and the Board itself have good representation from people who live and work in Lambeth who have physical and sensory impairment. Without their input, it will be difficult to know whether what we are doing is working.

Consultation Questions

PLEASE TELL US GENERALLY WHAT YOU THINK ABOUT THIS STRATEGY

- DO YOU AGREE WITH WHAT IS IN IT?
- WHAT IS MISSING?

HOW CAN WE GET PEOPLE WHO LIVE AND WORK IN LAMBETH WHO HAVE PHYSICAL AND SENSORY IMPAIRMENT, INVOLVED IN THE IMPLEMENTATION OF THE STRATEGY?

APPENDIX 1 - Terminology

Acquired brain injury – a term that can cover a range of conditions which result in brain damage. This could be as a result of a disease e.g. Dementia, direct trauma to the brain following an accident or other injury, or as a result of lack of oxygen to the brain.

Advocacy - means helping people say what they want, securing their rights, representing their interests and obtaining services they need. Advocates and advocacy schemes work in partnership with people, and support them in communicating their views and opinions. Advocacy promotes social inclusion, equality and social justice.

Assistive Technology - products designed to enable independence for people with physical and sensory impairments, and older people. It can provide remote monitoring services such as smoke alarms, gas detectors, medicine dispensers etc., helping to reassure and provide peace of mind to people with physical and sensory impairments who live at home, and to their carers.

Brokerage – helping people work out how to use the money allocated to them following an assessment of needs, to best effect.

Commissioning – series of interlinked processes, based on a robust analysis of needs, that enable the purchasing of services that vulnerable people need, at a quality and affordable price that meets stated minimum requirements.

Community Matron – a qualified nurse, with additional qualifications such as District Nursing Degree, and/ or nurse prescriber, assigned to a person who frequently goes to hospital or is admitted to hospital because of a problem in managing their long term illness. They work with patients to find the best way to manage their illness and agree a care plan that might be about regularly taking medication, regular exercise and how to recognise when things are going 'out of control' and what to do.

Continuing Care – Continuing Care describes the care which people need over an extended period of time, as the result of a disability, accident or illness to address both physical and mental health needs. The care required is assessed by a multi-disciplinary team to clarify whether the person concerned is eligible to receive their care funded by the NHS, as described in the 2007 Department of Health guidance on NHS Funded Continuing Care and NHS Funded Nursing Care. It may require services from the NHS and/ or from social care. It can be provided in a range of settings from an NHS Hospital, to a nursing home, or residential home, and people's own homes (Department of Health HSSC 2001/015).

Deaf – Those who (even with a hearing aid) have little or no useful hearing (SSDA 910 Registers of People who are Deaf or Hard of Hearing).

Deaf culture – Lambeth Council recognise that many residents or visitors who use British Sign Language do not see themselves as people with impairments, but as users of a minority language. Deaf (with a capital D) is a way of describing a culture with its own sign language, lifestyle, history, and a sense of belonging. This is a cultural model of deafness rather than a medical model and defines being Deaf as a

positive way of experiencing the world visually. (LBL Disability Equality Scheme 2006-2009, update June 2008).

Decent homes – government standard set in 2000 meaning housing should meet the current statutory minimum standards (i.e. not unfit), be in a reasonable state of repair, have reasonably modern facilities and services, provide a reasonable degree of thermal comfort.

Enablement – sometimes also known as ‘social care rehabilitation’ is an intensive level of care that follows an acute episode which focuses on improving independence and self-care, through intense and time limited personal support, with a focus on achieving clear outcomes for the individual.

Extra care housing - provides more care support services than in sheltered housing, and is often seen as bridging the gap between sheltered or ‘floating support’ and residential care. It can help people with physical and/ or sensory impairments move from residential care to more independent living.

‘Floating Support’ - is a housing service that helps vulnerable people who are living in the community to retain or better manage their accommodation through provision of support to meet identified needs.

Hard of hearing – those who (with or without a hearing aid) have some useful hearing and whose normal method of communication is by speech, listening and lip reading (SSDA 910 Registers of People who are Deaf or Hard of Hearing).

Individual Budgets – this is the mechanism by which people are able to use the funds that they have been assessed as being eligible for through assessment processes, to meet their identified individual outcomes of care. Funding streams that can be used: Access to Work, Disabled Facilities Grant, the Independent Living Fund, Integrated Community Equipment fund, Supporting People fund, social care money.

Intermediate Care - provides integrated health and social care services to promote faster recovery from illness, prevent unnecessary acute hospital admissions, support timely discharge and maximise independent living. It is a form of care of particular value for people with long term conditions.

Lambeth First/ Local Strategic Partnership (LSP) –brings together the local authority, health services, police, local residents, businesses, and voluntary groups, for decision-making on issues that affect the future wellbeing of the people of Lambeth.

Long term conditions – are defined by the World Health Organisation as health problems that require ongoing management over a period of years or decades, e.g. Diabetes, Heart Disease or neurological conditions such as Multiple Sclerosis or Huntingdon’s Disease.

Neurological condition – diseases which affect the nervous system, e.g. Parkinson’s disease, motor neuron disease, epilepsy, multiple sclerosis, acquired brain and spinal cord injury.

Person Centred – a process for continual listening and learning, focusing on what is important to someone now and in the future, and acting upon this in alliance with their family and friends ('Valuing People' 2001).

Procurement – set within the context of a broader commissioning plan, procurement is the process involved in identifying and selecting a provider of goods or services.

'Registered as severely impaired' – formerly known as 'registered as blind', terminology used by Department of Health used for registering sight problems i.e. ophthalmologists decides if you can only read the top letter of the eye chart from three meters or less. **'Sight impaired'**, formerly known as partially sighted, if you can only read the top letter of the eye chart from six meters or less.

Rehabilitation – a range of services to support people to maximise their independence through targeted therapy interventions, to aid recovery from trauma or illness. The therapy is targeted at activities of daily living, and includes occupational rehabilitation to support people to retain or regain employment. The aim is that over time, the level of support required will be reduced to a minimal level, as people are enabled to be as independent as possible. The professions involved in rehabilitation are typically: Physiotherapists, Occupational Therapists, Speech and Language Therapists, and they are supported by therapy assistants and other appropriate professions such as nurses and doctors.

Self care – “the actions people take for themselves, their children and their families to stay fit and maintain good physical and mental health; meet social and psychological needs; prevent illness or accidents; care for minor ailments and long-term conditions; and maintain health and well-being after an acute illness or discharge from hospital” (Department of Health).

Sheltered housing - provides accommodation for independent living, often with the support of a support worker (previously known as a warden), and usually fitted with an emergency call system connected to a 24 hour monitoring centre. It is aimed at people aged 55 years or older who have a disability, and have been assessed as in need of this type of supported accommodation.

Special needs households - defined as having one or more members who fall into one of more of the following categories: frail elderly, a physical disability, a learning disability, a mental health problem, vulnerable young people and children, severe sensory impairments, other. It is housing specifically for vulnerable people who need a specific type of property or additional support in order to live independently.

Supported housing – the delivery of housing and related support as an integral package. The term excludes registered care homes. The government's **Supporting People** scheme also includes **'floating support'** that can operate across a range of tenures i.e. a service user does not have to move home to receive a housing related support service.

User-led organisation – an organisation run and controlled by disabled people.

Worklessness – relatively new term which describes people who are out of work but who want a job (Our 2020 Vision – Lambeth's Sustainable Community Strategy).

APPENDIX 2 - Glossary of terms

CAB – Citizen’s Advice Bureau

DASL – Disability Advice Service Lambeth

DDA – Disability Discrimination Act

DEA – Disability Employment Adviser

DFG – Disabled Facilities Grant

DLA – Disability Living Allowance

e.g. – meaning ‘for example’

FACS – Fair Access to Care Services

GP – General Practitioner (doctor at a community based surgery)

GSF – Gold Standard Framework (re: End of Life Care)

HIA – Housing Improvement Agency

HIV – Human immunodeficiency virus

ICES – integrated community equipment service

i.e. – meaning ‘in other words’

ILF – Independent Living Fund

IT – information technology

LBL – London Borough of Lambeth

LCP – Liverpool Care Pathway (re: End of Life Care)

LINK – Local Involvement Network

MS – multiple sclerosis

NHS – National Health Service

PCT – Primary Care Trust

SAP – Single Assessment Process

SNAP – Lambeth’s Housing Supported Needs Assessment and Placement teams