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**Welsh Government
Consultation Document**

Action on Disability: the Right to Independent Living

Date of issue 22 October 2018
Action required: Responses by 18 January 2019

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| Overview | The purpose of this consultation is to seek views on proposals which are intended to develop and improve access to help, advice and services for disabled people in Wales. <i>Action on Disability: the Right to Independent Living</i> aims to tackle inequalities and poverty experienced by these communities, promoting equality of opportunity and supporting them to more easily and readily access resources and mainstream services. |
| How to respond | This is a written, electronic consultation. Questions are summarised in a Consultation response form at Annex A. Please use this questionnaire or the online form to provide your feedback. Responses can be emailed or posted using the contact details provided. |
| Further information and related documents | Large print, Braille and alternative language versions of this document are available on request. The consultation documents can be accessed from the Welsh Government's website at: <u>https://beta.gov.wales/action-disability-right-independent-living</u> |
| Contact details | For further information: Equality Team Communities Division Welsh Government Cathays Park Cardiff CF10 3NQ email: <u>GweithreduArAnabledd.ActionOnDisability@gov.wales</u> |

General Data Protection Regulation (GDPR)

The Welsh Government will be data controller for any personal data you provide as part of your response to the consultation. Welsh Ministers have statutory powers they will rely on to process this personal data which will enable them to make informed decisions about how they exercise their public functions. Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about or planning future consultations. Where the Welsh Government undertakes further analysis of consultation responses then this work may be commissioned to be carried out by an accredited third party (e.g. a research organisation or a consultancy company). Any such work will only be undertaken under contract. Welsh Government's standard terms and conditions for such contracts set out strict requirements for the processing and safekeeping of personal data.

In order to show that the consultation was carried out properly, the Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. If you do not want your name or address published, please tell us this in writing when you send your response. We will then redact them before publishing.

You should also be aware of our responsibilities under Freedom of Information legislation

If your details are published as part of the consultation response then these published reports will be retained indefinitely. Any of your data held otherwise by Welsh Government will be kept for no more than three years.

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Under the data protection legislation, you have the right:

- to be informed of the personal data holds about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection.

For further details about the information the Welsh Government holds and its use, or if you want to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer:

Welsh Government

Cathays Park

CARDIFF

CF10 3NQ

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Data.ProtectionOfficer@gov.wales

The contact details for the Information Commissioner's Office are:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 01625 545 745 or

0303 123 1113

Website: <https://ico.org.uk/>

What are the Main Issues?

The Welsh Government's *Framework for Action on Independent Living*, published in 2013, set out the actions being taken across government departments to promote an inclusive and enabling society. There have been many developments affecting disabled people in Wales since the previous Framework was published, but the Welsh Government remains committed to working with and for disabled people of all ages, to challenge negative perceptions and remove barriers which prevent them participating fully in society.

Where are we now?

During 2017 we held a series of meetings and engagement events with disabled people, disability organisations and other stakeholders including many Welsh Government departments and a wider range of service providers to review the original Framework and to consider the way forward. We have also been able to take account of the views and experience of disabled young people who took part in engagement events organised by Children in Wales. We wanted to find out if things had improved since 2013 and whether the key priorities for action remained the same. An Independent Living Steering Group was established to develop a successor to the *Framework. Action on Disability: the Right to Independent Living* is the result of this work.

What is new.

Stakeholder feedback has provided the basis for the new approach set out in this document. There will be a main framework document and an action plan. The Framework document has four chapters:

- Chapter 1 outlines the statutory and policy context,
- Chapter 2 outlines progress and developments since the previous Framework for Action on Independent Living was published in 2013.
- Chapter 3 summarises the issues raised and comments made by disabled people in our engagement events in 2017 and the related survey.
- Chapter 4 sets out Welsh Government's commitments in relation to disabled people.

The Framework document is supported by a range of other tools and materials, including an action plan which will be kept up to date to reflect changing circumstances and new developments. Similarly, a variety of good practice examples and case studies will be made available and refreshed from time to time. Accessible versions of the Framework, a glossary of key terms and FAQs will also be provided.

This consultation asks you to consider the new Framework document and an action plan which is current at the time of publication.

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Ministerial Foreword



The Welsh Government is committed to helping disabled people to fulfil their potential and achieve their ambitions and dreams. This requires that we work hard to remove barriers that get in the way of such ambitions. That certainly includes physical obstacles in buildings, towns and countryside. But it also includes hurdles and blockages created by organisations and people's attitudes. Disabled people tell us time and again that these are the barriers that most frustrate them and stop them living the lives they want, more than any limitations of their own bodies.

Tackling these challenges requires real partnership working. In particular, we know that we will make more progress and achieve better results if we work with disabled people, so that we understand the issues properly and find solutions that work.

This Framework sets out how we will go about this. It is the result of a great deal of engagement over nearly two years with disabled people and the organisations that represent them. The work has been done in workshops up and down Wales, by small groups of people with expertise and experience of a wide range of disabilities, through hundreds of emails, letters and phone calls going back and forth, and through conversations in homes, workplaces, schools and communities. I want to thank everybody who has helped in this process, and especially the Steering Group who have overseen it, led by Disability Wales.

I would also like to thank, in particular, the children and young people who have contributed to the making of the Framework. They have helped to ensure that our approach is the right one for all ages, and fit for the future.

This document replaces the previous "Framework for Action on Independent Living" which was published by the Welsh Government in 2013. As before, this new Framework sets out how we are fulfilling our obligations under the UN Convention on the Rights of Persons with Disabilities (UNCRPD). It also highlights the role of key legislation including the Well-being of Future Generations (Wales) Act 2015, and Welsh Government's national strategy: Prosperity for All. Underlying the whole Framework is the "Social Model of Disability", the approach that recognises the need for society to be transformed, removing barriers so that disabled people are able to participate fully. All of these foundations are explained more fully in Chapter 1.

The Framework focuses on the key issues identified by disabled people and Welsh Government's own priorities. Often these are one and the same, for example the need to help disabled people who are unemployed and want to work to find jobs. The Framework focuses on what the Welsh Government can do to move this agenda forward, taking account of devolved and non-devolved powers. Disabled people have told us that local action is crucial, so the Framework is designed to strongly encourage Welsh Public Services, employers and organisations at every level to take note of the commitments set out in Chapter 4 and emulate them as far as possible.

The structure of this Framework is new, with the main document setting out the principles, legal context and commitments which underpin all our work with and for disabled people. This is accompanied by an Action Plan which highlights the main actions currently being undertaken or led by Welsh Government, designed to be kept up to date. The Framework is available in a variety of accessible versions and supporting material is also being developed including examples of good practice.

Supporting people to live their lives in the way that they choose is the right thing to do. I commend this Framework to encourage action with and for disabled people across the whole of Wales.



**Julie James AM
Leader of the House and Chief Whip, Minister for Equality**

Introduction

The Welsh Government's Framework for Action on Independent Living, published in 2013, set out the actions to promote an inclusive and enabling society. The aim of the Framework was to reduce or remove social barriers to equality and inclusion so that disabled people would have access to the same opportunities as everyone else. It identified key priority areas for action - advice and information, advocacy, personal care and support, person centred technology, employment, housing, transport and access to places. These were recognised as inter-connected: each being part of a jigsaw that needed to be complete to create a truly enabling society.

There have been many developments affecting disabled people in Wales since the previous Framework was published, and the Welsh Government remains committed to working with and for disabled people of all ages, to challenge negative perceptions and remove barriers which prevent them participating fully in society. This new Framework reflects some of the key changes and sets out this commitment afresh.

During 2017, we held a series of meetings and engagement events with disabled people, disability organisations, service providers and other stakeholders including many Welsh Government departments to review the original Framework and to consider the way forward. We wanted to find out if things had improved since 2013 and whether the key priorities for action remained the same. An online survey was also published to gather the views of disabled people and organisations across Wales. We have taken into account of the views and experience of disabled young people who took part in engagement events organised by Children in Wales. We are grateful to all those who contributed, in particular the members of the Steering Group which oversaw the whole process.

This Framework has four chapters:

- Chapter 1 outlines the statutory and policy context, highlighting the UN Conventions on the Rights of Persons with Disabilities and the Rights of Children and Young Persons; the Social Model of Disability; the Equality Act 2010; the Well-being of Future Generations (Wales) Act 2015; Welsh Government's Strategic Equality Plan and *Prosperity for All*, the national strategy for Wales.
- Chapter 2 outlines progress and developments since the previous Framework for Action on Independent Living was published in 2013.
- Chapter 3 summarises the issues raised and comments made by disabled people in our engagement events in 2017 and the related survey.
- Chapter 4 sets out Welsh Government's commitments in relation to disabled people which will underpin our policies and action in relation to disability. These include a commitment to ongoing monitoring and evaluation of the Framework, including through our Disability Equality Forum and Strategic Equality Plan Board.

This Framework is supported by a range of other tools and materials, including an action plan which will be kept up to date to reflect changing circumstances and new developments. Similarly, a variety of good practice examples and case studies will be

made available and refreshed from time to time. Accessible versions of the Framework, a glossary of key terms and FAQs will be provided.

In the previous Framework, local service providers and stakeholders were identified as having a key role in contributing to its aims. While the Welsh Government provides national leadership, for example our Strategic Equality Plan, action at a local level is essential to create inclusive and enabling communities and really make a difference for individuals in their day-to-day lives. It is vital that local authorities, local health boards, NHS trusts and other service providers worked in partnership with disabled people and their organisations to identify problems and solutions and make the most of opportunities to improve services.

The importance of this local action and engagement was strongly reaffirmed through our consultation work in 2017 and by the Framework Steering Group. It is therefore Welsh Government's clear expectation that all Welsh public service providers and many organisations and individuals in the private and third sectors will actively support this Framework and its accompanying Action Plan. In particular, we encourage others to adopt the commitments set out in Chapter 4 of the Framework and put them into practice in organisations, services and communities throughout Wales.

Chapter 1 – Overarching Principles

This chapter outlines the main international treaties, UK and Welsh legislation which underpin our action on disability (further significant legislation is mentioned in Chapter 2). This chapter also highlights Welsh Government's main strategies and policies including Prosperity for All: the national strategy for Wales and our Strategic Equality Plan. The chapter also includes an explanation of the Social Model of Disability, which is fundamental to our approach to enabling disabled people to live independent lives. The last section of the chapter recognises the crucial importance of continual engagement with disabled people.

What Does Welsh Government Mean by “Independent Living”?

Independent living means all disabled people having the same **freedom, dignity, choice and control** as other citizens at home, work, in education and in the community. It does not necessarily mean living by yourself or having to do everything for yourself. It means rights to practical assistance and support to participate fully in society on the same basis as others.

It is about ensuring people of all ages and from all communities are able to maintain independent living, enjoy well-being and access appropriate support when and how they need it.

United Nations Convention on the Rights of Persons with Disabilities

The actions of the Welsh Government must be compatible with international obligations, as set out in section 82 of the Government of Wales Act 2006, including the UN Convention on the Rights of Persons with Disabilities¹ (UNCRPD).

<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

The UNCRPD is an international treaty which promotes, protects and ensures the full and equal enjoyment of all human rights by disabled people. The articles of the Convention cover a wide range of areas including accessibility, independent living, education, health, and work and employment.

With regard to independent living, Article 19 (Living independently and being included in the community) includes reference:

- To disabled people having an equal right to live in and take part in the community.
- To disabled people having the right to the same choice and control as non-disabled people.

¹ The Convention is also widely referred to in the UK as the ‘UN Convention on the Rights of Disabled People’ (UNCRDP), reflecting the terminology preferred by many disabled people and the organisations which represent them, in line with the Social Model of Disability. The UN has accepted this usage, including at the most recent examination of the UK’s compliance with the Convention in 2017. This Framework accordingly refers throughout to “disabled people” rather than “people with disabilities”.

- That government recognises that disabled people should have these rights.

In August 2017, the United Kingdom was examined by the United Nations on its compliance with the Convention. Representatives from the Welsh Government travelled to Geneva for the examination, which was led by the UN Committee on the Rights of Disabled People. Over two days the Committee scrutinised the United Kingdom's implementation of the Convention and highlighted several areas of concern where improvement is needed.

The UN Committee published its Concluding Observations following the examination. There were no specific recommendations for the Welsh Government, although there were a number of general recommendations to take forward in Wales.

https://tbinternet.ohchr.org/_layouts/treatybodyexternal/Download.aspx?symbolno=CRPD%2fC%2fGBR%2fCO%2f1&Lang=en

This Framework and its accompanying Action Plan set out how the Welsh Government will be taking forward the principles of the Convention, taking account of the UN Committee's recommendations where appropriate.

The Social Model of Disability

The Social Model of Disability is enshrined in the UNCRDP and has been adopted by the Welsh Government. The Social Model makes an important distinction between 'impairment' and 'disability'. It recognises that people with impairments² are disabled by barriers that commonly exist in society. These barriers include negative attitudes, and physical and organisational barriers, which can prevent disabled people's inclusion and participation in all walks of life.

- According to the social model of disability, impairment is what has historically been referred to as a "disability" or a health condition. For many (but not all) disabled people, their impairment is a significant part of their life and may form part of their personal identity. For some people, their impairment may require considerable management and they may need ongoing medical support. Experience of impairment is personal. Everyone's experience is different. That experience is always valid and always important.
- Disability by contrast is the inequality, disadvantage, disempowerment or discrimination which may affect people with impairments as a result of barriers to access and inclusion. For example, a staircase is a barrier to a wheelchair user; providing a lift removes that barrier. Just a few other examples of barriers include the lack of British Sign Language (BSL) or a loop system, the lack of braille, large print or audio information, the lack of flexible and part time working opportunities, the lack of appropriate social care or lack of understanding of mental health issues or autistic spectrum disorder. Disability is therefore something which affects people with impairments but is different from impairment. Disability is

² Impairments are characteristics of a person. They may or may not be lifelong and they may or may not arise from illness or injury. They may affect a person's appearance and/or the way they function or communicate and/or they may cause a range of difficulties including pain and fatigue.

something which disables someone with an impairment. Barriers can be removed. If you remove the barrier then you remove the disability.

The UNCRDP states that “disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others”³. If fully realised, the Social Model would transform society, removing barriers and meaning that disabled people would be able to participate fully in society.

The historic approach to disability in the UK has been based on the Medical Model of Disability (in which a person’s impairment is seen to be the thing which disables them). This means that adopting the Social Model of Disability requires a fundamental shift in our attitude, culture and how we work. By adopting an approach based on barrier removal – and working with disabled people to identify solutions – we can create better policy and better services for everyone. The Welsh Government is committed to making this cultural shift but acknowledges that work will be required over time to ensure that all aspects of our work are brought fully in line with the Social Model of Disability.

The barriers that people face

The vast majority of barriers that disabled people face can be broadly categorised in to one of the following areas

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| Attitudinal barriers | <p>The attitudes of individual people can help to create the barriers people face. The decisions you make, the language you use, and your behaviour can either create or remove barriers. Attitudinal barriers can affect all aspects of disabled people’s participation in society.</p> <p>In addition, actions which (even unintentionally) isolate or exclude disabled people can cause significant adverse impact on mental health and personal well-being.</p> |
| Institutional barriers | <p>Policies and procedures can prevent the full participation of disabled people within education, the workplace and the wider community, whether or not that is their intention.</p> <p>Examples of policies which support the full participation of disabled people may include policies on reasonable adjustments and opportunities for part time and flexible education or employment. The lack of such policies, or the failure to implement them, can cause significant barriers to equality.</p> |
| Communication barriers | <p>There are many types of communication barriers – for example, the use of inaccessible language, failure to provide a British Sign Language interpreter or information in alternative formats or placing signage at a level too high for wheelchair users.</p> <p>Communication barriers affect all aspects of disabled people’s lives. For example, if information boards at train stations are not accompanied by audio announcements, people with sight loss may not be aware of platform changes, causing them to miss their train. This compromises their ability to travel, limiting their equality and their ability to arrive on time for education, appointments or employment.</p> |

³ Paragraph (e) of the preamble to the UNCRPD.

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| Environmental barriers | The more obvious examples of environmental barriers include failure to provide full and appropriate building access to wheelchair users. Examples of less obvious barriers include not thinking about how disabled people would get to a venue for a meeting, designing rooms with minimal contrast making it hard for people who are blind or partially sighted or have Usher syndrome to take full part in any activities in those rooms or being unaware of the need for some disabled people to have reduced light or noise levels. |
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United Nations Convention on the Rights of the Child (UNCRC)

The UNCRC is an international agreement that protects the human rights of children under the age of 18. It was ratified by the UN General Assembly in 1989. In 1991, the United Kingdom formally agreed to ensure that every child in the UK has all the rights listed in the convention. The Welsh Government has used the Convention as the basis for policy making for children and young people in Wales since 2004.

There are 54 articles in the Convention. Articles 1-42 set out how children should be treated while Articles 43-45 are about how adults and governments should work together to make sure all children are entitled to their rights.

Article 23 provides that children who have any kind of disability should have special care and support so that they can lead full and independent lives.

In 2011 Wales became the first country in the UK to incorporate children's rights into domestic law with the introduction of the *Rights of Children and Young Persons (Wales) Measure 2011*. The Measure embeds the UNCRC and the optional protocols into Welsh law through a requirement being placed on specified bodies to have regard to the Convention when carrying out functions.

The Measure requires the Welsh Ministers to consider children's rights when exercising any of their functions. The Children's Rights Scheme 2014 sets out the arrangements that are in place to comply with this duty and reflects our on-going commitment to children's rights.

<https://documents.hf.wales.gov.uk/id:A7178802/document/versions/published>

Equality Act 2010

Public Sector Equality Duty

Section 149 of the Equality Act 2010 sets out the Public Sector Equality Duty (PSED). In summary, this places a duty on public bodies to have due regard in exercising their functions to the need to:

- Eliminate discrimination, harassment, and victimisation;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Building on the Act itself, distinctive Welsh Regulations⁴ laid a further foundation for taking equality forward in Wales. Under these Regulations, listed bodies must prepare and publish equality objectives every four years. In developing their equality objectives, authorities must involve people who represent the interests of people who share one or more of the protected characteristics and have an interest in the way that the authority carries out its functions.

Taken together, these statutory requirements provide a basis for local scrutiny and challenge, and for public bodies to work in partnership with disabled people to improve local services. It also provides a way of identifying particular needs or patterns of disadvantage and coming up with workable solutions to address them.

Duty to Make Reasonable Adjustments

The Equality Act 2010 also provides that employers and service providers have a duty, by means of making reasonable adjustments, to remove disadvantages faced by disabled people, in order to ensure that disabled people can access jobs, education and services as easily as non-disabled people. This is known as the 'duty to make reasonable adjustments'. This duty applies to the Welsh Government itself as well as public services in Wales.

This duty effectively complements the Social Model of Disability and can cover, for example:

- Ensuring communications and information are accessible to everyone;
- Introducing more flexible organisational practices;
- Removing or reducing physical barriers in the environment; or
- Providing aids or equipment to support an employee to do their job.

What is reasonable can depend on a number of factors, but the aim should be, as far as possible, to remove or reduce any substantial disadvantage faced by a disabled person as compared with a non-disabled person.

The Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 came into force in April 2016. The Act requires specified public bodies and the Welsh Government, to carry out sustainable development. This includes working in accordance with the sustainable development principle (know generally as the five ways of working) which include the need to have regard to the balance short term and longer term needs, to involve persons with an interest in achieving the well-being goals, to prevent problems and to take a more collaborative, or joined-up, approach with others – helping to create a Wales that we all want to live in, now and in the future.

This is intended to support an integrated approach to public service delivery, and a focus on giving people and communities a voice in how their services are provided.

The Act enshrines the need to deliver sustainability through co-operation, and to develop solutions that will stand the test of time.

⁴ The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011

The Public Services Boards established under the Act take an integrated and collaborative approach to service provision, with public services working together to assess the well-being of their area and identify shared objectives. Boards are required to consider the state of well-being of people in the area, and persons with a common protected characteristic are one of the categories they are encouraged to consider. Statutory guidance sets out clear expectations that Boards should consider the impact of their work on different people within the community and reminds members of their individual duties under the Equality Act 2010.

Prosperity for All: the National Strategy for Wales

Prosperity for All – the National Strategy published in September 2017 sets out the Welsh Government's key commitments between now and 2021, under four cross-cutting themes:

- *Prosperous and Secure - developing an economy that spreads opportunity and prosperity and tackles inequality.*
- *Healthy and Active - improving health and well being and working to shift the emphasis from treatment to prevention.*
- *Ambitious and Learning - encouraging lifelong learning and aspiration.*
- *United and Connected – building the links to bring people together, facilitate economic growth, and make Wales a more confident nation.*

Prosperity for All places our commitments in a long-term context, and sets out how they fit with the work of the wider Welsh public service to lay the foundations for achieving our aims.

The single cross-government approach set out in *Prosperity for All* has been developed in order to better understand how commitments link together, how we can combine them with core services that we deliver; how we can focus our efforts on the things that matter; and how we can work differently with our partners to have a greater impact.

It supports our ongoing aims to promote independent living for disabled people and can offer a more effective solution by tackling issues at both national and local level. One of the key messages highlighted by disabled people and their organisations during our recent review of the Framework was that, while the Welsh Government's legislative and policy framework is strong, local implementation and delivery can be inconsistent.

The Action Plan which accompanies this Framework is organised around the four themes of *Prosperity for All*.

Welsh Government's Strategic Equality Plan

The Welsh Government published a revised Strategic Equality Plan in 2016 setting out our Equality Objectives for 2016-2020, and the actions we are taking to meet them.

<https://documents.hf.wales.gov.uk/id:A7178802/document/versions/published>

The Equality Objectives were developed following in-depth engagement and consultation with protected groups across Wales. The purpose of the Equality Objectives is to strengthen the Welsh Government's performance of the public sector equality duty and ensure the Welsh Government is making year on year progress in advancing equality and inclusion for all protected groups.

Supporting disabled people contributes to several of the Equality Objectives. The main focus, however, is on Objective 1: *Put the needs, rights and contributions of people with protected characteristics at the heart of the design and delivery of all public services, in particular health and mental health services, education, housing, social services and transport. Specifically, ensure support and tackle barriers to enable disabled people to enjoy their right to independent living and have voice, choice and control in their lives.*

Ongoing Engagement

This Framework has been developed from the outset through direct engagement with disabled people in Wales and the organisations that represent them. Their contributions are reflected in detail, particularly in Chapter 3. These messages have helped us to identify the main barriers to independent living that exist in each of these areas of public service delivery.

The Welsh Government is committed to having meaningful engagement. If we're engaging, we're listening.

There are a number of ways we will continue to use to engage including online, communication channels, formal consultation and community engagement.

Engaging with people is the only way of knowing that we are providing what people need and want and can generate better ideas and more innovative approaches.

Chapter 2 – What Progress Has Been Made?

[Note: this chapter will continue to be developed during the consultation period to reflect current developments]

i) LEGISLATION

There have been significant developments at a national level since the previous Framework was published in 2013, including the passing of:

- The Social Services and Well-being (Wales) Act 2014
<https://socialcare.wales/hub/sswbact>
- The Well-being of Future Generations (Wales) Act 2015
<https://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>
- The Housing (Wales) Act 2014
<https://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en>
- The Renting Homes (Wales) Act 2016
<https://gov.wales/topics/housing-and-regeneration/legislation/rentingbill/?lang=en>

All of these Acts contain provisions which support independent living. The *Social Services and Well-being (Wales) Act 2014* in particular provides the statutory framework to deliver the Welsh Government's commitment to transform social services in Wales to improve the well-being of people who need care and support and carers who need support. The Act sets out a definition of well-being for people who need care and support. Everyone, adult or child, has the right to be heard, to shape the decisions that affect them, and to have control over their day-to-day lives.

The code of practice in relation to Part 2 of the Act provides guidance to local authorities on their duties in this regard. This code of practice requires local authorities, when exercising social services functions in relation to disabled people who need care and support and disabled carers who need support, to have due regard to the UN Convention on the Rights of Disabled Persons. The Act also extends the eligibility and accessibility of Direct Payments, which provide an important mechanism by which people can exercise choice, voice and control to decide how to meet their needs for care and support and achieve their personal outcomes.

The *Well-being of Future Generations (Wales) Act 2015* (see also Chapter 1) sets out seven well-being goals - for national government, local government, local health boards and other specified public bodies. It also specifies the ways in which these bodies must work, and work together, to improve the well-being of Wales. This includes the five 'ways of working' to guide the Welsh public services in delivering for people (as set out in further detail above).

The *Housing (Wales) Act 2014* included provisions aimed at modernising and improving conditions in the private rented housing sector and for improving the practices of landlords and letting agents. Private landlords are now required to register, where they are carrying out lettings or property management work to become licensed, or to appoint licensed agents to carry out such work. As well as being required to be licensed, agents are required to be registered.

It is intended that this will improve standards of letting and management practice in the private rented sector.

The Renting Homes (Wales) Act 2016, which is currently being implemented, will provide a simplified legal framework for renting based on two types of occupation contract, which will replace the majority of existing tenancy arrangements. This will apply to social housing provided by local authorities and housing associations and to rentals from private landlords. Model written statements of contract will be provided. This will make it easier for disabled and non-disabled people to understand their rights and responsibilities.

In addition, the Act provides a new form of occupation contract for any person who occupies premises in conjunction with the provision of particular support services, including supporting people who find it difficult to live independently, for example because of cognitive or intellectual impairments. Additionally, the Act will extend succession rights to carers, for which current housing legislation makes no provision.

Community Benefits

The Welsh Government's Community Benefits policy encourages the use of "social requirements" in the conditions of contracts to achieve value for money by delivering the very widest social, economic and environmental benefits in the course of securing the goods, services or works required by the public sector in Wales.

A primary objective of the Community Benefits approach is to create opportunities for employment and training for 'disadvantaged' people, which includes disabled people. The policy also encourages supply chain engagement including with Supported Businesses who employ, train and help disadvantaged people move into mainstream employment.

Reserved Contracting

The Public Contracts Regulations 2015 include two reserved contracting provisions specifically designed to help public sector buyers and those bodies who have to comply with these Regulations to address social inclusion goals by increasing employment and training opportunities, providing greater independence for disadvantaged people. Reserving a contract under either provision allows buyers to discriminate in favour of businesses with a social purpose. Only those businesses that meet the relevant criteria are allowed to tender. In particular, regulation 20 (Reserved contracts) is designed to support employment and training opportunities for disabled or disadvantaged people.
<http://prp.gov.wales/docs/prp/toolkit/150226publiccontractsregulations2015.pdf>

ii) OTHER POLICIES AND PROGRAMMES

Alongside these legislative developments there have been numerous Welsh Government and other programmes, policies and projects in recent years which have supported the aims of the previous Framework, including:

- The Better Advice: Better Lives scheme, which helps support and maximise income for families with disabled children, and helps them to access benefits.
- The All Wales Standards for Accessible Communication and Information for People with Sensory Loss:
<https://gov.wales/topics/health/publications/health/guidance/standards/?lang=en>
The aim of the Standards is to set out the standards of service delivery that people with sensory loss should expect to be met when they access healthcare in Wales.
- The Design Commission for Wales has produced a guide to on-site analysis for developers and local planning authorities. Undertaking good site analysis should lead to early decisions being made to ensure that any proposed development is accessible to all.
https://s3-eu-west-1.amazonaws.com/dcfw-cdn/InclusiveDesign_traininghandbook.pdf
- Carrying out a Systems Review of the aids and adaptations system that supports disabled people and older people to live independently in their own home. The outcome from the review will inform future aids and adaptation policy to streamline and simplify the current process. The final recommendations are expected to be received before the end of 2019.
- Publication of the Welsh Bus Quality Standard aimed at ensuring that the quality of local bus services which passengers can reasonably expect is consistently and universally available throughout Wales, and that local bus operators are encouraged to improve the quality of the services they provide to passengers. The Standard, which is voluntary, includes accessibility requirements.
<https://beta.gov.wales/voluntary-welsh-bus-quality-standard>
- The Communities for Work programme started in June 2015. The programme provides one-to-one tailored support to individuals through a triage system in which advisers, mentors and other relevant partners work together to assist that person into employment. As at August 2018, the programme has engaged with 17,000 people of whom more than 4,200 had work limiting health conditions and at least 1,800 were disabled people. The programme has supported over 5,700 individuals into employment.
<https://gov.wales/topics/people-and-communities/communities/communities-for-work/?lang=en>

- The Enabling Wales project was funded by Welsh Government and delivered by Disability Wales, in partnership with the Wales Co-operative Centre and Dewis Centre for Independent Living. The project worked with disabled adults and young people across Wales to raise awareness and understanding of disability equality and rights. In addition, two disabled people's organisations, one in Ceredigion and one in Flintshire, were supported to become Centres for Independent Living, to be run as self-sustaining social enterprises.

Chapter 3 – Issues Raised Through Engagement

While the progress that has been made in recent years has been welcomed, there is clearly much more to do before we are in a position where disabled people have access to the same opportunities as everyone else.

In this chapter we have summarised the main issues which were raised during the engagement process and through the survey, reflecting the comments and suggestions of participants in each section.

The issues listed here and the actions in the next chapter are set out under the four cross-cutting themes in *Prosperity for All, the National Strategy*. This will ensure that the actions align with Welsh Government priorities.

PROSPEROUS AND SECURE

The aim is to drive a Welsh economy which spreads opportunity and tackles inequality, delivering individual and national prosperity. This will enable people to fulfil their ambitions and enhance their well-being through secure and sustainable employment; break down the barriers many face to getting a job; and create the right environment for businesses to grow and thrive.

The Annual Population Survey indicates that during the year ending 31 March 2018, 45.2% of disabled people aged 16 to 64 were in employment, compared to 80.3% of non-disabled people⁵ (a link to regularly updated statistics on the economic activity of disabled people is included in Annex 1). The unemployment statistics for some groups are much higher e.g. for people with learning disabilities, reflecting the significant barriers to work that exist for some disabled people.

Issues raised during engagement

Employment - Disabled people told us that the main barriers to employment, as they saw it, are the negative attitudes of some employers and co-workers. Too often, the expectations of other people are too low, and this limits disabled people's ability to fulfil their potential. It also means that employers are missing out on the benefits that employing disabled people can bring, in terms of their experience, abilities and skills.

They also told us how important employment is to them, not only for supporting independent living, but to improve their confidence, health and well-being. The social networks formed through being in work are valued highly and contribute to their well-being.

Applying for jobs can be a challenge and some disabled people report that they need support to navigate inaccessible online job searches and understand information about

⁵ Stats Wales (2018). *Summary of economic activity in Wales by year and disabled status, from April 2013*. Accessed 19/09/18.
URL: <https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Disability/summaryofeconomicactivityinwales-by-year-disabledstatus-fromapril2013>

jobs. Physical barriers to buildings and transport can limit employment opportunities for some. Other barriers include relatively low qualification levels, and a lack of opportunity for skills training. Some respondents had attended schemes to increase their employability but were disappointed that there remained a lack of employment opportunities for them. Young disabled people want to work and given the opportunity they can coproduce low cost and creative solutions to accessing employment.

There was also a general lack of awareness, both from employers and potential employees, of the support that is available, for example through the Access to Work scheme, which can fund a range of adjustments to support disabled people to get or keep a job.

Housing – There is a general lack of accessible housing, especially in the private rented sector which is often used by young disabled people wishing to live independently for the first time. Instead the choices of where to live is based on what vacancies exist within services. We heard of an example of a 21-year old having to move into an older people's housing complex because that was the only accessible accommodation available. More joined up working between planning, housing and social service departments could help to improve situations like this.

Lack of suitable housing limits the ability of disabled people to move around Wales and can also limit educational and employment opportunities.

Some people referred to the “bedroom tax” and how it had forced them to either remain living with parents or move into accommodation that was not suitable for their needs.

Private developers often do not take accessibility into account when building new homes even though, with an ageing population, there is a growing demand for accessible properties.

Where adaptations need to be made to existing homes, it is vital that service providers ensure they are fit for purpose by including the end user in the design and decision making process. We heard of examples where people were not consulted about changes to their home and the adaptations had subsequently caused injury.

HEALTHY AND ACTIVE

The aim is to improve health and well-being in Wales, for individuals, families and communities, helping us to achieve our ambition of prosperity for all, taking significant steps to shift our approach from treatment to prevention.

We also want Wales to have a high quality and sustainable social care sector, with preventative and integrated services in the community, supporting people to lead independent lives.

A review of evidence in inequalities in access to healthcare services for disabled people in Wales found evidence of inequality in a number of areas, including life expectancy, health literacy, accessible communications, and mental health services.

<https://gov.wales/statistics-and-research/review-evidence-inequalities-access-health-services-wales/?lang=en>

The National Survey for Wales 2016-17 included the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS), a scale of self-assessed questions that measures mental wellbeing. Scores range from 14 to 70, with a higher score suggesting stronger mental wellbeing. Individuals who reported a long-standing illness, disability or infirmity had a significantly lower WEMWBS score (48.5) than those that did not (52.8).⁶

Issues raised during engagement

Disabled people felt that they should be able to achieve their potential in all areas of life, supported by an easily accessible health system. Services are not always as accessible as they could be. For example, people with sensory loss require adjustments to the way services are delivered in order to ensure individual privacy, accurate diagnosis and access to the right treatment. Communication support is vital, and patients should not have to rely on carers or family members to act as intermediaries, either when making appointments or during medical consultations. The 10 minute slot for a doctor's appointment is not long enough for young people with learning disabilities to understand what the doctors discuss with them.

It was suggested that new technology could be very useful in improving service delivery in many aspects of health and social care, although it should not be used as a substitute for personal contact where that was needed.

Some disabled young people report they are being denied access to sexual health services because they are disabled even though they should have the same right to access this information as any other young person.

Disabled adults, children and young people are more likely to report poor mental health and well-being than their non-disabled counterparts. However, disabled people told us that if they are not in crisis, they are unable to access support.

Activities designed to promote social inclusion (e.g. dance clubs, social evenings) are being cut because of local budget pressures. This was seen as short-sighted as it has a disproportionate impact on disabled people, resulting in negative long term impacts on health and well-being.

Some disabled people need assistance with personal care needs. This can make them vulnerable and it is therefore important that they are given accessible information about appropriate and non-appropriate touch. Changes in staff unsettle disabled people and they are happiest when they are able to build a relationship with their support workers.

Transition to adulthood is a challenge for disabled young people. Young disabled people say they do not know where to go for support when they want to live independently of their parents. Often parents are carers too, and are reluctant to give up that role, meaning the young person is worried about damaging their relationship. Young disabled people need access to groups, advocacy, or workshops to educate and signpost them to the right support.

⁶ Welsh Government (2017). National Survey for Wales, 2016-17: Mental Wellbeing. Cardiff: Welsh Government.
URL: <https://gov.wales/docs/statistics/2017/171010-national-survey-2016-17-mental-wellbeing-en.pdf>

We heard that cuts to social care provision have led to lower allocations for Direct Payments which means disabled adults and young people are becoming increasingly isolated, and the impacts to their wellbeing compromised. Parents who have been assessed under the Social Services and Well-being Act as carers have reported mental health issues. In some cases, while they have been allocated the support provided for in the Act, services have not been available at the time needed e.g. some say they are having to pre-book 6 weeks in advance for respite care.

There was a call for training for disabled people, including children and young people and their carers on their rights and responsibilities. For example parents are unclear on whether they can refuse to provide their child's medical needs if they are uncomfortable doing so, and whether social workers have a right to look around their home when there are no child protection issues.

AMBITIOUS AND LEARNING

The aim is to instil in everyone a passion to learn throughout their lives, inspiring them with the ambition to be the best they possibly can be. A prosperous Wales needs creative, highly skilled and adaptable people, so our education from the earliest age will be the foundation for a lifetime of learning and achievement.

In 2017, the overall proportion of children with Special Educational Needs (SEN) in Wales who achieved at least five A* - C GCSEs, including English or Welsh First Language and mathematics, was 20.6%, whereas it was 66.6% for children without SEN⁷ (a link to regularly updated statistics on the academic achievement of pupils with SEN is provided in Annex 1).

Reliable, well-integrated information and advice services have an important role to play in educating people on their rights and helping them to make informed choices. This can also contribute to well-being by helping people to help themselves, and can prevent problems from escalating.

Issues raised during engagement

Education - There is still an assumption by some people, including some education providers and employers, that disabled people cannot or do not want to learn or be employed, and there was a call for educators to encourage and support disabled children to aspire and achieve. Some disabled young people report that they are just encouraged to learn life skills in school and college rather than obtain academic qualifications, whereas they want to do a combination of the both.

It is important that disabled children and their families have the right support in the very early years so they are ready to take advantage of education. For example, children with sight loss, or problems with mobility, need to learn how to move around safely in their environment so that they develop the confidence needed to go to school.

⁷ Welsh Government (2018). Academic achievement by pupil characteristic. Accessed 19/09/18. URL: <https://gov.wales/statistics-and-research/academic-achievement-pupil-characteristics/?lang=en>

Friendships are crucial to disabled children's enjoyment of school. Bullying is a significant issue in both mainstream and special schools. Some schools do have effective strategies for dealing with bullies but there are still too many cases where nothing really changes even when staff intervene.

Physical barriers also still exist in some schools across Wales, and this might lead to disabled children having to attend special schools rather than join their friends in mainstream education.

There are limited progression routes for some young disabled people, to move into further education, volunteering or employment. Young people with learning disabilities told us that work experience is not usually offered to them, and even when it is, there were often no progression opportunities. This means that young disabled people can feel they have little support and very few options after leaving school.

Disabled adults said that further education and adult education classes have been cut, limiting their options for learning as well as social interaction. Friendships are very important to well-being but, as a result of classes closing, opportunities to build and sustain friendships are now more limited.

Some also thought this might lead to fewer disabled people going on to Higher Education because they can take longer to reach the qualification requirements and need FE classes to support that step.

Information and advice services are increasingly available online, and while this makes them more accessible for some, others may need support to access them. Not everyone has computers, or the skills to use them.

Others need accessible formats or help to find answers to specific queries. When people have questions about the information they read online, there should be someone they can go to for an answer but this is not always the case.

The amount of information which is now available online can cause problems for some because it is not always correct or reliable. People need to know which websites can be trusted.

Face-to-face advice services, such as Citizen's Advice, while they can be useful for some, often have waiting lists or only provide generic advice.

UNITED AND CONNECTED

The aim is to build a nation where people take pride in their communities, in the Welsh identity and language, and our place in the world. This is supported by building the vital links that make it easy for people to come together, for the economy to grow, and for Wales to become a confident nation.

Issues raised during engagement

The accessibility and availability of public transport was the issue raised most often by disabled people during the engagement process. This affected the ability of disabled

people to use public transport independently but travel training could assist with this, at least where transport is available. They said that being able to get about in the local community and further afield has an impact on the ability to take up employment, to get to appointments, access to leisure and public services, or simply to meet up with family and friends. The lack of room on buses for several disabled people to travel at one time is an issue as is the spontaneous travel by train if you are a wheelchair user as assistance has to be booked in advance.

Getting around in public places was a problem for many disabled people, who said they had experienced problems with obstacles on pavements, including street furniture, poor surface conditions and obstructive parking.

For some, although entrance to buildings was not usually too much of a problem, they faced barriers when moving around inside. These included steps, lack of clear signage, and lack of lifts. Hospitals were cited by many as difficult to get around and to find the right department.

We also heard that there is inadequate access to leisure activities for disabled people, and it is difficult to find accessible places within the community to hold social events. Some disabled people can only access leisure activities with support from personal assistants / care workers. It is important that they receive training to understand their role and are not overprotective.

While it was recognised that work had been done to encourage disabled people to vote and to stand for election, some said that there are still barriers, including physical access to buildings, lack of communication support, and negative attitudes.

Young disabled people said that most of the meeting groups that are available to them are for socialising or for specific projects, and there are few platforms for them to become involved in political issues or to learn about their rights.

More generally, people told us that there is a need to link actions in all policy areas to the well-being agenda; disabled people felt that often service providers aimed too low in their delivery of services for disabled people, meeting minimum standards only. It was hoped that the requirements of the Well-being of Future Generations (Wales) Act would help with this by encouraging public bodies to involve local disabled people in policies and plans from the start, rather than making assumptions about what is required.

Common Issues

There were some issues that were common across all four themes, the main one being a lack of accessible information and advice. For example, on housing options, what grants are available, employment and training opportunities, and passenger transport information.

Inconsistency of local service delivery and the extent to which local service providers promote independent living was a major issue for some. In some areas there seems to be little engagement with disabled people during the development phase of new policies and programmes, meaning that remedial action often needs to be taken at a later stage, wasting time and resources.

There was also frustration that there had not been more support for the development of social enterprises and co-operative organisations to provide care and support and preventative services in ways that involve service users in the design and running of services, as provided for in the Social Services and Well-being (Wales) Act 2014. When we asked disabled people what more could be done to remove barriers to independent living the most common response was that there needs to be an increased awareness of disability issues and an improvement in attitudes by service providers and the public.

To quote one respondent:

“Just be kind and don’t be afraid to talk to us or ask us what support we need. We are happy to help and will give advice if you come and speak to us first. We are opinionated and like to be counted, not just as a disabled person, but as a young person too”.

Chapter 4 – Welsh Government Commitments

The following commitments reflect the overarching principles and circumstances reflected in the previous chapters of this Framework, recognising that disabled people in Wales often continue to face high levels of poverty and discrimination as well as restricted access to education, employment, facilities and services. These commitments are reflected in the Action Plan which accompanies the Framework and which sets out in greater detail the ways in which they are being put into effect.

The Rights of Disabled People

The Welsh Government will work for continuous improvement in how Wales fulfils its obligations with regard to the UN Conventions on the Rights of Disabled People and the Rights of the Child.

In the context of the Well-being of Future Generations (Wales) Act 2015, the Welsh Government is committed to doing everything within our power to ensure that disabled people are offered the same life chances as everybody else. The Act places a legal duty on the Welsh Ministers and specified public bodies to maximise their contribution to the achievement of the Well-being goals. This Framework for Action on Disability will contribute to this. The Framework and its Action Plan will be embedded in the Welsh Government's wider work to promote equality, including future Strategic Equality Plans.

The Social Model of Disability

The Welsh Government has adopted the Social Model and will work to increase understanding of the Model across Welsh Government and beyond, to ensure that it is reflected as widely as possible in our policies and programmes.

Meaningful Engagement and Involvement

The Welsh Government recognises the value of lived experience and we are committed to achieving meaningful involvement of people with such experiences.

The Welsh Government will continue to engage with our partners in the public, private and third sectors to ensure that the rights of disabled people are upheld in our policies and programmes.

Appropriate Language

The Welsh Government will use language, terminology and imagery in all communications, publications and media that conveys disabled people's rights and equality as well as its adoption of the Social Model of Disability. It will also provide guidance to support others to do likewise. It will nevertheless respect the choices made by individuals regarding how they wish to refer to or describe themselves.

Accessible information and venues

The Welsh Government will continue to work to address the barriers faced by disabled people when accessing services by ensuring our information is accessible to everyone and that our policies fully take into account accessibility issues.

Consultation documents will be provided in a range of formats e.g. Large Print, Easy Read & BSL Video. Engagement activities and events will be held in accessible venues and locations and delivered in a way that is inclusive of people with a range of impairments.

Staff training/guidance

The Welsh Government is committed to ensuring and promoting equality of opportunity and eliminating discrimination, harassment and victimisation in employment and expects all of its employees in Wales to uphold the same values.

The Welsh Government will set a positive example by providing equality and diversity training and support to staff and will work with partners and other agencies to encourage them to do likewise.

Promoting Equality

Whilst it is important to recognise where policies need to be improved it is also important to celebrate when organisations have got it right. It is important that we continue to consider this type of positive approach in other policy areas to ensure that we can make a real difference.

The Welsh Government will work with partners to explore options for a new approach to encourage organisations to improve how they work with and support disabled people, including staff, customers and the general public.

Policy actions and Monitoring

The Welsh Government policies included in the accompanying Action Plan illustrate how we are responding to the issues faced by disabled people. This Action Plan will be kept up to date to reflect changing circumstances while continuing to reflect the underlying principles and commitments set out in this Framework.

Updates on progress will be provided at each meeting of the Welsh Government's Disability Equality Forum and at least annually to the Strategic Equality Plan Board.

Links to statistics on Disability

The following links provide regularly updated statistics relating to disabled people in Wales.

- Academic achievement by special educational need (SEN) -
<http://gov.wales/statistics-and-research/academic-achievement-pupil-characteristics/?lang=en>
- Economic activity by disability - <https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Disability/summaryofeconomicactivityinwales-by-year-disabledstatus-fromapril2013>
- Risk of being in relative income poverty by whether there is a disability in the family - <https://statswales.gov.wales/Catalogue/Community-Safety-and-Social-Inclusion/Poverty/>
- Children receiving care and support by disability -
<https://statswales.gov.wales/Catalogue/Health-and-Social-Care/Social-Services/Childrens-Services/children-receiving-care-and-support/childrenreceivingcareandsupport-by-localauthority-agegroup>
- Adults victims once or more by longstanding illness or disability -
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/thenatureofviolentcrimeappendixtables>
- Disability hate crimes recorded by the police -
<https://www.gov.uk/government/statistics/police-recorded-crime-open-data-tables>
- Local Government candidates and councillors by disability -
<https://gov.wales/statistics-and-research/local-government-candidates-survey/?lang=en>
- Is Wales Fairer? -
<https://www.equalityhumanrights.com/en/publication-download/wales-fairer-2015>
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Action on Disability: The Right to Independent Living

Action Plan

Prosperous and Secure

| Actions | Welsh Government Department | Link to overarching principles in framework document |
|--|-----------------------------|---|
| <p>1. We will:</p> <p>Deliver the Employability Plan for Wales to support working-age people into employment opportunities and to gain and maintain sustainable employment. This includes working with the Public, Private and Third Sectors, and the DWP, to understand and minimise the barriers preventing disabled people and others from entering and progressing within sustained employment.</p> | Employment & Skills | UNCRPD Articles 8, 9, 27 Well-being Objectives 2, 7 Strategic Equality Plan Objectives 3, 7 |
| <p>2. We will</p> <p>Increase the take-up of Access to Work in Wales. We will actively work with the Department for Work and Pensions (DWP), and others through our employment support networks, to ensure that the DWP's Access to Work scheme is promoted and there is a significant raising of awareness with employers and individuals for how the scheme can help disabled people, those with mental health conditions and work limiting health conditions to remain in, or to move into employment and increase the take-up of the scheme in Wales. We will build on the opportunities from gaining additional support for internships, apprenticeships where feasible, for those individuals with disabilities.</p> | Equality & Prosperity | UNCRPD Articles 8, 9, 27 Well-being Objectives 2, 7 Strategic Equality Plan Objectives 3, 7 |
| <p>3. We will:</p> <p>Continue to support those furthest from the labour market, who face complex barriers to employment in our most deprived communities, through our Communities for Work programme, and the new Communities for Work</p> | Employment | UNCRPD Articles 8, 9, 27 Well-being Objectives 2, 7, 9 |

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| Employability Grant which was introduced in April 2018. These programmes offer intensive mentoring and support, training and work experience opportunities to enable people to secure sustainable employment. | | Strategic Equality Plan Objectives 3, 7 |
| <p>4. We will:</p> <p>Utilise Business Wales to promote employment opportunities for disabled people through events, newsletters and social media channels</p> <p>Work with entrepreneurs and SMEs to develop links with local schools to deliver focussed pre-employment events such as the Big Ideas Wales Role Model programme.</p> | Entrepreneurship | <p>UNCRPD Articles 8, 9, 27</p> <p>Well-being Objectives 2, 7</p> <p>Strategic Equality Plan Objectives 3, 7</p> |
| <p>5. We will:</p> <p>Support the recruitment of disabled apprentices by:</p> <ul style="list-style-type: none"> – Funding an Equality and Diversity Champion to provide the work-based learning (WBL) provider network with a supportive structure to assist them in increasing the take up of Apprenticeships by disabled people and other protected groups and ensuring they access Additional Learning Support funding where appropriate. – Developing a bespoke tool-kit, guidance and training for the WBL provider network to use in their day-to-day assessment of their learners' support needs so that reasonable adjustments can be put in place to support disabled learners to complete their apprenticeship frameworks. – Carrying out promotional work, including case studies using various channels including social media, and working with Action on Hearing Loss and partner organisations to promote Apprenticeships via the 'Have A Go' project. | Apprenticeships | <p>UNCRPD Articles 8, 9, 24, 27</p> <p>Well-being Objectives 2, 7, 8, 9</p> <p>Strategic Equality Plan Objectives 3, 7</p> |
| <p>6. We will:</p> <p>As a Disability Confident leader, advise other public sector organisations in Wales on their own Disability Confident journey and share the policies and</p> | Human Resources | <p>UNCRPD Article 8</p> <p>Well-being Objective 2</p> |

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| procedures Welsh Government has put in place to support our disabled employees | | Strategic Equality Plan Objectives 3, 7 |
| We will: 7. Establish a network of Disability Champions to engage with different employers across Wales to ensure they are able to access the assets, skills and entrepreneurship of disabled people; adopt an inclusive approach in their recruitment processes; and to help employers understand the barriers faced by disabled people. | Equality | UNCRPD Articles 8, 9, 27 Well-being Objective 2 |
| We will: 8. Develop a Welsh disability award scheme (<i>that would be externally assessed</i>) for employers which might either build on Disability Confident or be a new scheme to encourage employers to aspire to be more supportive of disabled people. | Equality | UNCRPD Articles 8, 9, 27 Well-being Objective 2 |
| 9. We will: Carry out a Systems Review of the aids and adaptations system that support disabled and older people to live independently in their own home. The outcome from the Review will inform future aids and adaptation policy to streamline and simplify the current process. The final recommendations are expected to be received before the end of 2019. In addition the review officials are working with stakeholders to implement recommendations made in the Equality and Human Rights Commissioner and the Auditor Generals 2018 review of Housing Adaptations this includes work on revised data monitoring arrangements, a consultation on the Housing Adaptations Service Standards and guidance to support greater integration of services. | Housing | UNCRPD Articles 9, 19, 20, 28 Well-being Objective 6 Strategic Equality Plan Objective 1 |
| 10. We will: Continue to provide housing related support to help disabled people to live independently in their own home. | Housing | UNCRPD Articles 9, 19, 28 Well-being Objective 6 |

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| | | Strategic Equality Plan Objective1 |
| 11. We will: Through the Innovative Housing Programme, stimulate new thinking in the design and delivery of affordable housing to reflect the overarching aims of the Well-being of Future Generations Act. | Housing | UNCRPD Articles 9, 19, 28 Well-being Objective 6 Strategic Equality Plan Objective 7 |
| 12. We will: Provide support for disabled people through the Discretionary Assistance Fund www.gov.wales/topics/people-and-communities/communities/debt/discretionary-assistance-fund/?lang=en which is open to all people who meet the criteria who are suffering an emergency situation or need support to help them to remain in the community. | Digital & Financial Inclusion. | UNCRPD Articles 9, 12, 19, 28 Well-being Objectives 5 & 10 Strategic Equality Plan Objective 7 |
| 13. We will: Ensure our approach to tackling poverty amongst disabled people and people with the other protected characteristics, is informed by a strong evidence base, including for example, ongoing analyses of relevant data sets (such as the National Survey for Wales) and analysis of the impacts of welfare reform. Further actions to reduce poverty and mitigate the impacts of poverty are set out under Objective 7 of the Welsh Government's Strategic Equality Plan: https://gov.wales/docs/dsjlg/publications/equality/161214-strategic-equality-plan-en.pdf | Equality | UNCRPD Articles 12, 28, 31 Well-being Objectives 5 & 10 Strategic Equality Plan Objective 7 |

Healthy and Active

| Actions | Welsh Government Department | Link to overarching principles in framework document |
|---|--|--|
| <p>1. We will:</p> <p>Monitor the use of the All Wales Standards for communication and information for people with sensory loss in secondary care settings</p> | Health & Social Services, Business Unit | UNCRPD Articles 9, 25 Well-being Objectives 4, 6 |
| <p>2. We will:</p> <p>Further integrate the 111 service and the information, advice and assistance service developed under the Social Services and Wellbeing (Wales) Act 2014 to enable a more holistic framework for people to obtain advice and active support to maximise their health and wellbeing and promote greater independence.</p> | Health & Social Services, Performance Delivery | UNCRPD Articles 9, 25 Well-being Objectives 4, 5, 6 Strategic Equality Plan Objectives 1 & 2 |
| <p>3. We will:</p> <p>Create an accessible online digital platform for citizens, to give people greater control and enable them to become more active participants in their own health and well-being.</p> | Health & Social Services, Digital Care | UNCRPD Articles 9, 25 Well-being Objectives 4, 5, 6 Strategic Equality Plan Objective 2 |
| <p>4. We will:</p> <p>Ensure disabled people have a voice on advocacy matters by consulting them, and people with the other protected characteristics, in the development of a new framework for regulating and inspecting statutory advocacy services for eligible children and adults.</p> | Care Inspectorate Wales | UNCRPD Articles 7, 9, 25 Well-being Objectives 4, 6 Strategic Equality Plan Objective 2 |
| <p>5. We will:</p> <p>Through the <i>Together for Health, Eye Health care, Delivery Plan for Wales 2013-2018</i>, work with the Low Vision Service for Wales to ensure effective referrals to</p> | Sensory Health | UNCRPD Articles 9, 21, 25 Well-being Objectives 4, 5, 6 |

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| <p>social services and the third sector to support vision impaired individuals to establish the outcomes they wish to achieve.</p> <p>https://gov.wales/docs/dhss/publications/130916eyehealthcaredeliveryplanen.pdf</p> | | <p>Strategic Equality Plan Objectives 1, 2</p> |
| <p>6. We will:</p> <p>Implement the <i>Integrated framework of care and support for people who are D/deaf or living with hearing loss</i> so that people who are D/deaf or hard of hearing have equitable access to services.</p> <p>https://gov.wales/topics/health/publications/health/reports/audiology/?lang=en</p> | <p>Sensory Health</p> | <p>UNCRPD Articles 9, 21, 25</p> <p>Well-being Objectives 4, 5, 6</p> <p>Strategic Equality Plan Objective 1</p> |
| <p>7. We will:</p> <p>Through our <i>Autistic Spectrum Disorder Strategic Action Plan</i> support children, young people and adults with autism, and their families and carers, to have their needs understood, achieve their own well-being outcomes and lead fulfilling lives. https://gov.wales/docs/dhss/publications/autistic-spectrum-disorder-updated-delivery-plan-2018-2021.pdf</p> | <p>Older People, Carers and Disabled People.</p> | <p>UNCRPD Articles 7, 9, 25</p> <p>Well-being Objectives 4, 5, 7</p> <p>Strategic Equality Plan Objective 1</p> |
| <p>8. We will:</p> <p>From 2016 to 2021, invest £13m to support delivery of an integrated autism service to provide lifetime support to children and adults with autism, and their families. The integrated service will provide new adult diagnostic services; support for families and carers; help with transition from child to adult provision and training for professionals.</p> | <p>Older People, Carers and Disabled People</p> | <p>UNCRPD Articles 7, 9, 25</p> <p>Well-being Objectives 4, 5, 7</p> <p>Strategic Equality Plan Objective 1</p> |
| <p>9. We will:</p> <p>Work with the NHS to ensure access for all to high quality Technology Enabled Care services (TECs) that can support the self management of long term chronic conditions and improve patient outcomes through increased independence and well-being.</p> | <p>Health & Social Services, Technology & Innovation</p> | <p>UNCRPD Articles 9, 20, 25</p> <p>Well-being Objectives 4, 5, 6</p> <p>Strategic Equality Plan Objective 1</p> |

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| <p>10. We will:</p> <p>Ensure equitable access and provision of mental health services through the implementation of the <i>Together for Mental Health</i> 2016-19 delivery plan www.gov.wales/topics/health/nhs-wales/plans/mental-health/?lang=en. Specifically 3.1 of the plan looks to reduce inequalities for people with mental health needs, ensuring equitable access and provision of mental health services. This includes</p> <ul style="list-style-type: none"> – provision of guidance and supporting information for health Boards and local authorities on supporting service users with protected characteristics, and – Health boards and trusts to ensure as far as possible that all healthcare staff have undertaken the mandatory Treat Me Fairly equality training e-learning package, developed by the NHS Centre for Equalities and Human Rights (CEHR) and NHS Wales. | <p>Adult Mental Health and Vulnerable Groups</p> | <p>UNCRPD Articles 9, 25 Well-being Objectives 4, 5, 6 Strategic Equality Plan Objectives 1, 2, 7</p> |
| <p>11. We will:</p> <p>Support the delivery of the cross-governmental recommendations identified in the <i>Improving Lives</i> report which aim to strengthen service delivery and improve their sustainability for people with a learning disability.</p> <p>Ensure implementation of the recommendations takes place at local, regional and national levels within the health, social care, education, employment, skills and housing sectors.</p> | <p>Nursing</p> | <p>UNCRPD Articles 9, 19, 24, 25 Well-being Objectives 2, 4, 5, 6, 7, 10 Strategic Equality Plan Objective 1</p> |
| <p>12. We will:</p> <p>Provide financial support to Disability Sport Wales via Sport Wales. The funding enables people with all types of disability to take part in sporting opportunities and includes grassroots and community level through to elite level which sees Wales para- athletes representing Wales and Team GB.</p> | <p>Sports</p> | <p>UNCRPD Articles 9, 19, 30 Well-being Objectives 5, 7 Strategic Equality Plan Objective 6</p> |

Ambitious and Learning

| Actions | Welsh Government Department | Link to overarching principles in framework document |
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| <p>1. We will:</p> <p>As part of the Families First programme, continue to require local authorities to prioritise the delivery of specialist services for families affected by disability. We will also build on the progress already made in this area, by supporting Local Authorities to continue to develop specialist services and up-skill mainstream practitioners to ensure services are able to meet the specific needs of families affected by disability in their local areas.</p> | Children & Families | UNCRPD Articles 7, 9, 19 Well-being Objectives 4, 5, 6, 7 Strategic Equality Plan Objective 7 |
| <p>2. We will:</p> <p>As part of Welsh Government's remit with Play Wales to support local authorities in meeting their Play Sufficiency Duty, Play Wales worked with Alison John and Associates to develop the 'Creating Accessible Play Spaces Toolkit'. The toolkit, which was published in November 2017, provides guidance on inclusive and accessible play to meet the needs of disabled and non-disabled children.</p> <p>http://www.playwales.org.uk/eng/publications/creatingaccessibleplayspaces</p> | Children & Families | UNCRPD Articles 7, 9, 19, 24, 30 Well-being Objectives 5, 6, 7 |
| <p>3. We will:</p> <p>Local Authorities have a duty to ensure, so far as is reasonably practicable, sufficient childcare is available in their area to meet the needs of parents undertaking education, training or employment. Part of this duty includes provision of childcare for children who have Additional Learning Needs or require specialist care. Local Authorities undertook full CSAs in 2017 which were published on their websites. These include action plans showing how gaps in sufficiency are being addressed. Local Authorities produce Progress Reports on an annual basis updating the action plan. The next full CSA will be in 2022.</p> | Children & Families | UNCRPD Articles 6, 7, 9, 19 Well-being Objectives 2, 4, 5, 6, 10 |

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| <p>4. We will:</p> <p>Deliver our <i>Additional Learning Needs (ALN) Transformation Programme</i>, to ensure children and young people aged 0-25 with additional learning needs are provided for within an inclusive education system, where needs are identified early and addressed quickly, and where all learners are supported to reach their potential. https://beta.gov.wales/additional-learning-needs-transformation-programme</p> | Support for Learners | UNCRPD Articles 7, 9, 24 Well-being Objectives 7, 8, 9, 10 Strategic Equality Plan Objective 2 |
| <p>5. We will:</p> <p>Support young people with learning disabilities and/or disabilities to access post-16 education, including specialist provision, in order that they can develop the skills and confidence needed to live semi-independent / independent lives.</p> | Support for Learners | UNCRPD Articles 7, 9, 19, 24 Well-being Objectives 7, 8, 9, 10 Strategic Equality Plan Objective 1, 2 |
| <p>6. We will:</p> <p>Support disabled students to access and be successful in Higher Education by:</p> <ul style="list-style-type: none"> – carrying out a review of the Disabled Students' Allowances (DSA) policy in Wales to ensure that funding is being targeted effectively, and – undertaking a public consultation on the future of DSA. | Higher Education Strategy, Policy & Delivery | UNCRPD Articles 7, 24 Well-being Objectives 7, 8, 9 |
| <p>7. We will:</p> <p>Tackle disability hate crime, harassment and bullying through our <i>Framework for Action on Hate Crime</i>. The objectives of the Framework include prevention, supporting victims and improving multi-agency working. https://gov.wales/topics/people-and-communities/equality-diversity/rights-equality/hate-crime/?lang=en</p> | Equality | UNCRPD Articles 7, 8, 16 Well-being Objectives 5, 6, 10 Strategic Equality Plan Objective 4 |

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| <p>8. We will:</p> <p>Implement our <i>Information and Advice Action Plan</i> to ensure equitable access to good quality advice services, which will include debt, welfare, housing, employment and discrimination advice to disabled people.</p> <p>https://gov.wales/topics/people-and-communities/communities/advice-services/information-and-advice-action-plan/?lang=en</p> | <p>Digital & Financial Inclusion</p> | <p>UNCRPD Articles 9, 12, 19, 28 Well-being Objectives 5, 6, 9, 10 Strategic Equality Plan Objective 2</p> |
| <p>9. We will:</p> <p>Implement the <i>Information and Advice Quality Framework for Wales</i> offering a publicly recognisable Quality Mark for consumers. This will help ensure that everyone accessing advice services, including disabled people, can be confident they are receiving high quality advice.</p> <p>https://gov.wales/topics/people-and-communities/communities/advice-services/information-advice-quality-framework/?lang=en</p> | <p>Digital & Financial Inclusion</p> | <p>UNCRPD Articles 9, 12 Well-being Objectives 5, 6, 9, 10 Strategic Equality Plan Objective 2</p> |
| <p>10 .We will:</p> <p>Work to increase understanding of the Social Model across Welsh Government and beyond, to ensure that it is reflected widely in our policies and programmes. We will do this through a number of measures including:</p> <ul style="list-style-type: none"> • running awareness courses and workshops to promote the Social Model • working closely with policy leads across Welsh Government to encourage inclusion of the model in new and existing policies • working with our communications team to ensure that good practice models of the Social Model are publicised on the Welsh Government Internet site | <p>Equality.</p> | <p>UNCRPD Articles 8, 9 Well-being Objectives 5, 6, 10</p> |

United and Connected

| Actions | Welsh Government Department | Link to overarching principles in framework document |
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| <p>1. We will:</p> <p>Improve accessibility to public transport for disabled people by:</p> <ul style="list-style-type: none"> – Monitoring passenger satisfaction with railway stations using research undertaken by Transport Focus. – Ensuring new and refurbished stations are developed in line with <i>Vision for Stations</i> which enshrines the principles of the social model of disability in station design. – Monitoring the accessibility of local bus services following introduction of the voluntary bus quality standards as part of the monitoring arrangements in place for payment of the Bus Services Support Grant. – Working with the Department for Transport and Disabled Peoples' Transport Advisory Committee to develop good practice guidance that will be made available to bus and coach operators to assist them in the development and delivery of driver disability awareness training. – Working with our Accessible Transport Panel to develop outcome focussed objectives, with specific actions that are designed to improve accessibility and inclusion across the public transport network in Wales. <p>Assessing the accessibility of north / south Wales air services provided under contract by the Welsh Ministers to ensure that disabled passengers are able to travel by air in Wales with confidence and will continue to do so under the new contract from February 2019</p> | Transport Policy, Planning & Partnerships Economic Infrastructure - Aviation | UNCRPD Articles 8, 9, 19, 21 Well-being Objectives 10, 11 Strategic Equality Plan Objective 1, 6 |

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| <p>2. We will:</p> <p>Implement the <i>Digital Inclusion Framework and Delivery Plan</i> and deliver our commitment in <i>Prosperity for All</i> to invest in people's digital skills, working with older people and disability organisations to support Digital Inclusion activities and help co-ordinate these across Wales. https://gov.wales/topics/science-and-technology/digital/digital-inclusion/?lang=en</p> | <p>Digital & Financial Inclusion</p> | <p>UNCRPD Articles 9, 19 Well-being Objectives 9, 10, 11 Strategic Equality Plan Objective 2</p> |
| <p>3. We will:</p> <p>Provide support for disabled people through our Access Broadband Cymru Scheme, which is open to all individuals & communities who meet the criteria, to access Superfast Broadband where it is not currently available.</p> <p>https://beta.gov.wales/go-superfast/not-available-get-help</p> | <p>ICT Infrastructure</p> | <p>UNCRPD Articles 9, 19 Well-being Objectives 10, 11 Strategic Equality Plan Objective 7</p> |
| <p>4. We will:</p> <p>Evaluate our Diversity in Democracy Programme to help inform future initiatives around improving the representation of under-represented groups in local government. This will include considering the barriers faced by disabled people when participating in the democratic process.</p> <p>https://gov.wales/topics/localgovernment/diversity-in-democracy/?lang=en</p> | <p>Local Government.</p> | <p>UNCRPD Articles 9, 29 Well-being Objectives 2, 10 Strategic Equality Plan Objective 5</p> |
| <p>5. We will:</p> <p>Consider establishing a 'Door to Democracy' fund, similar to the Access to Elected Office scheme seen in England, to provide financial support for disabled people running an election campaign in local government elections.</p> | <p>Local Government</p> | <p>UNCRPD Article 29 Well-being Objectives 2, 10 Strategic Equality Plan Objective 5</p> |

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| <p>6. We will:</p> <p>Establish robust public appointments data to effectively monitor the number of disabled people who apply, are shortlisted and eventually recruited/and reappointed to public sector Boards. This will help us to identify and address particular barriers in the recruitment process.</p> | Public Bodies Unit | UNCRPD Articles 9, 29 Well-being Objectives 2, 10 Strategic Equality Plan Objective 5 |
| <p>7. We will:</p> <p>Support our Equality & Inclusion Grant Funded bodies to deliver a more diverse pool of decision makers in public life and public appointments by identifying and addressing barriers to engagement and participation for disabled people and other under-represented groups.</p> | Equality/Public Bodies Unit | UNCRPD Articles 9, 29 Well-being Objectives 2, 10 Strategic Equality Plan Objective 5 |
| <p>8. We will:</p> <p>Work with partners to improve accessibility information for disabled visitors looking for places to stay or visit, and signpost tourism businesses to initiatives which can help improve their provision for disabled visitors.</p> | Tourism | UNCRPD Articles 9, 19, 21, 30 Well-being Objectives 6, 10 Strategic Equality Plan Objective 2 |
| <p>9. We will:</p> <p>Undertake visitor research at the historic sites and monuments in state care in order to consider our future audience, which will enable us to inform future strategies and policies on accessibility for visitors. This will include consulting with people with physical and learning disabilities in order to improve accessibility to all.</p> <p>Plan for the design and installation of passenger lifts to provide access to part of the town walls of Caernarfon and to part of the battlements at Caernarfon Castle.</p> <p>Develop new guidance document which will explain how to plan and improve access to listed building in Wales for all, using real-life examples.</p> | CADW | UNCRPD Articles 9, 19, 21, 30 Well-being Objectives 6, 10 |

Prosperity For All - Well-Being Objectives

1. Support people and businesses to drive prosperity
2. Tackle regional inequality and promote fair work
3. Drive Sustainable growth and combat climate change
4. Deliver quality health and care services fit for the future
5. Promote good health and well-being for everyone
6. Build healthier communities and better environments
7. Support young people to make the most of their potential
8. Build ambition and encourage learning for life
9. Equip everyone with the right skills for a changing world
10. Build resilient communities, culture and language
11. Deliver modern and connected infrastructure
12. Promote and protect Wales' place in the world

Consultation

Response Form

Your name:

Organisation (if applicable):

email / telephone number:

Your address:

Question 1: Do you agree with the actions within the Welsh Government's Action on Disability: the Right to Independent Living? Please explain the reasons for your answer in the further comments box provided. (See also questions below on specific issues.)

Question 2: We want to ensure that other organisations and communities across Wales take action to support the concept of the Right to Independent Living. How can we best work with others to achieve this?

Question 3: With reference to chapter 2 in particular, are you aware of any other developments since the previous framework was published in 2013 that you think should be included?

Question 4: Our aim is that everyone will have the opportunity to reach their full potential and lead a healthy, prosperous and fulfilling life, enabling them to participate fully in their communities and contribute to the future economic success of Wales. Looking at the Action Plan, how could we better achieve this for disabled people?

Question 5: Every person should be equipped with the education and skills they need to get a job and the opportunity to develop new skills through their working life. Looking at the Action Plan, how can we better achieve this for disabled people?

Question 6: We want everyone to live in a home that meets their needs and supports a healthy, successful and prosperous life. Looking at the Action Plan, how can we better achieve this for disabled people?

Question 7: We want the Welsh social care sector and health services to support people to lead independent lives. Looking at the Action Plan, how can we better achieve this for disabled people?

Question 8: Looking at the Action Plan, what else can we do to improve the accessibility of public transport and venues for disabled people?

Question 9: What other issues affecting disabled people do you think should be a priority for the Welsh Government?

Question 10: We would like to know your views on the effects that *Action on Disability: the Right to Independent Living* would have on the Welsh language, specifically on

opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

Question 11: Please also explain how you believe the proposed policy *Action on Disability: The Right to Independent Living* could be formulated or changed so as to:

- have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language,
- and no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

Question 12: We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, please use this space to report them:

Responses to consultations are likely to be made public, on the internet or in a report. If you would prefer your response to remain anonymous, please tick here: