Joint Physical and Complex Disability Strategy;

Midlothian Service Action Plan based on the Rights of Independent Living

2012-2015

Specific Outputs	Lead/ substitute	Key Partners	Timescale	Base Line	How specific output/target will be achieved (Process)	Measuring System	Updates
1 EDUCATION							
1.1 Develop and provide quarterly information bulletin on educational/ training opportunities for disabled people and carers.	Margaret Petrie (Education) Jan Barnett (Vocal) CLD	Forward Mid RNIB MS Society M. Gaffney, Yvonne Anderson (Sports & Leisure) Book It Intranet System	Start Aug 2012	Although general information available, nothing specifically focussed at Physical Disability	1.Gather information on available college, CLD and Voluntary Sector courses 2. Produce information bulletins 3 times per year and set appropriate dates for publication which enable people to apply in time for course start dates. Utilise Vocal Carers News, ForwardMid newsletter and e-bulletin. Link to Action 8.3	Bulletins published in appropriate ways. Increasing number of disabled adults and carers attending courses Carer outcome evaluation tool	

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1.2	**Work with Lothian Colleges/ Lothian Colleges Equality Forum to promote Educational opportunities in Hub info points and Midlothian News.** **Annual event in Midlothian**	Eric Johnstone, Ian Tait, Marlene Gill (ForwardMid	LAC Jayne Lewis (Social Work)	Dec 2012	Zero	Establish contact with representative from College Equalities Forum and agree regular updates for inclusion in quarterly newsletter and information hubs. Discuss possibility of joint annual event to promote educational opportunities	Information in place within info hubs and article in Midlothian News. Event facilitated	
1.3	**Develop new Course and Opportunities page in Forward mid Newsletter.**	Eric Johnstone (Forward Mid)	CLD Ian Tait (ForwardMid)	Jan 2013	Currently none provided	Make contact with partners and agree input and dates for contribution with relevant partners (CLD, MWIN/ O/T Team/ MCPRT/ Thistle)	Page content up and running in FM newsletter.	

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2 HEALTH							
2.1 **More appropriate GP consultation process for patients with physical disabilities**	Sheena Wight (NHS)	Hamish. Reid(GP Bonnyrigg Health Centre)	End 2013		Initiate discussions with Practise Managers/ GP groups to assess current service provision, identify any limitations and where identified, work towards improved access, appointment systems and appropriate consultations time.	Patient feedback following any changes implemented	
2.2 **Improved Disabled parking at surgeries and hospitals**	Sheena Wight (NHS)	JayneLewis (Social Work)	June 2013 to complete mapping. Implementation - End 2014	In- adequate existing provision	Identify specific areas of concern at local GP level as well as Edinburgh hospitals, in particular ERI –raise issue with appropriate management and ensure implementation of any potential improvements.	Targeted improvements in place.	
2.3 **Identify specific areas of transport difficulty associated with attending Health appointments.**	JayneLewis (Social Work)	Karl Vanters (MC Travel Team) ForwardMid	June 2013 Review information. Dec 2013		Ensure information on existing transport options readily available. Include section in ForwardMid directory specific	Improved choice, access to and reliability of transport options. Use customer feedback to assess any change to provision.	

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				Forward Mid End 2014 – implementation of any improved volunteer service		to Transport. Clarify existing volunteer transport support system and explore potential for expansion and the means to implement it.		
2.4	**Map existing specialist services and identify specific need for local provision.**	Sheena Wight (NHS)	Tom Welsh (Social Work)	Dec 2013 – mapping March 2015 – improved local services in place	Limitations within existing provision	Work with health partners to map and analyse existing provision, assess need and explore any potential means of alternative, more local clinic provision.	Increased local provision of specialist services in place. Customer feedback	
2.5	**Improved communication between Health departments**	Sheena Wight (NHS)	Marlene Gill (ForwardMid))	March 2015		As a starting point, consider individuals with Stroke and MS and focus on the associated pathways. Engage with Health colleagues to highlight areas of concern. Use this information to guide suggested improvements to co-ordination and communication methods	Improved patient pathways and personalised service provision. Customer Feedback	

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					which keep the individual at the centre.		
2.6 Improved access to appropriate health information	Sheena Wight (NHS)	NHS Communic-ations Section	March 2015		Work with partners to ensure maximum use made of existing information provision. Identify gaps and work towards addressing them, embracing all new networking/ information sharing methods	Appropriate information readily available in a variety of forms, facilitating/ encouraging greater personal responsibility.	
2.7 Improved, mainstreamed vocational rehab provision	Sheena Wight (NHS)	Ann Morrison (MCPRT, NHS) Alex Marks (Regeneration)	End 2014		Review existing service provision with a view to building capacity to develop a mainstream vocational rehab service(see 10.5) exploring the potential of peer support	Improved access to service Outcomes measurements	
2.8 Improved range of appropriate Respite options	Sheena Wight (NHS)	Jayne Lewis(Social Work) Jan Barnett (VOCAL)	End 2014		Utilise co-production with service users and carers to explore options and use outcomes to influence appropriate service provision	Customer feedback	

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3	**INCOME**							
3.1	**Create Local area information hubs in major communities across Midlothian in partnership with libraries.**	Eric Johnstone, Marlene Gill (Forward Mid) Phillip Wark (Libraries)	Catriona Luff (Social Work OT)	Feb 2013	Not in existence	Agree in principle Hub Idea with Philip Wark. Programme of initial drop-in visits with Local Area Co-ordinators leading to an annual program. Publicise Hubs and Drop-In dates locally via diverse media (Dalkeith Advertiser, ForwardMid newsletter and e-bulletin, Midlothian News)	Information hubs up and running in libraries across Midlothian. Utilise Customer feedback to assess impact.	
3.2	**Produce quarterly update for public from Welfare Reform working Group.**	Jayne Lewis (Social Work) Eric Johnstone (Forward Mid)	Graham Kilpatrick, Louise McShane (WR Working Group) IanTait (ForwardMid)	Dec 2012	Not currently being produced	Meet with Graham Kirkpatrick Project Manager. Raise awareness on Welfare Reform through a program of quarterly updated newsletters to an identified, targeted distribution list.	Quarterly updates produced and being distributed.	
3.3	**Run Benefits awareness raising campaign with**	Jeff Adamson, MarleneGill,	Louise Mcmeel (LCIL)	April 2013		Run 3 "benefits and income" clinics annually in Midlothian. Run parallel relevent press	Clinics set up as agreed with appropriate press releases to promote	

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Grapevine and Lcil.	Eric Johnstone (Forward Mid)				campaign and advertising; Midlothian Advertiser, Midlothian News, FM news, e bulletin list.		
3.4 Develop and Submit Partnership bid for Welfare Reform Outreach Support Worker(s.	Marlene Gill, Eric Johnstone (Forward Mid)	Lesley Kelley, Penny Robertson (CAB)	Sept 2012 Dec 2012	Zero	Meet with CAB and Forward Mid to progress Lottery Investing in Communities Application. Meet with Lesley Kelly prior to Stage One Application. If successful, prepare and submit Stage two applications.	Bid successfully complete.	
3.5 Work with benefits team to deliver quarterly benefits for disabled people/ carers newsletter (included in Forward Mid newsletter)	Eric Johnstone (Forward Mid)	Ben Forsyth (Welfare Rights) Ian Tait (MVA)	Feb 2013	Zero	Meet with Iain Tait, Ben Forsyth. Invite Input from Welfare Reform Group. Agree dates for publication. Develop database for distribution.	Quarterly newsletter published from Nov 2012	
3.6 Work with MEAN to develop clear information/ advice/ opportunities for	Alex Marks (Re-generation)	(Job Centre+)	April 2013	Work already underway	Build on existing work being undertaken, utilising the MVA network.	MEAN will produce a 6 monthly report for the MEAN Strategy Group	

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	Disabled People relating to Employment Opportunities and Income.							
3.7	**Develop Income Peer Support Co-Production Group.**	Jeff Adamson Marlene Gill (Forward Mid)	Louise McMeel (LCIL)	April 2013	Zero	Initial meeting takes place of Lead Partners. Establish frequency of Peer Support group meetings and membership possibilities. Publicise and advertise Peer Support Inaugural meeting.	Peer support group up and running.	
3.8	**Run three annual articles in Midlothian News to raise awareness of welfare reform and where current information for disabled people/ carers can be found in their local community.**	Tom Welsh (Social Work)	Welfare Reform Working Group Jayne Lewis (Social Work)	Oct 2012- Oct 2013	Zero	Produce article with up to date information. Ensure article agreed and with Communications Team within agreed timescales	3 articles produced and included in Mid News	
3.9	**Run Midlothian information campaign on welfare reform including peer group support events (4 events per year). Involve community**	Tom Welsh (Social Work)	Graham Kilpatrick (Welfare Reform Working	Dec 2013	Work initiated	Establish Members Group to provide information to councillors. Produce welfare reform communications plan to	Event feedback. Raised awareness of welfare reform through effective communication using appropriate	

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councillors and local councillors.		Group)			ensure online and published information developed and communicated effectively. Plan and stage welfare reform events	mediums.	
3.10 Publish two welfare reform newsletters	Tom Welsh (Social Work)	Welfare Reform Working Group Penny Robertson (CAB) Eric Johnstone (ForwardMid)	Dec 2012-April 2013	Zero	Agree dates for newsletters. October/ December. Distribute via; ForwardMid. LCIL VOCAL O/T Social Work.	Welfare reform newsletters published.	
4 PEER SUPPORT							
4.1 Produce Forward Mid newsletter with focus on Personal Assistance/ Self Directed Support.	Jeff Adamson IanTait (Forward Mid)	Louise Mcmeel (LCIL)	Nov 2012	Zero	Research and develop content for newsletter. Invite contributions from local lead practitioners/ Midlothian Council/ LCIL. Publicise newsletter Nov 2012	Special SDS newsletter published Nov 2012	
4.2 Action 3 local events focussing on Self	Jeff Adamson	Marlene Gill, EricJohnstone	March 2013-	Zero	Partners to meet together (working group)	3 x events happened Feb 2013 onwards	

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	Directed Support across Midlothian to raise awareness and improve access to accurate information.	(Forward Mid) Louis Mcmeel (LCIL)	(Forward Mid) Jayne Lewis (SocialWork) Grapevine	March 2014		October2012, to plan events, dates, venues, content, who to involve, advertising.		
4.3	**Develop Peer Support Group Self Directed Support in partnership with LCIL.**	Jeff Adamson Marlene Gill (Forward Mid) Louise McMeel (LCIL)	Catriona Luff Social Work OT) Jan Barnett (Vocal)	End 2013	Zero	Refer to 3.7 Collaborate with LCIL – look to replicate the Peer support already established in Edinburgh. Research inception of a blog/electronic notice board /online forum where individuals can share experiences/ anxieties with other service users	Peer Support Network focussing on SDS operating Local electronic information exchange site set up and being well used	

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4.4 Identify disabled people/carers who may be interested in training to provide peer support/ advocacy/ mentoring – utilising individual learning accounts.	Jan Barnett (Vocal) LAC	Jayne Lewis (Social Work) JeffAdamson (Forward Mid) Louise McMeel (LCIL) Libraries	Dec 2013	No peer support at present. Advocacy in develop-ment	Collaborate with LCIL to build on existing work being undertaken and consult with partners as how best to facilitate this	Attendance/ Carer Outcomes evaluation tool	
4.5 Run Training half day for Peer Support Leaders.	Jayne.Lewis (Social Work) LAC	Eric Johnstone (Forward Mid)	Dec 2013	None currently provided	Source expertise and potential funding to provide this	Training sessions provided	
5 TRANSPORT							
5.1 Work with Lothian Buses and other local transport operators to deliver regular "Try a bus" half days in locations across	Karl Vanters (MC Travel Team)	George McKendrick (Lothian Buses) Other	Ongoing from 2013	2011- one event in Midlothian. No further commitment	Two events each year in conjunction with Lothian Buses, planned well in advance to allow maximum notice and participation.	Number of events per year provided	

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	Midlothian.		operators as required		for 2012/13			
5.2	Establish a Midlothian-wide Public Transport Forum with participation from the communities. Disability groups, including the Midlothian Access Panel.	Karl Vanters (MC Travel Team)	Nigel Clarke (Midlothian Access Panel) Gavin Booth (Bus Users UK – Scotland) Community Councils	Ongoing from 2013	Only one area (Tynewater) holds irregular bus user meetings	Establishment of a framework for local meetings with a pan-Midlothian meeting at its apex. Need to consult with Councillors [Midlothian and community] – some details of how the project would go forward may change as a result, but main thrust of action still achievable	Local and Midlothian-wide meetings established , adequately supported locally.	
5.3	Create a register of taxi and private hire operators with particular reference to accessibility for disabled passengers [vehicle dimensions, means of entry/exit, driver training in disability awareness etc].	Karl Vanters (MC Travel Team)	Bob Atack (Taxi Licencing)	Complete by March 2014	No register exists	Liaise with Bob Atack whose responsibilities include Taxi and Private Hire licensing Gather detailed relevant information (dimensions of vehicle entry/exit etc). Complete register and make available to the public via printed material / websites etc	Completion of initial task, followed by successful means of ensuring ongoing updating	

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5.4	Review taxi and private hire licence agreements to embrace requirements for enhanced disability awareness.	Karl Vanters (MC Travel Team))	Eric Johnstone (ForwardMid) Lynn Cochrane(MC Public Relations Officer)	Complete by March 2014	Licence agreements have not been reviewed for several years	Liaise with Bob Atack whose responsibilities include Taxi and Private Hire licensing, to highlight need for a review of existing provision and identify potential improvements.	More appropriate Licensing agreements implemented. as a result of the review	
5.5	Distribute Midlothian Travel maps with issues of Midlothian News and Forward Mid newsletters.	Karl Vanters (MC Travel Team)	Forward Mid	By end 2012	No maps issued to summer 2012	Work with Council's Communications team to arrange inclusion in Midlothian News, and Forward Mid for their newsletter	**Maps successfully distributed with both publications**	
5.6	Increase number of bus stopping places that are equipped with "bus boarders" [high kerbs to facilitate wheelchair access to low-floor buses] with a minimum target of at least one pair of such stops in each	Karl Vanters (MC Travel Team)	Neil Dougal, Ian Thomson, Mike Berry (Roads Dept)	**1st Target Mar 2013** 1 Jan 2015 for 100% Target	Only 130 of 565 bus stops are bus boarder stops	As no budget currently exists for building bus boarders, need to explore with appropriate partners, any potential funding, highlighting the legal requirement of 100%which comes into place January	Number of upgrades achieved. (Already part of Travel team's Performance Index quarterly figures)	

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community. Ultimate target is 100% of bus stops.					2015. Ensure any road resurfacing or other such works from now on take into account the need to upgrade bus stops to required standard.		
5.7 Create a first "Accessibility Transport in Midlothian" booklet as a companion publication to the Midlothian Travelmap. Updated versions to be created annually in the future.	Karl Vanters (MC Travel Team)	Lisa Black(SEStran) John Moore (LCTS) Wayne Pearson (HcL)	First draft by Oct 2012 First printed copy of Issue 1 by Mar 2013	No publication exists	Prepare information for submission to FWT for setting. Use pdf for consultation prior to any final changes suggested by that process.	Booklet completed.	
5.8 Combat indiscriminate parking in disabled parking spaces, on pavements, at low-kerb crossing places and at bus stopping places	Karl Vanters (MC Travel Team)	Trevor Docherty (MC Travel Team)	**Ongoing to Dec 2015**	No survey for 2012 conditions	Engage with appropriate partners to seek suitable ideas as a means of tackling the issues raised and negotiate responsibility for enforcement	Reduction in incidence	

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5.9 **Review Midlothian Taxicard scheme.**	Karl Vanters (MC Travel Team)	Trevor Docherty (MC Travel Team)	Review ready to report to Council by Mar 2013	Existing System	Conduct consultation with relevant stakeholders and submit report to Council for consideration.	Approved by Council and changes implemented	
5.10 **Develop an "Independent Travel Training" programme to give potential users of public transport the confidence to use buses etc.**	Karl Vanters (MC Travel Ream)	Trevor Docherty (MC Travel Team) Marina Miller, Gemma Woodhouse (Midlothian Training Service) MC Telecare Team Bus operators	Ongoing to 2015	Zero	Work with MTS to develop new Travel Training programme [initially funded for people of 16+ referred by Social Work]. Strive to establish scheme and ultimately to expand it to cover under 16s and individuals who might be out with the direct realm of Social Work. Utilise any appropriate technology to support this process.	Increased number of individuals supported to travel independently through training.	
6 **HOUSING**							

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6.1	Create register of adapted accessible housing for Midlothian in partnership with Housing.	Tracy Hill (MC Housing)	Jayne Lewis (Social Work)	Dec 2013		Utilise existing data sources to compile list and ensure continued system of updating built in to facilitate an increasingly accurate register as time goes on.	Register created and publicised appropriately	
6.2	Create a system where existing adaptations in void houses are retained wherever appropriate and re-let to an applicant with a requirement for that adaptation	Tracy Hill (MC Housing)	Jayne Lewis (Social Work	Dec 2013		Re-consider existing void property processes and amend to increase the opportunities to re-use existing adaptations	Increased number of recycled adaptations.	
7	**EQUIPMENT**							
7.1	Produce Equipment audit list/ Menu Directory and Establish	Catriona Luff (Social	Joan Griffiths (Social Work)	Jan 2013		Work with existing data and frontline staff at Loanhead to create an Equipment list and	List created. Appropriate single number	

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	guidelines and clarity around process for acquiring equipment One stop phone number for signposting.	Work) Jayne Lewis (Social Work)				ensure a method of continuous updating for the future. Utilise main Council Website and ForwardMid Directory Agree route for information provision – likely to be Contact Officers. Ensure this information is widely publicised through Website and poster campaign.	implemented and publicised as point of contact for all equipment enquiries	
7.2	Produce up to date list of facilities available (including adaptive equipment) to support disabled people to participate in Sports/Leisure Activities	Mark Gaffney (MC Corporate Services)	Physical Activity Health Alliance	June 2013		Liaise with appropriate partners to consider how best to facilitate the production and promotion of such information on an ongoing basis	Information produced and promoted appropriately	
7.3	Raise awareness/ share information re. Funding opportunities for equipment	Catriona Luff (Social Work)	Forward Mid	Ongoing		Website updated - Information Leaflets from Scottish Govt to be a link under Aids and Adaptations advice on Home Improvement Grants. Ensure method to continuously update information. Discuss further with OT Team Leaders	Potential clients better informed	

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8 INFORMATION							
8.1 Create disability information point (hub) in every library GP surgery.	Eric Johnstone (Forward Mid) Philip Wark (Libraries)	LAC Marlene Gill, Jeff Adamson. (ForwardMid) Jayne Lewis (Social Work)	Oct 2012- Dec 2012	Some work initiated by Loanhead staff	See 3.1 same actions LSWC to pilot outreach surgeries in Pathhead and Penicuik Surgeries. Possibility to build on this to be explored	Hubs operational, increasing accessibility of information for physically disabled members of public.	
8.2 Develop training and guidance for occupational therapists and contact officers to emphasise and embed information giving as a key part of their role.	Catriona Luff (Social Work)	Sheena Wight (NHS) Trisha Sime (Corporate Resources) Forward Mid JPDPG	Oct 2012- Ongoing	Online Resource bank in LSWC plus Midlothian website	Identify and deliver appropriate training to ensure improved service provision for people with physical disabilities ForwardMid directories to be provided to all Contact Officers, AHP and front line SW staff. Ensure staff are using the online resource folder already in existence. Outreach information giving clinics piloted in Loanhead SWC.	Improved information provided through existing service provision. Customer feedback	
8.3 Develop contact list of individuals who sign up	Jayne Lewis	LAC		Existing ForwardMid	All interested partners to meet and discuss/ plan how	Contact list complete and	

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to ForwardMid e bulletin	(Social Work) Eric Johnstone (Forward Mid)	Jan Barnett(Vocal) Catriona Luff Social Work OT) Marlene Gill (ForwardMid)	Dec 2012	database	to co-ordinate a shared fresh, up to date informed database resource for disabled contacts in Midlothian. Benchmark other local authorities	up to date and in use.	
9 ACCESSIBLE ENVIRONMENT							
9.1 When commercial buildings apply for change of use, ensure that conditions of approval mean a higher than minimum standard is implemented relating to DDA compliance	Jayne Lewis (Social Work) Nigel Clark (Midlothian Access Panel)	**Midlothian Access Panel** **Council Planning and Building Standards**	Dec 2014	Minimum standards	Consult with Planning Dept/Building Standards and the Access Panel to examine existing processes and consider any appropriate, possible changes to raise the standards locally.	Higher than minimum standards implemented in Midlothian	
9.2 Work in partnership with leisure and education to ensure	Mark Gaffney	Suzanne Teague	Sept 2013		Collate existing information to identify gaps and update. Ensure	Up to date information freely available.	

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smooth transition for young people participating in disabled sports activities from 16 to adulthood.	(Sports & Leisure)	(JPDPG) Further Education Colleges			information available though all appropriate channels. Work with Further Education Colleges to create a transition process which will ensure continuity for individuals in their participation in sporting activities.	Access to sport for disabled people maintained through transition periods.	
9.3 Ensure representative from leisure and education joins joint physical disability planning group.	Jayne Lewis (Social Work)		Oct 2012	No current Rep-resentation	Invites extended to appropriate individuals	Relevant input toJPDPG achieved.	
10 EMPLOYMENT							
10.1 Updates from STEM and MEAN at every joint physical disability planning group.	Alex Marks (Re-generation)	MEAN partners	October 2012	No regular updates previously provided	Partner updates from MEAN strategy meetings will be collated into a report for JPDWG	updates provided at each meeting	
10.2 MEAN and Joint Physical disability planning group and STEM / MEAN to	Alex Marks (Re-generation)	MEAN partners JPDPG	April 2013	Existing signposting procedure unclear	Partners to consider existing practice and advise best routes for information	Individual partners advising re number of	

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appropriately signpost disabled people in relation to employment and training.	All JPDPG				provision. This could be included as part of the employability information hub for partners, employers and jobseekers - currently being considered by MEAN	people signposted?	
10.3 Develop and deliver training in partnership with MEAN, with particular reference to attitudinal awareness and creativity around job opportunities.	Alex Marks (Re-generation) JPDPG	MEAN partners JPDPG	Dec 2013	No specific training in place	Training needs analysis required. Target prospective local employers, staff and applicants. Partners to consider delivering training to each other. MEAN/JPDPG will co-ordinate	Numbers of people participating in training. Number of new employment opportunities created as a result of the training	
10.4 Include regular updates from STEM and MEAN in Forward Mid newsletter with 'a focus on employment' page.	Alex Marks (Re-generation) Eric Johnstone (Forward Mid)	MEAN Forward Mid	Jan 2013 onwards	No updates currently provided	Partnership working between MEAN and Forward Mid to produce employment information for newsletter	Employment focussed newsletters produced	
10.5 Consider development of new training for	Alex Marks (Re-	Sheena Wight	Dec 2014		Needs Assessment to gage numbers and demand for this	Appropriate support	

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work programme with Midlothian Training Employment Action Network. Co-ordinate a vocational rehabilitation working group to support this	generation)	(NHS)			training. Identify required funding to resource this. Engage with local businesses to raise awareness of this group	packages available to assist employability of individuals with Physical disability. Appropriate outcome measures.	
11. COMMUNICATION							
11.1 Create a Sensory Impairment Service appropriate to the shared local needs across East and Midlothian, with an emphasis on capacity building and preventative work.	Jayne Lewis (Social Work)	Julia White (East Lothian Council) RNIB Deaf Action	April 2014	Existing contracts no longer appropriate to current needs	Consult with service users. Work with all partners to renegotiate existing contracts with service providers, to be more appropriate to the identified needs of service users. Ensure reporting structures in place as part of contracts, to measure required outcomes.	New Contracts in place April 2014 providing a more appropriate local service. Built in outcomes focussed reporting in place.	

Glossary of Terms

JPDPG – Joint Physical Disability Planning Group

CLD – Community Learning and Development

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RNIB – Royal National Institute for the Blind

VOCAL – Voice of Carers Across Lothian

MWIN – Mental Wellbeing Intervention Network

LCIC – Lothian Centre for Inclusive Living

CAB – Citizens Advice Bureau

FWT –(Map printing company used by Midlothian Council)

LAC – Local Area Co-ordinator

MEAN – Midlothian Employment Action Network

STEM – Services in Training and Employment Midlothian

ForwardMid **–** Midlothian Equalities Forum