

G: PERSONAL DIGNITY

Aim: To ensure that people with physical and sensory impairments are treated with dignity and respect.

Objective 1

Disabled people have access to the adaptations and equipment they need to meet their needs for independent living.

Actions

The Board will ensure that physical and communication needs are considered in the provision of equipment services so that : -

1. All disability equipment services (including electronic assistive technology and Telecare) are appropriate and accessible.
2. A multidisciplinary approach is developed, in consultation with people who will use the equipment and adaptations.

Outcomes

Services will have taken account of the needs of disabled people so that:-

- People are able to identify, order and receive the equipment they need easily and efficiently.
- The appropriate equipment and adaptation is provided that will support the disabled person to live independently.

Monitoring performance – Year 1	Who by	When
<p>Commissioners of equipment services will submit evidence to the Board of :-</p> <ol style="list-style-type: none"> 1. Description of the standards that demonstrate a multidisciplinary/multiagency process for disabled people to identify, order and receive the equipment and adaptation they need. 2. Evidence of the Equality Impact Assessment that ensures that disabled people with physical and sensory disability can access and use the services they require. 3. A description of the consultation with users about 	<p>NYCC (Adult Community Services. Larry Hollando)</p> <p>Harrogate & Craven Reference Group</p>	<p>31 March 2012</p>

<p>4. A satisfaction survey about equipment and adaptations that includes</p> <ul style="list-style-type: none">• How easy to view and order equipment• Support and information on the use of the equipment at the point of order and follow up services.• Staff awareness and knowledge.• Timeliness of delivery.• Usefulness of the equipment.• Returned equipment to identify the reason that it was returned.• Purchasing through direct payment and personal budgets.		
--	--	--

Objective 2

Improve availability of fully accessible public conveniences, including 'Changing Places'.

Actions

The Board will ensure that physical and communication needs are considered in the provision of public toilet facilities so that : -

1. Provision for disabled people is met in the development of all new facilities.
2. Existing services will identify and address problems that create barriers to use of their toilet facilities by disabled people.

Outcomes

Services will have taken account of the needs of disabled people so that:-

- New developments ensure easy access to their toilet facilities taking account of physical and communication barriers.
- New services will have been provided with support and information so that they can complete Equality impact assessment.

Monitoring performance– Year 1	Who by	When
Commissioners of public services will submit evidence to the Board of :- <ol style="list-style-type: none"> 1. Equality Impact Assessment that includes access to toilet facilities that deliver universal services. 	NYCC (Joss Harbron) District Councils planning Harrogate & Craven Reference Group	31 March 2012