



# MY WAY MY SAY

Wandsworth Strategy for People with  
Physical Disabilities and Sensory Impairments

**A vision for 2020**

# Introduction

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- This strategy covers people with physical disabilities and sensory impairments
- It covers people of all ages
- It should be read in conjunction with other strategies which provide more detail in certain areas – e.g. Wandsworth Strategy for Older People and Commissioning Strategies for people with learning disabilities and people with mental health problems

## This strategy:

- sets out what we know about the needs of people with physical disabilities and sensory impairments in Wandsworth
- develops and articulates a shared understanding, vision and action plan of how we will respond to the needs of people with physical disabilities and sensory impairments

# Disabled people in Wandsworth

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- Nationally, around 6% of children, 16% of working age adults and 45% of people over 65 are disabled (Office for Disability Issues)
- 314,996 people were estimated to live in Wandsworth in 2014
- 20,960 people in Wandsworth aged 16 to 64 are estimated to have a moderate or serious physical disability (Health Survey for England 2001 applied to Greater London Authority (GLA) population projections 2014)
- There are 28,295 older people living in Wandsworth, 18% of whom have mobility issues (Living in Britain Survey 2001 through projecting older people's population information system applied to GLA estimates 2014)
- There were an estimated 5,470 partially sighted and 610 blind people living in Wandsworth 2011 (Royal National Institute of Blind People (RNIB) estimates 2014)
- Three-quarters (1,091) of people on the Wandsworth sight loss (partial and blind) register have a physical disability. Half those registered are 75 and over. There are 61 children registered as blind or partially sighted in Wandsworth. Wandsworth's crude rate of registrations is lower than that of London and England as well as that of Sutton, Merton, Croydon, Islington and Westminster areas (RNIB, 2014)
- 17,515 people living in Wandsworth are estimated to have a moderate or severe hearing impairment, and 350 a profound hearing impairment - **Based on the combined prevalence from two studies: Adrian Davis (Ed.), Hearing in Adults (1995) and Adrian Davis et al. (2007) through Projecting Older People Population Information (POPPI) and applied to GLA estimates for 2014**
- There were 604 primary and 257 secondary school children with a disability enrolled in Wandsworth in 2013/14 (disabilities relating to physical disability or speech/language/communication difficulty)

# Disabled people in Wandsworth

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Total population increase %	Older people's increase %	Physical disability Age 16 to 64 increase %	Moderate / severe hearing impairment %	Profound hearing impairment %	Visual impairment %
4.3	5.1	7.1	7.4	10	13.8

The number of disabled people living in Wandsworth is increasing faster than the rate of increase in the Wandsworth population in general (see table). People are living longer, and are able to survive and live longer with complex/multiple disabilities. This means that the need for specialist services, such as specialist teaching, special schools, specialist health services, care and support and preventative services will increase. It also means that we need to think about how we organise and operate all our services to ensure that the needs of disabled people can be met.

It is estimated that 45% of disabled people have more than one condition contributing to it.

- An estimated 4,185 Wandsworth residents have had a stroke
- 65 people are estimated to have a spinal cord injury
- An estimated 515 people have Multiple Sclerosis
- Between 585 and 785 people are estimated to have Cerebral Palsy
- 45 to 65 people are estimated to have Parkinson's Disease
- 15 to 20 people are estimated to have Motor Neurone Disease
- 105 are estimated to have Rheumatoid Arthritis
- 8060 people estimated to have age related Macular Degeneration

(Note estimates based on national projections applied locally. Note having a condition does not necessarily mean the person is yet disabled due to it.)

# The themes of this strategy

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## **The themes of this strategy are:**

- Getting the best start in life
- Finding and retaining work
- Exercising choice and being in control
- Living healthy and active lives
- Living in an inclusive community
- Obtaining financial and other benefits

# Co-production of this strategy

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**June 2014:** Consultation event with approximately 150 disabled people to discuss their experiences of living in Wandsworth and what should be in this strategy.

**November 2014:** Consultation event with visually impaired residents in Wandsworth to discuss their views on current services and their vision for 2020.

**January 2015:** Discussion of a draft strategy with Wandsworth Independent Living Forum.

**February 2015:** Discussion of a draft strategy with Wandsworth Deaf Forum.

**March 2015:** Discussion of a draft strategy with Stroke and Neurological conditions Clinical Reference Group.

A needs assessment has been conducted by Wandsworth Public Health.

This strategy has also been informed by national work conducted by the Office for Disability issues, which provides a significant amount of quantitative and qualitative information on what is important to disabled people, and which informed the themes of this strategy.

# Getting the best start in life: Where we are now

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Key stage	All pupils %	Special Educational Needs (SEND) range %
KS2 level read, write, maths	81.9%	13.3% to 52.3%
KS4 – five GCSE A to C grade	81.9%	0% to 55.6%

Wandsworth has highly regarded special schools for children with sensory impairments and complex multiple disabilities. It also has well regarded specialist provision through Wandsworth Sensory Support Service which supports children with sensory needs in mainstream schools.

Nationally, and in Wandsworth, there is a significant gap in educational attainment rates between disabled children and their peers who are not disabled (see table for Wandsworth rates).

Very few young disabled people go on to sit exams beyond GCSE.

# Getting the best start in life: Our vision for 2020

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- Disabled children and young people should achieve their full potential
- The gap in educational attainment between children and young people with special educational needs and disabilities and their non-disabled peers will narrow as the education attainment rate in general continues to increase
- A specialist school place will be available to every child that needs one
- Children and families will receive the personalised help, support and information that they need, and will aspire to achieve their full potential
- Children will be supported to transition to living as independently as possible in adulthood
- Disabled children and their families should have easy access to health care, and health, education and care should be integrated to provide high quality services personalised to the needs of each child and their family



# Our vision: What does it mean?

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## Personalisation

### **We will:**

- Put the child and their family at the centre of assessment and service provision
- Strengthen partnerships across agencies and with the voluntary sector to meet the needs of children and families
- Promote personal budgets, and support those who wish to operate them
- Ensure a single point of access to healthcare

## Early intervention

### **We will:**

- Continue to develop our early support programme
- Develop early years services that focus on empowering parents
- Develop and maintain a flexible offer of support that can be easily accessed without further assessment
- Promote the role of universal settings as first point of intervention, with onward referral as necessary

# Our vision: What does it mean?

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## Excellence and achievement

### **We will:**

- Promote the development of excellent multi-agency services for all, including planning for the changing needs of children as certain needs increase over time
- Work with Further Education (FE) colleges to expand provision for disabled people
- Ensure all schools develop appropriate ways of benchmarking pupils with special educational needs with other pupils, and develop transparent ways of making this information available
- Support mainstream schools in providing for pupils with additional needs, and continue to provide excellent special schools for those that require them
- Implement and embed Education, Health and Care plans
- Provide excellent specialist health care for children with disabilities

# Our vision: What does it mean?

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## Equity and transparency

### **We will:**

- Ensure children and families receive clear information on what is available and how to obtain it
- Assist schools in embedding funding reform
- Promote access to universal services for disabled children and their families
- Ensure families have access to appropriate mediation services

# Finding and retaining work: Where we are now

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- Nationally in 2012, 46.3% of working-age disabled people were in employment compared to 76.4% of working-age non-disabled people
- The employment gap represents over 2 million people
- In Wandsworth, 63.6% of people who were disabled or had a long-term condition were in employment, compared to 59.8% for London as a whole
- In consultation, many disabled people told us they would like to work, but felt that there were not sufficiently good quality services to help them prepare for and obtain work. They also felt that employers lacked confidence in employing disabled people. Local disabled people felt that Wandsworth council's Work Right scheme is a good quality and successful service

# Finding and retaining work: Our vision for 2020

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- The gap in the employment rate of disabled people as compared to non-disabled people should narrow
- More disabled people should feel confident to enter the work place, and employers should feel confident about employing them
- Disabled people should get the help and support they need to prepare for, find and retain work

# Our vision: What does it mean?

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## Raising aspirations

- Health and social care professionals will discuss a person's employment wishes with them, and include these as part of the health and care planning processes
- Commissioned services will be expected to facilitate a person's employment wishes, including active discussion about employment wishes and onward referral

## Setting the standard

- We will ensure that we are exemplar employers of disabled people ourselves

# Our vision: What does it mean?

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## Providing help and support

- The council will ensure that its universal employment service (Work Match) is accessible to disabled people and can provide them with support to obtain employment
- Within available resources, the council and Clinical Commissioning Group (CCG) will continue to commission specialist employment support for those not adequately covered by national provision, and will look for high performance in existing services
- Subject to available resources, the council will continue to run its well regarded Work Right programme, which provides a high degree of one-to-one support to disabled people looking for work, including work placement opportunities within the council
- The council will continue to work with local employers and employment service providers to identify opportunities for disabled people and ensure open and accessible recruitment practises

## Accessible and easy to find information

- We will ensure that we provide information on local and national employment support for disabled people through a variety of means, including knowledgeable staff, online information and leaflets in a variety of formats

# Making choices and being in control: Where we are now

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- Based on national data, in 2010/11, 79% of people with a long-term condition felt that they had enough support to manage their long-term condition independently (Local Authority outcome framework indicators). However, over a quarter of disabled people say that they do not frequently have choice and control over their daily lives
- In Wandsworth, all those who can do so receive self directed support relating to adult social care
- In consultation, those disabled people who received a direct payment felt it gave them more choice and control. Others wanted direct payments to be simpler to understand and obtain. Some felt they were unlikely to want to use this facility



# Making choices and being in control: Our vision for 2020

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- Disabled people will be able to live the lives they want to live, and will have the choice and control necessary to achieve this
- Where support is required from professionals, advocates, families and carers to enable a disabled person to exercise choice and control then this will be available, and the disabled person and their family will be in control of those services
- We will promote independence through the care and support that we provide. Disabled people will have access to care and support and independent living equipment and adaptations which are appropriate to their needs, promote their independence and wellbeing and over which they have choice and control
- These will include information technology and independently arranged solutions that will enable disabled people to live as independently as possible and build resilient support systems and networks
- Disabled people and their families and carers will feel comfortable using personal budgets and direct payments to increase choice and control
- Disabled people will have the skills they need to manage their own health conditions, and will be partners in the decisions made about their health care

# Our vision for 2020: What does it mean?

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## Improved care assessments and support planning

- The disabled person's aspirations will be at the centre of the assessment and support planning process
- Disabled people will be clear about how much money is available to meet their needs, and the options open to them for purchasing services
- We will look for further ways of making direct payments a realistic option that disabled people want to use, including looking at the support they need and the availability of a good range of services

## Putting disabled people at the heart of their health care

- We will remove the barriers to health care that disabled people have told us they face, such as difficulties with appointment bookings, and difficulties speaking with health professionals. We will make adjustments to existing practises and provide reasonable adjustments where necessary
- We will improve the information and support available to help people manage their own long-term conditions
- We will reduce emergency admissions and provide more care at home, where disabled people feel more comfortable and are likely to recover from illness more quickly

# Our vision: What does it mean?

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## Promoting independence and preventing crises

- We will continue to improve our highly effective “Keeping Independent Through Enablement” service, which assists people to regain independence following illness at home or in hospital
- We will improve rehabilitation services for people with sensory impairments, with reduced waiting times and modern equipment that meets their needs
- We will continually update the equipment we provide to assist people with living independently, and look for ways of further improving our excellent Transforming Community Equipment Service
- Within available resources, we will continue to provide a range of community services that reduce isolation and provide advice and support to disabled people

## Transparent and accessible information

- We will continue to update and improve our social care and health information systems, to provide information on available services in Wandsworth
- We will look for new ways of providing information to disabled people in ways that meet their needs

# Living healthy and active lives: Where we are now

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- Disabled people have told us that they would like to find it easier to access their GP surgery. They have also told us that accessing hospital services needs to be easier
- Disabled people would like staff to be more knowledgeable and confident in how to help them. Difficulties experienced include difficulties with automated booking systems, online requests, registering upon arrival, knowing when it is their turn, accessing the premises (including difficulty with physical barriers and finding their way around), communicating with front-of-house staff and communicating with the medical professional they are seeing
- Difficulties are often around policies and procedures for doing things which people find difficult to use, a lack of awareness amongst staff in how to help, and around absence of British Sign Language Interpreting
- Disabled people have also told us that they would like it to be easier to access health information. For example, people with sensory impairments experience difficulties in reading mail sent to them by our health services, and accessing general information leaflets. Whilst some disabled people reported that they find online information helpful, others do not have access to a computer and/or are unfamiliar with the internet
- Disabled people have asked if we could consider providing a passport type document listing their condition(s), medication and special needs

# Living healthy and active lives: Our vision for 2020

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- Disabled people should live a healthy and active life, and be as independent as possible for as long as possible
- Disabled people should have access to good quality information and have increased skills and confidence to better manage any health conditions they may have
- Disabled people should have access to high quality and personalised healthcare and support when needed
- Disabled people should be treated in the community wherever possible, should only be admitted to hospital when hospital is the only setting able to meet their health need, and at these times should expect that their stay in hospital is for the shortest possible time
- We should prevent health conditions from occurring, or from becoming disabling conditions, through promotion of healthy living, improved diagnosis and high quality management of progressive conditions and consequences of conditions

# Our vision for 2020: What does it mean?

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- We will work with partners to provide information and advice on staying healthy
- We will share information across agencies via the long-term conditions management hub, thus providing a better service to patients with long-term conditions
- We will improve the information, sign-posting and support available for people managing their own conditions
- We will conduct a feasibility study of developing a new long-term conditions passport, containing information on condition, medication etc., which makes it easier for disabled people to explain their condition and medication to other professionals
- Through initiatives like our new Community Adult Service re-design, we will provide multi-disciplinary teams to care for patients, with the patients' needs being at the heart of their care
- Through the Better Care Fund, we will join up health and social care services, preventing the need for hospital admission and ensuring people leave hospital faster
- We will improve the primary care offered to vulnerable patients by measures such as longer consultations for certain groups, named GP / lead professional, better trained staff and greater equality of services across Wandsworth
- We will improve the accessibility of health services, so that disabled people find them easier to access

# Our vision: What does it mean?

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- We will look to treat more emergencies in the community
- Within available resources, we will commission new services where required to improve the care provided to disabled people, based on assessed need and patient feedback
- Through our Clinical Reference Groups, we will work to improve diagnosis and treatment of key conditions that can (but need not necessarily) result in disability – such as Diabetes, strokes and cardio-vascular diseases
- We will provide excellent specialist medical services, such as those for stroke and neuro-rehabilitation, ophthalmic services and audiology services
- We will provide help to those who need it in getting to hospital for appointments, and try to locate more services in the community
- We will provide excellent information, advice and onward referral to help people live with their condition on a day-to-day basis

# Living in an inclusive community: Where we are now

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## Feeling safe

- National data shows that disabled people are far more likely to be victims of crime than non-disabled people. This gap is largest amongst 16-34 year olds, where 39% of disabled people reported having been a victim of crime, compared to 28% of non-disabled people
- 81% of those with a physical disability or frailty said that the services they use help them to feel safe in their community in response to the survey of adult social care users, 56% of respondents said they felt safe in the community. People with a physical disability or frailty generally score a little lower than other users
- We have strong neighbourhood watch services in Wandsworth, with over 500 Neighbourhood Watch schemes

## Getting around

- At March 2013, 87% of Wandsworth's bus stops met Transport for London's (TFL's) accessibility guidelines
- Wandsworth's rail and tube network is improving, with new lifts at Southfields Station, the re-development of Clapham Junction, Balham and Putney stations, and the plans to extend the tube as part of the wider re-generation of Wandsworth
- Wandsworth operates special travel schemes, including Wandsworth Community Transport, Freedom Pass and Taxi Card



# Living in an inclusive community: Where we are now

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## Housing

- Nationally, although the gap in non-decent accommodation has closed over recent years, 1 in 3 households with a disabled person still live in non-decent accommodation. 1 in 5 disabled people requiring adaptations to their home believe that their accommodation is not suitable
- All new build housing in Wandsworth meets accessibility guidelines
- In consultation, disabled people said that Wandsworth was a good place to live, with strong neighbourhoods and accessible public services

# Living in an inclusive community: Our vision for 2020

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- Disabled people should feel confident to live in and move about their neighbourhoods, and be safe at all times
- Disabled people should have opportunities, and support where needed, to connect with other people, socialise and take part in activities
- Disabled people should be able to choose how they travel, and to travel independently using inclusive and accessible public transport, streets that meet their needs and dedicated transport where necessary
- Disabled people should live in accommodation that meets their needs, and be able to obtain adaptations and equipment to facilitate independent living where necessary

# Our vision: What does it mean?

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## Safety

- We will continue to support and expand Neighbourhood Watch
- We will continue to undertake activity to combat crime, particularly against vulnerable residents, including using powers to combat anti-social behaviour, educating vulnerable people on how to keep safe, and implementing “no cold calling” zones as require.
- We will meet the needs of disabled people as we re-generate Wandsworth, conducting Equality Impact Assessments as necessary and actively considering their needs as we develop plans

## Getting around

- We will work with TFL to improve Bus and train travel
- We will continue to run dedicated transport schemes where necessary – e.g. Freedom Pass, Taxi Card, Wandsworth Community Transport

## Housing

- We will make adaptations to properties within agreed timescales

# Obtaining financial and other benefits: Where we are now

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- National data shows that a substantially higher proportion of individuals who live in families with disabled members live in poverty, compared to individuals who live in families where no-one is disabled
- 19% of individuals in families with at least one disabled member live in relative income poverty, on a before housing costs basis, compared to 15% of individuals in families with no disabled member
- 21% of children in families with at least one disabled member are in poverty, a significantly higher proportion than the 16% of children in families with no disabled member

When we consulted them, disabled people told us that they find the benefit system difficult to navigate. Forms incorrectly completed by friends and family, as well as the complexity of the system as a whole, were cited as difficulties.

Disabled people said they very much valued the support given by the Disability and Social Care Advice Service (DASCAS) and Thomas Pocklington Trust to assist with claiming benefits.

Disabled people find it hard to obtain information on what they might be entitled to – both financial and non-financial.

# Obtaining financial and other benefits: Our vision for 2020

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- Disabled people obtain those financial and non-financial benefits to which they are entitled

## What does it mean?

- We will continue to provide advice, support and advocacy
- Within the council, we will seek to make continuous improvements to claims processes so that they are accessible and easy to use
- Within commissioned support and prevention services, we will ensure that actively promoting financial and non-financial benefits is included as a key function



