

Services	Lead contact	Potential barriers for disabled people	Current provision in place	Service feedback and possible improvement activity
CHILDREN & YOUNG PEOPLE'S DEPARTMENT				
All department	Nigel Chapman Brian Grady	<ul style="list-style-type: none"> - Special educational needs - Building access if student has physical conditions - Needs of children with autism - Insufficient information on services available - People with disabilities unable to access the webpage - Webpage layout and design 	<ul style="list-style-type: none"> - Family focused support - Early support for disabled children under 5 or who have additional needs - Portage – a free home visiting service for pre-school children with a disability or additional needs from birth to four years old. - Family Solutions Service - confidential advice and support for families with children aged 0 to 18 (up to 19 for young people with disabilities) - Children's centres - where you can access a range of services including speech and language therapy and SEND parent support groups - Parenting courses - Childcare: <ul style="list-style-type: none"> o Nurseries that offer specialist places for children with SEND o Childminders who have experience of looking after youngsters with additional needs o Out-of-school and holiday clubs o Brent's Children and Families Information Service (CFIS), which holds details of all registered providers in the borough. - Two year olds may be able to get free early education if family is low income, in receipt of benefits or child has a disability or additional needs. <p>Brent's Local Offer webpage - a single point of information and advice for children and young people from 0 to 25 with special educational needs and disabilities (SEND) and their families with information on services, advice and other useful information. This was developed in partnership with parents, carers, young people and schools.</p> <p>Comments and requests to join the Local Offer submitted online and new provisions are implemented to cover any identified gaps.</p>	<ul style="list-style-type: none"> - Targeted communication in different community languages to raise awareness amongst new communities - Engagement with community groups for information campaigns and signposting - Continue to review the Local Offer site to make sure that services are easy to find and understand.
REGENERATION & ENVIRONMENT				
Parking & Lighting	Gavin Moore	<ul style="list-style-type: none"> - Parking close to home / workplace / shops /leisure activity 	<ul style="list-style-type: none"> - Blue badge parking - A disabled person's parking place (DPPP) is a parking space marked on the public highway by a white painted box with a sign indicating that it is for the use of blue badge holders only. provision of a disabled bay (DB) in residential streets is considered on a needs basis and subject to the completion of an application - The Personalised Disabled Person's Parking Places scheme is an initiative designed to assist vulnerable Brent disabled residents experiencing problems using their existing Disabled Person's Parking Places. 	<ul style="list-style-type: none"> - Few complaints in relation to disabled parking provision.
Transportation	Tony Kennedy	<ul style="list-style-type: none"> - Inaccessible public transport - Infrequent transport - Expensive transport - Transport is not close enough to workplaces/home/leisure and social activities 	<ul style="list-style-type: none"> - Older person's and disabled person's freedom passes (forms from libraries) - Taxi cards scheme allows Brent residents with a mobility impairment that prevents them from using public transport to travel in taxi cabs at a subsidised rates. - "Please offer me a seat" badge - Come on board – help for disabled and older passengers to access London's public transport network. 	<ul style="list-style-type: none"> - 'Travel support for those with needs' webpage to be kept up-to-date

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Environmental Services (other)	Chris Whyte	<ul style="list-style-type: none"> - Insufficient support for people with hidden disabilities - Disability awareness of staff not sufficient 	<p>Public Realm:</p> <ul style="list-style-type: none"> - Adjustments are made to collection points for people with mobility issues - For people with dementia or a mental health condition which makes it difficult to separate waste and recycling, one bin can be used. <p>Community Protection:</p> <ul style="list-style-type: none"> - adjustments to control orders where the person is disabled - Disability awareness is part of contracts for commissioned services. <p>Brent Transport Services:</p> <ul style="list-style-type: none"> - Specialist transport service for people who have significant disabilities - Drivers and escorts receive diversity training, and escorts trained in supporting residents' conditions, including administering medicines. 	
Planning and Building Control	Alice Lester	<ul style="list-style-type: none"> - People with disabilities unable to access the service 	<p>Customers can:</p> <ul style="list-style-type: none"> - Speak by phone to a Duty Planning Officer (referred by Customer Services if they cannot assist) - Submit planning applications electronically or in hard copy) <p>Details on all planning applications are published on our website.</p> <p>Translation and Interpreting services can be accessed by all staff members; information available on intranet.</p> <p>All new planning policies or Supplementary Planning Documents (SPDs) screened using the Equality Analysis tool when published for public consultation. May be part of wider Integrated Impact Assessment which other impacts, to satisfy legislative requirements.</p> <p>Statement of Community Involvement sets out how the Council will engage those with protected characteristics, including disability.</p> <p>Our Development Management Policies set out accessibility as "a fundamental component" of a development's success, whatever individuals' characteristics. Policy DMP12 Parking and Appendix 1 Parking Standards include standards for parking for disabled people.</p> <p>Recent Local Plan engagement included Disability Rights and Politics (DRAP) Brent.</p> <p>In contact with customers, approach varies depending on needs of customers, but includes measures such as the use of plain English for consultation documents and reports, and provision of additional information to those who require this to be able to understand proposals or to submit applications to the Council.</p> <p>Building Regulations applications assessed for compliance with 'Access to and Use of Buildings' standards.</p> <p>No Equality Analysis assessments undertaken.</p>	

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Employment & Skills	Matthew Dibben	<ul style="list-style-type: none"> - Insufficient support for disabled people looking for work /out of work - Insufficient reasonable adjustments in the workplace 	<p>All Brent Start provision is accessible to disabled learners, and there is dedicated provision for learners with disabilities.</p> <p>At enrolment the services collect data on disabilities and chronic conditions for every applicant.</p>	<ul style="list-style-type: none"> - More classes inclusive of learners with disabilities to be provided - Disability awareness training to be completed by staff and tutors on a regular basis
RESOURCES				
Customer Services	Collette Hamilton	<ul style="list-style-type: none"> - All services, either online or face to face must be accessible 	<ul style="list-style-type: none"> - Specific training for customer service staff on working with disabled people - Online BSL video on current provision in place - Self-service kiosk desk, are adjustable for wheelchair users - 2 self-service kiosks have keyboards for partially sighted customers. 	<ul style="list-style-type: none"> - Consider provision for providing notifications in braille for blind residents - Ensure that staff disability awareness and refresher professional training is up to date - Information for staff on how to access BSL interpreting services - Explain changes to benefits system to disabled people in a timely fashion - Joined-up approach with other council services when changes to benefits impact a person's housing or other service.
COMMUNITY WELLBEING				
Housing	Laurence Coaker Fidery Lavrine	<ul style="list-style-type: none"> - Housing is inaccessible - Housing is not easily adaptable - Accessible housing is away from a person's family, work or social life and may therefore isolate. 	<ul style="list-style-type: none"> - Council has a list of ways to adapt homes including suggested equipment, retailers and personal online assessment tool. Council can help where eligibility criteria met. - Information available on telecare includes: <ul style="list-style-type: none"> o pendant alarms o community alarms (e.g. pull-cord alarms to call for help or alert a call centre automatically) o home sensors (e.g. gas sensors). - Disabled facilities grant also available. 	
Public Health and Cultural Services	Melanie Smith	<ul style="list-style-type: none"> - Accessibility of libraries and leisure activities - Insufficient green spaces within easy reach of disabled people - Public Health services are accessible to people with disabilities 	<p>Core library service is accessible, including:</p> <ul style="list-style-type: none"> - flat access or lifts - hearing loop - stock, text and interactives at accessible heights for wheelchair users - public toilets disabled accessible - large print keyboard and ball mouse on PC's. - stock in large print and spoken word. - all text produced using colours for people with visual impairment in mind. - activities accessible to all including chair based exercises, story time for special educational needs. <p>Home Library Service for customers who struggle to reach the library with monthly deliveries of stock by volunteers. Also outreach</p>	<ul style="list-style-type: none"> - Invest in more assistive equipment and deliver more programming for disabled library users e.g. reading aloud groups for health (would require significant additional resources) - Closer working between libraries, Public Health and GP networks to increase social prescribing referrals - Consultation with disabled groups/individuals to identify further barriers, particularly on exhibitions

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			<p>collections in community locations such as care homes and hospital wards.</p> <p>Specialist stock to help users with long term conditions including mental health conditions and dementia.</p> <p>24-hour e-library service with variations for reading including larger fonts, audio text, dyslexia display etc.</p> <p>BookStart free book scheme for babies and toddlers supported with specialist packs for children who are deaf, visually impaired, and with conditions affecting fine motor skills.</p> <p>National campaigns supported with stalls run by community groups, community information folders in libraries, displays and appropriate stock available to support a range of conditions.</p> <p>All library staff to receive relevant Making Every Contact Count training – currently in early stages of roll out.</p> <p>Vale Farm sports centre Inclusive Fitness Initiative (IFI) accredited; Bridge Park and Willesden centres have IFI equipment. A proportion of equipment is DDA/IFI compliant.</p> <p>Gym staff trained to work with people with disabilities.</p> <p>Group classes open to disabled customers, as well as dedicated multi-sports sessions and swimming for adults & children</p> <p>B.Active card discount for people with disabilities to access free swimming and up to 40% off many other activities</p> <p>Sportsability for Children – rebound therapy trampoline sessions available</p> <p>Each centre has a Sports Development Outreach officer, through whom disability sports is promoted, as well as through communications channels.</p> <p>Deaf clients are seen by Smoking Cessation Services with a BSL interpreter booked via their medical practice.</p> <p>Blind clients seen by Smoking Cessation Services may come with a friend /partner to help guide them.</p> <p>Where clients cannot attend face to face sessions due to illness or disability, telephone support is offered over the same period of time as the face to face sessions.</p>	<ul style="list-style-type: none"> - Library staff to attend disability user group or equivalent on more regular basis to consult on accessibility. - Continue rollout of MECC training - Continue with plan to train staff to raise awareness and ensure simple solutions implemented to make libraries dementia friendly. - Disabled change facility in libraries to meet industry standard. - Gym equipment is limited due to space and resources. - If the resources were available more targeted classes. Need for more specialist coaches. - Disabled residents may be unable to attend sports sessions due to long commutes to centres. - Include information on local offer from independent community groups/projects

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			<p>Easy-to-understand pictorial presentations available.</p> <p>All abilities welcome to physical activity sessions. Level of activity is appropriate for ability/condition etc. Walks and outdoor gyms are accessible to all.</p>	
Adult social care		<ul style="list-style-type: none"> - Insufficient support for people with different mental and physical health conditions to get an assessment - Insufficient support for disabled people with caring responsibilities - Is independent advocacy support provided where relevant to assessment? 	<ul style="list-style-type: none"> - Assessment based on need and ability to carry out basic tasks - Carers are involved when assessment is undertaken 	