



**Isle of Man
Government**

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DisabledGo Public Consultation

June 2014

Department of Health & Social Care
Rhyenn Slaynt as Kiarail y Theay

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1 Introduction by the Minister of Health & Social Care

Approximately 10% of all residents on the Isle of Man are disabled. Depending on the disability in question people may have difficulty in accessing public buildings and spaces, commercial premises and different types of services. To help overcome these difficulties a working group made up of representatives from various Government Departments, along with the Douglas Development Partnership and the Access Office at Crossroads Care oversee a contract with DisabledGo. DisabledGo produces internet access guides for over 1,200 venues on the Isle of Man.

There are two types of access guide, the first gives basic information such as addresses, telephone numbers, email addresses, Google Maps and disability logos. The second type provides this information along with more detail on location, car parking, outside access, inside access, change of levels, accessible toilets etc. These guides can be used by both residents and visitors to the Island.

The working group is in the process of reviewing the services provided through the contract and this is an opportunity for people to comment on the quality and effectiveness of the information that is provided. I welcome your comments on the access guides and you can submit any views you may have to the Department of Health & Social Care by **Sunday 13 July 2014**.



Hon Howard Quayle MPA
Minister for Health & Social Care
26 May 2014

2 **Executive Summary**

In Autumn 2003, following representation by the Chronically Sick & Disabled Persons Committee (now the Tynwald Advisory Committee for Disabilities), the Council of Ministers determined that a disability access guide would be created covering services and venues on the Island. A working group was established comprising of various Government Departments together with the Douglas Development Partnership and the Manx Foundation for the Physically Disabled (now Crossroads Care) Access Office.

Following a tender exercise, a three year contract was awarded to DisabledGo, with an optional one year extension. The web based DisabledGo Isle of Man Access Guide was launched in February 2006 covering over 1,200 public buildings, land and commercial premises. The optional year extension was taken up and at the end of this period DisabledGo were successful in securing the contract for a second time. The contract is now in the fourth year of the second period.

When the contract was originally awarded there were very few organisations in this field. Since then other service providers have emerged. The views of disabled people, organisations on the DisabledGo website and the general public are being sought to ascertain the effectiveness of the current arrangements, to gather suggestions on ways it may be improved, and to determine how best to provide the service in future.

3 About the Consultation

The purpose of this consultation exercise is to invite comments on the DisabledGo disability access guides for disabled people.

It is not a referendum but an information, views and evidence gathering exercise to allow the Department to take an informed decision on what type of service should be provided in future.

Comments should be submitted by **Sunday 13 July 2014** in writing, by post or email to:

DisabledGo Public Consultation
Department of Health & Social Care
3rd Floor
Markwell House
Market Street
Douglas
IM1 2RZ

Telephone: (01624) 685667
Email: DisabledGo@gov.im

To ensure that the process is open and transparent and in line with the Government's Code of Conduct on Consultation, responses can only be accepted if you provide your name with your response.

Unless specifically requested otherwise, any responses received may be published either in part or in their entirety. Please mark your response clearly if you wish your response and name to be kept confidential. Confidential responses will be included in any statistical summary and numbers of comments received.

There are two surveys to complete, one for individuals and one for organisations on the DisabledGo website.

Electronic copies of this document are also available at:
<http://www.gov.im/ConsultationDetail.gov?id=441>

Paper copies of the consultation document are available at:

- The Department of Health & Social Care, 3rd floor, Markwell House, Market Street, Douglas.
- Tynwald Library, Legislative Buildings, Finch Road, Douglas.

The consultation period ends on Sunday 13 July 2014.

3.1 Statutory Consultees – List of persons and organisations to be consulted

- Tynwald Members
- Attorney General
- Chief Officers of Government Departments, Statutory Boards & Offices
- Local Authorities

- Isle of Man Chamber of Commerce
- Isle of Man Trade Union Council
- Isle of Man Law Society
- Isle of Man Constabulary
- Isle of Man Fire & Rescue Service
- Relevant Professional Bodies
- Council of Voluntary Organisations

3.2 Steps which will be taken following the consultation

Following consultation, the next steps in the process will be as follows:

- The Department will review the comments/responses received
- A summary of the responses received will be published within three months of the closing date of this consultation, and will be made available on the Department of Health & Social Care and Government websites.

3.3 Government Code of Practice on consultation

It is the intention to carry out this consultation in accordance with the Isle of Man Government Code of Practice on Consultation. The Code sets out the following six criteria:

- *Consult widely throughout the process, allowing a minimum of six weeks for a minimum of one written consultation at least once during the development of legislation or policy.*
- *Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.*
- *Ensure your consultation is clear, concise and widely accessible.*
- *Give feedback regarding the responses received and how the consultation process influenced the policy.*
- *Monitor your Department's effectiveness at consultation.*
- *Ensure your consultation follows best practice, including carrying out an Impact Assessment if necessary.*

3.4 Comments or complaints

If you wish to comment on the conduct of this consultation or make a complaint about the way the consultation has been carried out please write to:

Mr Colin Kniveton
 Chief Executive
 Department of Health & Social Care
 Markwell House
 Market Street
 Douglas
 IM1 1RZ

4 **Background & Current Situation**

In 2003 the Chronically Sick and Disabled Committee (now the Tynwald Advisory Committee for Disabilities) was approached with a recommendation that the Isle of Man should become more accessible for disabled people. The Committee approached the Council of Ministers later that year requesting the Government produce an information guide detailing accessibility. This was agreed by the Council of Ministers.

A cross Government working party of officers in partnership with representatives from third sector organisations was convened. At the time a Disability Discrimination Act was being worked on to be implemented for the Isle of Man, and if in line with the UK DDA then it would have required detailed audits of public and commercial buildings to be carried out to assess their compliance with accessibility criteria.

The brief for the disability access guide covered the following:

- The production of a guide to include public buildings owned or used by Government and Local Authorities.
- The guide would include parks, public transport eg buses, train, tram, airport, sea terminal and commercial premises open to the public.
- The guide would also include measurable indicators such as ramps, signage, hearing loops, whether staff had received disability awareness training etc.
- Groups of disabled people were to be consulted about the guide.
- The guide would consist of a website, compatible with the Government website.
- The guide should contain 1,200 to 1,500 publicly owned/used buildings, open spaces and commercial premises open to the public, along with third sector organisations with disabled members.

Following advice from a UK Local Authority it was decided that the scope of the work was outside the resources available within Government and the work was tendered out. DisabledGo (a third sector organisation based in the UK) were the successful bidder in 2006 and a three year contract was awarded, with an optional one year extension. The optional year extension was taken up and at the end of this period DisabledGo was again awarded the contract. The contract is now in the fourth year of the second contractual period.

5 Information on DisabledGo

DisabledGo is the National Accessibility Project founded by wheelchair user Dr Gregory Burke in 2000. DisabledGo is committed to empowering disabled people to get out and do what they want to do in their own community, and in other areas they would like to visit.

The Isle of Man access guides can be seen at:

www.disabledgo.com/organisations/isle-of-man-government/main.

DisabledGo produces internet access guides for over 1,200 goods and service providers in each area it covers. It is available free of charge and designed to answer the access questions that disabled people want answered. DisabledGo is all about recognising the breadth of disability and maximising choice.

The unique feature of DisabledGo is that every venue included is visited by a trained researcher, to ensure information is as accurate as possible. By looking on DisabledGo you can find what you require quickly using a simple search engine. For example, you can search for a bank that has a hearing loop, a restaurant with large print menus, an advocate who offers a home visiting service or a restaurant with an accessible toilet.

5.1 Purpose of the Consultation

When the contract was originally awarded there were very few organisations providing this type of service, since then other service providers have emerged. The views of disabled people, organisations on the DisabledGo website and the general public are being sought to ascertain the effectiveness of the current service provision, and to gather suggestions on ways it may be improved.

6 **Next Steps**

The comments/responses gathered in this consultation will help influence whether a formal tendering process is necessary to secure a service for disabled people in the future.



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This document can be provided in large print on request

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