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Disability Status Review

A Self Assessment Resource for
Organisations seeking to improve
their current Disability Practice

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Introduction

This Disability Status Review is designed to assist you to:

- assess where your organisation stands at the current time in respect of employing people with disabilities and encouraging them as customers; and
- identify areas of priority, forming the basis of future action plans relevant to your particular business

USING THE STATUS REVIEW

The Review is divided into eleven sections, following the headings of the Ten Points for Action developed by the National Employers' Forum on Disability, plus an additional section on current Disability Legislation. Each section poses a number of questions. It suggests you rate your organisation against the following answer scale, by circling the appropriate response:

- 1 Yes 2 Currently Introducing
 3 Being Considered 4 No

In this way you will be able to identify clearly the sections where progress has been made. A comparison of progress on the various sections will enable you to identify where future action might be focused. A comparison can be useful within a specific section as well as between sections.

As you work through the questions in each section, you may find it useful to make notes in the space provided, detailing your achievements to date or future intentions. If you have not already done so, these could be communicated to all staff, including senior management, to demonstrate your organisation's commitment. You could also note your thoughts on initial priorities in each section, using these to develop an action plan.

It is important to note that every organisation using the review will have different priorities and start from a different position. Some may have well established policies and action plans, whereas others may just be

embarking on that process. The review is owned by you – for you to use in the best way to suit your organisation. You may choose to look at one or two areas only and undertake action relating to these, before widening the assessment. Whatever the starting point, use the review to help plan achievable changes – a small change implemented is better than a well written plan with no action.

ATTITUDE QUESTIONNAIRE

In addition to the main sections, an 'Attitude Questionnaire' has been included for your use. So often it is the attitudes that society holds towards people with disabilities, and the assumptions made about them, that provide the greatest barriers to overcome.

You can use this questionnaire to explore and establish the attitudes within your organisation, and the barriers you may have to address through employee communication and training. The questionnaire asks individuals for their view on how they think people in the organisation feel about disabled people i.e. concentrating on perceptions rather than individual beliefs, minimising the desire to respond as they feel they 'ought to'. However, the questionnaire could easily be adapted to reflect an individual's views, if preferred.

It is recommended that the questionnaire is sent out with a covering explanatory letter (suggested draft text on page 27) and that it should be anonymous. In larger organisations it may be beneficial to analyse responses from management and staff separately.

Equal Opportunities Policy Statement and Procedures

RATING SCALE

- Yes 1
- Currently introducing 2
- Being considered 3
- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements could be made to your current Policy and Procedures. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

1 Policy Statement

- Does your organisation have an Equal Opportunities policy statement? 1 2 3 4

- Is your policy communicated to, and known by your staff? 1 2 3 4

- Does your statement specifically refer to disability? 1 2 3 4


- Is your policy and statement regularly reviewed and updated if necessary? 1 2 3 4

- Is your policy included on all company literature? 1 2 3 4

2 Procedures

- Do you have an equality action plan, including disability, which specifies actions, responsibilities and review dates? 1 2 3 4

- Is your progress in equal opportunities reviewed regularly by your Board / Senior Management? 1 2 3 4

- Are you a user of the 'two tick' Disability Symbol? 1 2 3 4 

- Do you have a Harassment Policy which includes disability? 1 2 3 4

- Are your personnel procedures, e.g. recruitment, promotion etc., audited to ensure equality principles are incorporated? 1 2 3 4

Equal Opportunities Policies – Meeting your Obligations

- Your organisational or company approach to disability should form an integral part of your broader equal opportunities approach
- You are bound by law (the Disability Discrimination Act 1995) not to unjustifiably discriminate, directly or indirectly, against a person on the grounds of their disability – as you are bound by law not to discriminate, directly or indirectly, against a person on the grounds of that person's sex, marital status, race, colour, nationality or ethnic origin
- Having a formulated equal opportunities policy and a set of measures to assist in adhering to that policy will help increase awareness of equal opportunities practice throughout the organisation
- An effective equal opportunities policy will help your organisation and its staff to look at what applicants and existing employees 'can do', rather than concentrate on, or be influenced by, what they think they can't do

NOTES ON POLICY STATEMENT

NOTES ON CURRENT PROCEDURES

Staff Training and Disability Awareness

RATING SCALE

Yes	1
Currently introducing	2
Being considered	3
No	4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements could be made to your programme of Staff Training – which should incorporate an element of Disability Awareness Training. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Have your recruitment staff received Disability Awareness Training? **1 2 3 4**

Have your training staff received Disability Awareness Training? **1 2 3 4**

Are disability equality issues incorporated into all Induction Training? **1 2 3 4**

Are disability equality issues incorporated into supervisory and management training? **1 2 3 4**

Have your senior management received a briefing on disability awareness? **1 2 3 4**

Are the staff who deal directly with customers, e.g. security, reception, cashiers etc. aware of disability etiquette? **1 2 3 4**

Have you issued relevant staff with either of the following, available from the National Employers' Forum on Disability (see Resource List on page 28):

• The Disability Etiquette Leaflet **1 2 3 4**

• The Welcoming Disabled Customers Booklet **1 2 3 4**

Have you carried out an audit of staff attitudes to disability, to highlight any barriers that may exist? (see page 26 for suggested questionnaire format) **1 2 3 4**

Disability Awareness Training – The Benefits

- Becoming more aware of the needs of disabled people is a positive way to remove existing barriers – from the use of inappropriate language through to physical barriers that exist in the workplace
- The impact of a disability varies from person to person, however an understanding of the implications of a particular disability will enable you to support and gain the maximum from your employee
- A recognition and awareness of different disabilities will enable you to meet the needs of disabled customers more effectively
- Taking awareness training one step further, Disability Equality Training is undertaken from the standpoint that society disables, through social attitudes and ineffective political and economic policies – with training focusing on how these barriers are created and sustained within organisations
- Disability awareness and equality training is at its most effective when delivered by people with disabilities – always consult with a disabled person as they know most about their own disability

NOTES ON STAFF TRAINING AND DISABILITY AWARENESS

The Working Environment

RATING SCALE

- Yes 1

- Currently introducing 2

- Being considered 3

- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be to your organisation's working environment or customer service areas. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Have you carried out an external access survey of your premises? 1 2 3 4

Have you carried out an internal access and facilities survey? 1 2 3 4

Are those responsible for premises matters aware of the needs of people with disabilities in terms of access, design and facilities? 1 2 3 4

Have you consulted with local or national disability organisations or the Centre for Accessible Environments when fitting out new or redesigning existing premises? 1 2 3 4

Are you aware of Access to Work provisions available to assist those with disabilities in the workplace? 1 2 3 4

Do you provide accessible WC facilities for people with disabilities? 1 2 3 4

Do you assess the needs of specific individuals and arrange appropriate training and assistance? 1 2 3 4

Do you have an agreed procedure to ensure that those with disabilities can evacuate the building in any emergency situation? 1 2 3 4

Improving Access

- Access is about more than gaining entry to and from your organisation's premises, it's about how your organisation encourages and involves disabled employees and customers
- Undertaking an Access Audit will identify any areas of concern in your organisation's internal or external built environment, relating to access by people with impaired mobility or other special access needs
- Use the Disability Service's 'Access to Work' assistance programme to improve an employee's working environment
- You should consider whether information on your company, its services and documentation e.g. recruitment materials are available in formats accessible to people with sensory impairments
- Your organisation's website should meet recognised accessibility standards e.g. the W3C and 'Bobby' standards

NOTES ON THE WORKING ENVIRONMENT

Recruitment – Part 1: Applications

RATING SCALE

- Yes 1
- Currently introducing 2
- Being considered 3
- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be to your organisation's recruitment and selection practice. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Applications

Do you place all vacancies with Jobcentres and ensure that the Disability Employment Adviser (DEA) is aware of those vacancies? 1 2 3 4

Do you place your vacancies with local disability organisations? 1 2 3 4

Do you state on your advertisements that you welcome applications from people with disabilities? 1 2 3 4

Do you provide job information and application material in accessible formats? 1 2 3 4

Do you guarantee an interview to all disabled candidates who meet the job criteria? If so, do you state this on your advertisements? 1 2 3 4

Does your application form include an equal opportunities monitoring section which specifically asks if candidates have a disability? 1 2 3 4

Do you ask if any special facilities are needed at interview, e.g. access requirements, a signer etc.? 1 2 3 4

Opening Up Your Recruitment Process

- You don't have to alter your recruitment aims – you want to recruit the best person available to fill your vacancy – that person may well be someone with a disability
- Circulate your vacancy to your local Jobcentre or Jobcentreplus and this information will be available to the Disability Employment Adviser
- Circulate your vacancies to other organisations working with disabled jobseekers (in Edinburgh and the Lothians you can use the Vacancy Link service Tel: 0131 475 2369, Fax: 0131 475 2379, e-mail: vlink@intowork.org.uk)
- Encourage people to apply to your organisation – find out about becoming a user of the Disability Symbol (Positive about Disabled People) from the Disability Employment Adviser in your local Jobcentre or Jobcentreplus. See page 28
- Operate a 'guaranteed interview scheme', ensuring all disabled candidates who meet the minimum criteria for the job are offered an interview

NOTES ON RECRUITMENT – PART 1: APPLICATIONS

Recruitment – Part 2: The Selection Process

RATING SCALE

- Yes 1

- Currently introducing 2

- Being considered 3

- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be to your organisation's recruitment and selection practice. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

The Selection Process

Do you check that job requirements are strictly related to the needs of the job? 1 2 3 4

Do you send out clear instructions in advance of the interview, particularly if a candidate has indicated a special need? 1 2 3 4

Are your reception staff briefed in advance of a candidate's needs? 1 2 3 4

Are you recruitment staff aware of the practical and personal support available to assist those with disabilities in the recruitment process and employment, e.g. Access to Work and through support agencies? 1 2 3 4

Have your interviewers received professional interview training which includes equality principles? 1 2 3 4

Are all the questions asked relevant to the job concerned and based on measurable job criteria? 1 2 3 4

Are the questions relating to candidate's disability confined to establishing how that disability might affect the individual in carrying out the job applied for? 1 2 3 4

If you use tests, do you consult with both the test supplier and the candidate in advance to ensure equitable treatment? 1 2 3 4

Ensuring Your Selection Process is Fair

- Don't place unnecessary obstacles in your job description or person specification e.g. stipulating a driving licence where use of public transport would suffice
- Cater for a candidate's needs in terms of practical assistance or the interview environment
- Questions relating to the person's disability should be job specific
- Use assistance available through the Disability Service's 'Access to Work' programme e.g. the provision of a signer at interview for a candidate with a hearing impairment
- Select against the person specification and job criteria, focusing on what the candidate can do, rather than what they can't
- Where psychometric or practical testing is used, ensure that the test method used is appropriate and does not disadvantage the candidate in relation to others
- Provide honest and relevant post interview feedback where this is requested

NOTES ON RECRUITMENT – PART 2: THE SELECTION PROCESS

Employee Development

RATING SCALE

- Yes 1
- Currently introducing 2
- Being considered 3
- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be to your organisation's individual employee development activity. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Do you check to ensure that employees with disabilities are considered for development programmes on equal terms with other staff? 1 2 3 4

Do you ensure that promotion interviews are based on relevant measurable job criteria in the same way as recruitment interviews? 1 2 3 4

If you run assessment centres, do you ensure that those with disabilities can participate on equal terms? 1 2 3 4

Do you monitor your appraisal system to check that assessments are based on objective job criteria and not perceptions? 1 2 3 4

Do you provide alternative methods of learning other than courses, e.g. computer based training and open learning? 1 2 3 4

Are your course venues accessible to people with disabilities? 1 2 3 4

Do you check with delegates on any special needs before they attend a course? 1 2 3 4

Do you communicate to staff that special facilities can be made available if required, e.g. large print material, a signer etc.? 1 2 3 4

Are staff responsible for career development and training aware of disability issues? 1 2 3 4

Developing Your Staff

- Employing a disabled person should not be the end of your commitment to equal opportunities, merely the starting point
- Most disabled people (like other employees) want to develop and progress within the job, maximising their own potential and earning power
- Ensure that employees with disabilities have equal access to personal development, training and promotion opportunities, and that your appraisal system supports this
- Where barriers do exist e.g. supporting effective communication for people with sensory impairments, use the Disability Service's 'Access to Work' programme to provide additional assistance
- Make sure managers and supervisors are aware of your organisational commitment to developing all staff and the additional assistance that is available to support this process

NOTES ON EMPLOYEE DEVELOPMENT

Retention, Retraining and Redeployment

RATING SCALE

- Yes 1
- Currently introducing 2
- Being considered 3
- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be to your organisation's retention, retraining and redeployment activity. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Do you have a policy, and associated procedure stating that you will make every effort to retain employees who develop a disability? 1 2 3 4

Are all your employees aware of the help you are prepared to give an individual if such an occasion arises? 1 2 3 4

If any employee becomes disabled, do you offer counselling to the individual and their manager in order to work out the best solution and form an action plan? 1 2 3 4

Are you prepared to redesign a job to enable the employee to return to their original position? 1 2 3 4

Will you offer another job, with necessary retraining, if the employee is unable to return to the original position? 1 2 3 4

Are you prepared to be flexible on working hours to enable to the employee to return to the workplace and undertake any course of treatment? 1 2 3 4

Holding on to Valued Staff Who Develop a Disability

- Retaining the skills, knowledge and expertise of an employee who develops a disability makes sound economic sense
- It is estimated (in today's competitive labour market) that replacing a person on a £25K per annum salary will incur a further £15K in associated recruitment and 'settling in' costs
- Retaining an individual and investing in 'reasonable adjustments' to that person's working environment, equipment or working arrangements (to name but a few options) is often a more economically viable option
- Where costs are incurred in this process, the Disability Service's 'Access to Work' programme can help fund direct practical assistance or aids and adaptations which meet the employee's specific needs
- Redeployment is also an option where the employee can move to a different position within the organisation or have their job redesigned taking in other duties or tasks

NOTES ON RETENTION, RETRAINING AND REDEPLOYMENT

Training and Work Experience

RATING SCALE

- Yes 1
- Currently introducing 2
- Being considered 3
- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be made to your organisation's ability to offer training and work experience opportunities. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

If you offer Work Experience, do you consider or reserve some places for people with disabilities? 1 2 3 4

Have you discussed the provision of work experience or training opportunities with the Disability Service (through the Disability Employment Adviser), your local Jobcentre or Jobcentreplus? 1 2 3 4

Are you willing to offer opportunities through national initiatives such as New Deal for Disabled People (NDDP)? *(See page 28)* 1 2 3 4

Have you established links with local disability and support organisations? 1 2 3 4

Are you in contact with your local enterprise company on training and work experience issues? 1 2 3 4

Have you made contact with schools, local career development agency and F.E. Colleges to offer work experience placements? 1 2 3 4

If you do participate in training schemes, do you give any special briefing to your managers and staff who will be involved? 1 2 3 4

Ways to Offer Training and Work Experience Opportunities

- Taking up training and work experience opportunities with an employer can be an important part in the process of getting a job
- There are over thirty organisations in Edinburgh and the Lothians (from Colleges of Further Education through to small localised projects) who help disabled jobseekers gain relevant workplace based training and work experience (see resources section)
- The opportunity to gain relevant training and work experience is an integral part of many employment support programmes e.g. Work Preparation
- In most instances the length of the training or work experience placement can vary according to the needs of the individual and the placement company
- Many people with disabilities take up long term employment with the organisation where they undertook a training or work experience placement

NOTES ON TRAINING AND WORK EXPERIENCE

People with Disabilities in the Wider Community

RATING SCALE

- Yes 1

- Currently introducing 2

- Being considered 3

- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be to your organisation's relationship with people with disabilities in the wider community e.g. as customers. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Does any corporate literature you produce, including sales material, portray a positive image of people with disabilities?	1 2 3 4
Have you carried out an access audit of your retail/ public information and service areas as appropriate?	1 2 3 4
Have you consulted with organisations run by disabled people to check whether your services or products meet their needs, and are easily accessible to them?	1 2 3 4
Do you survey your customers regarding any special needs they may have in terms of services?	1 2 3 4
Do you provide a textphone service for customer enquiries?	1 2 3 4
Do you produce literature in large, clear print, or offer important customer communications in braille or on tape?	1 2 3 4
Are customer service or relations staff briefed on disability etiquette?	1 2 3 4
Do you publicise the services you offer for customers with disabilities?	1 2 3 4
Do you inform shareholders of your policy and actions on disability?	1 2 3 4
Do you specify that your suppliers and contractors should have an equal opportunities policy? <i>N.B. Customers in this context means anyone to whom you provide a service.</i>	1 2 3 4

Opening Up Your Organisation to People with Disabilities

- Opening up your organisation to people with disabilities makes sound business sense
- It is estimated that people with disabilities represent 15% of the general UK population
- There are over 6.6 million disabled people of working age, accounting for nearly a fifth of the working age population
- It is estimated that 1 in 4 households has a connection with a disabled person
- Nationally, people with disabilities have a spending power of over £40 billion per annum
- Good practice in dealing with and supporting disabled employees and customers is generally regarded as 'good practice for all'

NOTES ON PEOPLE WITH DISABILITIES IN THE WIDER COMMUNITY

Disability Legislation

RATING SCALE

- Fully Aware 1

- Reasonable knowledge 2

- Limited knowledge 3

- Unaware 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be made to your organisation's knowledge of current disability legislation. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Are you aware of the Disability Discrimination Act 1995 (DDA)?	1 2 3 4
Are you aware of your organisation's responsibilities under the DDA Part II, covering employment?	1 2 3 4
Are you aware of the your organisation's responsibilities under the DDA Part III, covering the provision of goods and services?	1 2 3 4
Are your directors, management and staff aware of their responsibilities under the DDA?	1 2 3 4
Do you know if your organisation currently comes under the scope of the employment provisions of the DDA?	1 2 3 4
Do you know the timetable of implementation and requirements of future elements of the DDA?	1 2 3 4
Have you consulted the DDA Codes of Practice for Employers and Service Providers?	1 2 3 4
Are you aware of the complaints and conciliation procedure under Part III of the DDA?	1 2 3 4
Are you aware of the work of the Disability Rights Commission (DRC)?	1 2 3 4
Would you be able to explain the role of the DRC and its relationship with government?	1 2 3 4
Would you able to state the maximum penalty imposed on an organisation for discrimination under the DDA?	1 2 3 4

Your Obligations Under the Disability Discrimination Act (1995)

- The Disability Discrimination Act (DDA) protects people with disabilities in employment (Part II of the legislation) and access to goods, facilities and services (Part III of the legislation)
- Since December 1996 it has been unlawful to treat disabled people less favourably than other people, for a reason relating to their disability
- Since October 1999, service providers have had to make reasonable adjustments for disabled people such as providing extra help or making changes to the way they provide their services
- From October 2004, employers with less than 15 employees will come under the scope of the employment elements of the DDA (up to that date, employers with 15 or more employees are covered by the legislation)

NOTES ON DISABILITY LEGISLATION

Involvement of Disabled People

RATING SCALE

- Yes 1

- Currently introducing 2

- Being considered 3

- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be made to support the involvement of disabled people e.g. employees and customers in your organisation. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

Do you ask disabled staff to give their views on the organisation's progress on disability issues and the problems they encounter? 1 2 3 4

Do you involve disabled staff in the formulation of your action plans? 1 2 3 4

Do you ask people with disabilities to contribute to, or participate in, training courses or the preparation of training material? 1 2 3 4

Do you ask disabled staff to contribute to the writing of procedures, such as recruitment, harassment etc.? 1 2 3 4

Do you ask people with disabilities to make comment on, or give input to, your recruitment literature and application forms? 1 2 3 4

Do you consult with local disability groups as to how your organisation can become more 'disability friendly'? 1 2 3 4

Getting People With Disabilities Involved

- People with disabilities have a significant contribution to make – as employees and as customers
- If you truly want to improve your organisation's practices, procedures and facilities, then you must consult with those employees and customers and involve them in that process
- Ensure that this kind of constructive communication is encouraged and supported, through formal procedures such as appraisal or on an informal basis
- Set up small discussion or task oriented groups where this supports your action plan and development activities
- Consult with local disability groups or disability led organisations

NOTES ON INVOLVEMENT OF DISABLED PEOPLE

Monitoring Progress

RATING SCALE

- Yes 1
- Currently introducing 2
- Being considered 3
- No 4

Circle one number for each question using the rating scale – indicating your current status or position.

Use the note taking sections to record more detail on your current organisational status, noting where you feel improvements or adjustments could be made to the way your organisation monitors its progress in improving disability and equality practice. By recording these details, the Status Review can be used as a working document – helping you identify key areas of activity and providing a base against which progress can be measured.

1 Statistics

Do you keep data on the number of disabled employees? 1 2 3 4

Do you keep statistics by grade in order to monitor internal progression? 1 2 3 4

Do you keep a record of all job applicants at each stage of the recruitment procedure to check that those with disabilities are not being disadvantaged at any stage? 1 2 3 4

Do you keep a voluntary register of all staff who consider they have a disability? 1 2 3 4

Do you monitor to ensure that employees with disabilities are not missing out on training? 1 2 3 4

2 Performance

Do you have a disability action plan identifying priority areas for your organisation? 1 2 3 4

Is the progress on disability equality issues reviewed regularly and reported to senior levels? 1 2 3 4

Are progress and successes communicated to all staff? 1 2 3 4

Moving Forward – Recognising and Recording Progress

- Use this document as a starting point, your responses and notes will help you develop an action plan
- Don't try to address all your areas of concern at once, prioritise your activities and work on improving your procedures or practices in a manageable number of areas over a set period of time
- Communicate the aims, objectives and delivery of the action plan to managers and staff
- Actively involve people with disabilities working within the organisation
- Consult regularly with disabled customers
- Build in a timeframe which includes regular review of progress, identifying where targets have been achieved or where additional time or resources are required
- Ensure that progress and achievement is communicated to managers, staff and customers

NOTES ON MONITORING PROGRESS

Attitude Questionnaire

This questionnaire looks at some of the attitudes people have towards people with disabilities in the workplace. Please consider each statement and respond on the basis of how you think staff in your organisation feel, about working with people with disabilities.

RATING SCALE

- Definitely disagree 1
- Tend to disagree 2
- Tend to agree 3
- Definitely agree 4

Circle one number for each question using the rating scale – indicating your favoured response.

People in this organisation believe that people with disabilities:

- | | | | | |
|---|-------------------------|-------------------------|-------------------------|-------------------------|
| 1. Don't pull their weight | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 2. Won't fit in with the rest of the staff | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 3. Have a better sickness record than other staff | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 4. Will not be accepted by customers | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 5. Aren't as ambitious as others | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 6. Need the building altered | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 7. Are more likely to cause accidents | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 8. Work at a much slower pace | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 9. Are determined to succeed | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 10. Require constant supervision | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 11. Don't apply for jobs | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 12. Have a chip on their shoulder | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 13. Need a lot of help | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 14. Have good problem solving skills | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 15. Are to be pitied | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 16. Can only do routine jobs | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 17. Are very loyal employees | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |

Any further comments you would like to add:

Attitude Questionnaire: Accompanying Letter

Suggested Text for Letter to Staff Explaining the Purpose and Use of the Questionnaire

Dear Colleague

Our organisation is keen to see what further action we should be taking to improve our response to people with disabilities – both as an employer and as a provider of goods and services to the general public.

To help us in this process, we would like to gain the views of our staff on this issue. I am enclosing a brief questionnaire which I would like you to complete and return in the envelope provided to _____, by _____.

This questionnaire is being sent to all employees / a random selection of employees of all grades (select). Completion of the questionnaire is on an anonymous basis, with no name or signature required.

I hope that you will be able to complete and return the questionnaire as requested. The information we obtain from this process will help the organisation in its future planning, and implementation of policies, procedures and good practice. If you have any queries, either on the questionnaire itself or broader disability issues, please telephone _____, on _____.

Yours Sincerely,

Resources – National

Good Practice Advice on Employment and Provision of Goods and Services

THE EMPLOYERS' FORUM ON DISABILITY

The Employers' Forum on Disability is recognised as the national authoritative employers' voice on disability, as it impacts on the policies, procedures and working practices of employers and service providers. The Forum is subscription funded and managed by over 350 member companies and organisations who employ nearly 20% of the UK workforce.

The Forum produce a number of excellent publications and good practice guides, including:

- Welcoming Disabled Customers
- The Disability Communication Guide – concentrating on language and etiquette
- The Customer Action File – a 3 volume set incorporating, 'A Guide to the DDA Part III', 'Producing Accessible Information' and a 'Customer Access Audit'
- The DDA 1995 Best Practice Guide
- Open for Business – a best practice guide on access
- You and Your Disabled Customers – adopting a best practice approach when meeting the needs of disabled customers

The Forum can be contacted at:

The Employers' Forum on Disability
 Nutmeg House
 60 Gainsford Street
 London SE1 2NY
 Tel: 020 7403 3020
 Fax: 020 7403 0404
 Website: www.employers-forum.co.uk

Copies of the Forum's range of publications can be ordered from publications@employers-forum.co.uk

Recruitment and Employment Assistance – Statutory Services

DISABILITY SERVICE

As a statutory agency, the Disability Service is the largest organisation assisting employers to recruit and retain people with disabilities. Through its network of Jobcentres and Disability Employment Advisers, a comprehensive range of assistance is available to the employer and their employee(s) with a disability. This assistance includes:

New Deal for Disabled People (NDDP) – employment assistance involving job brokering, linking disabled job seekers with employers. Job broker services also provide post employment support where appropriate. NDDP is delivered through a network of contracted job broker services, serving local areas.

Access to Work – a range of assistance which helps resolve some of the practical barriers faced by disabled people and their employers, including interview assistance, the provision of special or adapted equipment, alterations to working environments, help with getting to and from work, personal support in the workplace etc.

Work Preparation – a period of work preparation including work experience with an employer. Work Preparation is delivered through a number of contracted providers.

Work Trials through the Job Introduction Scheme (JIS) – a trial period with an employer, helping employer and potential employee to assess whether a job opportunity is right for each party.

Workstep – formerly the Supported Employment Programme (SEP), Workstep takes a new and more flexible approach in assisting people with more severe disabilities into long-term employment.

Disability Service works actively with employers to encourage good recruitment and employment practice. It promotes and awards the **Disability Symbol** to employers who are recognised as being positive towards disabled applicants and developing employees with a disability. An organisation wishing to become a Disability Symbol holder makes and implements 5 key commitments:



- To interview all applicants with a disability who meet the minimum criteria for a job vacancy, considering them on their abilities
- To consult with disabled employees at least once a year, to see what the organisation can do to help them develop and use their abilities at work
- To make every effort when employees become disabled to make sure they stay in employment
- To ensure that key employees develop the awareness of disability needed to make these commitments work
- To review these commitments on an annual basis, planning ways to improve them and inform employees on progress and future plans

Using the Symbol gives a positive message about your organisation to people with disabilities. For information on all these services contact the Disability Employment Adviser (DEA) at your local Jobcentre.

Legislation and Good Practice

THE DISABILITY RIGHTS COMMISSION

The Disability Rights Commission (DRC) came into existence in April 2000. The DRC works in partnership with a range of organisations – including employers – with the express intention of eliminating discrimination against people with disabilities i.e. 'a society in which all disabled people participate fully as equal citizens'. Within its remit it has a number of specific functions, including:

- Assisting people with disabilities
- Providing a central source of information and advice to disabled people, business, employers, service providers and other key stakeholders
- Preparing and reviewing statutory Codes of Practice
- Operating a conciliation service under Part III of the DDA (goods and services provisions)
- Submitting proposals to government on the on-going development of the DDA

As an employer or service provider, you can contact the DRC Helpline by voice, text, fax or post:

DRC Helpline
FREEPOST
MID 02164
Stratford upon Avon CV37 9BR
Tel: 08457 622 633
Textphone: 08457 622 644
Fax: 08457 778 878
E-mail: enquiry@drc-gb.org

The DRC has an excellent and fully accessible website at www.drc-gb.org The website gives comprehensive information on current legislation, suggested good practice, current developments and future plans. The DRC has a Scottish regional office based in Edinburgh, which can be contacted through the main DRC Helpline number.

Advice on Access Issues

THE CENTRE FOR ACCESSIBLE ENVIRONMENTS

The Centre for Accessible Environments promotes good design and the provision of buildings and places which are accessible to all users, including disabled and older people.

The Centre acts as an information, training and consultancy resource for the construction industry, providers of goods and services, the care professions and people with disabilities. It is also a forum for constructive dialogue between providers and users on how the built environment can best be shaped so that it is accessible to all.

The Centre provides a range of publications including:

- Designing for Accessibility – an introductory guide
- Access Audits – including a series of checklists appraising the accessibility of buildings for disabled users

The Centre also operates a 'free of charge' information service by telephone, fax, letter or e-mail covering designing for accessibility and compliance with the requirements of the DDA. The Centre can be contacted at:

CAE
Nutmeg House
60 Gainsford Street
London SE1 2NY
Tel: 020 7357 8182
Fax: 020 7357 8183
E-mail: info@cae.org.uk
Website: www.cae.org.uk

Resources – Local

Employment Focused Services in Edinburgh and the Lothians

Helping employers to Recruit, Retain and Develop People with Disabilities

LOCAL AUTHORITY SERVICES

CITY OF EDINBURGH COUNCIL

Supported Employment Team – The Team provides a comprehensive supported employment for people with all categories of disabilities. The Team provides a service to clients on an individual one to one basis, to help them prepare for and support them in work. Support is also given to employers in all matters relating to the employment of people with a disability. The Team also manages several externally funded projects including the 'Workstep' programme, Project 20/20, the Open Employment Scheme and is part of the Edinburgh Inclusiveness Project.

City of Edinburgh Council
Supported Employment Team
Shrubhill House
7 Shrub Place
Edinburgh EH7 4PD
Tel: 0131 553 8375
Fax: 0131 554 5775
E-mail: isabelle.ferrier@edinburgh.gov.uk

The Council supports a number of area employment initiatives, delivering a range of employment related services within the city. They provide assistance to people seeking employment and work with local employers to support this process. These include:

Worktrack (serving Craigmillar and SE Edinburgh)
Tel: 0131 662 6220

Moving On (serving Pilton and N Edinburgh)
Tel: 0131 315 2370

West Edinburgh Action
Tel: 0131 477 2800

WEST LoTHIAN COUNCIL

The Council supports a number of employment initiatives including the Intowork West Lothian supported employment service.

Intowork West Lothian – provides direct assistance to people with disabilities (resident in the Council area) seeking employment. The service provides flexible pre and in employment support to the individual, and strives to make an accurate match between a person and the 'right' employer. Practical workplace support and assistance is then provided to both parties for as long as is required. Intowork West Lothian is a contracted job broker service on the national **New Deal for Disabled People (NDDP)** programme, working closely with employers to place people into employment.

Intowork West Lothian
Braid House (Upper Floor)
Labrador Avenue, Howden
Livingston EH54 6BU
Tel: 01506 443100
Fax: 01506 443055
E-mail: iwwl@intowork.org.uk
Website: intowork.org.uk/iwwl

People with disabilities are also assisted through a number of services providing guidance and assistance to those who want to take up and maintain employment. These include **The Workplace** – providing support to people seeking employment including help with the jobsearch, application and recruitment process.

The Workplace, Livingston
Tel: 01506 435430

The Workplace, Whitburn
Tel: 01501 678800

The Workplace, Broxburn
Tel: 01506 856495 (Tues. & Thurs. 11am – 2pm only)

MIDLoTHIAN COUNCIL

The Council is committed to equality of opportunity in the labour market and delivers a number of specific services and supports specialist projects assisting people with disabilities resident within its catchment area. These services include:

Services in Training for Employment in Midlothian (STEM) – providing employment assistance and on-going support to adults with a learning disability.

STEM

Cherry Road Resource Centre
8 Cherry Road,
Bonnyrigg EH19 3ED
Tel: 0131 654 0378

The Orchard Centre – the Centre offers a supportive environment for people with or recovering from mental health problems. It provides information and advice on education, training, employment issues and welfare benefits.

The Orchard Centre
14 Lothian Street
Bonnyrigg EH19 3AB
Tel: 0131 663 1616

New Leaf – formerly Midlothian Opportunities Programme (MOP), New Leaf provides careers and employment advice and assistance to employed and unemployed adults. A new element of the service works with small businesses on issues concerning human resource management and people development, including recruitment and employment practice.

New Leaf
5 Eskdail Court
Dalkeith EH22 1AG
Tel: 0131 271 3455
E-mail: new.leaf@midlothian.gov.uk

EAST LOTHIAN COUNCIL

The Council operates its own supported employment service, managed by the Department of Social Work and Housing. East Lothian Vocational Opportunities Service (ELVOS) offers a comprehensive service to people with a range of different disabilities, and works extensively with employers to support this process. Elements of the service include:

- Pre employment advice and support for people seeking employment
- Advising employers and providing recruitment and selection assistance
- Delivering on-going workplace support to employee and employer for as long as this is required

East Lothian Vocational Opportunities Service (ELVOS)
Unit F, Macmerry Industrial Estate
Macmerry
Tranent EH33 1RD
Tel: 01875 614928
Fax: 01875 615252
E-mail: abroad1@eastlothian.gov.uk

GENERAL SERVICES – CAREERS GUIDANCE**CAREERS SCOTLAND**

Careers Scotland is the new national service (formerly delivered through a network of local Career Development companies) providing advice and information on education, training and employment to young people and adults. In working with young people with special needs, major elements of the service include:

- Helping employers to recruit young people with special needs
- Providing advice and information on programmes, schemes and services to assist in the training and employment of young people with special needs
- Assisting pupils and students with special needs with work experience opportunities, linking with school and college curriculum

Professionally trained and experienced Adult Guidance Advisers provide individualised careers counselling and advice to adults.

Careers Scotland
South East
17 Logie Mill
Edinburgh EH7 4HG
Tel: 0131 556 7384
Fax: 0131 556 0841
E-mail: southeast@careers-scotland.org.uk
Website: www.careers-scotland.org.uk

GENERAL SERVICES – ORGANISATIONS WHO WORK WITH A RANGE OF DISABILITIES**CAPABILITY SCOTLAND**

Capability Scotland is Scotland's largest voluntary sector provider of training and employment opportunities for people with disabilities. The Employment Development Department provides assistance to individuals and employers through – the 'Workstep' programme, the 'Releasing Potential' employment assistance package, 'Work Preparation' assistance, and 'Gateway' advice and guidance as part of the government's New Deal employment initiative.

Releasing Potential (funded by Scottish Enterprise Edinburgh & Lothian) provides a supportive link between a disabled person and prospective employers. Employers receive assistance in the recruitment process and during the initial period of employment.

Capability Scotland
Employment Development Department
2 Corstorphine Road
Edinburgh EH12 6HP
Tel: 0131 313 1500
Fax: 0131 313 1216
E-mail: tanya.gilchrist@capability-scotland.org.uk

Capability Scotland
Releasing Potential Service
89-91 Morrison Street
Edinburgh EH3 8BU
Tel: 0131 228 5790
Fax: 0131 228 5791

INTOWORK

Intowork is a charitable company working in the Edinburgh, East, West and Midlothian areas. Intowork works extensively to improve links between people with disabilities, employers and support organisations. It provides development support to the Lothian Employers Network on Disability (LEND), and provides a range of disability and employment focused information to employers e.g. through LEND's on-line newsletter Integrate. The desired end result is a better awareness of the employment potential of people with disabilities and local services on the part of the business community. Intowork also has a strong service provision element, delivered through the **Intowork West Lothian** (see West Lothian Council entry on page 32) and **Moving Intowork** supported employment services. Intowork is an 'Investor in People'.

Moving Intowork provides an employment consultancy and support service to people with an acquired brain injury, and people with Asperger Syndrome. The service works intensively with individuals and prospective employers with a view to making a good match between person and job. It then provides flexible workplace support for as long as this is required.

Intowork
Norton Park
57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2369
Fax: 0131 475 2379
E-mail: enquiries@intowork.org.uk
Website: www.intowork.org.uk

Moving Intowork
(same address as Intowork)
Tel: 0131 475 2600
Fax: 0131 475 2379
E-mail: moving@intowork.org.uk
Website: www.intowork.org.uk/moving

MICROBEACON

Microbeacon is an educational programme open to people living in Edinburgh and the Lothians who are unemployed – providing training and support in the acquisition of computer literacy and wider life skills and access to employment related college studies. Microbeacon also provides a job broker service as part of the national New Deal for Disabled People (NDDP), helping people make the transition into employment with appropriate support. With its ICT focus, the organisation has been successful in training people for the growing 'call centre' industry, and its Cybercentre helps people acquire the necessary computer and communication skills to compete for employment.

EUS Microbeacon
Old Royal High School
5/7 Regent Road
Edinburgh EH7 5BL
Tel. & Fax: 0131 557 5901
E-mail: margaret@microbeacon.org.uk
Website: www.microbeacon.org.uk

REMPLOY INTERWORK

Remploy Interwork (part of the national Remploy organisation) is one of the largest providers managing places on the 'Workstep' programme, offering assistance to individuals with any disability in securing employment. The organisation is also a job broker supporting individuals on the New Deal for Disabled People (NDDP) programme, to find open employment.

Remploy Interwork
13-16 South Gyle Industrial Estate
Edinburgh EH12 9EB
Tel. & Fax: 0131 334 4066
E-mail: lynn.donnelly@remploy.co.uk

THE SHAW TRUST

Shaw Trust is a large national organisation working on behalf of people with learning and a range of other disabilities. Nationally, they are the largest provider managing places on the 'Workstep' programme – including representation in East and Central Scotland.

The Shaw Trust
North & Scotland Regional Office
16-19 Britannia House, Brignell Road
Middlesbrough TS2 1PS
Tel: 01642 218181
Fax: 01642 217800
E-mail: shawtrustnorth@compuserve.com
Website: www.shaw-trust.org.uk

EWTC

EWTC offers flexible training (through its FlexIT programme) in computing and information technology for men and women with disabilities or health concerns. The programme allows people to work towards recognised SQA and European Computer Driving Licence modules. EWTC has strong links with employers as the FlexIT programme offers work placement opportunities to participants.

EWTC

121 Giles Street
Edinburgh EH6 6BZ
Tel: 0131 554 5656
Fax: 0131 554 4645
E-mail: info@ewtc.co.uk
Website: www.ewtc.co.uk

WOMEN ONTO WORK

Women onto Work assists women who are not in paid employment to look at options available for education, training and employment. Short courses offer guidance, personal development and skills development augmented with periods of work experience. Specific courses are run for women with a disability.

Women onto Work

137 Buccleuch Street
Edinburgh EH8 9NE
Tel: 0131 662 4514
Fax: 0131 662 0989
E-mail: wowproject@btinternet.com

SERVICES WORKING WITH PEOPLE WITH A LEARNING DISABILITY

THE ACTION GROUP

The Action Group is a major voluntary organisation working on behalf of people with a learning disability. Its Real Jobs supported employment service (operating in Edinburgh and Midlothian) provides comprehensive assistance to people seeking and wishing to maintain employment. Elements of the service include:

- Pre employment and personal development assistance
- Using vocational profiling techniques to help make a good match between person and job
- Supporting people through the recruitment and interview process
- On-going workplace support to the individual, employer and workplace colleagues which help make the job a success

The Real Jobs service applies a quality management approach to all its support activities and The Action Group is an 'Investor in People'.

The Action Group

Real Jobs
Norton Park
57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2315
Fax: 0131 475 2316
E-mail: realjobs@actiongroup.org.uk
Website: www.actiongroup.org.uk

ENABLE SCOTLAND

ENABLE Scotland is largest organisation in Scotland working with people with a learning disability. The Woodhall at the Inch Supported Employment Unit works with people in Edinburgh, and helps them to get jobs. Features of the service, exclusively for employers, include:

- A quality job matching service
- Workplace consultancy
- Comprehensive on-going service
- Specialist advice and information
- Employer mentor training

The service works actively with local employers to develop appropriate employment, training and work experience opportunities for people with learning disabilities.

ENABLE Scotland

Woodhall at the Inch, Employment Support Unit
46 Old Dalkeith Road
Edinburgh EH16 4UF
Tel: 0131 672 1541
Fax: 0131 672 1877
E-Mail: woodhallproject@btconnect.com

THE ENGINE SHED (Garvald Community Enterprises Ltd.)

The Engine Shed was established in 1989 to provide training to people with a learning disability and help them make a successful transition into paid employment. A training environment directly related to work is provided, with five well established production units – café, bakery, food processing, outside catering service and shop. Training includes periods of work experience with employers. The development of core personal skills is emphasised (communication, team working etc.) with flexible workplace support available when people move into employment.

The Engine Shed
19 St. Leonard's Lane
Edinburgh EH8 9SD
Tel: 0131 662 0040
Fax: 0131 667 5319
E-mail: engineshed@aol.com

POLBETH MARKET GARDEN TRUST AND PROJECT

Polbeth Market Garden Trust sponsors the Polbeth Market Garden Project. The Project receives support from West Lothian Council. The project assists young people (between 16 and 24) who have finished formal education and have a learning disability or special educational needs and / or a mild physical disability.

The Project covers all aspects of horticultural and related maintenance activities and implements a specially designed training programme with in-built individual support measures. The training programme incorporates elements of vocational guidance, work experience, job search skills, work disciplines and health and safety matters.

Polbeth Market Garden Trust and Project
Parkhead Farm
Polbeth
West Calder EH55 8BQ
Tel. & Fax: 01506 871603

WORKSTART

Workstart offers a 'training for work' service in catering and food preparation. The service is backed up with job coaching and workplace support for people moving into open employment. Training is practically based in the Greenhall Café (which is open to the public) and through an outside catering service delivered to customers throughout Edinburgh and the Lothians.

The project works mainly with people with a learning disability, but also people experiencing mental health problems, people with a sensory impairment and people with a physical disability. Practical skills training is delivered by a team of experienced chefs and students have the opportunity to study for a Certificate in Food Hygiene.

Workstart
Greenhall Community Education Centre
4 Gowkshill
Gorebridge EH23 4PE
Tel: 01875 823005
Fax: 01875 823006

SERVICES WORKING WITH PEOPLE WITH MENTAL HEALTH PROBLEMS

FORTH SECTOR

Forth Sector works with employers to help them retain and support staff who develop mental health problems. Our service includes guidance for personnel staff, mental health awareness training for line managers and their staff teams as well as access to support and a mentoring system for the employee.

Associated to this is our work to reintroduce people who have experienced mental health problems into the workplace. Forth Sector run six small social firms including an 8-bedroom hotel, an Internet/web design company, a laundry service, an embroidery business, a catering company and a consultancy service. The social firms provide an alternative workplace for people with mental health problems, enabling people to build up the necessary skills and confidence to make a gradual return to open employment.

Forth Sector
Unit 1, Block 3
Peffermill Industrial Estate
12 King's Haugh
Edinburgh EH16 5UY
Tel: 0131 539 7374
Fax: 0131 539 7375
E-mail: info@forthsector.org.uk
Website: www.forthsector.org.uk

NSF SCOTLAND (National Schizophrenia Fellowship)

NSF Scotland's Employment Support Services, based within the Stafford Centre, can offer support, practical advice and information to people with or recovering from mental health problems on Employment, Training and Education.

The service is available to people who are unemployed, working, training or studying and is geared towards providing advice and assistance relevant to specific individual needs and circumstances.

NSF Scotland
Stafford Centre
103 Broughton Street
Edinburgh EH1 3RZ
Tel: 0131 557 0718
Fax: 0131 478 7119
E-mail: nsfstafford@hotmail.com

SCOTTISH ASSOCIATION FOR MENTAL HEALTH (SAMH)

SAMH is an independent voluntary organisation concerned with all aspects of mental health in Scotland. The organisation provides a number of training places in a variety of occupational areas including office skills, horticulture, catering and retailing. Details of these employment related services can be obtained from the area office in Musselburgh including:

SAMH Supported Employment Programme – providing advice, guidance and support to individuals wishing to return to the labour market. Supported Employment matches an individual's skills and employment needs with those of a supportive employer, with the underpinning principle of full integration in the workplace and social inclusion in the community.

Atlantic Text and Midlothian Text – computer and office skills projects, offering training in keyboard skills, word processing and general office duties for people who would benefit from learning at their own pace in a supportive environment. Users of the service have the opportunity to study for recognised Scottish Vocational Qualifications (SVQs), National Certificates and the European Computer Driving Licence. Training is backed up by periods of work experience with employers.

Signposts – (based in the Musselburgh office, Tel: 0131 653 3334, Fax: 0131 653 3498) assists people resident in the East Lothian area. It provides vocational guidance, job search assistance, benefits advice and confidence building support in finding and keeping a job.

Redhall Walled Garden – offering vocational training in amenity and commercial horticulture.

Lammermoor Training Centre – offering training in woodwork and basic IT and keyboard skills.

All these services can provide support into employment through the **Access to Work** programme.

Scottish Association for Mental Health (SAMH)
South and East Scotland Office (also housing the Signposts Project)
 Fisherrow Community Centre
 South Street
 Musselburgh EH21 6AT
 Tel: 0131 653 6719
 Fax: 0131 653 3498
 E-mail: se.office@samhservices.org.uk
 Website: www.samh.org.uk

SERVICES WORKING WITH PEOPLE WITH SENSORY IMPAIRMENTS

RNIB SCOTLAND (Royal National Institute for the Blind)

RNIB Scotland's Employment and Learning Services promote and develop employment and educational opportunities for blind and partially sighted people. They offer a range of services including:

- Assessment through occupational testing, advice and advocacy on behalf of blind and partially sighted people
- Assistance to enable people to take up employment related services including rehabilitation, training and further education
- Career guidance and counselling including advice on self employment

The Service undertakes technical assessments and gives advice relating to special technologies. It also provides employment and good practice advice to employers.

RNIB Scotland
Employment & Learning Services
 Dunedin House
 25 Ravelston Terrace
 Edinburgh EH4 3TP
 Tel: 0131 311 8500
 Fax: 0131 311 8529
 E-mail: rnibscotland@rnib.org.uk
 Website: www.rnib.org.uk

RNID SCOTLAND (Royal National Institute for the Deaf)

The RNID offers a comprehensive regional information service covering all aspects of deafness and hearing impairment. The Scottish Regional Office has access to a national database of information on local and national services for deaf people, as well as offering a wide range of literature. The RNID runs various training courses to improve communication between deaf and hearing people.

The RNID promotes a range of assistive devices through its equipment and marketing service, Sound Advantage. It also has a network of communication support units – details of which are available from the Glasgow office. In addition, the RNID works extensively with employers and service providers to advise and assist with improvements to working environments, service delivery and policies and procedures through its national consultancy service.

RNID Scotland
Scottish Regional Office
Crowngate Business Centre
Brook Street
Glasgow G40 3AP
Tel: 0141 554 0053 (Voice/Text)
Fax: 0141 554 5837 & 554 9726
Helpline: 0808 808 0123 (Voice)
0808 808 9000 (Text)
E-mail: frances.milne@rnid.org.uk
Website: www.rnid.org.uk

RNID Scotland
54a Fountainbridge
Edinburgh EH3 3AP
Tel: 0131 478 7800
Textphone: 0131 478 7801
Fax: 0131 478 7804

FURTHER EDUCATION CENTRES

There are five Further Education Colleges within Edinburgh and the Lothians – Edinburgh's Telford College, Jewel & Esk Valley College, Oatridge College, Stevenson College and Esk Valley College and West Lothian College. These Colleges individually and collectively are significant providers of services to people with disabilities. Through a combination of full time leaver extension programmes, individual learning support, work preparation programmes, Skillseeker training programmes for young people and pre-vocational training for adults, the Colleges offer a range of options to students with disabilities who want to take up and maintain employment. Like most other service providers, the Colleges have extensive links with employers, complementing full and part-time College based courses with periods of work experience and workplace-based training. The main College contact details are as follows:

EDINBURGH'S TELFORD COLLEGE

Crewe Toll
Edinburgh EH4 2NZ
Tel: 0131 332 2491
Fax: 0131 343 1218
E-Mail: mail@ed-coll.ac.uk
Website: www.ed-coll.ac.uk

JEWEL & ESK VALLEY COLLEGE

Eskbank Centre Newbattle Road Dalkeith EH22 3AE Tel: 0131 660 1010 Fax: 0131 663 0271 E-mail: info@jevc.ac.uk Website: www.jevc.ac.uk	Milton Road Centre 24 Milton Road East Edinburgh EH15 2PP Tel: 0131 657 7200 Fax: 0131 657 2276
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OATRIDGE AGRICULTURAL COLLEGE

Ecclesmachan, Broxburn
West Lothian EH52 6NH
Tel: 01506 854387
Fax: 01506 853373
E-mail: enquiries@oatridge.ac.uk
Website: www.oatridge.ac.uk

STEVENSON COLLEGE

Bankhead Avenue
Edinburgh EH11 4DE
Tel: 0131 535 4600
Fax: 0131 535 4666
E-mail: general@stevenson.ac.uk
Website: www.stevenson.ac.uk

WEST LOTHIAN COLLEGE

Almondvale Crescent
Livingston EH54 7EP
Tel: 01506 418181
Fax: 01506 409980
E-mail: enquiries@west-lothian.ac.uk
Website: www.west-lothian.ac.uk

DISABILITY AWARENESS & EQUALITY TRAINERS

IDEAL TRAINING

Ideal Training is an innovative training and consultancy service, working with organisations in the public, private and voluntary sectors. The company's consultant trainers, who are all people with disabilities, deliver training whose main focus is to look at the process by which physical and attitudinal barriers are created and sustained within organisations. This uniquely relevant and personal experience of disability adds immeasurably to the quality of the training, assisting organisations to improve their own services and employment practices.

Ideal Training
Norton Park
57 Albion Road
Edinburgh EH7 5QY
Tel: 0131 475 2540
Fax: 0131 475 2392
E-mail: enquiries@idealtraining.org.uk
Website: www.idealtraining.org.uk

INFORMATION AND ASSISTANCE ON ENABLING TECHNOLOGY

ABILITYNET SCOTLAND

AbilityNet is the UK's largest charitable organisation dedicated to helping people with disabilities lead full and independent lives through the use of adaptive computer technology at home, in education and at work. Services include a freephone information and advice line, individual assessments at home, at educational establishments or in the workplace, supply of fully adapted computer systems and all the personal support that is required.

AbilityNet Scotland
PO Box 28423
South Queensferry EH30 9ZN
Tel: 0131 331 6381
Fax: 0131 331 7418
E-mail: enquiries@abilitynet.co.uk
Website: www.abilitynet.co.uk



Disability Status Review

LEND receives development assistance through the Networks Project, a capacity building initiative supported by The European Social Fund's Objective 3 Programme.

INTOWORK

The **NETWORKS** Project



PROJECT PART-FINANCED
BY THE EUROPEAN UNION

Europe and Scotland
Making it **work together**

Networks is also supported by the four unitary authorities in Lothian:



This Status Review was also sponsored by Disability Service, part of the Jobcentre Plus network.



Part of the Department
for Work and Pensions

The Lothian Employers' Network on Disability (LEND) is a group of employers taking a proactive approach to disability and employment issues. The Disability Status Review is a resource which organisations can use to 'self assess' their current disability practice, identifying areas of activity where an improved response is required.

The Disability Status Review has been adapted and expanded for use in Edinburgh and the Lothians, using core material originally produced by the West Midlands Employers' Network on Disability.

If your organisation is interested in joining LEND, contact:

LEND

c/o Intowork

Norton Park

57 Albion Road

Edinburgh EH7 5QY

Tel: 0131 475 2369

Fax: 0131 475 2379

Email: lend@intowork.org.uk

Web: www.intowork.org.uk/dae/lend.html