

Appendix 1

Hounslow 'Vision 2020- Right to Sight' Consultation Feedback and Action Plan to improve services for blind and partially sighted residents in Hounslow

Background

On 28 October 2013, a consultation event was held in Hounslow to discuss issues relating to services used by people in the borough who are blind or partially sighted. Over 80 blind and partially sighted local residents attended on the day along with adult care, health and third sector colleagues.

The Action Plan

The Action Plan distils the consultation feedback and highlights key issues raised by residents under five main themes and sets out the stakeholder responses to each highlighted issue.

It was agreed by the 'Vision 2020- Right to Sight' Planning Group to annually review the Action plan to address any perceived needs and gaps, in services for children and young people and for those with dual sensory impairments as they were under represented at the consultation event. .

Abbreviations - London Borough of Hounslow – LBH; Hounslow Clinical Commissioning Group – HCCG; Hounslow and Richmond Community Health NHS Trust - HRCH NHS Trust ; St Peters and Ashford Hospital; Middlesex Association for the Blind- MAB; Thomas Pocklington Trust – TPT; Transport for London- TfL ; Guide Dog Association

Implementation

All actions will be delivered between 2014 and 2020 and monitored annually by the lead delivery agents highlighted in Appendix 2.

	Theme 1: Promoting eye health and preventing sight loss –Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
1.1	<p>Ensure public health awareness campaigns include promoting eye health and preventing sight loss.</p> <p>Ensure that campaign media content is inclusive e.g. multi-lingual, large print/braille, via radio, social media and displayed in prominent locations and places of worship.</p> <p>Timescale</p> <p>2 events between April 2014 and March 2015 (annually thereafter)</p> <p>Action by</p> <p>Subash Suthar Dr. Arun Gupta/ Celia Golden Public Health & LBH Comms</p>	<p>Yes, priority agreed by partners.</p> <p>Schedule of campaign planned for Health Awareness talks in Mosques, Sikh and Hindu temples and Churches and third sector organisations, disability groups and Disability Community Forum.</p> <p>Health Awareness campaign also planned for Glaucoma week between 9th -15th June 2015.</p> <p>Also plans to raise awareness through organisations championing other clinical conditions e.g. Tri-borough Stroke Partnership, Diabetes UK.</p>	<p>13/10/2016 Laura Maclehose –</p> <p>LBH Public Health did commit funds (£5,000 each year) to support this work.</p> <p>March 2018 –</p> <p>Event for World Glaucoma Week was held at the Holy Trinity Church in Hounslow. It hosted over 50 people, with residents, professionals and church staff in attendance.</p> <p>Arun Gupta spoke about Glaucoma, cataract and Age-related macular degeneration. He also stressed the importance on regular eye tests.</p> <p>Subhash Suthar advised all on how to correctly administer eye drops.</p>

* accurate as of 21/03/2018*

			<p>Andrew Cox spoke about the services MAB provide for Hounslow residents.</p> <p>Subhash and Ali will be doing a podcast on the Speak Out Radio on Wednesday 21st March 2018.</p>
1.2	<p>Identify/develop targeted support and resource to enable GPs to raise their awareness and knowledge about eye health conditions.</p> <p>Timescale</p> <p>Annually</p> <p>October 2015</p> <p>Action by</p> <p>Subash Suthar Dr. Arun Gupta Anindita Debnath</p>	<p>Yes, priority agreed by partners.</p> <p>GP lectures and practioner nurse lectures planned. Will aim to target 'Heat' (education) events for all GP'S and to committee of pharmacists and opticians. Good Practice lessons from eye health awareness campaign with East Kent GP meeting will be fedback to Hounslow GP talks</p> <p>Appropriate information leaflets will be left in GP surgeries including posters from and leaflets from Macular Society and Diabetes UK.</p>	<p>9/09/2016 Anindita Debnath –</p> <p>A GP/practice staff educational session will be scheduled in 2017, this will be linked to the new community ophthalmology service provider, who commenced their service on 1st April 2017.</p> <p>13/10/2016 Laura Maclehose –</p> <p>The organisation, SENSE, was commissioned by LBH Public Health (as part of the 2014-2016 Small Grants Programme) to provide both activities for people with sensory loss for 2014-2016 and also training for health</p>

* accurate as of 21/03/2018*

			<p>service staff around sensory loss. If you need a full report on this work, please contact Clare McKenzie.</p> <p>13/04/2017 Clare McKenzie</p> <p>SENSE delivered an art project, health walks and indoor exercise sessions. The art project and health walks were a success in recruiting participants, the indoor exercise sessions were less popular and uptake was low.</p> <p>Via Sense 'interactive' were commissioned to deliver 2 half day disability equality training workshops for Fusion and One You Hounslow staff</p>
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	Theme 1: Promoting eye health and preventing sight loss –Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
1.3	<p>Develop targeted health promotion to encourage regular use of optometrists.</p> <p>Timescale</p> <p>Annually</p> <p>Action by</p> <p>Maggie Lewis Subash Suthar Dr. Arun Gupta Celia Golden Clare McKenzie</p>	<p>Yes, agreed. Explore use of radio stations to raise awareness further. Will engage behaviour change specialist from public health team to advice on behaviour change strategies amongst residents</p>	<p>13/10/2016 Laura Maclehose –</p> <p>I do not have an update from Public Health on any work that was undertaken. In general, promotion of eye checks is not within the Public Health mandate.</p> <p>In March 2017, the CCG held an awareness event to stay well throughout the year to an audience of 77 residents including patients from local care home at Age UK Hounslow. The event included falls prevention and the main highlight was a presentation and discussion from a community optician who offers free eye sight and ear test in community and at home.</p> <p>13/03/2017 Clare McKenzie As a one off PH did an event at a couple of libraries promoting eye health and regular eye check-ups at their local opticians. This</p>

* accurate as of 21/03/2018*

			<p>was not a sustainable model of activity due to staff capacity to deliver this on an ongoing basis.</p> <p>March 2018</p> <p>MAB were commissioned by the Equalities Team to produce 10,000 leaflets encouraging parents to get their childrens' eyes tested. This will be made available in GP surgeries, libraries, schools, children's day care centres and other community/local venues.</p>
1.4	<p>Ensure Early Years Sight Testing for 5 year olds in Hounslow is delivered in line with best practice</p> <p>Timescale</p> <p>Review annually</p> <p>Action by</p> <p>Clare McKenzie</p>	<p>Yes, agreed. Programme already in place 0-5 sight testing is commissioned by NHS England. Public Health will check that locally sight testing is delivered as part of the Healthy Child Programme and in line with the national school nursing specification. Links with Family and Children Bill will also be assessed.</p>	<p>Please see note directly above.</p>
1.5	<p>Provide disability equality training for public sector staff.</p> <p>Timescale</p>	<p>Yes, agreed. Targeted equality training planned with Council's customer services and social workers. Disability training will include disability related legal obligations and practical direction on serving customers with sight loss.</p>	<p>27/10/2016 Sarfraz Kherdin</p> <p>The Equalities team undertook training for a range of library staff</p>

* accurate as of 21/03/2018*

	<p>October 2015</p> <p>Action by</p> <p>Celia Golden Andrew Cox</p>		<p>members from a variety of libraries across the Borough, commissioned by PH (Suzie Wall). The training focused on deaf awareness, the Equality Act 2010, understanding sensory needs (sight impairments), understanding physical disabilities and unconscious bias. We anticipated 60 members of staff to attend the sessions spread out across 4 dates (13th September, 20th September, 4th October and 6th October). A total of 36 members of staff attended the training. Sahib provided some equipment that blind/partially sighted people use to help understand their use and identify when someone has a visual impairment.</p> <p>08/03/2017 Sarfraz Kherdin The Equalities Team had conducted Equality, Diversity, Disability Awareness and Unconscious Bias Training</p>
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* accurate as of 21/03/2018*

			<p>on 23rd Feb and 1st March 2017.</p> <p>We had trained a total of 20 Adult Education Staff. The Blind Awareness Training involved staff wearing sims glasses and navigating themselves through the library. They also wore the glasses and were tasked with going online to have a look at Adult Ed training courses.</p> <p>We had 2 guest speakers, Yvonne and Colin, who spoke of their own experiences and challenges and how service delivery could be improved.</p> <p>Staff members were also shown pieces of equipment that blind/VI residents would use. Tips were given on optimisation of the website and how it can be improved to give better access to VI residents. Sarfraz created a slide for this off the back of Martin Greaves' (Action for Blind People) expert suggestion on the accessibility of the website.</p>
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* accurate as of 21/03/2018*

			<p>The training was successful with good feedback. The Blind Awareness element of the training was aimed at staff to look into ways to improve or open up certain services to VI residents/students.</p> <p>13/04/2017 Clare McKenzie</p> <p>As per point 1.2 Via Sense 'interactive' were commissioned to deliver 2 half day disability equality training workshops for Fusion and One You Hounslow staff.</p>
	<p>Encourage other service providers to undertake disability equality training.</p> <p>Timescale</p> <p>April 2015</p> <p>Action by</p> <p>Clare McKenzie</p>	<p>Yes, agreed. Training for Leisure Services staff, health champion volunteers programme, libraries and transport providers will be negotiated with service leads and other providers.</p>	<p>Please see the notes above on Library staff training.</p>

* accurate as of 21/03/2018*

	Theme 2: Diagnosis and treatment - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
2.1	<p>Ensure that various travel modes to community and hospital eye services are publicised and updated.</p> <p>Timescale</p> <p>March 2015</p> <p>August 2015</p> <p>October 2015</p> <p>October 2016</p> <p>October 2015</p> <p>December 2014</p> <p>Action by</p> <p>Celia Golden Mark Frost Transport for London Local Bus Operators LBH/TfL/ Local Bus Companies</p> <p>Chris Jenkins Maggie Lewis Subash Suthar Celia Golden Clare McKenzie</p>	<p>Yes, agreed. The council's transport planners will collect information on what transport network exists to Ashford and St Peters and the Heart of Hounslow Clinic.</p> <p>There will be an assessment of adequacy of the current transport links to service providers.</p> <p>Further work to engage partners and local bus operators to address poor transport links.</p> <p>A public transport route map will be developed and the route map and journey planner information will be made available at hospitals, Heart of Hounslow clinic and GP surgeries.</p> <p>Explore audio solutions for bus companies serving eye hospitals and clinics through RNIB. Negotiate with local bus companies to announce arrival at clinics and hospitals.</p> <p>Transport routes to hospitals and Heart of Hounslow clinic will be made available at GP surgeries.</p>	<p>31/10/2017 Sarfraz Kherdin</p> <p>Sarfraz working on final A5 publication of bus routes to ChelWest, Heart of Hounslow and Hillingdon Hospital. Will share with Ali to distribute to members.</p>
2.2	Talk to London Ambulance service (LAS) about their refusal to transport eye patients	Yes, agreed.	09/09/2016 Anindita Debnath –

* accurate as of 21/03/2018*

	<p>to Ashford hospital outreach clinics located at Hounslow Health centres, because they are not Hospitals.</p> <p>Timescale</p> <p>March 2015</p> <p>Action by Anindita Debnath</p>		<p>Raised through CCG Contract management process, Meeting scheduled on 10th October 2016.</p> <p>13/04/2017 Anindita Debnath</p> <p>Under review and discussion</p> <p>11/10/2017 Anindita Debnath – CCG is currently working with Surrey CCG (lead commissioner for the South central Ambulance Service, who provides transport for Ashford hospitals) to spot purchase activity to transport patients to Heart of Hounslow eye clinic.</p>
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	Theme 2: Diagnosis and treatment - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
2.3	<p>Ensure patients are aware of choices about where they can be referred for appropriate treatment.</p> <p>Timescale</p> <p>March 2016</p> <p>Action by</p> <p>Dr. Arun Gupta Amy Wilson and Bethan-Louise Martin - The Practice Group</p>	<p>Yes, agreed. Information about local ophthalmology services will be made available at hospitals, Heart of Hounslow clinic and GP surgeries.</p>	<p>29/06/2017 Bethan-Louise Martin –</p> <p>Have made information about their services available to all Hounslow residents through their website and produced two newsletters for the GPs of Hounslow. They have also attended a number of CCG organised events for GPs to inform them of our service.</p>
2.4	<p>Ensure vulnerable residents in care homes and the elderly can access services readily. (Children’s needs overlap).</p> <p>Timescale</p> <p>March 2016</p> <p>Action by</p> <p>Celia Golden Mark Blomfield</p>	<p>Yes, agreed. It is important to ensure that there are no assumptions about residents in care homes being at lower risk than those in their own homes.</p> <p>To ensure increased awareness of risks of sight loss for vulnerable residents in residential homes, information and leaflets will be made available in residential homes in the borough.</p>	<p>03/11/2016 Mark Blomfield –</p> <p>Contracts team can get information out to the homes, if you have them.</p>

* accurate as of 21/03/2018*

	Theme 2: Diagnosis and treatment - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
2.5	<p>Ensure referrals to specialists, eye clinics and Local Authority services are dealt with efficiently and holistically.</p> <p>Timescale</p> <p>Annually</p> <p>Action by</p> <p>Anindita Debnath</p>	<p>Yes, agreed. Currently there is a 18 week timeframe from GP referral to appointment at the eye hospital clinics. This is national Referral to Treatment (RTT) target for all outpatient appointments at hospital. Hounslow CCG has commissioned a consultant led community ophthalmology services (based at 4 locations across the borough). The RTT for community service is 4 weeks. Adherence to these RTTs by the providers will be monitored by contract management process.</p> <p>Review any delays in the pathway due to potential late referral by GPs will be reported to the Hounslow CCG and to Vision Strategy sub group.</p>	<p>09/09/2016 Anindita Debnath –</p> <p>Monitored via quarterly contract management process and patient feed back</p> <p>11/10/2017 /2017 Anindita Debnath –</p> <p>Waiting progress report from Anindita</p>
2.6	<p>Ensure emotional support is in place e.g. Opportunities to discuss eye condition at point of diagnosis.</p> <p>Timescale</p> <p>March 2015</p> <p>Action by</p> <p>Andrew Cox</p>	<p>Yes, agreed. Hospitals and clinics to be given Middlesex Association for the Blind (MAB) card with their contact details for emotional support for those newly diagnosed and their families.</p>	<p>11/10/2017 Ali Urfan</p> <p>MAB will be implementing a 'Mid-Sight' point at the Heart of Hounslow. The aim of this is not to substitute the ECLO role, rather it is to supplement them by giving residents various pieces information and important contacts upon diagnosis.</p>

* accurate as of 21/03/2018*

<p>Establish an Eye Care Liaison Officer post (ECLO) (currently provision missing). Anindita Debnath</p> <p>Timescale</p> <p>March 2015</p> <p>October 2015</p> <p>Action by</p> <p>Andrew Cox and Celia Golden</p>		<p>Yes, LBH will explore opportunities for external funding for ECLO post, including through the Health and Well Being Funds. MAB will develop a business case and summary of advantages of ECLO post for Hounslow.</p> <p>Explore volunteer recruitment to work with ECLO and explore part funding of ECLO through Surrey Visual Impairment Association and Hillingdon and Hounslow CCG.</p> <p>Currently, other London Boroughs have implemented this role such as Ealing and Hillingdon. Ashford Hospital have an ECLO who is available 4 days a week. This post will also cover Hounslow residents that are referred to them.</p>	<p>13/04/2017 Anindita Debnath – Work under progress</p> <p>“Action for Blind People” and CCG is currently scoping for cover for Hounslow patients at Heart of Hounslow site.</p> <p>ECLO from “Sight for Surrey” at Ashford and Hospital (ASPH) site covers Hounslow patients as well.</p> <p>Royal Society for Blind Children (RSBC) is also in discussion with ASPH for providing advice and support to families post diagnosis by their (Family Engagement workers (FEWs))</p> <p>Middlesex Association for the Blind and Hounslow Association for the Blind have been actively promoting their services at local hospitals with contact details of the Senior Support Services Manager who is readily available for residents to contact at the point of diagnosis.</p>
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			<p>Middlesex Association for the Blind and Hounslow Association for the Blind have also advised of their MidSight points at Mount Vernon and Hillingdon Hospital. Volunteers from Middlesex Association for the Blind signpost and engage with patients at first point of diagnosis (MidSight points are run by Middlesex Association for the Blind volunteers, who provide a signposting service to patients that have been newly diagnosed with sight loss).</p> <p>The only support available at the hospital is the contact and promotional information of Middlesex Association for the Blind. CCG are currently in talks with Action for Blind People over a part time Eye Clinic Liaison Officer (ECLO), in response to the lack of eye care services in West Middlesex Hospital for post-diagnosis of sight loss.</p> <p>Tricia Smikle 12/10/2017</p>
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			<p>RNIB has recently employed a Peripatetic ECLO to cover the London area. This post is to cover any unplanned absence and holiday for RNIB existing ECLOs at Whipps Cross, Royal Free, St Thomas and eventually Hillingdon Hospital. It may be possible to commission this ECLO to provide cover in the Heart of Hounslow Clinic but RNIB need to know the days and times of the clinics they should cover and the referral pathway into local services.</p> <p>In terms of funding ECLO posts, RNIB budgets have been very squeezed this year with a freeze on any unplanned expenditure. They are not sure if there will be any budget uplift for 2018/19. There was discussions about moving the eye clinic services back into Hounslow from Ashford and St Peters and Charing Cross Hospitals which does make an easier funding ask to the RNIB Board as the service would be located in one borough.</p>
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* accurate as of 21/03/2018*

			<p>Tricia has recently met with David Parkins, the Chair for Eye Health LPN. They discussed provision in London and the lack of ECLO services in the outer London boroughs where most of the need is. RNIB will be undertaking a mapping exercise to demonstrate this and hope to work to get more posts in London funded by CCGs and Hospital Trusts.</p> <p>11/10/2017 Ali Urfan</p> <p>MAB will be implementing a 'Mid-Sight' point at the Heart of Hounslow. The aim of this is not to substitute the ECLO role, rather it is to supplement them by giving residents various pieces information and important contacts upon diagnosis.</p>
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	Theme 2: Diagnosis and treatment - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
2.7	<p>Ensure services along the sight-loss pathway are timely, better co-ordinated and joined up e.g. Between local opticians, community hospital, eye clinic, voluntary sector and sensory team. Reducing the risk of delay in the pathway and of people ‘falling through the net’.</p> <p>Timescale</p> <p>March 2015</p> <p>Action by</p> <p>Nila and Anindita Debnath</p> <p>Timescale</p> <p>March 2016</p>	<p>Yes, agreed. Suggestion from the group is to enable direct referral from opticians to specialist service. Optician contracts are managed by NHS England and there are a number of commissioning and contract issues to be addressed for the direct referrals to be set up.</p> <p>But this will be explored with Hounslow CCG to arrange an agreement with Optometrists to refer directly to the hospital following eye checks and not wait for GP referral which creates additional time delays for hospital referral.</p> <p>East/West Surrey CCG’s and Medway CCG is in the process of arranging direct referrals to Hospitals from Optometrists. Link with Local Optical Committee to discuss the referral process in further detail but overall the referrals are managed by NHS England, so changing this could be lengthy.</p>	<p>09/09/2016 Anindita Debnath –</p> <p>Direct optoms referral to specialist ophthalmology service is still under review. This is due to different commissioning arrangement. Optometrist contract is commissioned by NHSE and specialist service by CCG. There is a requirement of more partnership agreement before direct referral pathway is established.</p> <p>19/09/2017 Sarfraz Kherdin –</p> <p>HCCG have sent a letter (Sept 2017) to NHSE asking if there can be funding sourced for an IT system, which will allow referrals from local opticians to specialist eye clinics or to hospitals, without using GP intervention. This has come as a recommendation from the LOC.</p> <p>HCCG are awaiting response from NHSE</p>

* accurate as of 21/03/2018*

<p>2.8</p>	<p>Ensure Information from eye clinics/GPs can be provided in appropriate formats, to enable patients to be pro-active in understanding links with general health and eye health issues.</p> <p>Timescale</p> <p>December 2015</p> <p>Action by</p> <p>Maggie Lewis</p> <p>Timescale</p> <p>December 2015</p> <p>Action by</p> <p>Maggie Lewis</p> <p>Timescale</p> <p>May 2015</p> <p>Action by</p> <p>Clare McKenzie</p>	<p>Yes, agreed. Ensure patient information booklets are to RNIB standards. Patients must also request choice of alternative formats specific to their need.</p> <p>Explore with Trust Net Communication for audio format and check status of 'Accessible Standards' document which NHS England are currently developing for purposes of dissemination and good practice.</p> <p>Need to engage Libraries about the health information that can be accessed through Libraries.</p>	<p>13/04/2017 Fiona Hart</p> <p>From April 2017 the Hounslow CCG will be moving 6 self-care health kiosks currently situated in GP practices into the following libraries; Hounslow, Hanworth, Isleworth, Osterley, Chiswick and Heston. These kiosks will provide residents with access to the NHS' local self-care information as well as information on GP surgeries and mental health services. Library staff will be given some basic training on what the machines do so that they can assist people but posters with specific contact details will also be provided.</p> <p>13/04/2017 Clare McKenzie</p> <p>In the past literature around eye health and the link to smoking has been discussed with the stop smoking service for them to discuss with clients during national eye health week. This could be shared with the service again during National Eye Health Week, in Sept 2017.</p>
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* accurate as of 21/03/2018*

2.9	<p>Ensure details of patient transport service provision is communicated effectively.</p> <p>Ensure patient transport service is reliable.</p> <p>Timescale</p> <p>March 2016</p> <p>Action by</p> <p>Tandeep Fairman/ Anindita Debnath</p>	<p>Yes, agreed. Discuss with Hounslow CCG about current contracts with non emergency transport service</p>	<p>09/09/2016 Anindita Debnath –</p> <p>It's in process to develop community transport information for patients; due to be published soon.</p> <p>13/04/2017 Anindita Debnath –</p> <p>Leaflet published in October 2016, it's in public domain</p>
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	Theme 3: Support for the newly diagnosed - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
3.1	<p>Ensure resources and support from social/rehabilitation services are in place to meet projected amount of follow up required with service users.</p> <p>Timescale</p> <p>September 2015</p> <p>October 2016</p> <p>Action by</p> <p>Andrew Cox</p>	<p>Yes, agreed. Assess current provision of rehab services and explore commissioning opportunities for rehab services.</p> <p>Explore scope for Cross borough funding of rehab services commissioned from the third sector.</p>	<p>21/10/2016 Sahib Singh –</p> <p>At present we are developing a MidSight point at the Heart of Hounslow. Regarding the social & rehabilitation services we have our mobile resourcing unit and we also have our Rapid Response from Raheel Razvi</p>
3.2	<p>Ensure people with sight loss who are not eligible to register as blind or partially sighted are aware of support options available to them.</p> <p>Timescale</p> <p>December 2015</p> <p>Action by</p> <p>Anindita Debnath / Maggie Lewis to check patterns of referral to the clinic</p>	<p>Yes, agreed. Currently Ashford and St Peters' Hospital run a clinic on Tuesdays to support residents without Certificate of Vision Impairment but it has poor attendance.</p> <p>GP's and Optometrists are aware of the clinic but poor referral rates suggests need for improved information to providers. To disseminate the information of this group to wider groups including social services.</p>	<p>09/09/2016 Anindita Debnath –</p> <p>Waiting for information from the Trust to disseminate</p>

* accurate as of 21/03/2018*

3.3	<p>Ensure Certificates of Vision Impairment (CVIs) are authorised and passed to social services in good time</p> <p>Timescale</p> <p>Annually</p> <p>Action by</p> <p>Sukhi kahlon Anindita Debnath</p>	<p>Yes, agreed. Local Authority to flag delayed CVI's to the Clinical Commissioning Group and monitor patterns of delay from particular consultant Ophthalmologists.</p>	<p>29/03/2017 Sarfraz Kherdin</p> <p>This area of work is being explored, now that The Practice Group has been awarded the tender for the Community Ophthalmic Service, as of 1st April 2017. They are able to issue out CVI's. They can then make sure it is passed on to social services.</p>
3.4	<p>Assess feasibility of general helpline to provide visually impaired people with details about services and organisations available to support them.</p> <p>Timescale</p> <p>Annually</p> <p>Action by</p> <p>Andrew Cox/Celia Golden Maggie Lewis</p>	<p>Yes, agreed. Third Sector Helpline is available but providers to be given MAB contact details to pass onto patients and families Eye drop administration advice is provided at St Peters' and Ashford Eye Hospital. There is an ongoing need to raise awareness with pharmacists about eye drop administration, particularly to ensure that medication is labelled strategically without hiding the Braille instructions.</p>	<p>21/10/2016 Sahib Singh –</p> <p>MAB can be contacted from Monday to Friday usual office hours and Co-ordinators can also be contacted on their mobile.</p>

	Theme 4: Independent living – getting out and about - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
4.1	<p>Ensure rights of way and public realm services enforce the removal of inappropriately positioned street furniture or obstacles. Such as A Boards and vehicles, if and where they are cited as causing problems.</p> <p>Raise public awareness of the challenges faced by visually impaired people of all ages in a range of settings, including high streets and residential areas.</p> <p>Timescale</p> <p>Annually</p> <p>Action by</p> <p>Gareth James (or signpost)</p>	<p>Yes, agreed. This is within the Hounslow Highways Contract. There will be ongoing enforcement activity by Hounslow Highways.</p> <p>Yes, agreed. There will be work on addressing footway parking and obstructions from traders</p>	<p>The Transport team continually work towards considering disabilities and sensory impairments in their projects. This is something that is embedded in their work and is supported by the Senior Transport Project Officer, Gareth James, who works closely with the Equalities team in consultations for projects involving accessibility and non-accessibility issues.</p> <p>Their main driver is to reduce clutter and to improve accessibility, particularly for residents with physical disabilities and visual impairments.</p>
4.2	<p>Consider impact of how low contrasted obstacles including bollards can cause unseen obstructions.</p> <p>Paint low contrasting objects in more contrasting/visible colours.</p> <p>Timescale</p> <p>March 2016</p>	<p>Yes, agreed. Re-publish street scene design guide.</p>	<p>As above</p>

* accurate as of 21/03/2018*

	<p>Action by</p> <p>Gareth James</p>		
4.3	<p>Raise awareness of legality to provide goods and services with reasonable adjustments and where necessary enforce the Equality Act 2010. In relation to guide dog owners being prevented from accessing particular establishments.</p> <p>Timescale</p> <p>Ongoing</p> <p>Action by</p> <p>Andrew Cox and Guide Dog Association</p> <p>Timescale</p> <p>2017</p> <p>Action by</p> <p>Celia Golden Tandeep Fairman</p>	<p>Enforcement of private sector establishments is the responsibility of the Commission of Equality and Human Rights through their helpline. Information sign posting, case work, lobbying and advocacy will be offered to support blind and partially sighted residents to pursue complaints.</p> <p>The Council and Health sector provide training on reasonable adjustments to staff and respond to all requests for reasonable adjustments.</p>	<p>18/04/2017 Tandeep Fairman –</p> <p>All practices can mark any patient ‘needs’ in the patient record and then any reasonable adjustment is made accordingly to support their need with regards to appointments and consultations. This includes the freedom to bring their support dog into the practice, if necessary. The CCG has also incorporated patient needs considerations into receptionist training in 2016.</p> <p>The Accessible Information Standard (AIS) national guidance and training for GPs was made available in 2016. The standard ensures that people who have a disability or sensory loss receive information that they can access and understand. GP practices had to conform to the standard by 31 July 2016.</p>

* accurate as of 21/03/2018*

	Theme 4: Independent living – getting out and about - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	
4.4	<p>Ensure road crossings are audible where appropriate to allow people to know when to cross the road safely. Ensure tactile cones are installed on crossings and repaired quickly when reported as broken.</p> <p>Timescale</p> <p>2015 and on going</p> <p>Action by</p> <p>Celia Golden and Mark Frost</p>	<p>Yes, the Council will raise this with TfL.</p>	<p>05/07/2017 Sarfraz Kherdin –</p> <p>TfL have advised that the Borough of Hounslow have tactile cones and audible pedestrian crossings at traffic lights. This is to assist pedestrians with visual impairments. Additionally, pedestrian crossings in the Borough of Hounslow have a countdown system to assist residents of various disabilities.</p>
4.5	<p>Ensure public transport is fit for purpose to meet needs of visually impaired people.</p> <p>Ensure transport staff have more awareness training, as buses aren't stopping, drivers not lowering the step on buses and audio announcements are being switched off. Explore if audio announcements at bus stops would be feasible.</p> <p>Timescale</p> <p>2014 – 2018</p> <p>Action by</p>	<p>Yes, agreed. The Council will work with local bus operators to raise awareness of disability related challenges and the need to improve bus driver training.</p> <p>The Council will raise this with TfL.</p>	

* accurate as of 21/03/2018*

	Celia Golden and Mark Frost		
4.6	<p>Ensure Dial-a-Ride services are consistent.</p> <p>Timescale</p> <p>2014</p> <p>Action by</p> <p>Celia Golden</p>	<p>Yes, the council will secure a speaker from Dial a Ride for the next DCF meeting to discuss the quality and consistency of monitoring arrangements for the service.</p>	
4.7	<p>Establish a buddy system for visually impaired people to get around Hounslow.</p> <p>Timescale</p> <p>July 2015</p> <p>Action by</p> <p>Clare McKenzie/ Mark Bloomfield /Andrew Cox</p>	<p>Yes. A buddy services by LBH will be reviewed to ensure there is more joined up approach between services and the Middlesex Association for the Blind.</p>	<p>13//10/2016 Laura Maclehose - Clare to provide comment on this.</p> <p>30/03/2017 Sarfraz Kherdin – Email sent to Sahib re this – awaiting response.</p> <p>13/04/2017 Clare McKenzie</p> <p>The Travel Buddy Service is a pan disability service aimed at supporting residents accessing the service to become independent travellers. We have taken Visual Impairment referrals in the past with outcomes of developing their confidence to again become independent, please note we</p>

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			would not take a referral that was based on need for escorting. Public Health have previously commissioned a befriending services which could of supported access to services, but Public Health no longer commission befriending services
4.8	<p>Ensure terminology on forms for mobility and freedom pass cover entitlement by deaf and visually impaired people.</p> <p>Timescale</p> <p>2016</p> <p>Action by</p> <p>Celia Golden</p>	Yes , the Council will review the forms and discuss with TfL and Mobility team whether there is scope to make changes requested.	<p>29/06/2017 Sarfraz Kherdin</p> <p>Hounslow Council have amended their forms for blue badges and freedom passes, however the blue badge does not cover entitlement to residents that are deaf although, the freedom pass forms make entitlements for residents that have a visual and hearing impairment.</p>

	Theme 5: Independent living – access and participation - Residents feedback.	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
5.1	<p>Ensure leisure services are promoted in creative and inclusive ways.</p> <p>Timescale</p> <p>2019</p> <p>Action by</p> <p>Clare McKenzie</p>	<p>Yes, agreed. Enhance and develop initiatives that enable visually impaired people of all ages to participate in sport and leisure activities, in the boroughs facilities and sports groups Engage with Leisure Services team to look at training modules, mainstreaming and specialist leisure provision.</p>	<p>13/10/2016 Laura Maclehose - Marianne to provide comment on this.</p> <p>13/04/2017 Marianne Boyle -</p> <p>Following training for leisure centre staff we have sought to increase the number of people that attend leisure centres through ensuring that the marketing and promotional materials reflect the demographic. We are working with Fusion in 2017/18 to ensure that their promotion is further improved and we undertake targeted marketing for all.</p> <p>Adesuwa Osewa –</p> <p>Royal Society For Blind Children’s Health and Well-Being Clubs provide young people with the chance to take part in activities such as goalball, football, cricket and many more. This group is designed to get young people active. In addition to the sports</p>

* accurate as of 21/03/2018*

			activities, we also run workshops on healthy-living, which encourage young people to maintain a healthy lifestyle for the future.
5.2	<p>Continue to promote and encourage uptake of flagship leisure activities for visually impaired people of all ages including: Brentford Leisure Centre which provides free swimming on a Monday afternoon, Tricycle Club, yoga classes, and free health walks.</p> <p>Timescale</p> <p>2016</p> <p>Action by</p> <p>Andrew Cox</p>	Yes. MAB to consider sharing good practice sports projects from other Boroughs e.g. tricycle funding	21/10/2016 Sahib Singh - Currently in the process of ordering two tricycles and are having discussions with Kew Gardens about having one of our tricycles kept there. MAB are also in discussion with Roy Smith from Metro Blind Sport. Roy will be attending our VIP Club on Thursday 1st of December to discuss directly to our clients what services Metro Blind Sport can provide.
5.3	<p>Ensure 'carers go free' system in leisure centres is continued.</p> <p>Timescale</p>	Yes. Undertake stock taking exercise to review Inclusive Fitness Initiative with a view to identifying gaps.	13/04/2017 Marianne Boyle – Carers go free offer is still available at all leisure centres. In addition we are working with

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	<p>2016</p> <p>Action by</p> <p>Clare McKenzie</p>		<p>Fusion on a carers' membership which will give them subsidised rates for the all leisure centres when they go in their free time – Public Health are looking at getting these made available by the end of the summer.</p> <p>25/10/2017 Sarfraz Kherdin</p> <p>Carers have a 30% concession when visiting leisure centres on their own. They will be given a carers card, when they have given proof they are a carer and a form of ID.</p> <p>Carers also swim for free when accompanying person in care.</p>
<p>5.4 New draft</p>	<p>For young people with sight loss, scope accessibility of careers guidance and support into employment: Through education and training provided at key points in secondary education, on transition into Post -16 education and training and employment options.</p> <p>Timescale</p> <p>Ongoing</p>		<p>25/04/2017 Sarfraz Kherdin</p> <p>Notes for action points 5.4, 5.5, 5.6 and 5.7</p> <p>The Equalities Team are working with Tom Frankish, Employment and Training Specialist (Hounslow Council), Adesuwa Osewa, Engagement Officer (Royal Society for Blind Children) and Sahib Singh, Senior Support Services Manager (Hounslow Association for the Blind), to</p>

* accurate as of 21/03/2018*

	<p>Action by</p> <p>Ali Urfan John Monkhouse Adesuwa Osewa Sarfraz Kherdin</p>		<p>improve access to careers guidance and support to employment for visually impaired residents.</p> <p>They will both work collaboratively in assisting visually impaired young people into work. Tom has actively been working towards assisting young people with varying disabilities to find work and has actively been involved in training sessions held by the Equalities Team.</p> <p>Middlesex Association for the Blind are able to support clients aged 18+ who are looking for work. Any client can be referred to their employment service.</p> <p>It had been agreed by the Middlesex Association for the Blind that they will provide this service for Hounslow.</p> <p>11/05/2017 – Ali Urfan –</p> <p>Transition into post -16 education, training and employment options.</p>
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			<p>MAB has an employment service which focuses on the 18+ age category and offers links into College of North West London and RNC, Royal National College for the Blind along with further education advice and guidance. We run a Job Club which offers CV, covering letter, speculative letter writing techniques along with interview and telephone techniques. 8 week course involves supported 1 to 1 job searching support.</p> <p>MAB will source other local training providers and see what is available to the visually impaired sector. To work more closely with Tom Frankish and develop on any existing strategies.</p> <p>15/05/2017 Adesuwa Osewa</p> <p>Royal Society for Blind Children (RSBC) provide Employability Support to Visually impaired young people between 18 and 25. The service from RSBC offers guidance, advice and support in getting young people job</p>
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* accurate as of 21/03/2018*

			<p>ready. LBH have initiated discussions with RSBC to provide Employability Support to visually impaired young people between 18 and 25 in Hounslow.</p> <p>Their programme aims to build self-confidence, teamwork, interview skills and CV writing. We also host weekly workshops to develop on these skills.</p> <p>Dorton College is a residential college for 16-25 year olds with a visual impairment. Students enjoy the experience of studying at a mainstream college in Bromley, whilst developing their independent living skills in one of our college houses.</p>
5.5	<p>Develop life-long learning opportunities for visually impaired people. To ensure they have skills and opportunities to access early years/extra-curricular activities, the job market, the internet and academic/vocational courses.</p> <p>Timescale</p> <p>Ongoing</p>	<p>Yes. MAB has secured funding to work with employment service and will take this action forward.</p>	<p>21/10/2016 Sahib Singh –</p> <p>MAB support clients aged 18+ who are looking for work. Any client can be referred to their employment service.</p> <p>11/05/2017 Ali Urfan –</p> <p>MAB offers an IT training course which covers the</p>

* accurate as of 21/03/2018*

	<p>Action by</p> <p>Andrew Cox Ali Urfan John Monkhouse Adesuwa Osewa Sarfraz Kherdin</p>		<p>relevant computer skill training for the world of work.</p> <p>MAB promote a variety of peer support groups along with opportunities with working closely with the Job Centres in the local boroughs to promote understanding and support for the VI clients they serve along with our own employment service. Refer to point 5.4 additionally.</p> <p>MAB have set up a training course to local Disability Employment Advisers at the Job Centre to give them a better understanding of how to treat visually impaired job seekers.</p> <p>15/05/2017 Adesuwa Osewa –</p> <p>RSBC offers extra-curricular activities for children and young people with a visual impaired. Our Social and Peer Groups provide our service users with the chance to enhance their social networks, increase confidence and independence.</p> <p>11/10/2017 Ali Urfan –</p>
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* accurate as of 21/03/2018*

			<p>MAB have supported 6 people in Hounslow. 2 have gone on to study either at university or the RNIB placement course. 2 have been successfully placed into work, 1 resident was assisted with their PIP application. 1 resident was put forward for a role, however, she was not successful during the recruitment process.</p> <p>Ali met with Resco, a company based in Hounslow, through Tom Frankish. MAB have agreed to refer 4 clients to them and they will then place them onto their training course for up to 16 weeks with a potential offer for employment, within their organisation or another employer.</p> <p>MAB is involved with Hounslow Job centre Plus (JCP) and will be arranging a meeting in the coming weeks to utilise the unemployed residents in Hounslow to potentially volunteer for MAB.</p> <p>Ali has opened discussions and proposed that the long term, medically unfit be offered</p>
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			a role as a volunteer to help support MAB's home visiting service - a meeting will be set up after the 23rd Oct 2017 which has been provisionally agreed by Hounslow JCP.
5.6	<p>Improve and develop more local job opportunities for visually impaired people with small and medium enterprises and larger businesses in the borough.</p> <p>Timescale</p> <p>2015 -2020</p> <p>Action by</p> <p>Andrew Cox</p> <p>Ali Urfan John Monkhouse Adesuwa Osewa Sarfraz Kherdin</p>	<p>Yes, agreed. MAB will use part of the funding above to work with employers to show them how adaptations can work in the world of work.</p>	<p>21/10/2016 Sahib Singh - MAB are able to support clients aged 18+ who are looking for work. Any client can be referred to our employment service.</p> <p>11/05/2017 Ali Urfan –</p> <p>MAB is currently working with employers to educate and training their staff to fully understand what adaptations they need to consider when employing visually impaired employees.</p> <p>We offer health and safety training along with assisted fire drills and guiding techniques. Education through understanding.</p> <p>Develop a working relationship with Tom Frankish to understand Hounslow Councils goals with employment engagement and connect to</p>

* accurate as of 21/03/2018*

			<p>his network of employers along with developing our own strategy.</p> <p>15/05/2017 Adesuwa Osewa –</p> <p>Young people on our Employability Programme have gone on to gain work placements with local organisations and larger businesses. We work with various organisations such as recruitment agencies, in finding the right opportunities for our young people.</p>
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	Theme 5: Independent living – access and participation - Residents feedback	Stakeholder Response to residents and Outcome and Measurable Activity	Comments
5.7	<p>Ensure that visually impaired people have the support they need when in employment, through promoting and utilising the Access to Work employment service.</p> <p>Timescale</p> <p>Ongoing</p> <p>Action by</p> <p>Andrew Cox Ali Urfan John Monkhouse Adesuwa Osewa Sarfraz Kherdin</p>	Yes, agreed. MAB will offer support for this.	<p>11/05/2017 Ali Urfan -</p> <p>MAB has had extensive dealings with Access to Work and advised that it was a great resource and support to their clients.</p> <p>MAB offer an application from filling service and track this process from beginning to end to ensure a smooth transition regarding the equipment and support for their clients.</p>
5.8	<p>Support links and opportunities with Hounslow college, on furthering good practice with providing accessible learning and development opportunities, within and beyond the education sector.</p> <p>Timescale</p> <p>April 2015- March 2017</p> <p>Action by</p> <p>Vicki Taylor Ali Urfan</p>	Yes, agreed. Adult Learning will review opportunities with Hounslow Adult & Community Learning.	<p>Hounslow Adult & Community Learning (HACE) provide open access to courses, targeted provision and bespoke programmes can be delivered for specific group through its community learning funding. Adaptable resources available/large text Referral to Skills & Employment team job brokerage, skills escalator available, to provide employment advice and support.</p>

* accurate as of 21/03/2018*

			<p>11/05/2017 Ali Urfan -</p> <p>MAB will offer their employment service to HACE and see how they can offer any additional support or create a referral system if the services may be required. MAB to contact HACE and discuss their Job Club services, pass on their flyer and create a working relationship with other employment service providers, such as; Seetec, Maximus, Ingeus and Job Centre Plus.</p>
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