

# **DISABLED PEOPLE INTO EMPLOYMENT**

## **The Report of a UK Wide Survey of Good Practice in Projects with Disabled People and Employment**

### **Informing Ideas for the Development of a Strategic Framework For Action**

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October 1997

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM TEC

THE EMPLOYMENT SERVICE

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## **1. INTRODUCTION**

The Disability Discrimination Act (DDA) came into effect on 2nd December 1996. It is now unlawful for employers of 20 or more to discriminate unjustifiably against disabled people in their recruitment and employment practices. In addition, no one supplying goods or services to the public (whether for payment or not) may discriminate unjustifiably against disabled people. This major piece of legislation will undoubtedly have a marked effect on the employment prospects, in particular, of disabled people. The realisation of the effect of the

legislation is just dawning. It is clear that more employers are beginning to understand that they will have far reaching obligations to disabled people, both as employees and job applicants.

Local Authorities, Training and Enterprise Councils (TECs) and the Employment Service (ES) are large, high profile organisations which operate within an equal opportunity environment. Equality of opportunity relating to employment, training and service provision is a key indicator in assessing each organisation's operational policies and practices.

Local Authorities, TECs and the Employment Service have a strategic role to play in the economic regeneration and development of communities across the UK. Of major significance is the ability of these organisations to encourage and facilitate full community and individual participation in the process. In some areas, these organisations, while operating in an equality environment, have had limited success in both general service provision and as facilitators of the regeneration process. This has impacted on key disadvantaged groups, including disabled people, who have lacked opportunities to access training, employment and self-employment.

In the Autumn of 1996, Nottingham City Council, in conjunction with the Greater Nottingham TEC and the Employment Service, commissioned research to identify and record Good Practice in economic development projects for disabled people throughout the United Kingdom.

In identifying Good Practice emphasis was placed on the need to:

- Identify the key target groups assisted.
  - Describe the key outputs achieved.
  - Identify the resources used to undertake the project/programme.
  - Evaluate the involvement of disabled people in the preparation and management of the project.

The Report describes the findings of the research and the conclusions drawn from it, which help to inform the development of a Strategic Framework for Action.

## **2. THE APPROACH**

Disability is an Equal Opportunity issue. The research utilises the **Social Model** of disability, which says that disability is the loss or limitation of opportunity to take a full part in the life of the community on an equal level with others due to physical, organisational and attitudinal barriers. It was felt important to involve disabled people in the research, wherever possible, to ensure that their

experiences were built in and their needs understood. A critical strand underpinning the project was the wish to focus on mainstream employment for disabled people rather than separate opportunities. i.e. the **Integration or inclusion** of disabled people not **Segregation**.

The research refers to **Good Practice** rather than Best Practice as the latter is extremely difficult to define categorically.

### **Survey of National Disability Organisations and Other National Bodies**

Part of the investigation into Good Practice took the form of a telephone survey with a range of organisations, including disability organisations, trades unions and employers' organisations. The aim of this was to form a view of the level of knowledge of intended beneficiaries and those in a position to inform them of such initiatives. The various Local Authority Associations were also contacted for this purpose.

28 organisations which might be well placed to give their views on Good Practice projects around the UK were contacted. The researchers also contacted local groups of disabled people in a number of the areas where there were potential Good Practice projects, and the views of a number of people working with other organisations were canvassed.

Little evidence was found that disability organisations had been made, or become, aware of Good Practice projects, even if they had a specific employment focused department. The national disability organisations seemed to have very limited knowledge of employment issues outside any that they themselves were involved in. Organisations of disabled people appeared to have even less knowledge unless it was of schemes run by front runners in the Disability Movement. Some even said "There isn't any" when asked about Good Practice, but a view was formed that this was based on little or no knowledge of what was happening - good or bad. The view was also expressed that there is very little shared knowledge of what is happening in this field.

### **Survey of Local Authorities, TECs, Local Enterprise Companies (LECs) and Regional Offices of the Employment Service**

The major element of the research was a postal survey, including a questionnaire and covering letter. This was sent to all Local Authorities (Economic Development Units or Chief Executive's Departments), TECs, LECs and Regional Offices of the Employment Service to ascertain their level of knowledge of Good Practice projects in their area, involving the employment/training of disabled people in an integrated environment. Regional Offices of the Employment Service were chosen in anticipation that they would be able to gather information from the PACTs in their area. PACTs (Placing, Assessment and Counselling Teams) are the Employment Service's source of local support for disabled jobseekers and

employees and for employers on disability issues (save in Northern Ireland where this support is provided through the Training and Employment Agency (Northern Ireland)). It is against the background of these existing services that the projects described in the Report operate.

The total number consulted was 586 broken down as follows:

- Local Authorities 466
- TECs/LECs 106
- Employment Service Offices 14

The number of responses received from the postal survey and other sources, including "nil returns" can be broken down as follows:

Local Authorities 115 (24.5%)

TECs/LECs 40 (37.5%)

Employment Service Offices 5 (36%)

It was hoped that those organisations which are active in the field of disability and involved in projects which met the research brief would want to publicise their work and would therefore have responded. This may have been a naive assumption as there is reason to believe that a number of Good Practice examples may not have come forward.

A number of projects were followed up by telephone or face to face interviews. The researchers tried to ensure, wherever possible, that disabled people involved in the projects were amongst those interviewed.

## **The Results**

The impression gained during the course of the research was that there was a very low awareness, apart from in organisations of disabled people, of the Social Model of Disability.

In a number of cases respondents tended to think solely in terms of physical disability and to highlight projects involving segregation rather than integration, despite the very clear guidance included in the covering letter. Also, there appeared to be a low level of awareness in some areas, of initiatives which are being undertaken and there were some examples of two organisations operating in a similar area, and one not being aware of the work being undertaken by the other.

The responses received were categorised under the 22 headings detailed in Section 3 of the Report. It is important to be aware that several projects are relevant to more than one of the headings. Where this is the case, the project is described in detail under the heading which is felt to be the most relevant and then cross referenced wherever appropriate.

For each category general comments are made based on responses received. A selection of those which, on the basis of the information provided, *appeared* to be examples of Good Practice and to be relatively innovative were described in detail. It is important to appreciate that it is not possible to state categorically that a project is Good Practice unless a significant amount of time has been spent working within or alongside it.

In many cases "evidence of effectiveness" was not provided within the responses or convincing if made available. A number of projects could, therefore, on the basis of the research criteria, have been discarded. However, this would have resulted in a substantial number of apparently innovative projects, many of which are still at the developmental stage, being discarded. The consequence of this would have been a significant loss of potentially useful ideas which would have reduced the overall value of the research.

Brief details of all other responses received, which are relevant to a particular category, are given in the Appendix. *N.B. Although project details and categories in the main body of the Report were all sent to the projects concerned in August 1997, for checking, the details provided and the categories listed in the Appendix have not been checked with the organisations concerned.*

During the research reference was made to the HELIOS Good Practice Guide and the EMPLOYMENT - GB Project Directory relating to the HORIZON Programme, to gain an insight into the level and type of development of initiatives of a similar nature across Europe and beyond. Many appear innovative but are still at the proposal stage. Where appropriate, reference is made to these two documents within the Report, and readers may find it useful to refer to them direct if they wish to pursue the issue of disabled people into mainstream employment in more depth.

The Report is based on the responses received and the impressions gained from talking to a wide range of individuals and organisations. It is not exhaustive or comprehensive, but it does provide an insight into the wide range of initiatives and approaches which are being adopted to try to assist disabled people into mainstream employment in the UK.

### **3. PROJECTS BEING UNDERTAKEN ACROSS THE UK**

#### **3.1 STRATEGIC /CORPORATE APPROACHES**

In a number of areas strategic, often multi agency approaches have been adopted to address the issue of employment and disabled people.

### *3.1.1. Corporate Strategy on Disabilities, Nottingham.*

The City Council has recently issued a Corporate Strategy on Disabilities which covers the role of the Authority as an employer and as a provider of services.

This Strategy recognises that disabled people are a disadvantaged group within society and are subject to discrimination. It stresses that the Council accepts the right of disabled people to full participation and equality of opportunity in all aspects of life.

The Disability Charter:

- Commits the City Council to the Social Model of Disability.
- Establishes a set of agreements for Departments covering employment and access to facilities and services.
- Offers Departments guidance to ensure that the rights and needs of disabled employees and customers are integrated into the development of policies.
- Commits the City Council to using the legislation as a minimum with which to develop initiatives beyond the requirements of the law.
- Uses examples to prompt Departments to analyse their service delivery and examine their policies in order to identify and remove barriers which may exist.

**Contact:** Colin Herridge, Nottingham City Council, Chief Executive's Department, Guildhall, South Sherwood Street, Nottingham NG1 413T Tel. 0115-915-4517.

### *3.1.2. Employability, Birmingham.*

This project, based in Birmingham City Council's Economic Development Unit, arose out of the Birmingham Employment Initiative which began ten years ago. The Birmingham City Council Special Action Project had the motto to think big and act small. It was initially a three year programme with a team of three people who worked out a set of principles from which a statement of intent was developed. It was firmly based around the need for service user influence and, in those days, 'normalisation'. It arose from consumer research in the mental health field and user councils and also a public consultation with carers. It included a review of day services provided by Social Services and others, employment activities and the provision of information on service initiatives. An evaluation was commissioned to investigate the nature of community care, how users and carers were involved, cross agency working, and how it could be made to 'stick'.

Although it related to community care, it was not a Social Services project. The Chief Officer and all Council Departments and the Health Authority were involved. Part of the impetus for the project was that there were not enough adult training centre places for people with learning difficulties. It was felt that something different could be done and this led to a review of day services.

The service development initiative began in one district and with simple things like converting a day centre kitchen so that it could be used as a restaurant run by day centre users. More attendance at college courses was also encouraged and two workshops were set up. The Office Manager's office was altered to enable it to be used for office skills training, and work placements were also arranged. A strategy was developed to improve employment opportunities based on the premise that all adults have a right to appropriate support and training to enter employment. The action plan involved an outreach development programme including college links; a disability access programme to encourage access to education and training; a review of physical barriers and an adaptations programme; the development of a disability resource centre manned by disabled people; contact with employers; and an agreement that existing services should be guided by a clear employment orientation. Two posts were created within the Economic Development Department and finance came from the Inner City Partnership and Social Services. Employability was set up to market disabled people to employers and disabled people were employed within the unit. Key players in the whole process were Social Services, City Colleges, Economic Development, the Personnel Department, voluntary agencies, and employers. Disabled people were not really involved at the beginning, although they are now key to the process.

Problems encountered included: the complexity of reporting to Local Authority Committees; co-ordination within and between Departments; roles and responsibilities of the different players; tensions around Employability; employers needs versus what service providers were offering; and the development of a model for all disabled people.

Achievements include. working within a limited budget; harnessing skills and resources; clarifying roles; employment contracts and customised training with employers; and a broader vision of community care.

Currently, Employability is going through a transitional stage. It will have a new co-ordinator and be placed within the Economic Development structure, after the beginning of April 1997. Currently officers co-ordinate programmes and sub-contract rather than provide any element of service delivery themselves. They work closely with other agencies involved in working with disabled people and employment in Birmingham. Over the last two years, from 1995/6 they have provided customised training for 62 unemployed disabled people in total, of whom 10 have obtained work.



**Contact:** Peter Vincent, Principal Economic Development Officer, Birmingham City Council, Economic Development Unit, Baskerville House, Broad Street, Birmingham B1 2NF Tel. 0121-235-3976.

### *3.1.3 Guidelines on Disability Issues, York*

York City Council (CYC) is now the largest employer in its area and believes that it should set standards and also use its resources properly. It has formed a Corporate Equality Working Group which is a cross departmental group chaired by the Chief Executive. It has developed a strategy which focuses on diversity rather than individual groups. From this have come an Equality Statement and Employment and Service Sub-Policies. Information is also being gathered on what has been done within the Council which is good, and what job applicants think. This will be drawn upon to create a Good Practice Guide to enable staff to make the most of existing resources. In addition the Council is building up its information systems and carrying out research with individual disabled people.

Guidelines on Disability Issues were produced and launched at a seminar on the implications of the DDA which was attended by nearly 60 senior managers including Directors and Assistant Directors. This looked at service plans and employment. Disabled people were involved in leading workshops. To facilitate their doing this a workshop was held prior to the seminar to give them training in facilitation skills, and that in itself was a lesson in access needs for the Council. The Personnel Department also now includes disability and deaf awareness courses in its staff training programme. There is also a welfare advisor who sets service specifications for external occupational health services, and is also developing an expertise in 'reasonable adjustments'. In addition she has commissioned a stress counselling service and is developing a strategy on stress. The City is a two-ticks employer and is endeavouring to set up a monitoring system to identify barriers to disabled job applicants. A major staff survey is planned.

Marketing and Communications Group is carrying out research into the individual needs of disabled people. It is focusing on broad social care issues in order to inform Social Services' policy development. The research is being carried out with the assistance of a number of organisations and in a variety of different ways, appropriate to different impairment groups. For example, physical disability will be covered through 350 face to face interviews with disabled people. Mental health service users will be accessed through the health service who will be sending out letters and people will need to 'opt in' by responding. Following this, a small number of focus groups will meet. In relation to blind people the Council has been working closely with the voluntary sector which frequently has more up to date records of blind and partially sighted people living locally. Initial contact was by letter or tape, depending on the customer's preference suggested by the voluntary sector. This led to face to face interviews. For those with learning difficulties focus groups will be held for those with mild to moderate difficulties, and in depth interviews will be held with carers and key

workers for those with more profound difficulties. Comment was made, that focus groups had been tried for this client group and they appeared to enjoy them but it was felt that the type of information needed for this survey could not be gained in this way. One interesting comment was that there was initial hostility to the Council spending money on research and not on services. However, with appropriate explanations, the need for research has been fully accepted and there is extensive support for the project.

**Contact:** Strategy and Guidelines- Mandy Coalter, Resources Group, City of York Council. Tel- 01904 - 551085. Research: David Allen, Marketing and Communications Group, City of York Council. Tel: 01904 -552023.

#### *3.1.4. Into Work Resource Team, Edinburgh.*

The Into Work Resource Team exists to develop and support innovative partnerships with employers and other agencies to promote real employment opportunities and relevant training for people with disabilities. The Into Work Resource Team targets its attention at seeking new ways to bridge the gap between ability and the limited perception of some employers. It seeks to do this by:

- Working with support organisations to develop new initiatives.
- Building partnerships with employers.
- Developing market information.

It provides the secretariat to the Lothian Employers' Network on Disability and the Employability Forum.

Into Work administers the Into Work Job Subsidy Scheme which is funded by the Economic Development Committee of the City of Edinburgh Council and the European Social Fund which is targeted at creating new job opportunities in situations where a disabled employee might initially be less productive.

Tele- Tech is a bi-annual promotional exercise which highlights the aids and adaptations available which make it easy for people with physical disabilities to work in computer related employment.

Into Work produces the Employability newsletter which is distributed to all Lothian employers with over 20 employees. It aims to raise awareness and change employer attitudes about employing people with disabilities. It highlights good local practice through case studies and employer testimonials.

In 1994/5 Into Work produced "Disability and Unemployment in Lothian- A Statistical Profile" which quantified the nature and extent of the disabled

population in Lothian. Into Work also conducted research into the nature of the opportunities available in specific sectors of the economy.

Finally, Into Work circulates relevant information through a series of general Information Sheets which highlight examples of best practice by focusing on employment related projects.

Into Work was originally a Lothian Regional Council urban aid project and with Local Government Reorganisation in Scotland, its role is now spread across a number of authorities including the City of Edinburgh, West Lothian and Midlothian Councils.

**Contact:** Into Work Resource Team, Holyrood Business Park, 146 Duddingston Road West, Edinburgh EH164AP. Tel.0131-661-7371.

*See also 3.8.2; 3.15.5; 3.15.6; and Appendix para 1.*

## **3.2. LOCAL EMPLOYER NETWORKS**

There are three main players in relation to the employment of disabled people- employers, service providers, and disabled people themselves. Employers with an understanding of the issues and a willingness to learn how to provide equality of opportunity for disabled people are essential. Local Employer Networks provide a vital mechanism to enable employers to support each other, and together seek any additional help and guidance they would find useful.

### *3.2.1. Birmingham Employers' Network.*

This was the first Local Network and was set up in 1990. It organises seminars and other similar events, and arranges "SeeAbility" visits for employers to visit places where they can see, at first hand, what disabled people can do with the right support and opportunities. They also assist members to audit their policies and procedures, and of course provide a significant number of networking opportunities.

Approximately every nine months the Network runs a week long course called 'Positive about Job Seeking' for some 15 disabled people. The employer members are very closely involved in this, providing staff to talk about application forms, holding mock interviews, and so on. The course also includes a one day job placement.

**Contact:** Rosemary Martin, Employers' Network on Disability - Birmingham, Business in the Community, 83, Bournville Lane, Birmingham, B30 2HP. Tel: 0121-451-2227. Fax 0121-451-2782.

### *3.2.2. Employers' Forum on Disability, Northern Ireland.*

The Employers' Forum on Disability in Northern Ireland is a network of employers which aims to give guidance and support to those who wish to promote training and employment opportunities for people with disabilities.

The Forum actively seeks to define the issues of concern, act as a catalyst for change and give people with disabilities equality of access to training and employment. It was established 6 years ago, is employer led with a strong board and has 70 members. The organisations involved in the Forum account for more than a quarter of Northern Ireland employees and are drawn from both the public and private sectors. These employers have signed up to the Forum's agenda for positive action, a ten point action plan of good practice to improve access to training and employment for disabled people. The Forum provides advice and information for employers to help them to develop policies and practices which will promote equality of opportunity for disabled people. As part of this function, training and awareness raising events are organised. In addition the Forum maintains links with key organisations working with people with disabilities,

**Contact :** Gabrielle Fitzpatrick-McCrickard, Employers' Forum on Disability, c/o BP Oil UK Ltd., Airport Road West Belfast, BT3 9EA. Tel. 01232739639.

### *3.2.3 Lothian Employers' Network on Disability.*

The Lothian Employers' Network on Disability (LEND) was formed in late 1994. It has 35 active members and seeks to tackle the issues of employment and disability from the employer's perspective. LEND enables employers to share experience and learn from each other, articulate the employer's point of view, influence other employers to be more positive, support and assist the smaller employer and create more employment opportunities. Some of the key achievements of LEND include:

- The development of a model Equal Opportunities Statement which includes disability.
- Organising an Into Work Planning Day when employers worked side by side with support organisations and disabled people to tackle issues of better communication.
- Assisting in funding an Action Guide for Employers.

The Network meets regularly and a core group plans activities and monitors developments. The Into Work Resource Team acts as the secretariat for LEND.

**Contact :** LEND Secretariat, c/o George Shand, Into Work Resource Team, Holyrood Business Park, 146 Duddingston Road West, Edinburgh EH16 4AP. Tel. 0131-661-7371.

#### *3.2.4. Milton Keynes and North Bucks Disability Employment Network*

This Network aims "to enhance employment opportunities for disabled people in Milton Keynes and North Bucks." It runs exhibitions and workshops, provides telephone support, produces publications including an Action File and audits, and provides networking opportunities. In addition it has a vacancy circulation scheme whereby employers pass vacancies to the Network which then circulates them to service providers with disabled applicants to place. It also works very closely with local recruitment agencies. It distributes widely a newsletter with up-to-date information. Local disability groups are members of the Network and links and partnerships with disabled people are encouraged. As a parallel, it also manages a Service Providers' Forum which meets every two months to receive reports and a round-up of progress, and to share information.

Recently, Lottery money was obtained to co-ordinate a mentoring scheme by disabled people for disabled people. It will be overseen by a user group.

**Contact:** Anne Medd, Co-ordinator, MK& North Bucks Disability Employment Network, C/o VAG (United Kingdom) Ltd., Yeomans Drive, Blakelands, Milton Keynes MK14 5AN. Tel: 01908-601349/601609

*See also paragraphs 3.16.1; 3.1.4; 3.15.4; 3.9.8; 3.15.6 and Appendix para 2.*

### **3.3. DISABILITY NETWORKS INVOLVING VOLUNTARY AND STATUTORY SERVICE PROVIDERS**

Apart from employers and disabled people themselves, the other central player in relation to the employment of disabled people is the Service Provider, both from the voluntary and statutory sectors. It seems essential for good planning and the use of resources that those working in local areas should be encouraged and enabled to exchange good practice, form partnerships and discuss common areas of concern.

#### *3.3.1. (The) Employability Forum, Edinburgh.*

The Employability Forum is a group of organisations providing employment support services to disabled people and their employers. Member organisations are drawn from both the statutory and voluntary sectors. With employers having to adapt to new disability legislation, the Employability Forum seeks to provide accessible information on the range of support services available to employers and their existing and potential employees with disabilities. The secretariat for the Forum is provided by Into Work. The Employability Forum has similar goals to the Lothian Employers' Network on Disability. LEND is supportive of the Employability Forum recognising its potential as a central focus of information and support. The Employability Forum has a broad membership with representation from most of the major disability employment support

organisations in Edinburgh and Lothian. Key achievements of the Employability Forum include:

- The production and distribution of "Employing People with Disabilities in Edinburgh and Lothian - An Action Guide".
- Raising significant commercial sponsorship from local companies.
- Assisting in the development and presentation of the programme of events entitled Disability Works '96.

**Contact:** Peter Purves, The Employability Forum, C/o Into Work, Holyrood Business Park, 146 Duddingston Road West, Edinburgh EH16 4AP. Tel: 0131-661-7371.

### *3.3.2. Merton Employment Project, Merton, Surrey.*

Merton has identified, through its community care consultation, that employment is a significant issue for its disabled people. It is therefore developing a strategy to tackle this. It has set up a multi-agency steering group to develop employment projects for disabled people and this was launched at an employment conference in February 1997. Employment is an essential part of Merton's community care plan in relation to disabled people. Agencies involved in the Employment Project include various Departments of the Council, voluntary organisations, FE colleges, and the TEC. In 1996 Merton also ran a series of specific job preparation courses for disabled people by disabled people.

**Contact:** Brenda Joyce, London Borough of Merton, Social Services Department, Civic Centre, London Road, Morden, SM4 5DX. Tel: 0181-5454658 Fax: 0181-545-3926.

*See also Paragraphs 3.20.3; 3.1.4; 3.2.4; 3.9.8; 3.15.6 and Appendix para 3.*

## **3.4. IN-HOUSE RECRUITMENT POLICIES RELATING TO DISABLED PEOPLE**

A number of Local Authorities which responded provided examples of their own internal policies relating to the recruitment of disabled people. In most cases this consisted of guaranteed interviews and targets for the number of disabled people employed by the organisation. I

### *3.4.1. Affirmative Action Employment Strategy for People with Disabilities, Nottinghamshire County Council.*

The County Council adopted an Affirmative Action Employment Strategy for People with Disabilities in 1989. It was designed to promote opportunities for disabled people in the Authority. A review of the Strategy, in 1996, following the

production of the 1994 Recruitment and Selection monitoring figures showed a decline in the proportion of disabled recruits to the Authority and reinforced the following successful measures:

- The retention of existing disabled employees.
- The Council's Policy Statement of Intent relating to the employment of disabled people.
- Interview Guarantees.
- Taxi hire in lieu of essential car user allowances.
- Positive Action training.
- A disabled workers' support group.

It also introduced a number of new initiatives:

- A Nottinghamshire County Council Employment Seekers Rum
- Pre-employment training for disabled job seekers
- The publication of an information leaflet.

The County Council previously reserved posts for disabled people but has now stopped doing this as it is illegal under the Disability Discrimination Act. The Council has also discontinued its Job Match Scheme to match disabled people to appropriate vacancies throughout the Authority, and re-invested in the Employment Seekers Club.

The Council provides recruitment and selection training for its staff, which includes a focus on disability. It also has a Disabled Workers Group with approximately 190 members which meets monthly to discuss issues of common concern and to review the Council's policies.

The County Council employs a Mental Health Employment Development Officer to provide support to employees and potential employees.

**Contact:** Terry Gorman, Assistant Chief Executive, Nottinghamshire County Council, County Hall, West Bridgford, Nottingham NG2 7QP. Tel- 0115-977-3334 Minicom: 0115-977-3985 Fax: 0115-977-2411

*3.4.2. Job Interview Scheme for People with Disabilities (JIGS), Essex.*

This is a guaranteed interview scheme for disabled people. Those who are not offered an interview or are unsuccessful at interview, are offered a general interview with the County Personnel Department. Between January 1994 and September 1996 eleven candidates were appointed and a hundred and sixty four applicants attended advisory interviews with the Department. Feedback from the candidates is extremely positive.

**Contact:** Bronwen Stacey, Essex County Council, County Personnel Department, PO Box 11, County Hall, Chelmsford, CM1 1LX. Tel- 01245- 430278.

*See a/so paragraphs 3.9.8; 3.15.6; and Appendix para 4.*

### **3.5. SURVEYS OF DISABLED PEOPLE - NUMBERS, NEEDS, SKILLS.**

It is not possible to obtain accurate figures relating to disabled *people*, perhaps mainly because of the problems of self-definition and the fact that a Social Model view is not general understood and used. However, some idea of numbers is essential, as is an assessment, based on the firsthand views of disabled people, of their needs and wishes and their current skill levels. There is little evidence of much effective work being done in this area but there are a few useful examples.

*See paragraphs 3.7.1;3.20.3; 3.1.3; 3.1.4;3.9.8; and 3.15.5.*

### **3.6. DATABASES OF DISABLED PEOPLE AND VACANCIES**

One comment regularly comes up when employers are asked why they do not employ more disabled people- none apply. There are many reasons for this, and it may be that they do but do not identify themselves and are screened out before the interview stage. By no means all those looking for employment are unemployed and would wish to register at the Job Centre. One way of tackling this situation is to create a database of disabled job-seekers which employers can access. There was some evidence of this being done in small scale but effective ways.

*See paragraphs 3.15.4; 3.9.7; 3.9.8; 3.15.6 and Appendix para 5.*

*See also EMPLOYMENT- GB Project Directory:*

- Extras for Information Technology Ltd - Development of Databases and IT Training
- Outset Limited - Innova

### **3.7. ADVICE SHOPS / PROVISION OF INFORMATION AND GUIDANCE TO DISABLED PEOPLE**



The provision of information and advice to disabled people in a way which is accessible can help to enable people to gain confidence and if necessary, explore the possibilities of employment without the implication of commitment which approaching PACT might imply. A number of projects have been set up specifically for this purpose, incorporating innovative ways of breaking down the access barriers in their widest sense. Many include vocational guidance. Advice on how to navigate the system may best be provided by those who have had that experience themselves, or who are at least not directly reliant on "the system" for their remuneration.

### *3.7.1. DAWN (Disabled and Working Network), York.*

Six or seven years ago York City Council commissioned research into the number of disabled people in its area, how many would be interested in employment and what the barriers were. This research was carried out by York University SPRU. The outcome was that about 6,000 disabled people indicated that, with the right support, they would like to work. The types of issues identified as barriers were: the benefit system; over protective carers; previous failures because of lack of support. It was recognised that this was not an absolute result, but the report provided a tool to enable the issue of employment for disabled people to become central to the Council's agenda. A conference was held which brought together employers, disability awareness groups, individual disabled people, the Employment Service, the TEC and voluntary service providers such as Pathway. A presentation was made to the conference by Worklink in Calderdale/Kirklees. The conference pulled together a working group to produce a 'way forward' document. The result of this was DAWN.

There was already in the City a drop-in shop where people could get advice and support on employment and training. This shop, 'Future Prospects', had developed a service where outreach workers visited people in their own homes to begin to identify training and employment needs. They had tried leafleting and also a bus in the centre of one of the estates being targeted, but these approaches had not been successful. Future Prospects currently has seven outreach workers and about 23 staff in total. It runs a number of courses which prepare clients for work such as "Moving On". This encourages people to think in an ordered way about their strengths and abilities and what they really want to do. "Improving Your Chances" is a 9 week 'roll on, roll off' course with sessions on subjects like managing stress, being assertive, projecting a positive image, and so on.

Initially DAWN employed two outreach workers of its own, one of whom also had a co-ordinator function. In addition, the benefits system having been identified as a major barrier, it employed a part time benefits officer to give realistic benefits advice to clients. Funding came from the Employment Service, ESF, the City Council, NYCC Careers, and the TEC. A review was carried out after a year and because of funding constraints, staffing changed to one full time benefits advisor and one full time employment liaison officer. The project, which had been working out of Future Prospects' offices, effectively became part of its work.

DAWN is retained as a name because it helps gain funding, being a specific disability project, and it also proves useful in making contact with some disabled people. However, a number of disabled people are picked up by the outreach workers and never need to make specific contact with either of the DAWN workers. As a result, effectiveness figures are somewhat misleading although during 1996 DAWN itself had 251 new enquiries (as opposed to people returning for further advice or more assistance or training) and 22 were assisted into employment, 46 into training, 6 into voluntary work, and 20 provided other outcomes.

Approximately half DAWN's clients have physical disabilities, a quarter mental health problems, and 10% learning difficulties. The total population served is approximately 170,000. The average time given to a client is about 4 hours. One of the initial problems faced was to convince PACT that they were not in competition. The type of clients DAWN attracts are very often those who would not have the confidence to approach PACT's door. Also, being an independent service, there is no concern amongst clients that if they decide not to proceed when presented with the real situation on the benefits front, there will be no comeback and they will not risk losing their benefits.

A client commented that the project is far more like a business, you don't feel like you're going to a Government agency. The Job Centre is far too public.

**Contact:** Donna Kenny, Employment Liaison Officer, Future Prospects, 24, Swinegate, York, YO1 2AZ. Tel: 01904-634748 Fax- 01904-634750. Terry Atkinson, Economic Development Officer, York City Council, York Enterprise Centre, 1, Davygate, York, YO1 2QE. Tel: 01904-653655.

### *3.7.2. Disability Employment Centre, Derby.*

This is a centre run jointly by RNIB, the Royal School for the Deaf in Derby, and Support into Work. Through working in partnership, clients with every nature of impairment can be well provided for. Referrals come from the Employment Service, Social Services, self-referral and the Centre's own marketing through trade and job fairs and the press. Those coming to the Centre are interviewed and given a general assessment. The whole process is client centred to discover what their needs are. An action plan is then developed in relation to training and so on. Two weeks work preparation courses are run which are intended to lead to a job placement. They are funded through Training for Work by the TEC. In addition RNIB supports students at South Nottingham College, Clarendon College and JHP Training.

**Contact:** John Winter, RNIB, Phil Royal, Royal School for the Deaf, or John or Anita Elwell, Support into Work at Disability Employment Centre, 4, Osmaston Road, The Spot, Derby, DE1 2HR. Tel: 01332 - 292915.

### *3.7.3. Guide Disability Information System, Humberside.*

Humberside TEC has provided the Guide Information System for Humberside Careers Service to support disabled people in Humberside who wish to access training or employment. Information can be accessed via the telephone by the voluntary sector, disability groups, schools, training providers, the Employment Service, the general public and the TEC. The information available includes access to the records of more than 2,000 national organisations which offer support to individuals with impairments. The Careers Service ensures that the information is kept up-to-date.

**Contact:** Mavis Farrar, Humberside TEC, The Maltings, Silvester Square, Silvester Street, Hull HU1 3HL. Tel: 01482-226491.

#### *3.7.4. Ideas +, Harlow.*

This project is essentially an independent employment agency for people with disabilities. It offers intensive careers guidance, counselling, and work experience for 20 clients a year and acts as a one stop shop for employers to obtain information on all aspects of employing disabled people. It is funded by Harlow District Council, ESF, and lottery funding. It is run by a disabled person who is based in a building on the College campus. It has a steering group comprising 6 people, 3 of whom are disabled. It has been in existence for more than 3 years. In 1995, 27 clients were assisted with training, 11 with work experience, 15 got short term job contracts, 9 got long term job contracts, 4 got part time jobs and 5 got full time jobs. Ideas + liaises with other organisations and is an independent charity and company limited by guarantee. At the present time the project is in abeyance due to staff sickness and funding problems.

**Contact :** Pauline Bruce, Chair, Ideas +, 12 Priory Court, Harlow CM18 7AX Tel: 01279-300585.

#### *3.7.5. Moving Forward, North Tyneside.*

This is a project for women with a disability or learning difficulty which aims to encourage them into work or training. It acts as a one stop contact point for women seeking employment or training. By using lap-top computers project workers can visit trainees in their home and also provide escorts if there is a lack of confidence preventing travel to the project. Over two and a half years it has assisted about fifteen women into employment and twenty into full time education. Organisations involved include the Council, and 'other like-minded projects throughout the Borough'.

**Contact:** Judy Davies, Moving Forward, Queen Victoria Centre, Coach Lane, North Shields, Tyne and Wear NE29 OEL. Tel: 0191-200-6037.

#### *3.7.6. (The) Starfish Project, Ilford.*

This project aims to assist people with severe and enduring mental illness into paid or meaningful work. It provides assessment and guidance and develops an action plan with each client. It also runs a job club with some advice/training on job hunting. It can also advocate on behalf of a client and support them once in employment. It has a management and advisory committee of which two members are service users. There is only one paid member of staff and he has an active case load of twenty which he feels is a maximum. He says there is a huge demand, one thousand people being admitted to psychiatric hospitals in the Borough every year. The project is funded by the Council but run by NSF (National Schizophrenia Fellowship).

**Contact:** The Co-ordinator, Starfish Project, 98-100, Ilford Lane, Ilford, IGI 2LD. Tel: 0181-514-4261. Fax: 0181-514-2515.

*See also paragraphs 3.17.1; 3.20.3; 3.4.2; 3.9.5; 3.9.8; 3.20.6; and Appendix para 6.*

### **3.8. GUIDES FOR EMPLOYERS**

There are a number of guides available nationally but they, of necessity, do not cover local sources of help. Many employers welcome an easily accessible source of local information combined with the essential legislative and general perspective.

#### *3.8.1. A Good Practice Guide, Plymouth.*

A Good Practice Guide for training organisations who work with people with disabilities has been published and distributed to all training organisations in the Plymouth area with back-up training sessions on offer. The Guide is updated on an annual basis.

**Contact:** Michael K. Bohn, Employment Development Manager, City of Plymouth Training and Employment, Old Treasury Building, Catherine Street, Plymouth, PL1 2AD. Tel: 01752-671292.

#### *3.8.2. Action on Disability, Bedfordshire.*

In 1994 a project funded by Bedfordshire County Council EDU, Bedford Borough Council, Luton Borough Council EDU and PACT, sponsored by Bedfordshire TEC, carried out a significant amount of work in relation to the support required by employers. Although the County Council is no longer heading up the initiative, work is being continued by Bedfordshire TEC. One of the items which came out of the project was a guide for employers in Bedfordshire 'Employing People with Disabilities'. It was used as a blue print for a number of other booklets in other parts of the South East.

**Contact:** Liz Baker, Bedfordshire TEC, 2 Railton Road, Kempston, Bedford MK42 7PN. Tel- 01234-843100.

### *3.8.3. Mental Health Employment Project, Humberside.*

This project aims to improve access to training and employment for people with mental health problems. As part of this work, an employers' information pack was produced which contains information on the causes of mental health problems, how to recognise them and some things employers can do to help. The aim is to raise awareness of employment issues surrounding stress and mental health at work, to dispel myths and forge crucial links between employers and local specialist services, mainly in the Grimsby area.

**Contact:** Mavis Farrar, Humberside TEC, The Maltings, Silvester Square, Silvester Street, Hull, HU1 3HL. Tel: 01482-226491.

*See also paragraphs 3.20.2; 3.3.1;3.1.3;3.2.3; and Appendix para 7.*

## **3.9. SUPPORT INTO EMPLOYMENT - INCLUDING MENTORING AND JOB COACHING**

During the course of the research it became evident that the American "Supported Employment" movement was becoming well developed to great effect in a number of areas. This is often confused with the Employment Service Supported Employment Scheme (SES) which effectively provides a wage subsidy. "Supported Employment" is the provision of assistance to disabled people at whatever level of support is required to begin a job. That support continues for as long as necessary. The aim is generally for the organisation providing the support to reduce this to a minimum, gradually. Support might include the learning of a job by a placement officer (job-coach) so that it can be taught in an easily accessible way to the disabled person. It often takes the form of regular visits to the workplace to ensure all is going well and to iron out any problems before they become insurmountable. The level of support available is considerably greater than that which a Disability Employment Advisor can reasonably be expected to provide. There are also developments in this field where support agencies train existing staff in an organisation to be trainers, thus providing a higher skilled workforce at no additional cost to the employer.

### *3.9.1. Cheshire County Council Supported Employment Service.*

This Countywide service provides support to people with severe disabilities. The agency has two distinct sectors - Operations, through which supported employment is provided and, the Development Unit which manages many aspects of supported employment development including European funded projects. The Unit also provides consultancy and technical assistance to other agencies and two Local Authorities. The Service aims to support people in real jobs at real pay levels. The Service has recently been accredited as an Investor in

People and is currently undergoing the European Quality Awards Programme. The Service is running a number of projects aimed at service development including:

- Youthin Project which seeks to provide a smooth transition for young people with severe disabilities from education provision to work.
- Diploma in Supported Employment Project which has developed a diploma level distance learning package.

**Contact:** Mike Jackson, Cheshire County Council Supported Employment, Meridian House, Road One, Winsford Industrial Estate, Winsford, Cheshire, CW7 3QG. Tel: 01606-5584281.

### *3.9.2. Club House, Ipswich.*

This is one of 24 projects around the country based on a model from New York. The 'Clubhouse' is a 'community of support where the office, reception, canteen and so on are all run by the members together'. Its goal is to get people with mental health problems back into open paid employment through introducing or re-introducing them to "the work ordered day". It focuses on transitional employment. This is usually a part time placement (in order to fit in with the benefits system) which is a real job but time limited in a real workplace. Placement managers learn the job and then work alongside members until they can do the job alone. The placement managers also provide on-going support. Those working come back to the Clubhouse as a base. If a member cannot carry on with the job, or needs to move on, another member or placement manager goes into the situation in order to guarantee the employer continuity of labour. The ethos of the Clubhouse movement is that everyone supports everyone else, not just staff supporting members. This particular project is totally funded by the NHS and is one of two Clubhouses which the local Healthcare Trust supports.

**Contact:** Claire Smith, Bridge House, 15 Lower Brook Street, Ipswich IP4 1AO  
Tel: 01473-230115.

### *3.9.3. Job Support, Belfast.*

Job Support is a programme aimed to promote access to work opportunities for disabled people by providing one to one support, enabling them gradually to cope with the demands of a specific job. It is a joint initiative between NICOD, a voluntary sector organisation providing services for disabled people, and the Training and Employment Agency. It also has European Funding.

**Contact:** Service Manager, NICOD Training Centre at either 1 a, Upper Lisburn Road, Belfast, BT1 0 OGW. Tel- 01232-612424 or Galgorm Industrial Estate, Galgorm, Ballymena, BT42 1 AQ. Tel- 01266-659111.

#### *3.9.4. (The) Kite Employment Service, Kent.*

This service provides supported employment in Kent. It began in 1990 working with people with learning disabilities providing pre-work training, but soon developed a job coaching service. It has also developed to serve a wider range of disabled people, particularly those with head injuries and early onset dementia. It works with the County Council Social Services, a local FE college funded through Youthstart and PACT via their Rehabilitation Scheme. To date well over 50% of those referred have progressed into open employment including many who had not been successful whilst on other rehabilitation schemes.

**Contact:** Steve Ogilvie, The Kite Employment Service, Croft House, East Street, Tunbridge, Kent, TN9 1 HP. Tel: 01732-362442, Ext. 330.

#### *3.9.5. Options Marketing I Hexagon Training Project I BEVC (Business Employment Venture Centre), Manchester.*

Two projects were notified as a result of the postal survey but on enquiry it transpired that they are part of a more extensive project. Manchester City Council made a political decision approximately five years ago not to support sheltered workshops and to change provision. There will shortly be contracts between an independent company controlled by disabled people and the City Council to run BEVC as a business and continue to run the Hexagon Training Project which offers a variety of learning and training opportunities for disabled people. It also has a supported placement scheme and is very keen to ensure that this is not used by way of exploitation. Those in supported employment must have the opportunity to move on and have appropriate assessment and monitoring. The company will also operate Options Marketing which carries out job matches with a variety of employers and effectively markets disabled people to employers.

Already, since April 1996, it has assisted over 100 people into voluntary and paid employment. In all these projects, there are a range of organisations involved including organisations controlled by disabled people and private sector companies. The project is seen as part of a wider strategy to support disabled people and their organisations in relation to employment, training and independent living. One interesting point which was raised was the need to differentiate, when supporting people in employment, to ensure that it is clear that the support is principally for the employee and not the employer. The project is currently funded by Social Services.

In addition Manchester Social Services held a conference over two days in December 1996. The first day was aimed at employers and the second at disabled people, there was a clear recognition that the two groups have different needs.

**Contact:** Lorraine Gradwell, BEVC Strategy Manager, Manchester Social Services, Aked Close, Ardwick, Manchester. M12 4AN. Tel. 0161-273-5412.

### *3.9.6. Releasing Potential, Capability Scotland, Edinburgh.*

This is a supported employment initiative. Disabled people are matched with employers and support is offered to them via a Job Coach or Training Allowance on a decreasing scale. The project is currently in its second year of operation and in 1996 11 out of 12 people got jobs. The organisations involved include Lothian and Edinburgh Enterprise Ltd and Capability Scotland. Releasing Potential has produced a Job Search Pack for disabled people.

**Contact:** George Andrews, Capability Scotland, Employment Development Department, 7a, Loaning Road, Edinburgh, EH7 WE. Tel. 0131-661-4735.

### *3.9.7. Sabre Employment, Catford, London.*

This project arose out of Health Service provision but is now an independent organisation in the voluntary sector. It provides support into employment for a wide range of people including people with physical impairments. It has links with a very broad range of employers. It works hard to ensure it remains client focused, its client being the disabled person. About 50% of its own workforce is disabled.

Funding comes through specific contracts with Health Authorities, Local Authorities and the Employment Service. Some funding is specific for a particular impairment group such as blind people or those with mental health problems. The service provided includes job match, long term support, employment consultation, and is one to one and intensive.

One client spoken to had mental health problems. He said he had been so bad three years ago he "could not make a cup of tea". He described the support given by Sabre as "terrific". It clued you up before the interview, gave you training on the job and on equal opportunity rights, and sorted a lot of things out if there were problems with colleagues. He got the first job he went for interview for and is now a Local Authority caretaker. His line manager was also impressed with the support received. He felt other employees were educated too.

Another client with learning difficulties was equally pleased. He has a part-time job as a domestic in a retirement home. He described how he was taught the jobs in stages. He had had a few problems but Sabre had helped and got them sorted out.

One of the projects which Sabre has been involved in is an advice line for disabled people interested in employment with Lewisham Council. This has provided a source of employees for the Council and also a means of contacting disabled job hunters even if they are not placed with the Council. They have had over 400 inquiries to the advice line. The initiative was sponsored by the Council and SOLOTEC.



**Contact:** Jane Madden or Stephen Parr, Sabre Employment, Ivy House, Bradgate Road, Catford, London, SE6 4JD. Tel: 0181-690-4344 Minicom: 0181-690-4344 Fax: 0181-314-0789.

### *3.9.8. Support Into Work, Derby*

This is a company which is one of the partners in the Disability Employment Centre in Derby. It is a private partnership with the majority of those involved being disabled people. Five out of seven staff employed by Support Into Work are disabled people and one of the two partners is a disabled person. The services provided are funded by Training for Work. It was particularly interesting to note that benefits advice was considered a crucial part of advice to job seekers and to that end, negotiations with Benefits Officers are carried out where necessary. The company is not an accredited trainer and passes many people on to other training providers but it does an element of preparation for work, job placements and job coaching.

**Contact:** John or Anita Elwell, Support Into Work, Disability Employment Centre, 4, Osmaston Road, The Spot, Derby, DE1 2HR. Tel: 01332-292915 Fax/Minicom: 01332-343373.

*See also paragraphs 3.7.2; 3.16.1; 3.14.2; 3.17.1; 3.20.2; 3.15.2; 3.20.5; and Appendix para 8.*

## **3.10 EMPLOYMENT SUBSIDIES**

In order to encourage employers to take on disabled employees without what they perceive as a possible risk, some organisations have tried a subsidy over and above that available elsewhere, generally for a limited period.

There is evidence, however, that the Employment Service's Supported Employment Scheme (SES) is described by some as an "employment subsidy" without explanation of the source which leads to confusion.

### *3.10.1. Employment Grant Scheme, South Lanarkshire.*

This initiative provides a wage subsidy to employers taking on disabled workers. This amounts to 60% of the gross wage for 12 months. This project also covers youth and long term unemployed people but the wage subsidy is currently set at 40% and 50% of gross wages respectively. The scheme up until 1996 was operated by Strathclyde Regional Council. A 1992 evaluation covering the 3 year period to 1992/3, indicated that over 400 disabled people were placed into jobs through the support of an Employment Grant Scheme. A review of South Lanarkshire's operation of the scheme during 1996 indicates that 15 out of a total of 88 supported Employment Grant Scheme jobs were classified as going to disabled people. The Employment Grant Scheme is part funded by South

Lanarkshire Council and ESF Funding. It has been suggested that companies are actively recruiting disabled people to new jobs because of the grant.

**Contact:** Andrew Dickson, Business Development Manager S Lanarkshire Council, Economic Development Service, Atholl House, East Kilbride, G74 1LU. Tel: 01355-806911.

### *3.10.2. Mendip Project.*

As part of this project suitable clients residing in Mendip District are referred to the Mendip Project by the Disability Employment Advisor, often after having completed a period of rehabilitation. They undergo a period of on-the job training after which employment is sought. Employers are offered a grant of £2,000, payable in quarterly instalments over the first year to help towards the cost of employment. Regular reviews are held and additional support and advice is available. The scheme has been running for three years. It is supported by Council mainstream funding and Somerset TEC. Originally, the scheme attracted finance from the Employment Service as a pilot scheme. Approximately 5-10 people per year gain permanent full time employment as a result of the scheme. The Council monitors people for two years after they have been employed and suggests that the scheme is very successful.

**Contact:** Dawn Carbin, Mendip District Council, Cannards Grave Road, Shepton Mallet, Somerset, BA4 5BT. Tel: 01749-343399, Ext. 244.

*See also paragraphs 3.1.4; and Appendix para. 9.*

## **3.11. AIDS AND ADAPTATIONS**

It is clear that many employers and training providers see the cost of providing for the "special needs" of a disabled person as an unwarranted burden. The fact that much provision, if approached from an equality perspective, is no different from the provision they make as a matter of course for other employees is overlooked. In order to overcome this barrier, a number of schemes provide funding or equipment over and above that already available through other sources such as Access to Work.

*See also 3.20.2; 3.18.2; 3.1.4; 3.9.8; and Appendix para 10.*

## **3.12. SELF EMPLOYMENT**

There are many who feel that self employment, and particularly working from home is the answer to many disabled people's problems in relation to finding work. For some it is appropriate but it has major drawbacks too, such as risk, social isolation and so on. Disabled people exploring self employment need clear and appropriate advice additional, in many cases, to that available in the mainstream. There were some projects which aimed to provide additional help by

way of advice and/or resources. Also, the additional costs of disability are not fully recognised by the benefits system in the UK. The risks which disabled people take in venturing into self employment cannot be over estimated.

It is clear that finance is a major barrier to self-employment for disabled people. The advent of the Disability Discrimination Act may well assist in preventing unlawful discrimination in obtaining private finance and insurance to cover it, but there is bound to be continuing discrimination in this area for some time to come. In addition the provision of security by disabled people presents problems. Many disabled people start from a lower base-line in relation to financial resources generally. Many self-employed people have no choice but to put up their house, if owned, as security for finance. With the overwhelming lack of accessible housing available, the risk of losing one's house if you have particular access needs is often too great to contemplate. As a result many disabled people try to run businesses on insufficient capital or just do not enter self-employment at all. Subsidies have perhaps been more effectively used in this area.

#### *3.12.1. Self-employed Allowance for People with Disabilities, West Wales.*

The target group for this project were people with severe employment restrictions for whom self-employment appeared to be the only or best opportunity to become economically active. The self-employed allowance for people with disabilities was a way of giving financial-help to disabled people setting up in business. It was linked to other business support, including business advice, counselling and training. An allowance was paid to unemployed disabled people who started up and ran a new business venture. The financial package consisted of £90 per week for 13 weeks, £75 for the next 13 weeks and £60 per week for the next 6 months, totalling £3,705. During the 1996/7 financial year 20 individuals were supported under this scheme. Evaluation to date has shown 100% of the participants on the programme felt the initiative had been instrumental in their success in running their business. 71 % felt that they would not have started self employment without the support from the initiative. Organisations involved in this project were West Wales TEC, Local Enterprise Agencies, PACT and the Employment Service. The scheme ceased in March 1997 due to a lack of resources.

**Contact** : Mr Chris Jones, Chief Executive, West Wales Training and Enterprise Council, Orchard Street, Swansea, SA1 5DJ. Tel: 01792354000.

*See also paragraphs 3.9.8; 3.22.2; and Appendix para 11.*

*See also EMPLOYMENT- GB Project Directory.*

- Action for Blind People - New Careers: Business Enterprise Opportunities for Disabled People.

### **3.13. BUSINESS START-UPS.**

A small number of responses related to initiatives designed to support disabled people who wish to set up new enterprises.

*3.13.1. Ability for Business, Coventry and Warwickshire.*

This project is funded through the Single Regeneration Budget. Design Write, a small private business, runs the project on a not-for-profit basis. SRB funding enables Ability for Business to provide business counselling to disabled people who would be at a disadvantage in terms of other provision. The project is based in an Enterprise Park built specifically with disabled people in mind. Business counselling is provided plus additional support as required. The project is also building up a resource bank of materials relevant to business start up and disability issues in general. It has very close links with other enterprise agencies.

**Contact:** Sandra Durkin, Community and Economic Development Co-ordinator, Coventry and Warwickshire Chamber of Commerce Training and Enterprise, Brandon Court, Progress Way, Coventry, CV3 2TE. Tel- 01203654321.

*See also paragraphs 3.20.3; 3.20.4; and Appendix para 12.*

### **3.14. JOB CLUBS**

Appropriate support and the right facilities and equipment to do it makes the job of job-hunting more effective. Also the element of mutual support found in job clubs - whether formal or informal - can be of great assistance.

*3.14.1. Job Club for People with Disabilities, Leicestershire.*

This project assists unemployed disabled people to gain work by providing training on all aspects of job search and facilities and resources to enable members to compete effectively in the recruitment market. On average, seven or eight members a month find work with twelve or fourteen new members joining. Another three or four members obtain training places each month. Organisations involved include Leicestershire County Council with the City Council and the Employment Service who fund the project.

**Contact:** Julian Gibson, Job Club, Suite 2, 2nd floor, Gillbros Business Centre, 4-15 Crafton street West, Leicester LE1 2DE. Tel: 0116-224-7456 Fax- 0116-224-7457

*3.14.2. Nottinghamshire Deaf Society*

Nottinghamshire Deaf Society has an employment project which is, or has been, funded or resourced by a range of organisations including Greater Nottingham TEC, Nottingham City Council and the Employment Service. It provides job club type facilities together with training in preparation for work. It also provides a

Support into Employment type service for those involved. For example, it has run deaf awareness courses for the work colleagues of a couple of people placed with a local company.

Training has recently been introduced on organisational issues. Deaf people do not generally pick things up from casual conversation in the way hearing people do. It was discovered that a number of people were not progressing once in employment, because they did not understand even the basics of management structures and so on.

Another Deaf Society initiative is a support group for hearing impaired people, particularly those who have an increasing hearing loss. It meets in a local pub and generally attracts people in employment who find them the opportunity to network with others in their position invaluable.

The Society is working towards being managed by deaf people. Currently the trustees are all hearing although the operational committees for the various activities of the club are run by the members.

**Contact:** George Reynolds, Chief Executive, Nottinghamshire Deaf Society, 22, Forest Road West, Nottingham NG7 4EQ Tel: 0115-970-0516.

#### *3.14.3. Unemployment Support, Portsmouth.*

An alternative, community based support group for unemployed people focusing on job search uses the services of the facilitator and buys in BSL interpretation to enable people with hearing difficulties to take part. A minicom is also available. 90% of those involved over an 18 month period have gone on to training or employment. Organisations involved include the Government's Challenge Fund, the City Council, Portsmouth and SE Hants Partnership and the Employment Service.

**Contact:** Linda Taylor, Urban Regeneration Officer, Marketing Dept., Portsmouth City Council, Guildhall Square, Portsmouth, PO1 2BG. Tel: 01705-841119.

*See also paragraphs 3.20.2; 3.20.3; 3.7.6; 3.9.8; 3.20.6, and Appendix para 13.*

### **3.15. WORK EXPERIENCE/ PLACEMENTS**

Many disabled people, because they have not had the opportunity to work, or because of breaks in employment due to their impairment or condition, or unwarranted loss of employment because of discrimination, have no work record to convince employers of their abilities. Work experience and placements can play a vital part in removing this barrier. They can also help to build disabled people's confidence in their own abilities and in the ability of others not to act in a discriminatory way.

It would appear that a number of projects notified as part of this research do in fact have elements in common with 'Social Firms' but were not described as such.

### *3.15.1. Breakthrough to Work, North East Derbyshire.*

This project aims to develop and equip disabled people with the skills knowledge and confidence to compete more effectively in the job market.

Each participant has the opportunity to progress into 'ready for work' which is a paid training programme with the Council. The project is run in house by the Council but the co-ordinator, who delivers most of the training, is himself disabled. The local Derbyshire CIL (Centre for Integrated Living) is also involved in the training and visits people who are on work placements.

Funding comes from ESF and the Council, and about 40 people are helped every year. The co-ordinator feels that being disabled is of great benefit in that it helps to bring down barriers and provides a positive role model for participants. The project is part of the Council's Equality Strategy.

**Contact:** Andy Durkin, Personnel Management Service, North East Derbyshire DC. Tel.01246-231111. Ext2384.

### *3.16.2. Feathers Project, Greenwich.*

This project was set up in 1989 to provide real employment opportunities for people with mental health problems or a history of mental illness. It began by restoring furniture including park benches in a carpentry section. The need to deliver restored furniture led to the creation of a removal section. As other users have joined with other skills from their previous employment life, the project has expanded into areas such as painting and decorating. Those involved in the project are all, save the co-ordinator, service users. The work they carry out is to a professional standard and in a number of cases the project is an approved contractor.

There are approximately 90 people on the books, and at any one time 50 or 60 are working. The project is a stepping stone to mainstream employment for many people but for others it is an end in itself.

Approximately £54,000 of the project's funding comes from Social Services and the remainder it creates itself. Its total budget is around £100,000. It generates a surplus which it puts into a fund to pay more workers.

The project is a charity and company limited by guarantee and all the trustees are mental health service users. The project has proved so successful that the person who founded it has been asked to repeat the work in other parts of the country and in order to do so has set up First Step Trust. The work of the Feathers Project is currently being evaluated by the University of Sheffield.

**Contact:** Chris Deakin, Feathers Ltd., 1 a, Feathers Place, Greenwich, London, SE10 9NE. Tel. 0181-293-9495. Ronnie Wilson, First Step Trust, 148a, Trafalgar Road, Greenwich, London, SE10 9TZ. Tel. 0181-293-3007.

### *3.15.3. (The) Opus Project, Hexharn.*

In this project Northumberland Mental Health NHS Trust works in partnership with the Department of Employment to offer clients with mental health problems real work, i.e. open employment in a supportive environment. The co-ordinators of the project have both commercial skills and experience of working with mental health clients. The Mental Health Trust recognised that unemployment may contribute to the development or exacerbation of mental health problems. In 1992/93 it undertook a survey of employment services available to clients, the results of which indicated a gap in provision, with the need for flexible and supportive employment opportunities which also had a role in influencing employers' good practice. To take this survey forward an employment project - OPUS was formed with clients and two facilitators. The project incorporates a commercial wholefood restaurant in the centre of Hexham, which was opened in 1994. The project has expanded and in 1997 a full-time placement officer was appointed to secure appropriate outside work placements. The project has obtained accreditation as an NVO Centre for IT and Business Administration. Since 1995 - 62 clients have been assisted - 27 have obtained part-time work, 18 have gone into training and 13 have obtained full-time work - 2 of whom are working as catering assistants in the restaurant.

**Contact:** Ernie Swinburn, Project Manager, and Hayley Brown, Placement Officer, The Opus Employment Project, Northumberland Mental Health NHS Trust, 13, St. Mary's Chare, Hexham. Tel: 01434-601869 or 14434-601870.

### *3.15.4. Rathbone CI Walsall*

This project provides employment and training for disabled people and a free recruitment service for employers and guidance in relation to disability issues. It currently has a network of about 150 employers supporting the work. It also includes employment rehabilitation, running short programmes of work tasters or placements and it provides vocational training for adults. Since July 1992 141 people have been helped into paid employment, 161 work placements have been arranged, 515 clients have registered, 244 clients have taken up training and education, and 170 employers have been visited and employment opportunities discussed. They are now forming an informal employer network. Organisations involved include Rathbone CI, Walsall TEC, City Challenge, Employment Service and Social Services.

**Contact:** Vid Sagar or David Duncombe, Rathbone CI, Exchange House, 28 Wednesbury Road, Walsall, WS1 3QT. Tel: 01922-640322 Minicom: 01922-36127 Fax: 01922-640273.

### *3.15.5. Tendring DIAL - Tendring's Turn*

The joint planning team for people with physical and sensory disabilities carried out a pilot assessment of some of the care needs of the people they were working for. One of the outcomes was that employment preparation and creative alternatives to employment were needed. As a result a local group of disabled people based at Tendring DIAL have been enabled to develop a number of projects including a Credit Union, an Office Supplies Training Project, an access group and Shopmobility. Work experience, rehabilitation and training are also provided.

**Contact:** Gerald Reilly, Tendring DIAL, 62, Station Road, Clacton on Sea, Essex, CO15 1SP. Tel- 01255-435566.

### *3.15.6. Work Experience, London Borough of Sutton.*

The project was set up to establish work experience placements with proper evaluation. There is at least one place per Department (six in total). Organisations involved include the Sutton Centre for Independent Living and Learning.

**Contact:** Virginia Donovan, Policy Development Manager, Chief Executive's Dept, London Borough of Sutton, St. Nicholas Way, Sutton, Surrey, SM1 2EA. Tel: 0181-770-5004.

### *3.15.7. Worklink (Liverpool)*

This is a scheme for people who experience mental illness/distress. It aims to place and support individuals in the workplace or in Further Education. The project consists of a 10 week Training Programme of confidence building, job club skills, etc., followed by a work placement, prior to moving into fully integrated employment. On-going support is provided throughout.

At present, 6 people are on work placements and 4 have job applications pending. There are a further 10 people, currently, in the 10 week training programme. The project gives people confidence, increases work aspirations and has changed many stereotypical attitudes in the workplace. The project is a HORIZON project. The partners are: Wirral Rehab, The National Schizophrenia Fellowship, The Wirral Health Trust and the North Mersey Health Trust. European partners are located in Berlin, Dublin and Glasgow. The project works closely with the Local Community College, the Adult Guidance Service, Merseyside CVS, and the Employment Service, including PACT.

**Contact:** Gary Allman, Manager, Crown Street Day Centre, Crown Street, Liverpool, L7 3LZ. Tel- 0151-708-0245.



*See also paragraphs 3.9.2; 3.16. 1; 3.17.1;3.20.2; 3.21.2; 3.20.4; 3.20.5; 3.9.8; and Appendix para 14.*

### **3.16. SHELTERED / SUPPORTED EMPLOYMENT (SES)**

Sheltered employment has been the traditional way in which disabled people were "employed". Unfortunately, although an occupation, it seldom provides valued work. There has been a move away from sheltered workshops. The Employment Service Supported Employment Scheme (SES), when well used, has assisted in this. Sometimes this Employment Service Scheme is referred to as an "employment subsidy" which can cause confusion.

It would appear that a number of the projects identified as part of this research could be described, in part, as 'Social Firms', but were not done so by those submitting the details.

#### *3.16.1. East Lothian Vocational Opportunities Scheme.*

This employment initiative assists people with learning disabilities to participate in work - either open, sheltered, or work-placement according to need. The scheme incorporates a "dedicated support team" which pools a range of staff expertise to offer services to people with learning disabilities seeking employment. The team will also provide services to employers, assisting them with the recruitment process and providing on-going support in the work place. Local employers already working with the scheme are mainly based in retailing. The main areas in which the scheme provides support is in pre-employment development and support, developing training and work experience opportunities, providing employers with recruitment and selection assistance and delivering on-going workplace support through the Supported Employment Programme.

**Contact:** Alan Broad, Manager, East Lothian Vocational Opportunities Scheme, 16, Kirkview, Haddington, EH41 4AP. Tel: 01620-824004.

*See also paragraphs 3.9.4; 3.15.4; 3.7.6; 3.9.8; and Appendix para 15.*

### **3.17. SOCIAL FIRMS**

The basic concept of the "Social Firm" centres on the premise "if there are no jobs available, then create them." This concept has strong implications for the creation of jobs for disabled people who are often marginalised and excluded from "mainstream" employment opportunities. In Britain it seems generally accepted that: "A Social Firm is an ordinary business structured to provide goods or services under normal terms and conditions. However, it has a fundamental difference from other enterprises in that the majority of its employees will be recovering from mental illness and will therefore need a carefully planned and sympathetic working environment". A qualification to the British definition states

also that experience has demonstrated that a mentally ill employee is best assisted by working in small groups, therefore Social Firms will normally be small businesses employing between 3 and 10 people.

It is felt that a number of projects listed under the Work Experience/ Placement category and the Sheltered/Supported Employment category, could probably be described as 'Social Firms' but were not submitted as such.

### *3.17.1. Nottingham Advocacy Group - Ecoworks*

The Nottingham Advocacy Group is totally user led as it is controlled and run by mental health system survivors. Ecoworks, which operates under the Group's umbrella, arose in 1990 as an alliance between past users of mental health services in Nottingham and a variety of green professionals who wanted to promote new ways of addressing environmental problems. Those involved have an extensive range of skills and abilities including computing, architecture, permaculture, carpentry, and building.

The project aims to provide local people, primarily those with past or present mental health problems, with voluntary work and training by getting involved in environmental projects working alongside green professionals. Through this involvement Ecoworks aims to develop the confidence, skills and abilities of volunteers and to increase future employment prospects if that is their aim.

Developing all the time, Ecoworks currently has three main activities. They are reclaiming and developing eight allotments where permaculture and organic gardening methods are used. This also provides, in a self-constructed clubhouse, a focus for social activities. They have an Eco-Craft group which provides mental health service users with practical craft and DIY skills. They have, for example constructed a green-house window box. They are also linked in with an Ecotextiles group which produces new garments from recycled fabrics. Funding has also been obtained for weekend creative activities.

**Contact:** Brian Davey, Development Worker, or Jack Paine, Director,  
Nottingham Advocacy Group, 9a Forest Road East, Nottingham NG1 4HJ Tel:  
0115-948-4111

### *3.17.2. Three "Social Firms", East Cambridgeshire.*

Within East Cambridgeshire there are known to be three Social Firms. The first, The Prospects Trust, provides training and work opportunities for people with learning disabilities in horticulture and organic market gardening. The second, Branching Out, trains clients with learning disabilities to achieve recognised NVQ standards and provides realistic work experience relating to recycling. The third, Burwell Community Print Centre, provides training, pre NVQ qualifications and work opportunities for people with learning disabilities in the printing sector.

**Contacts:** Trish Freane, The Prospects Trust, Snake Hall Farm, Swaffham Road, Reach, Cambridgeshire, CB5 OHZ. Tel: 01223-573727. T. Brook, Project Manager, Branching Out, 27, Grange Lane, Littleport, Cambridgeshire, CB6 1HW. Tel: 01353-863221. Di Shimell, Project Manager, Burwell Community . Print Centre, Burwell Village College, The Causeway, Burwell, Cambridge, CB5 ODX Tel: 01638-613102.

*See also paragraphs 3.15.2; and Appendix para 16.*

### **3.18. AWARENESS RAISING/ TRAINING FOR EMPLOYERS**

Often employers fail to take on disabled employees because they fear the consequences, are unsure about how to react or how their other employees will react. Awareness raising and training for employers is a vital part of any equality strategy.

#### *3.18.1. Disability Awareness, Solihull.*

The Council ran an awareness session to raise 'awareness of current and new responsibilities and concerns regarding people with disabilities'. The session included an introduction to, and the implications of, the DDA for managers. It also covered the social model of disability; the role of the employment service; mental health awareness; learning disabilities; adaptations and other aids. In addition there were several display stands to create an understanding of disability and the barriers to employment.

**Contact:** Rosamonde Quincey, Head of Policy and Resources, Personnel and Organisation Division, Chief Executive's Dept, P O Box 18, Council House, Solihull, B91 3QS. Tel: 0121-704-6024.

#### *3.18.2. Enable (Birmingham) Ltd.*

This project originated as an equipment pool funded by the Inner City Partnership to provide resources to students on college courses. It was originally based in a college, but moved to the Disability Resource Centre when this was developed. The project's focus moved away from supporting colleges when they became independent from the Local Authority, and moved to supporting vocational training- an area in which there was a lack of coordinated support for disabled people. Enable's aim is therefore to increase access to mainstream training for disabled people. It achieves this by carrying out outreach work to give disabled people information on training opportunities, providing equipment or aids to assist disabled people with their chosen course and delivering Disability Equality training to training providers. On-going support on disability training issues is also available to training providers. Enable does not see its role as assisting disabled people into employment as this is the responsibility of the training provider. The project will not publish a list of the equipment it has provided as it feared that this would be used as a 'prescriptions service' for the

supply of equipment. Equipment needs to be assessed with each individual to take account of their specific needs. The social approach forms the guiding principle of the project's work.

The Management Committee for the project is made up of representatives of disabled people, employers and training providers and the funders (Birmingham TEC and Birmingham City Council) have non-voting observers' places. Funding is also provided by ESF. These funders provide the majority of the annual budget which is around £120,000.

The project supports around 200 disabled people per year and delivers 40-50 Disability Equality Training Courses. Three out of the four workers are disabled themselves. They are not linked to any similar projects as there is a lack of similar provision supporting people with a variety of impairments within the vocational training field.

**Contact:** Cindy Williams, Enable, c/o DRC, Bierton Road, Yardley, Birmingham, B25 8PQ. Tel: 0121-785-0574 Minicom: 0121-785-0576.

*See also paragraphs 3.7.1; 3.16.1; 3.20.2; 3.3.1; 3.1.4; 3.2.2; 3.14.2; 3.15.4; 3.9.7; 3.9. 8; and Appendix para 17.*

### **3.19. INNOVATIVE APPROACHES TO WORK ORGANISATION.**

Because the needs of disabled people vary greatly, it is important to explore all possible avenues. Co-operatives are a way in which the needs of disabled people can be met in a creative manner. Several responses referred to the establishment of co-operatives as a possible outcome of a project.

*See paragraphs 3.2 1. 1; 3.20.3; 3.9. 8., and Appendix para 18.*

*See also EMPLOYMENT-GB Project Directory*

\* Durham Co-operative Development Association-Labor

### **3.20. TRAINING FOR DISABLED PEOPLE**

Because of the lack of educational opportunities at primary and secondary level for many disabled people, access to effective and appropriate training is a vital part of the removal of barriers to employment. However, training must be in a form accessible to the individual and often it may need to include basic awareness and confidence building. Disabled trainers are generally best placed to provide this type of training. A large number and very wide range of training programmes was notified.

*3.20.1. Divercity - disabled focus, North London*

Cultural Partnership runs a radio production course for visually impaired people. The course runs for 13 weeks. After the first course two students were offered contracts by Radio 4 and another group of students formed a consortium to put in a lottery bid to start their own radio production company, with the aim of producing audio tapes for use in the work place.

**Contact:** Lol Gellor, Cultural Partnership, 90, De Beauvoir, London, N1 4EN.  
Tel: 0171-254-8217,

### *3.20.2. EDSTART, Stevenson College, Edinburgh.*

This project is funded through Training for Work. Disabled people study for vocational qualifications and undertake work placements with employers. The unique aspect is that the employers are part of an advisory group and play a major role in the project's development. The project has operated for five years and although only small numbers of trainees are involved VQ and job targets are consistently met or exceeded. The organisations involved in this project include Lothian and Edinburgh Enterprise Ltd, Stevenson College, IBM, Bank of Scotland, Royal Bank of Scotland and Inland Revenue. Stevenson College is involved in a wide portfolio of activities and is cross-referenced accordingly.

**Contact:** Alison Cox, Access Centre Manager, Stevenson College, Bankhead Avenue, Edinburgh, EH 11 4DE. Tel/Fax- 0131-535-4600.

### *3.20.3. Employment and Occupational Opportunities for People with Disabilities, Anglesey.*

This project aims to identify and satisfy the needs of disabled people in the field of employment, training and day occupation. The project itself is part of the County Council's Social Services' overall strategy, "The Independent Living Initiative". The service is delivered by the Employment Team who are themselves disabled. The Employment project is funded through HORIZON.

The project co-operates closely with another agency, AGORIAD, a service for people with learning difficulties. The project arose after discussions in user forums. The catalyst was a local Social Services Principal Officer with vision and a commitment to user involvement.

The project was originally set up in 1995 when every household in the old Gwynedd County Council area, received a questionnaire. These were sent out by the local Disability Forums and not the Local Authority. This encouraged a much greater response and enabled an assessment of local need in the area.

The project takes people on self-referral or from other agencies for basic assessment, guidance and counselling. The survey identified the current gap in services in that there was no confidence building training for disabled people. The project has created links with the Workers Education Association (WEA)

who gave accreditation to the course that was designed and developed by the Employment team (who are themselves disabled). The WEA also provide specialist input, for example in IT. The remainder of the course is run by one of the members of the team. The people who are referred to the project are people who are not 'job ready' and therefore have not been able to find assistance from other sources. There was also an additional identified gap in the TEC's programme in that disability did not feature. Employment Services and the local TEC make referrals to the project and they are also on the TEC's database of providers

The project is in touch with 30 to 40 disabled people per week. It is difficult to give finite figures for a year, as continuing support is given to people who have gone into employment.

The project has European partners, in Ireland, Spain and Germany and is currently working on producing a Disability Employment Information Handbook. There have been a number of occasions when members of the Employment team have been asked to make presentations about the project including one to the Association of Directors of Social Services meeting in Edinburgh. The project has been publicised through the County Council's own press office. There is also a member of the team who has his own column in the local paper. Information about the project is also made available by the local disability forums and other voluntary organisations within the County Council's wide network. Nationally, information about the project is disseminated through ECOTEC who are the support unit for Horizon projects. At European level information is disseminated through the project's partners in other member states.

Anglesey County Council has just been informed that its application for funding to HORIZON II has been successful. This project will concentrate on the development of new enterprises and moving people on from sheltered employment.

**Contact:** Gaynor Edwards, Employment/Opportunities Team, Gweithdy Mona Industrial Estate, Llangefni, Ynys Mon, Gwynedd. Tel: 01248-750008 or 01492-870509.

#### *3.20.4. Next Step, Exeter.*

The Next Step project provides administration and commercial back-up to the business start-up clients of Christian Care Training and the Prince's Youth Business Trust. The Next Step project is sponsored by Devon & Cornwall TEC and the Employment Service's Ability Development Centre. The staff of Next Step are disabled and learn a vocational skill while meeting the needs of the start-up clients.

**Contact:** Niall Milligan, Next Step, Bradley House, Park Five, Harrier Way, Sowton, Exeter, EX2 7HU. Tel: 01392-201003 e-mail: Error! Reference source not found.

### *3.20.5. (The) Orchardville Society, Northern Ireland*

This project provides further education, vocational and employment opportunities for people with learning difficulties. It runs, for example, an IT unit providing training to NVQ Level 1. It is involved in the HORIZON "Project Career" project. Perhaps the most innovative project is one for which it has just obtained Lottery funding. It will be developing vocational and employment training opportunities for people with severe and profound learning difficulties. It has links with the Health Trust and, for a work and life skills training programme, with a local college. It arranges job placements in the private and public sectors, and approximately 100 people are currently at some stage in their programmes. It is a parent led project.

**Contact:** Alan Thomson or Margaret Haddock, The Orchardville Society, 98 Fane Street, Belfast BT9 7BW. Tel:01232-663289.

### *3.20.6. WECIL Employment Project, Bristol.*

This project is run by the West of England Centre for Integrated Living which is a user controlled and run organisation. It runs 2 programmes: Introduction to Working and Way to Work. The first is aimed at people who would need a measure of support in the workplace or training environment and the latter is for people who are at the stage where they feel ready to move forward but need advice and guidance on support mechanisms and job search skills. There is also an Employment Project Support Group which brings together previous participants for support, guidance and refreshers and there is an Advisory Sub-Committee which consists of nominees from disabled people who have participated in one of the courses. This helps to guide the direction of the project.

The project arose from a consultancy report entitled "Working Together for Our Equality" which looked at the employment needs of disabled people in the area. The project is funded mainly through SRB from Bristol City Council but with additional support from the TEC and the Community Education Department who contribute travel expenses. There is also Local Authority funding in kind. The project's annual budget is about £50,000. Organisations involved include those mentioned together with Learning Partnership West (the Careers Service) Employment Service, City of Bristol College and a range of employers, both public and private sector.

**Contact:** Employment Project Co-ordinator, WECIL, Leinster Avenue, Knowle, Bristol, BS4 1 AR. Tel: 01179-839839.

See also paragraphs 3.21.1; 3.15.1; 3.7.1; 3.17. 1; 3.21.2; 3.14.2; 3.15.2; 3.9.4; 3.21.3; 3.7.5; 3.21.5; 3.15.4; 3.9.8; 3.22.2; 3.15.5; and Appendix para 19.

See also *EMPLOYMENT- GB Project Directory*

- Action for Blind People - Business Enterprise 'Teletrading House'. A new career for the visually impaired.
- Action for Blind People-New Careers: Business Enterprise Opportunities for Disabled People
- Tees Country Products Ltd - Pathways towards Social and Economic Inclusion.
- University College Chester - ACHIEVE

### **3.21. IT (INFORMATION TECHNOLOGY)**

Developments in information technology have opened many doors for disabled people which would otherwise have been closed. Almost anything is possible through the appropriate use of electronics, but easy access to the right training and equipment must be available for this to happen.

#### *3.21.1. Abilities Ltd., Dorset*

This project started as a Social Services initiative out of a Day Centre in Weymouth. Meaningful employment was sought for some of the day centre users by training them for self employment in Tacograph Analysis. A number of those involved in the project have found this type of employment and they now have a parallel company called Abilities Trading Ltd which is run as a co-operative to market this service. The project itself is totally run by disabled people. It is a registered company limited by guarantee and all the trustees are disabled. In the last year 19 trainees have gone on to mainstream work which represents 40% of the trainees. Funding comes from a number of sources including £80,000 over 3 years from the Lottery, ESF of about £15,000, a regular charity projects' contribution of £7,500, and the Local Authority supports in kind. In particular they are providing a new building to open the second centre for the project in the northern part of the county. In this building the local Employment Service office will also be situated as they have a close working relationship. There is additional funding available for transport costs. Organisations involved include the County Council, the TEC, and the District Council.

**Contact:** Rob Cormack, Chief Executive, Abilities Ltd., The Old Railway Station, Maiden Newton, Dorchester DT2 0AE. Tel: 01300-321221.

#### *3.21.2. Electronic Village Hall, Dewsbury.*



Kirklees MC established the Disabled People's Electronic Village Hall in Dewsbury in March 1993 to provide training opportunities in information technology for disabled people and to provide continued opportunities for them. In 1995 the project became a non-profit making company registered as a charity, managed by a committee of disabled people. Funding has come from a variety of sources including Kirklees MC, the European Social Fund, the Single Regeneration Budget, HORIZON, Rechar, Calderdale & Kirklees TEC and private trusts.

The Electronic Village Hall provides a range of services including:

- Training courses.
- Advice help and support towards employment.
- Training for Work schemes with work placements.
- Advice and support on Teleworking.
- Internet access.
- Access to computers and equipment for members' personal use.

**Contact:** Steve Papworth, Co-ordinator, Disabled People's Electronic Village Hall, Town Hall Way, Dewsbury WF12 8EE Tel- 01924-453502 Fax:01924-461084 e-mail: steve@evh1.demon.co.uk

### *3.21.3. Libraries Open Learning Centres Project, Surrey.*

Based in the County's libraries this project gave unemployed people the opportunity to improve or gain computer skills at their own pace. The project was open across the board but of 658 people who have used the centres 47 (i.e. 7.1 %) have declared that they are disabled. Organisations involved include Surrey County Council Libraries and Adult Education and the TEC.

**Contact:** Angela Payne, Surrey TEC, Technology House, 48-54 Goldsworth Road, Woking GU21 1LE. Tel: 01483-713215.

### *3.21.4. New Abilities, Shetland.*

This project provides IT training for physically disabled people in Shetland, based in their homes. During the last 3 1/2 years, 19 people have benefited. Equipment and materials are provided by the project and mobile trainers visit the trainees regularly. E-Mail is an integral part of the training and is also used to deliver training. Funding is provided by ESF (50%) and Shetland Enterprise (50%). Outcome questionnaires indicate a good to high level of satisfaction. New skills

have been used mainly for voluntary work, gaining access to Further Education, purchasing own PCs and part-time employment.

**Contact:** Laura Baisley, Isles Telecroft, Baltasound Industrial Estate, Unst, Shetland, ZE2 9DS. Tel: 01957-711224

#### *3.21.6. Outreach Initiative for People with Disabilities, Mansfield, Nottinghamshire.*

The project aims to provide IT training to NVQ standard on an outreach basis in the trainees' home. Those who complete the programme go on to train at higher levels or go into employment. In 1995 thirty five students started the course, all those who completed it achieved NVQ or a part of it, two went into full time employment and ten on to Training for Work. In 1996 50 students started the course. Organisations involved are the TEC and Control Training Limited.

**Contact:** Rod Willars, Mansfield Training Initiative Building, Throsby Street, Mansfield NG181QF Tel: 01623-643334 or 0115-941-8975 Fax: 0115950-0369.

See also paragraphs 3.20.3; 3.15.3; 3.9.8; 3.22.2; and Appendix para 20.

See also *EMPLOYMENT-GB Project Directory*

- Action for Blind People-Business Enterprise "Tele-Trading-House" A New Career for the Visually Impaired
- Extras for Information Technology Ltd - Development of Databases and IT Training

### **3.22. TELEWORKING**

This is a developing area in relation to work in general, but it is particularly attractive as an option for many disabled people for whom working from home is desirable. A number of innovative approaches were identified.

#### *3.22.1. (The) Bakewell Project, Derbyshire.*

The Bakewell Project is a major (£12 million) regeneration scheme for the market town of Bakewell and its catchment area. One element of the project is the provision of 12 units of social housing in the town centre. These will be supplied with IT facilities for homeworking and/or study. Two of the units are being specially adapted for use by physically disabled people. Funding for the scheme will be generated from 3 sources, SRB Challenge Fund, Housing Corporation Funding and Northern Counties Housing Association. The two units will initially provide two home based jobs. This is felt to be an innovative scheme and if successful could lead to further similar projects. The partners involved in the scheme are Northern Counties Housing Association - who will build the scheme,

Peak District Rural Housing Association - who will manage the scheme and Derbyshire Dales District Council.

**Contact** : Roger Griffiths, SRB Officer, Technical Services Dept., Derbyshire Dales District Council, Town Hall, Matlock DE4 3NN. Tel: 01629-580580.

*3.22.2. Teleworking for Disabled - NVQ 11 Training, Bracknell.*

Support Shop is a neighbourhood work centre - a commercial tele-cottage. The TEC has obtained ESF funding to provide a course for disabled people in teleworking which will lead to a City and Guilds Qualification at Level II. The training providers are authorised to do this by Moorlands Training which is the training arm of the Tele-Cottage Association. The project is well into its second year and three students have been taken on by the training provider itself. In addition it is staging events for employers aimed at selling teleworking as the level of awareness amongst employers seems to be extremely limited.

**Contact:** Colin Willman, Support Shop, Eagle House, The Ring, Bracknell, Berkshire, RG121HB. Tel: 01344-485111.

See also. *3.21.2; 3.21.4; and Appendix para 21.*

See also *EMPLOYMENT- GB Directory*

- Extras for Information Technology Ltd - Development of Databases and IT Training.

- Skelmersdale College - Re-integration of 'Homebound' People into Work

- Outset Limited - Innova.

#### **4. GOOD PRACTICE CRITERIA**

In order to assess potential projects to assist disabled people into employment in a systematic and consistent manner, a number of questions should probably be answered.

#### **Is There Proof Of Need?**

Much is done to "assist disabled people" in a wide range of areas without anyone having first discovered whether it is what disabled people want and need. Those initiating projects which require support must be able to show that there is a need, how this has been identified, and how what is proposed will meet that need. In assessing need, the views of the disabled people whom the project is designed to benefit must, wherever possible, be sought in a way which is accessible to them and thereby produces meaningful results.

## **Is The Project Aimed At Removing The Barriers To Mainstream Employment Or Realistic Self-Employment?**

The basis of the research has been the Social Model of Disability which recognises that the reason disabled people cannot take part in the economic regeneration of their area is because of barriers in the way in which work opportunities, the environment, support mechanisms and so on are created and organised. Projects must address one or more of the barriers which disabled people face in a constructive and empowering manner.

## **Are Disabled People Involved At All Stages Of The Project?**

Disabled people are best placed to know about their own needs. They are also best placed to understand the discrimination which leads to lack of equality of opportunity. It is essential that potential projects involve disabled people, with all appropriate support, in a positive and non-discriminatory way, throughout the project.

## **Does The Project Present A "Non-Charity" Profile?**

One of the barriers which disabled people face is a negative image of their abilities and a tendency to label groups and then act upon assumptions based on the label and not the person. Negative images portrayed by charities doing things for disabled people have long been recognised as causing discriminatory attitudes. It is essential that any project considered must understand, and aim to portray positive images of disabled people. It should also aim to create valued work opportunities even if it cannot create full-time paid employment.

## **What Mechanisms Are In Place For Monitoring Effectiveness?**

There have been many examples of initiatives which were thought to be of help, but when monitored properly were found to be ineffective. Often this has been because the views of disabled people have not been sought, or if they have been they have not been valued. Effective monitoring for potential projects must include mechanisms for reviewing results and planning and implementing any changes which are needed for improvement. Disabled people must be central to the process and their input must be facilitated in an appropriate, accessible manner.

## **Does The Project Demonstrate Value For Money?**

It has long been the case that there has been an industry which depended for its livelihood on "doing things for disabled people." There are many projects which absorb a great deal of money, and have a high profile. However, compared with other projects, their value to funders and to disabled people must be questioned. Some of the most effective projects are the simplest. Often the fewer "middle men" there are between the funding and its arrival with the disabled person the

better. People may see giving control more directly to disabled people a risk, but this may be less than the cost of building in "disempowering hoops" to be jumped through by disabled people before they can gain any benefit. Also, small may indeed be beautiful- getting something off the ground quickly and simply without a bureaucratic infrastructure can be most effective. Disabled people recognise that resources are scarce and are very often extremely frustrated by seeing them used ineffectively. Potential projects must gauge the financial effectiveness of the proposal bearing in mind other possible provision aimed at the user group in question.

### **Is There Co-operation With Other Agencies To Ensure Maximum Effectiveness?**

Duplication of effort has been a hallmark of disability provision. Not only does it waste scarce resources, it also reduces effectiveness. More can be achieved by effective co-operation. Those proposing potential projects must demonstrate that they have explored the existence of agencies working in the same or parallel areas with a view to, at a minimum, exchanging Good Practice, but if possible, finding ways to work together in the interests of all.

### **Is The Project Capable Of Capacity Building?**

If a project is a success and proves an effective way of removing barriers and enabling disabled people to contribute to economic regeneration there will almost certainly be scope to extend it to more people. Any potential project must have an eye to the future and show how, if successful, it would propose to build capacity.

### **Has The Proposed Project Addressed Sustainability, Financial Security And Continuity?**

A great deal of resources are wasted, and much frustration is caused to disabled people when some provision which has proved its worth ceases because of a lack of resources. Potential projects must show how they propose to continue after the required support has ceased. Funding in the voluntary sector is very uncertain, but a realistic approach to the future, and in particular to sources of funding, needs to be demonstrated as a minimum.

## **5. A STRATEGIC FRAMEWORK FOR ACTION**

### **Introduction**

The report demonstrates that innovative projects designed to assist disabled people into employment are currently being proposed, developed and/or implemented in many areas of the UK. However, it would appear that in many instances these projects are being established in isolation, almost as "one-offs" and are not part of an overall Strategic Framework. This can lead to:

- Fragmentation.
- Lack of a common direction.
- Lack of communication and co-ordination between providers and all others concerned, including disabled people.

To oversee the development and implementation of a Strategic Framework consideration should be given to the establishment of a Steering Group. Such a Steering Group would have a wide membership base, possibly including:

- Local Authority including Economic Development, Equal Opportunities, Access Officer, Social Services, and Personnel, particularly as they are often the largest employer in an area.
- The TEC/LEC
- The Employment Service.
- Disabled People and their organizations
- Voluntary and Statutory Service Providers.

All members of the Steering Group would need to be clear as to their role, input, resources and commitment in terms of taking a Strategic Framework forward.

To inform the development of a Strategic Framework the following are suggested:

*1. A Comprehensive Survey of Disabled People in the Locality.* There appears to be a distinct lack of knowledge about disabled people in many areas. It can be useful to undertake a survey to ascertain the numbers involved; where they live; the nature of their impairment; and their needs and skills. It may be useful to approach the Health Authority to see if they are interested in joint working, or in funding, such a survey.

*2. A Full Audit of Current Activities Designed to Assist Disabled People into Employment.* This could be carried out to: obtain an overview; provide a baseline; identify gaps and duplication; find out how activities are funded; and enable priorities to be re-assessed. This audit would need to include initiatives being undertaken in all sectors and would cover the role of any Sheltered Employment Schemes.

*3. The Production of a Comprehensive Database of Disability Organisations and Service Providers in the Area.* The Steering Group would need to consider whether a specific unit to implement the Strategic Framework, and support initiatives to assist disabled people into employment, should be established. If so,

such a Unit would probably be best located in an Economic Development environment. It is not felt that Social Services would be an appropriate base.

In order to set the pace and show true commitment Local Authorities should review *all* their activities, not just those with disability in their title. This should enable disability, which should be on *all* agendas across the Council's operations, to be raised higher on the agenda or in some cases placed on it for the first time. Disability must be recognised as an Equal Opportunities issue and not as the 'special provision' it tends to be regarded as. *Everything* should have disability built in automatically, as a way of life. This will clearly involve a major culture change.

Local Authorities should give consideration to the establishment of a Corporate Working Group involving representatives from *every* department to establish a baseline of how the Council is currently addressing the needs of disabled people both as an employer and as a service provider. From this, realistic targets can be set and strategies formulated.

This approach should be mirrored in all relevant organisations. For example, TECs/LECs should review the targets they set for Training Providers in relation to the training of disabled people and the support available.

### **Barriers to Employment**

The issue of employment cannot be looked at effectively in isolation. It is essential that any Strategic Framework adopts an holistic approach in all areas where those concerned have responsibilities or influence, to ensure any level of real success. Examples of areas which must be addressed in an holistic manner are:

- Accessible and affordable housing within easy reach of public transport.
- Independent living support schemes which enable people relying on support to organise their lives in as flexible a way as their non-disabled colleagues.
- Accessible public transport.
- Accurate and supportive benefits advice.
- Accessible leisure facilities to enable social networking.
- Appropriate education and training facilities.

### **Initiatives to Support Disabled People.**

There are a number of possible initiatives, arising out of information gained from the research, which might be considered within a Strategic Framework to support disabled people. These include:

### **1. A Database of Disabled People Looking for Work**

Several employers interviewed suggested that very few disabled people ever apply to them. A database of disabled people looking for work in an area could be established and made available to employers from all sectors. It could also be used by Housing Associations, Health Bodies, and so on, to identify people to join Management Committees, Boards, and the like thereby enabling disabled people to enter public life, and by voluntary organisations looking for volunteer workers.

### **2. A Guide to Employment**

In recent years guides produced for disabled people have tended to focus on caring/benefits advice, and ignored employment issues. A Resource Guide for Disabled People with a major emphasis on employment, could be produced and made available to all disabled people looking for work. It would need to include details on legislation affecting the employment of disabled people and other related issues. It would be able to be used by disabled people, possibly in an interview situation, to tackle any problems raised by prospective employers.

### **3. A One Stop Shop for Information, Advice and Guidance**

It is important that disabled people have access to one point of contact for all the advice and information they need in relation to employment. So often scarce energy is dissipated through having to chase around to a number of sources. In addition, it is often helpful if at least some of those providing the information and advice are themselves disabled. Services provided by a One Stop Shop might include:

- Comprehensive, realistic, benefits advice.
- Comprehensive employment information, advice and guidance services.
- Job Club facilities.
- The establishment and maintenance of a database of disabled people looking for work.
- The establishment and maintenance of a database of vacancies covering the private sector, Local Authority vacancies, etc.
- The distribution of the Resource Guide for Disabled People.
- A local tele-cottage where disabled people could use facilities.



- A befriending service to help disabled people through the maze of statutory agencies to ensure that they do not fall between agencies, especially if their health/status alters.
- Links to the Careers Service.
- Assertiveness training for disabled people.
- Training for employers and work colleagues of disabled people.
- Advice on aids and adaptations.

### **1. Employment Subsidies and Self-Employment Support**

Employment subsidies were found to be effective in some areas. However, they should be approached with some caution because of the image they create of disabled people as employees. Enhanced financial support to disabled people wishing to set up their own businesses has been made available in a number of areas.

### **2. A Teleworking Strategy**

A strategy to facilitate teleworking by disabled people could be developed. This would need to involve a wide range of organisations and individuals including: the Council's Housing Department, Housing Associations, local colleges, employers and of course disabled people.

### **3. Initiatives in Conjunction with other Organisations**

A Strategic Framework should highlight the need to forge links between the Council and a range of Economic Development Agencies. These will include Business Links and TECs/LECs, to establish initiatives relating to: Social Firms; innovative forms of work/business structure, e.g. co-operatives; and the provision of advice/financial support to disabled people setting up and running businesses.

### **4. Sheltered/Supported Employment**

It is believed essential that any Strategic Framework should address the issue of sheltered and supported employment under the Employment Service (SES) scheme. A number of Local Authorities are moving away from this type of employment to the American model of 'Supported Employment', which provides mentoring, job coaching, and other forms of support in a mainstream employment setting.

### **Initiatives to Support Employers.**

There are a number of possible initiatives, arising out of information gained from the research, which might be considered within a Strategic Framework to support employers. These include:

### **1. A Local Employers' Network**

Local Employers' Networks are in operation in a number of areas and undertake or contribute to some or all of the following:

- Awareness raising events.
- 'Good Practice' guidance.
- Information exchange.
- Visits to Good Practice examples.
- An employers' library resource on disability.
- Research on local disability/employment issues.
- The establishment of a database of vacancies.
- The establishment of a database of disabled people who are seeking work.
- The production of an Employers' Guide.

There are a variety of different ways in which local Networks are run. The most successful appear to be the ones which have the following:

- A clear understanding that they are an employers' Network and that their prime function is to provide employers with an opportunity to network and learn from each other about their successes and problems and to gain information and support to enable them to implement equal opportunity strategies in relation to disabled people both as employers and as customers.
- A dedicated Co-ordinator who is of sufficient calibre to work with employers at the highest levels of management and convince them of the business benefits of employing disabled people and serving disabled customers.
- An initial nucleus of employers with enthusiasm for the Network, willing to support its development when membership is small,
- Sufficient initial funding to enable the Network to be built up and for members to appreciate the benefits before they are asked to contribute in cash to its running.

-Members willing to support the Network in kind, by providing meeting venues, office support, publicity etc.

### **1. A Guide for Employers**

A Guide for Employers could be produced which would cover:

- Clear and concise information relating to legislation affecting the employment of disabled people, including the DDA and sick pay issues.
- Awareness raising materials. This could include items such as stress, and HIV & Aids.
- Details of local resources, advice, support and initiatives.

### **1. A Library Resource**

A central library resource, available to all local employers, covering all aspects of disability could be established relatively easily, and would be a useful means of supporting firms in a relatively cost effective way.

### **2. Training for Employers and Work Colleagues of Disabled People**

Many employers assume that all disabled people are wheelchair users and that employing a disabled person will lead to a major upheaval for them. Providing training for firms in the range of problems which people face and how easily these can be accommodated can soon aid the removal of perceived barriers. Training a disabled person's work colleagues can also assist to break down barriers and ease the assimilation of the disabled person into the workplace.

### **3. Advice on Aids and Adaptations**

With technological advances, new aids and adaptations are continually being made available which help and support disabled people in the workplace. However, the level of knowledge of such facilities, amongst employers, is often very low. Promotional exercises could highlight the aids and adaptations available which make it easy for people with physical disabilities to work in computer related employment. This approach could be expanded to cover all aids and adaptations and could highlight the services already available from Local Authorities and other agencies.

### **Initiatives to Support Service Providers.**

Apart from employers and disabled people themselves, the other central player in relation to the employment of disabled people is the Service Provider, both from the voluntary and statutory sectors. The research identified one main initiative to

support Service Providers, which could be incorporated within a Strategic Framework.

### **1. A Service Providers' Network**

A Service Providers' Network for voluntary and statutory providers, operating as a separate, parallel Network to the Local Employers' Network, with a shared secretariat could be set up thereby creating a 'Butterfly Model'. A Service Providers' Network could facilitate effective networking, communication and the development of Good Practice by Service Providers from all sectors.

### **Resources to Support the Strategic Framework.**

The research identified a wide range of projects which have utilised some or all of the following sources of funding:

- Mainstream funding.
- Help in kind.
- SRB (Single Regeneration Budget).
- The Lottery.
- EU Funding - both ESF and ERDF.

The majority of the wide range of initiatives to support disabled people into employment are provided through the European Social Fund (ESF). ESF provides financial support towards the running costs of vocational training schemes and job creation measures. ESF can provide 45% of the total cost of the project, which should be made up of expenditure relating to staff costs, beneficiary allowances and other costs such as the rent or leasing of buildings, hire and lease of equipment.

ESF is made available in the UK through a number of different programmes:

### **1. EMPLOYMENT - HORIZON Strand.**

Since 1994 many initiatives have been supported by the HORIZON strand of the EMPLOYMENT Programme, which is targeted at people with disabilities. Successful applicants under this Programme must have at least two partners from other member states and must demonstrate innovation. The Programme can support initiatives such as Wage Subsidies, Guides for Employers, Resources Guides for Disabled People, Awareness Training and the establishment of a data base of disabled people. Applicants to the Programme, which finishes in 1999, have now closed. However, it is thought that the EMPLOYMNET initiative, or

something like it, will continue to be a priority area for the European Commission after 1999 and that funding will be made available to support this work.

## **2. Objective 3 Programme.**

Disabled people are a target group for the Objective 3 Programme, which is available throughout the UK (except in Objective 1 areas - see below). The specific focus of ESF Objective 3 is upon unemployed people, particularly those most disadvantaged and threatened with exclusion from the labour market. The Programme offers support for projects which are highly focused and which ideally combine advice and guidance with training and a period of work experience or wage subsidy. Projects may be put forward by one organisation or a consortium.

## **3. Objective 1, 2 and 5b Programmes.**

ESF is made available through three further Programmes, which are targeted at certain areas of the UK. The content of the individual programmes varies and advice should be sought from the local Government Office. These Programmes also offer funding from the European Regional Development Fund (ERDF) which, depending on the content of the local programme, may support Start-Up Schemes and the provision of One Stop Shop premises.

Clearly when partners come together to establish a Strategic Framework for Action it will be important for them to show their own commitment to disability issues by identifying funding from their own resources.

### **Monitoring and Evaluating the Strategic Framework.**

A Strategic Framework must have built into it an effective monitoring and evaluation procedure. This should ensure that it remains relevant to the process of meeting the needs of disabled people, and in particular developing links between disabled people and economic development.

### **Consultation Proposals.**

For any Strategic Framework to be successful it must incorporate proper consultation proposals, covering disabled people, employers and service providers, at all stages of its development and implementation.

Ascertaining the needs and wishes of disabled people is critical, and wide and diverse consultation is needed at the earliest stage. A wide variety of techniques has been used for different user groups. A large gathering of disabled people concerned with employment could be organised. Many of the people concerned may already be in employment, and not a member of any specific disability group. Any event would therefore have to be carefully planned to ensure that it was fully accessible, especially in relation to timing and the length of notice given.

Rather than having a fully structured event part of it could be in "open conference" style, allowing, and indeed encouraging, those attending to discuss what is of most immediate concern to them. Consultation with disabled people in relation to the planning of such an event would need to take place at the earliest opportunity.

Many areas do not have one organisation which could be said to "speak for" disabled people. Many disabled people, particularly those in employment, find regular attendance at meetings difficult. The calling together of focus groups to look at a specific issue, over a finite period of time, could also be effective.

In relation to employers, the setting up of a Local Employers' Network could provide a forum for interested parties to be consulted on any Strategic Framework. Consultation with employers via a network would only be successful if firms of all sizes and from all sectors were involved.

A Service Providers' Network could be used to consult voluntary and statutory service providers. The database of disability organisations and service providers mentioned earlier could be a useful source of potential participants as could national provider organisations. No matter who is being consulted, adequate time to respond is essential. A lack of time to respond to consultations can be particularly difficult for disabled people and their groups - it is a matter of access. Not only do disabled people's groups have difficulty arranging meetings outside the normal course because of transport, lack of resources, and similar issues, but communications may be complicated by there being a range of people with different impairments.

## **Conclusion**

The key aims of a Strategic Framework should be to create an environment which:

- Raises awareness and standards amongst employers in their practices and policies on disability.
- Gets more disabled people into employment.
- Develops clear 'pathways into employment' for disabled people based on co-operation and support from both Service Providers and employers.
- Provides or secures adequate resources - finance and staff - to ensure genuine impact.

To achieve this aim there will need to be:

- Commitment from above - within Local Authorities and TECs/LECs at Chief Executive level.

- A common and agreed purpose amongst the key players - disabled people, local employers and service providers via:

- Communication.

- Debate.

- Awareness raising.

- Networking.

- Support from employees, trade unions, employer organisations, and all appropriate local organisations.

- Effective monitoring and evaluation procedures which involve disabled people and the setting of realistic targets. These targets should include:

- Increasing the number of disabled people in mainstream employment.

- Increasing the number of disabled people in valued work, including in public life, the voluntary sector, and Social Firms.

- The number of firms attending awareness raising events, and seeking support in other ways.

- Increased inclusion of disabled people and their needs in all areas of the work of the partners in the Strategic Framework.

## **APPENDIX**

*N. B. The details of these project have not been checked with the organisation concerned, and neither has their classification.*

### **1 . STRATEGIC / CORPORATE APPROACHES**

**1.1. Believing in Folkestone. Contact: Greg Macdonald, Shepway District Council. Tel: 01303-852319**

### **2. LOCAL EMPLOYER NETWORKS**

**2.1. Coventry and Warwickshire Employers' Network on Disability.**  
*Contact: Jim Lawson, Employers' Network on Disability, Business in the Community, 83, Bournville Lane, Birmingham, B30 2HP. Tel: 0121 451-2227. Fax 0121-451-2782.*

**2.2. Disability Working Group, Calderdale and Kirklees.** *Contact:* - Siraj Mayat, The Co-ordinator, Disability Working Group, Worklink, 5, Silver Court, Aspley, Huddersfield. Tel: 01484-223533.

**2.3. Dorset Employers' Network on Disability.** *Contact:* Ron Whitehouse, Dorset Employers' Network on Disability, 2 Fiveways Cottages, Pimperne, Dorset DT11 8XB. Tel: 01258-455732.

**2.4. Hampshire Employers' Network on Disability.** *Contact:* Ron Whitehouse, Hampshire Employers' Network on Disability, 2 Fiveways Cottages, Pimperne, Dorset DT11 8XB. Tel: 01258-455732.

**2.5. Lincolnshire 'Positive about Disabled People' Symbol.** *Contact:* Mike Dennis, PACT Manager, Lincolnshire. Tel: 01522-546840.

**2.6. Liverpool Employers' Network on Disability.** *Contact:* Deborah Steele, MAXIM Supported Employment Brokerage, Merseyside TEC, Tithebarn Street, Liverpool, L2 2NZ. Tel: 0151-236-0026.

**2.7. Thames Valley Employers' Network on Disability.** *Contact:* Tom Cooper or Martin Letts, TVENOD, 5 Horncastle Drive, Bath Road, Calcot, Reading RG30 2HP. Tel: 0118-942-2867.

**2.8. Wirral Employers Network on Disability.** *Contact:* Kathy Taylor, Wirral Inroads. Tel: 0151-666-3753

**2.9.** See also:

*EMPLOYMENT- GB Project Directory.*

**- Remploy Limited: Into Work Partnership and Network.**

### **3. DISABILITY NETWORKS INVOLVING VOLUNTARY AND STATUTORY SERVICE PROVIDERS**

**3.1. Disabilities Forum, Northamptonshire.** *Contact* Caroll Ewing, Northamptonshire Chamber of Commerce Training and Enterprise. Tel: 01604-671200.

### **4. IN-HOUSE RECRUITMENT POLICIES RELATING TO DISABLED PEOPLE**

**4.1. Disability Equality Policy, Bath and North East Somerset.** *Contact:* Geryl Meehan, Policy Team, Bath and North East Somerset Council. Tel: 01225-394327.



**4.2. Equal Opportunity Statement and Policy, Rhondda - Cynon - Taff.** *Contact:* Mary E. Powell. Tel: 01443-424169.

**4.3. Job Matching, Hammersmith and Fulham.** *Contact:* Bridgett Horgan, Principal Personnel Officer/Equalities, HR Division, Room 328, Hammersmith Town Hall, King Street, London, W6 9JU. Tel: 0181-576-5095.

**4.4. Policy Statement re-Employment of Disabled People, Stoke on Trent.** *Contact:* Jackie Whalley, Principal Personnel Officer. Tel: 01782-234567.

**4.5. Positive About Disabled People, Waveney.** *Contact:* Chris Dale, Personnel Dept., Waveney DC. Tel: 01502-562111.

**4.6. Promoting Opportunities for Disabled People, Barnsley.** *Contact:* Isobel Howie-Finn, Equal Opportunities Officer, Employee Resources, Barnsley MBC, Central Offices, Kendray Street, Barnsley, S70 2TN. Tel: 01226-772255.

4.7. See also Appendix para. 5.4.

## **5. DATABASES OF DISABLED PEOPLE AND VACANCIES**

**5.1. Applicant Bank - Pre-Recruitment Scheme for Disabled People, Lancashire.** *Contact* Jeanette Binks, Equal Opportunities Officer/Disability, Lancashire County Council. Tel- 01772-263516.

**5.2. CanDo Careers Web Site.** *Contact:* Shelley Willson, Director, CanDo, S.Willson@lancs.ac.uk

**5.3 ERMIS EEIG- Access to Employment.** *Contact:* Gerard Higgins/Thomas Moarn, Unity House, 41, Blackstoun Road, Paisley, Strathclyde, PA3 1LU. Tel: 0141-849-0400.

**5.4. Job Seekers Register, Derby.** *Contact:* Ann Webster, Equalities Unit, The Council House, Corporation Street, Derby, DE1 2FS. Tel: 01332-255384 or Minicom 01332-256666.

## **6. ADVICE SHOPS / PROVISION OF INFORMATION AND GUIDANCE TO DISABLED PEOPLE**

**6.1. Back Pain Programme, North West.** *Contact:* Shan Alexander, Regional Disability Service, City Business Park, Brindley Road, Old Trafford, Manchester, M16 9HQ. Tel: 0161-873-2000.

**6.2. DOORS (Disability Options & Opportunities Resource Service), Enfield.** *Contact:* Sylvia Campbell, Park Avenue Disability Resource Centre, 65c, Park Avenue, Bush Hill Park, Enfield, EN1 2HH. Tel: 0181-292-9006.

**6.3. Employment Direct, Hertfordshire.** *Contact:* Amanda Selly, Employment Direct, 615a, Jubilee Road, Letchworth, SG1 1NE. Tel: 01462-482934.

**6.4. LEODIS (Leeds Employment Opportunities DISability).** *Contact:* Zoe Barker, LEODIS, 180, Chapeltown Road, Chapeltown, Leeds. LS7 4HT. Tel: 01132-374048.

**6.5. Positive Steps, North West.** *Contact:* Shan Alexander, Regional Disability Service, City Business Park, Brindley Road, Old Trafford, Manchester, M16 9HQ. Tel: 0161-873-2000.

**6.6. Rehabilitation of Dyslexia Pilot, East Midlands.** *Contact:* Nicola Dodu, Employment Service Higher Occupational Psychologist. Tel: 0115-948-3308.

**6.7. Sefton Action for Employment and Enterprise.** *Contact:* Judith Case, Acting Director, Sefton Action, 20, Park Street, Bootle, L20 3DG. Tel: 0151-933-3390.

**6.8. WORK - ABLE, Bradford.** *Contact:* Dave Smith, WORK-ABLE, 1st Floor, Jacobs Well, Bradford, BD1 5RW. Tel- 01274-752505.

**6.9. Worklink, Barnsley.** *Contact:* Pat Padgett, Worklink Manager, Worklink, Enterprise Centre, 1, Pontefract Road, Barnsley. Tel:01226-774070.

**6.10.** See also Appendix paras. 5.1; 13.1; 19.29; and 16.4.

**6.11.** See also:

*EMPLOYMENT- GB Project Directory.*

- Scottish Association for Mental Health West Region - Into Work.
- Shropshire Social Services Dept -Employment Preparation Support Service.

## **7. GUIDES FOR EMPLOYERS**

**7.1. Icebreaker, Rotherham.** *Contact:* Jackie Mould, Rotherham Chamber of Commerce Training and Enterprise, Moorgate House, 23, Moorgate Road, Rotherham, S60 2EN. Tel- 01709-830511.

## **8. SUPPORT INTO EMPLOYMENT- INCLUDING MENTORING AND JOB COACHING**

**8.1. (The) Action Group for Real Jobs - Edinburgh and Real Jobs Pilton.** *Contact:* (Edinburgh) Cathy Hawkshaw. Tel- 0131-337-0504 and (Pilton) 0131-555-5551.

**8.2. Bournemouth College Supported Employment Scheme.** *Contact:* Lawrence Vincent, Pre-Vocational Studies Dept., Bournemouth College. Tel: 01202-747600.

**8.3. Divercity - disabled focus, London.** *Contact:* Andy Oxley, MENCAP Pathway Employment Service, 404, Camden Road, London, N7 OSJ. Tel: 0171-700-4690.

**8.4 Employment Support for People with Learning Difficulties, Wandsworth.** *Contact:* Rashid Craig, Economic Development, The Town Hall, Wandsworth High Street, London, SW18 2PU. Tel: 0181 871-6181.

**8.5. Opportunities, Devon and Cornwall.** *Contact:* Patrick Murtagh, Barnstaple Industrial Services, Riverside Road, Pottington Industrial Estate, Barnstaple, Devon, EX21 1QN. Tel: 01271- 22144.

**8.6. (The) Outreach Project, Greenwich.** *Contact:* Justine Shenton, The Outreach Project, 821, Woolwich Road, Charlton, London, SE7 8LJ. Tel: 0181-854-0222.

**8.7. Social Services Project, Salford.** *Contact:* Roy Phelan, Employment Officer, Dawson Street Workshops, Dawson Street, off Swinton Hall Road, Swinton, M27 1FJ.

**8.8. Spectrum Employment, Bracknell.** *Contact:* Barbara Shaw, Spectrum, East Berks NHS Trust, Crowthorne Road, Bracknell, RG12 7EP. Phil Dodds at the Sports and Leisure Centre. Tel: 01344 861717.

**8.9. STATUS, London.** *Contact:* Tony Coggins, Status Employment Ltd., Airport House, 1 - 3 Atwell Road, London, SE15 4TW. Tel. 0181-681-3178.

**8.10.** See also Appendix paras. 19.4; 19.31;19.37; and 6.8.

## **9. EMPLOYMENT SUBSIDIES.**

**9.1.** See also Appendix para. 6.8.

## **10. AIDS AND ADAPTATIONS.**

**10.1. Access Grant, Kettering.** *Contact:* Mr. J Pinnington, Kettering Borough Council. Tel: 01536 -534298.

**10.2. Accessibility Survey, Welwyn Hatfield.** *Contact:* Judith Bell, Head of Personnel and Training, Welwyn Hatfield Council. Tel: 01707357500.

**10.3. Aids and Adaptations Budget, Humberside.** *Contact:* Mavis Farrar, Humberside TEC, The Maltings, Silvester Square, Silvester Street, Hull, HU1 3HL. Tel: 01482-226491.

**10.4. Aids and Assistance Grant, Rotherham.** *Contact:* Jackie Mould, Rotherham Chamber of Commerce, Training and Enterprise, Moorgate House, 23, Moorgate Road, Rotherham, S60 2EN. Tel: 01709830511.

**10.5. Skillaid, Lanarkshire.** *Contact:* John Laird, Senior Training Executive, Lanarkshire Development Agency. Tel: 01698-745454. Ext: 2136.

**10.6. Special Training Needs Equipment/Adaptions/Training Aids Youth & Adult Training, Merseyside.** *Contact:* Alison Fell (Adult Training), Allison Barker (Youth Training), Merseyside TEC Limited, Tithebarn House, Tithebarn Street, Liverpool, L2 2NZ. Tel: 0151-236 0026.

**10.7.** See also:

*EMPLOYMENT- GB Project Directory.*

- National Star Centre - Assist Employment Through Technology

## **11. SELF EMPLOYMENT.**

**11.1. East Lancs Into Employment Project, Burnley.** *Contact:* Jean Weaver, East Lancs into Employment, Cavour Street, Burnley. Tel: 01282-456186.

**11.2. Enhanced Enterprise Allowance, South West Wales.** *Contact:* Mike Parry, PACT Manager, South West Wales PACT. Tel: 01792702705.

**11.3. Enterprise Disability Provision in Kent.** *Contact:* Richard Coulson, CHOICE, 256, Lower Twydall Lane, Rainham, Gillingham. ME8 6QP. Tel: 01634-372911.

**11.4. Stepping Out, Rotherham.** *Contact:* Jackie Mould, Rotherham Chamber of Commerce, Training and Enterprise, Moorgate House, 23, Moorgate Road, Rotherham, S60 2EN. Tel: 01709-830511

## **12. BUSINESS START-UPS**

**12.1.** See also:

*EMPLOYMENT - GB Project Directory.*

- (The) Enham Trust - Emporium, Andover.

- Shaw Trust London and South East - ASTRON

### **13. JOB CLUBS**

**13.1. Fresh Start Team, West Belfast.** *Contact:* - West Belfast Fresh Start Initiative, via Kay Wilshin, Disablement Employment Advisor, Training and Employment Agency, 45, Falls Road, Belfast. BT12 4PD. Tel: 01232-252227.

**13.2.** See also Appendix paras. 19.1; and 15.5.

### **14. WORK EXPERIENCE/ PLACEMENTS.**

**14.1. CCTV Surveillance System, Southend on Sea.** *Contact:* Mr A.M.Tait, Director of Engineering Services, Southend Borough Council. Tel: 01702-215713.

**14.2. Education Business Links, Liverpool.** *Contact:* P. Thompson, Management Data, Liverpool LEA, 14, Sir Thomas Street, Liverpool. Tel: 0151-225-2782.

**14.3. Garden Reach, Northern Ireland.** *Contact:* Anne Irwin. Tel: 01232-732028.

**14.4. Moray Resource Centre, Elgin.** *Contact:* Elizabeth M Macpherson, Service Manager, Moray Resource Centre, Maisondieu Road, Elgin. Tel: 01343-551339.

**14.5. Positive Action Training Scheme, Bolton/ Bury.** *Contact:* Tracy Johnson, Central Personnel, Bury MBC, Town Hall, Bury, BL9 OSW. Tel: 0161-253-5205. Becki Wilkinson, Bolton Bury TEC. Tel: 01204-397350.

**14.6. Positive Action Training Scheme, Liverpool.** *Contact:* Judy Cotter, Liverpool City Council, Human Resource Service, Municipal Buildings, Dale Street, Liverpool, L69 2DH. Tel- 0151-225-2614.

**14.7. Retail Trade Work Experience for People with Learning Difficulties, Wembley, Middx.** *Contact:* Mike Homan, 3-7, Lincoln Parade, Carlton Avenue East, Wembley, Middx. Tel- 0181-672-4222.

**14.8. Seagull Print, Wandsworth.** *Contact:* Pam Bowman, Manager, Seagull Print, 667-669, Garrat Lane, London, SW17 ONP. Tel- 0181944-7396.

**14.9. Work Creating Enterprises, Worthing.** *Contact:* Chris Willens, (Ms), West Sussex County Council, Shoreham Area Office, Michelle Road, Shoreham, West Sussex. BN43 6GA. Tel: 01273-463551.

**14.10. Work Experience Scheme for People with Disabilities, Suffolk.** *Contact:* Michele Crozier, Suffolk County Council, County Hall, Ipswich, IP4 2JS. Tel: 01473-584077.

**14.11. Work Placement Scheme for People with Disabilities, Aylesbury Vale.** *Contact:* Sally White, Personnel Officer, Aylesbury Vale District Council. Tel: 01296-555018.

**14.12. Workskills Rochdale.** *Contact.* - Mrs.L.Rafferty, Rathbone Cl, Crown House, Milnrow Road, Rochdale. Tel: 01706-710055.

**14.13. Work Skills and Life Skills - Middleton, Rochdale.** *Contact:* Mr. J. Caldecott, Old Careers Office, Chapel Chambers, Chapel Street, Middleton. Tel: 0161-643-7505.

**14.14.** See also Appendix paras. 19.2; 19.4; 15.5; 8.4; 19.13; 19.12; 19.18; 8.6; 19.21; 19.23; 19.29; 19.30; 8.8; and 19.38.

**14.15.** See also

*EMPLOYMENT-GB Project Directory.*

•Devon County Council-Tandem/Advance.

•National Schizophrenia Fellowship (Scotland)- Napoli '95 'Cooperation over Deprivation' (The Naples Project).

## **15. SHELTERED / SUPPORTED EMPLOYMENT (SES).**

**15.1. Castle Project Workshop, South Cambridgeshire.** *Contact:* Richmond Fellowship, Castle Project Workshop, Unit H, The Paddocks, 347, Cherry Hinton Road, Cambridge, CB1 3HG. Tel: 01223-413203.

**15.2. Copeland Occupational and Social Centre.** *Contact:* Copeland Occupational and Social Centre, The Square, Cleator Moor. Tel: 01946-815283.

**15.3. Dean Community Cooperative, Gloucester.** *Contact:* Cyril Thomas (Honorary Treasurer), Dean Forest Community Cooperative, The Annexe, Caircant, Newnham Road, Blakeney Road, Gloucester. GL15 4AE. Tel: 01594-510413.

**15.4. Dorset Enterprises - Community Employment Service.** *Contact:* Bill Gaskins or Bob Loxley, Dorset Enterprises, Elliott Road, Bournemouth, Dorset. Tel- 01202-577966.

**15.5. Employment Disability Unit, Dundee.** *Contact:* Michael Evans, Unit Manager, Employment Disability Unit, Dovetail Enterprises, Dunsinane Avenue, Dundee, DD2 3QN. Tel: 01382-828180.

**15.6. MAXIM IRISE, Merseyside.** *Contact:* Deborah Steele, MAXIM, Merseyside TEC Ltd., Tithebarn House, Tithebarn Street, Liverpool, L2 2NZ. Tel: 0151-236- 0026. Ext 456.

**15.7. Pines Training Project, Bournemouth.** *Contact:* David Jefferies, Pines Training Project, Ashley Close, Boscombe. Tel: 01202-393153.

**15.8. Remploy and Carlyon Industries, North West London.** *Contact:* Remploy. Tel: 0181-9928614 and Carlyon Industries. Tel: 0181-998-0067.

**15.9. Wakefield MDC Supported Employment Scheme.** *Contact:* David Critchlow, Equal Opportunities Unit, Wakefield MDC. Tel: 01924305180.

**15.10. Westcombe Industries, Peterborough.** *Contact:* Bob Bridges, Westcombe Industries, Westcombe Square, Royce Road, Peterborough, Cambs. PE1 5YH. Tel: 01733-314777.

**15.11.** See also Appendix paras. 6.4; 16.2; 19.26; 8.7; 19.35; 19.36; 14.9; and 6.9.

**15.12.** See also

*EMPLOYMENT- GB Project Directory.*

- Enable Services Employment Department - INCLUSION.
- Kent County Council - Social Services Dept - STEPS Multinational.
- Remploy Limited, Direct Training - Sheltered employment with a view to transition towards open employment.

## **16. SOCIAL FIRMS**

**16.1. A Number of Projects, Cambridge.** *Contact:* Principal Training and Employment Officer, Policy Section, Planning Dept., The Guildhall, Cambridge, CB2 3QJ. Tel: 01223-463341. Ext.2649.

**16.2. Pentreath Industries Ltd, Bodmin, Cornwall.** *Contact:* Penny Robertson, General Manager, 13-14, Woods Browning Industrial Estate, Respryn Road, Bodmin, Cornwall. PL31 1DQ. Tel: 0120878663.

**16.3. Social Firms Pilot Project, Highland Council.** *Contact:* Hugh F. Black, Head of Business Development, Highland Council. Tel: 01463-902551.

**16.4. (The) Sulis Trust, Bath.** *Contact:* Colin Brady, The Sulis Trust, The Sulis Centre, 5, Green Park Station, Bath, BA1 1JB. Tel: 01225-420480.

**16.5.** See also Appendix para. 19.4.

**16.6.** See also:

*EMPLOYMENT - GB Project Directory.*

- Birmingham City Council - ECHO.

- Edinburgh Community Trust - ECHO-ACCEPT- Development of

- Social Firms and Vocational Training for Supported Employment.

## **17. AWARENESS RAISING / TRAINING FOR EMPLOYERS.**

**17.1. Deaf and Hearing Impaired Services, Elgin.** *Contact:* Val Swanston, Moray Resource Centre, Maisondieu Road, Elgin, IV30 1RX Tel: 01343-551339.

**17.2. Disability and Employment Project, Wakefield MDC.** *Contact:* David Crichlow, WMDC Equal Opportunities Unit. Tel: 01924-305180.

**17.3. Training Programmes, Eastleigh.** *Contact:* Suzanne Constantine, Eastleigh Borough Council, Civic Offices, Leigh Road, Eastleigh. Tel: 01703-622012.

**17.4.** See also Appendix paras. 19.4; and 19.8.

**17.5.** See also:

*EMPLOYMENT - GB Project Directory*

- London Borough of Ealing - EUROSTART.

## **18. INNOVATIVE APPROACHES TO WORK ORGANISATION.**

**18.1.** See also Appendix para. 15.3.



## **19. TRAINING FOR DISABLED PEOPLE.**

**19.1. Aberdeen Training Centre - Job Plan Workshop.** *Contact:* Ann Avery, Aberdeen Training Centre, Raeden Park Road, Aberdeen. Tel: 01224-312550.

**19.2. Aberdeen Training Centre - Skill Seekers Programme.** *Contact:* Margaret Harle, Training Officer, Aberdeen Training Centre, Raeden Park Road, Aberdeen. Tel: 01224-12550.

**19.3. Ability Training, Newcastle.** *Contact:* Ability Training, Lynnwoods BDC, Lynnwoods Terrace, Newcastle, NE4 6UL. Tel: 0191-273-2233.

**19.4. Accept Northern Ireland.** *Contact:* Sandra Herdman, 1, Railway Court, Bangor, County Down. Tel: 01247-270979 or Suzanne Loudon, 16, College Street, Belfast. Tel: 01232-237116.

**19.5. Access to NVQ Level 3 and above and Training for Trainers with Disabilities, Birmingham.** *Contact:* Gary Scott, ENTA, 21-2 3 Principle Street, Birmingham, B4 6LE. Tel: 0121-359-6776.

**19.6. Camtrust Communications Design Studio, South Cambridgeshire.** *Contact-* Camtrust Communication Design Studio, 3a, High Street, Willingham, Cambridge, C134 5ES. Tel: 01223-260143.

**19.7. dis-Ability Counts-1st STEP, Rotherham.** *Contact.* Carmel Hope, dis-Ability Counts, 1st Floor, Millfold House, Westgate, Rotherham, S60 1BD. Tel: 01709-362519.

**19.8. Dungannon Disability Arts Studio.** *Contact:* Miss A.Crawford, Dungannon Disability Arts Studio, Unit 40, Dungannon Enterprise Centre, 2 Coalisland Road, Dungannon, BT71 6JT. Minicom- 01868726685. Fax: 01868-753789.

**19.9. Edinburgh Women's Training Centre.** *Contact:* Candy MacDonald, Co-ordinator, Disability Group. Tel: 0131-557-1139.

**19.10. Employment Rehabilitation Programme, Employment Service.** *Contact:* PACT Managers.

**19.11. Employment Skill Course, Reading.** *Contact* Dave Musgrove, Guide Dogs for the Blind Association, Hillfields, Burghfields, Reading, RG7 3YG. Tel: 01189-835555.

**19.12. Employment/Training Support Service, Elgin.** *Contact:* Jean Lynch, Unit 100b, Pinefield Business Centre, Pinefield Industrial Estate, Elgin, IV30 3AN. Tel: 01343-550707.

**19.13. Employment Training Unit, Charnwood Borough Council.**

*Contact:* G.Clifford, Borough of Charnwood Employment Training Unit, Limehurst Business Centre, Limehurst Avenue, Loughborough, LE11 1PF. Tel: 01509-634770.

**19.14. Greenbank Project - Higher Skills, Liverpool. Contact - G.**

Kinsella, Greenbank Project, Greenbank Lane, Liverpool, L17 1AG. Tel: 0151 733-7255.

**19.15. Green Fingers, Sheffield. Contact:** Frances Adams, New Enterprise, Central Policy Unit, Town Hall, Sheffield, S1 2HH. Tel: 01142-734706.

**19.16. J & J Training, Northumberland. Contact:** Jackie Sewell, Training Manager, J & J Training, 20, School Road, Budlington Station, Northumberland, NE22 7JB. Tel: 01670-821800.

**19.17. Job Seeking Support/ RNIB, Coventry and Warwickshire.**

*Contact:* Sandra Durkin, Economic Development Co-ordinator, Coventry and Warwickshire TEC, Brandon Court, Progress Way, Coventry, CV3 2TE. Tel: 01203-635666.

**19.18. No Barriers, Isle of Wight. Contact:** Saskia Taylor, Project Manager, Riverside Academy, Newport, Isle of Wight. Tel: 01983-822888.

**19.19. Papworth Early Rehabilitation Project. Contact:** Ivan Johnston, Employment Service Higher Occupational Psychologist. Tel: 01733-314567.

**19.20. PASTE, Shropshire. Contact:** Gill Hickman. Tel: 01952-208200.

**19.21. Pilot Training Scheme for Severely Disabled People, Tameside.**

*Contact:* Mary Johnson, Principal Policy Officer, Tameside MBC. Tel: 0161-342-3170.

**19.22. Pre-Vocational Training Pilot, North Nottinghamshire. Contact:** Nicola Hughes, North Nottinghamshire TEC. Tel: 01623-824624.

**19.23. Progression into Employment, Heart of England TEC. Contact:** Adam King, Disability Advisor, Heart of England TEC. Tel: 01235553249.

**19.24. QEST (Quality Employment Support & Training) Agency, South Cambridgeshire. Contact:** Margo Lloyd, QUEST, Unit 13c, The Paddocks, 347 Cherry Hinton Road, Cambridge, CB1 4DH. Tel: 01223-242267.

**19.25. Rehabilitation Programme, County Durham. Contact:** Training Coordinator, Wear Valley Training for Market Place, Bishop Auckland, Co.Durham, DL 13 7NJ. Tel: 01388-458029.

**19.26. Remploy Ltd, Mid-Glamorgan.** *Contact:* Roger Taylor, Contract Executive with Lead on People with Disabilities, Mid-Glamorgan TEC. Tel: 01443-841544.

**19.27. RNIB Rehabilitation Course, North West London.** *Contact:* RNIB. Tel: 0181-795-5055.

**19.28. Scarborough SOFA (Shifting Old Furniture About).** *Contact:* Avis Turner, Basic Plus, Smith-Bearman Centre, 62, Roscoe Street, Scarborough. Tel: 01723-321335.

**19.29. SCILL (Sutton Centre For Independent Living and Learning).** *Contact:* Zak Hussein. Tel: 0181-770-4060 and Caz Broughton, Sutton Disability Information Service. Tel: 0181-770-4065. Both at 3, Robin Hood Lane, Sutton, Surrey. SM1 2RJ.

**19.30. (The) Shadow Trust, Northern Ireland.** *Contact:* Jerry Ford. Tel: 01232-667960.

**19.31. Share Community, Wandsworth.** *Contact:* Michael Luvatlio, Share Community, 64. Altenberg Gardens, London, SW1 1EJ. Tel: 0171-924-2949

**19.32. Speak to Your CAD System, Newbury.** *Contact:* Tony Burgess, Kennet Management, Mandarin Court, Hambridge Road, Newbury, RG14 5SQ. Tel: 01635-552650.

**19.33. SRB Special Training Needs Project Fund, Plymouth.** *Contact:* Michael K. Bohn, Employment Development Manager, City of Plymouth Training and Employment, Old Treasury Building, Catherine Street, Plymouth, PL1 2AD. Tel: 01752-671292.

**19.34. Training for Work - Rathbone Cl: Milton Keynes.** *Contact:* Carol Wolsingham, Rathbone Cl, Acorn House, Midsummer Boulevard, Central Milton Keynes, MK9 3HP. Tel: 01908-230880

**19.35. Training for Work - Reading Industrial Therapy Organisation.** *Contact:* John O'Neil, Unit 2, Paddock Road, Caversham Road, Reading RG4 5BY. Tel: 01189-481944.

**19.36. Training for Work - Shaw Trust, High Wycombe.** *Contact:* Karen Clark, Shaw Start, 310 -312, Micklefield Road, High Wycombe, HP13 7HX. Tel: 01404-473447.

**19.37. VOICE, Elgin.** *Contact:* Irene Weeden, VOICE, Unit 1, Elgin Business Centre, Maisondieu Road, Elgin. Tel. 01343-550581.

**19.38. West Somerset Learning Disabilities Project.** *Contact:* Steve Horne, WSDC, Social Services, 17, Corporation Street, Taunton, Somerset, TA1 4DH. Tel: 01823-335285.

**19.39. Wiseworks, North West London.** *Contact:* Gabriel Smith, Milmans Resource Centre, 2nd Floor, Grove Avenue, Pinner, HA5 5PS- Tel: 0181- 868-0712.

**19.40. Women onto Work, Lothian.** *Contact:*Linda Alexander, Co-ordinator, Disability Group. Tel: 0131- 662-4514

**19.41.** See also Appendix paras. 15.2; 20. 1; 17.2; 20.2; 6.3; 14.4; 8.5; 8,6; 15.8; 10.5; and 6.8.

**19.42-** See also:

*EMPLOYMENT- GB Project Directory. I,*

- Arthritis Care - Into Work - Personal Development Programme,
- (The) BINOH Centre - INTACT (Intelligent Action),
- Centre for Deaf Studies - Forum: Deaf Studies on the Agenda.
- Edinburgh's Telford College - Travail sans Frontieres.
- Edinburgh's Telford College - Vulcano.
- EDIT- Employment Development through Innovative Technologies,Wales.
- Hampshire TEC - Access to Excellence.
- HAWTEC-T.I.D.E.
- Independent Contract Unit - ADVANCE.
- Kingsway College - EURO CONNECT.
- London Borough of Richmond Upon Thames - SILOS.
- London Borough of Waltham Forest - Gardenia - HORIZON Project.
- London Borough of Waltham Forest - INCLUSIO.
- MENCAP - Connections.

- Outset Ltd - Espoir Hermes.
- Park Lane College -OPTIONS for disabled people.
- Pembrokeshire College - Supported Transition into Employment through Partnership.
- Rehab Scotland -Progredior.
- Rehab Scotland - Torneo.
- Shropshire County Council - The Forum Project.
- School of Art and Design, University of Hertfordshire -DATE- Disability, Art, Training & Employment.
- Waltham Forest College -TIDE/A la Carte.
- Westec - ECHO (European Community HORIZON Project).
- Workbridge Enterprises Ltd - DAVID (Distance Learning Action for Vocational Rehabilitation International Development).
- (The) Working Well Trust - Catalyst.

## **20. IT-(INFORMATION TECHNOLOGY).**

### **20.1. DART (Disability Access to Resources in Technology), Sheffield.**

*Contact:* Laura Lewis, DART, C/o Tritec, Thomas Street, Sheffield, S1 4LE. Tel: 01142-768526.

**20.2. EDIT, Staffordshire.** *Contact:* Janet Parkin, EDIT, Burslem Enterprise Centre, Waterloo Road, Burslem, Stoke on Trent. Tel: 01782-836992.

**20.3.** See also Appendix paras. 19.16; and 19.29.

**20.4.** See also:

*EMPLOYMENT- GB Project Directory.*

- Bradford IT Centre - DISNET.

- Lewisham & Guy's Mental Health Trust - NOTE.

- National Star Centre - Assist Employment through Technology.

- Notting Dale Technology Centre - Horizon European Multimedia

- Network.

- Tameside MBC - Ville et Handicappe.

## **21. TELEWORKING.**

21.1. See also:

*EMPLOYMENT- GB Project Directory.*

- Birmingham City Council - Tele-interfrarioue of Minusvalidos for Employment.

- EDIT - Employment Development through Innovative Technologies, Wales.

- Leicester City Council - Business Net.

- South London TEC - TIDE (Technology in Disability Education).

- Tameside MBC - Ville et Handicappe.