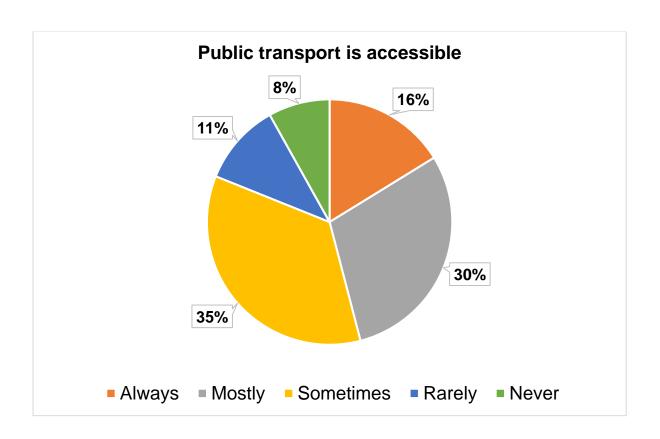


Our voices Our choices

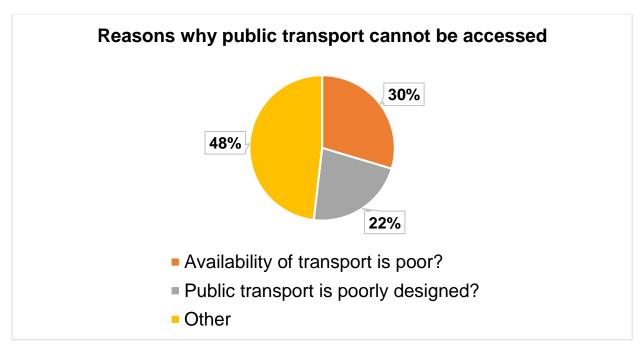
Summary of responses to Inclusion Scotland's survey on United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the Scottish Government's Draft Delivery Plan (DDP) consultation 2015 (Google forms) December – Monday 11th January 38 responses

Section 1

1. Are you able to access the public transport you need such as buses, trains, ferries or trams?



Is the reason why you cannot access public transport because:-

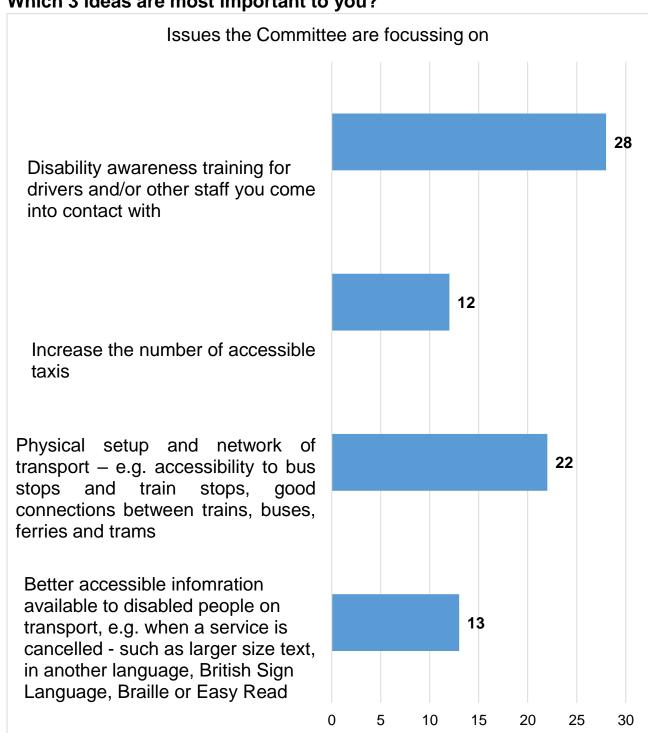


Responses to 'other':

- Can't get to bus stops or train station on my own
- Not enough links between different modes of transport e.g. buses scheduled to serve train passengers
- Staff are unwilling to help
- Mobility
- Lack of seating at some bus stops
- Due to lung problems
- sensory disability due to disability makes it difficult to get from place to place or know which stop to get off
- The access at my local train station is poor, no wheelchair access
- pain & fatigue
- too far to walk in stations and to bus stops
- cost
- It's sometimes difficult to find a member of staff who will help me

- Social anxiety.
 - 2. The Scottish Government has a committee which is trying to make transport accessible to disabled people. It has representation from Disabled People's Organisations and transport providers. Some of the issues the committee are focusing on are listed below.

Which 3 ideas are most important to you?



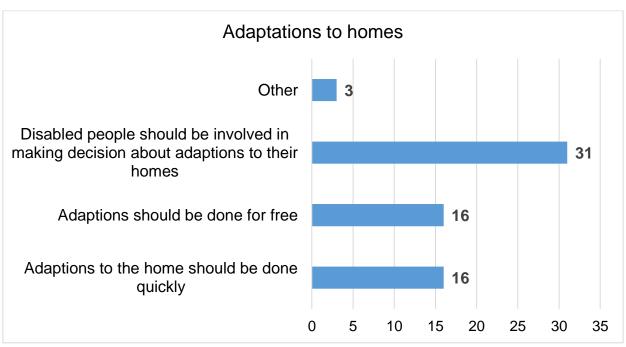
Do you have any other ideas that would improve the accessibility of public transport in Scotland?

- In my area there is very little public transport yet disabled people are expected to do 150 mile round trip to the main hospital. Availability of door to door transport for specialist routes like hospital runs would make a big difference.
- Look at Barcelona a city with brilliant public transport. The physical set up and network is by far the most relevant way of improving things.
 More accessible bus stops. Have an accessible subway in Glasgow.
 More disabled accessible spots on trains.
- Have disabled 'ski' lifts/paths at all rural viewpoints/places of interest/national parks/forest parks with more transport stops. Have more lifts at train stations, or level platform crossings. Have accessible toilets on board public transport. Have accessible showers/changing places at major terminals and airports. Have staff/volunteers at stations. Have 24/7 BSL video translation via an app which all staff/help points. Have affordable/discounted/subsided terminal facilities/vending.
- Have visual monitors with live updates at stations and bus stops (cancellations, stop number etc.) as these are only available in some parts of Scotland at the moment but also these monitors should be place in the buses but be accessible enough so a deaf person with a visual impairment can also access them e.g. bus/train drivers/station staff to be disability awareness training regularly not just once. With a focus on hidden disabilities. Disabled people to give the training themselves for impact. Bus drivers to be aware not try and not start moving the bus until the last person sits down – as some people have hidden mobility issues. If bus arrives behind another bus (already taking space at stop) the bus driver should not open doors to let people on and off away from bus stop, instead they should wait till the space has been freed and not just drive past - some visually impaired people may not be aware the bus is behind and then miss being able to get on the bus. Similar situation for wheelchair users they may not be able to get onto the bus due to tight spacing. All steps and ledges and slopes edges should be lined with fluorescent tape to make them easier to see.
- Living on an island (Bute) means having to use ferries to get to the mainland and they are often not very accessible. Lifts are often broken

and that means having to use the ramps and walkways which is often very difficult. Buses on the island are old, unsuitable and difficult to get on and off especially when they are not driven close enough to the kerb which means having to step down into the road to get on and off them as the drivers rarely use the ramp.

- Ensure that vehicles are not just wheelchair friendly but crutches friendly
 ensure that accessible wheelchairs are not for small people
- More taxis for wheelchairs in operation
- Maybe an information point in stations where we can get help to move around, between platforms. We could ask questions, and it could be designed to suit mobility, visual and hearing impairments.
- Space for more wheelchairs on buses all can be achieved with bench seating that fold up (similar to San Francisco buses)
- More luggage space on trains so the routes and spaces for wheelchair spaces and priority seating are not blocked.

3. Disabled people have previously told us that adaptations to homes are very important. Which 2 ideas are most important to you?

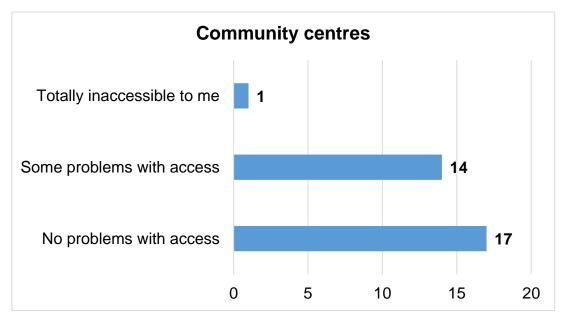


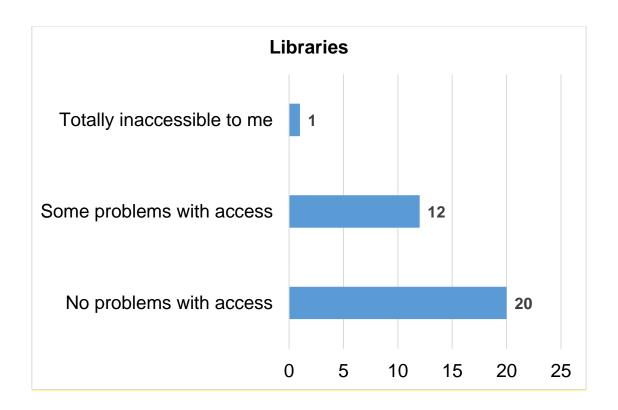
Do you have any other ideas that would improve access to adaptations to housing?

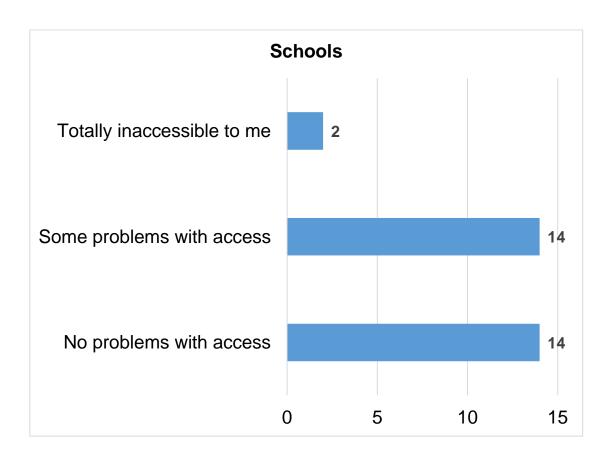
Text responses:

- Ideally, more accessible house should be built with an ageing population, increasing physical and chronic diseases and more disabled people, it is not about adapting houses but building houses which are accessible for a changing population.
- Block multiple wind turbines from ever producing over 3Hz shadow flicker or infrasound/amplitude modulation to any home.
- Professionals should listen to disabled people first and should always consider how they would manage if they were in the same situation
- See above, when I was first assessed I was assessed by someone who had the agenda of fobbing me off!
- Things like deaf fire alarms should be prioritised as they can save lives –
 from my experience it is a long process with social work getting one
 fitted.
- It took too long to have a ramp installed at my front door.

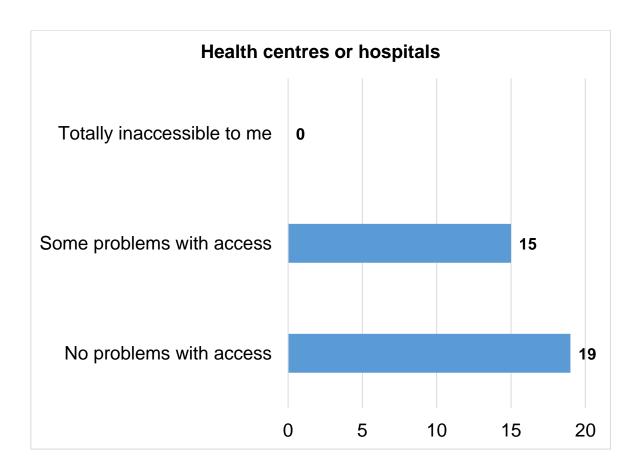
Which of these buildings do you have difficulty accessing?

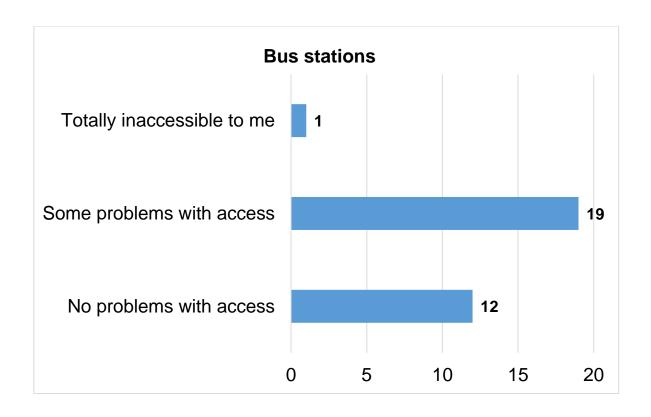


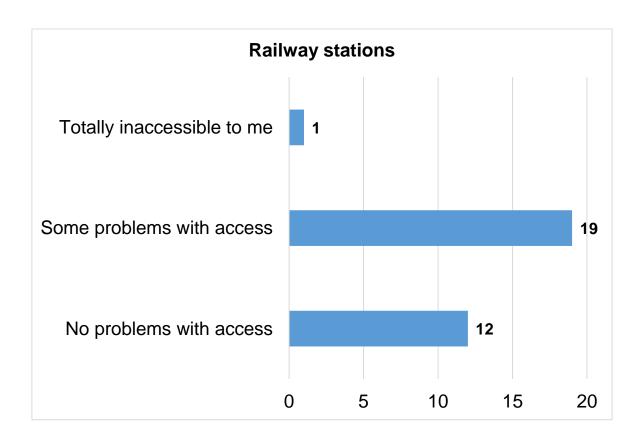


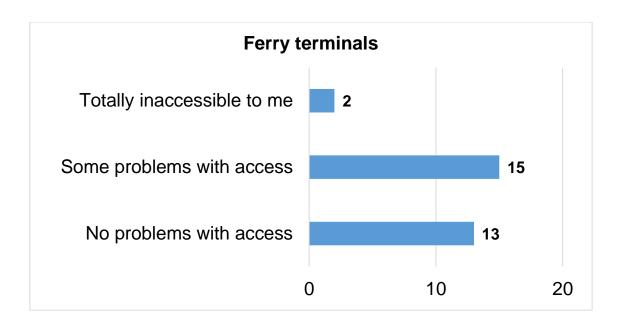




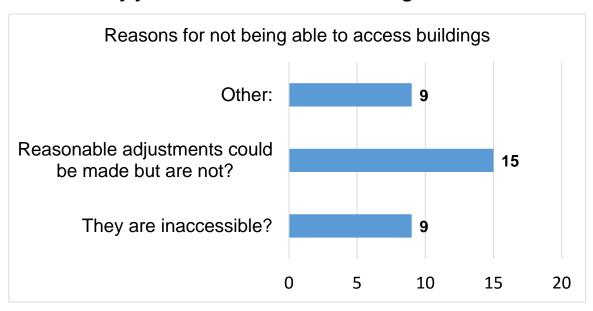








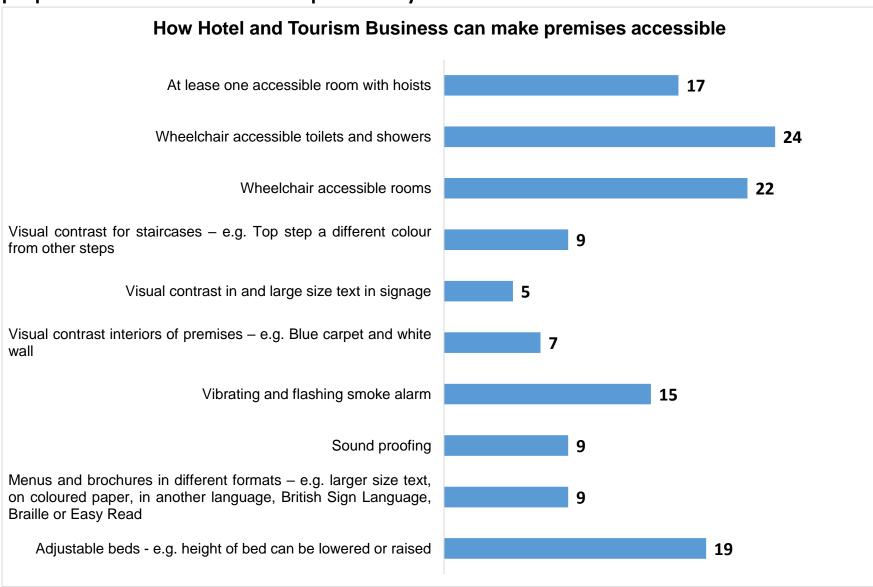
Is the reason why you cannot access the buildings because of:-



- People are simply unwilling to put out ramps or fix lifts when needed. They just make excuses and leave you outside.
- No longer have a carer any more.
- Lack of seating or lifts (sometimes)
- No ramp access, doors are not automatic and no dropped kerbs for powered wheelchairs.
- Accessibility is often an afterthought and not always suitable

- Cannot get appointments when needed and drop in won't see you unless you are badly injured.
- Premises are too large for me to get around without help.

5. What do hotels and tourism businesses need to know to make their premises accessible to disabled people? Which 4 ideas are most important to you?



Please tell us something about an experience you had whilst on holiday or visiting other parts of Scotland.

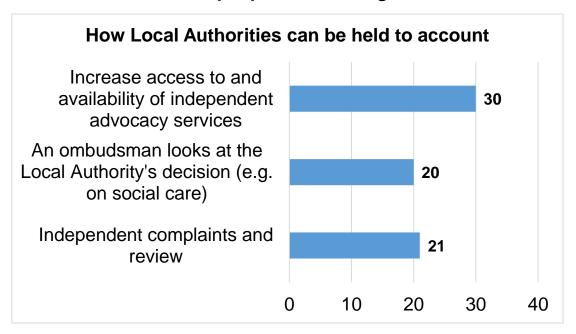
- Adjoining rooms for parents with adult children, rather than separate rooms menus to suit autistic people with food behaviour/routines who eat the same things every day.
- Adjustable lighting ruins the vibe. It is not possible to adjust lighting physically. Large print/contrast menus/brochures are not readily available where I have been. Visual contrast in stair cases, and good lighting in toilet cubicles are simple. Need to have large print instructions on how to use different types of taps, no glass or see through doors, doors which are high contrast to the walls and warning signs if another door is closed after the one you are going through.
- Have more room in the actual rooms to move about it. Having mobility problems means both my husband and I are unsteady on our feet. We stayed in a hotel in Glasgow that had very little room between the bed and the bathroom door and we kept bumping ourselves on the corner of the bed and the cupboard. We ended up coming home a day early and covered in bruises.
- Ensure that the hotels etc. obey the rules and law too often you find ramps which are not suitable for anyone on crutches and are too steep to manoeuvre. For example there are hotels etc. which have wide steps with a portable ramp which is not secured, have dining rooms etc. which are down 2/3 steps and no ramp, have no lifts, no disabled parking meaning that you need to park on the street.
- Not many places in Scotland will meet new British Standards. Alarms should be within reach, punishable by law and be regularly enforced.
- I am no longer able to leave the house other and for medical appointment and small shopping trips without great difficulty. I used Glasgow Central train station for the first time in years and could not figure out the new automated barriers. 3 station employees watched me struggle till another passenger helped me to use my ticket.
- As a wheelchair user I think every public building in Scotland should have access for people with walking difficulties or permanent wheelchair users like myself. I also think every new house that is built should have the same access.

- A big problem I noticed in the city of Edinburgh was the accessibility on the streets for people in wheelchairs. I was with a friend in a wheelchair and tried to show them around town with another friend, and we noticed how hard it was to show him around. Also, for my own disability as well as his, the lack of lifts in a lot of many public buildings is an issue.
- There is virtually no provision of changing places toilets in Scotland. Many premises do not offer even basic disabled toilet facilities. For instance the fish and chip restaurant, 'Catch' in Giffnock has recently opened and has not created an accessible entrance. Wheelchair users have to ask for a ramp yet have not means of gaining the attention of staff as the doors are heavy and there is no bell. In the West End of Glasgow on Byres Road the ice cream empire, Nardini's opened a restaurant 4 years ago without including a disabled toilet contrary to planning regulations. How can businesses flout the law this way?
- The biggest problem is always trains and taxis. Many train station staff insist they be called 24 hours in advance of having to bring out a ramp, and which stations at which exact times you'll be there. This makes it largely impossible to take a train since you cannot be at all flexible with time. (And time flexibility is hugely important when doing anything with a disability.) Many taxi ranks simply refuse to pick up people in wheelchairs because the rank I on the opposite side of the car from the ramp. So they tell you to go elsewhere. This kind of extra time and effort impose on people who already have less energy and strength than other is no okay. Many taxi drivers and train staff are openly rude, dismissive and bigoted towards disabled people even if they are helping us they do it begrudgingly or with rude, hurtful comments they pass off as "funny".
- I'm able to walk but get sore. I would like there to be more wheelchair access for people who use wheelchairs. I also want lowered steps and all building should have a ramp either in concrete or a portable one. This is so that more disabled people can get about more independently.
- Menus could have pictures of meals.
- I have been in pubs which have disabled toilets but getting into the pub in the first place is almost impossible without having to request help!

- Providing spare napkins on the tables in restaurants so people with difficulty swallowing/closing their mouth don't need to ask for another napkin. Have clear routes to tables and from them to disabled toilets.
- There is not enough room for wheelchair users in buildings. The staff talk to your helper to ask what they can do to help. They do not ask you what you want or need to help you.
- I had checked that the hotel had a lift as I use a wheelchair when out and about and was told by the hotel that they did have a lift. I was told to enter via the basement. This was in fact the cellar area for the bar. The wheelchair could not go into the lift unless it was folded and the feet rest removed.
- Disabled changing is not as simple as putting a toilet in a bigger cubicle.
 A changing plinth for adults is necessary and tracing ceiling hoists to allow safe transfers. These should be standard in all tourist attractions and public buildings.
- Making sure that disabled toilets aren't used as storage rooms! Ramps in place of, or next to, stairs wherever possible. Rest places, with disabled signage.
- Having somewhere quiet to go away from lots of crowds helps as I struggle when there are too many people.
- I stayed in a hotel with my family in Glasgow when I was a teenager. The hotel kitchen had a fire in the middle of the night and it took my family 10 15 minutes to wake me up as there no vibrating fire alarm in the room. I could not hear the alarm as I was not wearing my hearing aids. Recently I stayed in another hotel in Glasgow and I asked for a vibrating smoke alarm. The hotel gave me the alarm but expected me to install it myself in the room. I plugged it in and it was not working properly as it was vibrating and flashing all the time. Therefore, I had to unplug it and rely on my roommate to wake me up if there was a fire.
- Dental surgeries are not all accessible. Not all disabled people need showers. I need a bath to help with pain relief, but would need bath aids to help get in and out. If I ask for an accessible room that is near to the lifts or ground floor they all have showers and are not wheelchair user yet.

Section 2

6. Some of the ways in which local authorities could be held to account for the breaches of disabled people's human rights are listed below.



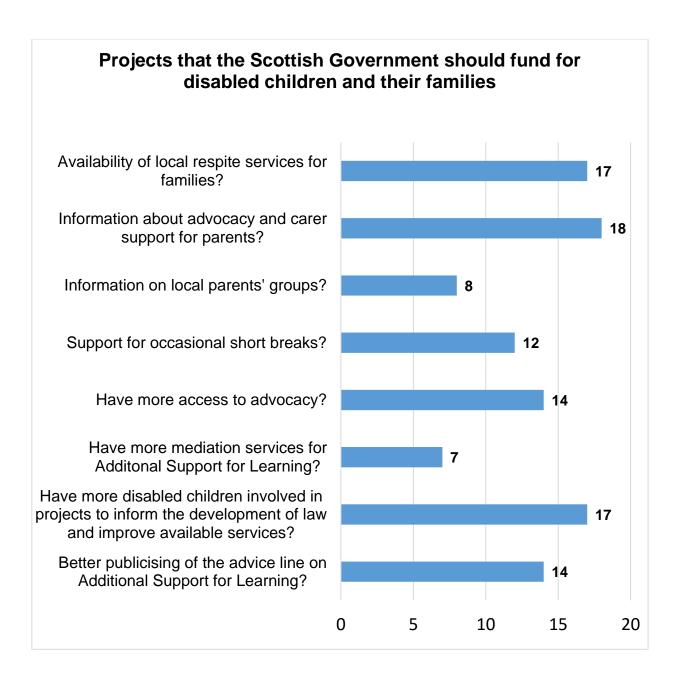
Do you have any other ideas that would improve the ways in which local authorities are held to account for any breach of disabled people's human rights?

- When you complain to them about breach of rights they do not take it seriously. They ignore the fact that the law says they have to anticipate needs of disabled people. Penalties should be higher for breaches of the law so they do take their duties and responsibilities seriously.
- Better training and role play based training to help them empathise and understand the issues faced rather than just sympathises and assume so they can make more informed decisions in the first place and can understand what they did wrong.
- Treating individuals with respect and honesty. Have open communication.
- Have fully accessible monthly meeting and consultation group with a wide range of professionals from local authority and disabled people can

- drop in. Have intense disability awareness training regularly for people reviewing complaints.
- Help spread awareness of different disabilities, particularly "invisible disabilities" where a person is disabled and heavily affected by their health but do not have a visual aid and/or do not have an easily noticeable impairment. I often feel unsafe standing up for myself in a situation where I am vulnerable due to my health condition, because I am scared local authorities will not understand my situation due to my appearance.
- Wind turbines breach human rights by affecting sleep and much reducing quality of life, especially to disabled people who already have the affected conditions including sleep deprivation, headaches, migraines, dizziness, nausea, stress etc full medical study required. Multiple wind turbines breach 3Hz limits which are safe for epilepsy full shut down is required as the countryside and homes are no longer accessible. Far too often reviews are carried out by professionals and the disabled person or a representative are not allowed to have a say at all. No professionals are going to criticise another. I have personally been in that position. Over SDS I am not eligible yet I am disabled. I have bought my own mobility scooter.
- They should have people to check shops and other places.
- Acknowledge complaints made by those with mental difficulties.

 Professional and medical abuse of the mentally ill is rampant, and very often their complaints are dismissed purely because they are mentally ill and seen as "unreliable". This is deeply offensive, and damaging.
- Address the problem when they mess up, rather than leave them and hope they die waiting for legal action.
- Having a Disability Law Centre as a source of expertise and to take on cases which challenge local authorities and set precedents.

7. Do you think the Scottish Government should fund more projects to support disabled children and their families? Which 3 ideas are most important to you?



What else do you think disabled children and their families might need support for?

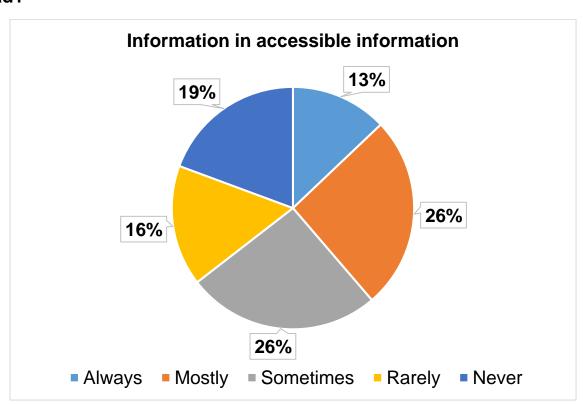
Text responses:

 More social support and more understanding from teachers for children/teenagers with mental disabilities during school and high school.
 Spread more information on mental disabilities to teachers so that they

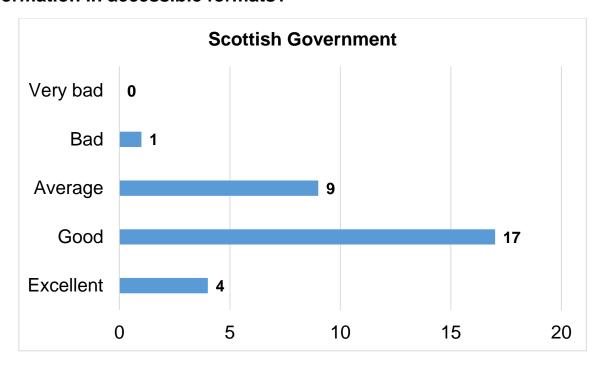
- can better lead their pupils with said disabilities down their unique path in education, e.g. they may refer them to a specialist teacher, or give them deadline extensions during tough weeks.
- Children must be seen as reliable sources of information on their own needs. Too often, disabled children are ignored, and called unreliable told they "don't know" things when they speak about their own needs, and experiences. If a child says they have a specific problem, it must be heard. If a child says they need a particular accommodation, it must be listened to. The parents and teachers cannot be more important than the children themselves.
- Competent social workers.
- Education for education, mainstream schools are still not equipped for with children autism and ADHD. I have been trying for years at least 15 years to change this, they still think ADHD is mostly bad parenting even though the research is there, their own beliefs can come into it, it should not.
- More funding for pupil supports assistants and infrastructure supporting schools and youth clubs. Employing enough pupil support assistants in schools so that children who don't necessarily need constant one to one support still get support and help to join in, remembering they may need additional training aids to be made too. Providing advice services and equipment hire for parents and children to allow them to join in with the clubs and societies, their friends. Be able to go without the additional financial commitment of parents buying special equipment.
- Access to legal advice on their rights.
- Deserve the same equal treatment as non-disabled people and when they are adults they are human beings not animals.
- Your list above is ridiculous! As a mum to a little girl with SMA (I'm also a doctor) these suggestions are woeful! Better trained social workers who are more responsive. Better trained social workers and advice regarding self-directed payments the advice is currently sketchy and inconsistent. Local support for families transparency regarding availability of services, improved services for physically disabled children it's not just autism and Asperger's. CHAS are under pressure and overburdened by increasingly complex cases my child though profoundly physically disabled is too well for CHAS care! There is no

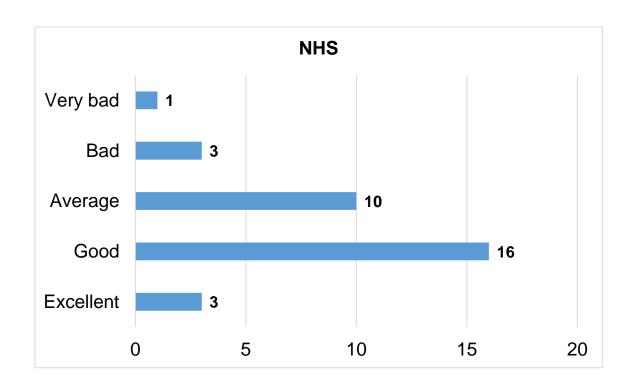
- respite available for our family and families like us. After school care provision for the inclusion of those with physical disabilities.
- Listen to the whole family including siblings when making decisions about a child's or parents' care needs as siblings often get left out.
- Too much money is spent on information workers who are only able to point out what is lacking. Money would be better spent on access to independent legal advice. Money saved could be spent on childcare workers, play leaders etc.

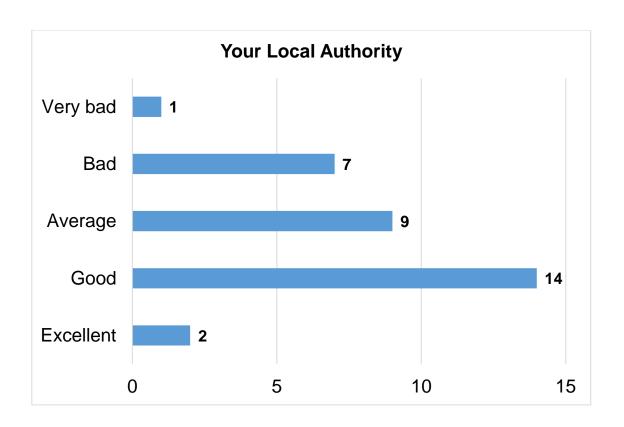
8. Do you get information in the accessible formats you need e.g. in a larger size text, in another language, British Sign Language, Braille, Easy Read?

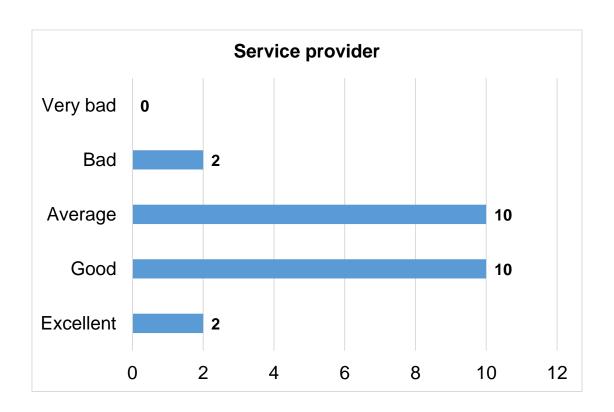


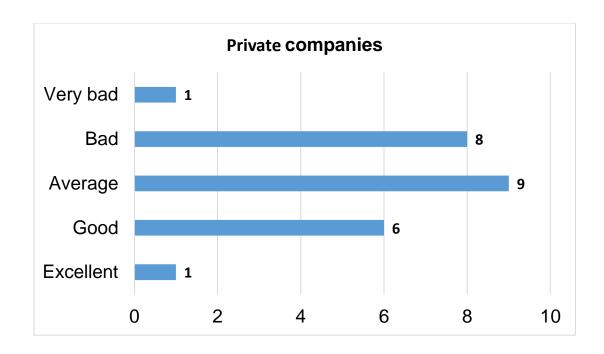
Please rate how good or bad the organisations are at sending information in accessible formats?











Can you give an example of a problem you had because information was either not available or accessible to you?

- No info regarding Disability Related Expenditure re contribution charge, no-on from Local Authorities can help with advice.
- I have a processing disorder so when I get given a lot of information verbally I can't retain all the information. Having things written or typed whilst the information is given really helps. If there was a way of getting a scribe etc. in meetings it might help.
- I have been asked to collect documentation, which is difficult as mobility impaired, and was refused an email alternative.
- I found it hard to read the books from my university while lying down (I have to spend a lot of time in bed per day), so the disabled students' support group of the university gave me special ring-bound copies of the books which allowed me to read them with better comfort and ease. This surprised me and I was touched to tears from this support I was not expecting. (The special books were their idea).
- Access to work, could not understand the complex English/jargon and the print for things relating to complaints were too small despite my disability.
- I am dyslexic and the Department of Work and Pensions forms are very difficult to do. I have issues with writing with pain in hands and wrists.

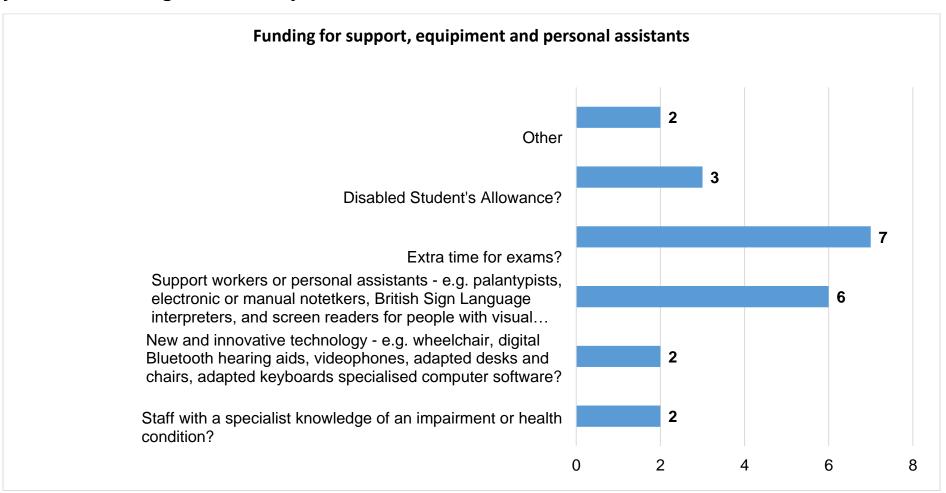
Doing the forms online or having speak text type forms would help lots of different conditions. However, I can't afford to buy software for this.

- Being put from pillar to post being asked do you really need crutches.
- My husband has AS amongst other issues and we have had no help or support. I was diagnosed with cancer almost 6 years ago and again we have had no help or support. I am now living with long term side effects of cancer treatment and have had no help or support.
- Many bodies claim that "accessible information" is available online, then
 their website has not been updated in so long you end up with out of
 date information. I got a care information booklet from my GP that was
 so badly re-photocopied that not even my friends with perfect vision
 could read it.
- To get the information in a different format you have to ring up. Some people have problems using the phone so cannot do that. The NHS is a big offender.
- All formats should be kept on hand at venues, rather than by request only.
- Print sizes for online information sometimes are incredibly small and I still have reasonably good eyesight when using my glasses.
- There are far too many information leaflets.
- Having a rodent infestation that environmental health wouldn't treat due to the state of the dwelling after care workers stopped. The care manager refused to speak to Occupational Therapy. The care plan was not followed as the care manager read the wrong notes. It took 3 years before they slipped up and dropped the mask, being verbally abusive to me in front of an advocacy worker...

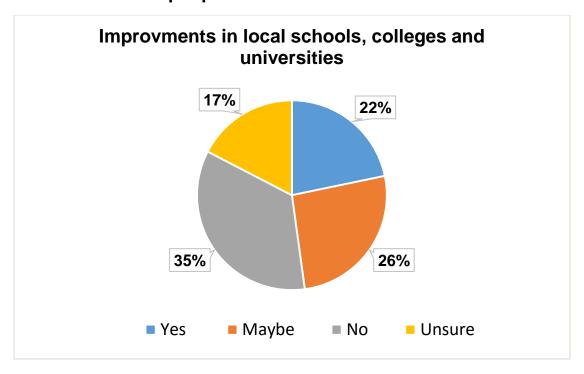
Section 3

9. Disabled people have previously told us that the funding for support, equipment and personal assistants in schools, colleges and universities should be increased.

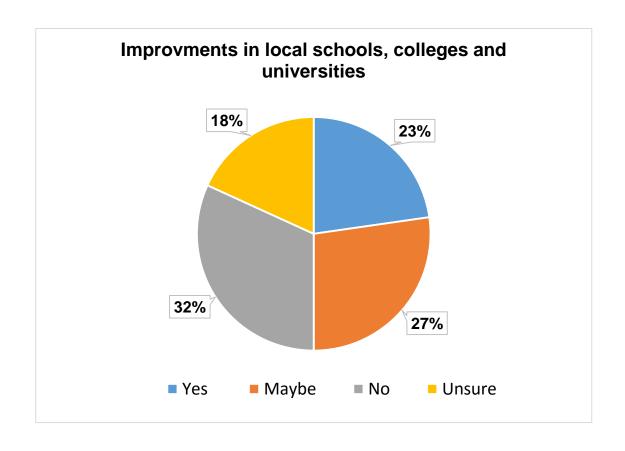
If you are currently in education, please let us know what types of support you personally receive in your school, college or university.



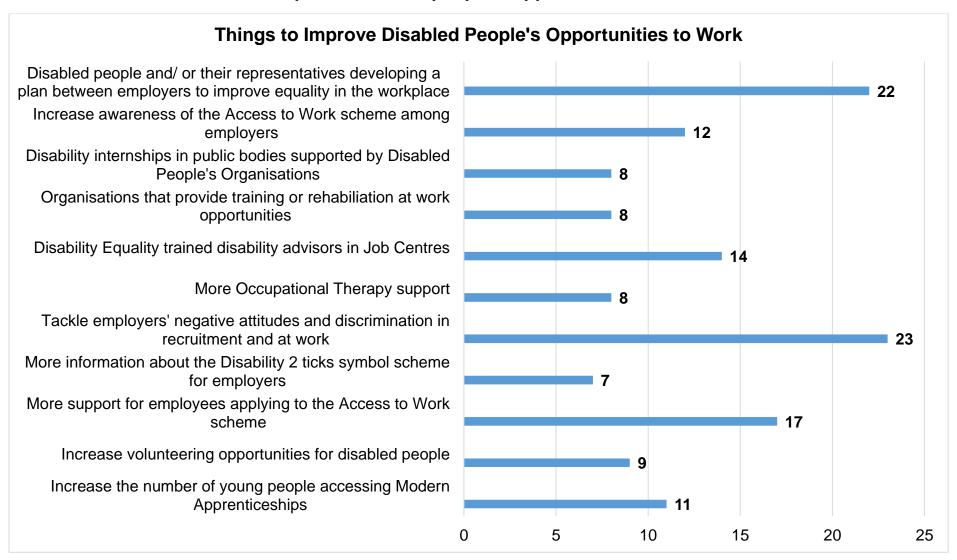
Have you seen improvements in your schools, colleges and universities for access to disabled people?



Have any improvements benefited you personally?



10. What needs to be done to improve disabled people's opportunities to work?

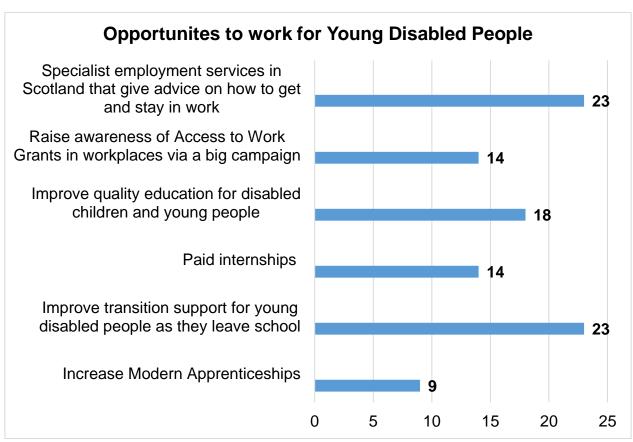


Can you give any other example of activities which would improve disabled people's opportunities to work?

- Being seen as a human being with the same rights as everyone else. Being treated as being equal.
- Help within schools to help disabled young people achieve their best. At the moment they are being left in large classes with little support.
 Therefore, in future, they not be able to gain employment in the area they desire.
- Toughen stance on employers making 'reasonable adjustments'. Inflexibility on the part of the employer can mean a disabled person may end up being sacked, or performance managed and disciplined, when their disability means they can't perform like their non-disabled colleagues. This has to stop. We need paid time off for disability related medical appointments, such as in the case of pregnant women. Disability related sickness absence should not be counted against us, such as in the case of pregnant women. Why do the permanently disabled have less protection than expectant mothers?
- There should be mandatory training at management level in all jobs with regards to learning difficulties and disabilities. What should and shouldn't be done, the expectations of both employer and employee.
 Also what the law really means practically.
- Continued internships for disabled people in the Third Sector supported by DPOs.
- Be harsher on employers and co-workers who act in discriminatory ways towards the disabled. Take disabled persons complaints and needs seriously. Show that discrimination will not be tolerated.
- Removing the financial disincentives that employers currently face to give disabled people jobs yes we may have more sick time, need to leave for hospital appointments, be off for a longer time when ill and I understand why employers don't want that, and will fire you for being ill too much (which is a great way to help you get better... Or not). But the way it currently stands you spend a lot of time getting invited to interviews because you tick the disabled box, but if you are honest about your conditions they have no desire to employ you because it is just easier not to. More part-time jobs should be available. Some of disabled people can't work full-time. Employers and the job centre

- should understand that when we say we can't work full-time, we are taking care of ourselves and not being lazy.
- Understanding that disabled people need flexible working as health is unstable so may need time off or to change working hours on bad days.
- Take the workplace (and customers) to disabled people.
- Allowing people with specific disabilities the right to sit down during working or doing their job, if needed. For example it shocks me to hear that many places such as grocery stores do not allow employees to sit down whilst working or serving, when there is plenty of room for a stool.
- Autism Awareness training being offered to companies directly, including a specialist advisor on what reasonable adjustments could be easily made in a workplace to make it inclusive.
- More awareness around mental health and hidden disabilities, such as pain condition e.g. fibromyalgia, CFS, ME, Autism and ADHD.

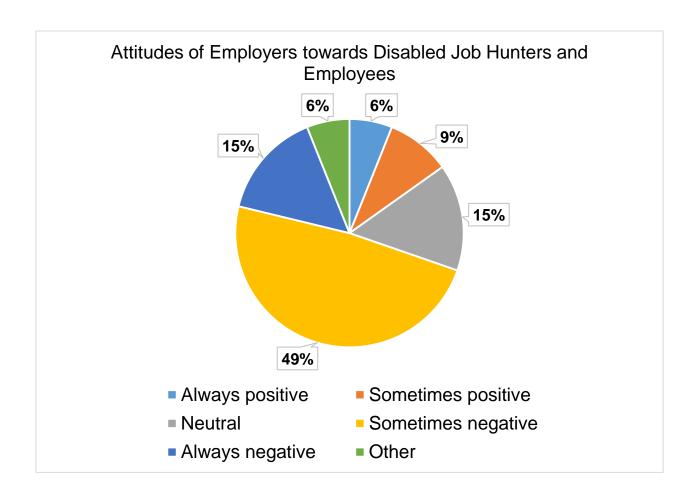
11. What kind of opportunities to work do you think would improve the experience of young disabled people trying to access employment?



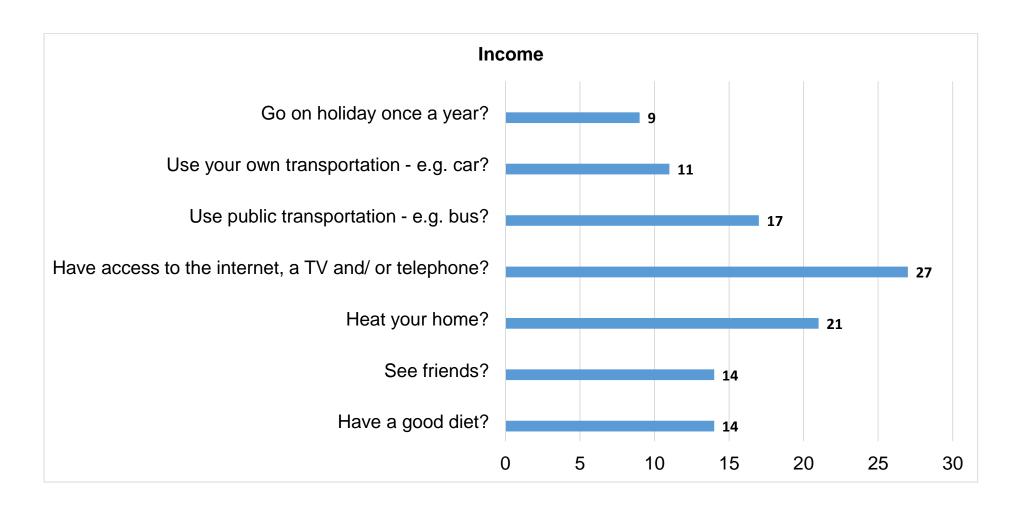
12. Can you suggest any other proposals to increasing employment opportunities for young disabled people?

- Educate employers in how to adapt to people's disability and encourage them to look seriously at increasing the numbers of disabled people they employ. But also ensure that the employers listen to disabled people and help them to achieve this so they don't resent it.
- Tax breaks, subsidies to employers.
- Ensure that disabled people have a voice and get the necessary support at all times.
- Work with employers to offer a package to help with training and social skills to help young disabled people adapt to the work environment.
- More disabled people should earn money in a job and feel more involved in the works of work.
- I strongly stand with the ideas I ticked in question 11 and cannot think of any other ones at this moment.
- Working for local authorities, NHS, like minded organisation for good work placements. As it might take years for some to learn about work.
 Have a relationship within work and learning to be part of a team.
- A fund similar to Access to Work which would provide support for disabled people accessing Volunteering opportunities.
- Employers and co-workers must be taught that disabled peoples' needs are not selfish or due to laziness. These need to be taken seriously. Flexible work hours are a must. Fully accessible workplaces are a must.

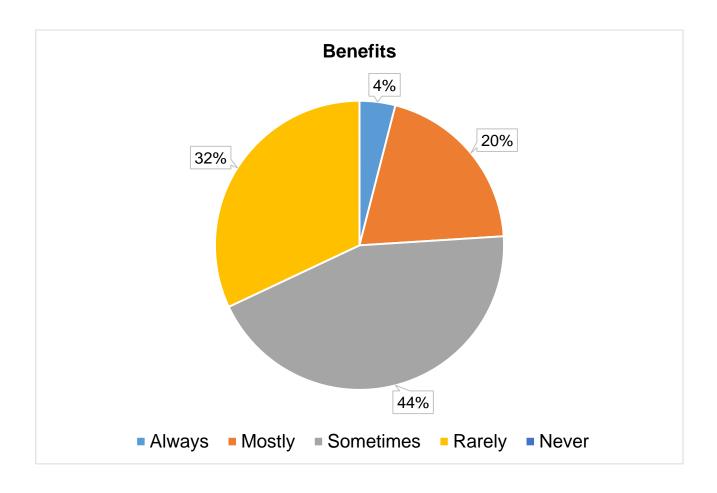
13. In your experience how would you rate the attitudes of employers towards disabled job hunters and disabled employees?



14. Is your income enough so you can:

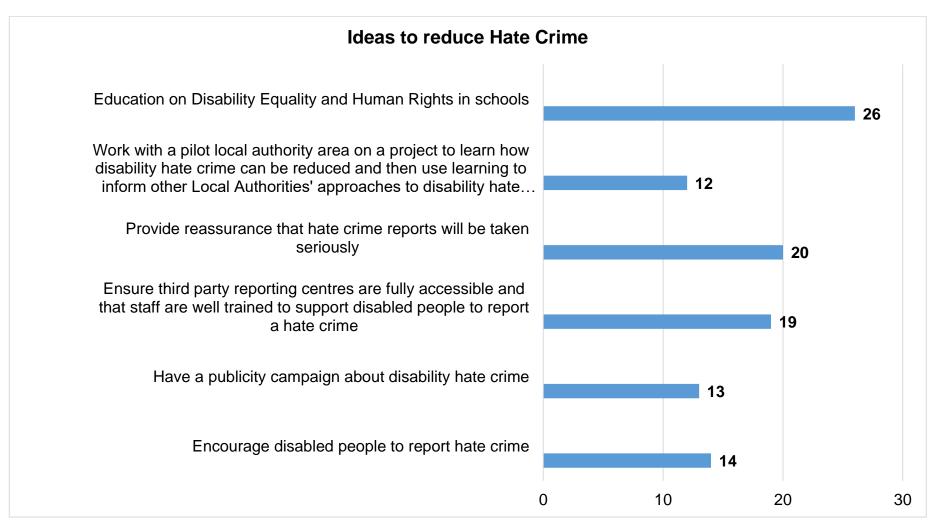


If you receive benefits do they provide you with enough money to meet your needs?



Section 4

15. The Scottish Government plans to reduce hate crime. You think that:

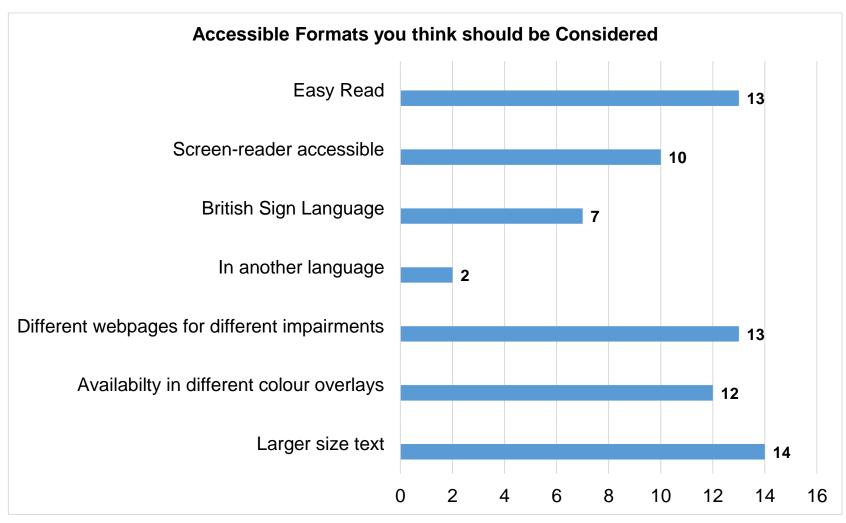


Have you ever experienced hate crime? Please tell us about how easy or difficult it was to report it and what else might have helped.

- It is too difficult to report. People do not fear of reprisal. The media shows disabled people as being work shy and lazy. I was being asked if I really needed crutches.
- I was the victim of a hate crime. However, while it was on the town's
 main shopping area the CCTVwas of poor quality and the person could
 not be identified. It was something that took me a while to get over and I
 ended up talking to a trained counsellor.
- It was online with anonymous posters, and I decided to ignore it but I kept wary that they may been people I know.
- Take the complaints seriously. Especially complaints made by the mentally ill, and those with invisible illnesses.

16. Police Scotland, the Scottish Prison Service, the Scottish Legal Aid Board, the Crown Office and the Procurator Fiscal Service will publish what they consider to be the most important pieces of justice information in accessible formats for on their websites.

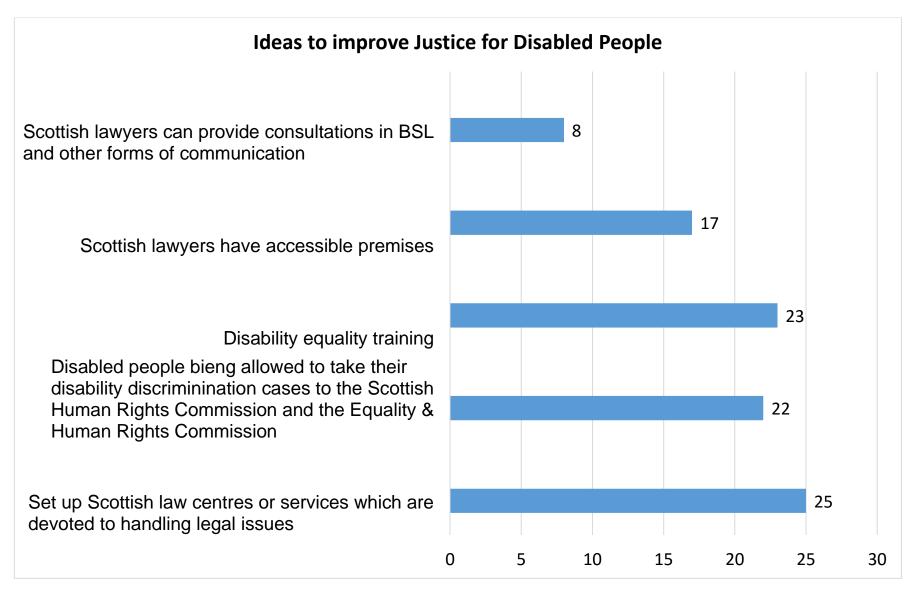
Which 3 ideas are most important to you?



What justice information do you think is important and should be available in accessible formats?

- I am not sure what "justice information" means here but I would say letting disabled people of all types of disabilities know they're human the support/benefits they are entitled to.
- All of it!
- About the information available on hate crime. About telephone con men/women. Stop door stop selling.
- Employment, benefit and housing rights should be easily accessible, so people can advocate for themselves at work and the job centre.
- Human Rights Act 1998 information in general, and NHS policies on medical negligence and professional bigotry within the NHS. Far too many disabled people are hurt by those they rely on for help, then find themselves unsure of how to deal with it, and if they do complain, are thrown out for being "disabled and thus unreliable". NHS abuse of the disabled is an epidemic that is not being listened to.
- Everything.
- All of it if asked.
- All law relating to disabled people so they know their rights and can recognise when they are being treated badly

17. To improve access to justice for disabled people, which ideas do you think would be best?



What ideas do you have (different from those above) that might improve access to justice for you?

Text responses:

- Better training on disability rights for Citizens Advice Bureau staff and volunteers.
- Ensure that the law is accessible at all times be able to communicate with people who have disabilities.
- Hassle free service with minimal contribution from disabled people.
- Everyone in the positions to hear complaints must be taught to take them seriously. Especially if the person making the claim is underage, mentally ill or suffers an invisible illness. These people are often ignored for being 'unreliable', and this is a form of discrimination that is most damaging.
- A well-funded council and NHS with competent, capable staff and enough resources to the address the needs of disabled people.
- Disability and Equality training for police and court staff.
- A made-to-order booklet people can order to remind them of disabled people's human rights and the support/benefits they are entitled to.

Views on this survey:

This survey is not suitable for all disabled people. The assumption is that disabled means either a wheelchair user or a blind person. The questions do not include the majority of people with other problems.

Section 5 Equality and Diversity respondent information (anonymous)

