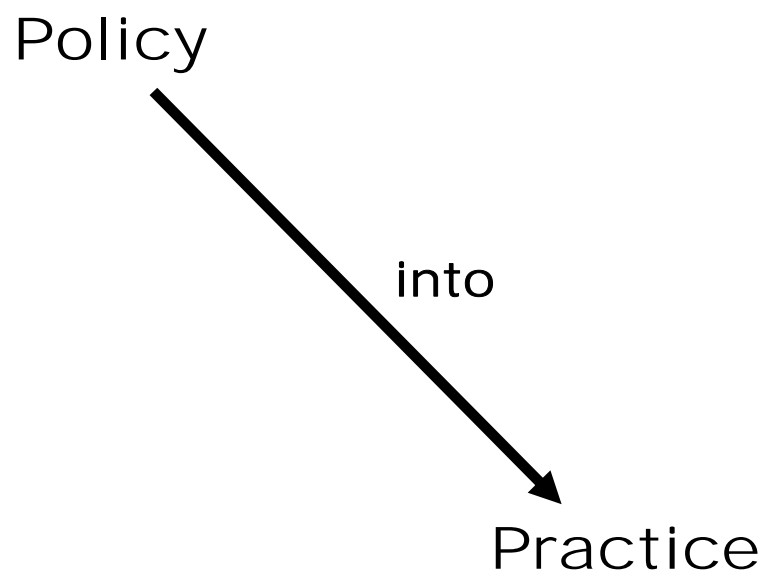


Manifesto for Inclusion



2007

Written by disabled people

We, the disabled people of Scotland, call upon all candidates standing for election in Parliamentary and Local elections to commit to realising the demands that are outlined in this document.

Universal Declaration of Human Rights

Article 1

‘All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.’

10th December 1948

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Preface

By: Dr Ann Wilson, Convenor

Inclusion Scotland was founded in 2001 as a result of a call from the grassroots of the Disabled People's Movement for a new, national, disability-led organisation that would give disabled people a voice.

The organisation is run by disabled people with policy issues set and tackled by us. We have the experience of disability, so we are best placed to speak on issues of inclusion. The underpinning ethic of our organisation is the recognition of the Social Model of Disability and the Philosophy of Independent Living.

We draw attention to the barriers that affect our everyday lives as disabled people and exclude us from the mainstream of society. We work in partnership with politicians and public and private bodies as well as policy and decision makers to find ways of eliminating these barriers.

The underpinning role of Inclusion Scotland is that of a vehicle to enable communication, consultation and meaningful engagement between disabled people and the policy and decision makers especially now that the Disability Equality Duty applies to all public bodies.

We strive to ensure that issues, which are important to disabled people, are addressed and redressed. We provide active platforms for discussion that promote the inclusion of disabled people.

All our work is guided by the principle of the Social Model of disability and we promote its merits to others. It is fundamental to our movement that we move 'away from a focus on individual impairments...and towards removing barriers, revising social norms, policies, cultures and promoting a supportive and accessible environment' where we can live independent and fulfilling lives.

We have learned a great deal over the years and look forward to continuing to build on the work that we have done. It is our intention to continue to enable the voice of disabled people to be heard by the policy and decision makers at every level of society. We strive to ensure that disabled people can make a real contribution to the improvement of everyday life for everyone in Scotland.

Introduction

By: Bill Campbell, Project Manager

“This manifesto is unique because it has been written by disabled people, and their allies, and the resulting document reflects the thoughts of disabled people themselves.”

Now that there is a duty for public bodies to meaningfully involve and engage with disabled people, this manifesto is a call to politicians and policy and decision makers in both the public and private sectors to work in partnership with us to establish mechanisms where we can address and redress the barriers that exclude us.

This manifesto is a **‘human rights based’** document. We are no longer prepared to ask for our rights in the hope that someone will listen. We have to move ‘away from disabled people as objects of charity and towards disabled people as rights holders’ who have an equal role to play in society.’

We acknowledge that over the past decade much legislation has been enacted and many initiatives have been brought forward in both Scotland and the United Kingdom designed to alleviate the social exclusion of disabled people. However, legislation and initiatives in themselves are only one element of the inclusion equation. Without proper enforcement procedures and a genuine willingness by public and private bodies to implement legislation or act meaningfully on initiatives, we are frustrated in our efforts to gain the all important civil and human rights that others in society enjoy.

We recognise that proper, fulfilling education, training and employment with prospects for self achievement and advancement are the best forms of social and economic welfare. Therefore, we support mechanisms that properly resource inclusive education, lifelong learning and provision of real jobs that give disabled people dignity and self worth.

We recognise that for some people, paid employment is not an option and that for others, a period of re-adjustment is inevitable. We must stop characterising people on benefits and allowances as scroungers living off the state and construct a system whereby people are supported financially while adjusting or re-adjusting to their place in the jobs market.

The writing of this ‘Manifesto for Inclusion’ can be viewed as a natural progression along the road towards full and meaningful inclusion within a society that, for too long, has failed to listen and take seriously the views of disabled people themselves. This Manifesto is a genuine attempt by disabled people in Scotland to become more engaged in the mainstream of society by drawing to the attention of policy and decision makers the issues that affect our own lives and deny us our civil and human right to a rich, dignified and fulfilling life as equal citizens.

Human Rights and Independent Living

Human Rights

The fundamental principle of human rights of all disabled people must be respected by all in society.

The European Convention on Human Rights, the United Nations Declaration of Human Rights and its Charter on the Rights of Disabled People and the recently adopted International Convention on the Protection and Promotion of the Rights and Dignity of disabled people all provide the framework for Inclusion Scotland's demands for basic human rights for all disabled people.

We call for:

- The right to live free from discrimination
- The right to freedom of speech
- The right to shelter and asylum
- The right to family and personal life
- The right to be well
- The right to equal treatment in all public services
- The right to education and learning in a school or college of our choice
- The right to a decent income through work or benefits
- The right to be safe on the streets and in our homes
- The right to live in the community, not in institutions
- The right to respect for our culture, religion and life choices
- The right to have a say in the decisions made about our lives
- The right to equal access to employment
- The right to equal access to information
- The promotion of the rights of disabled children and adults
- The tackling of disability discrimination, racism, sexism, homophobia, age-related and religious discrimination
- Action against prejudice and negative portrayals of mental health system users, asylum seekers and other marginalised groups
- Effective action against hate crime, including harassment and domestic violence against disabled people
- The promotion and recognition of British Sign Language and Alternative and Augmentative Communications Systems (AACs)
- Opposition to the Mental Capacity Bill and the Mental Health Bills, which threaten the human rights of people with learning difficulties and mental health system users
- The support of the Disabled People's Rights and Freedoms Charter

Independent Living

We call for:

- **The right to live in the community with appropriate support and not in an institution**
- **A Scottish Executive Task Force to establish a right to independent living; to reform the social care budget; to review the options for creating a single, centralised source of funding for independent living**
- **Realistic support for local groups of disabled people**

Background:

What is independent living? Independent living simply means disabled people having the same choice, control and freedom over their lives as any other citizen – at home, work, in education and as members of the community at large.

Why is independent living a rights issue? Access to appropriate and adequate social support is fundamental to enable disabled people to participate fully in social and economic life. Lack of appropriate support can prevent people from exercising a wide range of basic human and civil rights: for example, the right to live in the community not in institutions; the right to family and personal life or the right to freedom of movement. Disabled people have very few rights to services that would guarantee assistance to enable independent living. What minimum provision there is does not guarantee very much more than being washed and fed.

Institutionalisation: There must be legal protection against disabled people being forced to live in institutional care against their wishes.

Supporting people to live in their own homes and enabling independence and participation are key elements to the government's objectives for modernising social services. However, overall social services provision is still weighted towards institutional care.

Investing in independent living: The balance of expenditure between institutional and non institutional care must be significantly transformed.

It is understandable that tax payers are concerned about demands on public expenditure and it is, of course, vitally important that proposals for extending independent living are economically sustainable. However, while the costs of support services are always closely scrutinised, relatively little attention is paid to the potential economic benefits of investing in independent living.

In reality, disabled people carry out numerous roles in society. The purpose of any

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form of support should, therefore, be to enable people to overcome the practical barriers they face in participating in all of these roles and activities: for example help with getting up in the morning to attend a meeting or go to work. This is why expenditure on independent living needs to be seen as a form of positive investment. Increased participation not only benefits disabled people themselves but also produces economic benefits to governments, businesses and communities.

What changes are needed? The current system for funding independent living depends on applying to a Government-sponsored charity (the Independent Living Fund). It also depends on local Community Care assessment procedures which vary from one local authority to another and which are subject to local funding policies, eligibility criteria and charging policies. Charitable and/or locally variable provision is no basis for ensuring human and civil rights. Support for independent living must be available as a right - with all disabled people who choose to do so being enabled to be in control of the support they need to live independently (i.e. with the support they need to pursue - on equal terms to non-disabled people - their lives in terms of education, leisure, employment, parenting and family life).

A Task Force, set up by the Scottish Executive, similar to that in England, could develop the case for new civil rights legislation on independent living and the establishment of a properly funded and rights-based community care system, which would genuinely meet these rights.

Support for independent living must also be genuinely empowering - with services being judged by how well they support people to participate and contribute to their communities and by an increase in availability of services designed around people's convenience and within people's control.

Support for independent living must be integrated and easy to manage – ideally funded from a single, centralised source. This would enable people to move from one area to another more easily without having to re-negotiate a package of support. It would also avoid some people having to manage up to three or four sources of funding, each with its own separate administration system.

Finally, disabled people themselves are best placed to assist other disabled people in identifying and meeting their independent living support needs. Disabled people's own organisations must therefore be resourced and developed so that they can provide local, user-led, information, advocacy, training and other independent living support services.

Independent Living Assessment

We call for:

- **A comprehensive review of the assessment process**
- **A greater emphasis on self-assessment in the existing Community Care Assessment process**
- **An end to charging for independent living support services**
- **An end to policies that penalise disabled people with high support needs and prevents them from working**

Background:

Access to support for independent living usually depends on a Community Care Assessment carried out by a Social Work Care Manager. All too often, these assessments are driven more by existing services and budgets than by the real needs of the person concerned. Community Care Assessments should be a partnership, with the disabled person being recognised as the real expert on their needs and priorities and with independent advocacy available if required. Assessments and provision should be based on Best Value principles, taking full account of user-defined quality, not just cost.

In the longer term the entire Community Care Assessment process should be reviewed and a system devised which makes the different interests of those involved in the assessment process more transparent and which distributes power more evenly.

Currently, unmet need is rarely adequately mapped in order to inform revised political and financial priorities for future service provision. We call for a systematic review to scope the real unmet needs of disabled people from a genuine independent living perspective.

At present local authorities are empowered to decide their own charging policies for people receiving community care services within certain broad guidelines. However, charging disabled people for services which they rely upon to achieve a basic degree of social inclusion is fundamentally unfair. Disabled people already incur considerable additional costs compared to non-disabled people. Means-testing also effectively double-charges those who have already paid national and local taxes.

Support for independent living must be provided on an equitable basis – without prohibitive means-testing, which can prevent disabled people from gaining employment - increasing their disposable income and improving their quality of life.

Direct Payments

We call for:

- **The ‘Duty of Care’ retained by Social Work to be re-defined as ‘Duty to Empower’**
- **The implementation of Direct Payments to be founded on Independent Living Principles**
- **The Ordinary Resident regulation to be reviewed**
- **A mechanism to be put in place where people can take their support packages with them when they move to live elsewhere**
- **Realistic funding for user led support services**

Background:

Inclusion Scotland is concerned about the low uptake of Direct Payments in Scotland. We believe the reasons for this are many. For example we know that a large number of social workers and other care managers are not trained in Direct Payments. We also know many disabled people are frequently discouraged from applying for them with various reasons being given including:

- ‘They are too much work for you!’
- ‘You will have to do lots of paperwork; you know how difficult that is for you!’
- You will need to employ people and you have never done that before!’

Inclusion Scotland believes that social work’s ‘Duty of Care’ is often too restrictive. Disabled people can and should be able to make their own choices, decide when to take risks and to have control over their lives with appropriate support, information and guidance if required.

Problems also occur when applications for Direct Payments take many months. There is insufficient independent support and also a lot of anger that disempowering conditions are occasionally added to local authority Direct Payments contracts which are not agreed beforehand and not wanted.

Disabled people encounter difficulty in retaining their agreed Direct Payments package if they move from one local authority to another. A previously agreed Direct Payment package must be retained, where ever recipients of Direct Payments move to live.

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In 1991 Scotland had the best model in Europe for direct payments but the theory has never actually become the reality. All councils in Scotland should assess and issue direct payments in the same way in order to put an end to this postcode lottery. The good models that already exist should be applied throughout the country. The Scottish Executive should have a directive that would force all local authorities to ensure that they all implement the best models of direct payments services in Scotland.

Advocacy

We call for:

- **All planning partners to develop advocacy services for all people with a mental health disorder to meet the requirements of the Mental Health Care and Treatment (Scotland) Act 2003**
- **More secure funding to place existing and new advocacy organisations on a sounder footing**
- **The development of an advocacy training strategy**

Background:

Inclusion Scotland welcomed the Mental Health Care & Treatment (Scotland) Act 2003 which states that any person with a mental health 'disorder' has a right to independent advocacy.

We are aware that many people cannot access the advocacy they require. There are not enough independent advocates and other advocacy support in Scotland to meet disabled people's needs. Services often have long waiting lists so many people, especially those who in general have difficulty accessing services, cannot find appropriate help.

We believe that, where possible, advocacy support should lead to disabled people being encouraged to self advocate. There are some good examples of self advocacy projects but there aren't enough of them. We also believe that disabled people should be able to access whichever type of advocacy best meets our needs including peer advocacy and citizen's advocacy.

Inclusion Scotland is concerned that there is not enough secured long term funding for advocacy projects. Most advocacy support is provided by volunteers but even so there is often insufficient funding.

There are still gaps in independent advocacy provision for children & young people, older and disabled people. Perhaps the largest gap concerns 'hidden' groups such as homeless people, people with substance abuse problems, prison leavers and other marginalised individuals.

Local planning partners need to consider how they involve and consult with people using services in a meaningful and transparent way. If service users are continually supported to express their views, and they are taken into account, this will go a long way towards the development of advocacy that is responsive to need.

Accessible and Affordable Housing

We call for:

- **Varied and flexible housing across to all tenures**
- **All houses in a development to have ground floors built to ‘Barrier Free’ standards**
- **The immediate implementation of information gathering by local authorities on the numbers of disabled people requiring adapted housing and the amount of such stock available**
- **Local authorities to provide equity loans to disabled people**
- **All local authorities to listen to disabled people when drawing up housing strategies**
- **An end to the removal of adaptations from housing while awaiting a disabled tenant**
- **A review of local authority housing lists**

Background:

We believe that accessible housing should be considered as a basic human right. The lack of accessible and suitable housing is a major barrier preventing disabled people living independent lives with access to all the opportunities most non-disabled people take for granted. It can be impossible to take up employment, educational or social and recreational opportunities if you can't get in and out of your own home or if the living environment is so difficult and hostile that it takes all your time and energy just to do the basics, like bathing, washing and eating.

Local authorities across Scotland have identified significant shortfalls of housing for disabled people. In Glasgow, for example, the local authority has identified a need for over 4,500 new Barrier Free and fully wheelchair accessible houses. This shortage must be addressed through the strategic planning and investment strategies.

Many ‘Care & Repair’ organisations in local authorities are also starved of adequate funding, each and every year, which in turn creates many difficulties for disabled people, their families and carers.

This, for some disabled people, can mean ‘imprisonment’ within their own homes. Also, inadequate funding for Care & Repair, and for councils, can lead to more cases of ‘delayed discharge’ from our hospitals. In cases like this a few hundred pounds that can not be found by local authorities to put in necessary adaptations can mean that health boards are having to spend many more thousands of pounds to keep people in hospital settings unnecessarily.

It is true that there are slightly higher costs in the development of built-in

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accessibility but this would be quickly repaid by the reduction in the need for equipment and adaptations throughout the life of the property e.g. a stairlift can be £2,000 - £4,000 to fit retrospectively to a house or an extension to give a downstairs bathroom and bedroom can easily cost £40,000.

All housing providers have to work within the planning and development criteria set by the local authority. They are therefore uniquely placed to ensure that the housing sector across all tenures take into account the needs of disadvantaged people and provide houses fit for all citizens.

Disabled people want and need not only housing to rent but also to buy. Local authorities, through their planning and development functions, should specify clearly the need to have equality of housing opportunity in the use of land.

Poor, inadequate or inappropriate housing can not only increase the impact of a person's impairment but also can be a direct cause of disability.

Housing should be affordable and should meet the cultural, social and access needs of all disabled people. All housing developments should have a minimum number of ground floor housing designed and built to 'Barrier Free' standards. Letting agents should indicate clearly a property, which is Barrier Free or has adaptations.

10% of all properties built must be designed to enhanced 'fully wheelchair accessible' standards so that they have sufficient space in all key living areas.

There is a requirement in the Housing Scotland Act (2001) calling for local authorities and housing providers to gather information on the numbers of disabled people requiring adapted housing and also the amount of available adapted/accessible properties and this requires implementation.

There should be a review of the way in which local authority housing lists are administered and how waiting list points are allocated, especially where medical conditions are taken into account.

Local authorities should make equity loans for house purchase available to disabled people in need of housing up to 25% - 50% of the value of a house, to be repaid when the property is sold.

The Scottish Executive must ensure that all new build and major renovation programmes include provision to meet the needs of disabled people living in Scotland both now and in the future.

All local authorities must be encouraged to pursue a policy of including representation from organisations of disabled people in their policy and planning processes to ensure their voices are heard and their needs are taken into account.

Accessible and Affordable Transport

We call for:

- **Inclusion of stakeholders in the formulation of Transport Strategies and associated legislation at all levels**
- **Disability Equality Training for all frontline staff in the transport industry**
- **A national network of low floor buses before 2020**
- **Accessible trains and stations by 2020**
- **Proper door-to-door transport services for disabled people who need it**
- **A standardised assistance policy for all rail services throughout the United Kingdom**
- **A robust standardised assistance booking system for rail journeys**
- **Consultation with disabled people on accessible taxi legislation and a universal Taxi Card scheme**
- **The current system of integrated transport provision to be overhauled**
- **Better access to air travel for disabled people and their assistance animals**

Background:

It is unfortunate that many disabled people will not be able to use their travel cards until 2017 when all buses are expected to be fully accessible!

Whilst we appreciate that some bus operators are introducing low floor buses, we are disappointed that bus companies will not be required to have complete 'low floor' bus fleets before 2020.

It would be most welcome if bus companies and the Scottish Executive were to agree to introduce a national network of accessible buses well before this date. It is also a concern that some bus drivers fail to stop at bus stops for disabled people and that people are left at bus stops for unacceptable periods of time.

We continue to ask for Government support and encouragement for rail companies to introduce accessible trains, together with the necessary adaptations to stations, as soon as possible. However, at the latest, this should happen by 2020.

Dial-a-Bus and other community transport schemes require review, especially in regard to timetables and their boundaries of operation.

Assistance for disabled people getting on/off trains needs to be improved. There

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should be no need to book hours or days in advance to get assistance as is the case for some disabled people at present.

There should be a unified assistance policy for rail services throughout the United Kingdom so that disabled people can enjoy the same rights as non-disabled people.

There should also be a far more robust booking system where you would be able to phone, perhaps half an hour in advance, and say that you are planning to take the train.

There must be more discussion between the Scottish Executive, local authorities, the taxi trade and disabled people regarding any future legislation to do with accessible taxis.

Despite the introduction of the National Bus Pass, there is a need for a universal Taxi Card scheme, which would apply throughout Scotland. Many disabled people, especially in rural areas, don't have access to buses and trains on a regular basis.

Consideration must be given to increased financial support for public transport in rural areas with isolated populations.

Ferries are an integral part of life for people living on islands. Therefore, there is a pressing need for ferry operators to ensure that their vessels are fully accessible to all passengers.

We are living in a world where air travel is the norm rather than the exception. Mechanisms have to be found whereby disabled travellers can use both airports at either end of their journey and have full access to planes without incurring a surcharge. This has to be achieved by meaningful dialogue across the airline industry and enforceable regulations introduced at national, European and international levels.

At present there are only three airports in the UK that will accept the transport of assistance animals and none are in Scotland. The ability to transport assistance animals together with their owners must be extended to all carriers and airports.

The current system of integrated transport provision (where transport links are required) needs to be overhauled. Now that the First Bus Group has a substantial transport portfolio, both in buses and trains across Scotland, they need to ensure that transport continuity exists. Travellers should be confident that when they make a journey they are able to complete it if they are using more than one link.

In short, we need a transport system '**fit for all**' and disabled people have to be meaningfully involved in ensuring it comes to fruition in our life time.

Inclusive Education

We call for:

- **Increased resources to support mainstream educational opportunities for all disabled children and adults**
- **Balanced information to be given to children, young people and adults on choices available in education and lifelong learning**
- **Disability equality training to be included in the continuing professional development of all educators**
- **Disability equality training to be a core module in schools and every educational establishment**
- **Learning and use of British Sign Language in all schools**
- **Colleges and universities to actively produce and implement their Disability Equality Schemes and action plans under the Disability Equality Duty**
- **Further and Higher education to embrace the principles of inclusive education**

Background:

Inclusion and Inclusive Education are increasingly becoming buzzwords to which most people subscribe. However, behind the rhetoric lies a struggle for human rights, which is by no means won, with much of the opposition to inclusive education coming from within the profession itself and from high powered politicians.

Powerful policy statements have been adopted following pressure from human rights activists and the Disabled People's Movement across Europe.

We welcome the fact that in the UK, the Government has adopted the Salamanca Statement which promotes inclusion within mainstream schools and colleges and it forms the cornerstone of our objectives.

There are strong educational as well as social and moral grounds for educating children with special educational needs, or with impairments, with their peers. This is an important part of building a fully inclusive society.

Trade unions and the voluntary sector in the UK are now committed to all children having the opportunity to go to an inclusive mainstream school or nursery. Yet there remains considerable confusion and resistance to the development of inclusion from professionals, many of whom work in the education system, not least those who work in segregated special schools and the parents of these children. Parents and professionals need to be well informed in order for them to fully understand the benefits to society as a whole of an inclusive education at all levels.

The reality of the education system in Britain is exclusion for many children, including the children of campaigning parents, because schools often cannot cope.

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In some cases, children are left with colouring books for most of the day as the teachers do not know what to do with them.

Learning-disabled children are labelled as having behaviour problems because teachers do not know how to deal with them. This can be attributed to the fact that teacher training does not currently include disability equality training.

We welcome the move to close 'special needs schools' with an end to separating children from their family and friends and sending them to institutions far from home. We expect to see this initiative complete by 2020.

Units must be set up within schools for the education of pupils who cannot adequately be educated in the mainstream classroom. Every effort must be made to teach children together in order to enhance their social skills.

Deaf children should have the opportunity to continue to learn and use British Sign Language (BSL) at school – learning BSL should be looked on as a valued skill for all children. Deaf children should also be given the opportunity for social interaction with other deaf children as part of their culture.

Education and Careers services need training and awareness in raising the expectation of disabled students to believe that employment is **a right and a realistic option** on leaving school.

Universities and Colleges must realise that they also have a pivotal role to play if inclusive education is to become a reality for all. Not only do they have a duty towards their students, they are also responsible for producing the policy makers, educationists and teachers of tomorrow.

Whilst we note that the Scottish Executive have said that the first presumption should be that a disabled child goes to a mainstream school, we are concerned that over the last few years we have seen the inclusion of disabled children attacked by teachers' unions, academics and politicians. On every occasion the voices of inclusion - the voices of those who know that inclusion can work and does work - have been ignored.

Inclusion Scotland reasserts its conviction that all young people need to be educated in a single mainstream education system which can support all young people to learn, play and live with each other, and demands that inclusive education is made a key educational priority in Scottish society.

Lifelong Learning

We call for:

- **A recognition of the interdependence of learning with the other rights referred to in this Manifesto such as access to Direct Payments and equality & diversity training for all relevant staff.**
- **Lifelong learning should be funded and delivered through a mixed economy of the public and voluntary sectors to ensure quality, choice and flexible delivery e.g. open learning.**
- **Funding for lifelong learning should be provided on the basis that it is a right and not a privilege.**
- **An independent two year monitoring programme to be funded, involving providers and service users to map the location and nature of lifelong learning provision for disabled people in Scotland.**
- **Learning needs of disabled employees should be acknowledged and respected by the public, private and voluntary sectors.**

Background:

In this Manifesto, we recognise that the rights of disabled children and disabled adults have not been respected. One way to address the range of disadvantage is to promote inclusive, lifelong learning.

Why is learning a rights issue?

Learning is a right in itself. It can develop the person, their skills, their knowledge and enable their participation in the community and in civic life. It is both a process and an end. Too often it is narrowly regarded as a gateway to training and employment. Whilst that will happen for some, it should not be the purpose or condition of participation. Disabled people may not always be able to move towards employment due to wider structural inequalities and poverty.

Why is change needed?

Change is needed because of the experiences of disabled people across Scotland. The goal posts have moved in many cases. Often, the hurdle is not about getting access to a class or activity but actually having the range of supports promised and which are necessary for the disabled person to reach their potential within the learning experience.

A disabled person cannot engage with learning if travel to college is difficult and time consuming, if the tutor cannot understand or accommodate the identified support needs and the equipment to enable you to learn keeps breaking down. If, indeed there is assistive equipment in the first place!

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Disabled people may decide, like so many others, to pursue learning opportunities away from home. So, as already identified in this Manifesto, mechanisms must be put in place so people can take their support packages with them when they move. Having to start again and apply for your support package is a barrier to people taking up the learning opportunity.

In the previous section on education, a call is made for proper training. That applies to learning too so that those involved in the administration and delivery of lifelong learning recognise their legal duties as well as their professional responsibilities including developing the expectations of disabled learners. Training must also be delivered on human rights so that attitudes change and there is a clear understanding that whoever is participating in lifelong learning has a right to dignity and respect. All people need support to effectively engage with learning and receiving appropriate support is a person's right not a privilege.

The power of collective learning must be remembered within the range of opportunities provided. Community development approaches are empowering in enabling disabled people and their organisations to participate in the life and planning of their communities. This "capacity building" should not be overlooked for more formal educational, learning courses and activities but should be available as part of a range of learning options to disabled people.

Lifelong learning is the right of disabled employees too. We know from experience that a failure to respect the needs of disabled employees negatively impacts on career advancement and can cause disadvantage when job remits change. For example if you cannot access the same learning opportunities as your peers then your skills can become outdated so your career progression is curtailed. If there is a re-grading or a change of remits then you can face disadvantage. This situation is unacceptable.

Finally

There is a need to improve access, in the broadest sense, for disabled learners. There is a need to challenge the discrimination and exclusion from learning that disabled people experience at a time when learning opportunities are currently available to other adult learners. We also need a curriculum that offers choice, diversity, challenge and progression in learning.

Learning is for everyone and those who deliver learning should not make assumptions about disabled people's capabilities. The effect of such attitudes is that people's confidence and self-esteem are undermined. We all have a job to ensure that disabled people can access and enjoy lifelong learning. Your attitudes and your actions count too!

Engagement, Involvement & Participation

We call for:

- **Meaningful engagement and involvement, not token gestures.**
- **Where disabled people and their organisations are asked to be involved, we ask that this be from the start. We want to identify and define issues and priorities which wider engagement should address.**
- **Honesty about what can be influenced.**
- **Removal of barriers to participation e.g. transport, access, communication aids, clear accessible information, independent support such as capacity building by organisations led by disabled people. This will involve resources so that disabled people can participate effectively in the full range of civic life.**
- **Organisations to understand the need for internal capacity building so that their staff, structures and budget enable effective engagement with disabled people. That can best be delivered by the broad range of organisations led by disabled people in Scotland.**
- **All public authorities should adopt Communities Scotland's National Standards for Community Engagement**

Background:

Advocacy has always been a high priority for disabled people, since disabled people are at a disadvantage and often feel powerless when dealing with service providers. Participation should be a positive experience where participants feel listened to, enjoy giving their views and there should be feedback to measure influence.

Why is involvement and participation a rights issue?

Involvement and participation are rights which should be respected and monitored by public authorities across Scotland.

*“The Disability Equality Duty provides an important new framework for achieving partnership between disabled people and public authorities – to produce better services and careers for disabled people and more inclusive environments and communities,” (Making the Duty Work: A guide to the Disability Equality Duty for disabled people and organisations”, **DRC, 2006**).*

Provisions of the European Convention on Human Rights (ECHR) means that such rights are enjoyed by everyone. The ECHR states that everyone has the right to freedom of thought and conscience as well as the right to freedom of expression. This right includes freedom to hold opinions and to receive and impart information and ideas without interference. Democracy is also a fundamental principle of

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human rights law. So involvement and participation are clearly human rights issues and Section 6 of the Human Rights Act 1998 requires all public authorities to act in a way which is compatible with the ECHR.

Why is change needed?

Many disabled people have a strong sense of consultation and participation fatigue because we see no significant benefits and indeed many issues have been around for a long time with people having to repeat the 'solutions'.

It is no longer tenable to argue that engaging with the public and with groups is difficult. Communities Scotland's National Standards for Community Engagement set out a blueprint for public authorities which can be reinforced with input from disability led organisations. The National Standards are underpinned by principles which, "highlight the importance of equality and recognise the diversity of people and communities; a clear sense of purpose; effective methods for achieving change; building on the skills and knowledge of all those involved; commitment to learning for continuous improvement", (Scottish Executive, 2005). To deliver the Standards, systems are required to support disabled people's involvement e.g. suitable transport, accessible information, loop systems, personal assistants etc. This also requires resources.

It is important to acknowledge the resources needed to deliver effective involvement. Realistically, budget and staff time need to be allocated to do the job effectively. This is even more so to widen the involvement of people via disabled people's organisations. Resources cannot simply cover costs of consultation events. To meaningfully involve disabled people, there must also be a commitment to addressing 'first steps' training and capacity building to enable disabled people to develop self advocacy skills and provide peer support to each other. Realistic timescales are important too.

Involvement and engagement should cover a wide range of methods and approaches including information, consultation, capacity building, partnership working and support to grassroots organisations which are controlled and led by disabled people. Processes should be dynamic and opportunities for involvement ongoing and participants should always have feedback to understand how decisions were made.

Finally

Involving and engaging with individuals, groups and communities takes time, money and effort. An effective tool is to "road test" ideas to find out people's experience on 'what works'. Organisations led by disabled people are well placed to provide expertise and experience in this area. It is an important component of any public service delivery reform that disabled people recognise that they have influence over the services which we receive and pay for.

Employment and Training

We call for

- **A complete overhaul of Access To Work assessment procedures in order to ensure adequate support, fairness and transparency**
- **A coherent strategy to meet the needs of disabled job seekers and employees**
- **Disabled people to receive appropriate support and encouragement from properly trained Disability Employment Advisers**
- **Disabled people to be provided with the support that is needed in order to carry out the profession or work of their choosing**
- **A living wage to be mandatory for all employees**
- **An end to the ‘revolving door’ system of training where there is no actual employment at the end of the scheme**
- **An adequate training allowance provided to unemployed, disabled people**
- **All ‘Access to Work’ staff to receive disability equality training**
- **An improved mechanism for self assessment and reassessment of Access To Work support**

Background:

Inclusion Scotland welcomes the UK government commitment to get 1 million disabled people back into work within ten years. We are most concerned about the lack of a clear strategy on how this is to be achieved. Having an ‘aspiration’ to achieve this is not good enough as it builds up false hopes and leads to disappointments and despair.

We are seriously concerned about the lack of meaningful support offered by Access to Work and the lack of continuity and transparency that exists within this agency. Giving a blind person 20% work support is an example of an agency that doesn’t have a clue what the needs of a disabled person are.

For people requiring personal assistance support, there is little understanding of the benefits of Direct Payments and how these can mean increased independence for disabled people. Often disabled employees are pushed to utilise agency support, which is neither empowering nor cost effective and is service rather than needs-led support. For disabled people who succeed in receiving their Access to Work support as a Direct Payment, there is little guidance, training or support offered by

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Access to Work. Access to Work staff seem to have little knowledge of the issues involved in being a personal assistant employer.

We are also concerned about a system that still endorses a 'revolving door' approach to providing training. Constantly moving from one training scheme to another without actually being found employment is both demeaning and demoralising.

We remain very concerned about the very low levels of meaningful employment opportunities open to disabled people in Scotland.

We are also most concerned about the inadequate levels of education and meaningful training that is on offer. Moreover, we remain fearful that there is still a lack of understanding among employers of the skills that disabled people already have to offer.

In an economic cycle that has created thousands of new jobs over the last ten years and has created much wealth, it is unacceptable that many of the one million disabled people in Scotland still live in poverty because they are denied the opportunity to prove their worth in society.

The UK is the 4th richest country in the world and yet still has the same number of unemployed disabled people as they did 10 years ago despite the fact that the rest of the economy has moved on. Unemployment rates for blind and deaf-blind people are over 80% and for people with learning difficulties the rate is over 70%.

Inclusion Scotland resolves to make it our policy to maintain pressure on the politicians, decision makers, educators, trainers and employers across Scotland in any way we can in order to break down the barriers that exist to us gaining meaningful and sustainable employment and training.

We also resolve to work in partnership and co-operation with organisations who share our deep concerns about disabled people being excluded from the wealth of the nation and work towards redressing this imbalance at the earliest possible time.

Media Representation

We call for:

- **All politicians, media planners and decision makers and the regulator to work in partnership with disabled people to overcome the obvious discrimination that exists across all strands of the media in this country**

Background:

- Inclusion Scotland remains concerned by the poor access to all aspects of the media experienced by disabled people in Scotland.
- We are disappointed at the shortage of opportunities for disabled people within media industries thus stifling the talents we possess.
- We are also concerned about the negative portrayal of disabled people within the media as a whole.

The media has a major impact in shaping attitudes towards disabled people amongst the Scottish public, and, thereby, in affecting the way disabled people are treated in their day to day lives. Media portrayals of disabled people are frequently negative, sometimes inviting viewers to laugh at the difficulties experienced by disabled characters, or reductionist, with disabled characters having no personality or complexity beyond their impairments. News broadcasts frequently use footage of wheelchair and stick users in contexts which suggest that all disabled people are objects of tragedy and are unemployed or unemployable. There is also a shortage of programming dealing with issues of specific concern to disabled people.

Representation of disabled people within media industries is proportionally very low. Many disabled people are being turned down for media jobs because of their impairment. Yet it is common for disabled characters in television dramas to be portrayed by non-disabled actors.

Many disabled people have difficulty accessing the media.

- Improved subtitling would help deaf viewers, as would the increased availability of induction loops in cinemas.
- Audio description in cinemas and the dubbing (in addition to subtitling) of foreign language elements in television news programmes would help visually impaired people.
- On screen information needs to be rendered into speech for blind and visually impaired people.
- Background music is a nuisance; it makes it difficult for people with hearing

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impairments to hear dialogue. Access to the internet could be improved by discouraging the use of website software which makes the use of audio translation software impossible. Problems have also been identified with telephone systems which rely on audio recognition without providing alternative systems for users who have difficulty speaking.

Disabled people who have difficulty leaving their homes could benefit from free television licenses as provided to those over 75. The extension of government programmes for the provision of computers and internet access to meet the specific needs of disabled people could dramatically improve employment and social opportunities for individuals who are otherwise isolated.

Inclusion Scotland will keep up pressure on the government, decision makers, media service providers and the media regulator to acknowledge the right of disabled people to fair access, representation and provision of services across all aspects of the media.

More representation of disabled people going about their everyday routine and not being highlighted as disabled is required in programming, i.e. in long running mainstream series. Better warnings regarding flashing images on screen for people who are epileptic and those who may be susceptible to negative reactions.

Public Procurement Contracts

We call for:

- **All public bodies to ensure that companies making tenders have, and are implementing, proper Equal Opportunities Policies before granting contracts**
- **All public bodies to take into consideration the social aspects concerning disadvantaged and excluded groups when considering tenders for Public Procurement contracts**

Background:

Public procurement policies relate to the procedures for the award of public supply, public service and public works contracts. Public procurement policies are of major economic importance since this type of transaction accounts for a large percentage of the Gross Domestic Product. Moreover, they have a determining effect on certain sectors: construction and public works; energy; telecommunications and heavy industry.

At a time when unemployment and social exclusion have re-emerged, we believe that the insertion of appropriate social provisions in public procurement legislation constitutes the best possible economic incentive to promote direct employment of those who are underemployed, such as disabled people, in the public and private sector.

The European Disability Forum held a successful public hearing at the European Parliament on the inclusion of anti-discrimination and social clauses in the new public procurement directives.

Key European Union decision-makers, legal experts, stakeholders from companies, trade unions and Non Governmental Organisations agreed on the importance of integrating the economic, environmental and social aspects - the three fundamental pillars of sustainable development - in European Union legislation.

All public bodies should take into account companies' equal opportunities policies when considering the granting of contracts. This way, employers who have a good track record in employing disabled people won't feel at a financial disadvantage when tendering for work.

Access

Access to the built environment

We call for:

- **Government, town planners and local authorities to consult with disabled people, and their organisations, when planning the layout of the built environment**
- **Heavy fines for traders and drivers who both litter the pavements with advertising boards and park their vehicles inappropriately**
- **Every local authority to employ a dedicated, suitably trained, full time access officer**

Background:

Did you know that GOOD INTENTIONS ARE NOT ENOUGH and that by including accessibility in tenders, you will promote social inclusion, contribute to full employment, save public money and ultimately foster economic growth?

For many disabled people the negotiation of streets and buildings is an extremely threatening experience. Inappropriately placed street furniture and obstacles combined with inadequate signposting, reinforce a disabled persons' dependence on others and limits their capacity to participate freely in day to day life.

Inclusion Scotland believes that disabled people and others with reduced mobility are entitled to the same level of access to the built environment as that provided to non-disabled people. This access should cover such items as: the built environment e.g. access to Housing and all public buildings, the street environment and built transport infrastructures, both new build and refurbishments. To achieve this all Government Departments, local authorities, developers, planners and builders must ensure that the built environment is developed on the basic principles of the concept of '**Design for All**' together with appropriate law and planning policies as key elements of sustainable access provision.

Disabled and older people are the most obvious beneficiaries of a fully accessible environment, but it must be emphasised that people of all ages and abilities appreciate the advantages of accessible surroundings and facilities.

Inclusion Scotland will continue to lobby vigorously for a built environment accessible to all based on the principles of '**Design For All**'. We call upon all decision and policy makers to work with us to make this a reality.

Access to the natural environment & open spaces

We call for:

- **Inclusive access for all to all public spaces**
- **Implementation of the Disability Discrimination Act (DDA) and Land Reform Act (Countryside Access Code) for access requirements by service providers, land managers and land owners**
- **An Access Officer in every area**
- **Improved access and signage to all public open spaces & parks**
- **Improved information on public open spaces & parks**

Background:

There is increasing recognition that green spaces play an important role within society, not only in promoting health and wellbeing, but also in increasing social inclusion and community engagement with local natural environments. Many studies on health and well-being have indicated that physical, mental and spiritual health is greatly improved by exercise, particularly in open spaces. Accessible outdoor spaces are places people can use and enjoy, regardless of background, age or economic status.

Inclusion Scotland believes that inclusive access to high quality public spaces is therefore a cornerstone of democracy and social equity. Inclusive access must therefore be at the forefront of good planning and design today and central to government priorities in Scotland to improve people's quality of life.

Access must include: paths; - Surfaces should be firm, stable and slip-resistant, good camber and gradient for wheelchair users. There should be reliable and up-to-date information - in print, audible, tactile and pictograph - parking, public toilets, and transport – to and from and within the site.

Inclusion Scotland believes that disabled people and those with reduced mobility are entitled to the same level of access to open spaces and the natural environment as non-disabled people. Social, cultural and governmental drivers call for greater engagement with all areas of the wider community in the delivery and enjoyment of public services. Inherent within this are National Parks which were arguably themselves established as part of the vanguard of social change.

Access to Information

We call for:

- **Disabled people to have the right to information in appropriate formats**
- **Disability Equality Training for all service providers**

Background:

Disabled people have a right to information that is accurate, up-to-date, relevant and impartial. Information should be readily available in whatever format or language the recipient requests.

Information and advice centres must recognise disabled people's needs and aspirations. Services must enable users to make informed decisions. This applies to every type of information that someone may request – not just impairment-related subjects.

Service providers should take the following practical steps in order to meet the needs of disabled people:

- Ensure that premises are fully accessible to people with mobility or sensory impairments
- Provide staff with disability equality training. A key barrier for disabled people is negative attitudes towards them
- Produce all information in plain language and a minimum type size of 14 point.
- Use a clear, easily recognisable, Arial or Sans Serif font. Use a matt paper of contrasting colour. Format type on the left. Don't print sentences in block capitals.
- On request, provide information in alternative formats such as large print, audio tape, Braille, and an easy-to-understand version.
- Use interpreters for people who need to communicate in a sign language or other community language.
- Websites should be designed and developed in a way which makes them accessible for disabled people.
- Services should be provided in a flexible way, where appropriate using home visits, telephones, the internet etc etc.

Information is not a luxury. It is an essential tool in all our lives. This is no less true for disabled people than it is for anyone else.

Social Policy and Health

Sexuality and Sexual Health

We call for:

- **Politicians, decision makers and the NHS in Scotland to give greater consideration to the needs of the disabled population.**
- **A better system of information provision on LGBT issues for disabled people**
- **We challenge the assumption that disabled people cannot have fulfilling sex lives.**
- **We defend the right of disabled individuals to enjoy the same freedom of choice and self-expression as other Scottish citizens, whatever their sexual orientation.**
- **Free choice for disabled people with regards to their sexuality as they should not be assumed to be heterosexual.**

Background:

Inclusion Scotland is concerned by the poor standard of provision of sexual health services to disabled people in Scotland. It is concerned about the lack of support available to people coming to terms with the impact of disability upon their sex lives, and about the difficulties faced by disabled people with minority sexualities such as Lesbian, Gay, Bi-sexual or Transgender (LGBT).

In a society where the general standard of sex education and safer sex advice is improving, disabled people are often left out because they are assumed to be people who do not have sex. As people who often have specific needs to address in order to enjoy a fulfilling sex life, they are too often unable to obtain advice. There is a desperate shortage of counselling services to help disabled people to deal with sexual issues and with the strain which this may place on their relationships.

Problems with sexual health provision leave many disabled people unable to obtain potentially life saving services such as smear tests or other provisions such as reconstructive surgery following breast cancer. Because of the greater level of dependency which many disabled people have on their doctors, they often find it more difficult to talk about sexual issues, which can lead to isolation and further health problems.

Treatment of Disabled People in the NHS

We call for:

- **All frontline staff and students in the National Health Service to receive Disability Equality Training delivered by disabled trainers with personal experience of using NHS services**
- **This Disability Equality Training must also be given to NHS Managers**

Background:

A recent case of insensitive management of a severely impaired person, her family and personal assistants was highlighted by Inclusion Scotland. Our survey shows that this is not an isolated case.

We are conscious that this lack of care and treatment also exists in health centres, doctors and dentists surgeries.

It is evident therefore that disabled people are receiving unequal levels of care and treatment throughout the National Health Service.

Inclusion Scotland calls for Disability Equality Training with an understanding of the Social Model of Disability to be a core module in training of 'all' medical staff throughout the National Health Service. This should extend to all NHS staff and managers.

We also demand that Disability Equality Training be incorporated into the basic training of all medical students.

This training has to be delivered by disabled trainers who have personal experience of using the NHS.

Do Not Attempt Resuscitation (DNAR)

We call for:

- **Disability equality training and understanding of the Social Model to be a core module in training of all medical staff**
- **Increased awareness, and funding, of disabled patient's independent advocacy services.**
- **A proper debate on all DNAR issues.**
- **A government enquiry into the way patient care is handled in the NHS.**
- **An independent regulatory body.**

Background:

A recent case of insensitive management of a severely impaired person, her family and personal assistants was highlighted by Inclusion Scotland. Our survey shows that this is not an isolated case.

We feel that Disability Equality Training with an understanding of the Social Model of disability must be a core module in training of all medical staff. This should extend to all hospital staff and managers.

Increased awareness, and funding, of disabled patient's independent advocacy services is crucial in this field.

Decisions are made by hospital staff about the medical management of a disabled person without a proper understanding of the quality of life of that person.

It has come to the attention of Inclusion Scotland that DNAR directives are being placed on the notes of disabled patients without consultation with that person or with family members. The directive remains in place long after recovery from the initial life threatening episode that had initiated hospitalisation thus influencing all future medical treatment. Inclusion Scotland will work to reverse this highly questionable practice.

Stem Cell Research and Genetic Screening

We call for:

- **The proposed new Authority – the Regulatory Authority for Tissues and Embryos (RATE) which will replace the Human Fertilisation and Embryology Authority (HFEA) to have representatives from the disabled people’s movement among its membership.**
- **Any further consultation around the establishment of this new authority to be extended to disabled people.**

Background:

Stem cell research and the use of genetic screening are beginning to be used as tools in the management of medical conditions. Some areas of this research can be seen as exciting advances, but others pose real threats to disabled people.

Many disabled people are concerned that research and media reportage in the field of gene manipulation is leading to the expectation that we should look to a future when there are no disabled people. This is in spite of the fact that the vast majority of impairments are acquired at or after birth and are not the result of genetic inheritance. We are being led down the route of seeing disabled people as ‘mistakes’ that should not have happened. This is directly against avowed government policy of valuing diversity within our society.

The Human Fertilisation and Embryology Authority (HFEA) is, at present, the regulatory body in this country, which assesses the clinical, moral and ethical implications of any proposed procedure involving manipulation of genes and related matters. In our 2005 Manifesto we called for a review of this authority.

We welcome the fact that such a review has now been carried out and a proposal for revised legislation, including the replacement of the Human Fertilisation and Embryology Authority (HFEA) by a Regulatory Authority for Tissues and Embryos (RATE) was placed before Parliament in December 2006.

These proposals were written after some consultation with specific interest groups but Inclusion Scotland notes with regret that disabled people were not amongst them.

It is proposed that the new authority – RATE should be an amalgam of the old HFEA and the Human Tissue Authority (HTA) and will also include some elements of the Medicines and Healthcare Regulatory Agency (MHRA). The HFEA has 21 members. It is proposed that RATE should have fewer members and these lay individuals will be appointed by the NHS Appointments Commission. They must have no professional interest in the kinds of activity within the remit of the Authority.

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They will be supported by expert advisory panels through a formal and transparent advisory structure. This structure has been suggested to address the problem of the risk of a relatively small number of people being involved in considering major issues.

Inclusion Scotland will watch the progress of this proposal with great interest and will welcome the opportunity for disabled people to be among those appointed to the new Authority.

Assisted Dying

We Call For:

- **MSPs and MPs to vote against any move to alter the law as it stands at present in relation to assisted dying**
- **Increased funding and resources to support people dying in Scotland**
- **The establishment of dedicated terminal care units, within the NHS, adequately staffed with specialised nurses and associated professionals**
- **Significant increase in the numbers of district nursing staff dedicated to terminal care**

Background:

Assisted Dying will continue to appear in government business as long as treatment of dying patients is as inadequate as it is at present.

Lord Joffe's Bill on Assisted Dying for the Terminally Ill¹ in the House of Lords was postponed. In the Scottish Parliament, a similar proposal by Jeremy Purvis MSP did not continue due to lack of supporters. However, Mr Purvis could well mount another attempt after the elections in May 2007.

Medical professionals are concerned with the preservation of life and to ask doctors to become complicit in suicide goes against their training and ethics.

"In 1995 there were less than 9 million people over 65 in the UK - by 2030 there may be about 13 million" - BBC News Web Site

The population in this country is an aging one and the incidence of impairment rises as age increases.

Disabled and older people are particularly at risk of being pressured into contemplating 'assisted dying' – euthanasia. Attitudes must be fostered to recognise and value all people, regardless of impairment.

Up till now we have been fighting a reactive battle against this dangerous and insidious move. The focus must shift from the concept of assisted dying to the much more humane and civilised concept of ASSISTED LIVING.

By assisted living we mean the valuing of all lives irrespective of impairment and the provision of high quality palliative care which addresses not only the physical but also the emotional and spiritual needs of people as they approach death.

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Many large hospitals do have terminal or palliative care units which provide varying and patchy standards of terminal care. Macmillan and Marie Curie nurses provide excellent specialised care and support to people and their families allowing them to die at home with dignity. Excellent care is provided by the Hospice Movement, but there are fewer than 400 hospice beds in Scotland. Both Macmillan and Marie Curie nurses are supported by charitable enterprises specifically set up to provide care for those dying from cancer. The Hospice Movement is also a charitable enterprise. This means that the bulk of high quality care and support of people approaching the end of life is provided outside the National Health Service. **This is a disgrace.**

Birth and death are the two life events that affect every one of us. In Scotland in 2005 there were 55,747 deaths and 52,721 births. There are approximately 850 maternity beds in specialised NHS units and health visitor/midwives attached to every general practice. All terminal care beds are wholly or in part supported by the Hospice Movement. Many people die in busy general wards in hospital where staff are overstretched and with no specialised training in terminal care. There is no opportunity for spiritual and psychological support in a quiet, unhurried atmosphere. In the community, district nurses do their best but there is understaffing and poor out-of-hours provision. No wonder many people view the end of their lives with fear and the certainty of pain and distress.

There is a huge disparity in the way we treat people at the beginning and again at the end of their lives. A person who can look forward to quality terminal care and support will remain healthy longer and will use fewer resources. It is now widely accepted that a person's state of mind has a direct effect on their physical health. For many people distress is caused by the fear of the process of dying rather than the fear of death itself and if first class terminal care were the norm, it would be required for a shorter period of time. Many relatives and companions of a terminally ill patient suffer great distress at the far from ideal 'end days' of their loved one. This, again, can have a direct effect on their physical health leading to increased use of National Health Service resources.

Therefore we maintain that it is equally valid for a community to give the best possible care and support to a person leaving life as it does to one entering it.

Lady Finlay, a professor in palliative care said: "Let us get on with working for patients to live as well as possible until a naturally dignified death, not taken up with becoming complicit with suicide." - BBC Web Site

Acknowledgements

The writing of this manifesto has been an exciting and empowering exercise. It has brought together the views and experiences of disabled people from all over Scotland and further afield. This is very much our own document. Much burning of midnight oil has gone into its production by many disabled people and their supporters.

Given the amount of support that we have received in compiling this manifesto, it would be almost impossible to acknowledge the good work of everyone individually.

Suffice it to say, that we are extremely grateful for the contribution that each individual has made in giving us their thoughts and recommendations at our forums and conference, on the telephone, by letter and e-mail or by passing on the results of discussions at meetings of their own organisations.

We would like to give a special acknowledgement to the staff of Inclusion Scotland for all the hard work that they have put into both facilitating and collating the input from various organisations and individuals.