



West Dunbartonshire Council Equality Focus Groups

Report on Citizens' Panel Focus Group Research

by



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1. Introduction

The recent survey of the West Dunbartonshire Citizens' Panel on community involvement, equalities and adult protection highlighted members' views on a range of equalities issues. To help explore these views further, Panel members were asked if they would be willing to attend a focus group to discuss their experience of and attitudes a number of equalities issues including:

- Challenging discriminatory attitudes
- Employment opportunities
- Hate crime
- Educational opportunities
- Involving young people in decision making
- Making buildings and services more accessible

Section 2 outlines our approach to the assignment while Sections 3.1 to 3.5 present the findings emerging from focus group research among members of the West Dunbartonshire Citizens' Panel on these key issues.

2. Our Approach

The 2012 Community Involvement, Equalities and Adult Protection survey of Panel members established that 123 Panel members were interested in principle in attending a focus group to discuss equality issues further. Our approach to recruiting the focus groups from this subgroup of Panel members is discussed below.

2.1 Recruitment

Thirty Panel members were drawn at random for each of the two catchment areas for the two planned focus groups (Dumbarton and Clydebank). Letters were issued to these Panel members which provided details of the focus group in their area and invited them to call our Freephone number if they were willing to attend the focus group (Appendix 1). The letter stated that the first eight responding in each area would be invited.

One week before the focus group was due to be held, we had received telephone confirmation from seventeen Panel members that they would like to attend (nine for Dumbarton and eight for Clydebank).

2.2 Discussion Guide

The Council provided a list of the key equalities issues they wished to be discussed at the focus groups and Appendix 2 encloses a copy of the final version of the discussion guide agreed with the Council.

2.3 The Focus Groups

The focus groups were held on the 13th December at 11.30 am in the Council's offices at Garshake Road, Dumbarton and at 2pm at the Council's offices at Rosebery House, Clydebank. The table below provides a breakdown of the respondents attending on the day.

Focus Group	Number attending	Gender
Garshake Road, Dumbarton	9	4 male 5 female
Rosebery House, Clydebank	8	3 male 5 female

Equality Focus Groups

With the agreement of focus group participants, the discussion was recorded and from this a transcript was made used as the basis for our analysis and reporting purposes.

3. Equalities in West Dunbartonshire

3.1 Challenging discriminatory attitudes

The recent Community Involvement, Equalities and Adult Protection survey showed that more than three quarters of Panel members (78%) agreed West Dunbartonshire Council should do everything it can to get rid of all kinds of prejudice. This was widely endorsed by focus group respondents, although one respondent felt the Council only paid lip service to eradicating inequality:

West Dunbartonshire Council should be one of the leaders in promoting equality and tackling prejudice.

Dumbarton respondent

We have to ask the question just how committed is the Council to eradicating discrimination. The survey asked if it was important the Council does all it can, but it didn't ask if we thought they were actually any good at doing this. I've known many Councillors for many years and they're committed to going to their meetings and picking up expenses where they can, but they are not committed to equality in West Dunbartonshire. They just pay lip service to it.

Clydebank respondent

I don't agree. The Council may have not have done much before to tackle discrimination but now it's the law, the Council has a statutory duty, and things are improving a lot. Take the Council's website for example. It's very good. You can request copies of anything in Braille, Urdu, Hindi, Polish, any language you want, so there is no problem accessing even basic application forms. The message still has to filter through to the rest of West Dunbartonshire but the Council is setting the right tone.

Clydebank respondent

Only one respondent said they had personally experienced discrimination but felt let down by the response from the authorities:

I've got two issues. My partner is disabled and in a wheelchair and we are gay women. We've had to suffer a hell of a lot of bullying throughout our sixteen years together. I don't think the Council or any public agency does anything for people who are discriminated against. The Council doesn't get involved with individual cases; they just put out glib policy statements. We've had to go to the Police because our car was jumped on and then sprayed with the word 'Gay'. The Police told us if we take the bullying further, the perpetrators might come back and put our windows in. So, the advice we were given was that if we pursue the matter, we might suffer recrimination. In other words, put up with the bullying because the Police aren't going to do anything about it.

Clydebank respondent

Equality Focus Groups

There were mixed views on whether discrimination and inequality was more or less rife today compared to the recent past. Overall, most respondents felt there had been an improvement but they agreed there was still a small minority of people who had a prejudiced outlook:

Our society has definitely become more tolerant. Our language has certainly changed. I'm not saying it's now free from prejudice but a lot of people now see it's ok to be gay or it doesn't matter what your ethnic background is. I read a newspaper article at the weekend which compared attitudes now to about twenty years ago and we are far more tolerant of people who come from different backgrounds. We have moved on and education has been very important in achieving this.

Dumbarton respondent

You still have a hard core, especially in the ghettos, where religious bigotry is rife. But we have definitely made progress.

Clydebank respondent

Respondents were asked to suggest ways in which the Council could tackle discriminatory attitudes. One of the most widely supported approaches was to work closely with schools and schoolchildren on the importance of equality and tolerance:

I think it really has to start early on. For a while I was secretary for Enable in Alexandria and there were cases where children would shout names at disabled children. I really think they need to be educated that these children are just the same as them. It has to start in the home but the Council can play a role in that by making sure children get the message at school.

Dumbarton respondent

It would be great if the school kids could be given classes or projects where they learn about the importance of tolerance and how damaging prejudice can be. That's where prejudice can start so it would be good to get in early before they start to form bad habits.

Dumbarton respondent

My daughter is disabled, she's visually impaired, and she was treated like an alien by her classmates. The Council needs to get people to go into the schools and explain to young people how hurtful it can be when they shout names at people. I know the Council is pushing that type of initiative and I'm all for that.

Clydebank respondent

Children from different backgrounds seem to communicate much better than adults. My daughter played a part in that project which brought Linnvale and St Eunans together. She goes to a Catholic school and they took up with a Protestant school and have been working on an anti-sectarianism project. It's

really good the schools are educating the kids in this way. It has wider benefits too because the parents get to hear about it.

Clydebank respondent

This latter point raised some discussion about religious segregation in schools with the majority of respondents in favour of having one type of school for pupils from all backgrounds rather than state schools and separate faith schools:

It's interesting you called a school a 'Protestant' school. I haven't heard that term in years. It's a state school. But why have we got different schools based on religion? Why can't we have schools that everybody can go to? If necessary, there can be separate assemblies for the different religions but there shouldn't be separate schools.

Clydebank respondent

Part of the problem is there is still too much religious segregation in schools. You often get kids from both of the main religious backgrounds coming together at nursery for one or two years but then they are separated when they go to primary school and may not be educated together again until they go to a sixth form college or university. That's just wrong.

Dumbarton respondent

Some respondents referred to attempts to bring classes of colleges together but this was seen to be primarily for financial factors rather than an attempt to have schools integrated for equality reasons:

Even when they do try to have some composite classes and mix the kids together, it's resource driven and not driven by a desire to bring them together to help create a more tolerant society.

Dumbarton respondent

Many respondents also felt there was a need to make adults aware of the problems which discrimination can cause and felt there would be merit in the Council leading public awareness campaigns. Only one respondent disagreed:

I think education is needed for adults too. It's amazing how attitudes can change when a message is repeated, especially if it has a high profile champion, maybe a sportsperson or a soap star. Look at much views have changed on smoking in public or that drink driving is a no-no. It took quite a few years to achieve this change but it does show that awareness raising campaigns can work.

Dumbarton respondent

The campaign by the footballers; 'show racism the red card' definitely has an effect because it's fronted by people the public know. More campaigns like that are needed.

Clydebank respondent

There is so much crap and nonsense spoken which encourages intolerance. You hear some folk say all the houses are being taken by foreigners while local people have been on the list for decades. On Facebook recently there was a lot of stuff about Polish folk getting the best houses in Dalmuir. I thought here we go again. There needs to be more education to make people see the truth of the situation. We need to get rid of the urban myths.

Clydebank respondent

I'm not convinced about trying to change the attitudes of adults. By then, many will be set in their ways and it will be too late and a waste of public money.

Dumbarton respondent

In response to a prompt that more training of Council staff may help to tackle inequality, one focus group member felt this would not go far enough and that the Council needed to engage more directly with the people and groups who feel threatened:

More than staff training is needed. The Council needs to engage more effectively with these groups, ask them how their lives are being affected by prejudice and discrimination. Walk in my shoes for a day.

Clydebank respondent

Finally, several respondents raised the issue of tackling inequality through positive discrimination or affirmative action. The consensus view was that equality of opportunity was essential but that giving more favourable treatment to specific groups would cause resentment:

There is a danger in too much positive discrimination. A few years ago my daughter tried to get her son into a nursery but she was told because she and her husband were working they would have to look elsewhere. The places were kept for those out of work or with drug or alcohol problems. That sends a terrible message to ordinary, hard working families. In fact, it's discrimination against normal families.

Dumbarton respondent

We wouldn't want to go back to the attitudes of forty years ago but by the same token we don't want a situation where ordinary people feel they do not get a fair crack of the whip. I think giving all people equality of opportunity is right but I'm against deliberately allocating a proportion of jobs to some people because of their ethnicity or disability.

Clydebank respondent

If I went in for an interview with my stick, I wouldn't want the panel to look at me as a disabled person and make a judgement accordingly. I would want to be treated purely on merit.

Dumbarton respondent

It's good to see a change in the makeup of the working population, with more disabled people and more from minority ethnic communities, but you need to be very careful not to single groups out for favourable treatment. We should all be treated as equals.

Clydebank respondent

Positive discrimination or affirmative action shows that the Council is doing something now. Many people don't want to wait for the situation to change by giving equality to all, they want to see some groups get preferential treatment but that's wrong in my view.

Dumbarton respondent

3.2 Employment opportunities

Focus group respondents agreed with the survey findings that groups such as the disabled, those with mental health problems, the young and older workers faced greater problems in realising employment opportunities:

Young people have been having a terrible time trying to find work.

Dumbarton respondent

A lot has been done to help those with physical disabilities into employment but people with mental health problems have real difficulties trying to convince employers to take them on. They have maybe slipped through the net at school and then get shoved aside when it comes to trying to get a job.

Clydebank respondent

I think older people, those about ten or fifteen years before retirement, are badly affected by unemployment. They may have a lot of life experience but their job skills may be out of date and they struggle to convince employers they are worth taking on.

Dumbarton respondent

I think the opportunities for some minorities, such as those from minority ethnic backgrounds, are greater because employers take more care to ensure they do not discriminate. However, I don't think that applies to disabled people. I believe employers still regard candidates with a disability as less able.

Clydebank respondent

I'm recently retired from working in local government and I think it has a very good record of promoting equality in the workplace. But there are other places in Clydebank which need to catch up, especially regarding how people with

disabilities are seen. Not just treating them equally with other candidates but also ensuring the workplace is fully accessible for them.

Clydebank respondent

One respondent felt it was a very difficult environment for employers too who need to ensure they are seen to be fair in how they make decisions on who to employ:

Employers are in a terrible situation. If they turn someone down for a job, they have to be very careful about their reasons for doing so. We live in a 'if there's blame, there's a claim' society and we've all heard stories of people claiming they haven't got a job because of the colour of their skin or their gender. It must be murder trying to employ anybody these days.

Dumbarton respondent

Focus group respondents identified a number of ways the Council could help to alleviate these problems, including providing training and support for vulnerable groups and allocating contracts to companies with a commitment to helping those who have difficulty accessing the jobs market. There was also a feeling that, as a big employer, the Council could do more to demonstrate it was an equal opportunity employer. Respondents were also aware of the Council's apprenticeship programme but it was felt allocating some of these places to young disabled people or those from minority ethnic backgrounds would have little effect because so few places were available:

The Council runs a scheme for young job seekers where they are placed into employment to gain work experience. It doesn't cost the employer much, if anything, and the job seeker gets valuable experience. I'm not sure if that is offered to those with mental health problems but I'd like to see it being extended to them too if it isn't.

Dumbarton respondent

For eighteen years I worked for a training company which concentrated on those with special needs. I'm not sure if that still happens but there are groups of people who need more training and support to succeed in the job market and I would hope that is something the Council could take a lead on.

Dumbarton respondent

I also think there is a role for the Council to look at how it awards contracts to private companies. Maybe they should allocate a small number of works to social enterprise companies who offer employment and training opportunities to disadvantaged groups.

Clydebank respondent

The Council is one of the biggest employers in the area and they have a key role to ensure there is equality of opportunity when they have job vacancies. I know

the adverts always say applications are welcome from the disabled and so on, but I wonder what happens in practice. I wouldn't want to pre-judge the situation but it would be very encouraging to those who have a hard time getting a job to hear how the Council is putting this message into practice.

Clydebank respondent

The apprenticeship field is now a very competitive market. There was picture in the Lennox a couple of weeks ago of the apprentices the Council took on. But for each place, there were about twenty applicants. I suppose the Council could use positive discrimination to award some of these places to disabled kids or from minority ethnic backgrounds but they are so rare, I'm not sure if that would have much of an effect. Providing more opportunities for work experience may be a more cost effective way to help get those who are disadvantaged into work.

Dumbarton respondent

The recent announcement of the closure of the Remploy factory in Clydebank sparked a discussion on the most effective way to improve the employment prospects of disabled people. While the closure was regretted, there was a strong feeling the concept of Remploy was outdated and greater efforts should be made to integrate disabled workers into the wider workforce:

The Remploy factory at Clydebank is the second one to shut and it will have a devastating effect on the lives of those who worked there. A story in today's Post said there is a subsidy of almost £6,500 per job but that's a fraction of the out of work benefits that will now have to be paid.

Dumbarton respondent

Remploy should never have existed. The people who worked there should have been working in local factories rather than some place primarily for disabled people. We should be aiming for as much integration as possible, not separating people because they are different. It's the equivalent of having the old practice of the disabled kid sitting in a corner of the classroom while the other kids are taught.

Clydebank respondent

If the government provided a subsidy for the employees in Remploy, they should make that available to any employer to employ disabled people.

Clydebank respondent

I have a grandson who is physically and mentally disabled and I think it's important he can experience a normal working environment because we won't always be around to help him. He needs to get used to the real world. He needs to be as integrated as possible although I understand he will always need support.

Dumbarton respondent

3.3 Hate crime

In the Community Involvement, Equalities and Adult Protection survey, almost half of Panel members (44%) said they felt there was under-reporting of hate crime for particular groups including disabled people, black and minority ethnic people, lesbian, gay, bisexual or transgender people. Focus group respondents felt this was because there was a perception the Police would not take complaints seriously and also because of the difficulty in providing evidence:

One of the reasons hate crime isn't reported is that the people know the Police aren't going to do anything about it. Most people who are affected will think it's just not worth it.

Dumbarton respondent

Then there's the problem of getting evidence as well. Often it's a remark someone has made and it's your word against theirs.

Dumbarton respondent

The problem of under-reporting won't change while the Police have the attitude that reporting a problem will just lead to more recriminations. They have to show they take these complaints seriously.

Clydebank respondent

There was some scepticism that third party reporting would improve the problem, primarily because they felt witnesses to hate crime would not want to get involved:

I can't see third party reporting working because most people won't want to get involved because of a fear of repercussions. Even though there are confidential phone lines, there is always a worry the perpetrator may work out who has grassed on them.

Dumbarton respondent

People won't want to get involved in reporting a crime that doesn't affect them.

Clydebank respondent

I disagree with that. I want to be a responsible citizen and I'd report a problem if I witnessed it.

Clydebank respondent

3.4 Educational opportunities

Young people and the children of Gypsy Traveller families were identified in the Community Involvement, Equalities and Adult Protection survey as being particularly disadvantaged in terms of educational opportunities, a view shared by focus group

respondents. They also felt the Council could help to alleviate these problems by better advertising of any funding for educational courses and to work more closely with Gypsy Traveller communities. Some also felt there was a particular need to help children from workless families:

My son was in school but he wanted to do a course in photography. We got him into Clydebank College and paid for the course. But later we found there was funding available for that course but it just wasn't advertised or promoted in any way and we only found out once we were in the system. We were fortunate in being able to afford the course fees but there will be other families out there who can't and they are missing out on an educational opportunity for their kids.

Clydebank respondent

I think these kids (from Gypsy Traveller families) have a hell of a time. They may be in school for three weeks and then they are away someplace else. And often when they are there, they are bullied because they are different. That doesn't give them any chance of doing well educationally.

Dumbarton respondent

I accept their lifestyle (Gypsy Travellers) means these kids may not do well at school but they should not be ignored because of that. Most travellers have someone in their community who is very capable of educating the children and do so very well when school isn't available. Maybe the Council should be looking to supporting or resourcing these unofficial teachers within the Gypsy Traveller communities so learning becomes constant rather than intermittent.

Dumbarton respondent

Kids from families where there have been generations of unemployment need particular help at school because they grow up with no expectation of going out to work and therefore feel there is no need to study at school.

Clydebank respondent

No respondents had heard of peer education or learning circles but felt these should be more widely promoted:

I've never heard of peer education or learning circles but if these approaches encourage more young people to learn the Council should promote them more and let parents know these opportunities exist.

Dumbarton respondent

3.5 Involving young people in decision making

Nearly three quarters (70%) of Panel members agreed in the Community Involvement, Equalities and Adult Protection survey of the importance of involving more young people in political involvement and decision making. This was a view widely shared by focus group respondents who felt the Council should be encouraging schools to take the lead on this:

We've seen a great example of how the schools can get together and make a real difference on important issues (the anti-sectarianism project between Linnvale and St Eunans). I think that's the best route to engage more young people in issues which will affect the future of West Dunbartonshire.'

Clydebank respondent

There are no real forums or groups dedicated to young people these days so the schools are the most obvious way to promote and encourage their involvement in important community issues.

Dumbarton respondent

3.6 Making buildings and services more accessible

Relatively few Panel members (17%) said in the Community Involvement, Equalities and Adult Protection survey that it was not easy to access Council services. Focus group respondents endorsed this view but there were some concerns about the accessibility of some Council buildings. There was also a view more needed to be done by the Council to improve the quality of footpaths and to control illegal parking to improve accessibility for disabled residents:

There is definitely parity in the provision of Council services.

Dumbarton respondent

I'm not saying the Council's services aren't accessible but some of the places are. This building (Rosebery House) isn't too bad for access but there are shops in Clydebank my brother can't get into because he is in an electric wheelchair. He also can't get into the library.

Clydebank respondent

Clydebank has one of the greatest libraries in Scotland, if you can get into it!

Clydebank respondent

The legal and admin services of this Council hold a meeting every month with representatives from every Community Council. But the person on reception has to leave her desk to press a button for a lift to come down for you. That's not a very good example of equal opportunities for disabled people.

Clydebank respondent

I think we are far enough down the line that most buildings, especially Council buildings, have been adapted as far as they can be. There will still be buildings in the High Street which are not very accessible but most public sector buildings are accessible. I think the bigger problem now is the state of the footpaths and the difficulties this causes wheelchair users or those who have difficulty walking. That's something the Council needs to look at.

Dumbarton respondent

Parking on the pavements can be a real problem if you are a wheelchair user or are visually impaired. There are particular problems if someone has parked over a kerb which has been lowered to ease access. That needs to be policed more and the Council has a role in educating the public not to be so irresponsible.

Clydebank respondent

4. Concluding Comments

The focus groups held with members of the West Dunbartonshire Citizens' Panel has highlighted the following key issues:

- **Mixed views on the Council's role in tackling discriminatory attitudes** – some respondents felt the Council was setting a very good example in tackling discriminatory attitudes, particularly through its recruitment policies and the accessibility of its website. However, other respondents felt the Council needed to engage more effectively with those affected by discrimination
- **Vital role for education** – there was widespread support for the Council to encourage schools to promote activities and learning which looked at equality and diversity. There was also a view the Council should be at the forefront of campaigns which challenged discriminatory attitudes to raise awareness among the adult population
- **Support to improve employment prospects** – the Council's role in offering training, support and work experience was recognised by respondents and it was felt this needed to be extended, particularly to those with special needs, to promote greater equality
- **Under-reporting of hate crime** – there was a belief under-reporting would continue because of a perception the Police did not take complaints seriously. Third party reporting was also not seen as a viable alternative because few witnesses would want to get involved because of a fear of recrimination
- **Support to improve educational opportunities** – young people, especially from workless families or from Gypsy Traveller families, were regarded as being particularly affected by poor educational opportunities and respondents called for the Council to support these group more
- **Schools to encourage more young people to get involved in important community issues** – the role of schools was seen as vital to encourage more young people to become involved in decision making about important community issues

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- **Improving accessibility** – respondents had no concerns about the accessibility of Council services but there was criticism of some Council buildings as well as a need to tackle the problems faced by disabled people because of poor footpath maintenance and illegal parking near lowered kerbs

Jim Patton

Hexagon Research and Consulting

December 2012

**Appendix 1
Recruitment Letter**



Date as postmark

Dear Panel Member

West Dunbartonshire Council Focus Group Discussion

Recently you took part in a survey of the Citizens' Panel which asked if you would be interested in attending a focus group to discuss how to make West Dunbartonshire a more equal society. This will include how to improve access to services, including employment and education, making buildings more accessible and tackling discrimination.

We are now writing on behalf of the Council to find out if you would be interested in attending one of these focus groups on:

Thursday 13th December at 11.30 am in the ground floor meeting room of the Council offices at Garshake Road, Dumbarton.

The discussion will take no more than an hour and any points arising from it will be fed back to West Dunbartonshire Council. However, anything you say will be treated with the strictest confidentiality.

Each resident who attends the discussion group will receive £25 to cover any expenses and to say thank-you for being involved. We can only accommodate the first eight people responding to this invitation, so please **call us free on 0800 121 4897** between 9am and 5pm Monday to Friday if you are interested in attending.

Yours Sincerely

Jim Patton

Director

Appendix 2 Discussion Guide

Equality Outcomes Focus Group Discussion Guide: Thursday 13th December 2012

<p>Introduction</p> <p>5 minutes</p>	<p>Welcome respondents</p> <p>Outline purpose of discussion The Council wants to plan and provide public services in a fair and equitable way and under equality law has a duty to give regard to the need to eliminate discrimination, harassment and victimization, advance equality of opportunity; and foster good relations.</p> <p>Following the recent survey, the aim of the focus group is to get Panel members' experiences of inequality in West Dunbartonshire and their views on what outcomes the Council should be prioritising to improve equality..</p> <p>Stress confidentiality of the discussion</p>
<p>Challenging discriminatory attitudes</p> <p>10 minutes</p>	<p>More than three quarters of Panel members (78%) agree West Dunbartonshire should do everything it can to get rid of all kinds of prejudice.</p> <p>Have you had any experience or heard about any examples of prejudice in West Dunbartonshire? (8% in the survey had and 35% knew someone who had)</p> <p>What should the Council be doing to tackle these issues? <i>Prompt: There was strong support for challenging this via education in schools and public awareness campaigns.</i></p> <p>What other steps could the Council take? <i>Prompt: Council staff training</i></p>
<p>Employment opportunities</p> <p>10 minutes</p>	<p>Nearly half of survey respondents raised concerns about employment opportunities for young people and disabled people (much higher than for other groups)</p> <p>What might help to improve the employment opportunities for these or other groups? <i>Prompt: Setting some targets for participation in apprenticeships schemes for males and females, disabled people and across ethnic groups to ensure a spread of participation</i></p>
<p>Hate Crime</p> <p>10 minutes</p>	<p>44% of respondents felt there was an under-reporting of hate crime for particular groups, for example disabled people, black and minority ethnic people, lesbian, gay, bisexual or transgender people</p> <p>What could be done to improve reporting levels? <i>Prompt: More third party reporting</i></p> <p>What steps could be taken to further challenge hate crime? <i>Prompt: More education/awareness raising in schools and the workplace</i></p>
<p>Educational Opportunities</p> <p>10 minutes</p>	<p>34% of respondents were concerned about the educational opportunities for Gypsy Travellers as well as young people (18%) and disabled people (16%)</p> <p>What steps might be taken to boost opportunities? <i>Prompt: Peer education involves recruiting and training young people to deliver information to</i></p>

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	<p><i>other young people. It works well, particularly for dealing with sensitive subjects, as it allows young people to work directly with their peers in a lively, interactive and informal manner to explore the issues of the subject</i></p> <p>Learning Circles are a way of making learning a more equal experience, an example of a learning circle model would be a book group.</p>
<p>Involving young people in decision making</p> <p>10 minutes</p>	<p>70% agreed it was important to involve more young people in political activity and decision making</p> <p>What steps might be taken?</p> <p><i>Prompt:</i> <i>Work with parents, schools, youth groups, intergenerational work between existing groups e.g. youth groups and community councils</i></p>
<p>Making Buildings and Services More Accessible</p> <p>10 minutes</p>	<p>Just under 1:5 respondents (17%) said it was not easy to access Council services.</p> <p>Have you any experience of Council services which are not easy to access?</p> <p>What can be done to make access easier?</p> <p><i>Prompt:</i> <i>Staff training on disability awareness</i> <i>Physical alterations to buildings</i></p>
<p>Close</p>	<p>Report to the Partnership</p> <p>Thanks respondents and close</p>