Management Report: Disability Services

Overview

Steve Page
Director

Open Door Team

Disability Services

Penn Snowden
Manager Disability Services

Student Support Hub Team

Student Financial Support Unit

Kate Myers
Disability Coordinator

Angela Parker
Office Manager

June Rawden
Dyslexia Support Coordinator

Claire Shanks
Disability Adviser

Clare Meadley
Administrative Assistant

Steve Campbell
Dyslexia Adviser

Agnes McMonagle
Dyslexia Adviser
Main areas of work

Disability Services provides support, information and advice to students and staff with a disability. We advise students on the process for applying for Disabled Students Allowance and Assessments of Need. We process Assessments of Need and liaise with departments, students and non medical helpers to make sure appropriate support is put in place in a timely manner. We liaise, supervise and monitor the work of Neuropartners who currently supply non medical help.

We provide dyslexia support and advice, and arrange dyslexia screening and psychological assessments.

We work with HR and OH to meet the needs of staff with disabilities. The protocol for supporting staff with a disability is available: https://www.york.ac.uk/staff/support/disability/policies/

Data

A summary of students by category of their reported disability can be found in the appendix to this report.

Equality matters

Disability Services is aware of our responsibilities under the Equality Act, and make sure that equality considerations are reflected in the design and delivery of our service.

Challenges and opportunities

In the last year a significant piece of work has been undertaken to engage Neuropartners (NP) to provide non medical help, with the associated administration and payment of support workers. Disability Services remains the first point of contact for students and departments, and supervises the work of NP in addition to monitoring the student satisfaction of the support they receive. These steps enable us to meet the requirements of the forthcoming Non Medical Help Charter and ensure that we are recruiting, training, paying and monitoring support workers in a fair and equitable way.

Once again numbers of students using our service has risen, this term we anticipate an increase of 20%, resulting in the two advisers who provide support for students with mixed disabilities, each having a case load of 280. This is unmanageable and there is concern that we cannot continue to provide the same level of service without an increase in resources. In addition the amount of administrative work generated in the office because of volume of students and associated queries, the building changes, and complexity of cases has increased, and this needs addressing urgently.

We have noted a greater volume of students requesting online and paper screenings for dyslexia, and more referrals from departments, which we think indicates a greater awareness of dyslexia issues by academics.
We aim to engage more with departments as resources allow. The advisers would like the time to meet with each student on a one to one but time restrictions and numbers of students make that not possible at present.

We have devised a training programme to be delivered via POD

We have continued to contribute to the work of the DES and the Access group.

We supported a large number of dyslexic/dyspraxic students by providing study skills tuition. This has included working with students on time management strategies, essay writing skills, memory techniques and exam revision. We also carried out Irlen and screening tests. We liaised with academic departments; disability reps, library staff, the exam office, welfare and immigration teams, the ODT and the SFSU. Externally; we liaised with psychologists, needs assessors and funding bodies, amongst others. We assessed the needs of international and PhD students with dyslexia and applied for recommended items to be funded.

We also screened and advised staff members who suspected they might have dyslexia, and then enable members of staff who have been diagnosed with dyslexia to access the support to which they are entitled, improving their efficiency in the workplace.

There have been some staff changes: We have welcomed Claire Shanks (Disability Adviser), Steve Campbell and Agnes McMonagle (Dyslexia Advisers)

**Plans for 2012/13**

**Objectives**

To develop a process for the digitisation of texts, in conjunction with the Library.

To review the current provision for undertaking psychological assessments

To review our administrative processes and increase our staffing resources in this area.

To review our consent form and the current questionnaire

To consider how and when we ask for student feedback and how we respond to feedback we receive

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Penn Snowden
Manager, Disability Services
Data on disabled student numbers

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<thead>
<tr>
<th>Type of Disability</th>
<th>2007-8</th>
<th>2008-9</th>
<th>2009-10</th>
<th>2010-11</th>
<th>2011-12</th>
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<tr>
<td>Dyslexia</td>
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<td>502</td>
<td>556</td>
<td>625</td>
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<td>Dyspraxia</td>
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<tr>
<td>Visual Impairment</td>
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<td>Hearing Impairment</td>
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<tr>
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<td>Now unlisted disability</td>
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<tr>
<td>Mental Health Difficulties</td>
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<td>56</td>
<td>119</td>
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<td>Unseen Disability</td>
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<td>214</td>
<td>2</td>
<td>na</td>
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<td>112</td>
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