

Training and Consultancy at Leonard Cheshire

We will work closely with your organisation to better understand you, your people, and your priorities. After identifying the needs of your organisation, we will provide you with a bespoke solution to create lasting organisational change. We equip you with the knowledge, skills, and confidence you need to remove barriers for groups and individuals.

Client testimonial: Ingeus

The client

Ingeus provides services for people, business, and communities to create and improve employment, skills, health, and wellbeing. Ingeus helps governments and employers design and deliver services to solve today's challenges and improve opportunities for all.

Ingeus delivers Education, Training and Employment (ETE) in East Midlands and Northeast and South-Central England. They place probation service users at the centre of their ETE service to provide the right support to develop skills and access colleges, employer networks and community resources. Tailored Individual Action Plans and support packages, delivered by Advisors and Mentors, enable service users to achieve the best outcomes.

The brief

Ingeus aims to become an exemplary organisation in valuing diversity, promoting inclusion, and embedding equality both as an employer and a provider of services. They want to go beyond legal compliance and create services that are truly inclusive for disabled service users.

Ingeus partnered with Leonard Cheshire for guidance on how to remove barriers, make adjustments and understand the practical actions Advisors should take to enable disabled service users to receive an inclusive and barrier free service.

The solution

The first stage of our support was facilitating a workshop on disability and the anticipatory adjustments that Ingeus can make for disabled service users.

At the workshop, we shared knowledge on disability, the law, best practice, and adjustments to service provision. We also completed a barrier analysis activity to outline the adjustments that can be made for disabled service users in advance of them accessing the service. We summarised the options for anticipatory adjustments in a report for Ingeus following the workshop.

The second stage of our support was the delivery of bespoke training. We completed a training needs analysis to identify learning objectives and a training outline for the Advisors. Following this, we designed and delivered two bespoke “Disability Inclusive Service” workshops. Our training focused on building a better understanding of disability, and positive, practical changes Advisors could make to build inclusive practice into their processes.

To measure the impact of our support to Ingeus, we created an evaluation tool which was used at the start, middle and end stages of the programme. The insight this provides allowed us to track progress post-training and supported with planning for building good practice.

We worked with the participants to complete a baseline assessment. This involved supporting Advisors to plot current levels of inclusive practice and behaviours on a scale and identifying areas where they aspire to make progress.

We collected feedback using a survey directly after each workshop. The survey results helped us to identify any gaps in knowledge or skills and any need for further support, as part of our continuous improvement cycle. We held an assessment with the Advisors to help Ingeus and Leonard Cheshire understand what they had learnt and to allow us to address any gaps in knowledge.

As part of the partnership, Leonard Cheshire seconded a member of staff to Ingeus across each region. The seconded Advisors work with Ingeus Employment Advisors offering support, information, and advice on how best to support service users to overcome barriers, and potential adjustments that can be made.

Leonard Cheshire Advisors who were seconded to Ingeus have delivered training sessions to their teams, offered advice by phone or email, and offered a fixed day drop-in advice service. Our Advisors also cover their own caseloads and work directly with disabled service users.

We facilitated a trouble-shooting workshop with the Advisors once they began working with service users. This provided an opportunity for them to share their experiences and learnings, and to ask questions or trouble-shoot problems.

“Our training focused on building a better understanding of disability, and positive, practical changes Advisors could make to build inclusive practice into their processes.”

Training outcomes

The feedback from the training showed that 100% of survey respondents agreed the training had met its objectives and their knowledge, skills and confidence had improved.

Training participants reported that they could now explain what is considered a disability. They could recognise legislation from the Equality Act 2010 related to disability and service provision. They were able to categorise the different models of disability, identify why disability matters to the service provision and express what anticipatory adjustments can be made.

The graph below further illustrates the learning progress of Advisors from the start to the end of the programme. Advisors reported improvements in their understanding of disability and how it relates to the service, their understanding of barriers and adjustments, their understanding of inclusive language, and their communication skills with disabled service users.

“I will apply the learning within my daily role when interacting with service users, probation officers and external providers, to ensure that the provision is inclusive and allows for people with disabilities to actively engage and participate within our ETE service.”

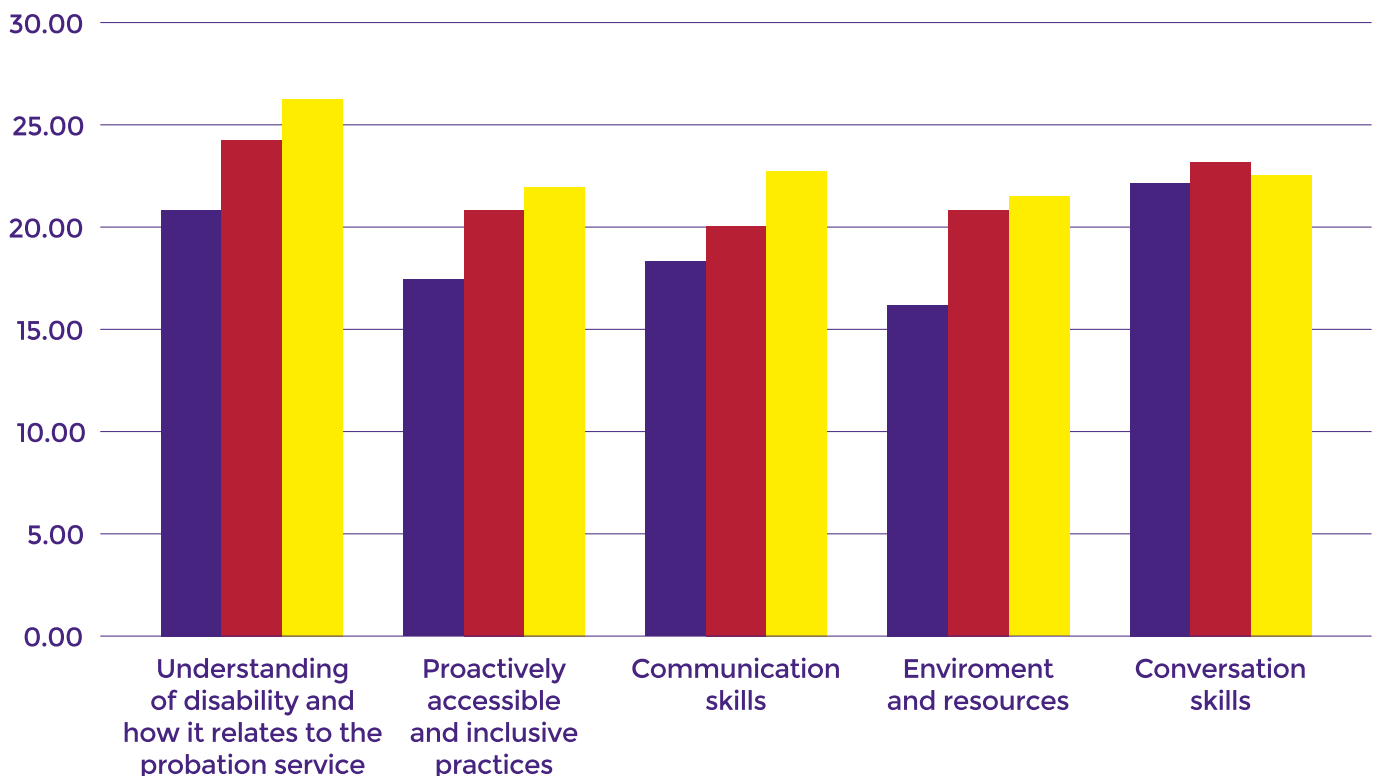
Training participant

“The training has made me more aware of people’s disabilities and the barriers they may face. I will definitely take this into consideration when completing an assessment with service users and discuss ways to make our service more accessible.”

Training participant

Impact

■ Start ■ Middle ■ End



Ingeus reported that they have implemented the following practices to deliver a more inclusive service:

“The seconded member(s) of the team from Leonard Cheshire work closely with all Advisors and managers to ensure they are considering the right options and impact of choices when providing a more inclusive provision. We include regular team training and reviews with staff to ensure this remains a focus.

Staff are more aware of the need to review and check details. They are considerate to the needs of all service users and have identified the need to seek additional information or support from referring partners to ensure we are acting appropriately.

[Staff] regularly consider any anticipatory implementations or considerations they could/should make to enable a better service and experience for participants. Looking at accessibility of premises, materials used in training and aids for [conditions] such as dyslexia, the use of coloured overlays when needed or fidget spinners for participants with ADHD/anxiety as an example.

I expect [disabled] participants feel more engaged and welcomed into our premises. They will in turn be more confident and comfortable with accessing our services moving forward.

One example is, a service user found travel stressful due to their health condition, so their Advisor sourced a more appropriate venue (less stairs and easier access via public transport). For their first appointment, the Advisor also arranged a peer mentor to meet and travel with them to ensure they were supported and confident. The service user advised he was grateful for this and would not have engaged without it.”

Next steps

To boost the progress of providing disability inclusive justice services further, we made several recommendations to Ingeus, including that managers, secondees and Advisors should continue to share best practice with each other through communication channels and team meetings, and new Advisors should receive the Disability Inclusive Service training.

We also recommended that Ingeus should create a library of resources for staff to refer to and celebrate success through stories, external events, and social media. Our secondees will also continue to champion disability inclusion and providing barrier-free services.

Training and Consultancy from Leonard Cheshire

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