

# Girlguiding: Removing barriers through e-learning

Girlguiding are dedicated to creating a better world for girls and young women. They have a third of a million members across the UK made up of girls and volunteers. Girls meet regularly as Rainbows, Brownies, Guides and Rangers to enjoy a varied programme of activities and badges. With the support of dedicated volunteers, they learn skills, grow in confidence, make lifelong friendships, help their communities and have lots of fun.

Inclusion is a key priority for Girlguiding. They approached Leonard Cheshire for support to ensure their services are inclusive for disabled girls and volunteers, and to provide best practice support for all members.

Girlguiding did this in response to feedback from volunteers that they would like more support and training to improve their skills and knowledge to better equip them to remove any barriers for disabled members. They were eager to provide more training, guidance and resources to

help volunteers to better understand disability, remove barriers and provide a more inclusive service for both young people and volunteers.

In Autumn 2019, our training and consultancy team scoped out the support required – working to understand Girlguiding's requirements. Girlguiding planned to develop e-learning in-house but required specialist disability knowledge and guidance to ensure the e-learning reflected best practice.

## Our support

We acted as 'subject matter experts' throughout the development of Girlguiding's e-learning. We worked in partnership with Girlguiding's Diversity and Inclusion and Learning and Development teams to review materials, provide advice and guidance and discuss key elements of Girlguiding's work.

Key areas of discussion included Girlguiding's process for making adjustments and ensuring volunteer leaders understood both the legal and organisational responsibility to make adjustments. The support

**“This has really improved everyone's confidence around disability and inclusion. The training has also sparked some great conversations between teams, and we are looking forward to continuing to work with Leonard Cheshire to embed the learning across the organisation and our membership.”**

Girlguiding



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also considered language and how Girlguiding could further adopt and embed a social model approach and inclusive terminology throughout their work.

Throughout the development phase, we completed three reviews of the e-learning – evaluating Girlguiding's learning strategy, storyboard and final e-learning course.

## Outcomes

The e-learning was launched in early March 2021 to a positive reception from volunteers, employees and Girlguiding's Trustees.

In the first few months the training reached 821 volunteers. Girlguiding have received lots of positive feedback – members said that the training is useful, clear and well-communicated, and more people should complete it!

Disabled members also shared their own experiences – commenting that they are pleased the learning has been made available and that it's some of the best disability inclusion content

they have seen.

Girlguiding shared that conversations around language and the social model of disability were particularly helpful. They were appreciative of the way that we took Girlguiding's nuanced position as a children's charity into account throughout the support. The Diversity and Inclusion Team have since been sharing their new knowledge and expertise internally. The social model approach has enabled them to have more confident conversations with parents and members about disability and adjustments.

Girlguiding are now considering how they can continue to embed the learning throughout their membership and ensure conversations about disability and inclusion continue throughout the organisation. The team have been considering how to publicise the training to more volunteers, encouraging them to take part. This ties into Girlguiding's new strategic plan for diversity and inclusion, published in May 2021.

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