

# Gplus 37 - Engaging with Disabled People and People with Long-Term Health Conditions (AC)

## Guidance Notes

Issue 1 - August 2018



This module uses a wide and inclusive definition of 'disability' to include people with a range of impairments, long term physical, sensory, intellectual and mental health conditions. Examples of impairments or conditions included are those that may affect an individual's long-term pain, chronic health condition, mobility, dexterity, mental health, vision, breathing, memory, hearing, learning speech or behaviour. Many of these may be hidden impairments or conditions. For brevity, the terms 'disabled people/s', and 'impairment' are used throughout but are intended to cover all individuals within this broad definition.

### Outcomes

- To promote effective inclusive delivery, leadership and good practice for disabled people and individuals with health conditions by sharing evidence-based methods, resources and promoting positive messaging around inclusivity.
- To align with, and support current government and sector-specific objectives in relation to physical and mental wellbeing.
- To provide evidence of positive outputs and outcomes that will lead to long-term impact on the health of disabled people and individuals with health conditions.
- To engage people with a range of impairments, long term physical, sensory, intellectual and mental health conditions and external organisations and stakeholders in the planning and design of effective interventions and activities.
- To encourage greater physical activity levels amongst disabled people and individuals with health conditions by providing and promoting inclusive opportunities and accessible facilities and services.
- To narrow the participation gap between disabled people and non-disabled people and reduce inactivity rates amongst disabled people and individuals with health conditions.
- To support sport and physical activity providers with guidance and tools to ensure effective inclusive delivery and leadership, to engage disabled people and individuals with health conditions.
- To ensure a high-quality experience, and for all participants to feel valued from their first attendance through to elite pathways

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Strategy					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Does the organisation have a well-informed business strategy/plan to achieve increased participation in sport and physical activity by disabled people?</b></p> <p><b>Does the strategy fully integrate disability equality and give clear direction to workforce, partners and stakeholders?</b></p>	<p>There is little or no clarity on purpose, vision, values and business objectives and little/no measurement of what is most important to success.</p> <p>Processes are inadequate for the provision of activities to disabled people and there is little or no evidence that the organisation is committed to delivering a quality service for disabled people.</p>	<p>There is a business strategy/plan which references disability and inclusion.</p> <p>There is a limited, top-down and short-term planning process in place which sets out business objectives and some measures of success.</p> <p>Processes are basic and are just about adequate for the provision of activities to disabled people.</p> <p>The organisation tends to be responsive to change rather than proactive within the disability market.</p>	<p>There is a well-informed business strategy/plan in place covering disability and inclusion which has a high level of ownership and understanding within the staff team.</p> <p>There is a clear commitment to increasing provision and participation levels amongst disabled people.</p> <p>Success measures and targets are clearly set out.</p> <p>The organisation's operations relate back to the business strategy/plan and are underpinned by the financial management systems, policies and procedures.</p> <p>The organisation demonstrates a balance of being proactive as well as responsive in pursuit of its disability and inclusion objectives.</p>	<p>There is a well-informed business strategy/plan covering disability and inclusion with clear purpose, vision and business objectives, which is owned by trustees and staff and is well communicated to stakeholders and partners.</p> <p>Planning is clearly led by local priorities/needs and has involved and engaged staff and key stakeholders.</p> <p>Measures and targets are in place with a clear focus, supported by robust review processes and improvement planning.</p> <p>The organisation's operations are driven by the business strategy/plan and are underpinned by effective and efficient financial management systems, policies and procedures.</p> <p>There is substantial</p>	<p>There is a well-informed, three-to-five-year business strategy/plan in place clearly articulating and evidencing disability and inclusion which has been developed with stakeholders and is well communicated/understood.</p> <p>Disabled people are fully involved in the development and delivery of the business plan with robust KPIs which reflect local priorities and national outcomes.</p> <p>There is an inclusive culture of high quality provision, continuous improvement and an unrelenting focus on getting more disabled people active.</p> <p>There is good evidence that the business strategy/plan is a live document and is underpinned by excellent financial management systems, policies and</p>

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				<p>evidence of improvements to the provision of activities for disabled people and increases in participation levels.</p> <p>There is evidence of an inclusive culture and shared vision.</p> <p>The organisation is predominantly proactive in pursuit of its disability and inclusion objectives.</p>	<p>procedures.</p> <p>There is substantial evidence of high participation levels by disabled people and innovation in support of long term sustainable success.</p> <p>The organisation has a reputation amongst partners and funders for innovation and enterprise and for being 'ahead of the curve' with its disability and inclusion objectives</p>
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Leadership and Governance					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Does the organisation have strong leadership and governance arrangements capable of delivering its business strategy/plan to achieve increased participation in sport and physical activity by disabled people and people with a long term health condition?</b></p> <p><b>Do they show a commitment to delivering high quality activities for disabled people and foster an inclusive culture across the organisation?</b></p>	<p>Trustees, directors and the senior management team are unable to describe the purpose, vision, values and high-level business goals surrounding disability and inclusion.</p> <p>The organisation is inward looking and does not seek out or share best practice in the sector.</p> <p>There is little or no evidence of an inclusive culture within the organisation.</p>	<p>There is evidence that trustees, directors and staff understand the organisation’s purpose, vision, values and business goals surrounding disability and inclusion.</p> <p>The management team appreciate the importance of the disability market and offer limited resources to pursue work in this area.</p> <p>There is basic evidence of an inclusive culture being fostered within the organisation.</p>	<p>Trustees, directors, senior managers and delivery staff are able to articulate a shared purpose, vision, values and current business goals surrounding disability and inclusion.</p> <p>The importance of the disability market is recognised and prioritised.</p> <p>Resources are made available to seek out good practice and support inclusive and accessible approaches.</p> <p>There is evidence of an inclusive culture with identified improvements in place.</p>	<p>Trustees, directors, senior managers and delivery staff are able to articulate the purpose, vision, values and current business goals surrounding disability and inclusion.</p> <p>The disability market is a key priority audience with appropriate resources allocated.</p> <p>The organisation seeks out best practice both internally and externally in the sector, and good relationships exist with key disability partners at local and national levels.</p> <p>Feedback on performance is regularly sought to improve service provision and processes exist to disseminate and implement best practice.</p> <p>The organisation has a good reputation for being inclusive and accessible and its’ disability work is making</p>	<p>Trustees, directors, senior managers and delivery staff actively champion the organisation’s purpose, vision, values and current business goals surrounding disability and inclusion. Inclusive diversity of the trustees/ directors to include disabled people within their board. The disability market is a significant focus for the organisation’s leadership with suitable resources allocated.</p> <p>The organisation has a strong reputation which can be evidenced locally and/or nationally for delivering and disseminating inclusion best practice.</p> <p>Strong, effective and productive partnerships exist with key disability organisations.</p> <p>Feedback is constantly sought to deliver new,</p>

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				<p>a positive contribution to the organisations success. There are examples of inclusive approaches being proactively and successfully embedded into the organisation's culture.</p>	<p>innovative delivery models and processes. Coaching and mentoring are used to develop leadership capabilities and there is evidence of succession planning around disability and inclusion. There is evidence that inclusive approaches are fully embedded into the organisation's culture.</p>
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Workforce Development					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>How do you ensure your workforce (including coaches and volunteers) are confident and competent to deliver inclusive sessions to disabled people.</b></p> <p><b>Is workforce diversity and development driven by disabled people's needs and priorities?</b></p> <p><b>Is inclusion and diversity proactively reflected in the recruitment and selection of your workforce across all levels?</b></p>	<p>Minimal or no disability training evident and limited information available through staff intranet or staff handbook.</p> <p>Workforce strategy shows little commitment to the inclusion of disabled people and is not based on analysis of user need.</p>	<p>The workforce development and training plan ensures there are sufficient trained and (where appropriate) qualified staff to deliver programmes.</p> <p>Basic or generic training provided to other operational/front of house staff primarily through organisation induction processes.</p> <p>Staff are trained in relevant procedures and policies. Workforce development plan demonstrates a clear commitment to inclusion and ongoing skills development, but no evidence of community or user involvement.</p>	<p>All staff receive high quality disability inclusion training, regardless of role. Specific and tailored training has been introduced to ensure ongoing staff development for key programme deliverers and operational team leaders.</p> <p>Workforce development plan shows a proactive approach to embedding disability and inclusion across the organisation, based on relevant insight.</p> <p>There is evidence of disability community and user involvement within specific products and programmes for example through volunteer or apprenticeship schemes.</p> <p>The organisation supports specific and inclusive programmes which provide employment</p>	<p>The workforce development plan is regularly updated based on research and insight and demonstrates that the workforce is trained and confident in ensuring a quality service for disabled people.</p> <p>Staff are encouraged to undertake specialist, advanced training based on robust workforce and user needs analysis.</p> <p>Staff are confident in their ability to assess their programmes/facilities for impact on disabled people.</p> <p>Best practice is proactively sought to equip staff throughout the organisation with the skills and confidence to deliver inclusive activities; for example leadership, marketing and engagement. The organisation is actively encouraging applications</p>	<p>The workforce development plan and its implementation has proactive leadership around disability and is strengthened through regular consultation with external stakeholders.</p> <p>The organisation confidently and successfully recruits disabled people into a wide range of roles and actively encourages progression to senior positions. There is evidence of impact assessment of policy and procedures impact on the workforce and delivery.</p> <p>The organisation is acknowledged for innovative approaches to inclusion and is proactively involved in sharing good practice across the sector. There is strong evidence of community involvement and disabled people</p>

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			<p>opportunities for disabled people within the organisation. The organisation is encouraging applications from disabled people when new roles are advertised.</p>	<p>from disabled people when new roles are advertised and interviewing those who are meeting the role requirements.</p>	<p>supporting a range of disability-specific and inclusive programmes throughout; for example employment, volunteering, peer mentoring and ambassador roles. These schemes are designed to increase capacity/capability as well as provide support to target groups.</p>
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Accessible Venues and Places					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Does the organisation take a proactive and structured approach to maximising the accessibility of the venues it uses or promotes?</b></p> <p><b>Is accessibility embedded and well communicated across a range of stakeholders?</b></p>	<p>There are a range of physical logistical and organisational barriers that prevent disabled people from accessing facilities and activities. There is little or no evidence of venue accessibility being considered and no improvement plans are in place.</p>	<p>Organisation has achieved a basic level of accessibility through the identification and removal of common barriers to access. Changes are generally reactive in nature, but improvement plans exist with some progress towards accessibility targets. Organisation is aware of relevant accessibility expertise, partners and resources to support improvements.</p>	<p>Organisation uses venues and places that largely meet national good practice guidelines (for example Sport England's Accessible Sports Facilities Design Guidance Note, or similar (home country guidance). Evidence exists of proactive auditing, access enhancements and preventative maintenance. Improvement plans utilise local insight and accessibility is evident within business planning. There is some in-house expertise around accessibility supported by external expertise as required. Basic / generic accessibility information is communicated internally and externally to disabled peoples.</p>	<p>Accessibility is embedded across the organisation, (e.g. procurement, maintenance, upgrades, refurbishments and new contracts). Local needs and insight are embraced in improvement plans which are regularly reviewed and updated with key disability stakeholders. There is strong knowledge of accessibility within the organisation, with positive feedback from disabled people being provided about venue accessibility. Venue-specific accessibility information is available and actively promoted internally and externally to disabled peoples.</p>	<p>The organisation is confident about accessibility and there is widespread user consultation and expert input in this area. Co-production with disabled people is utilised wherever possible throughout design and management processes. The organisation actively seeks out best practice and can demonstrate impact and continuous improvement. External audits, assessments and disabled people's feedback are widely encouraged and promoted through a variety of networks. There is clear evidence of effective change.</p>



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Policies, Procedures, and Safeguarding					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Are organisational policies and procedures up-to-date, well informed and meet the needs of disabled people?</b></p> <p><b>Are inclusive policies, widely communicated, accessible and embedded across the organisation? These would include inclusive children protection policies and adults at risk policies.</b></p>	<p>Policies and procedures are in place but they do not meet the needs of disabled people. Sport England (SE)/ UK Sport (UKS) Governance code not considered. Safeguarding policy and procedures are not in place, or sit on a shelf.</p>	<p>Main policies and procedures in place are relevant to disabled people and adequate to the operation of the organisation or venue. Policies exist but are not well communicated or embedded within the organisation. SE/UKS Governance code compliance underway. Safeguarding Policy is current, reviewed and includes reporting processes for incidents and potential concerns. There is evidence that relevant staff have been trained on the policy and procedures</p>	<p>Policies and procedures in place are inclusive of a range of impairments/ conditions. Policies are communicated within the organisation and supported by training for staff. Appropriate policies are clearly communicated externally with disabled people. SE/UKS Governance code achieved Designated club/site welfare officers and lead(s) are appointed, trained and are known to staff.</p>	<p>All policies and procedures are well informed and inclusive of a range of impairments/conditions. Disabled people and disability organisations are consulted over policy content with regular reviews evidenced. Organisation seeks out best practice from the sector. SE/UKS Governance code achieved and monitored A designated lead officer, case management group and action plan are in place. Risk assessment(s) are in place for safeguarding, including safe recruitment and Disclosure and Barring Scheme (DBS) Staff and volunteers recognise the additional vulnerability of, and extra barriers faced by, disabled people. CPSU standards and framework are applied.</p>	<p>There is widespread consultation and expert input on policy content. There is evidence that policies and procedures are fully embedded, regularly monitored and reviewed and an action plan is being implemented on a progressive basis. There is evidence that these policies are accessible, available in all formats and actively promoted. SE/UKS Governance code is subject to evidenced review re: disability. Safeguarding assessments and monitoring reports, including ongoing achievement of CPSU standards, adults at risk and children, are made to senior staff/board and acted upon.</p>

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Insight and Marketing					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Does the organisation use effective approaches to generate insight to inform the development of programming and activities for people with a range of impairments? This includes people with physical, sensory, intellectual impairments and mental health issues?</b></p>	<p>There is little or no evidence that consideration of the needs of disabled people has taken place.</p> <p>No consultation with disabled people has occurred and feedback mechanisms are largely inaccessible.</p>	<p>There is evidence that the needs of disabled people have been considered.</p> <p>Some consultation with disabled people and/or disability organisations has taken place.</p>	<p>Use of current national and/or local disability insight is evident.</p> <p>Good quality consultation has taken place with disabled people and/or disability organisations which has informed provision.</p> <p>Feedback, satisfaction and insight data gathering methods are largely accessible to disabled customers.</p>	<p>There is evidence that the organisation understands the disability demographics of the local area and has good knowledge of local disability organisations, needs and priorities.</p> <p>Very good quality consultation has taken place, and specific policies and programmes have been put in place to ensure access to services and information.</p> <p>Data capture and analysis is accessible and well planned. It provides a rationale for interventions, priorities and the setting of short and long term marketing objectives.</p>	<p>Research and insight into the needs and preferences of local disabled people has fully informed the planning process, resulting in programmes that deliver 'what disabled people want', with clear targets and outcomes.</p> <p>Feedback from disabled people is proactively sought for continuous improvement purposes.</p>

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<p><b>Are data gathering/feedback approaches accessible to disabled people and those with long term health conditions? Is information and are services subsequently reaching the most effective audiences through successful inclusive and accessible communications?</b></p>	<p>There is no marketing plan or strategy and limited/ restricted access to skills and resources to deliver inclusive and accessible marketing communications.</p>	<p>Available market research and customer insight/data/feedback is being used to develop an inclusive marketing strategy or plan.</p> <p>There is some investment in skills and modest implementation of accessible communications.</p>	<p>An inclusive marketing strategy/plan has been developed with the involvement of partners and stakeholders.</p> <p>Investment is apparent in skills to implement a range of inclusive marketing and communication approaches.</p> <p>Accessible marketing materials encourage uptake by disabled users and there are specific processes in place to meet disabled people’s needs.</p>	<p>An inclusive marketing strategy/plan is well established and is being embedded within the organisation. It has very clear objectives which can be related to the disability market.</p> <p>Internal and out-sourced marketing teams can demonstrate the ability to deliver accessible communications.</p> <p>The majority of online and offline communications are accessible and follow established good practice guidelines.</p>	<p>Marketing principles focus on behaviour change embedded in an inclusive marketing strategy.</p> <p>The organisation embraces inclusion within its marketing and wider functions. Innovative marketing techniques and tools are being used to reach the disabled people through a range of accessible communications and channels.</p>
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Partnership and Collaboration					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>How are a variety of partnerships and collaborations being created and used efficiently and effectively to address inequalities and reach and engage disabled people?</b></p>	<p>There is very limited commitment to, and practice of, effective partnership or collaborative working around disability and inclusion.</p>	<p>Partnerships and collaborations exist with a limited number of identified agencies and community partners around disability and inclusion. Plans are in place to improve and develop partnerships and collaborative working based on analysis of stakeholders.</p>	<p>Partnerships exist with all agencies identified as important to the organisation, and there is demonstrable evidence of collaborative working around disability and inclusion. Where partnerships and collaborations are in place there is a structured and well thought out approach taken, based on a stakeholder engagement matrix or equivalent. The approach clearly identifies the outputs and outcomes all agencies want to see achieved through jointly working with the resources/skills that are available. Partnership agreements are in place where needed.</p>	<p>Partnership and collaborative working is well established, driven by use of insight and a key part of local marketing and communication planning, designed to increase reach and widen access. Stakeholder mapping is proactive and well managed. There is a focus on building relationships with organisations that have power/influence, a wider/deeper reach and a commitment to help strategic development around disability and inclusion. Staff work proactively to build collaborations with providers in the key statutory sectors and with voluntary, third sector, community and commercial organisations.</p>	<p>Outcome-based planning provides focus and stakeholders and partners are routinely and regularly involved in all planning and review processes around disability and inclusion. There is clear evidence of increased market penetration and impact in identified development areas, particularly around the participation of disabled people and a resulting increase in physical activity levels. Partnerships are regularly evaluated for effectiveness, engagement, scope and purpose, and development plans are in place for the partnership itself as well as its work.</p>

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Programming and Participation / Talent- Pathways (Retention and Behaviour Change)					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Is a well-balanced programme offered which meets the needs of disabled people?</b></p> <p><b>Are these programs built to be sustainable to support ongoing participation?</b></p> <p><b>Do interventions effectively attract, engage and retain disabled people?</b></p> <p><b>Are participant and talent/performance pathways clear and ensure that disabled people have the same opportunities to journey to their preferred level of sport and physical activity, with clear quality entry experiences?</b></p> <p><b>Are there targeted interventions to address inactivity levels and</b></p>	<p>There is no plan or strategy in place that sets out clear participation aims and objectives for the disability market.</p> <p>There is no evidence of programming that meets disabled people's needs. There is no evidence that programming and participation levels are measured and reviewed, or that disabled people are using the activities offered.</p> <p>Not aware of any talent or participant pathways or none are in place are in place.</p> <p>(Talent pathways are only relevant if applicable)</p>	<p>Some consultation with disability groups and evidence that the needs of disabled people have been considered within programme planning and strategy.</p> <p>Provision is mainly through disability-specific sessions.</p> <p>Some evidence that programming and participation levels are measured and reviewed but no evidence to show impact.</p> <p>A relatively small but consistent core of disabled people attending programmes.</p> <p>Talent and participant pathways are mapped.</p> <p>There are no sustainability to any programs for continued participation by disabled people</p>	<p>Clear strategy in place for programming with good evidence of consultation and use of local intelligence to set clear priorities and objectives.</p> <p>Balanced programme available to disabled peoples, for example membership/pay as you play; courses/classes; club hire and directly organised sessions/initiatives.</p> <p>Effective programming and monitoring in place with good participation and membership levels.</p> <p>Talent and participant pathways are in place.</p> <p>The service for first-time users with a disability is mapped and defined, and staff are trained with the knowledge to be able to communicate this to participants.</p> <p>There are some</p>	<p>Strategy, programming and participation targets are driven by insight and knowledge and there is very good evidence of regular and positive engagement with disabled people and disability groups.</p> <p>There is a range of disability-specific and inclusive opportunities, reflecting the needs of disabled people and disability groups, and support to overcome any barriers to participation.</p> <p>The programme is designed and developed to cater for all participants with referrals, exit routes and development pathways in place.</p> <p>Effective programming, monitoring and wider marketing initiatives increase the throughput of disabled participants resulting in very good market penetration.</p>	<p>There is excellent evidence of consultation and use of local intelligence to set robust priorities and objectives for strategy, programming and participation levels.</p> <p>Local disability groups and communities are fully involved in shaping programme development and delivery to meet local priorities.</p> <p>The organisation demonstrates innovative programming approaches.</p> <p>Regular reviews strongly evidence the impact of excellent programming and increasing participation numbers.</p> <p>Talent and participant pathways are monitored, assessed regularly and are effective.</p> <p>Staff competency is assessed on their effectiveness of their</p>

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<p>increase participants health and well-being. Are these evaluated effectively through insight and adjustment to demonstrate shared learning and impact.</p>			<p>sustainability of programs for continued participation</p>	<p>Talent and participant pathways are monitored. Staff are trained and are competent and confident to implement pathways and give advice to participants.</p> <p>Sustainable programs are evaluated.</p>	<p>interventions. Continued improvements are made as needed.</p> <p>Sustainable programs are evaluated and reflected on internal and learning is share externally</p>
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Impact and Outcomes					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
<p><b>Does the organisation effectively measure impact and outcomes for disabled people using best practice evaluation processes and tools to provide qualitative and quantitative evidence as part of an Outcome Framework.</b></p> <p><b>Are data collection mechanisms accessible and does evidence show the organisation is effective in delivering high-quality activities to disabled people?</b></p>	<p>No Performance Management Systems in place.</p> <p>No mechanisms in place to collect disability data. Existing data collection mechanisms are largely inaccessible to disabled people.</p> <p>No performance baseline or clear strategy for improvement exists.</p> <p>The organisation is unable to provide evidence of satisfaction levels or the benefits that programmes have on the lives of disabled people.</p>	<p>Basic Performance Management Systems in place.</p> <p>Data collection mainly consists of number of disabled people participating.</p> <p>Some breakdown of usage data and baseline performance measures are in place.</p> <p>There is limited evidence of benefit, primarily via case studies of individuals, or at single initiative level.</p>	<p>Performance Management Systems in place with regular reports to board level.</p> <p>Key Performance Indicators exist and relate to business outcomes and impact.</p> <p>Data collection allows clear analysis of usage and evidence shows demonstrable growth in activity levels among disabled people against Key Performance Indicators.</p> <p>Satisfaction among disabled people is measured at programme level through accessible methods for specific disability sport initiatives.</p> <p>The organisation has an internal reporting process in place including an impact</p>	<p>Performance Management Systems results and analysis drives business activity to ensure inclusive provision with regular reports to board level.</p> <p>Measurement and target setting is fully embedded with evidence of strong programme partnerships with disability organisations and outputs/outcomes jointly planned and shared.</p> <p>Tools to provide qualitative and quantitative evidence as part of an outcomes framework exist and are used. The system impacts on the strategy, business and marketing plans</p> <p>Targets and Key Performance Indicators are being achieved with year-on-year growth in</p>	<p>Performance Management Systems can demonstrate consistent performance in continuous improvement in access and usage by disabled people.</p> <p>Data analysis and feedback is used to develop targeted interventions to attract new disabled users and retain existing disabled peoples. This process is reviewed updated and altered where needed regularly.</p> <p>The organisation recognises the potential to scale up successful activities and is actively doing so.</p> <p>There is good evidence that the organisation's approach to disability and inclusion has resulted in sustained</p>



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			<p>report but there is limited evidence of the difference it is making or the impact the service is generating with partners, stakeholders, funders or commissioners.</p>	<p>disabled peoples' participation demonstrated.</p> <p>Regular feedback is sought through accessible data collection mechanisms from disability organisations and disabled people, with improvement, innovation and change communicated internally and externally.</p> <p>Evidence indicates that disabled people/members of the community and partners are advocating the organisation and that activities are highly regarded.</p> <p>Programmes and activities are impacting on local wellbeing and inactivity levels among disabled people are falling due to purposeful, insight-driven approaches to marketing, and delivery.</p>	<p>core funding and/or new work/funding being secured. Benchmarking indicates that disability participation rates are reflective of local population data.</p> <p>The organisation has an excellent reputation for the quality, value and impact of its work and is helping to inform and shape local/strategic priorities and assessments of need.</p> <p>There is significant progress against national strategic outcomes that have been agreed with local partners; that is, progress is measured in terms of social and economic/commercial impact/value.</p>
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## Guidance Notes and Support Resources



### Key Links - Disability Specific

Activity Alliance: overview key message to readers: be informed; be inclusive; be active.

### Definitions

- **Disability** - This module uses a wide definition of 'disability' that includes people with a range of impairments, and long-term physical, sensory, intellectual and mental health conditions. Examples of impairments or conditions included are those that may affect an individual's long-term pain, chronic health condition, mobility, dexterity, mental health, vision, breathing, memory, hearing, learning, speech or behaviour. Many of these may be hidden impairments or conditions. For brevity, the terms 'disabled people', 'disabled peoples' and 'disability' are used throughout but are intended to cover all individuals within this broad definition.
- **Diversity** - respecting and valuing all forms of difference in individuals. People differ in all sorts of ways which may not always be obvious or visible.
- **Inclusion** – is about positively striving to meet the needs of different people and taking deliberate action to create or adapt environments where everyone feels respected and able to take part and achieve their full potential. Inclusivity can also mean provision that seeks to serve both disabled and non-disabled people together. Activity Alliance research shows that disabled people on the whole prefer to take part with non-disabled friends, colleagues and family.
- **Equal Opportunities** - people and groups are often overlooked or ignored by mainstream society when talking about diversity and inclusion. The power (and responsibility) to open up equal involvement opportunities lies with those already working in organisations, institutions and activities, rather than with those outside them.

### Guidance and resources to support improvement - by specific theme

#### Strategy

- Equality in Sport: disability strand of the website of the five UK Sports Councils <http://equalityinsport.org/equality-strands/disability/>
- Links to NDSO resources <http://www.ActivityAlliance.org.uk/resources>
- <http://www.ActivityAlliance.org.uk/how-we-help/research/1875-mapping-disability-january-2016>

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### Leadership

- Activity Alliance “LEAD” Self-Assessment tool <http://www.ActivityAlliance.org.uk/resources>
- Sport England Code for sports governance tool [https://www.sportengland.org/media/11193/a\\_code\\_for\\_sports\\_governance.pdf](https://www.sportengland.org/media/11193/a_code_for_sports_governance.pdf)

### Workforce development

- Inclusive general awareness training: <http://www.ActivityAlliance.org.uk/inclusivecommunitytraining> Active Kids for All series
- Specific disabled people service training resource [http://www.ActivityAlliance.org.uk/how-we-help/training/disabled\\_people-service](http://www.ActivityAlliance.org.uk/how-we-help/training/disabled_people-service)
- Sports Coach UK: list of workshops covering equity and disability for young people and adults <http://www.sportscoachuk.org/workshops/workshop-search>
- Instructability is to support disabled people into a fitness career <https://www.instructability.org.uk/>
- Volunteering Matters develop and deliver high impact volunteer-led solutions <https://volunteeringmatters.org.uk/>
- MIND - **Mental health awareness for sport and physical activity**, is for coaches, sport administrators, volunteers and front of house staff <https://www.mind.org.uk/about-us/our-policy-work/sport-physical-activity-and-mental-health/mental-health-awareness-training-for-sport/?ctaId=/about-us/our-policy-work/sport-physical-activity-and-mental-health/slices/mhaspa>

### Accessible venues, places

- **Inclusive Fitness** [http://www.ActivityAlliance.org.uk/inclusive\\_fitness](http://www.ActivityAlliance.org.uk/inclusive_fitness) IF Gyms; IF Mark; training and events- does this confuse? [http://www.ActivityAlliance.org.uk/assets/000/000/045/Access\\_for\\_all\\_November\\_2015\\_original.pdf?1457371169](http://www.ActivityAlliance.org.uk/assets/000/000/045/Access_for_all_November_2015_original.pdf?1457371169)
- Sport England facilities Guide <https://www.sportengland.org/facilities-planning/>
- Quest - Gplus 37 - Engaging with Disabled People and People with Long Term Health Conditions (including IFI Mark Accreditation) <https://questnbs.org/>

### Equipment

- Impairment-specific information: <http://www.ActivityAlliance.org.uk/how-we-help/resources>
- Quest - Gplus 37 - Engaging with Disabled People and People with Long Term Health Conditions (including IFI Mark Accreditation) <https://questnbs.org/>
- REMAP: [www.remap.org.uk/](http://www.remap.org.uk/)

# Gplus 37 - Engaging with Disabled People and People with Long-Term Health Conditions (AC)

## Guidance Notes



### Policies, Procedures, Governance and Safeguarding

- Child protection in Sport Unit(CPSU) Framework - <https://thecpsu.org.uk/download/media/1094/safeguarding-framework-self-assessment-with-guidance.pdf>
- CPSU standards <https://thecpsu.org.uk/resource-library/2013/standards-for-safeguarding-and-protecting-children-in-sport/>
- The CPSU England Standards - <https://thecpsu.org.uk/download/media/1040/english-standards.pdf>
- Self-assessment tool <https://thecpsu.org.uk/self-assessment-tool/>
- Vulnerable adults: Activity Alliance policy guidance: [http://www.ActivityAlliance.org.uk/assets/0000/3509/Child and Vulnerable Adult Protection Policy for web with statement.pdf](http://www.ActivityAlliance.org.uk/assets/0000/3509/Child_and_Vulnerable_Adult_Protection_Policy_for_web_with_statement.pdf)
- Presentation highlighting the difference between safeguarding children and vulnerable adults guidance: <https://www.ukcoaching.org/site-tools/workshops/about-our-workshops/safeguarding-and-protecting-children>
- Safeguarding resource <https://www.ukcoaching.org/resource/sra-safeguarding-adults-resource-pack> (Anne Craft Trust and the Sports Coach UK)
- Adults at risk: <https://www.anncrafttrust.org/>

### Insight, Marketing and communications

- Activity Alliance: research and insight <http://www.ActivityAlliance.org.uk/resources/research>
- <http://www.ActivityAlliance.org.uk/how-we-help/fact-and-statistics>
- Activity Alliance: access for all -inclusive communities guide [http://www.ActivityAlliance.org.uk/resources/case\\_studies/2697\\_access\\_for\\_all\\_Activity\\_Alliance\\_inclusive\\_communications\\_guide](http://www.ActivityAlliance.org.uk/resources/case_studies/2697_access_for_all_Activity_Alliance_inclusive_communications_guide)
- Sport England disability mapping: <https://www.sportengland.org/our-work/disability/mapping-disability/>
- Activity Alliance – Talk To me: <http://www.ActivityAlliance.org.uk/how-we-help/research/1910-talk-to-me-principles-in-action-november-2014>

### Partnership and collaboration

- Activity Alliance Service and Reach - mapping and engagement tool: Contact your local CSP for details on this: <https://www.cspnetwork.org/your-csp>
- Sport England Strategy: <https://www.sportengland.org/media/10629/sport-england-towards-an-active-nation.pdf>
- Government Sporting Futures Strategy: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/486622/Sporting\\_Future\\_ACCESSIBLE.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/486622/Sporting_Future_ACCESSIBLE.pdf)

# Gplus 37 - Engaging with Disabled People and People with Long-Term Health Conditions (AC)

## Guidance Notes



### Programming and participation

- Inclusive clubs: <http://www.inclusion-club-hub.co.uk/> toolkit created by the Activity Alliance to help clubs to include more disabled people in their activities
- Sport England Club Matter tool: <http://www.sportenglandclubmatters.com/>

### Impact and Outcomes

- <http://www.ActivityAlliance.org.uk/how-we-help/research>
- <http://www.sportforconfidence.com/>
- How to engage with disabled people:  
[http://www.ActivityAlliance.org.uk/assets/000/001/063/6768\\_EngagementResources\\_COMBINED\\_Accessible\\_original.pdf?1504188115](http://www.ActivityAlliance.org.uk/assets/000/001/063/6768_EngagementResources_COMBINED_Accessible_original.pdf?1504188115)
- Performance Management System in practise with Upshot and Street Games <https://inspiringimpact.org/resource-hub/upshot/>