

Making it Work

**Inclusion
London**

Promoting Inclusive Employment Practice

Sian Williams
Employer Engagement Manager
Inclusion London

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Making it Work

What is Inclusion London?

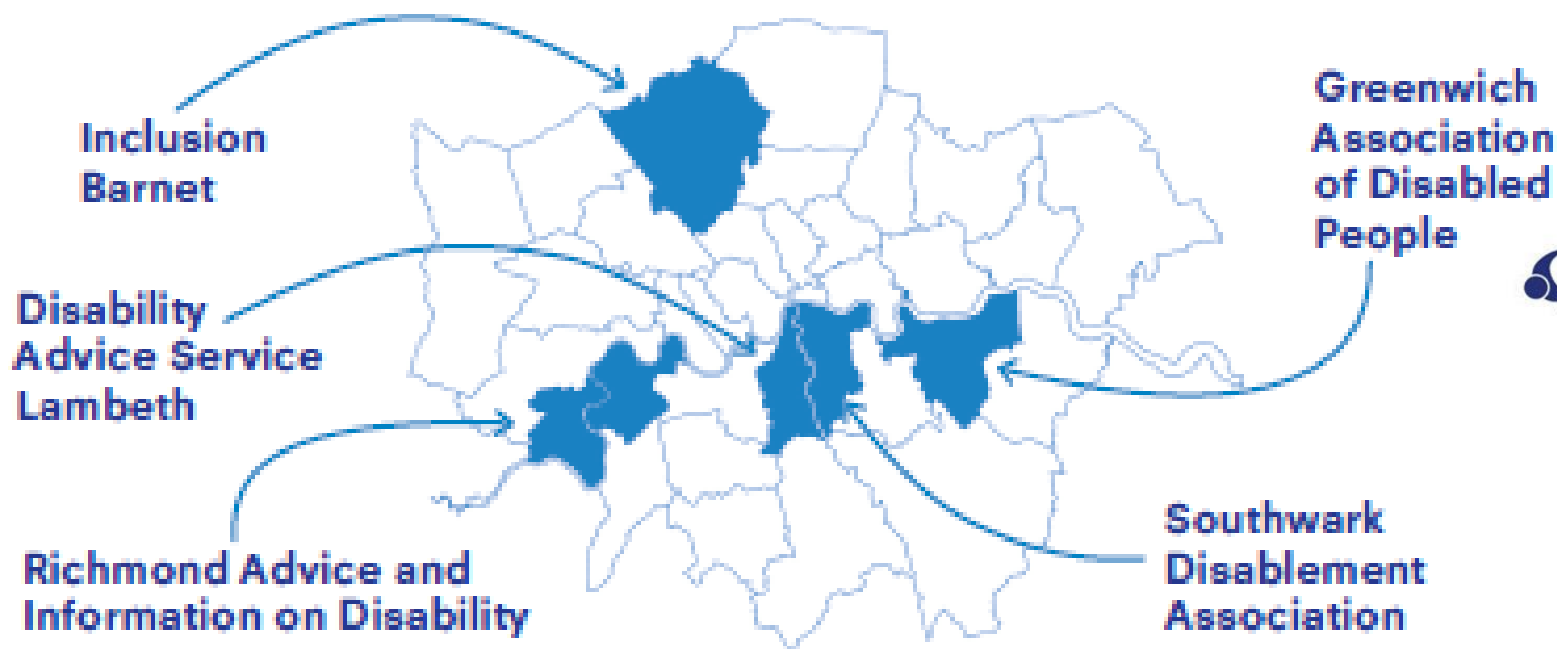
- We are a pan-London Deaf and Disabled People's Organisation (DDPO) which promotes equality and inclusion at a regional, national and international level
- We are run and controlled by Deaf and Disabled people (staff and board members)
- We provide capacity building support to over 65 DDPOs across London (most recent data: combined turnover of approx. £24m)

Aims of today's presentation

- To share insight from our 'Into Sport' project into the barriers Disabled people face at all levels and in all areas of the leisure sector
- To introduce 'Making it Work', a project which aims to increase employment opportunities for Disabled people, esp. young people with learning difficulties
- To show why a holistic approach to removing barriers is needed to create a more representative workforce

The 'Into Sport' project...

Into Sport is a three-year (2014-17) project, funded by Sport England. It is a unique partnership of Deaf and Disabled People's Organisations (DDPOs) across five London boroughs:



It is led and managed by Inclusion London, with sports advice provided by Interactive (now merged with London Sport).



The barriers Deaf and Disabled people face in engaging in SPA



- Attitudes of others
- Transport
- Cost
- Inaccessible and unwelcoming SPA venues, activities and information
- Lack of PA support / volunteers to support Disabled people to participate (esp. people with high support needs)
- **Historic exclusion = Lack of diversity in the workforce**
- Lack of confidence among Disabled people



The Social Model of Disability: a great tool for removing barriers and increasing access

- People with impairments are disabled by:
 - Economic barriers
 - Physical barriers
 - Attitudinal barriers
 - Communication barriers, etc.
- Barriers and discrimination prevent Disabled people from participating fully in society
- Remove the barriers and create inclusion & equality for Disabled people



A strategic approach to achieving inclusion in the leisure sector is needed

Providers must ask themselves:

- What barriers do Disabled customers face?
- What barriers do Disabled people face getting and staying in work in the SPA sector?

The barriers are cultural and systemic

All systems, policies and procedures must be reviewed with Disabled people

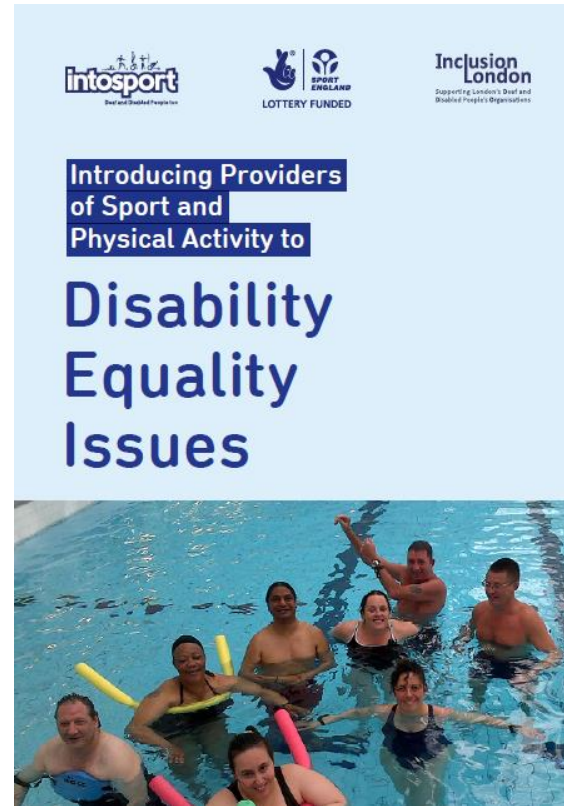
Step 1: Disability Equality Training

“The DET delivered by Inclusion London ... provided some really interesting debate that helped challenge the stereotypes that can be faced when trying to create an inclusive environment. The link towards Deaf and Disabled People’s Organisations and their role in the local area was key – these connections offer a more effective way of realising inclusivity.”

James Tierney
Community Development Manager

everyone
ACTIVE

Into Sport resources: Rooted in the social model of disability



<http://www.inclusionlondon.org.uk/intosport>

Mystery Shopping by DDPOs: supporting cultural change among leisure providers

- Local leisure providers need data about the Disabled customer's experience
- DDPOs can facilitate gathering intelligence to measure quality assurance
- A structured way to support leisure providers to meet the requirements of Quest modules (e.g. GPLUS37)



Mystery Shopping Leisure Centres and other Sport and Physical Activity Venues

A toolkit for Deaf and Disabled
People's Organisations

September 2018

Inclusion London's findings on Disability Employment

- 30% rising to 80% employment gap between Disabled and non-Disabled people
- Failure to retain staff that become Disabled
- Very significant non disclosure
- Low pay / no progression
- Working practices getting worse
- Increased bullying & discrimination

Inclusion London's 'Making it Work' project

A five-year project which aims to:

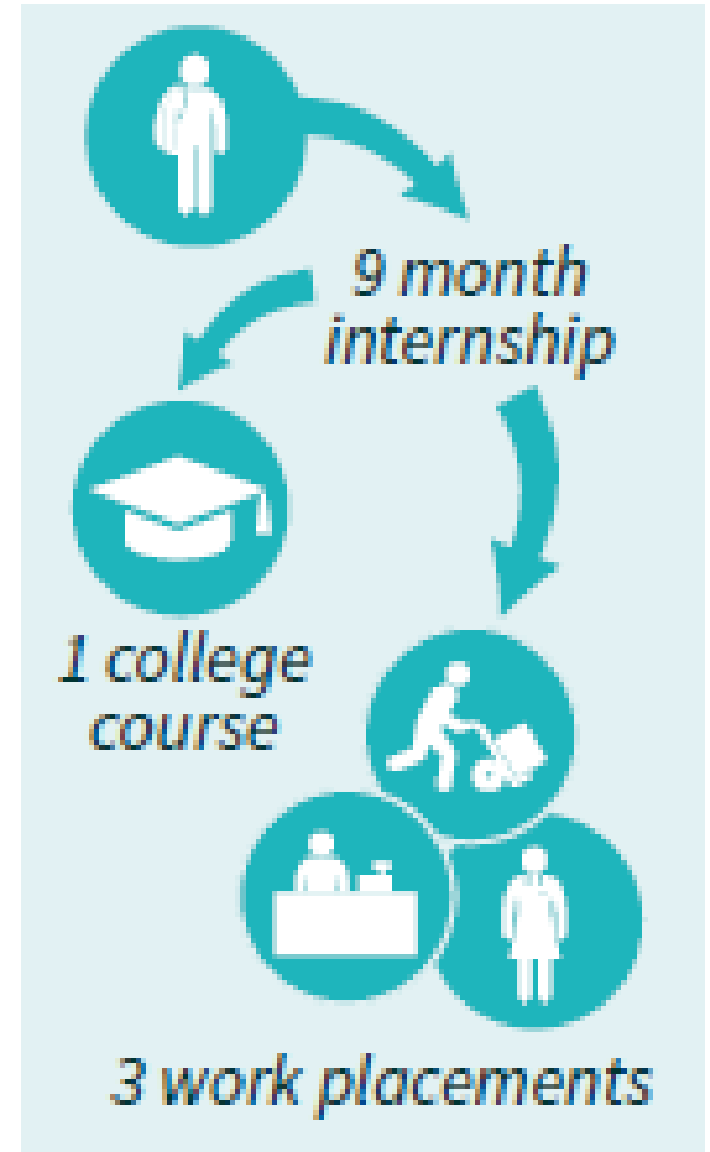
- Improve young Disabled people's chances of employment
- Challenge the barriers to getting into work
- Build DDPOs' capacity to deliver employment support
- Set up Supported Internships and training

The experience of people with learning difficulties

- 1 in 50 people in the UK have learning difficulties
- Only 6% of people with learning difficulties of working age are in paid employment

The 'Supported Internship' model

- Young people with learning difficulties (16-25yrs)
- College course
- 3 placements with the host employer
- Supported to apply for real jobs
- **60-70% success rate into paid jobs**



Examples of employers who have hosted this type of internship...



GlaxoSmithKline

L'ORÉAL



Imperial College
London

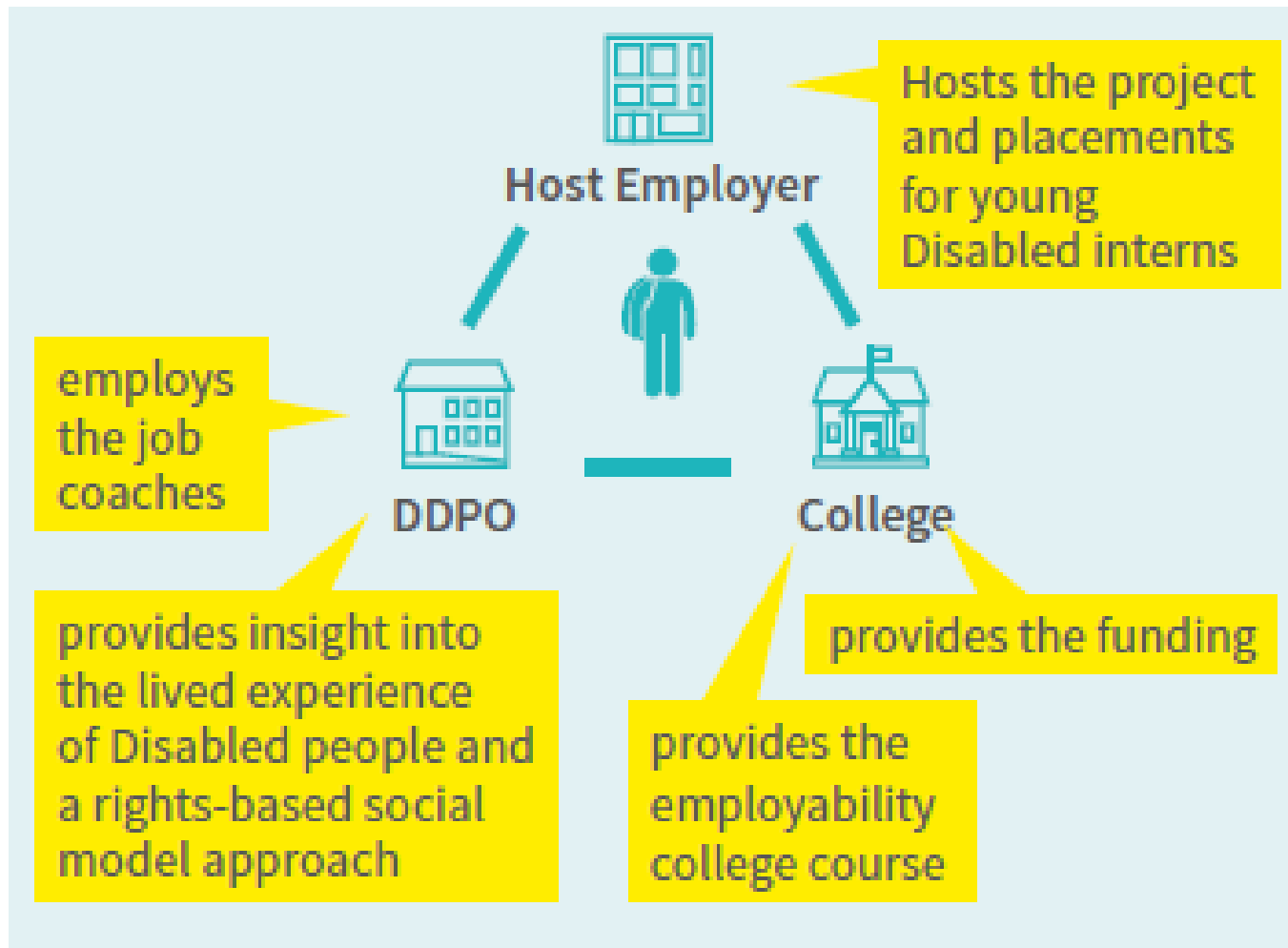


St George's University Hospitals

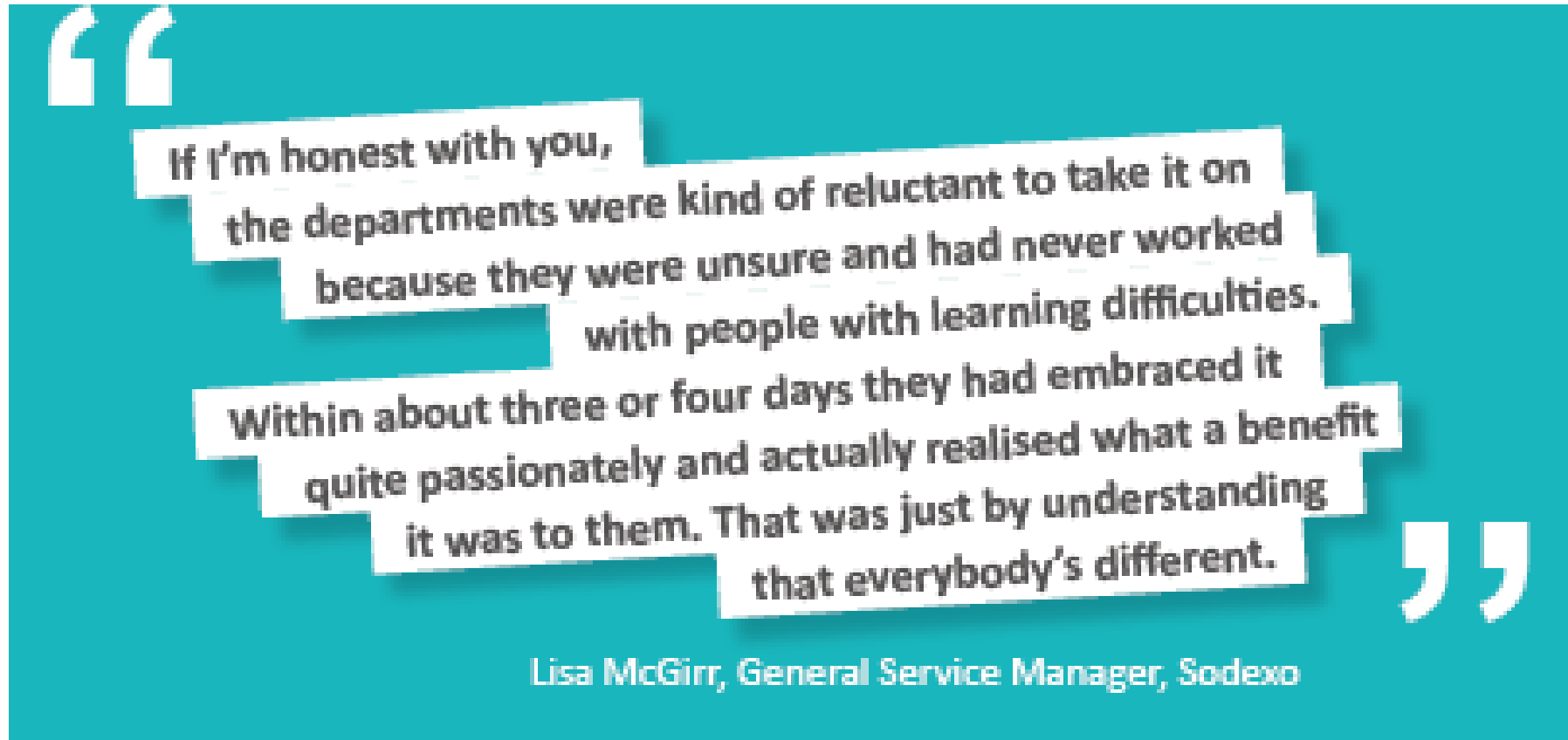


NHS Foundation Trust

A three-way partnership...



Quotes about the DDPO model of Supported Internship...



Quotes about the DDPO model of Supported Internship...

“

I think employers always think that there's going to be a cost, that there's going to be a lot of time, and that it's very complex to hire someone with a disability. But the beauty of having a job coach is that you won't have that worry. You'll be able to recruit them immediately with somebody to help and support them one to one. It's structured coaching all the way.

”

Jo Harry, UK Inclusion & Diversity Manager,
GlaxoSmithKline

Multiple benefits to the employer

- Group of committed interns
- On-site job coaches support the interns
- Strategic support available if challenges arise
- Contractors enjoy hosting interns and mentors report increased job satisfaction, which creates a good working environment
- Diverse employees reflect a wide customer base

Other ways leisure providers can benefit from the 'Making it Work' project

- dialogue with local networks of other employers interested in improving Disabled people's chances of employment
- business advisory networks
- resources to support employers to attract and retain Disabled people

Further information

<https://www.inclusionlondon.org.uk/training-and-support/consortia-working/into-sport-consortium/into-sport-consortium/>

<https://www.inclusionlondon.org.uk/training-and-support/consortia-working/employment-consortium/making-it-work-employment-and-skills-consortium/>

Sian Williams

Tel: 020 7237 3181 / 07703 715130

Sian.Williams@inclusionlondon.org.uk