Scottish Disability Equality Forum

Leading Disability Equality in Scotland

Access Panel Training Programme 2014-15 Phase 1 Introductory - February to May 2014

Summary Report

Background

In 2012 a full audit of Access Panels (APs) in Scotland was carried out by the Scottish Disability Equality Forum. This survey provided a summary analysis of Access Panel activity, engagement and needs as identified by the Access Panel members themselves.

As a direct result of the findings of this audit, and in recognition of the action SDEF could take to support the growth and development of APs, SDEF sought to put in place a sustainability project for APs. This would enable the implementation of appropriate strategies to further support APs, and provide them with a suite of training to increase their knowledge and skills.

Funding was granted to SDEF by the Scottish Government, to employ a National Inclusion Officer (NIO) to manage the sustainability project.

As part of the sustainability project the NIO developed a national training programme, which would be delivered over a period of 12 months. The training would be held in three phases, introductory, intermediate and advanced. The programme considers a selection of the training needs as identified by APs, and a number of subject areas that would support their long term sustainability, i.e. membership, business models, funding options and measuring their outputs.
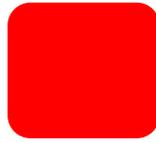
The training would also act as a two-way process of support and information of how the contribution, for and by, the Access Panels in local communities as volunteers, contributes to wider national policy directives, service delivery improvement and strategic thinking. For example, Independent Living, the UNCRPD & other legislation, as well as all local policy development and service development.

How would this learning be achieved?

The learning was delivered through varying methods, including power-point presentation, activity and discussion.

Outcomes and Evaluation

The following information provides a summary of the training outcomes for phase one of the programme, and the results of the training evaluation.

Training Sessions

Disability Equality & Other Legislation

Session Summary

The aim of the session was to enable participants to improve their knowledge and skills by understanding the definition of Independent Living, and the importance of considering equality in the wider context. It would also encourage Access Panel members to be holistic in their approach, by using the term 'access' in its widest sense, and by considering all service provision in their local discussions and business planning as appropriate.

It would seek to increase their knowledge of the Equality Act 2010 and other relevant legislation, and how this could support their local negotiations.

It also sought to increase their awareness of the barriers for those who provide services. This would help members to decide on priorities for change through an understanding of how other organisations operate, as well making best use of their skills and knowledge to help deliver the policy or service improvement.

It would increase their knowledge and skills on how to get the best from negotiations, and who and how to influence to maximise their outputs.

Training Content

- Independent Living – Facts, the definition of IL and what it means to disabled people

- The Equality Act 2010 – Defining disability, summary of the Equality Act and other supportive legislation; and reasonable adjustment

- Providers of services – who to influence and how to achieve the best results?
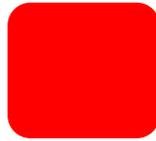
Learning Outcomes

1. Increased knowledge of Independent Living

2. Increased knowledge and understanding of the Equality Act 2010 and other relevant legislation

3. Increased awareness of the barriers for providers of services

4. Improved knowledge and skills on who and how to influence

Results Analysis

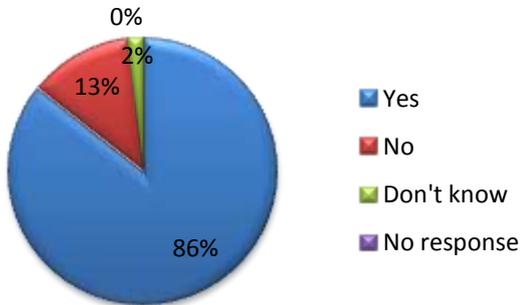The following questions were asked of attending delegates to analyse outcome results:

1. Do you know more about independent living?

2. Do you know more about the Equality Act 2010 and other legislation?

3. Do you know more about the barriers for providers of services?

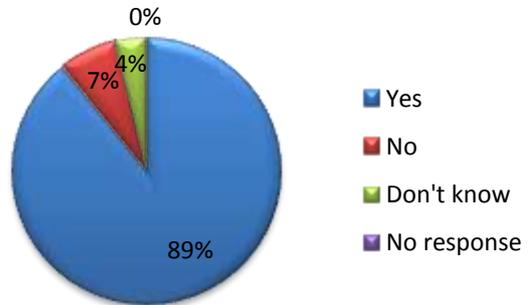4. Do you have more knowledge and skills on how and who to influence?

Outcome 1

0%
2%
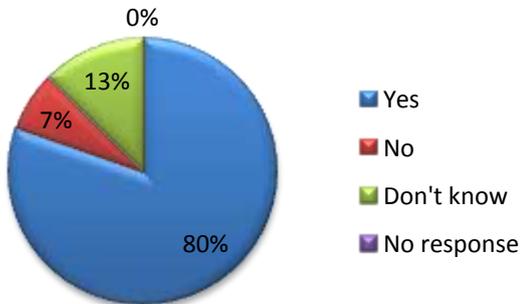13%
86%

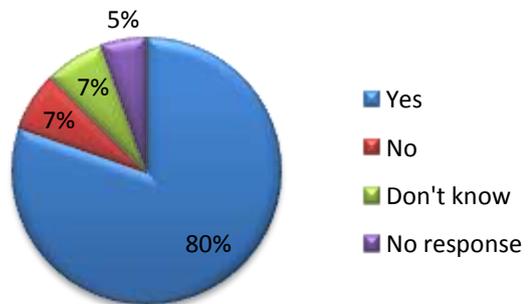- Yes
- No
- Don't know
- No response

Outcome 2

0%
4%
7%
89%

- Yes
- No
- Don't know
- No response

Outcome 3

0%
13%
7%
80%

- Yes
- No
- Don't know
- No response

Outcome 4

5%
7%
7%
80%

- Yes
- No
- Don't know
- No response

Membership & Recruitment

Session Summary

The session was designed for participants wishing to gain a benchmark understanding of the different rules of membership, for example within a national organisation, such as the Scottish Disability Equality Forum (the umbrella organisation for Access Panels), and locally within their own Access panel. This knowledge and understanding would also provide potential for panels to increase their membership and capacity.

Learning Outcomes

1. Increase the knowledge and understanding of membership by offering an overview of the stages involved, and the things you need to consider when joining or setting up your access panel.

2. Increase the knowledge and understanding of the roles of the panel members at a local level, including their voting rights.

3. Improve knowledge by clarifying the differences between the obligations at a local panel level and those at a national level with SDEF.

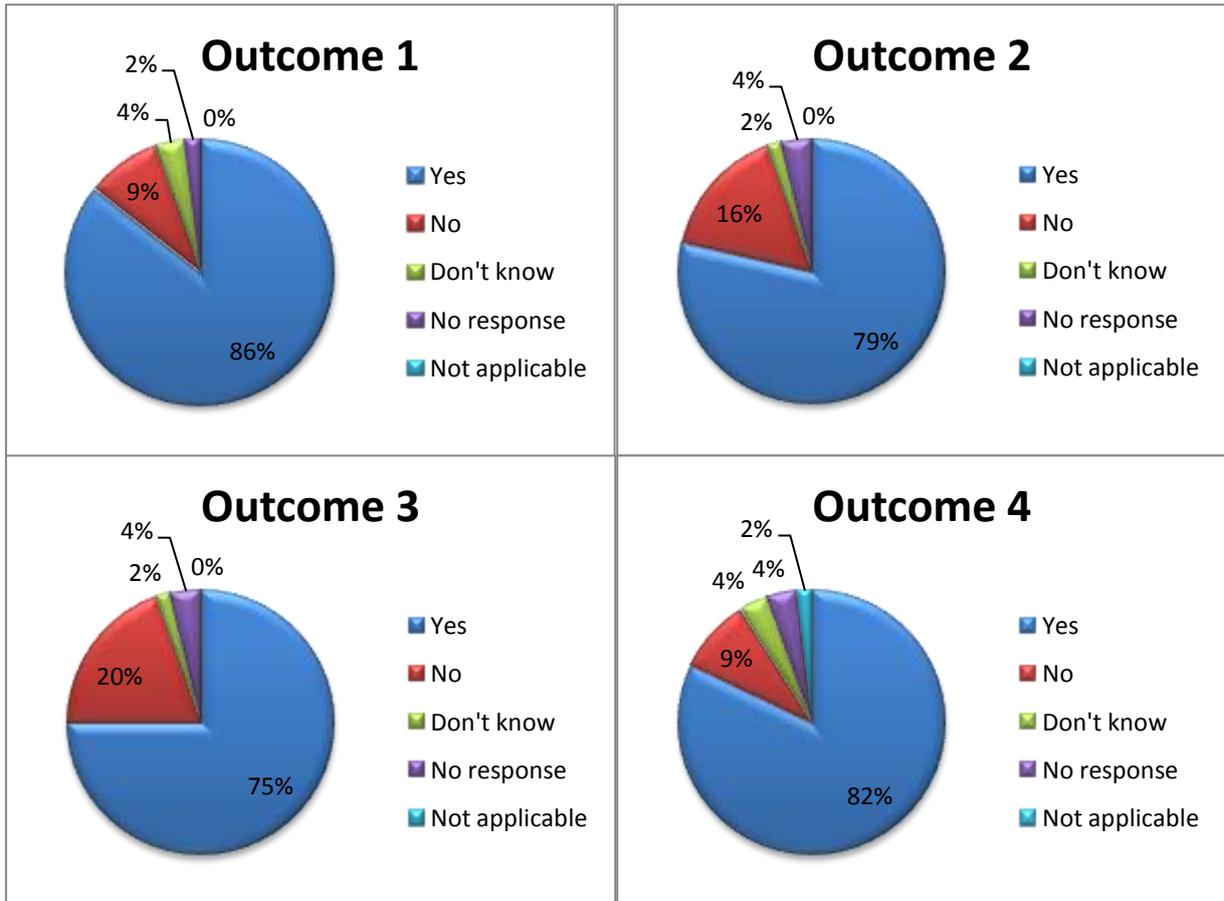4. Improve the knowledge of members to help increase their membership at a local level through promotion and marketing

Results Analysis

The following questions were asked of attending delegates to analyse outcome results:

1. Do you know more about membership of Access Panels, and what you need to think about for new members or setting up your Access Panel?

2. Do you know more about the role of Panel members, including voting rights?

3. Do you know more about the different obligations of a local Panel versus a national organisation?

4. Do you know more about how to increase your membership through promotion and marketing?

Outcome 1

2%
4%
0%
9%
86%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 2

4%
2%
0%
16%
79%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 3

4%
2%
0%
20%
75%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 4

2%
4%
4%
9%
82%

- Yes
- No
- Don't know
- No response
- Not applicable

Business Management

Session Summary

This session was designed to provide members with a better understanding of the opportunities to be derived from promotion and marketing, and ideas on how to raise the profile of their panel. It would provide differing business model options, and summarise the key factors to successful business planning and sustainability.
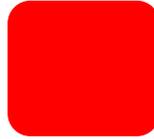
Learning Outcomes

1. Improve the knowledge of members to help increase their membership at a local level through promotion and marketing, and detail four basic models to improve the understanding of the models of business and how you make the best choice for your panel.

2. Increase the knowledge of business planning and management by providing participants with a clear understanding of what this is why it matters for Access Panels and what the benefits and risks for specific stakeholders are.

3. Improve Panel business planning by helping participants to understand how to achieve their aims and to determine their goals or objectives.
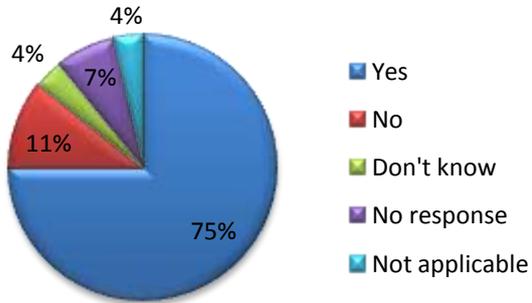
Results Analysis

The following questions were asked of attending delegates to analyse outcome results:
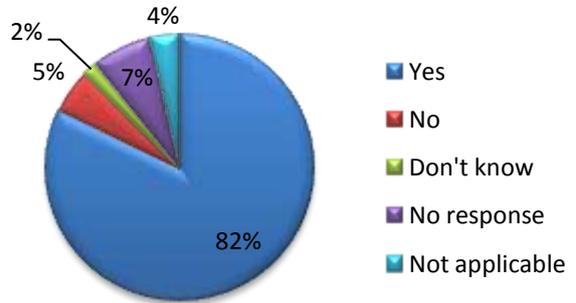
1. Do you know more about business models?

2. Do you know more about business planning, why it matters for Access Panels?

3. Do you know what the benefits and risks are for stakeholders?

4. Do you know more about setting goals and objectives and how to achieve them?

Access Panels

Outcome 1

- Yes — 75%
- No — 11%
- Don't know — 4%
- No response — 7%
- Not applicable — 4%

Outcome 2

- Yes — 82%
- No — 5%
- Don't know — 2%
- No response — 7%
- Not applicable — 4%

Outcome 2(pt2)

- Yes — 70%
- No — 11%
- Don't know — 7%
- No response — 9%
- Not applicable — 4%

Outcome 3

- Yes — 71%
- No — 13%
- Don't know — 4%
- No response — 9%
- Not applicable — 4%
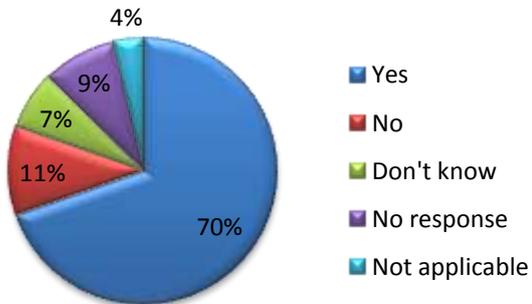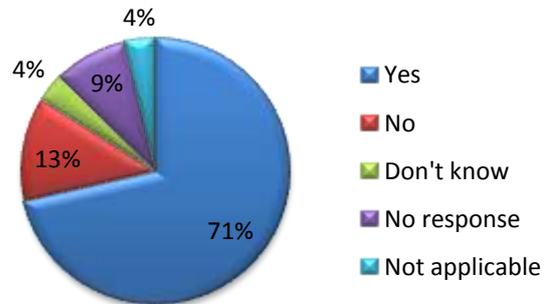
IT Skills

Session Summary

This session would provide panel members with the basic core skills to enable them to securely and confidently make best use of information technology. It would promote the use of Paneltown – a web based solution specifically designed for panel use – and how this could assist with the business of the panel, and increasing their networking opportunities.

Learning Outcomes

1. **IT User fundamentals:** increases the learner's confidence by teaching basic interaction with computers, from start up to productive use and basic computer house-keeping.

2. **Security for IT Users**: unit increases the knowledge of the learner by providing them with an essential understanding of how to use a computer in a safe and secure manner, protecting their data and that of other users.

3. **Basic Internet and email operation**: improves the knowledge of the learner by an increased understanding on how to use internet and email in a safe and secure way. How to start browsing the internet and setting up an email account.

4. **Paneltown:** Increase the awareness of Paneltown and how this website template can provide an easy-to-use solution to promote Panels at a local level, and inform members of activity.
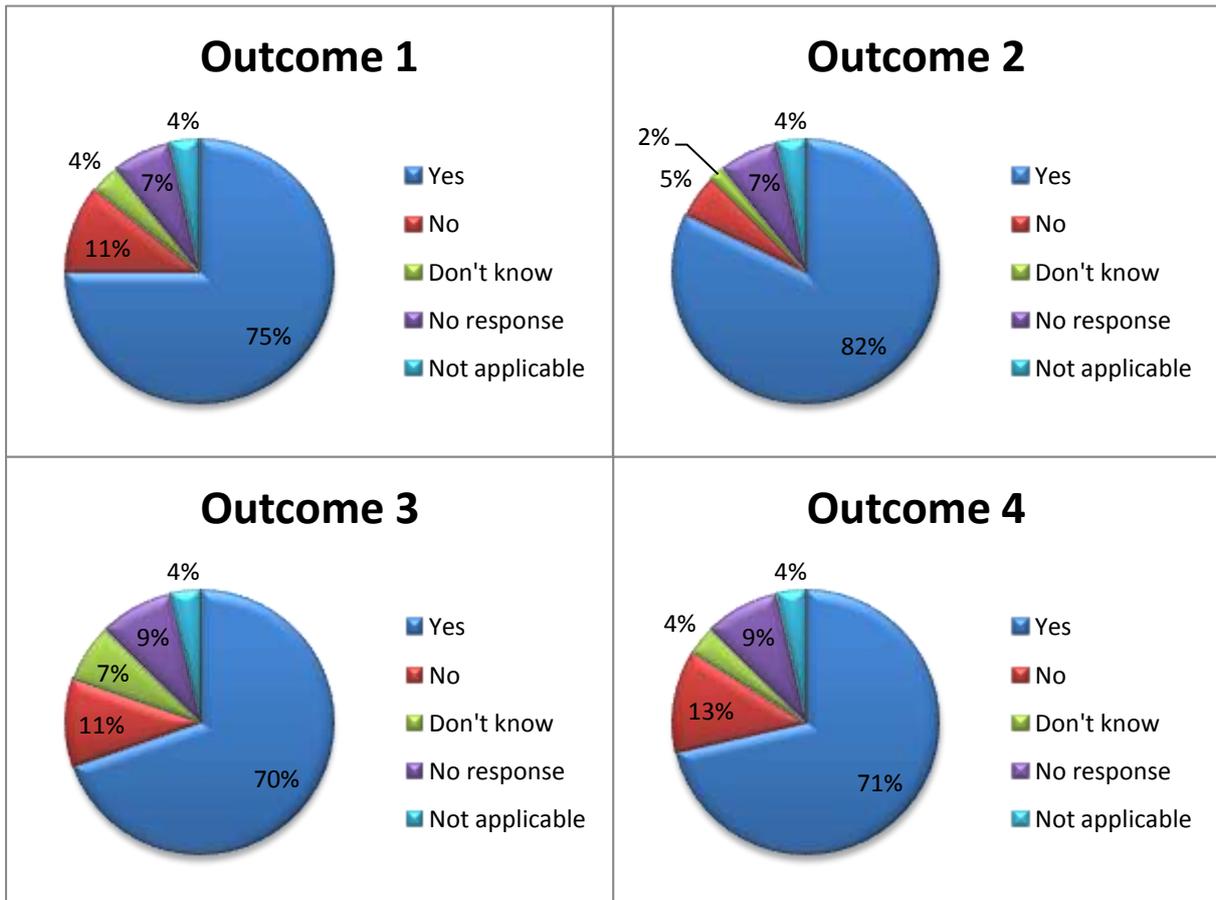
Results Analysis

The following questions were asked of attending delegates to analyse outcome results:

1. Do you feel more confident about using a computer and do you know more about basic housekeeping for computers?

2. Do you know more about how to use a computer safely and securely?

3. Do you know more about the internet and how to use this securely?

4. Do you know more about Paneltown and how you can use this to inform your members and promote your Panel?

Outcome 1

4%
4%
7%
11%
75%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 2

4%
2%
5%
7%
82%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 3

4%
9%
7%
11%
70%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 4

4%
4%
9%
13%
71%

- Yes
- No
- Don't know
- No response
- Not applicable

Building Control & Access Statements

Session Summary

This session would provide an overview of the building regulations in Scotland and access requirements, using a case study to explore 'reasonable adjustment'.

Training Content

- Basics of the Building Control Function in Scotland
- Disability Access requirements within the Building Regulations (Functional Standards)
- The role of the Access Statement as part of the Building Control process
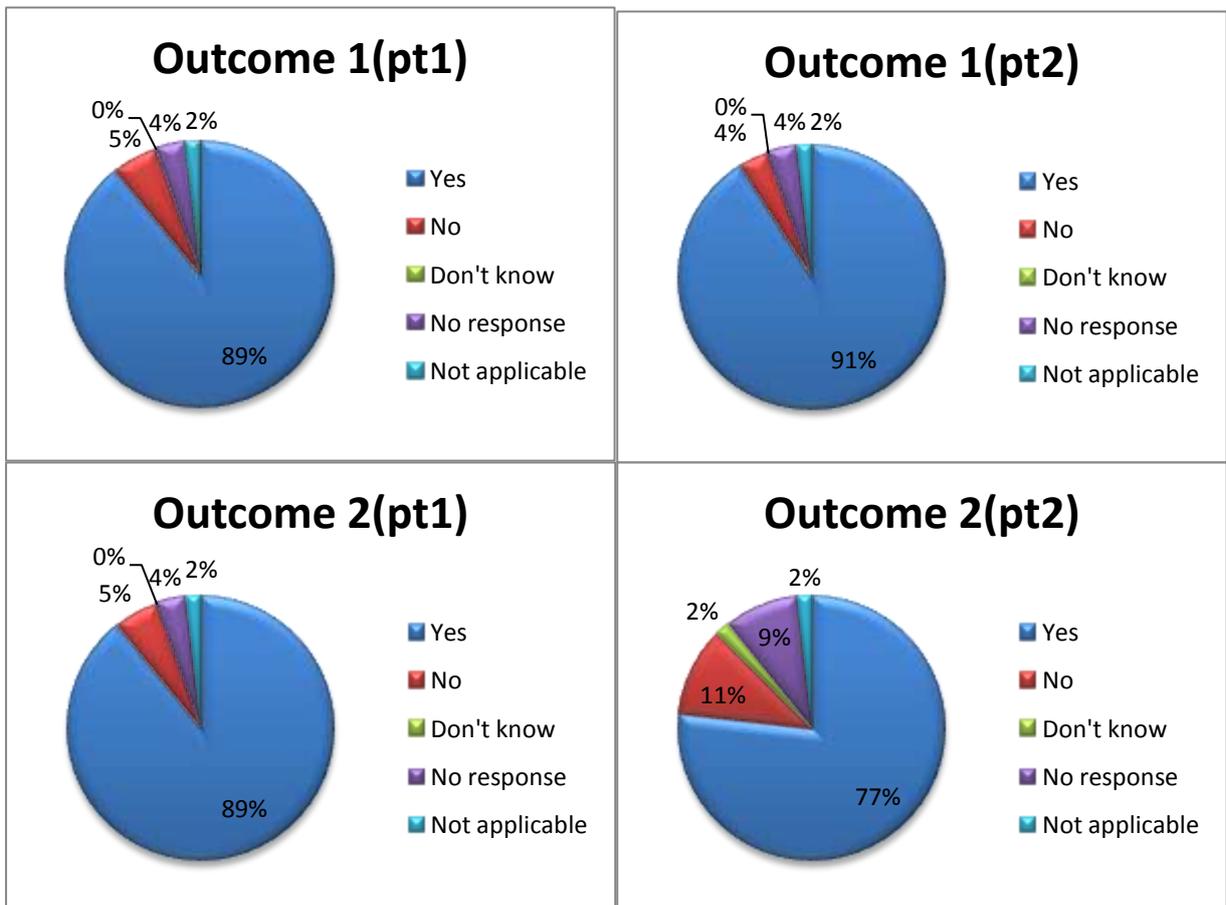- Access Statement Case Study (example)

Learning Outcomes

1. The candidate will have improved their knowledge by developing a basic understanding of the Building Control system in Scotland and the general disability access requirements contained within the Functional Standards.

2. The candidate will have improved their skills by understanding the basic concept of the Access Statement when used as part of the Building Control process. The candidate will also gain an understanding of the various Access Statement formats and how they are used in practice.

Results Analysis

The following questions were asked of attending delegates to analyse outcome results:

1. Do you have a basic understanding of the Building Control standards in Scotland?

2. Do you have a basic understanding of the disability access requirements?

3. Do you understand how the access statement if used as part of the Building Control process?

4. Do you have an understanding of the various access statement formats?

Outcome 1(pt1)

0% 4% 2%
5%

89%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 1(pt2)

0% 4% 2%
4%

91%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 2(pt1)

0% 4% 2%
5%

89%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 2(pt2)

2%
2%
9%

11%

77%

- Yes
- No
- Don't know
- No response
- Not applicable

Access Auditing

Session Summary

This session would explore the principles of access auditing, provide a basic understanding of reading architectural plans and good practice in managing client relationships.

Training Content

- Background/Legislative Requirements
- Reading Architectural Plans (with samples)
- Access Audit Basics/Audit Templates
- Managing Client Relationships

Learning Outcomes

1. The candidate will have improved their knowledge by understanding the basic principles of access auditing including an appreciation of the various audit templates and report formats currently used. The candidate will also have improved their skills by learning how to manage Client relationships and develop an understanding of the general duties placed on Clients by the Equality Act 2010.

2. The candidate will have improved their skills by understanding the importance of being able to read architectural plans and be able to distinguish between plans, sections and elevations.
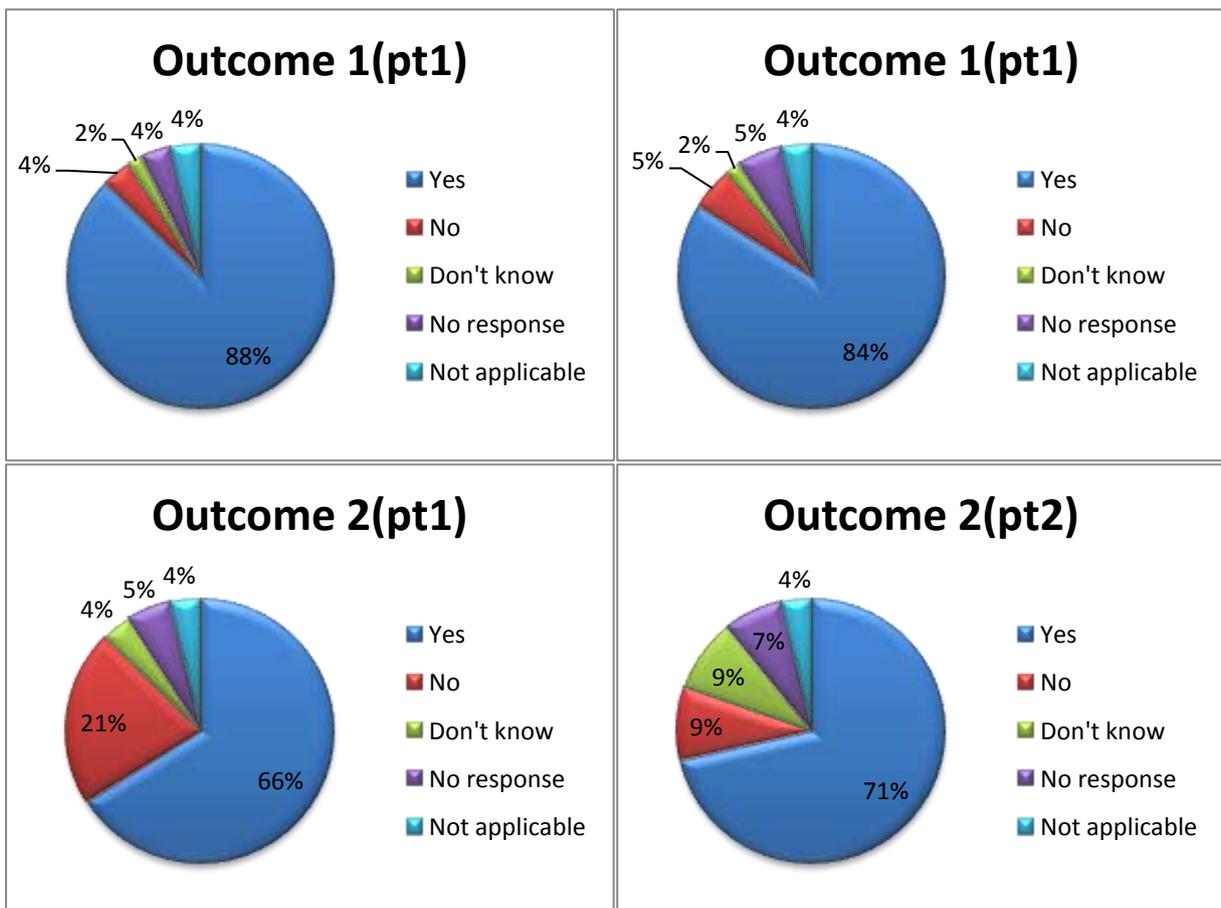
Results Analysis

The following questions were asked of attending delegates to analyse outcome results:

1. Do you understand more about access audits, including the templates and formats used?

2. Do you know more about how to manage relationships and responsibilities under the Equality Act 2010?

3. Do you know more about reading architectural plans?

4. Are you able to tell the difference between plans, sections and elevations?

Outcome 1(pt1)

2% 4% 4%
4%
88%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 1(pt1)

4%
5% 2% 5%
5%
84%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 2(pt1)

5% 4%
4%
21%
66%

- Yes
- No
- Don't know
- No response
- Not applicable

Outcome 2(pt2)

4%
7%
9%
9%
71%

- Yes
- No
- Don't know
- No response
- Not applicable

Summary Conclusion

The training was attended by 60 members in total, representing 30 Panels, 64% of the existing Panels in Scotland.

All Panels were invited to attend, there were varying reasons for non-participation, including the Panels reporting they provided their own training and some newer Panels preferring to further establish and strengthen their Panel prior to attending such a programme of training. SDEF will consider additional training in their long term planning to provide continued support as required.

The evaluation and analysis of the phase 1, introductory training, reports on average, the knowledge and skills of the attending delegates has an increase (based on self-assessment) of 79%. SDEF would anticipate a gradual increase in this percentage as the training evolves through phase 2 and 3, where trainers will further expand on the content of the selected subject areas.

In addition to the evidence collated in this report, delegates provided general verbal feedback that they found the training useful and informative. They also found it extremely valuable in terms of sharing their experience, seeking solutions to local problems and increasing their network which would enable ongoing support, and further sharing of skills and knowledge.

Phase 2 of the training programme is currently under development and will commence in July 2014. The trainers, content and materials used in this programme were also evaluated as part of the process.
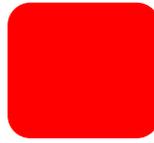
Improvement will be sought across these areas as required to ensure the best possible output in the coming phases.

A further report will be provided on the conclusion of Phase 2, with a full summary report, providing an analysis of the 3 phases will be provided on completion of the programme in March 2015.
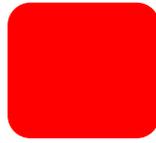
Summary report provided by:

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June 2014

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