

# Possability People

## Training & Services Brochure

*Are you Disability Confident? After our training, you will be.*

Possability People believes in a society where anything is possible, regardless of ability. Its range of training and services are based on over 30 years of experience of supporting disabled people.

*“Very informative, and delivered in a clear down-to-earth style that made it easy to understand and follow”*

## Courses

### Disability Confident – Introductory workshop

A practical session to improve the confidence of people interacting with disabled people on a day to day basis, be that as a customer, colleague, volunteer or just out and about.

We will help you feel more confident in the language you use. We will also unpick some common myths and assumptions about disabled people, while helping you to think about the accessibility and inclusivity of your organisation and services.

The course is aimed at people working at all levels of your organisation who would like to learn more about disabled people, and explore different approaches to language, attitudes and communication.

Duration ½ day

### Disability Confident – People workshop

An ideal bolt-on to our introductory workshop, this module delves more deeply into the impact of positive communication and interaction with disabled people in everyday life. The course draws on the experiences of Possability People's service users to show you how small changes to the way you do things can make a big difference to the experience of disabled people.

The course is aimed at people in front-line or customer facing roles who want to learn more about how to provide excellent customer service to disabled people approaching your business or organisation.

Duration ½ day

### Disability Confident – Employment workshop

Focusing on the issues disabled people may face in the work place, this module looks at how employers, line managers and colleagues can help to make work places more inclusive.

We will look at both recruitment activities and also steps you can take when existing staff members disclose or become disabled or have a long term health condition. Our training is based on the real life experiences (positive and negative) of disabled people who use our services.

We will help you understand what the law says about equality and disabled people, as well as look at the benefits that come from adopting a flexible, inclusive approach across your business.

The course is aimed at team leaders, supervisors, managers or anyone looking to improve the recruitment and retention processes of their business or organisation

Duration ½ day

The benefits of becoming Disability Confident through the above workshops:

- Improved customer service
- Teams which can work together more productively and effectively
- Access to the £212 billion spent annually by disabled households in the UK once they feel confident in using your business or service
- Enhanced communication skills across the team
- A more diverse workforce which brings with it a broader range of talents, ideas, skills and experiences
- A more motivated workforce who will go the extra mile for your businesses because they see that you treat everyone fairly
- Enhanced reputation within your community
- A culture where your team can talk about their situation in a safe and professional manner and access the support they need.

## Disability Confident – Accessible Volunteering

An introductory or refresher session on improving the accessibility of volunteer programmes, recruiting and retaining disabled people and improving the overall diversity of an organisation.

By the end of the course participants will have:

- Knowledge and understanding of what is meant by accessible volunteering
- An understanding of reasonable adjustments and what this looks like for them
- Practical resources to help you recruit and retain disabled people
- Improved confidence in disability awareness and supporting people with a range of impairments.

The course is aimed at:

- Organisations who would like to diversify their volunteer team and recruit and retain volunteers with a range of skills, experience and abilities
- Organisations looking to improve the accessibility of their organisation
- Organisations wishing to reaffirm their current practice and level of understanding

## Disability Confident - Mobility Equipment & Support

An introductory or refresher course to improve knowledge of class 1 & 2 mobility vehicles. This includes manual and powered wheelchairs and mobility scooters.

The course will provide an overview of the different classes of equipment available, the responsibilities of scooter users, the basic function of the equipment and advice on safe use.

By the end of the course participants will be able to:

- Describe basic road safety for mobility scooter users
- Have a better understanding of how to operate a mobility scooter and manual wheelchair
- Understand related legislation

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The course is aimed at:

- Professionals who work with or support anyone who uses, or may benefit from the safe use, of mobility equipment
- Professionals who may benefit from a better understanding of mobility equipment
- Individuals who may wish to refresh their knowledge and skills
- People who have never used equipment before

Duration: ½ day

## Disability Confident - Assistive Technology and Equipment

A practical session to help you understand the importance of assistive technology in empowering disabled and older people to remain independent. We will explore different types of technology and equipment and help you to feel more confident to work with people who use them.

By the end of the course participants will be able to:

- Empower older and disabled people to access information and advice
- Make informed decisions about the technological options available
- Reflect on their current practice and take away practical solutions to enable better outcomes for their service users

The course is aimed at:

- staff and volunteers working with older and disabled people and carers.

Duration: ½ day

“Very informative for both ‘beginners’ or experienced professionals”

## Services

### Engage and Consult with Disabled People

Are you planning or changing a service? Do you want to find out how to be more inclusive of people with long term health conditions or impairments? Possability People has lots of experience and would love to help.

Engaging with disabled people at each stage of service planning and development will ensure you better meet the needs of everyone accessing your service. Our group includes people with a wide range of health conditions and impairments (including, for example, wheelchair users, Deaf people, people with impaired vision, people with mental health conditions) They will share their lived experience to help you understand if and where improvements could be made.

#### We can provide:

- Bespoke face-to-face facilitated focus groups with disabled people who have a range of impairments, to help identify barriers to their using your service, as well as find practical solutions
- Telephone and online engagement to gather feedback from local disabled people about your service or business
- Our group members are disabled people who's lived experiences can help you improve your service to make it as accessible as possible for everyone. With a reputation for saying 'yes', they are experienced in finding solutions.

### Building better businesses

Is your service or business fully accessible to meet everyone's needs? If you're not sure, we can help! We work with disabled people who are experts, to help you make sure that it is. Their lived experience is your route to serving all your customers better.

Sometimes small adjustments or greater staff awareness can hugely improve the service user's experience without breaking the bank.

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#### We can provide:

- Advice on how to improve the physical access of your premises and sites
- Reviews of your website and printed literature
- Awareness and understanding with your team of the issues disabled people face when accessing services
- Advice on identifying where reasonable adjustments could be made within standard policies and procedures
- A bespoke service user review that meets your specific needs

Following our review, your business or service will be in a better position to improve the service for people with long term health conditions or impairments, increasing the number of people you can engage with.

“Very useful when dealing with the public”

### Disability Confident – Accreditation service

We can provide advice and information to help you work through the self assessment parts of Disability Confident levels 1 & 2, from general advice to a 'critical friend' review of your processes.

We are a Disability Confident Leader, offering everything from opportunities to help you engage with your local disabled community through to providing external verification of your assessment.

#### We can help you:

- Employ the best people for the job throughout your organisation and work effectively alongside them, providing appropriate support as needed
- Save time and money on the costs of recruitment and training by reducing staff turnover, keeping valuable skills and experience in your organisation
- Improve employee morale and commitment by demonstrating that you treat all employees fairly
- Demonstrate your organisation's integrity by proving that your Disability Confident status is more than just words and an active commitment to action within your business.

## Disability Confident – Recruitment & Staff Retention Service

We understand that businesses are often happy to recruit disabled people, but don't know how. Through our community employment projects, we have access to a wide pool of skilled and talented jobseekers, and can offer a bespoke matching service to meet your recruitment needs.

We can help you:

- To access support for flexible, effective recruitment practices
- To access a talented, diverse pool of job seekers who will be a credit to your business
- Not just to fill a vacancy with the right person, but also to make a difference within your community
- Work with your existing team to ensure the transition into work is as smooth as possible for both sides.

## For more information

Our training is a bespoke, flexible offer which can adapt to the needs of your business or organisation.

We can tailor our modules or develop a bespoke training programme to meet your needs.

We aim to make our training accessible and affordable for every organisation. Please get in touch with us to talk about how we can help you become more Disability Confident.

We love helping people and are very keen to chat to you about your needs. Please email us with your contact details and we will be in touch very soon.

Email: [disabilityconfident@possabilitypeople.org.uk](mailto:disabilityconfident@possabilitypeople.org.uk)

[www.possabilitypeople.org.uk](http://www.possabilitypeople.org.uk)

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