

Fulfilling Potential: facilitation guide

**A guide to help you engage with disabled people,
about a new government disability strategy**

Contents

Section 1 - Why you need to be involved	3
What is the purpose of this guide?.....	3
Why should you get involved?	3
How can you get involved?	4
What sort of information are we looking for?	5
How should you feed back from your event?.....	5
What will happen with the information and ideas you give us?...	6
Section 2 – How we can support you to be involved	7
Alternative formats	7
Funding.....	7
How do you apply for access to this fund?	7
How will you be paid?	8
Providing speakers	8
Other support.....	8
Section 4 – Suggested activities for events or discussions	9
Realising aspirations.....	9
Individual control	11
Changing attitudes and behaviours	13
Reporting and monitoring.....	14
Section 5 – Tools.....	15
Template article for disabled people’s organisations	15
Individual control diary sheet	16
Section 6 – Background	17
United Nations Convention on the Rights of Disabled People..	17
Devolution	19
What Government is already doing.....	20
Localism.....	21
Section 7 – Glossary	22

Section 1 – Why you need to be involved

What is the purpose of this guide?

The Government is committed to ensuring appropriate support and intervention for disabled people at key life transitions, to realise disabled people's potential and aspirations for education, work and independent living. Whilst there has been progress in realising these aspirations, there is much further to go.

We want to make a difference to disabled people's lives. But without the involvement of disabled people, it won't work. We also need to hear from people who are involved in disabled people's lives, for example families and carers, employers, or service providers.

This guide provides information and tools to help you plan an engagement activity to respond to the questions in the discussion document, 'Fulfilling Potential'. This will allow us to develop a strategy that will set out the overarching principles for disability equality under this Government. It will influence everything that government does that affects disabled people. We also want the strategy to explore what Government is uniquely placed to do and what others sectors can do. The strategy will therefore also help people outside of government to understand where they should focus their resources.

Why should you get involved?

We understand you are extremely busy and often short of time and resources. We also recognise that you may have already told Government about the issues that affect you.

But we would appreciate your involvement in whatever way you are able to – whether that is simply spreading the word, sending us a few of your ideas or organising an engagement activity.

The discussion questions are very broad as we want people to tell us about what is important to them. This guide is to help organisations think about more specific issues they could focus on, depending on what is relevant to their local areas or members.

We would like this guide to be a working document that is “co-produced in action”, so please let us know if there is anything else you would like added to this or anything that has worked particularly well in events you have run.

This guide is aimed at people who would like to run an engagement activity mainly for disabled people. If you are planning to run an engagement activity for a different audience, for example local authorities, service providers, or families and carers do get in touch. We will help you to tailor exercises or specific discussion questions for that audience. We want a wide range of people, organisations and sectors to be involved.

How can you get involved?

There are lots of different ways you can help spread the word or involve your members and people you know in the discussion process. You could:

- include an article in a newsletter or email bulletin
- hold a discussion at one of your regular meetings, such as a trustees meeting, or service users group
- hold a small focus group
- organise an event
- publicise the discussion document on your website and include a link to www.odi.gov.uk/fulfillingpotential
- share information about the discussion document with your networks and people you know
- develop a questionnaire focusing on issues relevant to your local area
- host a webchat.

You may have other ideas for engagement activities that are appropriate to your members or your local area.

We can provide support for your engagement activity. For example, we could help with wording for a newsletter or a questionnaire. We also have a fund available to support engagement activities. More information about the support we can provide is in section 3.

What sort of information are we looking for?

We have already been given a lot of information through previous consultations and discussions. We have particularly been told a lot about barriers that disabled people face. Through this discussion exercise we particularly want to hear about new ideas for practical actions, and examples of where things are working well in your area. If you know about an organisation that is doing some good work to support disabled people, we would like to hear about it. We would also like case studies, or copies of studies or evidence.

How should you feed back from your event?

Please send the Office for Disability Issues your views by 5pm, Friday 9 March 2012.

Online

You can submit answers to these questions using an online form. Visit www.odi.gov.uk/fulfillingpotential to complete the form.

Email

You can send your response to fulfilling.potential@dwp.gsi.gov.uk

Post

You can send your response by post to this address:

Office for Disability Issues (Disability Strategy team)
Ground Floor, Caxton House
6-12 Tothill Street
London, SW1H 9NA

We will accept responses in your preferred format, including BSL or audio submissions.

What will happen with the information and ideas you give us?

We will produce a summary of responses at the end of March. We will involve disabled people in that summary to make sure we interpret and analyse responses in the right way.

We will also involve disabled people in writing the strategy. We will listen to and think about all ideas and suggestions we are given.

We will not be able to do everything straight away. Some outcomes will take longer to achieve.

But we will work with disabled people and other government departments to decide which ideas to include in the strategy. Where we are unable to take forward an idea, we will do our best to explain why not.

Section 2 – How we can support you to be involved

Alternative formats

The discussion document is available on the Office for Disability Issues (ODI) website at www.odi.gov.uk/fulfillingpotential. You can download Easy Read and audio version of the document on the same web page, as well as watch a BSL video summary.

We can provide printed copies of the discussion document. We can also send you copies in Easy Read, audio and Braille. Please let us know how many copies you need and the address to send them to.

Funding

We have a small fund to help with the costs of events and engagement activities. This will cover any reasonable cost related to engaging with disabled people on the discussion document. This includes, but is not limited to:

- hiring a venue if the organisation doesn't have their own
- reasonable travel costs
- cost of any personal assistants or interpreters needed for people to participate in the engagement event.

We will consider applications for different types of engagement activity on a case-by-case basis.

How do you apply for access to this fund?

In order to have access to this fund you should submit an application by 20 January to fulfilling.potential@dwp.gsi.gov.uk. On this application please could give us the following details:

- your planned engagement event or activity
- your audience
- the aims of your event or activity (eg whether you intend to focus on any particular issues), and
- the estimated costs and a breakdown of how this money will be spent.

We will let you know if your application has been approved within two weeks of the application.

How will you be paid?

We will send you an expenses claim form which we will ask you to fill out detailing the costs of the event and nominating an account for payment. You will need to provide invoices or receipts with this form. Please note that originals need to be attached to the claim form. After we have approved payment we aim to have the money in your nominated account within 28 days, however, you should understand that our processes can sometimes take longer.

This is the standard process for paying expenses, however if this will cause problems please don't hesitate to contact us. We may be able to work out an alternative process in exceptional cases.

Providing speakers

We may be able to provide a speaker at an event, discussion forum or focus group you are running. This includes events you are already running that haven't been specifically organised for the discussion document. Let us know your plans as early as possible.

We would also like to have a list of people outside of government who would be happy to speak at or facilitate events. Please let us know if you would be available as a speaker or facilitator. We would provide you with any information about the discussion document that you need.

Other support

We can help tailor discussion questions for specific events, and help with wording for a newsletter, for example.

We would also like to hear from organisations with experience in running events that would be willing to help smaller organisation who have not been involved in engagement activities before.

Section 4 – Suggested activities for events or discussions

Realising aspirations

We want to know:

- What ideas do you have that could make a difference to you in getting an education, getting a job or being able to live independently?
- What would help you manage better at times of change in your life?
- In those situations, how are you supported or held back by other people?

Activities to help think about this could be:

Brainstorming activity

Work in small groups and talk about one of the following areas you are familiar with:

- School
- College or adult education
- Work
- Independent Living
- Family life
- Changes in your life

Each person in the group to talk about an example of what they wanted to achieve in that area, and think about what helped that happen. When everyone in the group has talked about their experiences, decide what the three most important examples were that made things work.

Scenario activity

You can look at case studies 1, 2 and 3 in the discussion document to help you think about different situations.

Describe a similar situation you have found yourself in. What or who made things change for the better, and what was the result.

Discussion activity

- Where would you like to be in 10 years time and where do you see the barriers and opportunities?
- How can we make sure disabled people have full access to education and training at all levels?
- How can we improve access to all work opportunities, for example: work experience, internships and apprenticeships, self employment and career progression?
- How can we support people to keep their jobs if they acquire an impairment?
- If individual budgets were available for everyone, how would you choose to use one to support your aspirations for education, work or independent living?
- What support do older disabled people need to realise their aspirations to participate in their community and wider society?
- Are there things about your culture, beliefs, home life or background that make things more difficult for you as a disabled person? What would help overcome those barriers?

Individual control

We want to know:

- What helps you to have choice and control over your day-to-day life and the support you get?
- What else would help you to have more choice and control over your day-to-day life and the support you get?
- What would help you to access services and activities which suit your needs? For example education, transport, health, social care, and sport, social and recreational activities.
- How can you be involved in decisions that affect your local area?

Activities to help think about this could be:

Real life experience activity

Use the diary sheet on page 16 to write down the activities you do every week or month. What things have you had a choice about? What made that work?

Role play activity

Someone in the group plays the part of a person who wants to get out and do more things – for example, live with their friends, get a job or get involved in local events. Someone else in the group plays the part of a parent, carer or professional who wants to keep them safe. What help do you need to make sure you can do what you want safely? This might be about having someone independent to arrange things or support you while you take part.

Scenario activity

You can look at case studies 4, 5, 6 and 7 in the discussion document to help you think about different situations.

Describe a similar situation you have found yourself in. What or who made things change for the better, and what was the result.

Discussion activity

- What has worked well in enabling you to have choice and control over your life? Who provides you with support and how well does it work?
- How can we deliver support that is based around the needs of the individual, eg more personalised employment support?
- If you have an individual budget, personal budget or direct payment, what is working for you and what needs to change? What other things might help you have more choice and control?
- What works in ensuring service providers, commissioners and policymakers understand and meet the needs of disabled people, particularly at a local level? How can we ensure service providers, commissioners and policymakers work in partnership with disabled people? Do you have examples of where this has worked well?
- How well does the infrastructure in your local area, for example transport or housing, support you to have choice and control? What could work better?
- How do you get involved in decisions that affect your local area? Are your views taken into account? If things could work better, how?
- How can we make sure people are aware of all of the available options for support?
- What evidence is there that the public sector is using legislation to bring about change?
- In what areas should government be involved in enabling choice and control? In what areas is government currently involved where their role is restricting choice and control?

Changing attitudes and behaviours

What we want to know:

- What works well in changing the way other people treat disabled people?
- What else is important in changing the way other people treat disabled people?
- What can we do to make sure everyone recognises the contribution that disabled people can make?

Activities to help think about this could be:

Scenario activity

You can look at case studies 8, 9, 10 and 11 in the discussion document to help you think about different situations.

Describe a similar situation you have found yourself in. What or who made things change for the better, and what was the result.

Discussion activity

- What works in promoting positive attitudes and behaviours towards disabled people? Who is most likely to demonstrate prejudice towards disabled people? What would help change the attitudes of those people or groups?
- What works in tackling discrimination and harassment, for example local projects that are trying new ways to encourage disabled people to recognise and report hate crime?
- How can we better promote an understanding of disabled people's rights, among disabled people themselves as well as wider society? How can we implement the public sector duty in the best way possible?
- What will enable disabled people to participate in their communities and wider society? For example, how can disabled people's organisations build their infrastructure so they can be involved in decisions about local service delivery and compete on an equal basis?

Reporting and monitoring

We want to know:

- Do you have any suggestions for how we should implement and monitor the strategy once it is developed?

Discussion activity

It is important to show that the Disability Strategy is working, so we will need to check whether the actions included in the strategy are making a difference. We will use evidence the Government produces, including the Life Opportunities Survey and some of the current Disability Equality Indicators.

Find out more on the ODI website:

- Life Opportunities Survey www.odi.gov.uk/los
- Disability Equality Indicators www.odi.gov.uk/indicators
- What other evidence should we be using?
- How can we make sure the lived experience of disabled people is included?

Section 5 – Tools

Template article for disabled people's organisations

Get involved in a new Government disability strategy

[Insert organisation name] has been invited to contribute directly to a new cross-government disability strategy. The Government has published a discussion document with questions and **[organisation name]** wants to gather your views, to make sure we represent the experiences of our members.

To share your views come to our discussion event.

Date:

Time:

Location:

If you would like to attend this event please contact **[insert details]**.

We want to talk about practical ideas that will make a real difference to your life. The Government has asked us to focus on three areas:

- realising aspirations
- increasing individual control
- changing attitudes and behaviours.

We will send a report of our event to the Government. They will look at everyone's suggestions and work with disabled people to publish a new strategy in spring next year.

If you want to find out more visit www.odi.gov.uk/fulfillingpotential

Individual control diary sheet

Write down the activities you do every week.

- When did you have choice over your activities or your support?
- What worked well? What got in the way of having choice and control?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Section 6 – Background information

United Nations Convention on the Rights of Disabled People

The United Nations Convention on the Rights of Disabled People (referred to here as ‘the Convention’) is an international agreement about protecting and promoting disabled people’s rights throughout the world.

The Convention describes the rights that disabled people have, just like anybody else. The Convention also describes what the Government must do to ensure that disabled people enjoy those rights. It sets out the key principles that government and public bodies should take into account when they are carrying out their work as well as detailed rights in all areas of life, set out in a list of ‘Articles’ (see the list below).

The Convention means that Government should:

- take steps to ensure that disabled people are protected from all forms of discrimination
- look at existing laws and whether they need to be changed
- take the needs of disabled people into account in everything it does
- ensure that professionals working with disabled people have the right training to be able to understand and respect their rights
- promote accessibility.

The new Disability Strategy is intended to build on what the Convention expects. The discussion document ‘Fulfilling Potential’ shows where different Convention articles are relevant. So in thinking about ideas for the Strategy, you may also want to look at what the general principles and different Articles say.

You can find information about the Convention - including an Easy Read version – on the ODI website: www.odi.gov.uk/un-convention

You can find the Government report to the United Nations about how the Convention is being implemented in the UK on the ODI website: www.odi.gov.uk/un-report

The Equality and Human Rights Commission have produced guidance about the Convention and what it means for disabled

people. This is available on their website: [The United Nations Convention on the Rights of Persons with Disabilities: What does it mean for you?](#)

Articles of the UN Convention on the Rights of People with Disabilities

- Article 5 Equality and non-discrimination
- Article 6 Women with disabilities
- Article 7 Children with disabilities
- Article 8 Awareness-raising
- Article 9 Accessibility
- Article 10 Right to life
- Article 11 Situations of risk and humanitarian emergencies
- Article 12 Equal recognition before the law
- Article 13 Access to justice
- Article 14 Liberty and security of person
- Article 15 Freedom from torture or cruel, inhuman or degrading treatment or punishment
- Article 16 Freedom from exploitation, violence and abuse
- Article 17 Protecting the integrity of the person
- Article 18 Liberty of movement and nationality
- Article 19 Living independently and being included in the community
- Article 20 Personal mobility
- Article 21 Freedom of expression and opinion, and access to information
- Article 22 Respect for privacy
- Article 23 Respect for home and the family
- Article 24 Education
- Article 25 Health
- Article 26 Habilitation and rehabilitation
- Article 27 Work and employment
- Article 28 Adequate standard of living and social protection
- Article 29 Participation in political and public life
- Article 30 Participation in cultural life, recreation, leisure and sport
- Article 31 Statistics and data collection
- Article 32 International cooperation
- Article 33 National implementation and monitoring

Devolution

Which parts of the UK will the Disability Strategy cover?

The Strategy will mainly apply to England. This is because the governments in Northern Ireland, Scotland and Wales are now responsible for policies affecting disabled people in many areas of life, and they will be developing their own approaches. These are 'devolved' responsibilities. There are still some areas that are not devolved and the Strategy may cover those for the UK as a whole.

The position is quite complicated. The areas that remain the responsibility of government in London for the UK as a whole are: the tax system, international relations, defence, nationality and immigration. Employment and social security is the responsibility of the Government in London, except in Northern Ireland. The Equality Act 2010 covers England, Scotland and Wales. Other areas such as education and healthcare are the responsibility of individual governments in Northern Ireland, Scotland, Wales and England.

You can find more information about the responsibilities of the governments in Northern Ireland, Scotland and Wales on the Cabinet Office website:

www.cabinetoffice.gov.uk/content/devolution-settlements

You can find out more about what governments in different parts of the UK are doing about disability issues in the UN Convention Report on the ODI website: www.odi.gov.uk/un-report

So what should you discuss?

If you are in Northern Ireland, Scotland or Wales you may want to hold discussions, and during these, you will probably cover devolved issues, like education and healthcare. Your thoughts on these may not be reflected in the Strategy because it will mainly be focused on England. However, we are working with the devolved governments so the issues raised in those areas may be used by them to inform their own thinking, and the development of their policies. Those governments may also be consulting you directly about their plans for disability equality.

Where you have ideas on issues that are not devolved, they can help inform this Strategy and we will welcome your views.

What Government is already doing on disability equality

The Government report to the United Nations about how the UN Convention on the Rights of Disabled People is being implemented in the UK provides a summary of progress made and current work across government. The report is available on our website:

www.odi.gov.uk/un-report

We want to build on previous work in the strategy, including the report on [Improving the Life Chances of Disabled People](#), the [Roadmap](#) and the [Independent Living Strategy](#).

We will use our existing evidence base to develop the strategy. There is a large amount of evidence available on the Office for Disability Issue website at www.odi.gov.uk/research

Localism

What is the impact of localism?

The direction this Government is taking is to ensure that decisions are taken at a local level where possible to ensure they meet local need.

Issues such as these are decided locally:

- leisure activities like swimming and libraries
- education and training courses
- day centres
- local activities and clubs
- health care provision
- transport
- housing
- arrangements for people who support you, how much and how you receive social care
- policing
- volunteering

Issues such as these are decided nationally:

- benefit payments
- support to get a job from Jobcentre Plus
- equality legislation
- employment legislation
- how the justice system works
- financial services
- consumer rights
- access to professional bodies or professions
- access to utilities (water, gas etc)
- curriculum setting

You can find out more about localism on the [Department for Communities and Local Government website](#).

Section 7 – Glossary

Case study

An example of a group or person's experiences.

Consultation

This is when we ask people what they think about our plans.

Devolved/Devolution

The countries of Scotland, Wales and Northern Ireland have some powers to decide what happens in their countries.

Discussion document

This sets out what we are consulting on and asks some questions we would like answers to.

Independent living

Help disabled people live a full life in which they choose and control the services they use.

Individual budget

This is when a disabled person is in control of the money for their support. They can then choose what they spend it on.

Involving/Involved/Engaged

Being involved is not the same as being asked. Being involved means disabled people playing a bigger part in planning, not just being asked about work carried out by other people.

Office for Disability Issues (ODI)

This is a group of people who work for the Government. They help other government workers learn more about disabled people and how to make things fairer for disabled people.

Personal budget

A term used to describe when someone who is eligible for adult social care services is told how much money is available for their support, and is given choice and control over how that money is spent, including cash payments as a direct payment if they wish.

Public body

An organisation providing public services, such as a local authority, the NHS, or Jobcentre Plus.

Service providers

Organisations that provide things like support workers, information and advice, and employment training and support.

Support

The help that disabled people get from the Government, their local council or other public body. This may include services, such as help from someone to get up in the morning, or the equipment that someone needs to do their job.

Web: www.odi.gov.uk/fulfillingpotential

Post: Office for Disability Issues, Ground Floor, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Email: fulfilling.potential@dwp.gsi.gov.uk

Telephone: 020 7340 4000

Produced by the Office for Disability Issues, December 2011

© Crown Copyright 2011

You may re-use this publication (not including images or logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To find out more about this licence visit www.odi.gov.uk/copyright