

SPRING DIVERSITY, INCLUSION & ACCESSIBILITY POLICY

20th February 2020

INTRODUCTION

- Spring CCR Ltd. and its Representatives seek to meet their obligations in respect of equal opportunities and non-discrimination when planning and delivering training to delegates attending training events.
- We understand that each individual is unique and we recognise individual differences and we strive to respect and include such differences in the way we deliver our training and coaching services and relate to our Associates, Clients and Delegates.
- Currently Spring is unable to provide materials, pre-work and joining instructions suitable for delegates with visual disabilities.
- The Director with overall responsibility for this Policy is Luke Thomas and is the first point of contact for any issue, question or concern arising in respect of diversity, inclusion and accessibility.

OBJECTIVE

The specific objective of this Policy is to ensure as full accessibility as possible to learning for those delegates with disabilities attending a Spring event.

KEY PRINCIPLES

Client

It is the principle responsibility of the client organisation to:

1. notify Spring of the attendance of a delegate who has visual, auditory, and physical or learning disabilities and to
2. plan sufficiently to make sure that those delegates with such disabilities are able to gain access to the chosen venue for the development provided

Spring

The Spring learning system has been designed specifically to help us connect with everyone who attends one of our events. In order to help people learn, one of our fundamental principles is to aim to contact every delegate prior to an event, explaining the objectives of the event, what they can expect in the way we'll be working with them, and an introduction to some of the material we'll be covering. This is regardless of the numbers involved.

PROCESS

The following process sets out how Spring trainers and coaches are to respond when someone with a disability arrives for a development session and we have **not** already been notified of their participation by the client organisation.

Generic Approach - Every Event

Spring has a generic introduction for workshops and other development events to be communicated by the Spring Trainer or Coach responsible at the most appropriate moment during the introduction to the event (i.e. sometime within the first hour). This statement will include logistical information such as:

1. Timings of the event
2. Refreshments
3. Fire Exits
4. Fire drills
5. Toilet breaks
6. How the event will run



7. A 'Special Situation' statement regarding anyone with a disability or any other issue.

Approach For Working With Someone With A Hearing Disability

The Trainer or Coach is to:

1. Explain again to the individual how the workshop runs - including that material is displayed on the walls and floors, and that similar material is displayed in their workbook.
2. Explain again that people will be asked to stand and walk with the group to view the material through the day; re-emphasise the point already made regarding their ability to manage their own needs, and discuss what they need from the trainer(s) to make this acceptable.
3. Discuss how they should make sure they stand or sit close to the trainer(s) when people are gathered together through the day.
4. Emphasise that the trainer(s) be moving about, but that they'll do their best not to spin around while talking or talk with their back to them.
5. Emphasise that, due to the style of delivery, it's likely that **they will** miss material so the trainer will:
 - a. Introduce to them one of the Spring team who will be their contact for the day – and with whom they can check in with when they need to.
 - b. Conduct a minimum of 3 checks to understand how things are going, fill in any gaps as needed and review the training approach through the rest of the event.
 - c. Suggest that they identify a buddy for themselves i.e. another delegate with whom they can check in regularly and review material and fill in any gaps in information that may have occurred due to the style of delivery.
6. Contract with them that they need to flag up to us when they believe their needs are not being met.
7. Ask what other needs they might have in order to make appropriate efforts to meet those needs.

Approach For Working With Someone With A Visual Disability

The Trainer or Coach is to:

1. Explain again to the individual how the workshop runs - including that material is displayed on the walls and floors.
2. Explain again that people will be asked to stand and walk with the group to view the material through the day; re-emphasise the point already made regarding their ability to manage their own needs, and discuss what they need from the Trainer(s) to make this acceptable. In particular explain the Trainer(s) will:
 - a. Manage the situation if they would rather not walk around the room as would normally happen when discussing ideas and materials.
 - b. Make adjustments to the room where possible to lessen dangers presented to them via material displayed on the floors e.g. the Trainer might re-site these materials and show the delegate the 'safe space' available to them as a result. Or, in situations in which the danger appears acute we may remove the materials for periods of time altogether.
3. Emphasise that the materials are displayed on the walls and that the Trainer(s) will be very happy for them to position themselves as closely as they wish to particular ideas being discussed - if this will help them to view the material (depending on the extent of their disability).

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4. Emphasise that the material is also displayed in their workbook, and if they prefer they can sit or stand wherever they feel most comfortable and view the material there, rather than follow the Trainer(s).
5. Emphasise that the Trainer(s) will use people's names as often as possible so that it's clear to whom they are speaking at any time.
6. Emphasise the Trainer(s) will make every effort to list the page number of any idea they are discussing during delivery.
7. Explain that the Trainer(s) will conduct a minimum of 3 checks with them to understand how things are going, fill in any gaps as needed and review the approach through the rest of the event.
8. Explain that the Trainer(s) will suggest that they identify a buddy for themselves - another delegate with whom they can check in regularly and review material and fill in any gaps in information that may have occurred due to the style of delivery.
9. Contract with them that they need to flag up to us when they believe their needs are not being met.
10. Ask what other needs they might have in order to make appropriate efforts to meet those needs.
11. Offer to provide them with an A3 copy of the workbook, either on the day or shortly after, if this would be helpful.

Approach For Someone Working With A Physical Disability

The Trainer or Coach is to:

1. Take whatever steps you reasonably can to ensure that any delegate attending the workshop with a physical disability that might impair their participation in any way e.g. being confined to a wheelchair, can join in all the activities to the best of their ability.
2. Explain again to the individual how the workshop runs - including that material is displayed on the walls and floors, and that similar material is displayed in their workbook.
3. Explain again that people will be asked to stand and walk with the group to view the material through the day; re-emphasise the point already made regarding their ability to manage their own needs, and discuss what they need from the Trainer(s) to make this acceptable.
4. Discuss how it is entirely appropriate for them to do what's best for them in terms of this movement about the room, that there is no requirement for them to do so if this is not comfortable or appropriate for them, and that there will be no adverse affect on their learning if they choose not to.
5. Make adjustments to the room where possible to lessen dangers presented to them via material displayed on the floors e.g. re-site these materials and show the delegate the 'safe space' available to them as a result. Or, in situations in which the danger appears acute consider removing the materials for periods of time altogether. Explain these decisions to the individual concerned.
6. Explain that the Trainer(s) will conduct a minimum of three 'check ins' with them through the day to review whether the workshop is meeting their needs.
7. Contract with them that they need to flag up to us when they believe their needs are not being met.
8. Ask what other needs they might have in order to make appropriate efforts to meet those needs.

Approach For Working With Someone With A Learning Disability

The Trainer or Coach is to:



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1. Explain again to the individual how the workshop runs - including that material is displayed on the walls and floors, and that similar material is displayed in their workbook.
2. Explain again that people will be asked to stand and walk with the group to view the material through the day; re-emphasise the point already made regarding their ability to manage their own needs, and discuss what they need from the trainer(s) to make this acceptable.
3. Emphasise that due to the style of delivery, it's likely that some ideas will be communicated very quickly, or not enough, and that **they might** miss material so the Trainer(s) will:
 - a. Introduce to them one of the Spring team who will be their contact for the day – and with whom they can check in with when they need to.
 - b. Conduct a minimum of 3 checks to understand how things are going, fill in any gaps as needed and review the training approach through the rest of the event.
 - c. Suggest that they identify a buddy for themselves i.e. another delegate with whom they can check in regularly and review material and fill in any gaps in information that may have occurred due to the style of delivery.
8. Contract with them that they need to flag up to us when they believe their needs are not being met.
9. Ask what other needs they might have in order to make appropriate efforts to meet those needs.

SPRING ACCESSIBILITY AND DISABILITY POLICY UNDERTAKING

I confirm that I have read the 5th December 2019 **Spring Diversity, Inclusion and Accessibility Policy 051219** and will conform with the requirements and responsibilities therein to the best of my ability.

Signed by:

Date

Print Name:

In the capacity of: Director, Associate, (delete as appropriate)

PLEASE RETURN THIS DOCUMENT TO:

Spring CCR Ltd., The Old Smithy, Broadway, Chilton Polden, Somerset, TA7 9DN

End. Spring Diversity, Inclusion and Accessibility Policy 051219



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