

OUR INCLUSION JOURNEY

From tokenistic to genuine

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QUALITY & INCLUSION TEAM



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INTRODUCTION

- Tokenistic to genuine
- Change in Approach – people we support and stakeholder informed and driven
- Session Plan - Supporting Slideshow
 - Icebreaker
 - Areas of Work covered in the past year
 - Recognisable Outcomes for people we support
 - A video of some of the key areas of Work
 - Feedback on the impact on people we support from these various areas of work
 - Inclusion Workshop
 - Questions

A word cloud featuring various terms related to community support and engagement. The words are arranged in a dense, overlapping cluster. The most prominent words are 'Opportunities', 'Independence', 'Support', 'Wellbeing', 'Employment', 'Pathways', 'Your voice', 'Training', 'Health', 'Confidence', 'Empowerment', 'Groups', 'Housing', 'Engage', 'Learning community', 'Education', 'Inclusive recruitment', 'Topic-based workshops', 'Have your say', 'Listen', 'Play', 'Relationships', 'Help shape your service', 'signpost', and 'Ideas'. The words are in various colors including blue, purple, green, orange, and pink, and are oriented in different directions.

Confidence
Empowerment
Play
Have your say
Listen
Training
Opportunities
Health
Help shape your service
Your voice
signpost
Ideas
Topic-based workshops
Education
Inclusive recruitment
Employment
Pathways
Support
Wellbeing
Groups
Housing
Engage
Learning community

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DIVERSITY OF SERVICES

- Children's Rights / Support and Mentoring / School Based
- Drug and Alcohol Recovery – Social Enterprise
- Epilepsy and Neurology
- Family Support
- Foster & Kinship Care and Shared Lives Services
- Residential Care for Adults
- Residential Care for Children
- Short Breaks / Respite for Adults
- Short Breaks / Respite for Children
- Support for Unpaid Carers
- Supported Living / Care at Home / Housing Support
- Youth Homelessness



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ICE BREAKER

Find your balloon



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THE PAST YEAR TO DATE ...

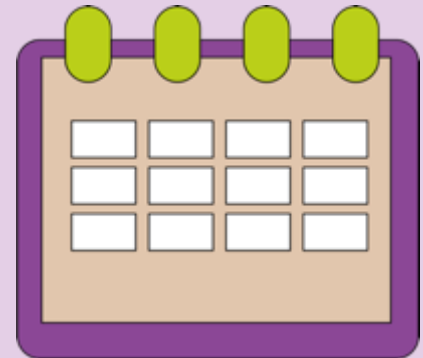
Implementing principles of The Promise

Delivered

- 24 drugs and alcohol awareness session
- 24 sexual health and relationship sessions
- 2 internet safety sessions
- Staff and young people – Promise day
- Staff and young people – Service Development session
- 3 sessions on the Reminiscing boxes
- 3 LEAD sessions (Leadership, Excellence, Action and Delivery)
- 3 children peer mentoring sessions
- 11 inclusive recruitment sessions

Additional support from Inclusion Team to

- Exhibit at the Leaving Care event
- Monitor stock level of PPE throughout organisation
- Assist person we support on the Staff Awards panel
- Work with kinship care summer program
- Work with Opt-in summer transition program



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THE PAST YEAR TO DATE

- **Attended and/or facilitated**

- 5 Staff Development days to deliver a session on Inclusion
- 3 Children and Families Sector days
- 3 Football Festivals
- 2 Safeguarding Committee meetings
- Hear My Voice Group
- Voices In Projects (VIP) Group
- Quarriers Christmas light switch on
- 2 Inclusion Reps Meetings
Equality, diversity and inclusion focus group
- 3 Football stadium tours
- Feedback from people we support across Quarriers

- **Supported:**

- 213 Children
- 701 Young people
- 40 Families
- 20 Parent carers
- 187 Adult Learners
- 133 Quarriers staff



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OUTCOMES

The Inclusion Team feedback to CORRA, data and stories in relation to the following outcomes for people we support:-

1. People we support receive services from Quarriers which better meet their needs and therefore contribute to better personal outcomes for them. This will be achieved through improvements in the information they receive from us about their services, rights and options, and the way in which they are consulted about the services they receive.
2. People we support have increased confidence in dealing with health and social care professionals, enabling them to secure support that is more appropriate to their needs and circumstances. This will be achieved through greater Involvement and Participation in Quarriers' services, whereby the people we support are actively encouraged and supported to contribute to the running of services, and work with staff to develop and progress ideas and opportunities.
3. People we support have improved self-esteem and emotional / physical wellbeing. They will feel more respected, empowered and valued by Quarriers Services as a result of our improved participation and inclusion practice. This will also offer them more opportunities to develop a range of skills, and feel more able to take decisions independently. This will increase their capacity and support networks when it comes to identifying, planning and making positive changes in their lives.

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A WINDOW INTO OUR WORK



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FEEDBACK

Thanks for coming in and doing that today, this stuff is really important especially the stuff about positive relationships and stuff we need to learn.

I like helping with interviews, it makes me feel important and part of the team. I like the responsibility.

I loved playing for Quarriers at the football tournament with inclusion and being part of the team that was good. If there is anything else you guys have on that I can be involved in like that and the recruitment again let me know, I'm up for anything you have on.

Trying new food, experimenting with foods from different cultures, a shared meal. I never knew I could roll good sushi. That's banging!

I was a bit nervous about coming today but I'm glad I did.

I pure love coming along to hear my voice and I canny wait until the next one.

It's so good to hear what you are doing around the promise, it's so important.

It gets me out the hoose and I get to meet new people.

Aye it was decent, it was dead active and informative.

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INCLUSION – WORKSHOP

What does Inclusion
mean to you?



Q&A

INCLUSION – DEFINITION

“

Inclusion is seen as a universal human right. The aim of inclusion is to embrace all people irrespective of race, gender, disability, medical or other need. It is about giving equal access and opportunities and getting rid of discrimination and intolerance (removal of barriers)

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www.inclusion.me.uk/

INCLUSION APPROACH

“

Inclusion is not about treating everyone the same but about providing the same opportunities for everyone.

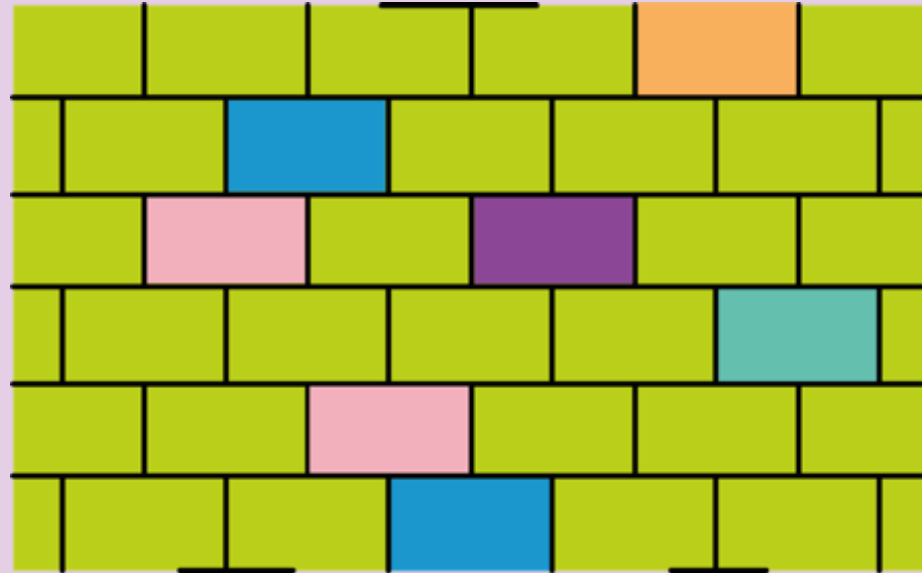
It's about removing, or reducing, where possible, the reliance on support from Quarriers and empowering the individual, to enable them to be more independent. It's not about trying to fix or talking at, but working with the people we support/carers

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BARRIERS

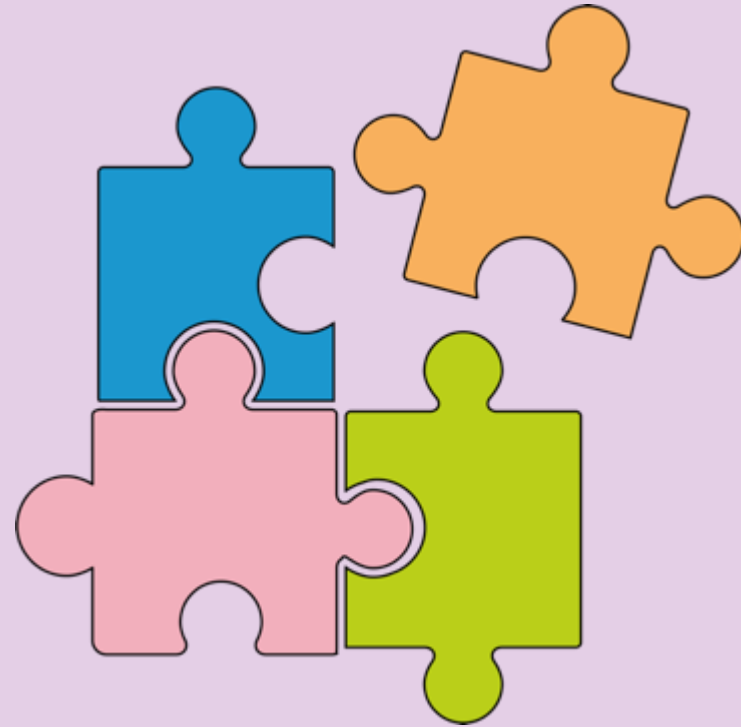
What are the Barriers to Inclusion in your service?



Q&A BARRIERS

SOLUTIONS

What are the solutions
to barriers identified?



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TOOLS AND METHODOLOGIES

- Using innovation and creativity i.e. bricks, jigsaw pieces, conversation cards, dices, question ball
- Talking Walls, Questionnaires, Face to Face feedback, Survey Monkeys
- Thoughts & Feelings mood boards, Capturing Casual Conversations
- Design, Develop and Review projects/programmes with the people we support
- Promote and stimulate Peer-led initiatives, Genuine Co-production, Work collaboratively with all partners
- ILPs (Individual Learning Plans), GLPs (Group Learning Plans)
- Service Reviews
- Inclusive Recruitment
- Hear My Voice (and similar groups)



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QUESTIONS?

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THANK YOU

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