

EY Foundation: Barrier-free service provision

EY Foundation is a charity that supports young people facing barriers to succeed in the workplace. They approached Leonard Cheshire's Training and Consultancy team to discuss how they could make their employability services across England and Scotland more inclusive for young disabled people.

After finding out what they wanted to achieve, we agreed to focus on building the knowledge, skills and confidence of their team to provide barrier-free services for disabled young people. We then developed and delivered a tailored training session to a dozen staff in October 2019.

“The training was valuable and thought-provoking, and helped us to identify barriers and adjustments that remove them, which will ensure our programmes are accessible and inclusive for disabled young people. We look forward to working with Leonard Cheshire and applying the learning over the next few months.”

Jodie McNally
Head of Young People Services
EY Foundation

Our training

Our bespoke and interactive session focussed on building a better understanding of disability, and positive, practical changes EY Foundation could apply to their services for young disabled people.

We began the session by discussing definitions and perceptions of disability, ensuring that the team had an equal level of knowledge. We then focused on skills needed to recognise barriers young people may experience and how to overcome them.

Throughout the day, we used case studies based on lived experience and barrier analysis activities to apply the learning to practical situations. We also shared best practice from our own Youth Employment team who support young disabled students and graduates into employment through our award-winning Change 100 programme.

Learners talked about the importance of understanding disability in relation to their roles:

"If we want to provide a truly inclusive programme, we have

to recognise where we can make changes to make sure disabled people can succeed."

"We're opening our doors to a cohort of young people, so we need that resourcing in place. We need to give these people what they deserve."

The team also recognised where their programmes have the power to influence and educate other stakeholders:

"We need to be really knowledgeable – our impact is never-ending if we're speaking to employer, businesses and mentors."

We received very positive feedback from EY Foundation; they felt it had been a thought-provoking session and particularly enjoyed the opportunity to take a step back and consider important changes.

Next steps

As a result of the training, the EY Foundation team identified several

changes they would like to make to their programmes. These included providing alternative formats and accessible materials as standard, making records of adjustments and supporting young people to share information in a safe space:

"I will review how I deliver to young people and ensure there is clarity and options to support them."

The team also came up with actions they would apply to their work, such as being more aware of "the style and content" of their sessions and "reviewing their recruitment processes".

Over the next year, Leonard Cheshire will be continuing to track the impact of this training session and supporting EY Foundation to implement their actions to deliver an inclusive and barrier-free service.

About Training and Consultancy from Leonard Cheshire

We will work closely with your organisation to better understand you, your people and your priorities. After identifying the needs of your organisation, we will provide you with a bespoke solution to create lasting organisational change. We equip you with the knowledge, skills and confidence you need to remove barriers for groups and individuals.

To find out more:

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