



Values Into Action Scotland

For a Scotland where people with learning disabilities and/or autism have the same opportunities as everyone else and are supported to achieve their goals.



Evaluation



Consultancy



Training

An Introduction to Our Services

0141 212 3395

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Values Into Action Scotland (VIAS) has long recognised the benefits of having a diverse workforce and customer base. The absolute best way to understand the needs of your external customers is by having a diverse group of people employed within your team. It will give you a far greater insight into the ways and means of creating access for all.

Some key questions to consider. How accessible is your website? What is the customer experience in your establishment? How are calls handled? By gathering information on all of this we can help you to create an action plan to set you on the diversity route.

Why is this important to your business? In 2014/15 disabled people and their families in the UK had an aggregate annual household income of £249 billion. Globally the population of disabled people is 1.3 billion. This is an emerging market the size of China. Add in their friends and family and you arrive at 2.4 billion people. Worldwide disabled people have a disposable income of \$1.2 trillion with family and friends having a disposable income of \$6.9 trillion.

In Scotland there are an estimated 120,000 people with learning disabilities and around 50,000 people with autism. Add in family and friends and there is a huge market that you are missing out on. There is a general rule of thumb that if we can get things right for this group of people we are much more likely to get it right for everyone.

There is a common misconception that making change to accommodate someone's need will be costly. Making change need not be expensive and may prove invaluable to a wider target audience than was originally intended. What works for people with learning disabilities and/or autism usually works for all employees and customers.

Look at disability as a strength. A person with autism may well have a higher attention to detail than others. Someone with bipolar or ADHD can have and manage 50 thoughts in their heads at the same time. Whatever the person's disability, they are much more likely to have a greater insight into and empathy for your disabled customers.

The most important thing for your business is that you get the right person at the right time in the right place and we understand this. It matters to us too. What we have found through our extensive work over the years in supporting businesses is that having a diverse workforce enhances work performance and reputation. Customers favour companies who promote diversity. Staff morale soars too!

At VIAS we are passionate about diversity and getting it right for every customer every time. If you would like more information on our services please call 0141 212 3395 or email info@viascotlang.org.uk.



What is a comprehensive service evaluation? EVALUATION

Comprehensive service evaluations are a full evaluation of a service that includes interviewing people who are supported, family, parents and carers, support staff, management and paperwork reviews.

The Aims

To give organisations feedback on how to improve their services.

To help people to live real, meaningful lives.

Who is this suitable for?

- People who receive support
- Organisations/Businesses
- Healthcare professionals
- Reception staff
- Management
- Commercial Enterprises
- NHS Trust

What will our work cover?

- Interview people receiving support
- Online surveys for staff/employers
- Focus groups for staff/parents and carers
- Write a final report to give to organisation with a set of recommendations with an easy read summary
- Prepare action plans for individuals

What will it cost?

The cost depends on the scale of the work being undertaken. Call us today to discuss your needs and for a quotation

What do customers say?

“The Mungo Foundation found the input of the consultants a useful exercise to do at the beginning of what was to be a period of significant change in how support was planned, delivered and funded to a particular group supported by the organisation.”

Gillian Duffy, Business Support Manager, Mungo Foundation

“David and Jordan were professional, patient and considerate in their approach and the document they produced was used to inform our reflections and evaluations of the work. We would certainly recommend VIAS and hope to work with them again in the future.”

Joanne Marr, Storyteller, Village Story Telling

Want to find out more?

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What is mystery shopping?

EVALUATION

Mystery shopping or secret shopping is a tool used by companies and organisations to measure the quality of their products and services. Mystery shoppers pose as regular customers to gather information about actual service experiences.

The Aims

The aim of mystery shopping is to provide useful feedback to companies and organisations on how well they interact with people with learning disabilities, people on the autistic spectrum and their families.

The aim is to provide useful feedback to organisations about what they are doing well, and what they might need to change, and what could be done even better. A forward thinking organisation is one that is open to continuous development and change.

Who is this suitable for?

- People who receive support organisations
- Healthcare professionals
- Reception staff
- Management
- Commercial enterprises

What will our work cover?

The mystery shoppers will observe what is going on, observe how staff speak to people and check the accessibility of information provided. We will do this by:

- Phone calls
- Walk through visits
- Speaking to people
- Observations
- Examine the quality of written information
- Gather personal stories
- Environmental assessments
- Navigating websites

What will it cost?

The cost depends on the scale of the work in its entirety. Call us today to discuss your needs and for a quotation

What do customers say?

“Information given to the organisation on what the public say about what we could offer better is always beneficial and helps us to forward plan.”

Con Gillespie, Lead Nurse

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What is a mini evaluation?

EVALUATION

A mini evaluation is a scaled down version of a much broader full-service evaluation. It is designed to focus on specific areas of work or operations and gives a group or organisation a quick snapshot of how things are.

The Aims

To give organisations, groups or individuals a snap shot of what is working well, what could be done differently and what might need to improve.

To give organisations, groups and individuals a starting point to initiate change.

To support good outcomes of ordinary lives.

Who is this suitable for?

- People who receive support or use services
- Parents, carers and families
- Organisations, companies and groups
- Service managers and support staff

What will it cost?

This can depend on the amount of time it will take to complete the evaluations and the amount of people we interview. Usually, a mini evaluation should take a day or two followed by writing up notes and a small report. This could cost in the region of £995 and £1,800.

What will our work cover?

We will agree the best way to do the work and how many people it would involve. This could take the form of:

- 1-1 interviews with people who receive support, support staff, parents, carers and family
- Focus groups
- Mystery shopping
- Another form of group work or planning

What do customers say?

“The offer of a mini evaluation could not have come at a better time for compass at Hansel. The customer involvement network needed to be evaluated to ensure we were going in the right direction. VIAS have put together a plan for the day, keeping me informed at all times. Using a PATH, they will discuss with some customers what Compass has one, is doing and what needs to be done to make it better. As coordinator I really like the idea of an external organisation, with no preconceived ideas working alongside the people who use the service, to evaluate the work and show us the right way forward.”

Gillian Barclay, Involvement Coordinator, Hansel (Compass Group)

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What is easy read document preparation? **CONSULTANCY**

Easy read is about making a document that is accessible to someone with a learning disability. From leaflets to reports or policies, we can transform your documents, opening up your market to a whole new audience and helping you to comply with the Equality Act 2010.

The Aims

- To provide you with a quotation straight away
- To clearly set out how long the job will take
- To ensure that the document is fit for purpose before completion
- To complete a high quality document within the specified timescale

Who is this suitable for?

Organisations keen to demonstrate best practice in terms of producing written information and who wish to comply with the Equality Act 2010.

What will our work cover?

- Changing wording to plain English, shortening sentences, removing jargon and explaining difficult words
- Add pictures which will aid understanding of the text
- Amend the layout of the document to ensure it is the correct front, sizing and layout
- Co-producing the document with colleagues with learning disabilities to ensure they are fit for purpose

What will it cost?

£79 per page of A4 easy read produced.

What do customers say?

“We had a big piece of work that needed the high level of expertise that VIAS can offer. They produced the translation we needed in order to make our work accessible for those who use easy read. We were delighted with the finished piece of work they completed.”

Ethan Young, Civic Participation Officer, Inclusion Scotland

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What is travel coaching consultancy?

CONSULTANCY

Travel coaching is working one-to-one with a person with learning disabilities and/or autism to help the person learn to travel a specific journey independently. VIAS will work with support staff to enable them to use a teaching technology called 'systematic instruction' to support the individuals.

The Aims

- To enable more people to travel independently, opening up their world to educational, social, recreational and employment opportunities
 - To help staff to learn a skill that they can employ in a variety of settings
- Increase the range of support options on offer to young people who approach providers

Who is this suitable for?

Support staff who work directly with people with learning disabilities and/or autism

What will it cost?

Consultancy rates are normally £495 per day. We have capacity to support a number of support workers at the same time which makes the service highly cost effective.

What will our work cover?

- Planning journeys
- Working with the support worker to map the steps required to complete a journey
- Mentoring the support worker to facilitate the journey with the person
- Assist the support worker to make coaching decisions throughout
- Overseeing data collection to ensure the person has fully learned the journey

What do customers say?

"I enjoyed the training and I liked working with my support worker. I thought the training was easy. My support worker was there all the time while I was learning. Now I walk to the bus stop and go on the bus on my own."

Andrew Laycock, Independent Traveller

"Although at first I was a bit nervous about the level of responsibility I would be taking on, the clear guidance, VIAS support and the level of enthusiasm and commitment from the people I supported made it a very rewarding experience."

Stephanie McIntyre, Support Worker, Threshold Glasgow

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What is employment consultancy?

CONSULTANCY

Employment consultancy is about building employment workers capacity in all aspects of the supported employment process. From how to set up a supported employment service to direct skills capacity building such as employment planning and job coaching, we cover the full range of things you need to know to help people achieve successful job outcomes.

The Aims

- To build the highest level of quality practice in supported employment services
- To ensure that job seekers have access to quality jobs that match their skills and aspirations

Who is this suitable for?

- Supported employment providers
- Organisations wishing to set up a supported employment service
- Organisations who wish to add employment support to their service portfolio

What will our work cover?

This will vary according to specific need but can cover:

- Setting up a supported employment service
- Engaging with job seekers
- Employment planning
- Employer engagement
- Job coaching
- Aftercare

What will it cost?

Our consultancy rates are normally £495 per consultant per day. We can provide you with a written quotation before embarking on any consultancy work

What do customers say?

“We have benefitted from VIAS’s specific and specialist knowledge many times with the result of improved practice in the team. VIAS are generous with their sharing of skills and knowledge and this has helped new and experienced members of the team.”

Angie Black, Service Manager, Glasgow City Council Supported Employment Services

“The VIAS team have always been a phone call away, assisting us with much of the unseen work such as profiling, planning, marketing, admin support and staff training. As a lone job coach, having this extra resource to support me in employer engagement has been particularly valuable.”

David Meikle, Job Coach, East Ayrshire Supported Employment Service

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What is values of supporting people?

TRAINING

This course can be delivered as a full day face to face course or as a half day workshop online. Both these platforms will include group exercises and discussions designed to help you understand what good support looks like.

This course is co-designed and co-delivered by someone with lived experience of having a disability.

The Aims

To introduce you to good practice and values in social care with an overview of the roles and responsibilities of supporting people

Who is this suitable for?

You may be new and looking for an introduction to a values-based approach or may have lots of experience and wanting to revisit the things that matter most in support. You may be a frontline practitioner or manager. This course may also be of interest to individuals and their families who get support or are looking to find support through an organisation or as an employer of personal assistants.

What will our work cover?

- To identify what we mean by good practice and values.
- To give an overview of the roles and responsibilities in supporting someone
- To give an understanding of confidentiality and how to maintain it
- To help you understand what we mean by values and how to apply that to the role of supporting someone
- To give an overview of the Codes of Practice for Social Care Workers and how they fit with the role of a modern social care practitioner
- Building resilience and strength whilst delivering support during the Covid19 Pandemic.

What will it cost?

Face to Face Training Costs:

£995.00 + travel for a full day with up to 12 people

£125.00 for individuals to take part in organised course

Online Training Costs:

£497.50 up to 12 people for a half day course.

£62.50 for individuals to take part in organised online course alongside other organisations.

What do customers say?

"This course was a brilliant way to look at what matters for organisations and a great way to learn from individuals with lived experience about what makes good support"

Navid Sadeeq

Skills Development Scotland

Want to find out more?

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What is learning disability awareness?

TRAINING

This training course can be delivered face to face or online. Both methods of delivery will teach you how to better support people with learning disabilities. It will include elements of staff awareness and practical steps to support the individual in the working environment delivered in an interactive workshop with ample opportunity for questions and answers. After this course, you will have a better idea of how to support someone with learning disabilities at home, at work and beyond.

This course is co-designed and co-delivered by someone with a learning disability.

The Aims

To understand and fully include people with learning disabilities.

Who is this suitable for?

People and organisations who wish to include people with learning disabilities and want to be as inclusive as possible in all that they do.

Employers who want to build a diverse and modern organisation that includes people with learning disabilities as both customers and potential employees.

What will our work cover?

- Things that people with learning disabilities might find difficult and why
- Looking at 'reasonable adjustments' and how to implement these
- Considering best practice in including people meaningfully
- Examine how to create an inclusive workplace for people with learning disabilities.

What will it cost?

Face to Face training costs:

£995.00 + travel for a full day with up to 12 people

£125.00 for individuals to take part in organised courses

Online training costs:

£497.50 up to 12 people for a half day course.

£62.50 for individuals to take part in organised online course alongside other organisations.

What do customers say?

"A big congratulations to all involved and good luck for future projects."

Debbie Cattrey, Glasgow Royal Infirmary

"It is so important for employers to understand both the challenges and massive opportunities that exist when it comes to employing people with learning disabilities. This course was excellent in getting this message across. Absolutely brilliant!"

Sophie Nightingale, ScotRail

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What is easy read for beginners?

TRAINING

This course can be delivered face to face or online. Both methods are interactive with lots of exercises for participants to engage with and learn from. Part of the training focuses on creating easy read documents. Participants will be equipped with the basic skills to format and create an easy read version of a document. This ensures that when participants get back to their respective workplaces, they can apply what they have learned into practice.

This course is co-designed and co-delivered by someone with lived experience of having a disability.

The Aims

To produce basic easy read documents.

Who is this suitable for?

- Organisations who wish to be more accessible
- Individuals who are producing information, involved in designing in house communication or putting together any kind of document, for example, strategies, leaflets, posters etc.

What will our work cover?

- What accessible information is and why we need it
- How to involve your audience when creating accessible information
- How to format easy read information
- How to use words, pictures and photos in easy to understand information
- What resources are available to help you make your own easy to understand information

What will it cost?

Face to Face training costs:

£995.00 + travel for a full day with up to 12 people

£125.00 for individuals to take part in organised courses

Online training costs:

£497.50 up to 12 people for a half day course.

£62.50 for individuals to take part in organised online course alongside other organisations.

What do customers say?

"Hugely impressed!"

Carolyn Hughes, Square Peg HR

"This course was bang on in terms of helping our team of researchers produce documents in an accessible format. The presenters made a complex topic easy to follow and understand."

Arlene McGarty, Glasgow University

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What is autism awareness?

TRAINING

This training course can be delivered face to face or online. Both methods. Will teach you how to better support people on the autistic spectrum. It will include elements of staff awareness, practical steps to support the individual and colleague delivered with an interactive workshop with ample opportunity for questions and answers. After this course, you will have a better idea of how to support someone on the autistic spectrum at home, at work and beyond.

This course is co-designed and co-delivered by someone with autism.

The Aims

To understand and fully include people with autism.

Who is this suitable for?

People and organisations who wish to understand how autism works, how to explain it to others and want to be as inclusive as possible in all that they do.

Employers who want to create a diverse and modern workplace that truly includes people with autism. This could be those working in HR, Training or anyone involved in the recruitment process.

What will our work cover?

- An introduction to autism and common difficulties that people often face
- Looking at 'reasonable adjustments' and how to implement these
- Strategies to include and support people with autism
- Ways to create an inclusive and diverse workplace.

What will it cost?

Face to Face training costs:

£995.00 + travel for a full day with up to 12 people

£125.00 for individuals to take part in organised courses

Online training costs:

£497.50 up to 12 people for a half day course.

£62.50 for individuals to take part in organised online course alongside other organisations.

What do customers say?

"This was such a powerful and invaluable course delivered in a fun, passionate and engaging way. I learned so, so much."

Gemma Cook, Bolt Learning

"What a wonderful course. It gave me so many ideas and things to think about when it comes to my own organisations and including people with autism."

Tracey Upton, Mersey Rail

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HR Interviewing, Selection & Retention

TRAINING

This training course can be delivered face to face or online. Both methods will teach you how to better support people with learning disabilities and/or autism. It will include elements of staff awareness, practical steps to recruit, develop, retain and support the individual in the workplace, delivered with an interactive workshop with ample opportunity for questions and answers. After this course, you will have a better idea of how to include someone with a learning disability and/or autism at work.

This course is co-designed and co-delivered by someone with autism and/ or learning disability.

The Aim

To understand and fully include people with learning disabilities and/or autism in the workplace.

Who is this suitable for?

People and organisations who wish to understand how learning disabilities/autism works, how to explain it to others and want to be as inclusive as possible in all that they do.

Individuals and teams working in HR Recruitment and retention.

What will our work cover?

- Improved your knowledge of inclusive practices in selecting and interviewing people with learning disabilities/autism
- Reviewed your recruitment and retention policies
- Explored ways of making reasonable adjustments
- Improved your understanding of autism in relation to HR processes

Want to find out more?

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What will it cost?

Face to Face training Costs:

£995.00 + travel for a full day with up to 12 people

£125.00 for individuals to take part in organised courses

Online training costs:

£497.50 up to 12 people for a half day course.

£62.50 for individuals to take part in organised online course alongside other organisations.

What do customers say?

“Valuable and useful insights into ways of working and recruiting staff inclusively.”

“Brilliant to have an individual with autism here to talk about direct experience”

“Fantastic work!”