

The Disability Equality Training (DET) course has been developed by Toucan Diversity Training CIC, all sessions led and delivered by people with lived experience of disability. From the original course, more specialised courses have been developed, including DET at Work, DET and Visual Impairment, DET and Autism, which were included in this year's portfolio. More courses are being developed for delivery in 2023-24, including DET and Learning Disabilities.

Courses are now accredited for Continual Personal Development (CPD) points, giving extra value to attendees and businesses.

Throughout 2022-23 ten training sessions were run. This was the first year since Covid-19 that we were able to provide in person training sessions, as well as the online sessions that were developed for use during the pandemic. Five in person and five online sessions were arranged.

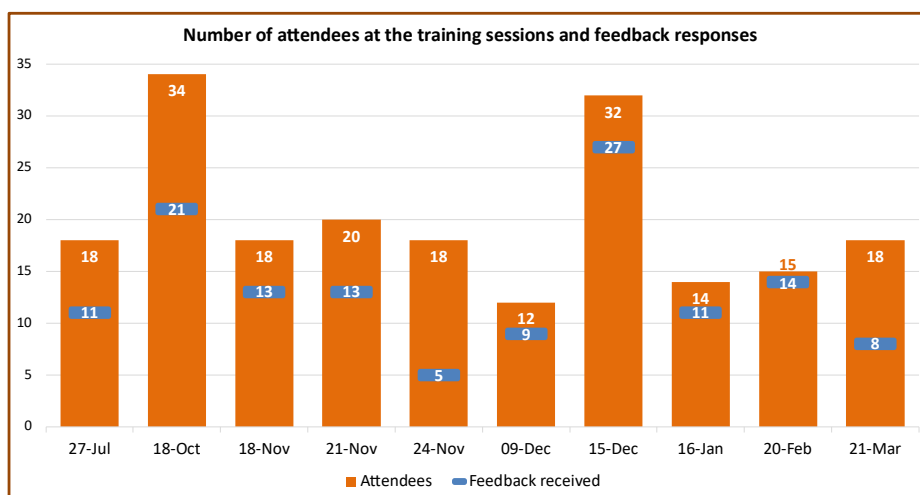
27-Jul 2022	Disability Equality Training	In person
18-Oct 2022	Disability Equality Training	Online
18-Nov 2022	Disability Equality Training	In person
21-Nov 2022	Disability Equality Training - At Work	In person
24-Nov 2022	Disability Equality Training	In person
09-Dec 2022	Disability Equality Training	Online
15-Dec 2022	Disability Equality Training	Online
16-Jan 2023	Disability Equality and Visual Impairment Training	Online
20-Feb 2023	Disability Equality and Autism Training	Online
21-Mar 2023	Disability Equality Training - At Work	In person

Training was provided for 1 higher education provider, 1 public sector, 3 social sector and 3 private sector organisations.

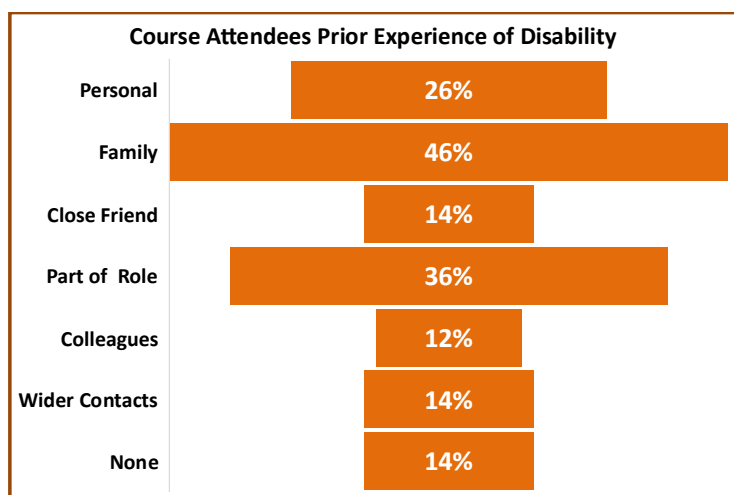
At the end of each training session participants are asked to give feedback. 132 responses were submitted in total out of 199 attendees. This is a 66% return.

Two different feedback forms were used, one slightly longer for in person courses with 5 open ended questions, the online form with 3 open ended questions. Out of the 199 attendees:-

- 46% were asked to complete the longer survey with 54% submitting their responses.
- 54% were asked to complete the shorter survey with 77% submitting their responses.



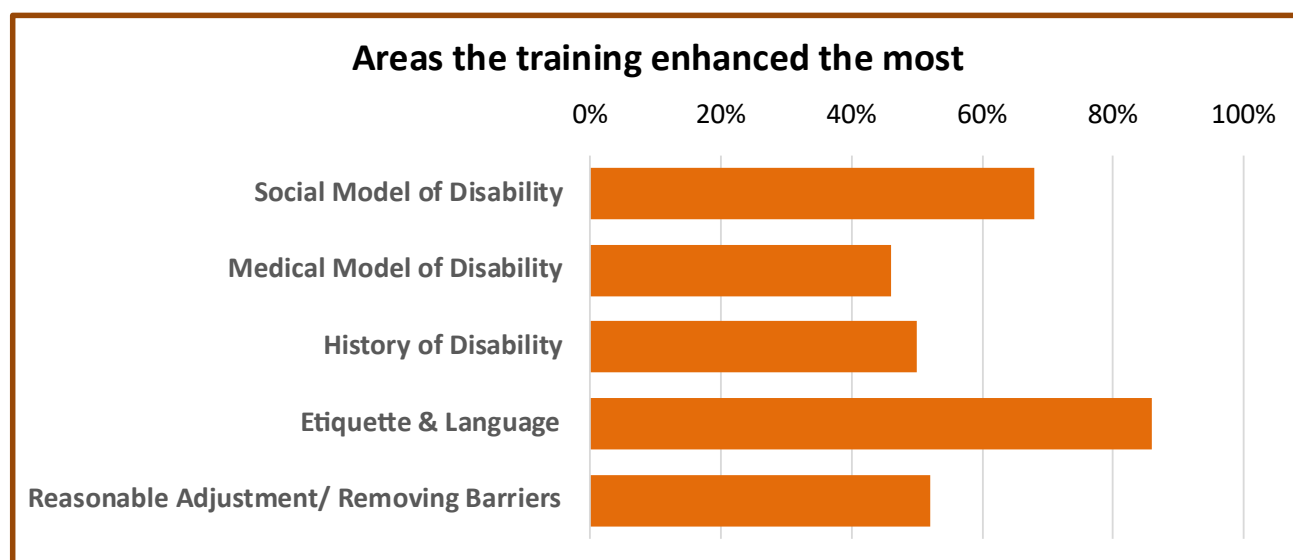
What is your experience of disability? (Longer survey only)



Out of those who indicated some experience 26% said that despite their experience they had little knowledge.

Experience with various named medical conditions and disabilities were given.

What areas of the training enhanced your knowledge/skills the most? (Longer survey only)



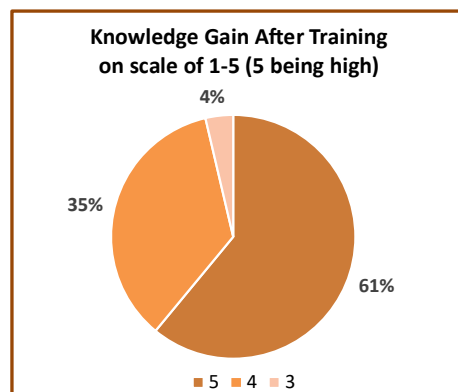
From the free text answers given explaining how their knowledge had been enhanced, the following quotes are representative of the overall responses:

- “I'd never thought about the distinction between the social and medical models and it's helped me to think about the whole topic differently.”
- “The clear distinction between the models and how that effects what language we consider appropriate was useful.”
- “I really liked the history element of the course, it was good to put in perspective how far we've come and where we need to go.”
- “Learning how disability has been perceived in the past, plus where some of the terminology we use has come from.”

- “The discussion of Etiquette and Language was really useful, as this is such a fluid area and ever-changing minefield.”
- “The segregation and integration aspect. I learnt a lot about recognising barriers and organisational barriers.”
- “There were a few things that surprised me and made me think differently. Really useful to get a reminder of how much language matters.”
- “It was also interesting to see how another organisation looks at reasonable adjustments and think about what those could be for my organisation.”

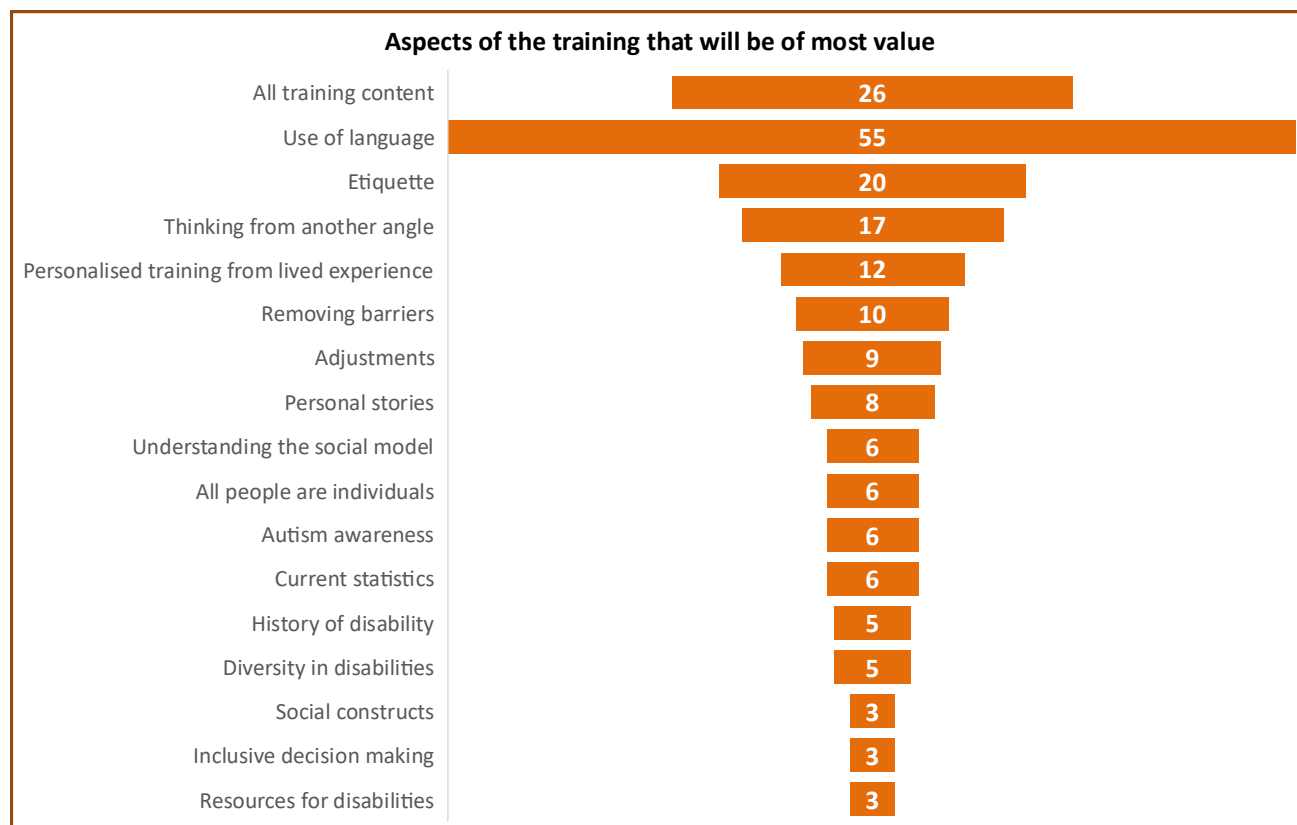
Now after training, please rate your knowledge again from 1-5. (Shorter survey only)

This was a quicker question to ask than on the longer survey. All answers were 5s or 4s, which are the highest ratings, only 1 attendee gave a 3, but all the other feedback from this person was very positive.

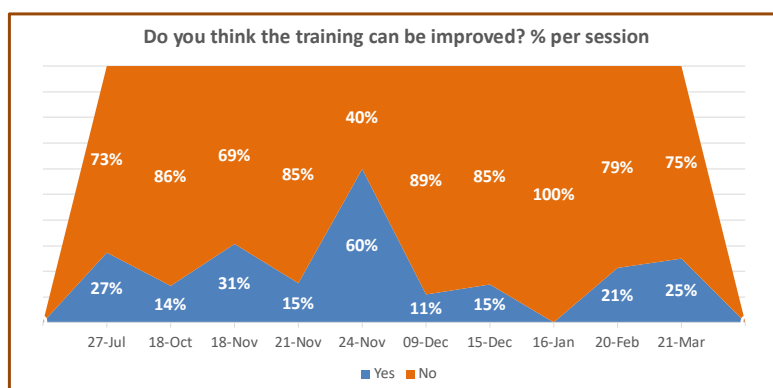


Which aspects of this training will be of most value to you? (Both surveys)

From the free text answers given, the following areas were identified having the greatest value for the participants and where they felt they would be able to apply the training.



Do you think the training could have been improved? (Both surveys)



Suggestions given for improvements:-

- Language section was a little judgemental, claiming terms as offensive or outdated when they would still be appropriate in certain settings. Perhaps more emphasis could be placed on active listening and noticing if a term, whether 'accepted' or not, is being received well by the disabled person you're talking to. If not, find a different term.
- Some role play might have helped to gain understanding further, but it could also have proved rather awkward.
- Various feedback saying session too long and too short. Two people suggested having 2 x 2 hour sessions.
- More break out / discussion session - small groups allowing everyone to have an opportunity to talk / learn.
- Perhaps co-presented with a different perspective?
- Resource material and screen information layout:-
 - Difficulty experienced to get the boxes in the activities aligned.
 - For people who cannot see colours, having all the areas on the left to match with a separate list would work better.
 - Small writing on screen to be avoided and use of animations/images for the more wordy elements of the course.
- Ask about knowledge on subjects before going through eg the medical and social models, so that knowledge/information can then be expanded on.
- More time dedicated to language and barriers than history.
- The video at the end, although good, was a bit long. If there is a way of cutting down the length it may keep people's attention for longer.
- More examples of reasonable adjustments. Maybe a list of conditions with examples of reasonable adjustments that might be suitable, for example, accessible documents. It'd be good to know what are the current standard adjustments that should be part and parcel of the way we work and then what are the additional adjustments.

- Perhaps including more on cognitive/learning disabilities and mental health, including PTSD, depression and anxiety, also more info for supporting people with autism.
- More time focusing on how to apply what we learned to our roles and link it into our work.
- More question and answers, including more invitations for questions.
- Would enjoy more about building into personal life.
- More signposting to additional resources (if there are any), for example, if support is needed for staff/students, what support is there?
- Having something on how we influence others and get them involved without acting like it's a tick box exercise. We on the course want social inclusion, how do we get others to want it and act on it?

Would you recommend this training to others?

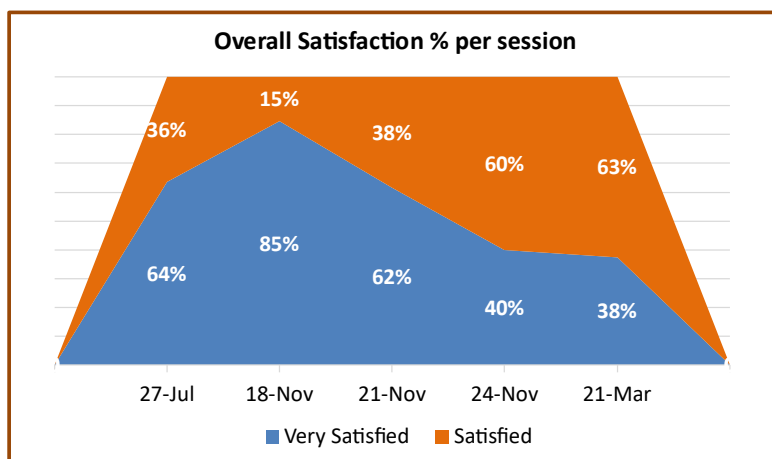
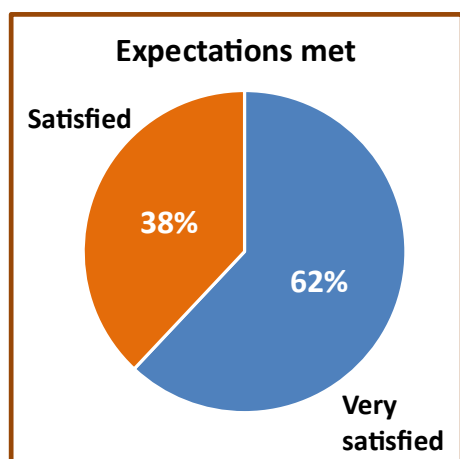
Everyone said they would recommend this training to others. There was one exception who said they were neither likely nor unlikely to recommend it, and this was the attendee who felt that the language section was a little judgemental.

Did the training meet your expectations? (Shorter survey only)

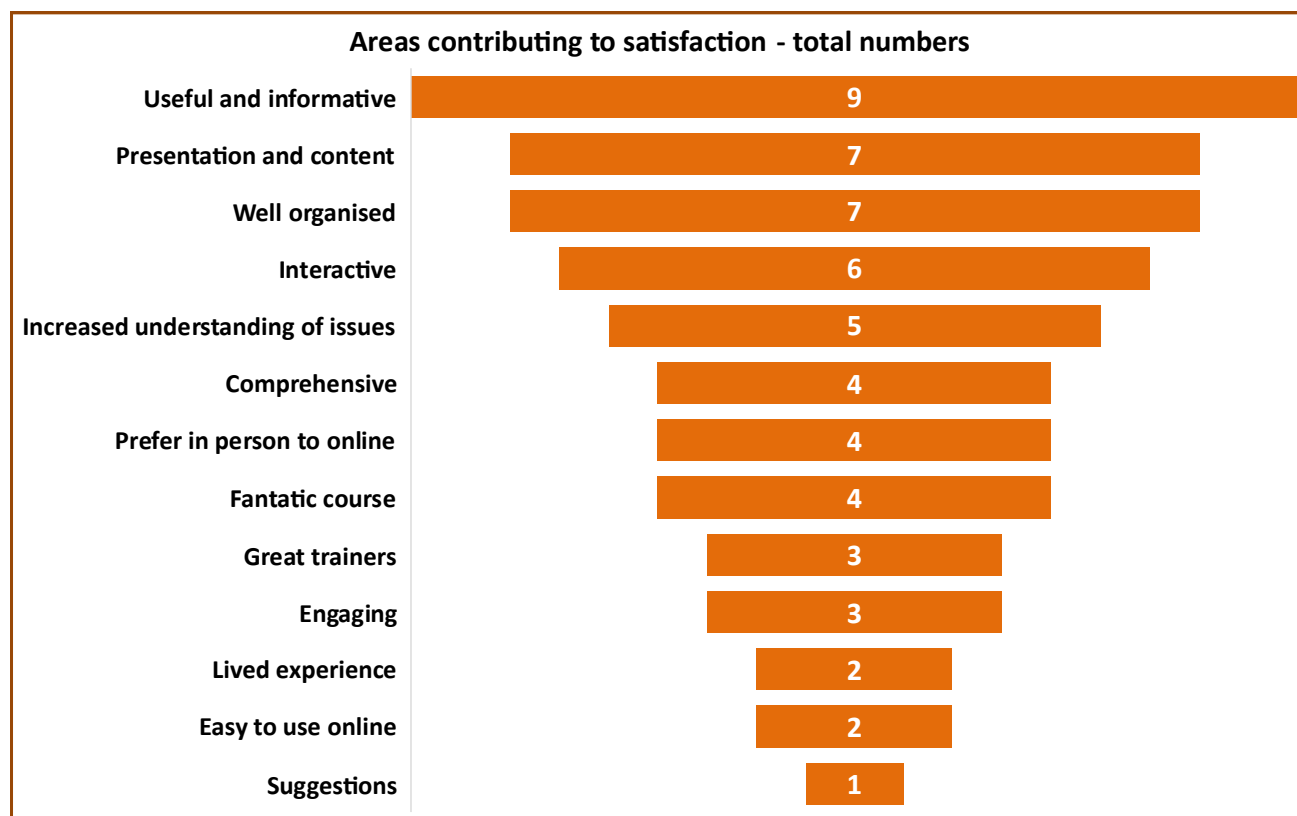
Answers to this question were an emphatic 'Yes'.

Overall how satisfied were you with the training experience? (Longer survey only)

Attendees were asked to indicate on a 5 point scale from Very Satisfied to Very Dissatisfied. All scored within the top two options. The first three sessions attracted a higher percentage of very satisfied to the last two.



From free text feedback given, the following aspects were highlighted as contributors of overall satisfaction.



The comments about preferring in person training were all from attendees to online courses, in particular the 21st November course, although they recognised the benefit of being able to reach more people online. One comment was similar to last year, 'I find it hard when participants have videos off and there isn't such a positive peer response'.

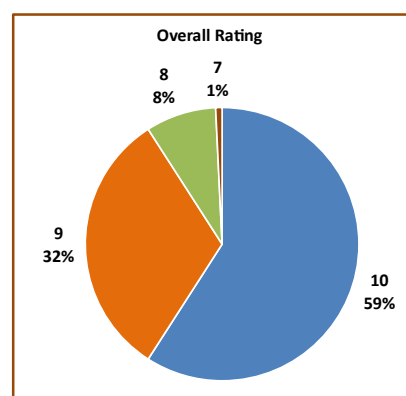
The way the break-out sessions were organised, as well as the balance of quick breaks, were commented on and appreciated.

The suggestion given was that it would be helpful to have more about adjustments that can be made. Also given as a suggested improvement.

Please rate the overall experience of today's training on a scale of 1-10

All attendees were asked to rate the overall training experience on a scale of 1-10. The responses ranged from 10-7, with over half scoring the highest 10.

The average score is 9.5.



Analysis

1. With a new strategic business plan in place within the CIC, the training courses have a focussed development pathway. This includes not only the production of more specialised courses, but also by creating CPD accredited training which gives value to companies and creates an incentive for them to access the course.
2. There are mixed feelings about the online courses. They are recognised as being needed and allow more people to take part in the training, but they allow for more people to appear not to be so engaged, be more easily distracted, training material layout and dissatisfaction with the length of time sat looking at a screen. A review of this training method will look at the use of animation to improve engagement.
3. Attracting the attention of private businesses is proving difficult. Trainers report that they feel that with many of the current attendees they are talking to the converted. Showing how the course provides social value to commercial businesses has to be a marketing focus.
4. A feedback question has been added this year about the attendees' previous experience of disability, as highlighted in last year's analysis, which has given greater insight to the other feedback given. In line with the strategic plan, it would also be advantageous to be aware of their employment role and the influence they have in enabling change within their organisation.
5. There is little overall distinction between the areas of the course that create the most impact. Language and etiquette are the highest, followed by understanding the social model of disability, but overall it is the comprehensiveness of the course and the way it is presented that makes the biggest impact.
6. Overall the attendees were very satisfied with the training, the materials used and style of presentation. The average score this year is 9.5, an increase from 9.2 last year. 99% of the scores were between 10-8, an increase from 94% last year. With a 550% attendee number increase this year, to maintain and increase such high levels of appreciation indicates the quality of the training provided.
7. The use of appropriate language continues to be identified as being of the most value, followed by etiquette. Even those who had experience of disability reported that seeing things from a different angle and having people with lived experience engaged them and helped them understand the issues better.
8. There is a range of suggestions for improvements. As one very satisfied attendee wrote "Anything can be improved!" The suggestions demonstrate how the training is perceived by different learning types and are good pointers to adapt to meet a wider range of learning needs and areas of focus.