

Self-assessment Template

A guide for public services to start thinking about inclusive practice



About this template

This Self-assessment Template is from the toolkit included in Thinking About Inclusion. This template can be used by organisations, groups and services to assess how accessible they are to members of their communities and the people who may want to access their services.

This self-assessment is part of a project called Building Inclusive Kent Communities. There are two further reports published as part of this project. To access the reports and find out more about the project please visit either:

www.learningdisabilities.org.uk/familyfriendsandcommunity

www.valuesinc.co.uk



Getting the basics in place

Do you have clear and shared values and principles across your organisation to support your work with all possible customers in the community?

Do you have a 3/5 year strategy for this work?

Are you able to state your recent achievements and current priorities for action in this area of work?

Are you clear who is involved and who is leading this work?

Yes/No	If no, by when?	Who is responsible?

	Yes/No	If no, by when?	Who is responsible?
Do you have a system for agreeing specific outcomes and for monitoring progress?			
Do you have a breakdown (with numbers) of different communities in your area?			

Having an effective plan in place for meeting specific needs

	Yes/No	If no, by when?	Who is responsible?
Do you have an action plan with clear priorities and outcomes, and arrangements in place to make it happen and for monitoring and review?			
Does the plan clearly identify responsibilities for action?			

Yes/
No

If no, by
when?

Who is
responsible?

Does the plan include the different needs of different local communities?

Does the plan show how it will be funded?

Does the plan include an effective training programme that includes disability awareness?

Promoting equality

Have you decided what should be done to eliminate discrimination?

Do you ensure that all sections of the community have fair access to your services?

Have you decided how your staff will show all customers that they are valued?

Do you have a broad range of positive images On display that represents the diversity of their local community?

Have you decided how to attract missing customers?

Have you decided how you will ensure disabled people are to be supported to participate in all activities?

Yes/No	If no, by when?	Who is responsible?

Yes/No	If no, by when?	Who is responsible?

Have you decided how your staff are going to make sure you are able to include everyone in activities?

Have you decided how you will create an ethos of inclusion throughout the organisation and avoid the pitfall of segregation?

Have you decided what should be done to promote positive attitudes towards disabled people?

Questions relating to your building

Adapted from a questionnaire used by Shoppers Anonymous, West Sussex

Outside the building

Is it easy to get to your service by public transport?

Is there a clear sign to your building/service?

Is the entrance clearly marked and accessible to all?

When you ask local people about your organisation, do most know where it is?

Does the building look nice from outside?

Overall, does the service/building look welcoming?

Could you see the opening/closing times?

Are the opening time signs easy to read?

Yes/ No	If no, by when?	Who is responsible?

Outside the building

Is the area outside safe?

Is it easy to open the door?

Is there a bell to ring if someone needs help?

Is the bell low enough for everyone to reach?

Yes/ No	If no, by when?	Who is responsible?

Questions relating to your building

Outside the building

Is there car parking nearby?

Is the parking charge reasonable?

Does the car park have 'blue badge' spaces?

Is it easy to access dropped pavements?

Yes/ No	If no, by when?	Who is responsible?

Inside the building

Is the floor clear immediately inside?

Is there a low-level counter for people using a wheelchair?

Is the temperature comfortable?

Is there a customer toilet available?

Are there clear signs for the toilets?

Is there an accessible toilet?

Is it clear where you need to go to ask for the accessible toilet key?

Yes/
No

If no, by
when?

Whos is
responsible?

Yes/ No	If no, by when?	Whos is responsible?

Questions relating to your building

Inside the building

Is the approach to the accessible toilet clear?

Is the accessible toilet clear of obstructions inside and outside?

Are there comfortable chairs to sit on?

Is there easy read information available?

Are all areas accessible to wheelchair/pushchair users?

Is there a lift available to upper floors?

Are signs big enough to read?

Is it easy to find your way around the building and to different activities?

Yes/ No	If no, by when?	Who is responsible?

Yes/
No

If no, by
when?

Who is
responsible?

Is there a notice board for information?

Is the notice board accessible easy to use by all customers?

Do images on notice boards represent all customers?

Do staff name badges with large print on colour contrast?

Yes/ No	If no, by when?	Who is responsible?

Customer service

Yes/
No

If no, by
when?

Who is
responsible?

Are staff members available to help?

Are staff welcoming when you approach them?

Yes/ No	If no, by when?	Who is responsible?

Are staff members easily identified?

Do staff smile?

Do staff greet customers politely?

Do staff use eye contact?

Yes/ No	If no, by when?	Who is responsible?

What could we do together?

Please indicate

I wonder what could we do TOGETHER	
Multifaith and community events and celebrations	
Community exhibitions and use of gallery space	
Work on local and national change programmes such as Change4life	
Lifestyle programmes	
Outreach work and community based delivery of service	
Better use of shared public spaces	
Information and awareness days	
Volunteering and supported volunteering	
Making easier information	
Opening up apprenticeship and training days	
Work on joint funding applications	
Opening up mainstream delivery to become inclusive to all	
Opening up opportunities for local leadership and involvement in service planning	
Checking on progress through mystery shopping	
Involvement in community planning and design	

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