



Turning Tides

Evaluation of the training provided by The Turning Tides Project- September 15- September 16

The Turning Tides Project (TTTP) is a Community Interest Company that aims to make equal access to music, the arts and life a reality for people with 'learning disability' or 'autism' labels in Devon. We are a not for profit organisation and seek to demonstrate a Social Model approach in all we do.

Our training packages:

- Are designed and delivered by people with and without labels.
- Focus on the subjects that people with 'learning disability' or 'autism' labels, who are part of TTTP, think their community would benefit from learning more about.
- Involve a range of learning/delivery methods (including songs, films and games) and 'expert' front of house and virtual trainers.
- Enable The Turning Tides Project's people to gain training experience and achieve training qualifications.

This Year

In the year September '15- September '16 we have:

- Provided 124 places on our whole day community workshops.
- Provided 11 half day workshops to Devon County Council Care Direct Plus, attended by 107 staff.
- Provided 2 workshops, on behalf of DCC, for the voluntary sector, attended by 19 volunteer co-ordinators.

Training Workshops

Our introductory half and whole day workshops have four modules:

- An introduction to the Social Model of Disability.
- 'Autism'
- Total Communication.
- Creating Enabling environments.

Whilst whole day workshops cover subjects in greater depth, both workshops are introductions.

Since July '16 the Total Communication module has included an introduction to The Turning Tides Project's 'Small Talk' approach and the Creating Enabling Environments module has included an introduction to The Turning Tides Project's #Inclusive approach (for more information visit our web site: <http://www.theturningtidesproject.org.uk/>).





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Evaluation

Participants are asked to complete a feedback form that includes:

1. Most (and least) useful things about the workshop
2. Things that they will change or keep the same, in their practice, as a result of the workshop
3. Things they would like to learn more about
4. Additional comments.

Summary of the themes that emerge from the feedback

1. Most (and least) useful things about the workshop

Seeing a new side to the way we view disabled people - a new perspective. Asking and reflecting back our judgements, impressions and ideas about people who are labelled with learning disabilities.

Hearing first hand from individuals experience of being labelled. Learning about the effects of labels and how society treats people.

Info about communication. How autism affects the individual.

Hearing experiences of people with disabilities, ideas, feelings. Making me think about my own perceptions. Having those that are deemed as special needs present at the session.

How people with labels feel. Makaton. Hearing the point of view of the trainers who have personal experience of being excluded and how they feel about it. What brings barriers to people with disability labels. Hearing different perspectives. Hearing stories that have affected others during their lives.

Tom's talking about sensitivity and structure. Personal experiences. Really good experts by experience as facilitators. Really good looking at real situations alongside the academic information. I felt it helped understanding of possibilities within the community and celebrating diversity. Gave me lots of ideas for work.

Hearing perspectives from people with autism and their views on our services. Touching base with real people instead of speaking on the phone.

Greater understanding of 'labels'. Enjoyed meeting the trainers and seeking first hand experiences.

It was very informative and helped me to understand some of the difficulties they experience daily. Hearing about people's perspectives, things that help and hinder -ways of making things more accessible.

All useful, needed more. All useful but short session, longer session needed and more as a lot take in to enable us to transfer skills into our roles. How to structure conversations.

Inspirational and giving confidence.



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Seeing things from a different perspective. Being made aware of issues that I wasn't aware of!

Hearing from Jennifer, Tom and Michelle and having opportunity to talk to them.

Felt really privileged at the personal details shared. Meeting everyone. Really useful insight into how we can relate better to people. Ability to ask questions from real experts.

Excellent balance of technical information theories as well as real experiences.

Listening first hand to the trainer's experiences. A better understanding of the challenges faced by those with a LD. Things I had not given thought to before, such as sensory overload.

experts.

Listening to the young people telling us how hard life could be through people's attitudes.

Realising how many of my preconceptions are totally untrue.

Reminder not to use jargon. Thinking about how we present our marketing materials.

2. Things that they will change or keep the same, in their practice, as a result of the workshop

Will change the way I approach people

How I word things. I will look at different ways of promoting inclusion within my own practice and workshops. Real life account from Jennifer about how she is affected, her feelings etc. Confident to not know everything, ask! More people like Jennifer to give other perspectives.

I'll work on my visual information/ cue cards. Use other types of communication as well as speaking. Use less words, have a pause to wait for info to be processed. Add different ways of communicating, less words.

Be more aware of clarity in communication. I will think about what/how to get across what I want to get across.

Change (I hope) the way I interact with some people. Giving service users more time to consider their own responses.

I will evaluate and establish how the organisation I work for (and myself) can improve its communication. Will think about how to engage with disabled people. Being more aware of peoples' communication difficulties. Including Turning Tides in my list of training providers and work to develop links with different projects. It was good to hear from those who have experienced isolation within society and how they felt. It will help me change the way I approach people.

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Keep a person centred approach. Keep up the pressure for my employers to have co-facilitators. Look to pass on the knowledge to work colleagues about the Makaton. I hope to develop a training programme to aid employment. Use more music for communication. Push Makaton with staff. Challenge the motivation behind why we do things the way we do.

Would like a full day as it was very interesting, would like to know more. Keeping the individual at the centre of my practice. A bit more about the referral process, what is difficult for you- how can we improve. How I recognise how each person is affected differently and this differs daily.

More aware of services needed and support. Build on my skills for working over the phone. I will look to explore how we provide a service to people in a language they can understand. Ensure give people enough time to think and answer. Consider ways to involve and individual and use of visual prompts.

Change and explore different approaches to the way I communicate with individuals. Would like the opportunity to attend with people from other organisations to hear differing thoughts.

New field for us, try to use all the knowledge gained for my assessments. Being mindful on holding conversations and how difficult the situation can be.

Open my eyes and see!!! Understanding. Expand knowledge of best way to communicate. I will think more about the language I use when considering all aspects of disability. Keep open minded-be creative and led by person you are assessing. Challenge 'usual' methods of assessment.

To help assist with our forms to make more understandable for those with disability

Take more time to find out individual difficulties faced by people who are experiencing differences. Mindful of communication techniques when carrying out assessments.

Understanding-try to use less labelling and think about language. Be patient and aware of the speaker on the end of the phone when I'm working.

I will take time to discuss the person's wishes. Given a better understanding of the need for flexibility and will use this when considering support.

To always meet and introduce myself and gain any information about how to communicate effectively.

I will have far more confidence in my approach and communication. I will be far more open/broader in my approach.

Having the confidence to try different approaches to communication.

I think I've stopped learning and just muddle through, this challenged that. To see the person as a person and treated with respect. Use more pictures with paperwork within the workplace. Be less reliant on dedicated learning disability professionals.

Being more considerate and making far less assumptions. I will try to ensure my assessments are easily accessible to all my clients. More consideration of accessibility of services.

An open mind. Hope I will be more aware.

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3. Things they would like to learn more about

LEARN/FIND OUT MORE ABOUT?

Interaction with people with learning disabilities-how to involve them. How we can react to challenging behaviour - the times where you are unsure how to react in the best way.

Approaching individuals with specific needs. Raised some questions about lots of terms I didn't understand.

Makaton. I'd like to learn more about autism and ways of communication.

Sign language. Working with people on the autism spectrum.

A more in-depth understanding rather than just an overview. Whether there is a core of disabled people in Crediton who want to be more included in community life and what their ideas are. Help others access this training.

Makaton, job specific. Barriers to employment.

Need to adjust my communication when needed. Would like my daughters school to undertake some training. More support for younger people. Really good course but I feel totally ill equipped to support people in the best way. Everything!!!!

More training. How we can develop factsheets and approaches to make our service more accessible. It will make me think more about language and whether we are acting in an accessible way. Feel I have much to learn about this area.

I'd love to expand more on what has been touched on. Many ideas and tips on how to give people more choice and a chance to have that choice for themselves. Always useful to gain more awareness.

Feel we need more training. I'd like to learn much more so I feel confident in my role. Way of altering current assessment to enable inclusion. More about different conditions and their impact and how best to communicate, improve my skills.

More training with TTTP. How to be more accommodating when taking a referral in future.

Would be good for TTTP to write/produce and easy read evaluation form for people we work with.

Further training. Would like to increase knowledge of different barriers faced by people when accessing community/social/work opportunities.

How we implement the changes using our current paperwork - guidelines.

Use of same/similar approaches in schools. How effective a telephone assessment will be?

Feel very strongly that our social care assessment does not identify and support individuals to remain independent. More info about autism spectrum and how different it can be for each person.

Try to learn more. Inequality.

Small Talk #inclusive. How to make what we do accessible to all.

It has given us the resource to use if we know of anyone who it can support.

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I would like more tools to use to gather information from clients when doing assessments.

More training.

Top up courses. Learn more about different disabilities.

4. Additional comments

ADDITIONAL COMMENTS

Thank you so much for today, it was an extremely informative, thought provoking and enjoyable day. I would recommend it to anyone.' 'I found the whole thing insightful, interesting and informative. Also emotive and well thought out.'

Has re-energised me' 'Really informative and engaging'

It was fab :) thank you all! It was inspirational. Please invite senior managers and managers so that they understand the difficulties on both sides, ensure good practice. I loved the style of the training, the variety, the information and the personal experience shared. My favourite and most useful part of the day was listening to you all work so effectively together in the delivery of the day.

Tom, Jo and Jennifer - excellent descriptions of the way you are made to feel, your values and how we should think more. Thank you :) Really enjoyed the interaction with the trainers. I will be further discussing in my supervision how telephone based assessments can be improved. I have learnt so much today that I feel will help me to further carry out my job role. This workshop was extremely stimulating and thought provoking, thank you. I came to this training knowing very little about learning disabilities and somewhat afraid of the best way to work with people who have a learning disability. I am going away feeling a lot more confident, so thank you. This has been the best training I have attended and it's been a pleasure to meet you all.

The workshop has raised the concern that I know very little.

I absolutely loved the session! It was presented beautifully and I felt honoured to have had Tom and Jennifer talking about such personal things in their lives. I was inspired by the knowledge and experience of the training team.

Tom's letter was a really good insight, thanks Tom!

Amazing! Loved the whole course! 'I wanted to let you know that I thought the training was excellent. It has completely changed my way of thinking and will be extremely useful for me in my daily work. I must admit that I did find it difficult at first to work with people with autism but your training has inspired me to move forward and has given me so much enthusiasm'

It was brilliant :)))) would love to attend full day course.

Invite us again :))

Thank you for delivering an innovative, thought provoking, transformational training course. I have had enthusiastic comments from 3 members of the team this morning, reporting how much it changed how they think.

Workshop was great. Lovely, informative in a relaxed environment.

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This has been the most interesting workshop/training I have attended. It will definitely change how I interact.

I found the whole session helpful, informative and insightful. I thoroughly enjoyed it, thank you.

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The Turning Tides Project's evaluation of the difference our training workshops have made

As a Community Interest Company we evaluate our work in terms of its **Social Impact**. This includes the impact upon:

1. Individuals with 'learning disability' or 'autism' labels.
2. The population of people with 'learning disability' or 'autism' labels.
3. The wider community's capacity to include.
4. The sustainability of The Turning Tides Project.

Impact on individuals with 'learning disability' and/or 'autism' labels

Through contributing to the design and delivery of the training packages, the people with 'learning disability' and/or 'autism' labels, who are part of The Turning Tides Project, gain:

- Training and presentation skills.
- Training qualifications.
- Understanding of the systems, processes and priorities of the organisations we deliver workshops for.

They value:

- Being respected as experts and listened to.
- Having the opportunity to talk about what they think matters and what they think works.
- Sharing and developing their knowledge and experience of current issues.

Impact on the population of people with 'learning disability' and/or 'autism' labels

The training packages raise the awareness and the expectations of the community and aim to positively impact upon the opportunities available for people with 'learning disability' and/or 'autism' labels by increasing the capacity of the community to include.

Impact on the wider community's capacity to include

We believe that it is through the raising of awareness and the development of knowledge and experience that organisations and communities can and will increase their capacity to include.



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The collated themes from the feedback highlight the opportunity to build on the work we've begun.

We would welcome opportunities to work with organisations, communities and businesses to:

- Identify the learning needs of their staff
- Meet the identified learning needs of individuals and teams
- Develop accessible policy, strategy, information and working methods.

Other services we offer include:

- The TTP Evaluation Team, endorsed by Exeter University
- Small Talk (Our approach to supporting organisations to develop a whole system approach to accessible spoken and written communication)
- #Inclusive

#Inclusive

The Turning Tides Project believe that, #Inclusive is achieved by taking a Social Model approach.

We award organisations, communities and people, that demonstrate an inclusive approach, our #Inclusive endorsement.

#Inclusive endorsement is achieved by saying 'yes' to the following questions:

1. Does everyone have equal access to the service that you offer?
2. Is your charging policy fair?
3. Do your staff treat people with respect and provide a high level of customer service?
4. Is your written information accessible?
5. Is your recruitment approach accessible?
6. Is your work place an accessible environment?

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Impact on the sustainability of The Turning Tides Project

We believe that:

- everyone has valuable contributions to make to their community
- creating an environment where people **can** make their contribution will produce a sustainable business model through TTTP actively promoting the valuable products that are created as a result of our approach.

Our experience suggests that taking a Social Model Approach and regarding people with 'learning disability' or 'autism' labels as partners who are experts in their own experience, rather than people who are dependent on social care support creates a cost effective environment in which everyone gains.

The Turning Tides Project is currently focusing on supporting the development of #Inclusive organisations, businesses and communities and would welcome enquiries and discussions about how we might work with you.

Jane Williams, Director of The Turning Tides Project (September 2016)

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