



Accessibility

This snapshot explains the methods we used to make the GoWell Panel as accessible as possible to citizens and what we learned.

What was our purpose?

The National Standards for Community Engagement underline the necessity of supporting participation and removing any barriers that might prevent people being included¹.

How did we do it?

To ensure the Panel was accessible, we worked with Panel members and their groups to identify a range of measures we could put in place. Each criteria was discussed and agreed with individuals during recruitment and with the Panel when they met with GoWell.

To ensure the panel was accessible, a budget was available for necessary resources, such as interpreters, personal assistants, and accessible venues. To find out about accessibility requirements, informal and confidential conversations with prospective panel members took place, in which the following approaches were used:

- Panel members were asked open-ended questions, such as “how can these sessions be accessible to you?”
- For some issues that can be stigmatised, Panel members were asked directly and in confidence, for example: “how can we support you with reading and writing?”
- Groups which represented special interests were engaged to ensure recruitment methods supported participation from diverse backgrounds.

What did we learn?

We succeeded in making the Panel accessible to individuals with a range of long-term health conditions, mobility issues and disabilities. The Panel was also accessible to individuals with childcare responsibilities. The Panel comprised a range of literacy levels. However, we found that the format of the Panel – a city-wide group – was in and of itself a barrier. One community group described, for example, that one of their female members did not feel comfortable on a mixed gender group. While we did not have the capacity to run other Panel groups, we did explore the potential for spin-off groups in which we held a workshop with a group that identified as migrants. The workshop successfully included participation from this group, indicating that this type of approach would likely increase accessibility for city-wide programmes.

¹ For more information on the National Standards for Community Engagement, go to: www.voicescotland.org.uk/



Accessibility measures

This snapshot describes the measures we used to make the GoWell Panel as accessible as possible.

Accessibility means	Aims
Panel sessions took place 10am – 2pm	Enabled panel members with childcare duties to attend during school hours: either as parent or grandparent.
Taxis	Panel members with mobility problems and childcare duties could attend
Panel members recruited directly by Facilitator	Confidence: visiting new areas of Glasgow, meeting new people
Glasgow Life computer facility – short news articles	Enabled Panel members of all computer literacy levels to build on their skills.
Accessible venues: ground floor/ lifts/ toilets	Enabled Panel members with varying mobilities to participate
Flexibility to come on days they were well	Enabled residents with health ups and downs associated with chronic illness (mental/ physical) participate
Confidential disclosure	Enabled residents from diverse background to feel comfortable and welcomed. One panel member had had a short prison sentence and they were worried this experience would exclude them from the Panel.
Carer accompanied Panel member	Enabled a disabled Panel member to participate
Seated activities to suit mobility limits, food met dietary requirements, access to disabled toilet, accompanied by carer	Enabled residents with varying mobilities to participate
Childcare was provided by hiring a local mobile crèche.	Panel members with childcare responsibilities could participate
Meetings with individual panel members between panel sessions	One-to-one meetings supported Panel members' continued participation because individuals could give confidential feedback about Panel sessions and be supported in identifying and achieving individual learning aims. For those that wished it, the aim of these sessions was to also support Panel members' completion of their community achievement award.
Age	The Panel was open to citizens aged 16-years and above