

Inclusive Living Toolkit: Notes for Ambassadors

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Introduction

Thank you for your interest in becoming an inclusive living ambassador

The resources available for you to use as part of the Inclusive Living Project are:

- **Inclusive Living Evidence Review**
- **Notes for Inclusive Living Ambassadors**
- **Inclusive Living Checklist Tool**
- **Inclusive Living Toolkit Overview**

What is inclusive living?

Inclusive living highlights the importance of removing physical and social barriers to inclusion by developing intergenerational, varied-ability communities that enable people to 'age-in-place'.

Inclusive living has the power to make people's lives at home, and in their local surroundings, easier by helping them to be independent, interconnected and active – inclusive living can benefit us all.

Inclusive living is not an add on, rather, it should be embedded into every stage of a decision making process affecting tenants. We, the social housing sector, have the opportunity to design better housing and communities for all through every aspect of the work we do.

Inclusive design will have long-term benefits for our organisations, increasing resilience by helping us respond to the challenge of an ageing population and reducing the need for adaptations at a later stage. It will play a key part in supporting our tenants' health and wellbeing, increase the safety of homes, and create more socially connected communities.



About the tool and how to use it

What is your role as an inclusive living ambassador?

Your role as an inclusive living ambassador is to support your organisation to reset the way they think and approach important areas such as adaptations, accessibility and independent living.

Your role will be to facilitate decision making processes that include staff, Board and tenants in housing decisions to encourage strategic thinking around the framework of inclusive living.

Inclusive Living Evidence Review

The document detailing the evidence around inclusive living is a good place for ambassadors to begin as it outlines the evidence that supports the inclusive living concept. Each organisation is unique in their challenges and the inclusive living ambassador can look to the wide ranging evidence and see what is useful for their context challenges.

Inclusive Living Checklist Tool

The Inclusive Living Checklist Tool allows housing associations and co-operatives to think holistically about inclusive approaches to housing development, maintenance and repair.

The tool is designed for an ambassador to take a group through different elements that can be adjusted, changed, or implemented to support more accessible practice and design. It covers a huge spectrum of inclusive areas, some of which you will already be familiar with. You do not need to address all at once but the more you cover, the more inclusive things become for service users.

Each section of the checklist tool contains a list of supporting resources. To keep these resource up-to-date, the checklist tool will be refreshed from time to time. You will always find the current version in the embedded document viewer on the SFHA website so we advise referring here whenever you are using the toolkit.

If you find further research or guidance you think should be included, please get in touch by emailing innovation@sfha.co.uk.

Inclusive Living Planning Sessions

The checklists can be used to support every area of work which requires decision making and can be used by a wide range of people, including senior to junior staff, board, tenants, and stakeholders.

You could use the tool in scenarios including but not limited to:

- Board away days and strategic events
- Staff training, planning and away days
- Management planning events
- Tenant groups
- Local authorities – housing development staff and/or planners
- Improvement events with local health and social care partners

At an inclusive living session, whether online or face to face, appoint a note taker, define actions (quick wins and long-term goals) and arrange a time to review these goals and monitor your progress. Use the example itinerary on the following page for guidance.

The toolkit includes links to many different resources so it can be useful to have computer access during the session to investigate the links.



Using the tool to run a session

Example session itinerary

1. Introduction: 15–20 mins

- Explanation of inclusive living background
- Facilitator sets out clear aims and objectives for the day
- Depending on the amount of people present, you may wish to break into groups (four to six optimal per group)
- Distribute hand-outs (if face to face workshop)
- Opportunity for discussion and questions

2. Social inclusion and equality: 20 mins

- Facilitator presents example scenario on PowerPoint/screen share, emphasising that this is only on discussion point
- Groups work through checklist discussing what their organisation does already and what could change to be more inclusive
- If a computer is available, participants can browse the links for further ideas
- Capture quick wins and long-term goals

Break: 10 min

3. Physical space and design: 30–40 mins

- Facilitator presents example scenario on PowerPoint/screen share, emphasising that this is only on discussion point
- Groups work through checklist discussing what their organisation does already and what could change to be more inclusive
- If a computer is available, participants can browse the links for further ideas
- Capture quick wins and long-term goals

4. Connections and relationships: 10 mins

- Facilitator presents example scenario on PowerPoint/screen share, emphasising that this is only on discussion point
- Groups work through checklist discussing what their organisation does already and what could change to be more inclusive
- If a computer is available, participants can browse the links for further ideas

5. Quick wins and long-term changes: 10 mins

- Groups should prioritise quick wins – things you are going to change immediately – and long-term changes to work towards to be more inclusive
- The group should agree when to review these changes and reflect on what progress has been made, and should be made next

Tips

- Inclusive living Ambassadors are free to amend the session to suit their goals, audience and available time
- You may wish to have three separate sessions considering each part of the concept to focus on each area
- Repeating the session every six months can build up inclusive approaches, reflect on quick wins and monitor the longer term changes and aims
- If your session takes place virtually, it may be useful to have an assistant to scribe by sharing their screen and filling in the checklist as you go.