



involvement insights:

ENGAGING PEOPLE WITH A DISABILITY

SCOPE THE ENGAGEMENT WELL

Be clear about the purpose of engagement. What do you want from participants and what influence will they have? Are there restrictions on time or budget? How will the outcomes be used and feedback provided?

BE CLEAR ABOUT THE PEOPLE TO BE ENGAGED

Who is included? What are their needs and expectations? How can they support the planning, delivery and evaluation of engagement processes?

PLAN ENGAGEMENT CAREFULLY

Ensure all venues, processes and materials (written and audio-visual) are accessible to the full range of people to be engaged. For guidance on making your materials more accessible, seek support from external agencies who can offer interpreters or easy-read translations.

ALLOW ADEQUATE TIME

The registration process for an event should be simple but thorough to gather relevant information about their requirements to ensure seamless delivery on the day of the event. Plan well and ensure there is time for participants to review materials and feed back.

BUILD CONFIDENCE TO PARTICIPATE

Build trust. Provide information in advance. Use venues which are comfortable, accessible and safe. Train and support the engagement staff.

DEMONSTRATE GOOD PRACTICE

Respect cultural factors. Create opportunities for shared learning. Respect privacy and confidentiality. Provide a choice of participation method. Use skilled facilitators.

[View our 'Involvement Insights' guide to being a good facilitator.](#)

USE MULTIPLE CHANNELS

Maximise participation by using multiple communication channels and networks to promote the engagement process, support participation and provide feedback.

TREAT PARTICIPANTS AS INDIVIDUALS

Use appropriate, inclusive and respectful language. Talk directly to a person with a disability. Don't make assumptions about abilities or rely on stereotypes. Respect diversity within groups.

PROVIDE FEEDBACK

Provide prompt feedback to participants on how their information has been considered.

EVALUATE

Support continued improvement by reviewing engagement processes and outcomes.

www.nhsinvolvement.co.uk

Midlands and Lancashire CSU commissioned by NHS England to help build expertise and capability in support of the participation agenda

