

## Action Plan Response

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<p><b>Recommendation 1</b></p> <p><b>Disability Representation</b></p> <p>The council should actively prioritise initiatives that will enhance visibility and representation of people with disabilities and or those living with long-term ill health conditions within the leisure sports and fitness centre workforce.</p>		
<p><b>Comments from Service:</b></p>		
Action	Owner(s)	Completion date
Recruitment for all positions within the Be Well service will comply to the council equality and diversity recruitment policy and the equality act 2010.	HR service lead – Matt Hitchcock	Ongoing
HR has confirmed that information about disabilities and long-term health conditions was not provided by GLL for staff who have TUPE over the new service, and so an internal survey will be conducted to better understand the representation of people with disability and or long-term conditions within our workforce.	HR service lead – Matt Hitchcock	December 2024
Be Well aims to provide training and employment opportunities for residents, including for those with disabilities and or long-term conditions. The service will work in collaboration with the “steps into work” programme which supports young people with disabilities.	Leisure Operation Manager- Chris Tye	Ongoing
Be Well is actively taking part in recruitment fairs and will prioritise attending SEND forums and events to encourage young people with disabilities to apply for roles they’re interested in.	Leisure Operation Manager - Chris Tye	Ongoing

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<b>Recommendation 2</b> <b>Better data driven evidence on disability access and usage</b> The council should develop a comprehensive approach to the collection and analysis of disability access and usage led data that supports good governance and drives continuous improvements.		
<b>Comments from Service:</b>		
<b>Action</b>	<b>Owner(s)</b>	<b>Completion date</b>
The new Leisure Management System will capture key data on disabilities and long-term conditions, alongside other demographics data (e.g, gender, ethnicity, t postcode etc.), to inform access requirements and to support our understanding of disability access and usage to inform service improvement.	Leisure Commercial Manager Seann O'Reilly	January 2025
<b>Recommendation 3</b> <b>Developing trusted disability communication channels and campaigns</b> The council should engage community disability groups and organisations to co-design robust campaigns that actively promote sports and exercise initiatives for people with disabilities and or those living with long-term health conditions.		
<b>Comments from Service:</b>		
<b>Action</b>	<b>Owner(s)</b>	<b>Completion date</b>
The service will coordinate a consultation/engagement event with the local disability community involving relevant partners (e.g. REAL, the ICM foundation, Ability Bow, Apasen, disability sport coach etc.) to inform the development of co-design campaigns and initiatives.	Comms Officer - Wajiha Masud  Head of leisure operation – Simon Jones	February 2025
Be Well communications team will deliver a targeted co-designed communications campaigns for people with disabilities and long-term	Comms Officer - Wajiha Masud	April 2025

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conditions using the learning from our successful “Find Your...” women and girl’s campaign.		
Be Well will also use an existing successful targeted communications from national bodies like the “We are Undefeatable” from Sport England which aims to inspire, reassure and support people to be active by showing people living with a variety of conditions to being active.	Comms Officer - Wajiha Masud	Ongoing
<b>Recommendation 4</b> <b>Create a sports and exercise disability forum that embeds a person-centred philosophy and empowers residents with disabilities and or those living with long-term health conditions to review provision and make recommendations for improvement</b> The council should work with disability groups and establish a sports and exercise disability forum that empowers residents with disabilities or those living with long-term ill health conditions to undertake activities such as accessibility audits on facilities, customer service, equipment, programmes to deliver on improvements.		
<b>Comments from Service:</b>		
<b>Action</b>	<b>Owner(s)</b>	<b>Completion date</b>
Be well will identify key stakeholders and partners from a range of local organisations working with people with disabilities (e.g. REAL, the ICM foundation, Ability Bow, Apasen, disability sport coach etc..) and set up a forum which will meet twice a year to review the service provision and make recommendations for improvement.	Leisure Project Manager – Liza Chowdhury  Leisure Public Health programme manager – Amelie Gonguet  Head of leisure operation – Simon Jones	First forum to take place in February 2025.
<b>Recommendation 5</b>		

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<b>Collaboration with Primary care, NHS, healthcare partners, park services, and voluntary and community sector</b>		
The council's leisure service should establish joint working protocols with primary care, NHS, health partners and voluntary and community sector to support widening access and become a partner referral provider for people with disabilities and or long-term health conditions.		
Comments from Service:		
<b>Action</b>	<b>Owner(s)</b>	<b>Completion date</b>
Be Well will work in collaboration with health partners including Public Health, the NHS, and the ICB to develop targeted physical activities pathways and initiatives for people with disabilities and long-term conditions.	Public Health programme manager – Amelie Gonguet	On-going
The service has a budget of £24K for staff training & development which will be used on health & wellbeing transformational leadership courses in 2024/25. The service has also identified local disability competency courses and will work the mayor office and senior leaders to identify further training resources to ensure that staff have the relevant skills to support people living with disability	Leisure Operation Manager - Chris Tye  Public Health programme manager – Amelie Gonguet	April to June 2025
Be Well will rebrand and relaunch its 'Protected Hours' scheme, which support the co-location and co-delivery of targeted physical activity interventions within leisure and will ensure that initiatives for people with disability or long-term conditions are being prioritised.	Head of Leisure Operation – Simon Jones.	April 2025
People with disabilities are more likely to live in income deprivation than their non-disabled peers. Be well offers a disability concessionary membership (£25/month) for blue badge and disabled ID card holders.  The service has the ambition to further reduce financial barriers for people with disabilities by offering a £15/month membership, and to expend eligibility criteria to include people living with long-term conditions and will work with the	Leisure Commercial Manager Seann O'Reilly  Head of Leisure Operation – Simon Jones.	February 2025

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<p>mayor office and senior leaders to identify resources to implement this aspiration. Subject to cabinet fees and charges review.</p>		
<p><b>Recommendation 6</b>  <b>Creating transitional arrangements from specialised fitness gyms to mainstream leisure centre facilities</b>          The council should establish joint work protocols with community gyms (specialist in disability and long-term ill health condition) to support residents with disabilities and or those living with long-term ill health conditions to make the transition into mainstream leisure centre facilities.</p>		
<p>Comments from Service:</p>		
<p style="text-align: center;"><b>Action</b></p>	<p style="text-align: center;"><b>Owner(s)</b></p>	<p style="text-align: center;"><b>Completion date</b></p>
<p>The service has submitted a “Leisure improvement Capital” bids to the mayor office which includes a range environmental and gym equipment improvements aiming to improve inclusivity and accessibility of mainstream leisure offer for people with disability. Implementation will be subject to funding agreement.</p>	<p>Head of Leisure Operation – Simon Jones.</p>	<p>March 2025</p>
<p>The service will develop a collaborative relationship with Ability Bow and other local specialist disability gym, to support the transition of people with disability into mainstream facilities.</p>	<p>Public Health programme manager – Amelie Gonguet</p>	<p>On-going</p>

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