

# OPENING

EMPLOYMENT OPPORTUNITIES FOR DISABLED PEOPLE



Winners of the Remploy  
**'Leading the Way'**  
2005 National (Scotland) award for  
best Training and Support Provider

## One in five people in Scotland are affected by disability

(Scottish Executive, 2005)

As an organisation whose main objective is to provide an integrated service to disabled people seeking assistance in accessing employment, OPENING puts the interests, aspirations and advancement of disabled people at the foundation of their organisation's ethos. As the only user led organisation working in this field in Glasgow, we aim to ensure that disabled people get the support they need to enable them to get the job that they want. We ensure that various options and opportunities are made available to our service users and that the decision process remains with them. By enabling disabled people to fulfil their potential we can challenge the discrimination and stereotyping that consigns large numbers of people into low paid, menial employment.

As a small organisation, OPENING delivers a friendly, person centred service based on core values which contributes to a more inclusive society. OPENING is also a user-led, pan-disability recruitment agency.



## MISSION:

To promote the social and economic inclusion of disabled people via employment

## AIM:

To address the barriers that disabled people face in accessing employment by offering a person-centred, on-going service via one-to-one support and by raising disability rights issues with individuals and employers.

## CONTENTS:

History	5
Advantages	6-7
Job Search	8
CV Preparation	9
Interview Skills	10
Job Access	12
Employment Rights	12
Disability & Awareness Training	17
The Disability Discrimination Act	17
Sponsors	18
Where we are	19
Referral Form	20



After using the services at OPENING Mark gained employment through Glasgow City Council. He is currently working at Springburn Park refurbishing the rockery. Since starting work Mark has commented that he has made lots of new friends and is enjoying working life. He found the services provided at OPENING “very helpful” as it enabled him to gain employment in the field that he was interested in.

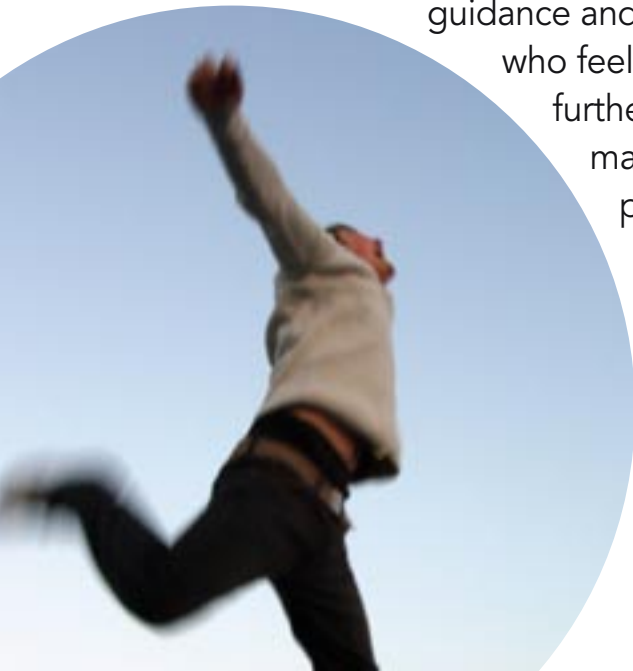
## HISTORY

OPENING was established in July 1999 by a consortium of Glasgow user-led organisations concerned about disability issues and gaps in service provision. Initially it was only piloted as a six-month project however the need for the service became apparent, funding was secured, and the organisation has been operating successfully ever since. OPENING focuses on the abilities and skills of disabled people. The staff provide individual support and help build the confidence of participant's in areas such as compiling a CV, interview skills and techniques and completing job application forms. As well as help in finding a job, the staff help with welfare rights and benefits advice. Job Access Workers are also on hand to directly contact employers and sustain individuals in work with on-site assistance if required. They can also arrange external literacy and numeracy support for anyone who feels they would benefit from it.

## WHAT ARE THE ADVANTAGES FOR PARTICIPANTS IN GOING TO OPENING?

OPENING is a unique, user-led organisation that can provide all the relevant services required to anybody seeking employment. Participants using the services at OPENING benefit from personal, one-to-one support and all services are tailored to suit individual need. Whether it's a case of enhancing confidence and increasing motivation or helping compile a CV and contacting an employer, OPENING work together with participants offering the support and direction they need to allow them to fulfil their goals. There is no pressure and all services are delivered at a speed to suit every individual. For those simply needing

guidance and advice and for those who feel that they are much further from the labour market, OPENING can provide a unique and invaluable service that really can change lives.



## **Over half a million disabled people are already contributing to the bottom line in small businesses.**

Scottish Executive 2004

### **WHAT ARE THE ADVANTAGES FOR EMPLOYERS IN WORKING WITH OPENING?**

OPENING can provide various services for employers such as Disability and Equality Awareness training and advice and information regarding the Disability Discrimination Act. However the main advantage to employers is that OPENING can provide highly motivated and enthusiastic individuals who are eager and, more importantly, ready to work. Employers can contact OPENING directly to discuss available positions and candidates, greatly reducing the time and cost involved in the recruitment process. Work trials can be arranged as well as on-site assistance for new employees so that every effort is made to ensure that employers and employees are happy and that the right person is matched to the right job. The services provided at OPENING really do offer a win-win situation, and all are free of charge.

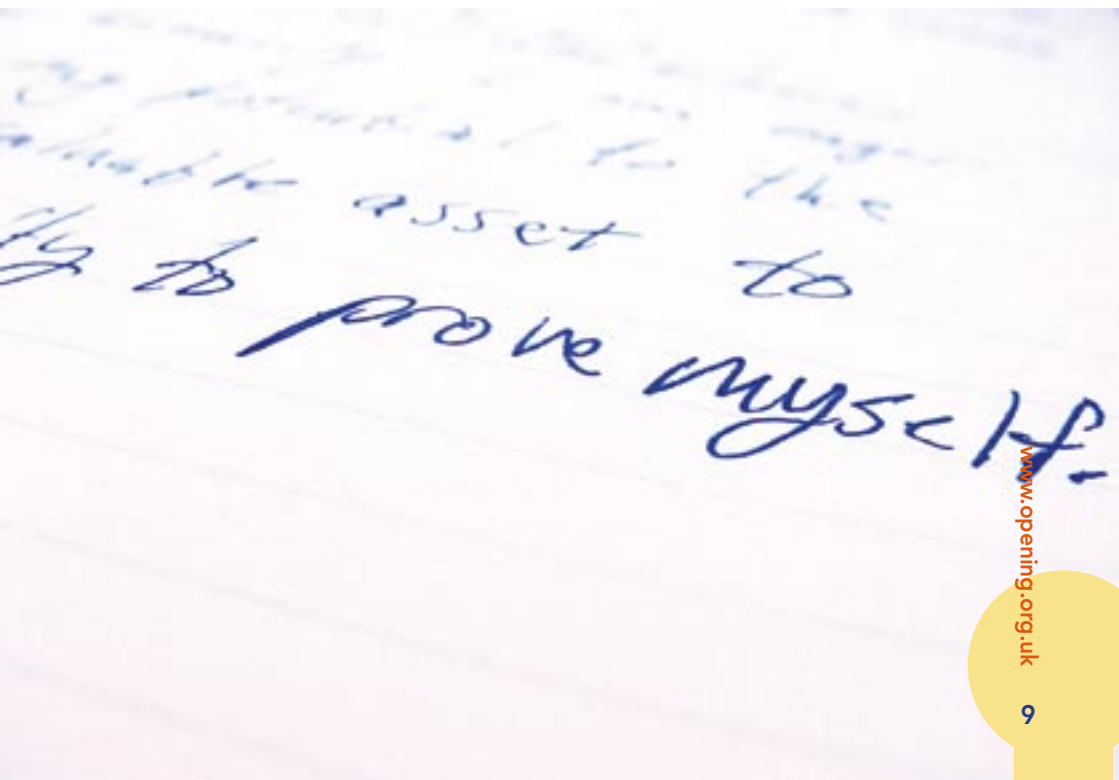
## **OPENING offer many services to suit a variety of needs. What services do you think you need?**

### **JOB SEARCH**

When a new participant first comes to OPENING, often the first thing that they need assistance with is the actual job search process. Initially the participant will be encouraged to identify their likes and dislikes and their hopes and expectations in employment. Supported by staff at OPENING the participant will then outline the kind of job that they would be interested in securing. Staff at OPENING give help and support at this stage and will provide advice, encouraging the participant to set goals, based on their employment aspirations. Once an area within the labour market has been decided upon, the job search process will start. Staff provide one-to-one job search help, searching newspapers and the internet and approaching employers on the individuals behalf. OPENING also has contact with employers within the labour market who advise them of vacancies before advertising.

## CV PREPARATION

At this stage staff at OPENING aid the individual with the preparation of their CV. Achievements in education and past and present jobs are discussed. The participant will also create a personal profile and references are considered too. Essentially this stage involves identifying the strengths and positive attributes of the candidate and then presenting the information in a way that is relevant to employers.



## INTERVIEW SKILLS

Once the area of work that the participant is looking for has been identified and a CV has been prepared, interview techniques are examined. All aspects of interviews are discussed at this stage and staff will cover all areas of concern in order that the participant feels completely comfortable and confident with the prospect of an interview. Staff advise of the typical 'do's and don'ts' and highlight the qualities that interviewers are looking for, explaining the competencies that employers will be seeking for different roles. Mock interviews are then conducted with question and answer sessions. Staff will then highlight strengths and weaknesses to the participant and will continue to work on both until the participant feels self-assured and ready to face an interview.

## CONFIDENCE AND MOTIVATION

Confidence and motivation is something that is built up throughout all the services provided by OPENING. The staff work together with participants, bringing out the best in them and

highlighting their strengths and positive attributes. Confidence and motivation is also something which is achieved through preparation and through the creation of a CV and the work carried out regarding interview skills participants feel prepared and ready to seek employment - a fact which in itself instils confidence and. Group sessions can also be arranged at this stage, if felt appropriate.



## JOB ACCESS

The services provided at OPENING don't stop once a job has been secured. Our services are designed to help participants fulfil their goals and the staff at OPENING are fully aware that even after having secured a job there may still be some barriers facing the participant. OPENING, therefore, offers a unique service that continues, where necessary, even after the participant has secured a job. OPENING can continue to support participants until such a time as both they and the employer feel appropriate. This assistance may come in the form of travel support to and from the place of work or it may involve on-site assistance, where necessary, to help participants overcome any difficulties. We also help individuals to secure support from Access To Work.

## EMPLOYMENT RIGHTS

In order to ensure that participants are fully prepared for the world of work, staff will also make participants aware of their employment rights, equal opportunity laws, the Data Protection Act and the Disability Discrimination Act. Participating in the services offered at OPENING will give people all the tools necessary to equip them for employment.



**“I attended OPENING and worked on developing skills for job search. I also worked on a one-to-one basis with my job access worker to develop my CV. I got so much out of working with OPENING. It helped me to build confidence and succeed in gaining an admin post”**

Sophia Hassan, GCIL

**Compared with non-disabled people, disabled people are more likely to live in poverty. The income of disabled people is, on average, less than half of that earned by non-disabled people.**

(Prime Ministers Strategy Unit, 2005)



**“I would never have found out about Wellbeing if I hadn’t used the services at OPENING”**

Ellen Burke

**Only one in two disabled people of working age are currently in employment, compared to four out of five non-disabled people.**

(Prime Ministers Strategy Unit, 2005)

Ellen heard about OPENING through a personal recommendation. When Ellen started at OPENING she was unsure about what she wanted to do. After one-to-one support with her new job access worker Ellen decided that she was interested in retraining in administration. Ellen found the services at OPENING to be “very helpful” and she received the encouragement and support that she needed to allow her to fulfil her ambition. Ellen is now enrolled in a training course at Wellbeing, a Glasgow-wide training programme, managed by the Glasgow Volunteer Centre.



**Lisa describes OPENING as “brilliant”, “helpful” and “Supportive”. She makes particular reference to the fact that OPENING maintained “regular contact to make sure that everything was going to plan”.**

Lisa

**Almost a quarter of disabled people say they have experienced actual discrimination in the workplace, of which 70% is specifically disability related**

(Prime Minister's Strategy Unit, 2004)

## DISABILITY AND AWARENESS TRAINING

OPENING can also provide Disability Equality and Awareness training to both individuals and employers. This includes appropriate terminology, etiquette and how to address access and support issues. We can also provide employers with some advice on access issues and best practice. This service is currently free of charge to all. To find out more contact the Project Manager.

## THE DISABILITY DISCRIMINATION ACT

The Disability Discrimination Act 1995 was introduced as the first step to help disabled people enjoy equal rights in the UK. All of OPENING's Job Access Workers have been trained in DDA legislation and can provide advice on the act to individuals and employers.

## SPONSORS



European Social Fund  
The European Social Fund, Objective 3 measure 2.1 “The Exclusion of Thematic Groups” initially funded the Project from January 2002 until December 2003. In November 2003 we were awarded £259,515 to cover the period January 2004 until December 2006.

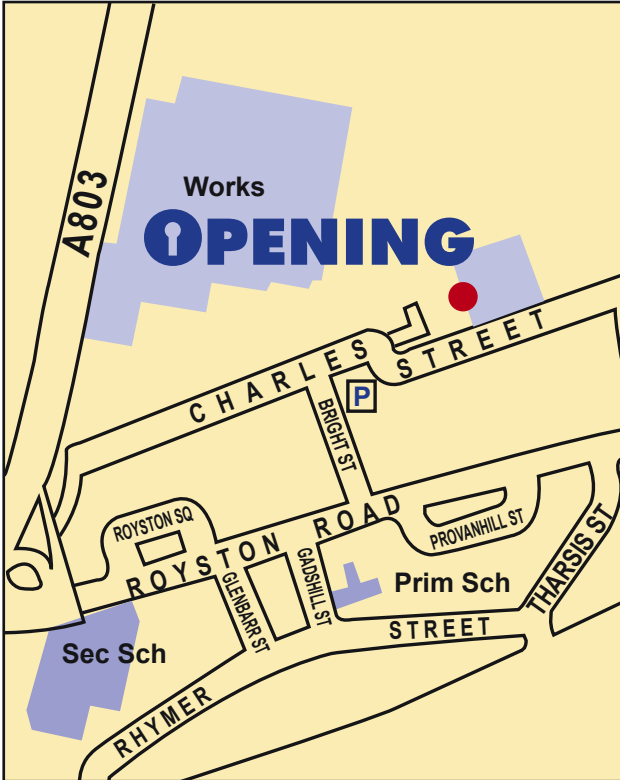
## Supported by



Community Fund  
The Community Fund was the Project's main contributor from November 2000 to November 2003. From January 2004 the Community Fund has once again allocated funding to OPENING to build on our previous work. A total of £185,000 has been awarded until January 2007.

OPENING is open to anyone who lives in the Glasgow area, has any disability, is unemployed and wishes to work for 16 hours per week or more. We try to ensure that our referral process is inclusive and easy to use. If you are interested in finding out more about our services you can either call us on 0141 552 8382 and arrange an initial appointment with the Project Manager, or e-mail us at [info@opening.org.uk](mailto:info@opening.org.uk), providing your contact details, or visit our website at [www.opening.org.uk](http://www.opening.org.uk) where you can download and complete a referral form. Employers and individuals can also phone us for information and advice, free of charge.

## WHERE WE ARE



## CONTACT:

Opening, Rosemount Workspace, Unit W5, 141  
Charles Street, Royston ,Glasgow G21 2QA

T: 0141 552 8382

Text Phone: 0141 552 4130

F: 0141 552 4951, E: [info@opening.org.uk](mailto:info@opening.org.uk)

[www.opening.org.uk](http://www.opening.org.uk)

# OPENING

EMPLOYMENT OPPORTUNITIES FOR DISABLED PEOPLE

If you are interested in referring yourself or someone you know or work with to our services, please complete this form and return it to:



**Keith Jones**  
**OPENING**  
**Unit W5**  
**Rosemount Workspace**  
**141 Charles Street**  
**Glasgow**  
**G21 2QA**



**Phone us on:**  
**0141 552 8382**



**Email us at [info@opening.org.uk](mailto:info@opening.org.uk)**

## YOUR DETAILS

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## WHAT WILL HAPPEN NEXT?

Opening will contact you to arrange a convenient time for an informal chat and place to meet you.

- Glasgow Centre for Inclusive Living (GCIL)
- Disability Action Group Springburn
- Glasgow Disability Alliance (GDA)
- North West Action on Disability
- Possil and Milton Forum on Disability



PROJECT PART-FINANCED  
BY THE EUROPEAN UNION

Europe and Scotland  
Making it **work together**