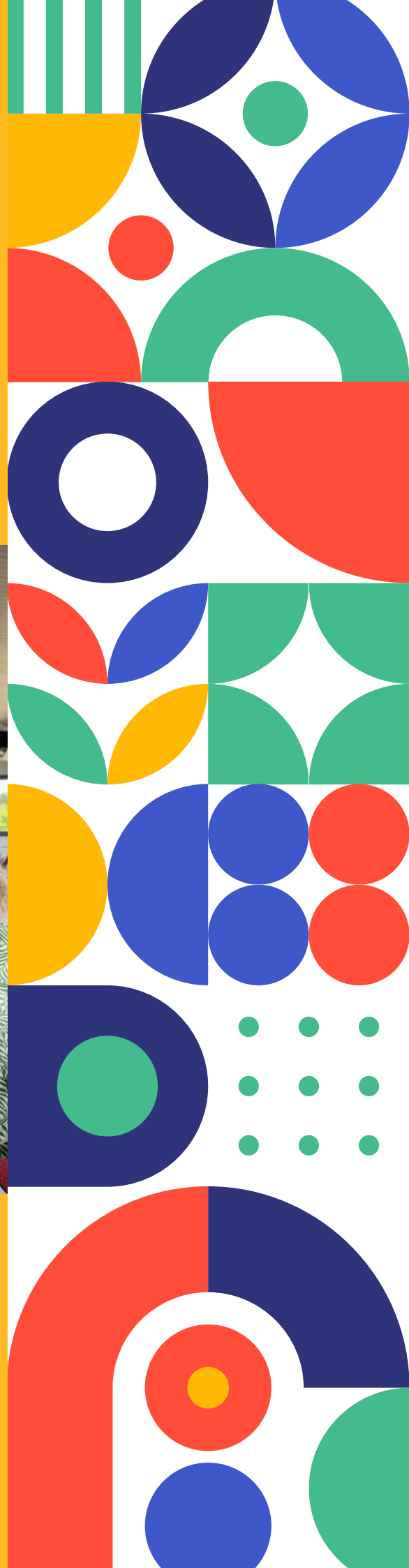


# Exploring the barriers for Disabled People in Redbridge to live more active lives



## Wheels 4 Change Research Report

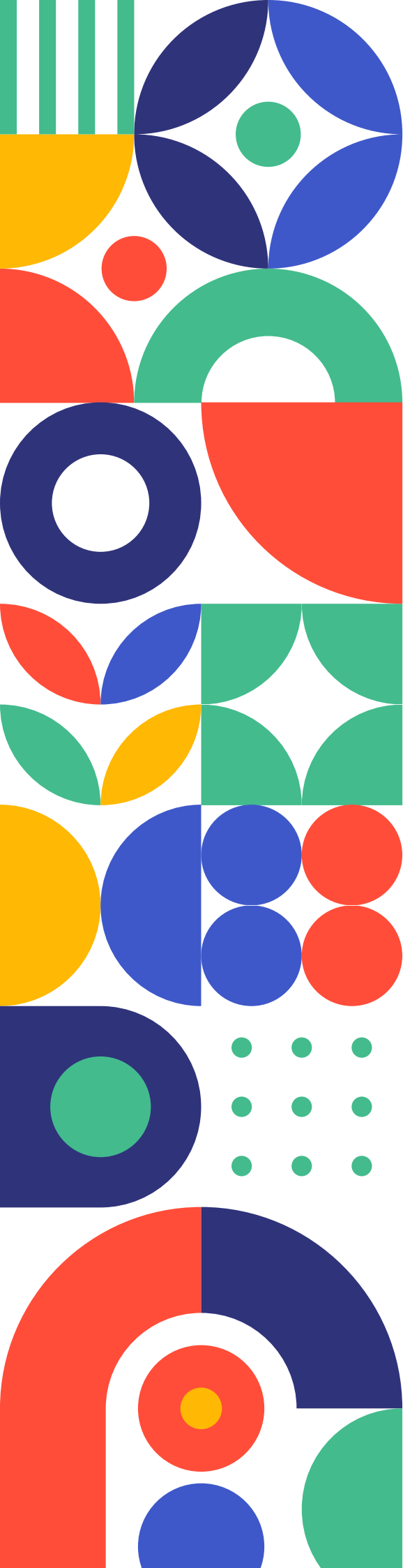


# Foreword

London Sport recognises the vital role that grassroots sport and physical activity plays in improving health outcomes and reducing pressure on the healthcare system. Yet, across London, where you live continues to dictate your chances of living a healthy and active life. This report highlights the stark disparities in access to physical activity, particularly for disabled people, where barriers such as cost, and access to facilities and inclusive provision remain widespread. The social model of disability shows us that these are not individual limitations, but systemic barriers that must be addressed.

By aligning with NHS priorities and embedding prevention into health strategies, we can unlock significant social value, improve quality of life and create fairer, more inclusive communities. Ensuring everyone—regardless of postcode or need—has the opportunity to be active isn't just a health priority; it's a social imperative.





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Thanks - Researchers

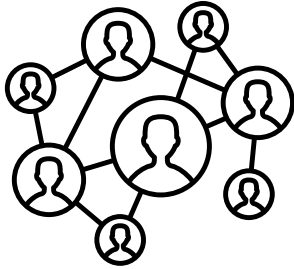
Appendix 1

Appendix 2

Our Partners and Funders

# 1. EXECUTIVE SUMMARY

## Who was involved...



We worked with 6 local North East London Organisations to form a sports and physical network



11 people who used services or who worked for network organisations were trained to become community researchers

## What research did we do....



92 people completed our survey



4 out of 48 sports providers shared Disability Data



5 Mystery Shopping Visits

## Top survey findings.....



58% identified cost as the main reason they were unable to be more active



Lack of accesible facilities and programs for disabled people

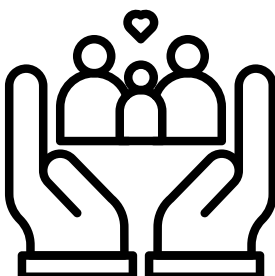


People identify feelings of tiredness and poor mental health as barriers to activity

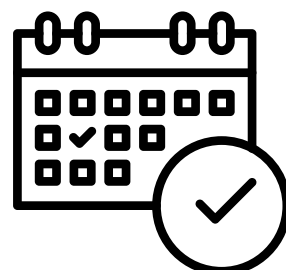
## Top findings from Mystery shopping ....



Venues often lacked essential accessibility features e.g. tactile indicators, clear pathways and entrances

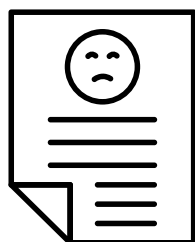


Staff knowledge and training was noted as something that could be improved across services

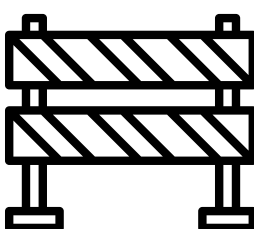


Online Website and booking information are difficult to access

## Top findings from Mapping and Engagement....



Very poor response rate - indicating for many providers this issue not important.



Some providers recognised that access and more specialised programs were needed.



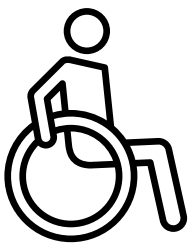
Training and knowledge identified by some as a potential area for improvement.

# 1. RECOMMENDATIONS



## Suggested Recommendations for providers and local decision makers

### Improve accessibility of buildings and online information relating to sports provision for Disabled people



Enhance low-cost accessibility features at venues e.g. high visibility contrast tape for steps, improved lighting, tactile indicators, better defined Disabled parking, easy read signage in buildings.

Disabled 'Quality Checkers' could work with sports providers to explore workable solutions to improve access.

### Improve staff training and visibility



Improve Disability awareness for all staff who have contact with the public.

Ongoing development opportunities are needed to improve specialised and elite opportunities for Disabled people in Redbridge.

Sports providers to consider accessing funding to support Disabled people to access internships and apprenticeship opportunities.

### Reduce Costs



The current Redbridge Leisure Card offers a significant saving for those in receipt of some benefits. However, the reduced pass still costs £35 per month (March 2025) and this represents a large monthly outgoing for people on low incomes.

Sports providers and local decision makers to work more closely with the Disabled community to find the price point that will help support access.

## Helping to tackle internal barriers and health challenges

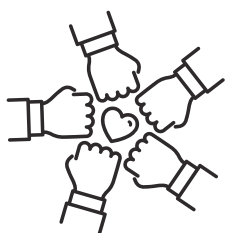


Create opportunities for greater collaboration between the voluntary sector, decision makers and those responsible for health policy within the borough.

Best practice identifies that community support and holistic approaches are the most effective ways to support people into more active lives.

The Sporting and Physical Activity Network can help support co-designed programs between sports providers and trusted voluntary sector partners. Such approaches are valued by many funders.

## Strengthen cross-sector collaboration



Create a stronger, integrated network of voluntary and statutory organisations by collaborating through the Sports and Physical Network.

The network should bring together sports providers, voluntary organisations and decision makers with a focus to improve local provision and leverage wider funding opportunities for the sector in Redbridge.

## Increasing the scope of activities Disabled people can try locally and opportunities for progression.



Disability should not prevent people being able to access any sport with the right support. This is especially true for young Disabled people.

There is a need to expand the range of sports offered for all. This includes specialist provision e.g. blind cricket, wheelchair abseiling priorities to be agreed with community members.

Improve clear progression pathways within the borough. This requires providers to ensure access to equipment and well trained staff are available to support advancement.





## 2.BACKGROUND

### Terminology

We use the term ‘Disabled people’ to refer to people living with impairments. This includes people living with physical, intellectual, visual, or hearing impairments, mental distress and long-term health conditions.

The term is aligned with the Social Model of Disability and recognises that individuals with diverse impairments share common disabling barriers arising from the physical environment and societal attitudes.

We respect that not all those included within our definition would describe themselves as having a disability.







## 2.BACKGROUND

### The legal and policy background

The legal and policy framework around the participation of Disabled people in sports, both at the elite and grassroots levels, has changed over time. There is now more importance on ensuring inclusivity, fairness, and protecting the rights of individuals.

However, for Disabled people and those with long-term health conditions, getting active can present significant challenges.

### International Legal Framework

The international legal framework supporting sports participation of Disabled people. is guided by the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Article 30 recognizes the right of Disabled people to participate fully in cultural life, including recreation, leisure, and sports.

For countries that have signed the Convention this means they are agreeing to take measures to ensure the accessibility of sports facilities and services and promote participation in both mainstream and Disability specific sports activities. This means support for all Disabled people to develop their abilities and compete at all levels from grassroots to elite sports.

Whilst the convention is not legally binding the UK, have said we agree to protect and promote the rights of Disabled people this means the government should ensure we promote participation and remove barriers that prevent people getting active.



CONVENTION  
ON THE RIGHTS  
OF PERSONS  
WITH DISABILITIES

## 2.BACKGROUND



### National Legal Framework

In the UK the Equality Act 2021 is the main law that protects people from being treated unfairly . The Act requires sports organisations and providers to make reasonable adjustments. This means making sure Disabled people have equal access to services and can take part in sports and remain physically active. This includes ensuring that facilities and programs are accessible.

### What's happening now?

The Conservative Government set out their vision in their policy "Get Active: A Strategy for the Future of Sport and Physical Activity" (August 2023). The policy set ambitious targets, aiming for 2.5 million more active adults and 1 million more active children by 2030.

To achieve these goals there was recognition of the need for collaboration between different public, voluntary and private sectors and to target those people who may find it harder to remain active, like Disabled people. These ambitions were set alongside investment in community facilities and sports initiatives. A £230 million investment was identified aimed at improving access to grassroots facilities, specifically targeting underrepresented groups like disabled people. With the change to a Labour government it is hoped that funding commitments previously outlined will continue to be prioritised.



## 2.BACKGROUND

### Health challenges in Redbridge

Redbridge, like many London boroughs, faces a variety of health concerns that reflect broader social, economic and environmental factors. These concerns are influenced by the borough's diverse population, lifestyle factors and access to health services or support.

#### Obesity

Public Health England (PHE) data shows that Redbridge has higher-than-average childhood obesity rates. In 2019, about 20% of children in Year 6 (aged 10-11) were classified as obese, compared to the national average of 18%. For adults 1 in 4 of the adult population are classed as obese compared to the London average of 1 in 5. Obesity rates are concerning as they can lead to diseases like heart disease and diabetes.

#### Mental Health

National averages indicate that around 17% of the adult population meet the criteria for common mental health disorders. In Redbridge data indicates that 18% of the population would meet the criteria, for common mental health disorders. This compares to around 18% of the national population. This has increased since 2017, with the Covid 19 pandemic being a contributing factor.

#### Diabetes

Diabetes, particularly Type 2 diabetes, is a significant public health issue in Redbridge, which has one of the highest rates of diabetes in London.

People from the South Asian community, a large demographic within Redbridge, are genetically more prone to diabetes. Lifestyle factors such as poor diet and physical inactivity will also increase risks for developing the disease. Approximately 9% of the adult population in Redbridge is living with diabetes, this is notably higher than the London average.



# 3. THE PROJECT

## Wheels 4 Change an Overview

Sport England is one of the greatest champions when it comes to getting the nation moving and making physical activity a part of everyone's daily lives. Their national survey 'Our Active Lives' shows that Disabled people are almost twice as likely to be inactive (43%) compared to the rest of the population (23%). This increases with the more impairments a person has. So, if someone has 3 or more impairments the likelihood of inactivity increases to (51%). In order to tackle these disparities Sport England recognise the importance of working with local communities in order to help overcome some of the barriers to participation.

The **\*\*Wheels4Change\*\*** project, has been funded by the Mayor of London's Civil Society Roots Programme and has supported One Place East to focus with community partners on what some of the specific challenges are for Disabled people in the borough.

The Project has focused on two priorities:

- Developing a network of other Disability or User Led organisations who have a strong focus and track record of working with community members. The ultimate aim of the network will be to advocate and work with partners locally to help ensure greater participation and inclusion of Disabled people living physically active lives.
- To carry out research locally within the borough that would help us better understand what some of the specific difficulties are challenges were locally when it comes to local Disabled people moving more and participating in sporting activities.



# 3.THE PROJECT

## Sports and Physical Activity Network

The Sport and Physical Activities Network (SPAN) has been central to the Wheels4Change project. Ten organisations working in Redbridge or neighbouring boroughs were approached, 6 agreed to take part. We partnered with organisations who have a strong user led ethos and we tried to ensure good representation of Disabled people.

Initial conversations and meetings among network members started in April 2024. These centered on gaining a greater understanding of the value that could be gained from developing a network.

### Storytelling Cafe

The Sports and Physical Activities Network (SPAN) launch event at Fairlop Waters on July 5th 2024 was the first time the Network met in person. We were joined by other community leads that we hope will become part of a larger network of members :

Community Action, London Sport, Vision and leads within Civil Roots. In total over 30 people were in attendance.

The day was facilitated by Dr. Louise Mycroft, who used a Thinking Environment approach. This method is founded on principles such as equality, attention, and appreciation, which create a space where all participants can express their ideas and insights freely. This approach was essential in ensuring that everyone, regardless of background or expertise, could contribute meaningfully to the conversation. It was particularly effective in leveling the playing field between community representatives organisational leaders, ensuring that each voice was heard and valued.

The event focused on how SPAN could support Deaf and Disabled people, in leading more active lives. Most importantly we had a chance to hear from community members and organisational founders of some of our network members. Everyone who shared their stories told us about how sport has enriched or changed their lives. With an impromptu Zumba session as well as a chance to play blind cricket the day was all about joy, fun and connection.



# 3.THE PROJECT

## Network Members



### One Place East

One Place East was awarded the funding to start the network locally; recruit other Disability organisations and lead the research. As an organisation we are dedicated to promoting equality and social inclusion for Deaf and Disabled people in Redbridge. We achieve this through ensuring the people that access our services are integral to shaping policies, developing services and offering peer support to the wider community.



### Positive East

Positive East has been on the forefront of HIV service and care for over 30 years; supporting people from the point of HIV diagnosis to longer term care. Guided by the mission – to improve the quality of life of individuals and communities affected by HIV – Positive East has developed a holistic range of health and wellbeing programmes from counselling, peer support and information and advice to HIV testing and HIV prevention outreach.

### Fibro London East

Fibro London East is an informal, network founded by Rani Power and operating mainly through What's App. It provides vital peer support for anyone with fibromyalgia in East London. Rani has created an environment where members share experiences, coping strategies, and emotional encouragement. Through regular chats and occasional meetups, Fibro London East builds lasting connections and solidarity.



### DABD

DABD are committed to ensuring everyone has equal access to opportunities, be it work, benefits, training, transport or social activities to help them live an independent life. Their mission is to break down the barriers that can prevent people from living the life they would choose and encourage them to be as independent as they want to be.

# 3.THE PROJECT

## Network Members



### Redbridge Forum

Redbridge Forum is a charity who aim to help improve the quality of life for people with a learning Disability and or Autism and their families and carers. The organisations currently works in the boroughs of Redbridge, Barking and Dagenham and Havering. The organisation has a strong emphasis on supporting people to speak up and have a voice within their communities. They also work with families and carers offering opportunities for people to connect, develop peer networks and build skills.



### Vision Ability

Vision Ability is a Community Interest Company run by Visually Impaired people, for Visually Impaired people. Founded by brothers Owais and Sahab Niaz and their close friend Luqmaan Shafique the organisation was established in 2021. Being British-Asian the Vision Ability leaders have all experienced their own sight loss journey and are well placed to understand the difficulties and frustrations faced by others.

Vision Ability has a mission to: increase Disability awareness; motivate our peers to reach their maximum potential, and help prevent avoidable blindness.



### Proper Blokes

The Proper Blokes Club is a community interest company that started on Facebook during lockdown. Scott shared videos of himself walking around local spaces, sharing his struggles. When lockdown ended he invited other men to join his walks. There are now walking and talking groups for men across London, providing judgment free-spaces for men to talk about the stuff that can feel hard to share like money problems, addiction, work stress and gaining access to the kids after a breakup.



# 4.THE RESEARCH

## Research Proposal

The second element of the Wheels 4 Change project, was to undertake local research exploring barriers and things that helped people remain active in their community:

### Learn how to become a Community Researcher



**Together we will:**

- Learn more about doing community research
- Explore how research can create change within community settings
- Develop valuable skills for personal growth

**Is it for me?**

- Inclusive and welcoming for all
- Small group sizes
- Learning designed for all abilities

We will design a research plan during the training exploring how Disabled people access Sports and Physical Activities in Redbridge.

**5th September**  
**12th September**  
**19th September**  
3 sessions are 10am – 3pm

2nd Floor,  
Ilford Chambers,  
11 Chapel Road,  
Ilford IG1 2DR

Attendees will ideally need to be available to attend all dates.  
Please confirm your place with the office. Telephone Number: 0208 925 2435  
For further details contact [erica.miles@oneplaceeast.org](mailto:erica.miles@oneplaceeast.org)

We trained 11 people across One Place East and partner organisations to become community researchers.



As part of the training we agreed the sort of things that might act as barriers or help people to remain active in their communities.



Our community researchers wanted to know whether certain people in the community might face extra difficulties when it came to remaining active so we included questions about peoples background in our community survey.



We agreed that to know whether people were remaining as active as they should do we needed to have something to measure against. We agreed NHS guidelines would be the thing to check against.

# 4.THE RESEARCH

## Research Design

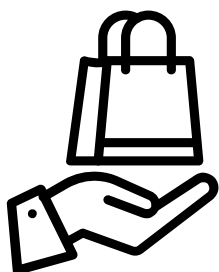
As part of the Community Training sessions participants were encouraged to consider some of the best ways we could find out how Disabled people in Redbridge were remaining active. We came up with a number of suggestions and used the following ways to find out more:

## Community Survey



We used a survey and an Easy Read version to learn how Disabled people in Redbridge stay active. Our questions asked about the activities they took part in and any barriers they faced. The Easy Read survey included pictures and short sentences. The survey questions matched each other and we added the responses together to get our final results.

## Mystery Shopping



Two mystery shopping exercises took place to evaluate accessibility in local sports facilities. The first was carried out by a Community Researcher from Vision Ability and focused on three venues from a sightloss perspective. The second involved was carried out by One Place East with a Community Researcher with a learning disability, examining overall accessibility for disabled people.

## Provider Survey



Finally a very simple survey was distributed to sports providers to gather insights on accessible facilities and services for Disabled people. We asked 3 questions focusing on accessibility, specialised programs and staff training. These all picked up themes from our Community Researcher Training Sessions.

# 4.THE RESEARCH



## Community Survey Who took part?



We used the Microsoft forms to design our surveys. We had a regular text based version and an easy read.



Surveys were shared with network members who supported people to complete.

92 people completed the survey

60 completed the main survey and 32 the Easy Read.



Most participants completed the form themselves.



57% of respondents were men and 38% women, 5% of people did not respond to this question.



Children and young adults 44%, Adults 27%, Older Adults 27% and 2% did not respond



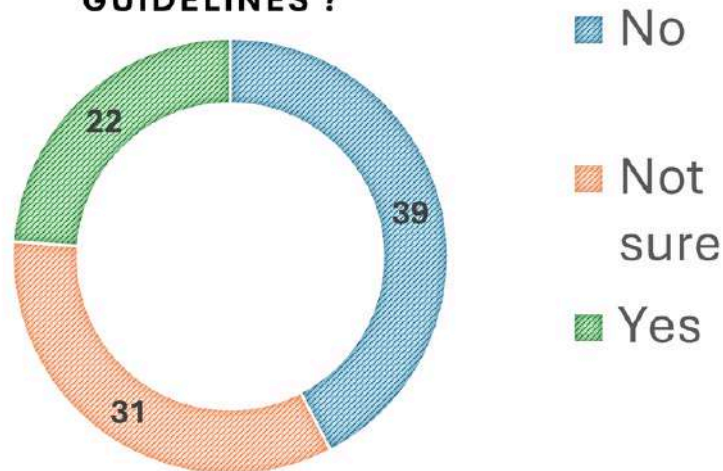
The Ethnic profile of respondents very closely matched the local Redbridge profile. The religious profile was also reflective of the local area.

# 4.THE RESEARCH



## Community Survey Exploring National Guidelines

ARE YOU AWARE OF NATIONAL  
GUIDELINES ?



## National Guidelines on Staying Active

In the UK the Chief Medical Officer publishes the recommended guidance on physical activity. This includes, the type, intensity and duration of activities needed to help promote health and prevent disease.

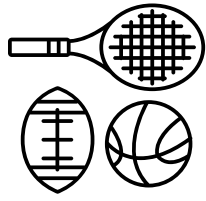
Guidelines:

Adults: 150 minutes of moderate-intensity activity or 75 minutes of vigorous activity per week, plus strength-training exercises twice a week.

Children (5-18 years): At least 60 minutes of moderate-to-vigorous physical activity daily.

Older Adults: Same as adults but with additional focus on activities to improve balance and prevent falls. accessible and adaptable for people of all ages, abilities, and health conditions.

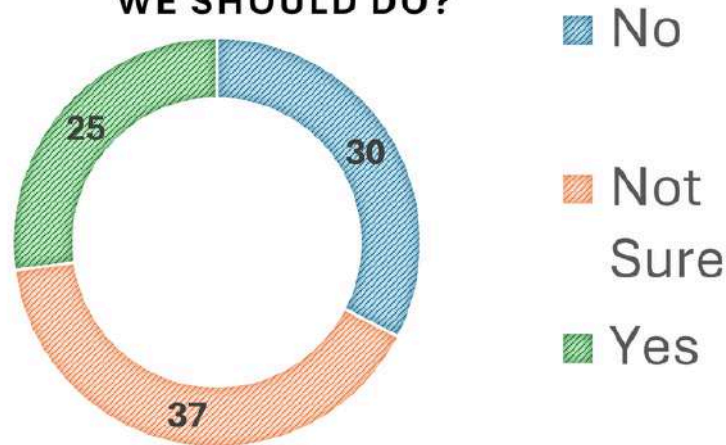
# 4.THE RESEARCH



Community Survey

Exploring National Guidelines

DO YOU KNOW WHAT TYPE OF  
ACTIVITIES THE GOVERNMENT SAYS  
WE SHOULD DO?



Do you understand what type of activities count?

We wanted to check if different aspects of identity had a further impact on understanding of the type of activities the government says we should do.

Sex

Being male or female made virtually no difference on levels of understanding. 77% of women and 78% of men were either unaware or not sure of the type of activities the government says we should do.

Ethnicity -

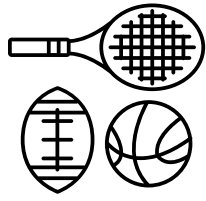
83% of White respondents were not aware (63%) or not sure (20%) of what type of activities the government says we should do. This compared to 78% of the 32 Asian/Asian British respondents were not aware (31%) or not sure (47%) and 75% of the 12 Black/African/Caribbean/Black British respondents were not aware (42%) or not sure (33%)

Age

79% of Adults and 84% of Children and Adolescents were either unaware or not sure of what type of activities the government says we should do, compared to 72% of Older Adults and 50% of Young Adults.



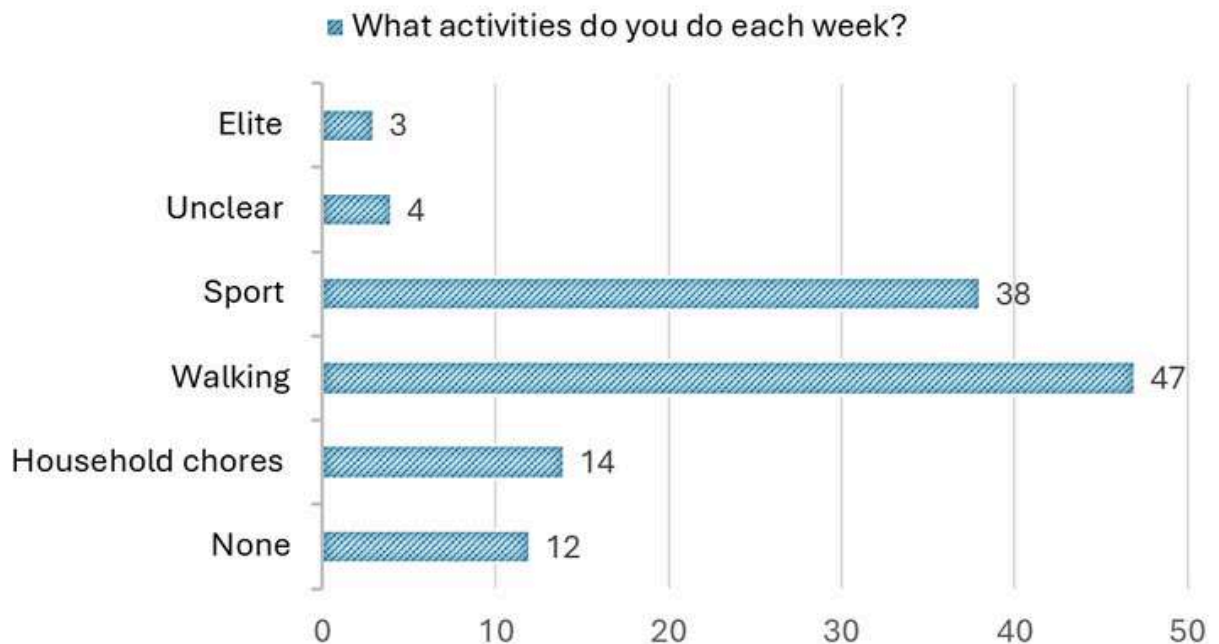
# 4.THE RESEARCH



Community Survey

Staying Active

## WHAT ACTIVITIES DO YOU DO EACH WEEK?



This question was a free text question, allowing people to comment about what activities they do in however they wanted. This then required responses to be coded.

Categories used for this question were defined below:

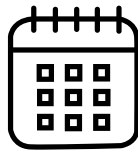
- **Elite:** Respondent indicates they play at national level or they are teaching a sport.
- **Unclear:** It was not possible to understand the response.
- **Sport:** Any traditional sport such as swimming, running, cycling etc.
- **Walking:** This was the only dedicated category.
- **Household Chores:** Childcare, shopping, gardening etc.
- **None:** This field has been completed to indicate the respondent takes part in no activities.

30% of respondents identified just one activity

8% people did not respond to this question

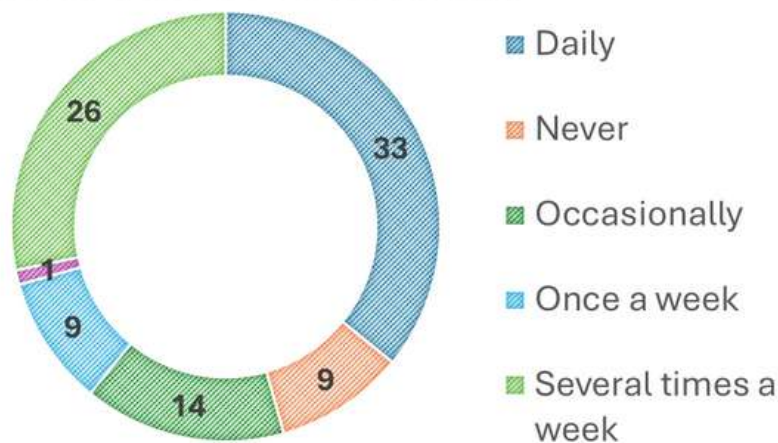
62% of people are identifying more than one activity

# 4.THE RESEARCH



## Community Survey Staying Active

### HOW OFTEN DO YOU EXERCISE?



The frequency with which people exercised was another area where we looked at differences between groups.

The analysis shows that women are more likely to exercise daily, with 41% doing so compared to 35% of men, although men exercise more frequently several times a week (31% vs. 24%).

Ethnic differences reveal that White individuals have a higher percentage of non-exercisers (13% vs. 9% for Asian/Asian British), despite both groups exercising daily at similar rates (38%).

The exercise patterns across age groups are relatively evenly distributed, with no major discrepancies that suggest a highly significant difference in frequency. This is particularly the case considering that some age groups are small sample sizes.

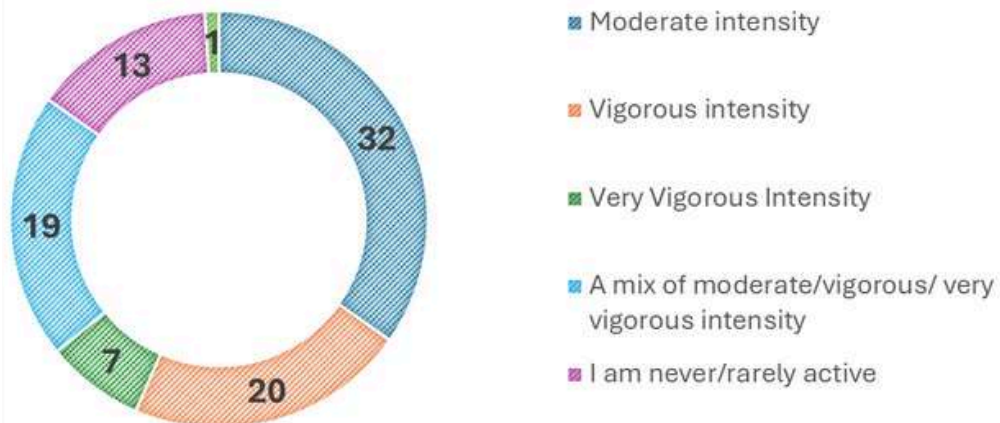


# 4.THE RESEARCH



## Community Survey Staying Active

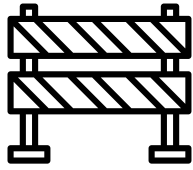
HOW MUCH EFFORT OR INTENSITY DO YOU USE WHEN EXERCISING?



The intensity of exercise plays a crucial role in achieving the intended health outcomes outlined in the Chief Medical Officer's guidelines. While the guidelines recommend regular physical activity, the intensity determines how effectively an individual can improve cardiovascular health, increase strength, and enhance overall fitness. Higher intensity exercise, such as vigorous aerobic activity, can lead to faster improvements in endurance, muscle strength, and weight management compared to moderate or low-intensity activity.

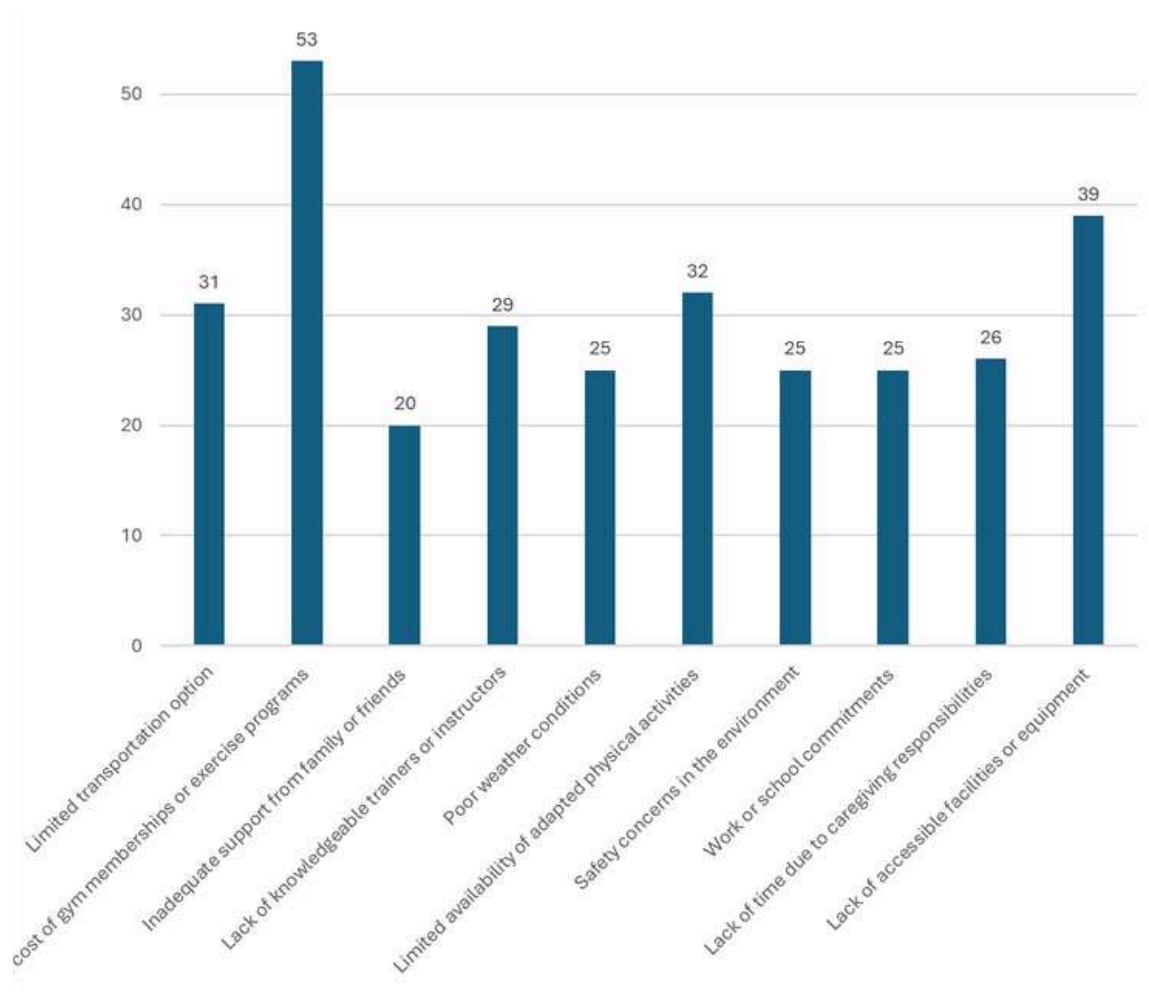
More intense exercise can help reduce the risk of chronic diseases like heart disease, diabetes, and obesity more efficiently. Therefore, the intensity of exercise is critical in maximizing health benefits and ensuring individuals meet the recommended physical activity levels for long-term well-being.

# 4.THE RESEARCH



## Community Survey Staying Active

What external factors affect your ability or motivation to exercise? (Select all that apply)

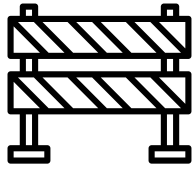


58 % of respondents identified cost as the number one barrier to being more active

The second and third barriers relate to the availability of good local sports resources for Disabled people

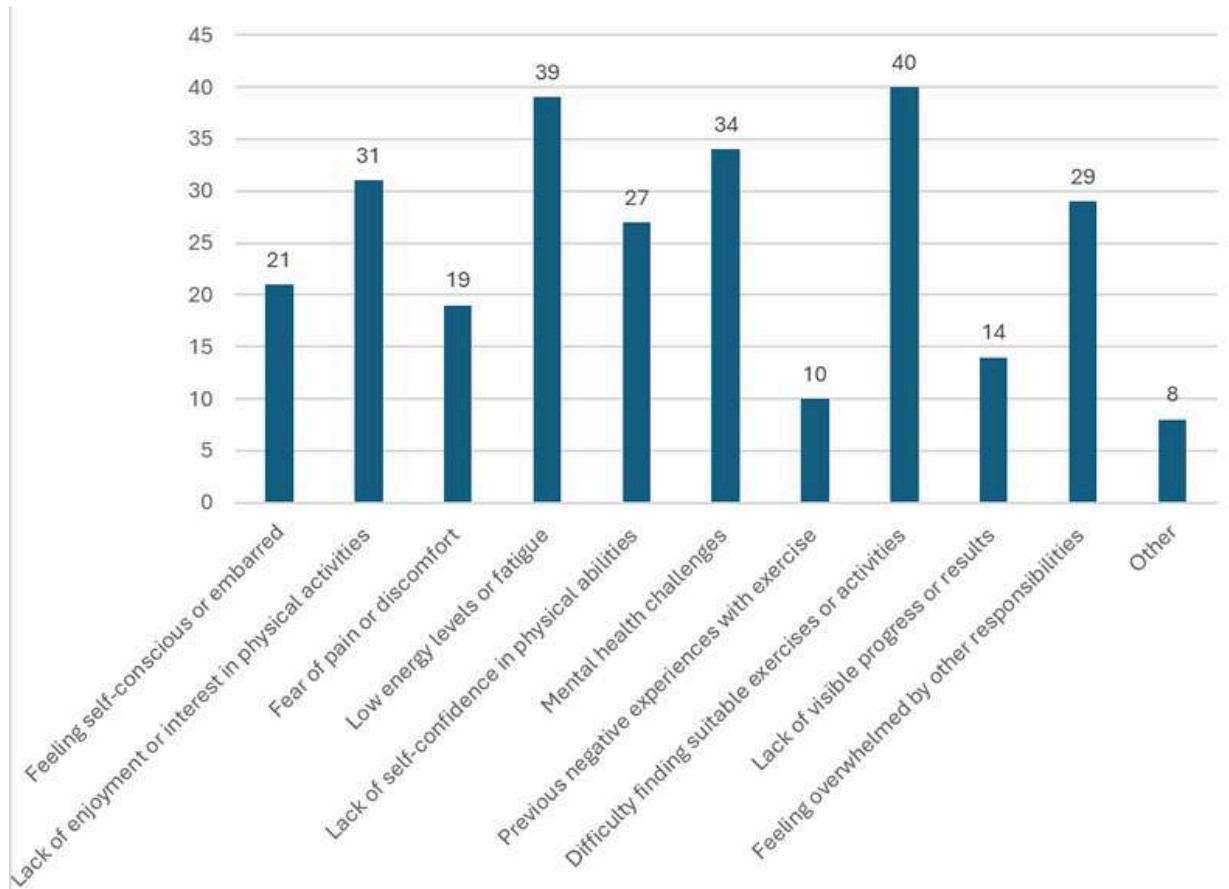
Lack of accessible facilities or equipment 43% and lack of adapted activities 35% were the second and third biggest barriers.

# 4.THE RESEARCH



## Community Survey Staying Active

What internal factors affect your ability or motivation to exercise? (Select all that apply)



The main internal barriers and reasons why people feel unable to exercise and move are all associated with impairment and poor health:

43% of people identify difficulties in finding suitable exercises of activities

The next two main reasons are

Low energy or fatigue 42% and mental health challenges 37%.

# 4. THE RESEARCH



## Mystery Shopping - Why?

The second element of the research project involved carrying out mystery shopping exercises to check the accessibility of 5 of Redbridge's larger or more popular sports venues.

Mystery shopping is a method that was familiar for some of the researchers and a popular option. A big advantage for researchers is being able to assess the accessibility venue first hand .

Here's a summary of the areas of accessibility that were considered and why they are important to check:

### 1. Website Accessibility

Ensures that online information is easy to navigate for users with various disabilities, including screen reader compatibility, high contrast text, and the ability to enlarge text.

### 2. Accessible Contact Information

Ensures that individuals can easily reach the venue for inquiries or support, including clear contact options (phone, email, social media) that accommodate various communication preferences.

### 3. Accessible Booking Process

Ensures that individuals with disabilities can book activities, classes, or services easily online or in-person, without facing barriers like complicated navigation or lack of accessible formats.

### 4. Entrances and Pathways

Verifies that entrances are accessible for people with mobility, sensory and intellectual impairments, including the presence of ramps, automatic doors, and clear signage to guide visitors to the correct entry points.

# 4.THE RESEARCH



## Mystery Shopping - Why?

### 5.Restroom/Toilet Accessibility

Checks that accessible toilets meet the needs of people with mobility impairments, providing features like grab bars, emergency cords, and enough space for a caregiver if necessary. We did not check facilities against 'Changing Places' criteria. Changing Places toilets are fully accessible restrooms designed for people with severe disabilities, featuring equipment like height-adjustable changing benches, ceiling hoists, and extra space for caregivers.

### 6.Parking & Transportation

Ensures that accessible parking spaces are available and clearly marked, and that there is information about public transportation options or drop-off points for individuals with mobility impairments.

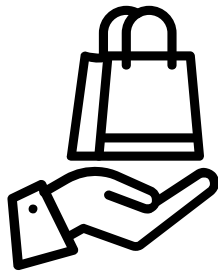
### 7. Adaptive Equipment

Verifies that specialised equipment (such as adaptive bikes, gym machines, or swimming aids) is so Disabled people can participate in activities independently or with assistance.

### 8. Program of Activities

Ensures that the venue offers inclusive programs tailored to individuals with disabilities and that information about these programs is accessible and clear.

# 4. THE RESEARCH



## Mystery Shopping - Why?

### 9. Staff Assistance

Ensures that staff are knowledgeable and available to assist visitors with disabilities, providing the necessary support for a smooth accessible experience.

### 10. Facilities Accessibility

Checks that the venue's facilities, such as lifts, ramps, and hallways, are fully accessible to individuals with mobility impairments, making it easier to move around the space.

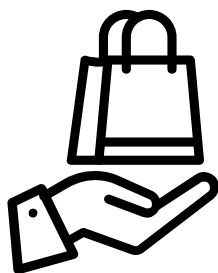
### 11. Customer Service & Feedback

Ensures that accessible methods for providing feedback or making complaints are available, such as through braille forms, verbal options, or online surveys that work with assistive technologies.

These aspects are crucial for ensuring an inclusive environment where people with disabilities can fully participate and access services and activities offered at the venue.

We chose a selection of venues to visit that would provide a good insight into the breadth of sporting pursuits available within the community. The majority of these are run by Redbridge Vision. .

# 4.THE RESEARCH



## Mystery Shopping

### Redbridge Cycling Centre



The Redbridge Cycling Centre offers a range of cycling activities for all ages and abilities, including track cycling, mountain biking, and adaptive cycling options. The centre is run by Vision Redbridge Culture & Leisure team.

### Wanstead Leisure Centre



Wanstead Leisure Centre provides a variety of sports and fitness activities, including a gym, swimming pool, and group exercise classes. It is managed by Vision Redbridge Culture & Leisure.

### Fulwell Cross Leisure Centre



The centre is operated by Vision Redbridge Culture & Leisure, offers a wide range of fitness and recreational activities, including a gym, swimming pools, fitness classes, and sports facilities, catering to individuals and groups of all ages and abilities.

### Redbridge Sports and Leisure Centre



Redbridge Sports and Leisure Centre is owned and operated by the Redbridge Sports and Leisure (RSL) Trust, a registered charity. The venue has a strong focus on racket sports and also has gym facilities available

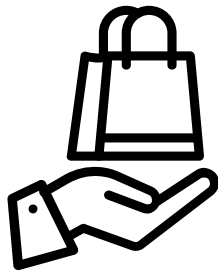
### Frenford Clubs



The Frenford Clubs are run as an independent charity providing a range of sports and recreational activities, including tennis, table tennis, basketball and cricket. The charity focuses on young people living in Redbridge.



# 4. THE RESEARCH



## Mystery Shopping Redbridge Cycling Centre

### Website Accessibility

#### Strengths:

- Redbridge Cycling Centre is accessed via Redbridge Council and or Redbridge Vision websites. Both sites offer a range of accessibility features, including Recite Me, text resizing, language options, cursor adjustments, screen masking, and audio file downloads.

- The website provides contact and booking details.

#### Weaknesses:

- Navigation on both websites can be challenging, with some complex and jargon-heavy language.
- The Recite Me tool on [www.redbridge.gov.uk](http://www.redbridge.gov.uk) stops functioning during feedback submission.
- The Redbridge Cycling Club website is less accessible and uses jargon in its "Welcome" section.

### Accessible Contact Information

#### Strengths:

- A "Contact Us" form is available on [www.redbridge.gov.uk](http://www.redbridge.gov.uk), requiring only basic information for queries.
- Phone contact is available
- Contact details are also provided in a leaflet at reception.

#### Weaknesses:

- The contact form may not be fully compatible with screen readers.
- The leaflet in reception is not in an accessible format.

# 4.THE RESEARCH



## Mystery Shopping Redbridge Cycling Centre

### Accessible Booking Process

#### Weaknesses:

- Booking tickets and accessing activity information on [www.redbridge.gov.uk](http://www.redbridge.gov.uk) is not straightforward or accessible.
- Information about certain activities, such as family history events, is difficult to locate and book.

### Environmental Accessibility

#### Entrances and Pathways

#### Strengths:

- Automatic doors and a slope near the building entrance make access easier.

### Accessible Restrooms

#### Strengths:

- A disabled toilet and an access change room are available.
- Both facilities include grab bars, emergency cords, and sufficient space for a person and caregiver.
- Both are located near the reception area.

### Parking and Transportation

#### Strengths:

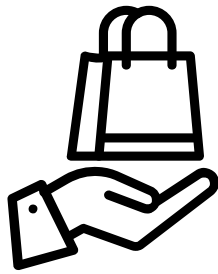
- Two disabled parking bays are located near the reception entrance and are clearly marked by a sign.

#### Weaknesses:

- Drop-off points are not clearly designated.
- No information about accessible public transport or drop-off options was found online.



# 4.THE RESEARCH



## Mystery Shopping Redbridge Cycling Centre

### Adaptive Equipment

#### Strengths:

- Adaptive bikes are available for use at the center.

#### Weaknesses:

- Due to ongoing building works, adaptive bikes can only be used if tracks are available.
- Non-adaptive bike users do not need to be booked and book and can be accessed if turning up directly.

### Costs & Discounts

#### Weaknesses:

- The staff member present was unfamiliar with pricing and discounts.
- A leaflet with prices and terms is available but not in an accessible format.

### Partnerships with Disability Organisations

#### Weaknesses:

- The staff member was unaware of any partnerships with disability organizations.

### Staff Training on Accessibility

#### Friendly and knowledgeable

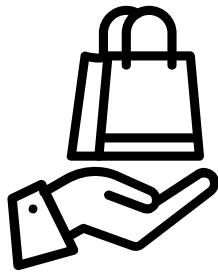
#### Strengths:

- The staff member present was friendly, welcoming, and patient, trying their best to answer questions.
- The staff member demonstrated knowledge of adaptive bikes, accessible entrances, and restrooms.

#### Weaknesses:

- Accessible information was not available to support the staff member's efforts.

# 4.THE RESEARCH



## Mystery Shopping Wanstead Leisure Centre

### Website Accessibility

#### Strengths:

- Wanstead Leisure Centre is accessed via Redbridge Council and or Redbridge Vision websites. Both sites offer a range of accessibility features, including Recite Me, text resizing, language options, cursor adjustments, screen masking, and audio file downloads.

#### Weaknesses:

- Some of the language used on both websites is not in Easy Read format and can be challenging to understand.
- Navigation on both websites is not intuitive, which may present difficulties for some users.

### Accessible Contact Information

#### Strengths:

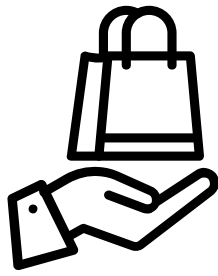
- The [www.redbridge.gov.uk](http://www.redbridge.gov.uk) website features a “Contact Us” form for queries.
- Contact options include a phone number (020 8989 1172) and email ([wanstead@vision-rcl.org.uk](mailto:wanstead@vision-rcl.org.uk)).

### Accessible Booking Process

#### Weaknesses:

- Booking classes or sessions online through [visionrcl.org.uk/prices](http://visionrcl.org.uk/prices) is complex and requires selecting venues and navigating menus, which can be difficult for some users.

# 4.THE RESEARCH



## Mystery Shopping Wanstead Leisure Centre

### Environmental Accessibility Entrances and Pathways

#### Weaknesses:

- There are no automatic doors, making the entrance inaccessible for wheelchair users.

### Toilet Accessibility

#### Strengths:

- A disabled toilet and shower are reportedly available.

#### Weaknesses:

- These facilities were not shown during the visit.

### Parking and Transportation

#### Strengths:

- Disabled parking is available near the entrance.

#### Weaknesses:

- The markings for disabled parking bays are faded, making them unclear.
- Visitors must enter their vehicle registration at reception, which may not be straightforward for all users.
- No information about accessible public transport or drop-off points is provided online.

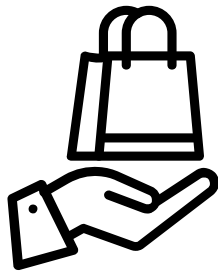
No restaurant is available at the venue.

### Adaptive Equipment

#### Strengths:

- The gym features height-adjustable machines, making them accessible to individuals with disabilities.
- Gym instructors are available daily from 2 PM to 10 PM to assist individuals.

# 4. THE RESEARCH



## Mystery Shopping Wanstead Leisure Centre

### Program of Activities

#### Strengths:

- Individuals with disabilities are allowed to use the gym facilities.

#### Weaknesses:

- Accessible information about activities is only available online, and there is no onsite accessible material.

### Costs & Discounts

#### Strengths:

- Membership fees and pay-as-you-go leisure passes are available, with daily passes costing £3.30.
- Discounts are available for individuals with disabilities through leisure passes

### Partnerships with Disability Organisations

#### Strengths:

- The venue collaborates with disability organisations, such as Uniting Friends, which receive discounts.

### Staff Training on Accessibility

#### Strengths:

- A gym instructor is available daily to assist individuals with using the equipment and provide support for hidden disabilities.

### Friendly and Inclusive Attitudes

#### Strengths:

- The manager at reception was friendly and welcoming.
- Staff members were knowledgeable about accessible features, including adaptive equipment and restroom facilities.

#### Weaknesses:

- The tour did not include all areas e.g. toilets

# 4.THE RESEARCH



## Mystery Shopping Fulwell Cross Leisure Centre

### Fulwell Cross Leisure Centre (Visual Impairment Focus)

#### Website & Information

##### Strengths:

- Some high-contrast options are available, along with the ability to enlarge font sizes

##### Weaknesses

- Limited functionality with main screen readers like JAWS, making navigation difficult.
- No evidence of alt text for images, hindering understanding for visually impaired users.

#### Building Accessibility

##### Strengths

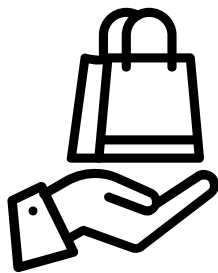
- Clear pathways in the building
- Good lighting throughout the building, hallways are clear and well lit
- A manager was available to provide support to assist and advise about access to the building

##### Weaknesses

- The venue lacks large, high-contrast signage and braille directions
- No tactile indicators or pathways are available to guide visually impaired visitors to the entrance.
- Staff initially hesitant to offer support assistance.
- The layout of the building is complicated and there are no tactile markers to help support navigation.
- No features such as high contrast markings on steps and edges that could help enhance safety features.



# 4.THE RESEARCH



## Mystery Shopping Fullwelll Cross Leisure Centre

### Facilities

#### Toilets

##### Strengths

- Toilets are accessible for those with physical impairments that impact on mobility.

##### Weaknesses

- A lack of tactile or braille signage for visually impaired users.

### Lifts:

#### Strengths

- A lift is available to access upper floors,

#### Weaknesses

- A lack of braille buttons or signage to ensure usability for individuals with visual impairments throughout the building including the lifts

### Customer Service & Feedback

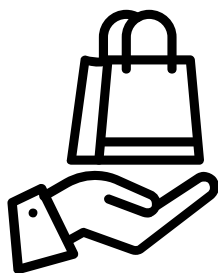
#### Stregnth

- The manager at the centre was very helpful

#### Weaknesses

- Online booking and ticket purchasing processes are not accessible for visually impaired users.
- No braille or accessible methods for providing feedback were observed online or at the venue.

# 4.THE RESEARCH



Mystery Shopping

Redbridge Sports and Leisure Centre

Redbridge Sports Centre Visual Impairment Focus  
Website & Information



## Strengths

- Some contrast options are available

## Weaknesses

- Limited compatibility with screen readers, making website navigation challenging for visually impaired users.
- No alt text for images is present, reducing accessibility.
- High-contrast text options are not comprehensive or user-friendly.
- The online ticketing system does not cater to screen-reader users, limiting accessibility.
- No accessible methods for providing feedback, such as braille forms or assistive technology-friendly surveys, were noted.

# 4.THE RESEARCH



## Mystery Shopping

### Redbridge Sports and Leisure Centre

#### Building Accessibility

##### Strengths

- Staff initially hesitant to help but eventually called in extra support that enabled more time to be offered answering questions etc.
- Reception area well lit

##### Weaknesses

- Information on accessible public transport is unavailable.
- The entrance lacks high-contrast signage and braille directions.
- No tactile indicators or pathways were identified around the building.
- No tactile or braille maps were available to aid navigation.
- Overall layout in the building was challenging.
- Minimal evidence of high-contrast markings on steps or other key areas.

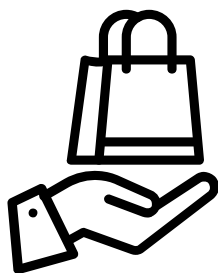
##### Facilities

- Toilets:
- Accessibility features were not confirmed as the space could not be fully assessed.

##### Lifts:

- No information was provided on the presence of lifts or their usability for visually impaired users.

# 4.THE RESEARCH



## Mystery Shopping

### Frenford Clubs – Jack Carter Centre:

#### Website Accessibility

##### Strengths:

- The website includes a video showcasing the venue and activities, providing a sense of engagement and inclusivity.
- The website is well structured - making it suitable for most screen readers
- Contact options (phone, social media, email subscription) are displayed on the website.

##### Weaknesses:

- The website is not user-friendly or accessible, lacking options like font adjustments, screen reader compatibility, or high-contrast modes.
- The activity timetable uses complex jargon, making it difficult to comprehend.

#### Accessible Contact Information

##### Strengths:

- A range of contact options is available (phone, social media, email subscription).
- Hours of operation are clearly displayed online.

##### Weaknesses:

- Contact information for accessibility support is not highlighted.

#### Accessible Booking Process

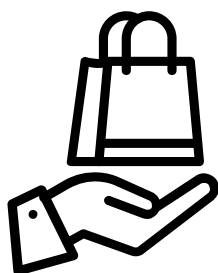
##### Strengths:

- The activity timetable is available online.

##### Weaknesses:

- The timetable is difficult to read and uses jargon.
- There is no option to book activities online.

# 4.THE RESEARCH



## Mystery Shopping

### Frenford Clubs – Jack Carter Centre:

#### Environment Accessibility

##### Entrances & Pathways:

##### Strengths:

- An accessible lift is available near reception enabling access to most of the building.

##### Weaknesses:

- The entrance button is broken, and the pathway to reception is unclear.
- No clear signage

#### Accessible Restrooms:

##### Strengths:

- The disabled restroom is equipped with grab bars, an emergency pull cord, and adequate space.

##### Weaknesses:

- None identified

#### Parking & Transportation:

##### Strengths:

- There are 4–5 disabled parking bays near the entrance.

##### Weaknesses:

- Parking bays are in the staff car park with faded lines and unclear information on public transport or drop-off points.

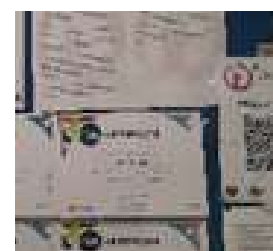
#### Adaptive Equipment:

##### Strengths:

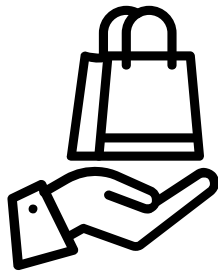
- When asked reception staff said activities were for everyone

##### Weaknesses:

- Specific accessibility information unavailable
- Club information in reception not accessible



# 4.THE RESEARCH



## Mystery Shopping Frenford Clubs – Jack Carter Centre:

### Program of Activities

#### Strengths:

- Activities cater to both male and female participants, and a variety of sports are offered.

#### Weaknesses:

- Information about activities are not accessible online or at the venue.
- Timetable language is complex and not inclusive.

### Costs & Discounts

#### Strengths:

- Discount cards for under-21s are available for purchase at reception.

#### Weaknesses:

- This information is not clearly communicated by staff.

### Partnerships with Disability Organizations

#### Weaknesses:

- Reception staff lacked knowledge of any partnerships

### Friendly & Inclusive Attitudes

#### Strengths:

- Staff were polite and accommodating.

#### Weaknesses:

- Staff lacked detailed knowledge about accessibility features.



# 4.THE RESEARCH



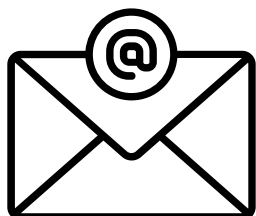
## Sports Providers and Venues Mapping and Engagement

Our final research method involved mapping and attempting to engage with local sports venues, providers and clubs

First, all identified sports providers within Redbridge were identified. We are aware that we probably have not managed to capture all of the different sports clubs and venues within the borough. However we believe we did identify most of those organisation who had some kind of online presence.

These providers were invited to share detailed information about the facilities, programs, and groups they offer for Disabled people.

By directly engaging with providers we hoped we would encourage the sector to showcase positive works that were being done.

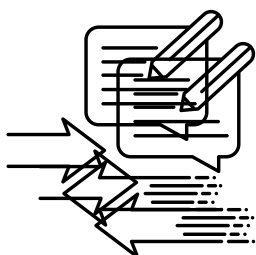


**61 emails sent out -**

See Appendix 1 = Email sent to providers



**13 undelivered emails - returned to sender**



**4 emails received from  
Redbridge Sports Providers**

See Appendix 2 = Emails received from  
Ilford Athletics Club, Vision, Redbridge  
Spitfires Club and Redbridge Lakes

# 4.THE RESEARCH



## Sports Providers and Venues Mapping and Engagement

### Themes to Emerge...

#### Lack of engagement and interest



Our mapping exercise resulted in a poor response from sports providers in Redbridge. We contacted large and small providers and there may be many reasons for such poor engagement -e.g. the email never reached the right person, lack of capacity for small club to respond but we also concluded that lack of interest and engagement was a factor.

#### Inconsistent accessibility



Several responses highlight the physical accessibility of their locations and the availability of specialised equipment. For example, Redbridge Cycling Centre mentions accessible toilets and changing rooms, while the response from Vision details wheelchair access, hoists, and pool lifts.

All of the responses highlighted some awareness of the need for the physical environment and equipment to be adapted for the needs of Disabled people.

There is however great variation within the 4 replies regarding the extent to which they have been able to ensure provision meets need.

# 4. THE RESEARCH



## Sports Providers and Venues Mapping and Engagement

### Themes to Emerge...

#### Specialised Programs for Disabled people



Tailored programs for disabled individuals are mentioned, but they vary significantly across providers and within the service offered by providers.

For example Redbridge Spitfires offer programs like the "Wingz" BMX racing for young people with Autism.

This program is commendable as it offers opportunities for riders to progress to more advanced levels and takes place with non-Disabled riders. The program ensures 50% of places are reserved for those with autism. However, even when such great practice exists, it is only available to a small sector of the Disability community. No provision is available within the club for those with Physical, sensory or cognitive impairments.

In contrast, Vision, offer a number of different programs to community members, such as inclusive walks, Disability swim sessions, holiday programs for children and young people and exercise on referral programs. No barriers to participation are noted but there also is no information available about how Disabled people can develop their skills and compete, or participate at more advanced levels.

Information from Redbridge Lakes, indicates a largely natural environment, but no specific programs for community members.

Ilford Athletics Club identify a lack of specialist coaches as one of the main barriers to developing provision.

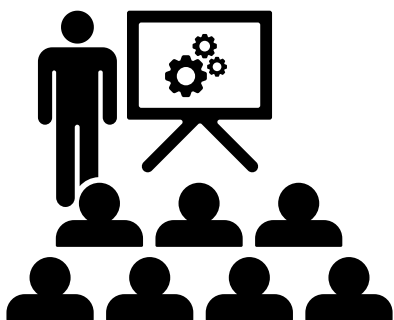
# 4.THE RESEARCH



## Sports Providers and Venues Mapping and Engagement

### Themes to Emerge...

#### Staff training and support



Both Vision and the Redbridge Spitfires note that their staff have appropriate training to deliver inclusive sports programs for community members.

It is unclear what training is offered by Redbridge Lakes.

Ilford Athletic Club identify a lack of appropriately trained staff as one of the main barriers to participation.

#### Cost and Accessibility Barriers



Costs are identified as a barrier in a couple of ways: cost as prohibitive factor for the individual and ongoing running costs for organisations. Redbridge Spitfire offer free places to children who are living in care and a reduction in costs for second and further participating siblings.

A more comprehensive low cost program linked to a leisure card, program for instance, raises the second issue relating to cost identified by providers. Redbridge Spitfires state they need to charge to cover their own costs and wouldn't know how further price reductions through something like a leisure card scheme would enable this to happen.

Ilford Athletic Club identify a lack of investment by council as the only barrier preventing participation of Disabled people. The issue of cost is not picked up by other providers.



# 5. WHAT DO OUR FINDINGS TELL US ?

## Barriers Related to Physical and Digital Accessibility

### Report Findings:

The research highlights that many local sports venues suffer from physical barriers (e.g., inadequate tactile indicators, poorly defined disabled parking, non-accessible entrances) and digital challenges (complex, jargon-heavy online booking systems and inaccessible website design).



### Wider Best Practice:

National guidelines—such as those set out by the Equality Act 2010 and supported by Sport England’s accessibility guidance —emphasize that both physical infrastructure and digital platforms should follow inclusive design principles. London’s leading initiatives, like those promoted by the Greater London Authority’s accessibility frameworks, demonstrate that low-cost adaptations (e.g., high-contrast signage, simple navigation aids) significantly improve access for Disabled people.

## Recommendation

Enhance low-cost accessibility features at venues e.g. high visibility contrast tape for steps, improved lighting, tactile indicators, better defined Disabled parking, easy read signage in buildings.

Disabled ‘Quality Checkers’ could work with sports providers to explore workable solutions to improve access.



# 5. WHAT DO OUR FINDINGS TELL US ?

## Cost as a significant barrier

### Report Findings:

Cost emerged as the most commonly cited external barrier, with 58% of survey respondents indicating that high fees (such as the monthly charge for the Redbridge Leisure Card) limit participation, particularly among people on low incomes.

### Wider Best Practice:

Broader research in the UK confirms that economic factors are a consistent barrier to sports participation for marginalised groups. Studies conducted by Sport England and local councils in London have shown that subsidised programs and innovative funding models can improve participation rates among Disabled people. This aligns with the report's call for reducing financial barriers.



## Recommendation

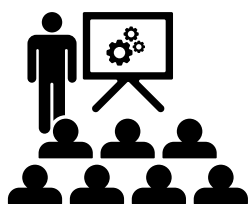
The current Redbridge Leisure Card offers a significant saving for those in receipt of some benefits. However, the reduced pass still costs £35 per month (March 2025) and this represents a large monthly outgoing for people on low incomes.

Sports providers and local decision makers to work more closely with the Disabled community to find the price point that will help support access.



# 5. WHAT DO OUR FINDINGS TELL US ?

## Staff Training and Service Delivery



### Report Findings:

Inadequate staff training emerged as a recurrent theme, with many providers lacking the necessary skills to cater to the diverse needs of Disabled participants. Several of the higher ranking survey findings link to staff training either directly or indirectly, such as: difficulty finding the right program, or support available, lack of knowledgeable staff. There is also a lack of visibly Disabled people working and accessing provision.

### Wider Best Practice:

Research on inclusive sports programs in the UK consistently demonstrates that well-trained staff are critical to fostering an environment of inclusion. Best practice frameworks advocate for continuous professional development in disability awareness and inclusive service delivery—a strategy supported by both national policies and community-led initiatives in London.

## Recommendation

Improve Disability awareness for all staff who have contact with the public.

Ongoing development opportunities are needed to improve specialised and elite opportunities for Disabled people in Redbridge.

Sports providers to consider accessing funding to support Disabled people to access internships and apprenticeship opportunities.

# 5. WHAT DO OUR FINDINGS TELL US ?

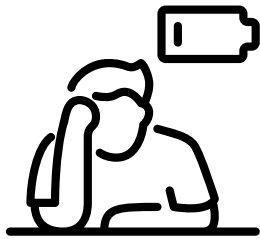
## Internal Barriers and Health Challenges

### Report Findings:

Respondents reported that internal factors such as fatigue, low energy, and mental health challenges also deter participation. These internal barriers compound the impact of external challenges like inaccessible facilities and high costs.

### Wider Best Practice:

National health guidelines, including those from the Chief Medical Officer, stress the importance of tailored physical activity programs that consider the health and psychological wellbeing of participants. Best practice models in disability sports in London incorporate holistic approaches that address both physical and mental health—integrating community support, peer mentoring, and adaptive physical activities to enhance overall wellbeing.



## Recommendation

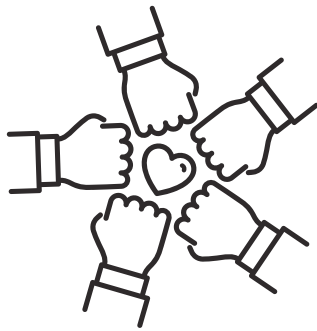
Create opportunities for greater collaboration between the voluntary sector, decision makers and those responsible for health policy within the borough.

Best practice identifies that community support and holistic approaches are the most effective ways to support people into more active lives.

The Sporting and Physical Activity Network can help support co-designed programs between sports providers and trusted voluntary sector partners. Such approaches are valued by many funders.

# 5. WHAT DO OUR FINDINGS TELL US ?

## Strengthen Cross-Sector Collaboration



**Report Findings:** The report underscores that engagement among local sports providers and voluntary organisations has often been poor. The lack of responses by sports providers demonstrated with the research reinforces many of the messages from the wider research where community members don't feel sport is for them. Stronger partnerships could help fill the gaps in service provision and engagement.

**Wider Sector Best Practice:** Best practice models in London and across the UK emphasise the value of robust networks that unite voluntary and statutory organisations.

## Recommendation

Create a stronger, integrated network of voluntary and statutory organisations by collaborating through the Sports and Physical Network.

The network should bring together sports providers, voluntary organisations and decision makers with a focus to improve local provision and leverage wider funding opportunities for the sector in Redbridge.

# 5. WHAT DO OUR FINDINGS TELL US ?

## Overcoming participation barriers



**Report Findings:** The report identifies significant barriers to participation, including limited range of sports offerings, lack of progression pathways, and insufficient innovative, inclusive programming. It also notes the importance of workforce diversity in delivering accessible services.

**Wider Sector Best Practice:** Research and initiatives across London and the UK advocate for multiple approaches to tackle participation barriers. Evidence shows that expanding the range of sports—by incorporating innovative activities like blind cricket and wheelchair abseiling—can engage younger participants. Additionally, clear progression pathways and pilot collaborative programs between statutory, voluntary, and private providers are essential.

## Recommendation

Disability should not prevent people being able to access any sport with the right support. This is especially true for young Disabled people.

There is a need to expand the range of sports offered for all. This includes specialist provision e.g. blind cricket, wheelchair abseiling priorities to be agreed with community members.

Improve clear progression pathways within the borough. This requires providers to ensure access to equipment and well trained staff are available to support advancement.

## 6. NEXT STEPS



Whilst we are not able to claim our research is necessarily representative of all Disabled people in Redbridge, our findings echo best practice within the wider sector. Our findings show that Disabled people face multiple challenges when trying to access sports and physical activities—from physical barriers and clunky digital platforms to high costs and limited programs.

Our research, combined with insights from successful initiatives in London and across the UK, points to two clear paths forward:

First, we need to build stronger partnerships between voluntary and statutory organizations to create a more connected, supportive network.

Second, we must tackle participation barriers with a mix of practical approaches: expanding the variety of sports setting up clear progression pathways, piloting co-designed programs, exploring greater subsidisation of sporting activities for Disabled people and boosting Disabled representation in the workforce.

These steps will make sports more accessible, engaging, and inclusive for everyone.



# THANKS

## Community Researchers



Kweku Wilson -One Place East  
Community Researcher and Mystery Shopper



Owais Niaz - Vision Ability  
Community Researcher and Mystery Shopper



Particular thanks to Redbridge Forum  
for all the work they did supporting  
community embers to complete the survey

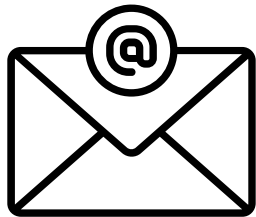
Thanks to all partners and those who attended events and  
training sessions as part of the Wheels 4 Change project.



# APPENDIX 1



## Sports Providers and Venues Mapping and Engagement



## The Email sent out....

Dear....

One Place East has been working over the last six months to set up a Sports and Physical Activity Network (SPAN) within the borough. The network already has commitment from a small group of voluntary organisations as well as some sports providers and statutory services in the borough. We are currently undertaking some community research and want to learn more about the services you currently provide for Disabled people in the borough.

We understand that all organisations will be at different stages of offering accessible support, but we hope to use this as an opportunity to benchmark where services and providers are currently and identify goals going forward. Please note, this is not an exercise to highlight a lack provision offered by any service provider.

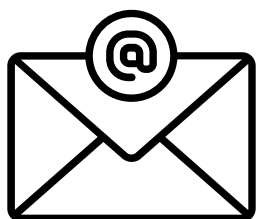
We would therefore be very grateful if you would be willing to take some time to tell us a bit about what you currently offer?

Specifically, I would appreciate your responses to the following questions:

# APPENDIX 1



## Sports Providers and Venues Mapping and Engagement



The Email sent out continued....

1. Accessibility: What facilities and/or adapted equipment do you currently have available for individuals with physical, sensory, intellectual impairments, or those with long term health conditions? Are your venues equipped with accessible changing rooms, seating, or other necessary adjustments?
2. Specialized Programs: Do you offer any tailored sports or exercise programs specifically designed for people with disabilities? Some of the people who use our services have identified that cost is a significant barrier to accessing sport and would welcome reciprocal arrangements between boroughs to use things like the leisure card. Please could you share details about the range of activities and how individuals can get involved?
3. Staff Training and Support: Are your staff and coaches trained to work with disabled individuals? What type of support or guidance do you offer to ensure that your services are fully inclusive?

Thank you for taking the time to provide this information. Your insights will help inform the community about available sports opportunities for disabled individuals in Redbridge and help us identify gaps within the current provision. We have a tight deadline to complete our research and ask that all responses are completed by no later than XXX.

Please do let us know if you would like further information about the SPAN Network.

# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement

The responses received....  
Redbridge Lakes

Thank you for your email, we have lots to offer here at Redbridge Lakes, there are plenty of flat paths and good access round the location, we have lots of different groups, of varying abilities come and use the space here to fish or get to experience nature.

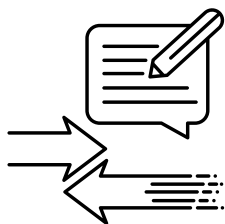
We offer a natural environment for the development of wellbeing activities in Redbridge and are happy to help where we can.

You are most welcome to come and have a look around the site to see what we have to offer. Let me know when you would like to come and view the location and one of the team will be happy to show you round and answer any questions you might have.

# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement



The responses received....  
Redbridge Spitfires Club

Sorry for the delay in getting back to you - catching up on everything now.

We are based at Redbridge Cycling Centre which has accessible toilets and changing rooms. Due to the nature of BMX Racing, we aren't able to offer specific support to those with physical disabilities, but we have a "Wingz" section for young people with additional needs, which is mainly those with Autism. We are supported in this by Access Sport -

<https://www.accesssport.org.uk/wingz-project>

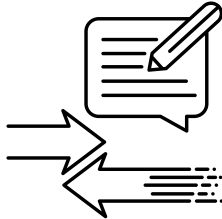
Our coaches have all received training on working with children with additional needs from Access Sport, and we are a member of their Disability Network which provides workshops which our coaches attend when available.

We meet weekly at Redbridge Cycling Centre. We have three 45 minute sessions, 11.30am, 1.15pm and 2pm. All members start at 11.30am session for an induction and that is also our beginners session. The 1.15pm session is reserved for advanced riders, and then for the 2pm session, 50% of the places are reserved for those with additional needs. We don't keep this session completely separate, as we have found that the social inclusion aspect is very important for both parents and the young people. We have qualified teen coaches who provide 1:1 support for those that need it.

# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement



### The responses received.... Redbridge Spitfires Club cont...

As we are an independent club, we do have a set weekly fee of £5, and will be introducing a membership free (£24 a year, or £12 a year for additional siblings) in order to cover our own costs so I'm not sure how it could work with something like a Leisure Card. The £5 includes use of a bike, a full face helmet and knee / elbow pads if needed!

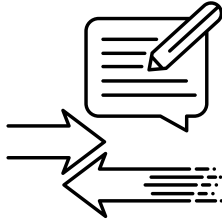
We do offer free places for children in care however.

Please let me know if you would like any other information

# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement



The responses received....  
Ilford Athletic Club

I can answer your request very quickly as the response to all three of your questions is, very regrettably, no, no and no. This is due to a dearth of coaches with the necessary qualification to deal with disabled athletes (not just in Redbridge but in the UK) and the lack of investment by the Council to provide the necessary facilities.

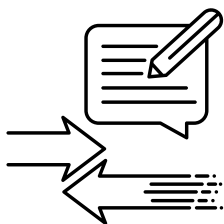
Good luck with the new network.



# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement



The responses received....  
Vision Leisure

Apologies for the delay in getting back to you. I've been working to gather information from our various projects and sites. Please find the details below, and feel free to reach out if you have any questions or would like to arrange a catch-up.

### Accessibility

All of our leisure centres are fully wheelchair accessible, with dedicated disability changing rooms. The swimming pools at Fullwell Cross are equipped with a hoist for pool entry, while Mayfield and Loxford pools have a lift/pool pod available. Additionally, our online gym induction videos feature a BSL interpreter.

### Specialized Programs/Activities

- Inclusive Walks (Mobility Walk & Talk & Dementia Walk & Talk)
- Mobility Walk: Tailored for individuals recovering from stroke, cancer, or with mobility impairments such as MS. The walk is slow-paced and gentle, lasting around 30-45 minutes depending on the group.
- Dementia Walk & Talk: A gentle, 45-minute to 1-hour walk for individuals with dementia, mental health conditions, disabilities, or other health issues, with an emphasis on social interaction.

### More on Inclusive Walks

#### Wellbeing Walks

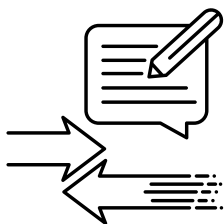
Open to all, these are weekly walks held in various parks and open spaces across different days.

Learn more about Wellbeing Walks -(link provided

# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement



The responses received....  
Vision Leisure Cont...

- Disability Swimming at Mayfield Leisure Centre

Family swim sessions to build water confidence for children with disabilities. Parents or carers must accompany their child in the pool. Lifeguards will be present, though there may be other swimmers. Held Sundays from 2:30–3:30 pm, the cost is £3.65 per child (free for parents/carers).

- Details on Disability Swimming

### Mega Mix SEN/Inclusive Holiday Activities

A variety of adapted activities, including arts and crafts, cycling, water sports, music, and sports sessions.

- Active Stars Referral Program

Designed for individuals with disabilities, this program involves an initial assessment to discuss and tailor sessions to participant needs, including adjustments in information delivery and exercise.

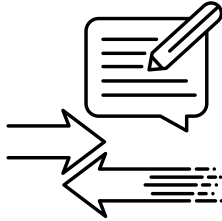
- Exercise on Referral

Participants complete an initial assessment to discuss needs, with disability status requested as part of the process. Based on the assessment, participants can choose from various classes and gym sessions suited to their capabilities.

# APPENDIX 2



## Sports Providers and Venues Mapping and Engagement



The responses received....  
Vision Leisure Cont...

### Staff Training and Support

Our staff receive training on delivering the Exercise on Referral scheme for individuals with disabilities and regularly participate in training through NELFT Hubs. They also stay updated on relevant legislation such as the Equality Act 2010. To ensure our programs meet participants' needs, we gather feedback from participants and parents.

Please let me know if you have any questions or would like to discuss further. I'd be happy to set up a meeting to go over any details.

This is a Redbridge Sports and Physical Activity  
Community Member Network Publication (SPAN).



Fibro-London East

The SPAN network is organised by those with lived experience of Disability and long-term health conditions working with our wider voluntary sector partners to help our communities live more active lives.

Enormous thanks to our funder:

Funded through the Civil Society Roots programme

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