**Terms of Reference:**

**Accessible Client Communication across Continuum of Care**

1. **About Leonard Cheshire**

Leonard Cheshire is a UK-based charity with over 65 years’ experience and is one of the world’s largest Charities wholly dedicated to supporting persons with disabilities. Leonard Cheshire believes that children and adults with disabilities should have the rights, freedom and opportunities to access education, contribute economically and to participate fully and equitably in society.

The Global Influencing and International Delivery Department of Leonard Cheshire (LC) implements projects mostly around our inclusive education and economic inclusion models and in partnership with our Global Alliance partner organisations, which are an extensive network of over 200 members in 54 countries. We have five regional offices in Africa and Asia and currently support projects in Bangladesh, China, India, Kenya, the Philippines, Sierra Leone, Tanzania, Uganda and Zambia.

**About Women’s Integrated Sexual Health (WISH)**

Leonard Cheshire is a partner in the Women’s Integrated Sexual Health (WISH) Consortium – Lot 1, and our role is to provide technical assistance and leadership to the consortium to develop disability inclusive sexual and reproductive health services. WISH is the UK government’s flagship programme aiming to strengthen support for sexual and reproductive health and rights in African and Asian countries by 2021.

The goal of the programme is: a world in which every mother can enjoy a wanted and healthy pregnancy and childbirth, every child can survive beyond their fifth birthday, and every woman, child and adolescent can thrive to realize their full potential, resulting in enormous social, demographic and economic benefits.

The programme aims to contribute towards the ‘Leave no one behind” agenda, by reaching women with disabilities who needs have previously largely been unmet through family planning and sexual reproductive health (SRH) service provision.

1. **Purpose of this Work**

**Global context:**

Globally, 34% of MSI clients have not attended or completed primary school, rising to 44% in the outreach channel. Persons with disabilities are less likely to have attended or completed primary school than persons without disabilities[[1]](#footnote-1). Resources which communicate information in simple language and use visual cues (such as Easy Read) can benefit clients with learning disabilities, but also a much wider cohort of clients.

**Internal context:**

Within the WISH project, the creation of client facing resources are largely dispersed at country-level so that they can be context specific. The purpose of this consultancy is to produce guidance on creating accessible resources, in order to support the uptake of accessible client facing resources developed by WISH partners at country level. The purpose of this consultancy will also entail consistently including accessibility and principles of universal design as standard approaches when developing resources. Along with this, the consultant will serve as the point of contact for WISH partner organisations in regards to reviewing and sharing resources.

1. **Deliverables:**

* Carry out an accessibility review process for a selection of client facing communications at different phases along the client journey (for example at the mobilisation, service provision, aftercare phase).
* Develop a series of guidelines (building on Leonard Cheshire’s “Make it Accessible” Guidelines) and templates establishing how to make communications accessible and inclusive for different types of disabilities and low-literacy levels, as well as relevant within a sexual reproductive health context
* Identify a particular stage of the client journey e.g. obtaining consent or aftercare, and develop a new suite of resources that will improve access.
* Identify key resources that can be created in a range of formats, and develop practical examples, easy to follow processes, and templates of easy read communications, examples of simple language to incorporate into communications, and examples of contrast, font size and more that are suitable for accessible communications
* Deliver trainings to disseminate new suite of tools on accessible communications that will have been developed. This will also include delivering trainings on the principals of creating Easy-Read resources, and will include delivering practical workshops that will apply to existing resources.

1. **Requirements of consultant:**

* Experience working in the field of disability
* Significant knowledge/experience of developing accessible communications materials for persons with disabilities
* Knowledge/experience of participatory programme methodologies
* Excellent communication (written and oral), as well as facilitation skills, with the ability to synthesize complex information into easily digestible resources.
* Commitment to signing and adhering to LC/MSI code of conduct / safeguarding policy
* Criminal record check and references demonstrating appropriateness to working with children / adults at risk
* Demonstrable experience in developing accessible and inclusive resources/ communications

**It would be an added advantage if you have:**

* Excellent written and spoken French (partners based in West Africa)

1. **Timescale:**

The consultant is expected to start this position by December 2020 and deliver this role within the completion of the work that Leonard Cheshire is doing with ThinkPlace. Exact dates and timings will need to be agreed, and the deliverables of this consultancy will need to be finalised by February 2021.

**Budget Available:** £15,000

**Expression of interest**

The consultant that meets the above requirements and is available within the time period indicated above should submit an expression of interest and a copy of the candidate’s CV including names and contact details of two references to [Amalie.quevedo@leonardcheshire.org](mailto:Amalie.quevedo@leonardcheshire.org) by 11:59pm (GMT) on the **3rd December 2020.**

1. http://uis.unesco.org/en/news/education-and-disability-analysis-data-49-countries [↑](#footnote-ref-1)