



# Inclusion Gloucestershire Survey

JANUARY 2022

## Easy Read Choice and Control Report

**INCLUSION**  
**GLOUCESTERSHIRE**

BIGGER DREAMS ► BETTER LIVES ► BRIGHTER FUTURES



## Introduction

Inclusion Gloucestershire wanted to find out about the things that are worrying people who live with **disabling barriers**.



**Disabling barriers** could be things like disabilities, mental ill health, Autism, health problems, hearing, or sight difficulties and lots of other things that make life harder for people.

In June and July 2021, we asked people who face disabling barriers to tell us about their experiences and any ideas they have for making things better.

**Questions**

1. What do you think about it?

Good

Bad

Not sure

We asked people to tell us how worried they feel about 22 different areas of their life.

**We found out, that health is the thing people worry about most.**

This report will tell you more about what people told us.

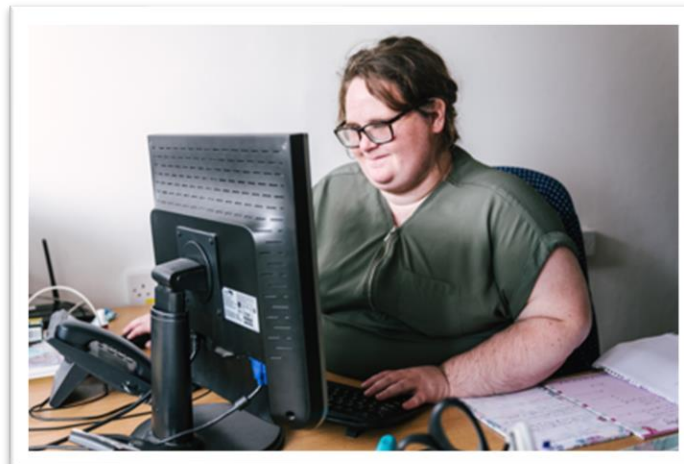
We will use what we found out to help us make a plan for Inclusion Gloucestershire for the next 3 years.



You can use the link to see a report all about our survey



<https://www.inclusiongloucestershire.co.uk/research-strategy-and-partnerships/>







# 135 people told us what they think

**Most people who answered,**



Told us they are Female.

Preferred to have relationships with people of the opposite sex.

Used English as their first language.

Said they are White British.



Live in Cheltenham or Gloucester.

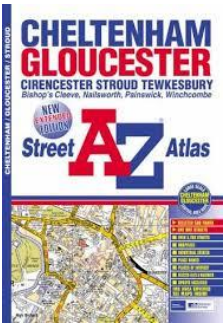
The biggest group were aged between 55 and 64.

The next group were 45 – 54.



Most people who gave us their ideas have experience of mental ill health.

Some people had experience of more than one thing.





## What we found out.

We asked people **7 questions** about how worried they were about things to do with choice and control.

**31 people** said they were worried about sharing concerns, complaints or compliments with organisations that supported them.

**37 people** told us they worried that organisations are not good at supporting people with things to do with their culture.

**43 people** said they felt they had been treated differently in the last year, because of who they are, this is called discrimination.

**48 people** were worried about getting information in a way that suits them.

**45 people** told us they are worried about access to services, this could be because of things like, getting into buildings, understanding signs or no hearing loops.

**26 people** said they were worried about having technology, this could be things like laptops and computers or things to help them live independently.

**50 people** said they worried about being safe when they were not in their home.

**15 people** said they felt they did not have enough choice and control about their life.

**57 people** told us that they felt they had lots of choice and control.



## This is what people told us.

### Raising concerns.



Some people thought they were not taken seriously when they complained.

**“It feels like you are a troublemaker.”**

**“Generally being quite vocal and willing to challenge things can sometimes see you as labelled as awkward.”**



Some people said that organisations don't always communicate well, and this can make people feel they are not listened to.

**“Not being listened to – dismissed, belittled, discriminated, not being informed or updated what's happening.”**



People said it was frustrating when it took a long time to get an answer, or the answer was not helpful.

**“Everything taking a long time and having a negative effect....not being informed or updated about what's happening.”**



A few people were worried that complaining might affect their support.

Some people said they don't feel confident giving feedback about their support.



**"If I share things sometimes people can get annoyed."**

**"I don't feel confident to tell people things that don't go well. I feel scared."**



Several people said they have had good experiences when they have shared concerns or complaints.



**"I have staff members and an advocate to make complaints on my behalf should I need to."**



## **Supporting different cultures.**

Most of the people who answered our questions were white, British people

Quite a few people told us about good experiences.

**"Hands on frontline carers are amazing and go out of their way to meet cultural needs."**



Some of the things people said.

**"The needs of the blind and their carers are not there."**

**"Services don't meet my cultural needs."**







A few people were worried that staff and services do not meet people's different cultural needs.



**“Some staff make no attempt to meet cultural needs and have a ‘like it or lump it’ attitude.”**

## **Discrimination and feeling safe outside of home.**

About 45 people said they worried about discrimination in the last year.

Around 50 people were worried about not being safe when away from home.



**“Being harassed when I leave my house.”**

**“I get bullied wherever I go. They find anything about me to bully. They bully me about everything.”**



People told us about lots of different ways they have been discriminated against.



**“I have been discriminated against in the workplace for having mental health issues.”**

**“(Lack of) reasonable adjustments – events at buildings with stairs, events at locations without parking close by.”**



**“Hate discrimination is a daily occurrence, because of the way you speak, you look or you move.”**



Some people said they were worried about other people's assumptions and attitudes.



**“Prejudice is everywhere, and people make assumptions all the time.”**



**“Some people don't understand autism and in the past when I've had an 'autism meltdown' they just stare rather than helping.**

**“People assume I am sexist because I am Muslim.”**

## **Information and technology.**

Some people found it difficult knowing how to make a complaint.



**“Getting to talk to the right person in a huge organisation.**

**“Who do I complain to or contact for help?”**



Having lots of information online can be difficult for people including people with sight loss and people who find it difficult to use technology.



**“It's a struggle, I don't use the internet.....everything is 'online' or 'go to the website' I find this very difficult.”**

**“Nothing appears to be easy anymore. We have all the technology, but it has hindered rather than helped us.”**





People also said,

**“Lack of understanding and training.”**

**“....are amazing at making sure I have all the information I need in a format I can access it.”**



## **Accessing services and other places.**

People told us about the problems they have with access.

This included doctors, shops, cafes, and other places.

People said it made them feel less confident going out.

**“Not all places I visit have access suitable for a wheelchair.”**

**I have had situations of getting stuck on scooter in shops because of restricted room.”**

**“Have lost confidence going to church.”**

**“Big lack of awareness.”**



## **Choice and control.**

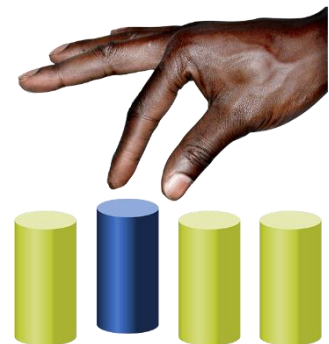
Lots of people said they had choice and control about their life.

Most people thought this was important.

Some people felt they had less choice and control, and this had a big effect on how they feel.

**“Everyone is entitled to have choice and control in their lives.”**

**“Very important because you must be able to do what you like to do or not do.”**



## No Choice



**“Some people still have the choice taken away from them because of disabilities/learning disabilities/difficulties/autism etc. Just because they do things in a different way, does not mean they should not get choice.”**

**“When you are dependent on others your choice and control is limited.”**



## What we think should happen.

Everyone should look at the way people can tell them what they think so more people can give them feedback.



We need to do more research with different groups in the community about how organisations and staff support their culture.



More people need to think about how they support people with sight loss and their carers.



There needs to be lots of different ways to share information and communicate with people.

Organisations need to work harder to make changes so they can communicate with people in the way that is best for them. This is called reasonable adjustments.



There needs to be more training about discrimination.



We need to find out more about why people do not feel safe when they are out of their home.



Everyone should check their websites and the ways people can get information so more people can use them.



Organisations in Gloucestershire should work together to say what should happen to make communication better.

They could write this down in an action plan for everyone to work toward.

There could be training to help organisations make the plan happen.



There needs to be better ways for people to say about access to places in the community.

Making sure new places are accessible is important.



Things like spoken information at bus stops and on buses should be across all of Gloucestershire.



More people should be able to have support from advocacy services to help them have choice and control in their life.



## **What will Inclusion Gloucestershire do next?**

We will share our report with organisations, people and other groups.

We will put this report on our website and on social media.



We will tell people what we found out at lots of different groups and meetings.





We will carry on working with people to find out what they think about choice and control in our groups.

You can find out about our different groups on our website or by e-mailing us.



[www.inclusiongloucestershire.co.uk/our-services](http://www.inclusiongloucestershire.co.uk/our-services)

[info@inclusion-glos.org](mailto:info@inclusion-glos.org)

We will make changes in Inclusion Gloucestershire that are in the list above for all organisations to do.



**Thank You to everyone who helped us with our research.**

**To find out more about Inclusion Gloucestershire**

[www.inclusiongloucestershire.co.uk](http://www.inclusiongloucestershire.co.uk)