



Inclusion Gloucestershire Survey

SEPTEMBER 2021

Headline Report

INCLUSION
GLOUCESTERSHIRE

BIGGER DREAMS ► BETTER LIVES ► BRIGHTER FUTURES

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Introduction

Inclusion Gloucestershire wanted to understand the areas of everyday life that are causing concern or worry for people in Gloucestershire who face disabling barriers.

We invited people who face disabling barriers to give us their opinions and experiences along with any ideas they have for improving things.

We asked family members or friends to give their views and paid staff members who support people who face disabling barriers.

As a user led organisation, we want to make sure that our work is led by those who face disabling barriers and their families and friends.

We will use the information we have been given to guide our organisational strategy (big plan) for the next 3 years.



We would like to thank all our partners for their help in making the survey available to people!

How we found out what people think? (Methodology)



A small group of 4 people worked together to write a survey in a co-produced (joined up) way. This group involved staff members from Inclusion Gloucestershire with and without lived experience and a Trustee from our Board of Trustees.

The draft survey was then shared and tested with others with and without lived experience for comments and changes were made.

The survey was open for 6 weeks in June and July 2021.

The survey was available online and in paper versions (See Appendices).

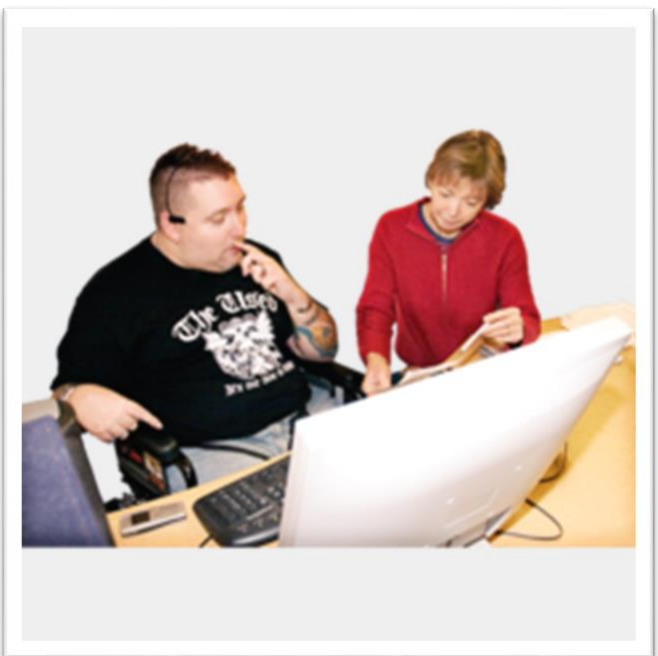
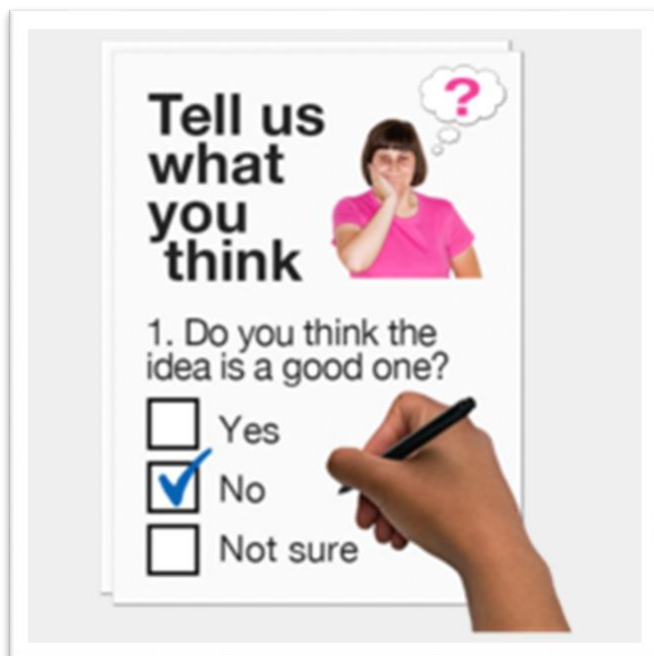
There was an easy read paper version (See Appendices).

Support was available to anyone on request to have help to fill out the survey on the phone or in person.

The electronic survey could be translated into several different languages on request and was available in a paper format also.

Information about the survey was shared throughout Gloucestershire in a few ways, including:

- Social media of Inclusion Gloucestershire, MHELO (Mental Health Experience Led Organisation) and many of our partners.
- Direct mail outs to people known to us in Inclusion Gloucestershire.
- Direct mail out to partners in other voluntary sector organisations.
- Direct mail out to partners in local authorities and health organisations.
- Inclusion in cross sector county or locality-based bulletins including Know Your Patch and Partnership Board Bulletin.
- Inclusion in various individual organisational newsletters and bulletins across the county.



Because there were still Covid 19 rules in place when the survey was sent out, we did not meet with people in groups or one to one on a face-to-face basis unless somebody asked to do so.



We recognise that meeting people may have been the preferred method of communication for some people, and we will make sure that face to face conversations will be part of our ongoing engagement and research.

How many people told us what they think? (Responses)

135 People Gave Us Their Views!

135 responses were received to the survey – 94 of these were online and 41 were paper copies.

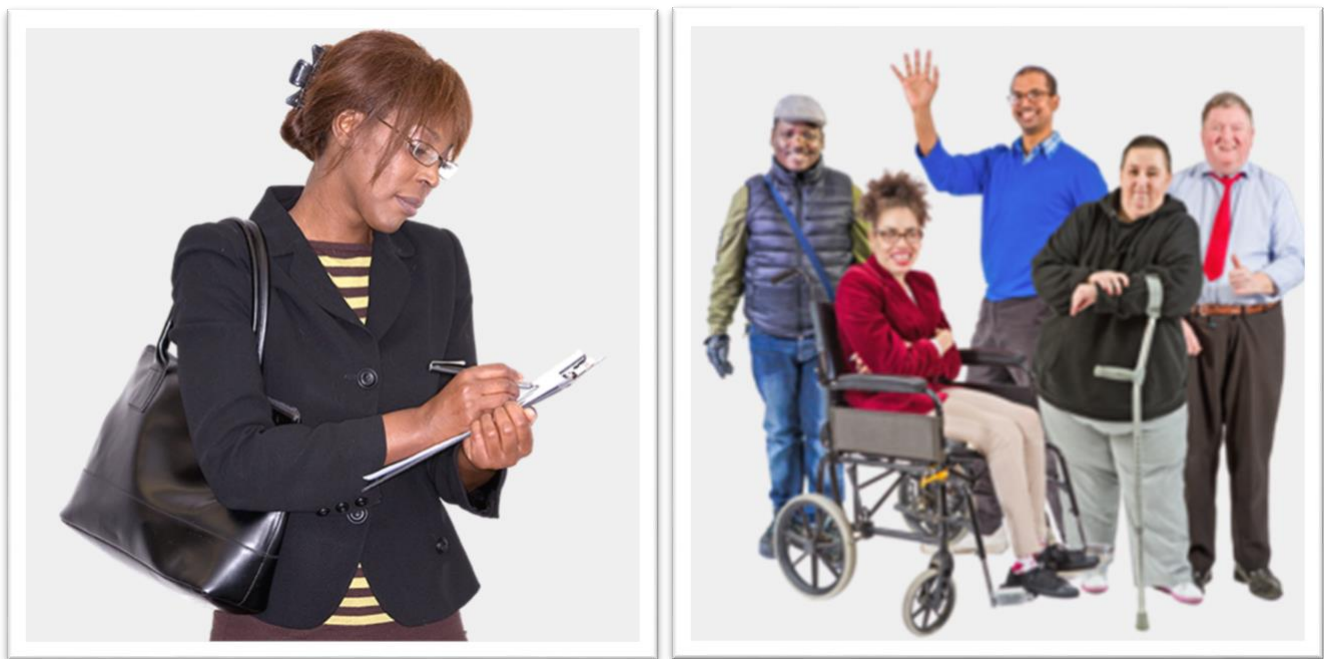
Of the 41 paper copies, 29 were easy read and 12 were plain English.

One request for the survey in an alternative language (Gujarati) was received.

No individual requests were made for support to complete the survey although support was requested by several individuals using Inclusion Gloucestershire's Dramatic Change group and Inclusion hubs.

1 response did not include consent to be involved so has not been included in the summary of results below.

Of the 134 responses, we can use, 55 people (41%) have given us their name and contact details for further contact, whilst 79 (59%) people preferred to be anonymous.



Who told us their ideas and opinions? (Demographics)

There is more detailed information in the appendix about who gave us their ideas and opinions (All Charts and data from survey).

Here is a summary:

- Most people identified themselves as female.
- Most people did not identify as transgender.
- Most people identified themselves as heterosexual.
- The largest group of people who gave us their ideas were in aged 55-64. The second largest group were aged 45-54, closely followed by people who were in the 35-44 age group.
- Nearly all people used English as their first language.
- Most people identified themselves as White British.
- The largest group of people who gave us their ideas have lived experience of a mental health condition. The closest group to this were people with learning disabilities and then people with a physical impairment.
- Several people had more than one “type” of lived experience.
- Most people live in Gloucester or Cheltenham, but there are still many participants who live in other areas in or near to Gloucestershire.
- Most people who gave their ideas are not members of Inclusion Gloucestershire at the moment.
- Most people have not used Inclusion Gloucestershire’s services in the last 6 months.



What areas of life are worrying people? (Summary of Areas Causing Concern)

We asked people who gave us their ideas and opinions to tell us how worried they are about 22 areas of life.

We asked people to tell us if they were:

- Very worried,
- A little worried,
- Not sure,
- Not too worried,
- No worries **OR**
- Whether the area does not apply to them.



In most of our work we use a strengths-based approach but the reason that this survey used the negative concept of worries and concerns, was to reflect that people still face significant disabling barriers in society. We wanted to identify where there are issues and gaps so that something can be done to address them.

We have looked at which areas of life people were most worried about.

We have added together the scores of “very” or “a little worried” to give a combined score.

Areas People Worried About

The areas where more than 30% of people were “very” or “a little worried” are:

- 1. Accessing health care**
- 2. Long Covid**
- 3. Contact with friends, family, and other important people**
- 4. Accessing support for mental health and well being**

5. Feeling safe when not in own home
6. Difficulties getting accessible information
7. Difficulties in accessing services and facilities
8. Accessing leisure and social activities
9. Being discriminated against in the last year
10. Access to a social care assessment of review of support
11. Amount of exercise taken
12. Worry about own finances



There were also several people who answered that they were not sure or not worried about the areas above.

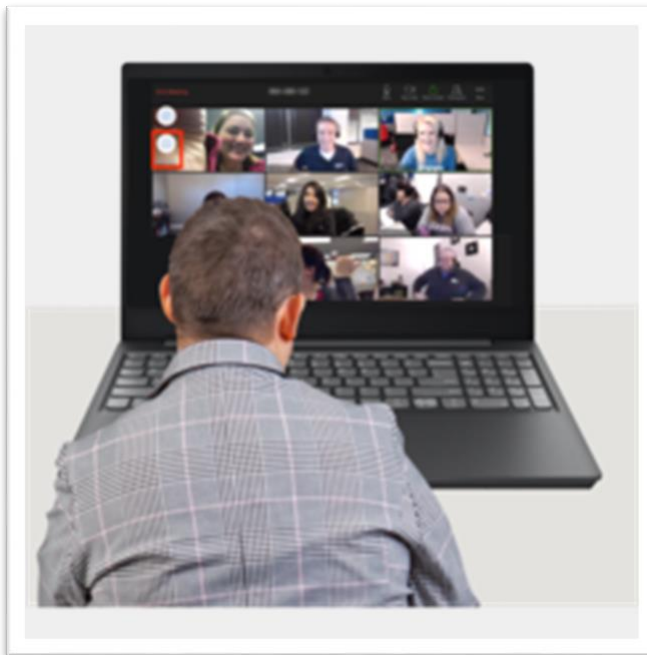
There were a number of people for whom some of the questions did not apply.

The detailed answers to each question are in Appendix 3.

Areas People Didn't Worry About

The areas where more than 50% of people were “not too worried” or had “no worries” were as follows:

1. Access to technology
2. Housing
3. Worry about own finances
4. Amount of exercise taken
5. Contact with friends, family, and other important people
6. Feeling safe when not in own home
7. Getting support to find ways to learn new things
8. Sharing concerns, complaints or compliments with organisations who support people



Some of these areas are the same as where people were worried.

These are areas like:

- Worry about own finances
- Amount of exercise taken
- Contact with friends, family, and other important people
- Feeling safe when not in own home

We will look in more detail at the areas that people were worried about in our next reports.



Some areas seemed to be causing little worry for most people who filled in our survey, and these were:

- **Access to technology**
- **Housing**
- **Getting support to find ways to learn new things**
- **Sharing concerns, complaints or compliments with organisations who support people**

We realise that our survey results don't represent all disabled people and that the number of people we heard from is relatively small.

The survey also did not reach as many people in certain groups as in others.

We aren't suggesting that the areas that caused little worry for our respondents are not significant issues for many people.

The results of this survey will be used alongside other data to inform our Three-Year Strategy.

We have not looked yet at all the detailed answers people gave us.

We have used the information above to decide which areas we will look at first – see the next section called “What has this told us and what will we do next?”

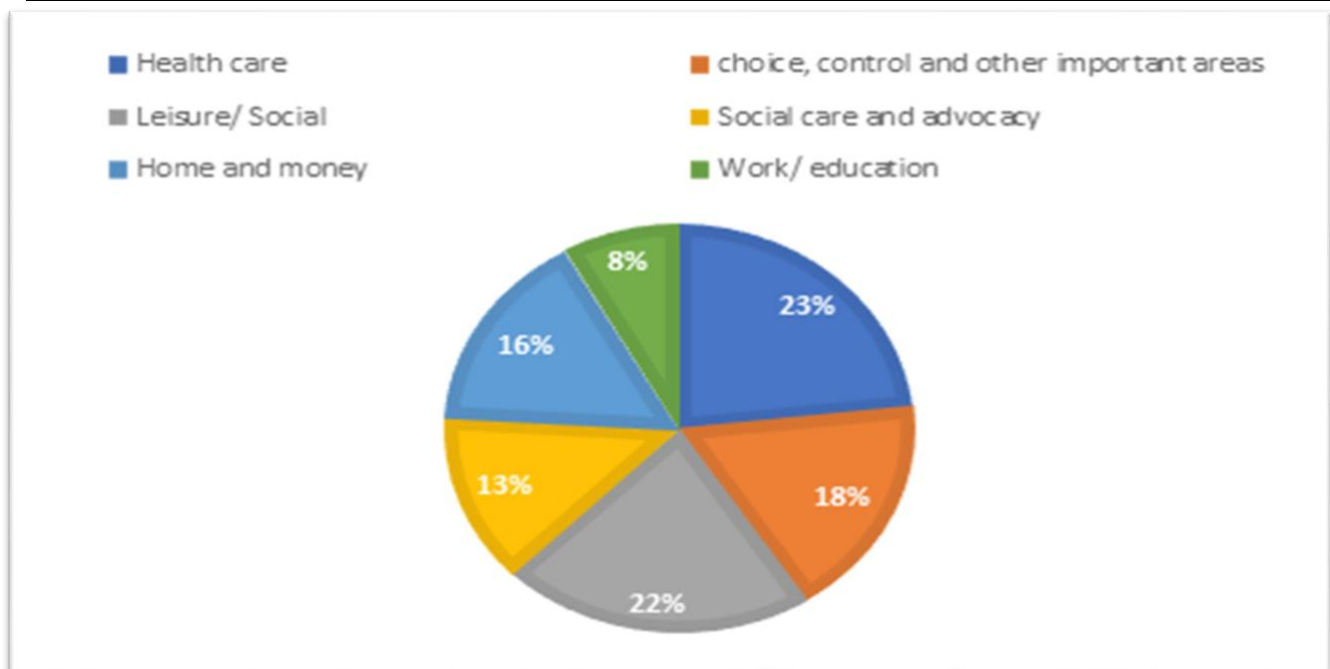
More information about what people said was worrying them

We have looked at all our questions and have grouped them into different areas and we will look in more detail at each of these areas over the next few months and give more information with ideas about things that could be done to make things better (detailed recommendations).

The top 3 areas that people have shown the most concern about are:

- **Healthcare**
- **Leisure and Social and**
- **Choice, Control and Other Important Areas**

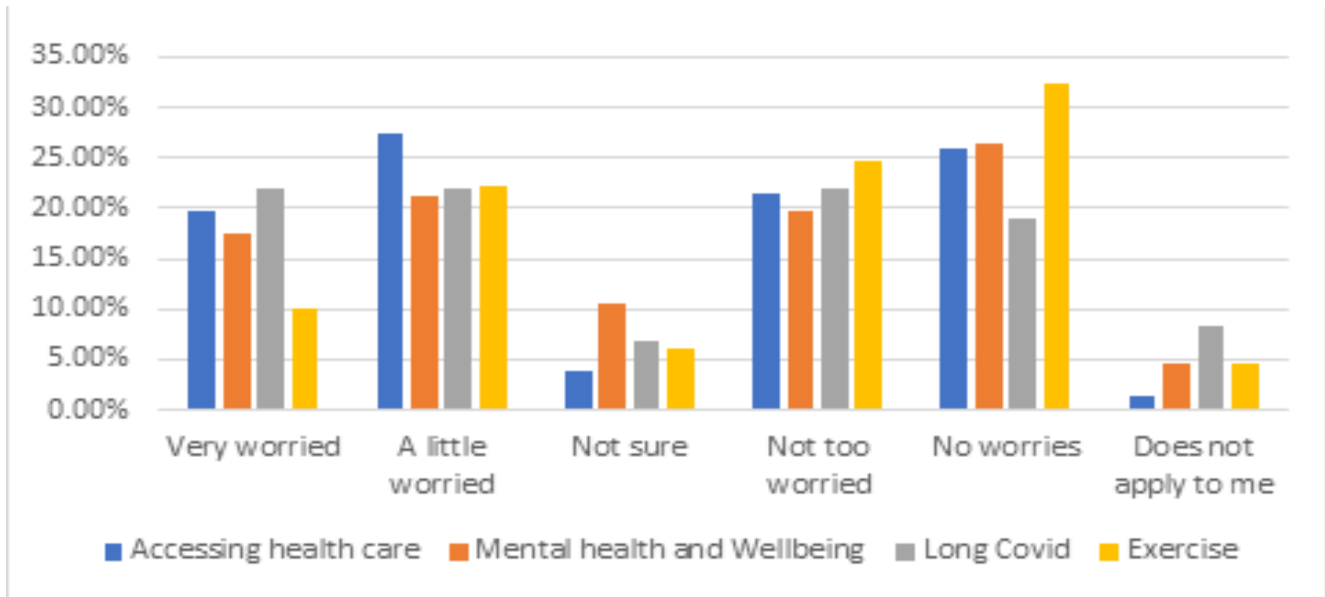
Levels of worry across 6 different areas



Information about what people told us in each question are in the charts below along with some of the comments that people made.

More information about these areas will be in our next reports.

Healthcare



Comments that people have told us:

“Because of having a mental health condition, it is difficult to access care for any physical health concerns”

“As a Muslim woman it is very difficult to find a safe space to exercise”

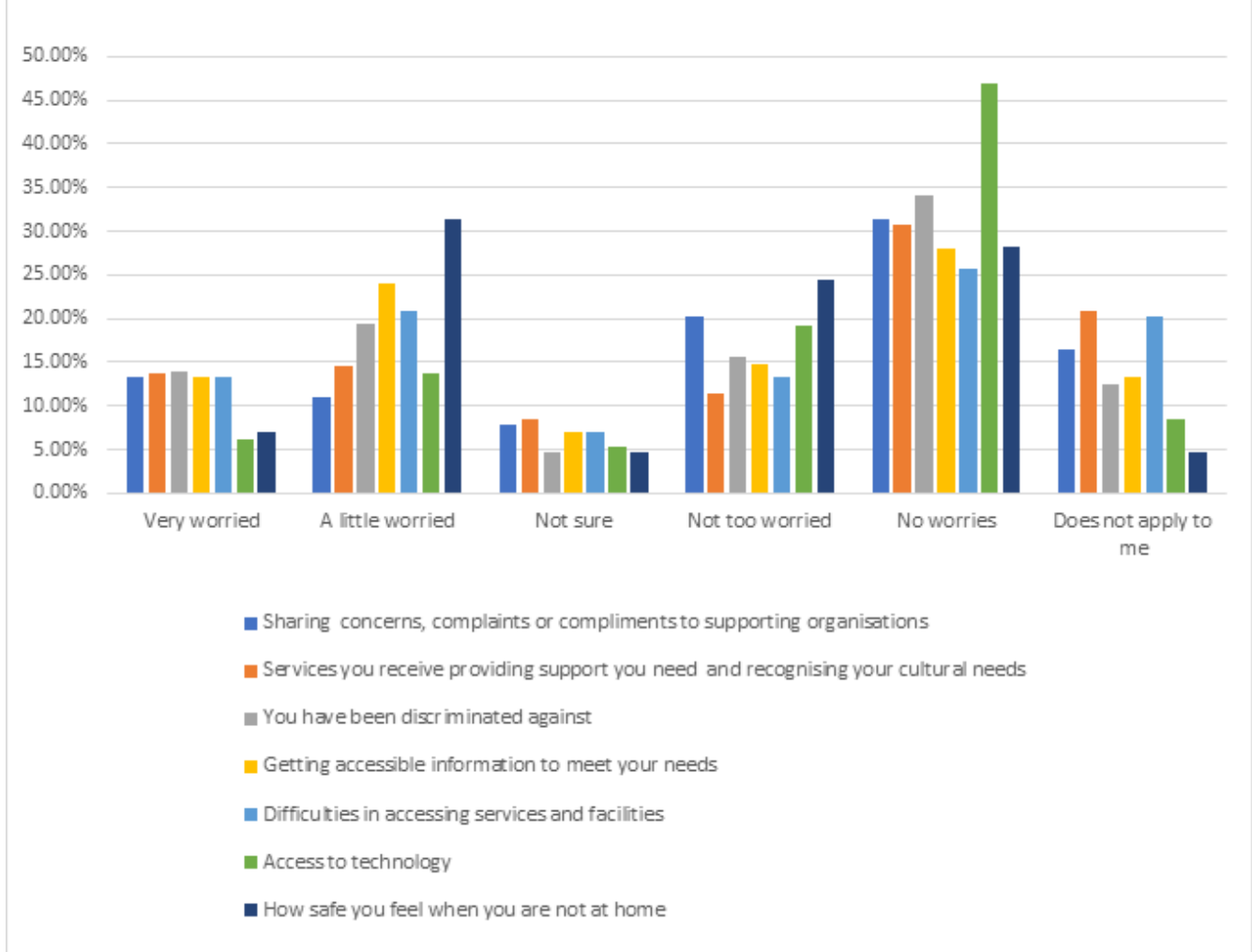
“Long waits for GP appointments, heart reviews not held, drug reviews not held, waiting to see cardiologist.”

“NHS won't offer preventative mental health services”

“I am most worried about my family or myself getting severe COVID”



Choice, control, and other Important Areas



Comments that people have told us:

“Gloucestershire is not diverse enough and senior leaders are not aware of cultural differences”

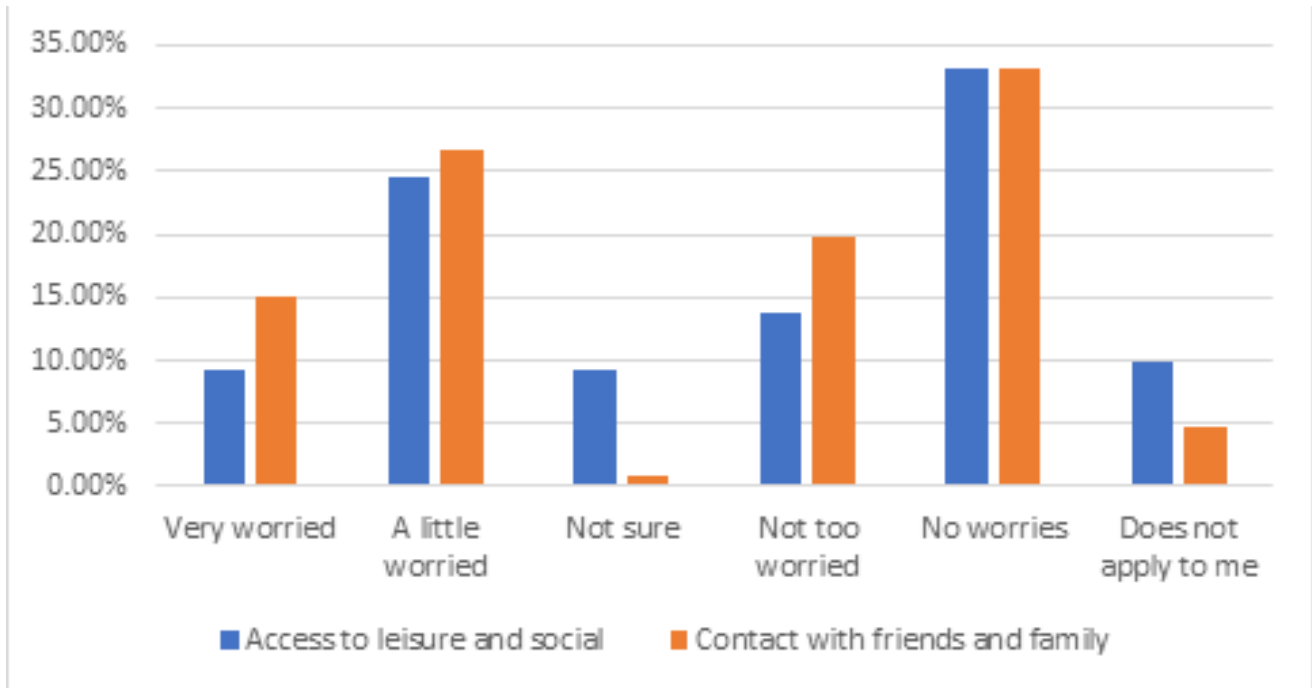
“Access issues and transport issues are the main things for me”

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

“I often don't find companies and so on have got information available in Braille”



Leisure and Social



Comments that people have told us:

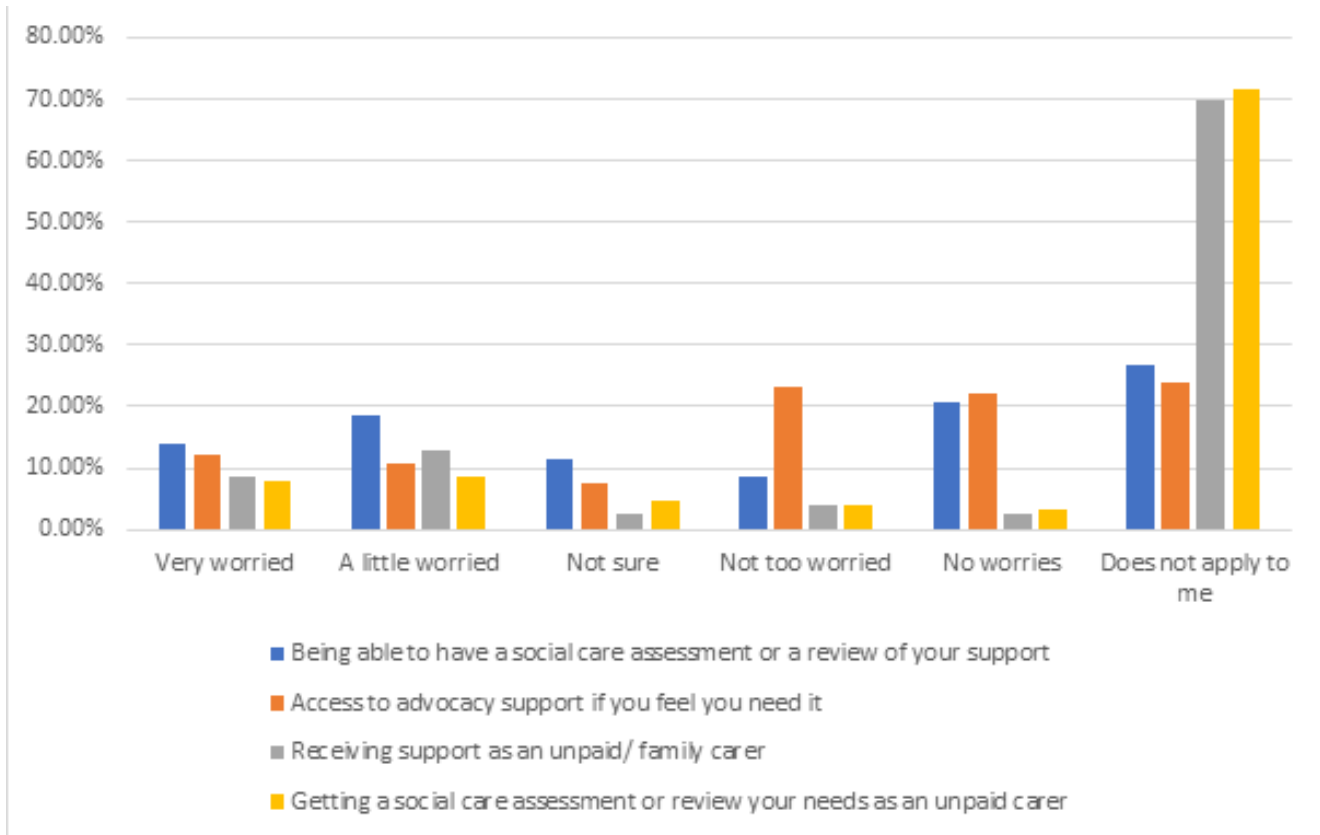
"I'm not sure it is safe and so I am worried to attend"

"Transportation and Covid-19 are concerns"

"It is frustrating having to book access to leisure facilities in advance"



Social Care and Advocacy



Some of the things that people have told us about social care and advocacy:

Social Care Assessment and Review



Advocacy

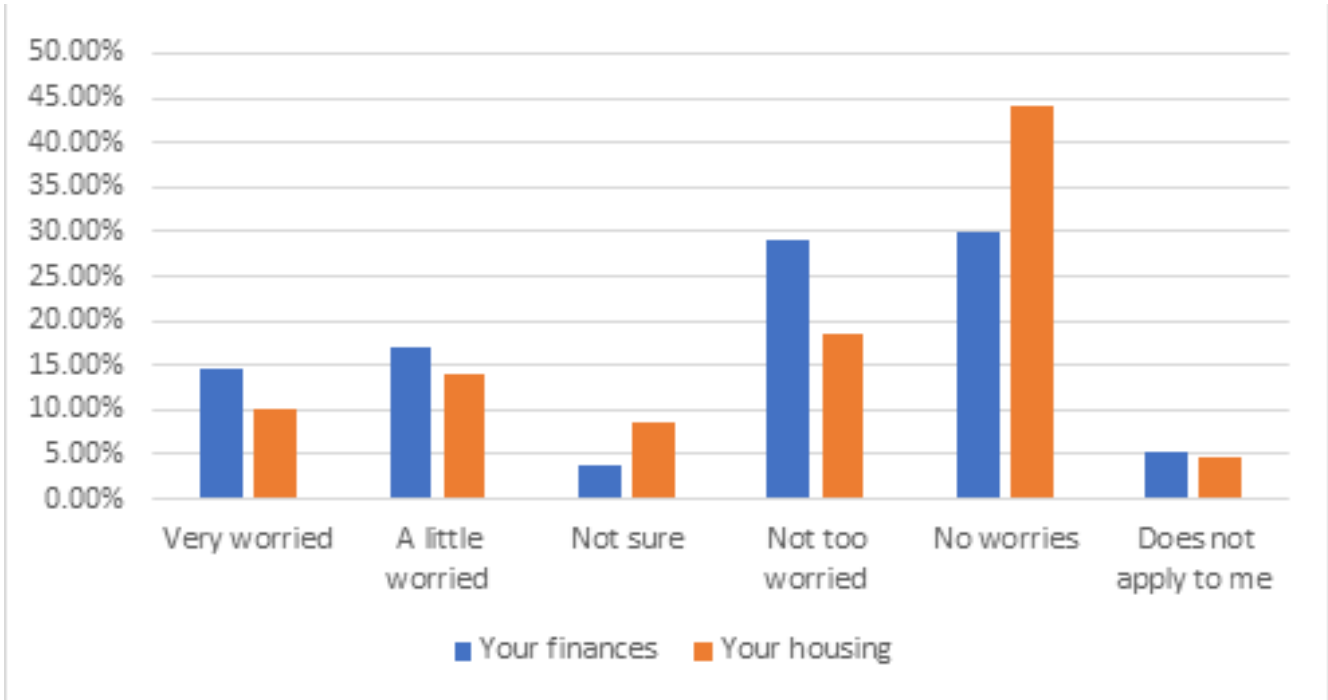
"Had advocacy support in the past and found it to be extremely effective"

"I don't know where to go to get it"

"It is hard to get advocacy support"



Home and Money



Some of the things that people have told us:

Money

"Partner lost their job, so less money coming in"

"Debt worry is a major issue"

"Concerns around disability benefit assessments"



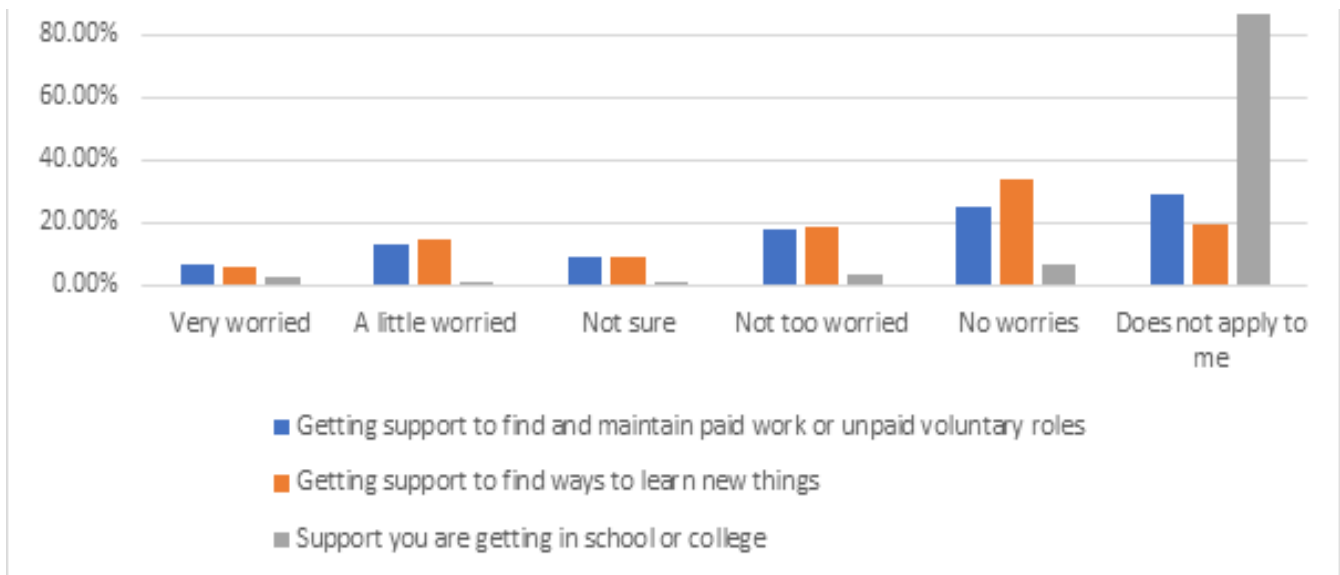
Housing

“Not being able to afford to live independently”

“My neighbours don't understand my needs”



Work and Education



Some of the things that people have told us about work and education:

Work

"Faced discrimination for many times over the last 20 years whilst in full time employment"

"Looking for work has been really hard. everyone wants experience but no one will give a job so that i can gain experience"



Education

"I find a lot of people aren't really happy or able to teach someone who is blind something new"

"Don't' know how or where to find it"



What has this told us and what will we do next? (*Conclusions and Recommendations*)

Who told us their ideas and opinions?

Some people were less likely to have been reached by or filled in the survey, including:

- Those who identify as male
- Those who don't identify themselves as heterosexual
- Those who identified themselves as transgender
- Young people under the age of 18 and those between 18 and 24
- People for whom English is not their first language
- People who identify themselves as from ethnic groups other than White English
- Those who are already members of Inclusion Gloucestershire
- Those who are already using our services
- People with lived experience of being a family carer
- People with lived experience of autism
- People with lived experience of sight or hearing loss
- People with a neurological condition



Recommendations relating to those who gave us their ideas and opinions

Inclusion Gloucestershire will need to work in a more pro-active way to connect with those who make up our diverse community and ensure that their ability to share their ideas is facilitated.

We will do this in a few different ways including:

- 1) Making sure that information about our organisation is available in a range of languages and formats.
- 2) Share information more widely using a range of face to face and electronic means.
- 3) Contact people who gave us their contact details to tell them about how to join Inclusion Gloucestershire and about our services.
- 4) Review the accessibility of our website.
- 5) Build wider and stronger partnerships with organisations and groups who are more connected with those identified above.
- 6) Review our current membership information and make sure that we are effectively communicating with people who are already members of Inclusion Gloucestershire.
- 7) Make sure that we are sharing marketing and information with groups that we know are under-represented in our services.



What areas of life are people worried about?

The ideas, opinions and experiences of people who completed our survey were mixed.

This makes us think that whilst some people's experiences are positive and they are not sharing significant worries, other people are worried about aspects of their lives.

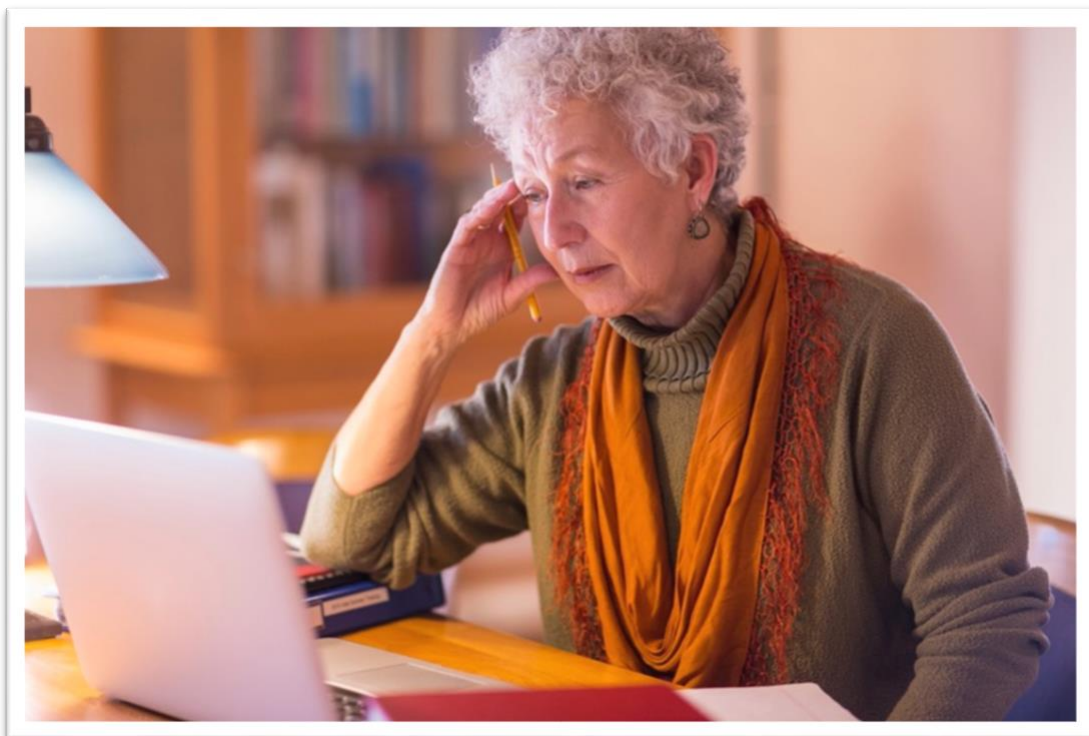
Overall, health is the area that more people are most worried about, and this includes physical health, mental well-being, long COVID and exercise.

People are also concerned about contact with friends, family and other important people and their safety when not in their own home.

Access to information and services and experiences of discrimination are also causing concern.

And for those who need social care support, there are concerns about access to assessments and reviews.

Areas where several people are not worried include access to technology and housing.



Recommendations relating to worries:

1. Complete more detailed analysis in relation to

- Health Care and
- Choice, Control and Other Important Areas

We will write a report about this in Autumn 2021 with recommendations. We may talk to people in structured interviews or focus groups to add to the data we already have.

2. Complete more detailed analysis in relation to

- Leisure and Social,
- Social Care and Advocacy,
- Home and Money and
- Work and Education

We will write a report about this in Winter 2021/22 with recommendations. We may talk to people in structured interviews or focus groups to add to the data we already have.

3. Share this report and all further reports, directly with those people who shared their contact details



4. Share this report and all further reports on our website and social media and send to key partners.
5. Share this report and all further reports with key people in statutory organisations including health and social care and relevant Partnership Boards.
6. Ensure a focus in Inclusion Gloucestershire's next 3-year strategy on:
 - a. Healthcare
 - b. Choice, Control and Coproduction
 - c. Safe and Equal Access to Information and Services
 - d. Safe and Equal Access to Social and Leisure Opportunities.
7. Include in Inclusion Gloucestershire's next 3-year strategy aims around diversifying our reach, strengthening the voice of disabled people, and using it to drive change, and raising awareness of disabling barriers.



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Find out more about us at: www.inclusiongloucestershire.co.uk

Appendices

These can be found on our website

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

- Survey Questions
- Easy Read Survey Questions
- All charts and data from the survey