

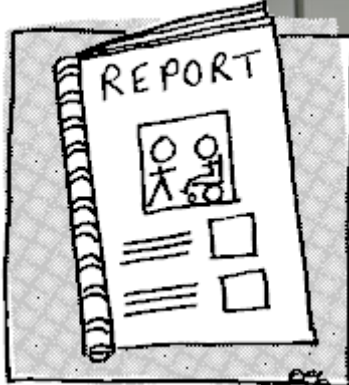
Your County Needs U-LO! REPORT 2



The Cambridgeshire **ULO**
(User-Led Organisation)



An organisation led by disabled people, for disabled people.



Engagement & Involvement exercise

LEARNING

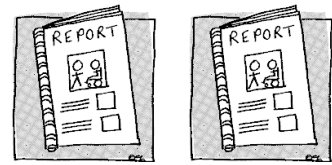


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Introduction

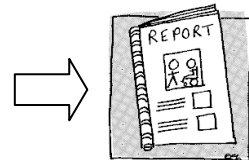
This report is one of two reports covering the engagement and involvement exercise that we ran across Cambridgeshire from 1st December 2008 until 31st January 2009.



This report explains how we did it and what we learned.



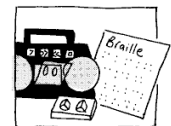
The results of the consultation are presented in a separate report, "*Engagement and Involvement Results and Summary*".



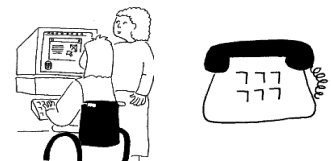
Further copies of this report are available by downloading from our website www.cambsulo.org.uk.



The report is available in easy read, Braille, audio CD and large print. For alternative format copies please contact



ECDP (info@ecdpc.co.uk, 01245 392300)



We ran events to decide how the Cambridgeshire User-Led Organisation will be run and what we should do.



The Cambridgeshire ULO includes people with all types of impairments and disabilities and our events also included a lot of types of people.



What is a Disability?

A disabled person is defined as someone with a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. This includes.



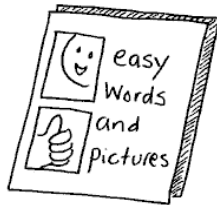
- People with physical and sensory impairments



- People with long term health conditions



- People with learning difficulties



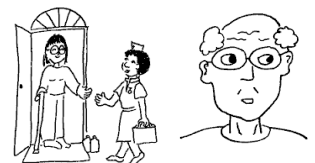
- Other people who use support.



- People with mental health conditions



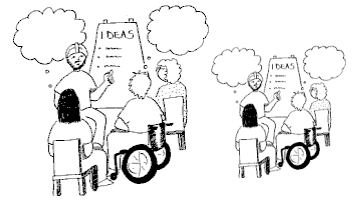
This includes people with long-term health conditions such as HIV / AIDS, cancer, multiple sclerosis. The project is also for anyone with support needs including older people and carers.



All information about the project can be found on the project website: www.cambsulo.org.uk.



We hope that this report will show that we want others to be involved and will be of use to other organisations planning similar work.



Getting people involved

The purpose was to capture the views and hopes of people with support needs in Cambridgeshire.



We used:

- A questionnaire available in alternative formats which could be distributed widely
- A series of events to discuss the questions and collect any other feedback that people wanted to give.



The questionnaires



At first we had 25 questions.
You can see them in the results report.



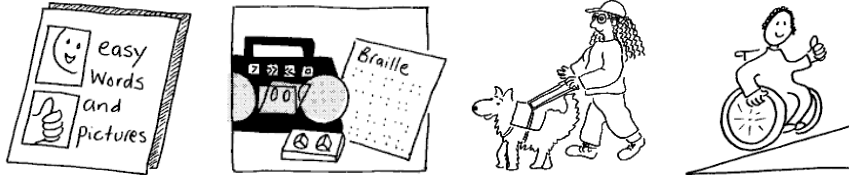
Then we decided on just 4 questions. We will do more events and surveys like this in the future.



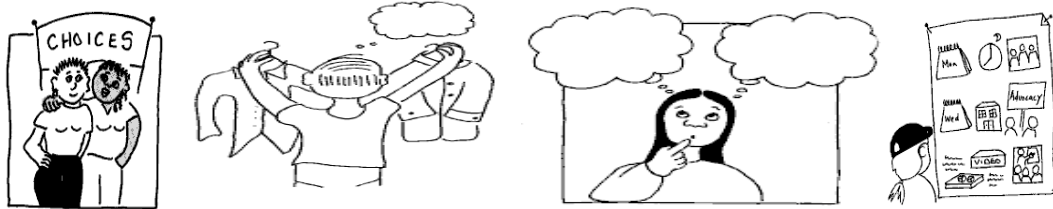
The 4 questions were:



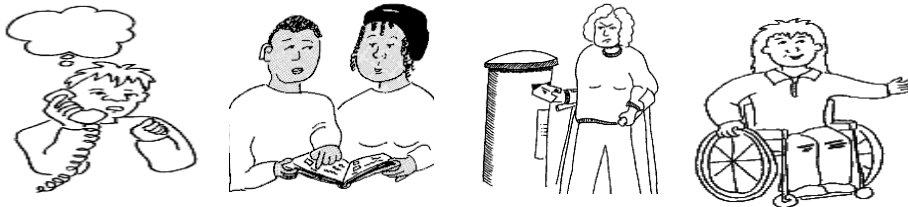
1. "What way does your disability affect you?"



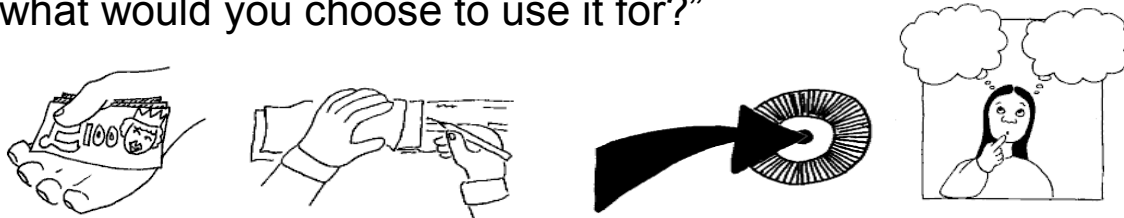
2. "Do you feel involved in decisions taken about you and your life?"



3. "Is there somewhere you go or someone you contact for information or advice about disability or impairment issues?"

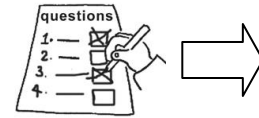


4. "If you were getting a direct payment or personal budget what would you choose to use it for?"



We joined our questions with questions from the Opportunities Trust.

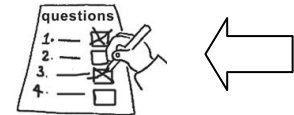
About 1,000 questionnaires were distributed through organisations and networks.



People could return them in lots of different ways by post, phone, and electronically:



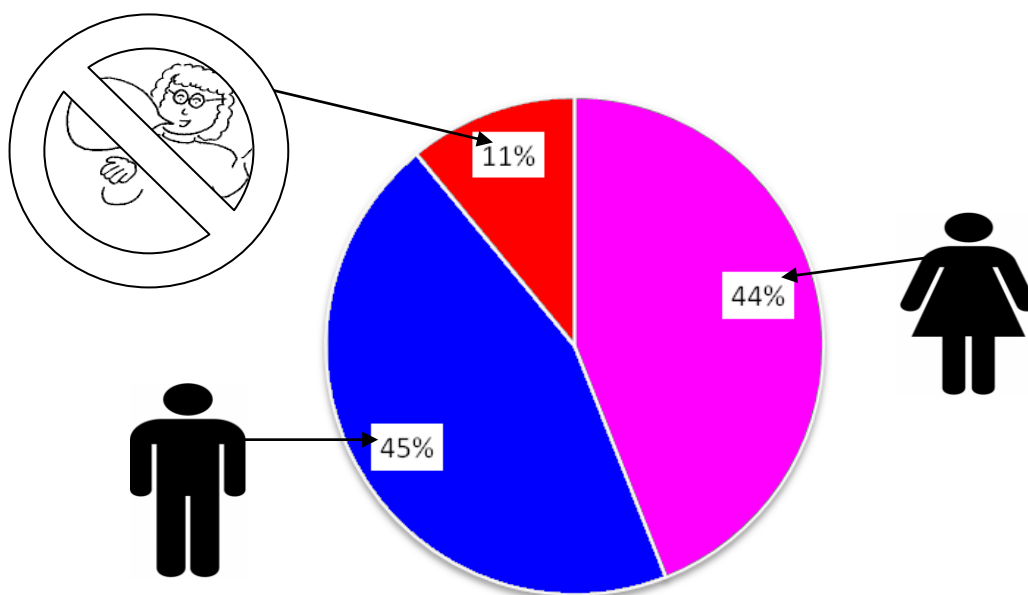
In total, 221 questionnaires were returned, of which 200 had sufficient information to enable them to be included in the exercise.



45% were men

44% of respondent's were women,

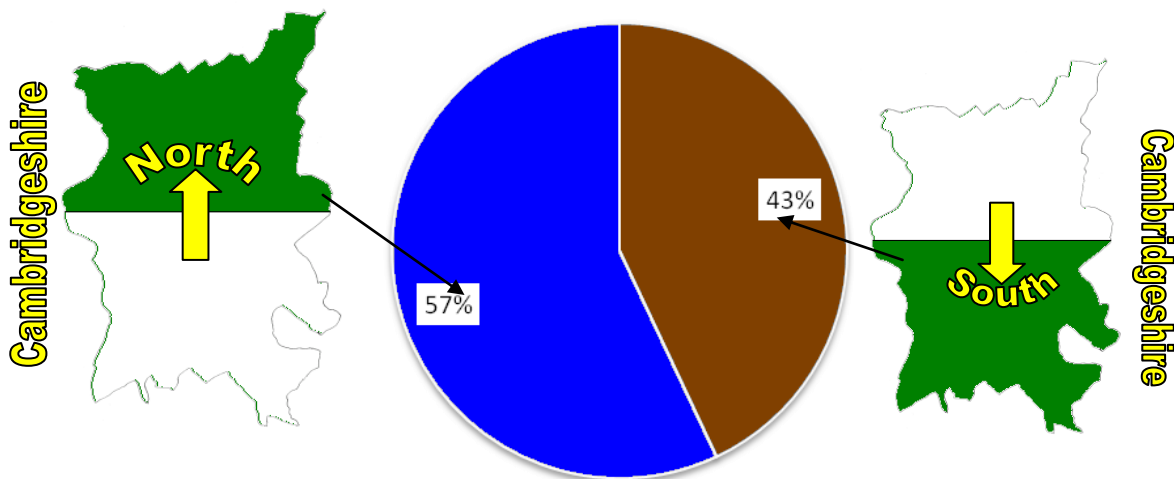
11% did not want to say.



Respondents were not asked where they lived, but the information supplied for Question 4 suggests that...

57% came from the north and Fenland.

43% of respondents came from Cambridge City and the South



1.2 The Events

People came to the event to hear about the project.



In total, 19 events were held across the County

- 14 for individuals
- 4 for disabled people's organisations
- 1 combined event for both individuals and organisations
- 1 personal meeting

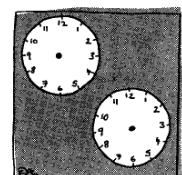


A total of 329 people attended the events.



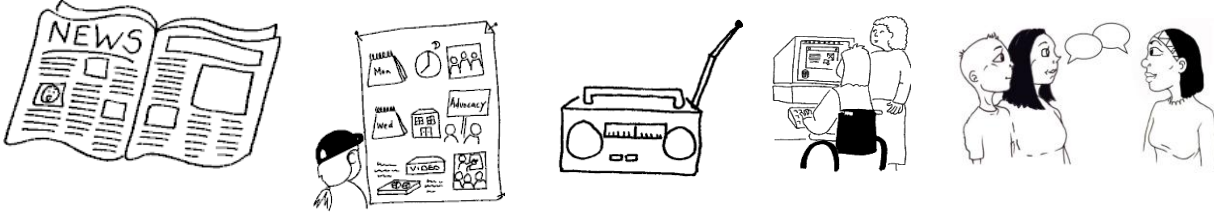
There was a mix of people with support needs at all meetings.

Events were held at different times of the day and we avoided early starts.

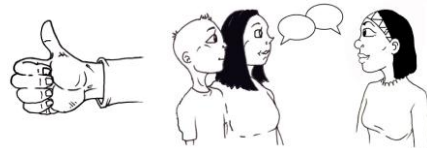


Letting People Know

People found out the events in a number of ways:



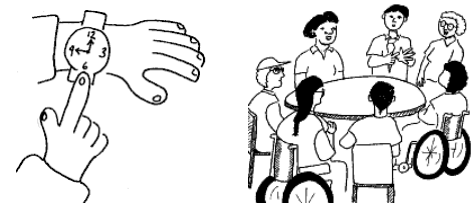
The best way to let people know was by talking to people.



Newspapers didn't work so well.

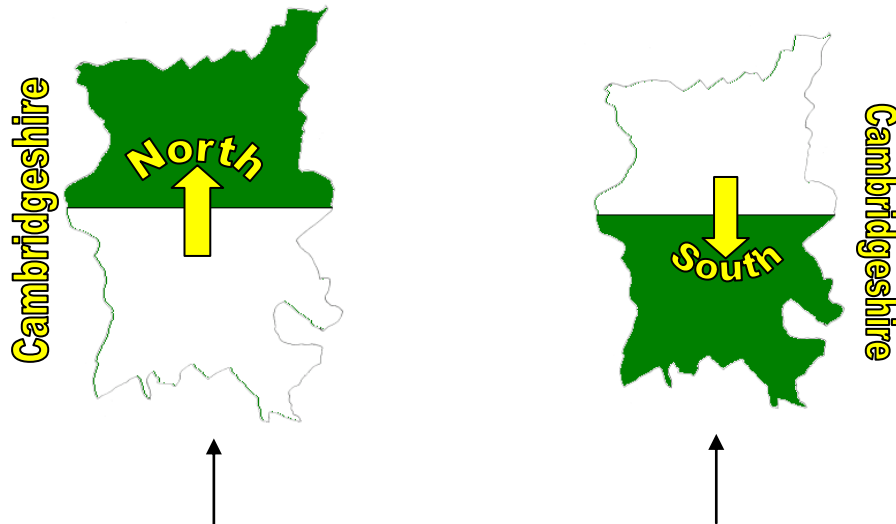


If we did this again, we would spend more time telling people about the events early on.



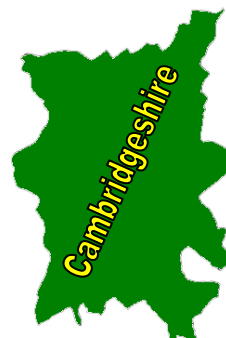
How many came?

The following table shows how many people attended each of the events across Cambridgeshire.



North of the County and Fenland 145		South of the County 106	
Over	6	Arbury	30
Chatteris	9	Trumpington	15
Huntingdon	7	Arbury	12
Littleport	17	Impington	3
Newmarket	3	Fulbourn	11
Burwell	9	Impington	25
Wisbech	41	Meldreth	10
Huntingdon	39	Groups from across the County 77	
Reach	14	Teversham	60*
		Cambridge (2)	17

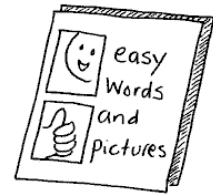
We had a good mix of people from across the county.



Accessibility

In order to meet support needs and be accessible, we did the following:

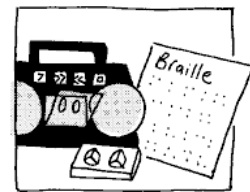
- **Flyers** – we had help from an organisation who had lots of experience in making information accessible for everyone called Raincharm. Speaking Up was also asked about how to make presentations.



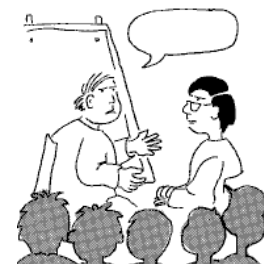
- **Physical accessibility** – all events were held in buildings that said they were accessible – where possible this was checked in advance



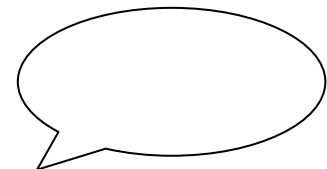
- **Communications** – Easy Read, Braille, audio CD and large print versions of the information pack and questionnaires were available.



- **Facilitators** – We had different people helping to run the sessions and supporting people to take part.



- **Appropriate language** – Presenters asked for feedback and questions so they could check people understood the questions and information.

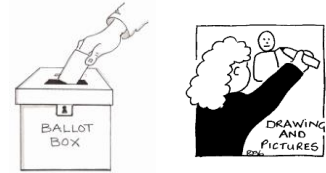


- **Appropriate presentations** – Each event included up to three presentations. These

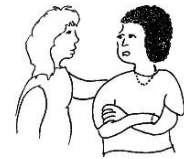


were developed as the project moved forward in response to audience feedback and issues.

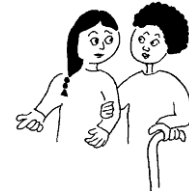
- **Props** – a lot of techniques were used to demonstrate a point or help to include people who find it hard to talk or write.



- **Advocates** – When needed, advocates were used to ensure that everybody's voice could be heard



- **Carers / support workers** – when there were larger groups of people who needed assistance to take part, carers or support workers were employed



- **Money** for coming and travel was offered to everyone who went to the events. Money was paid in different ways e.g. cash or cheque depending on preference



- **Evaluation form** – an easy read evaluation form was circulated at events and 34% returned it.

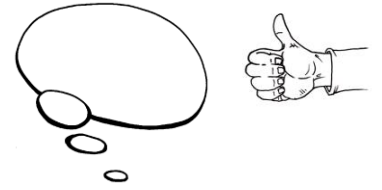


Most people said good things.
(95% said good to excellent)

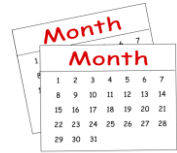


Learning from events

This is what we learnt;



- **Timing** - The events ran for 8 weeks, but Christmas Break removed 2 weeks. This was too short.



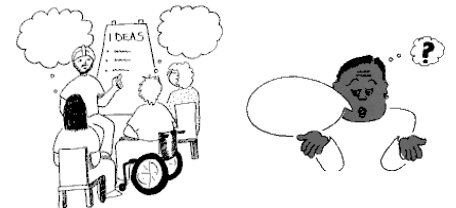
- **Budget** – the budget allowed us to change things as things went on



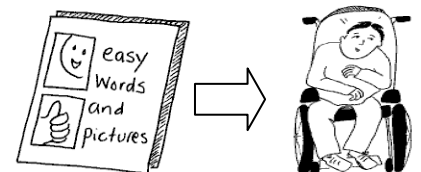
- **Organising** - All feedback was through the Cambridgeshire ULO Development Officer, so changes could be made along the way.



- **Presentations to different groups**
Delivering presentations that worked for people with all sorts of needs was difficult.



Those that were good for people with learning disabilities were sometimes not good for people who had physical or sensory impairments.

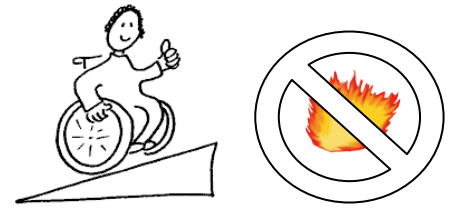


This meant that presentations had to be changed quickly once we knew who it was for.

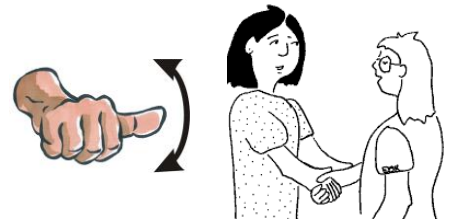
- **Numbers attending** – Sometimes people showed up who didn't book a place. This meant that sometimes there was not enough staff and we had to think about safety.



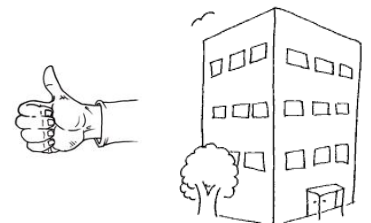
- **Accessible venues** – All events were held in buildings that said they were accessible but emergency evacuation plans of some buildings were not good enough.



- **Involvement of support workers** – some support spoke for people instead of supporting. Others did not help the people to take part.



- **Involvement of groups and organisations**– Where groups of people came to an event together, it worked really well. This is a good idea for any future events.



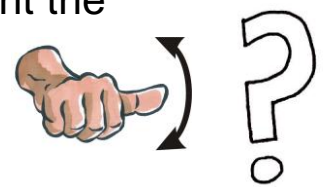
Learning from questionnaires



- **Questions were too hard** – Some people found the questions too hard. Some people couldn't read the questions (on either the easy read or standard format)



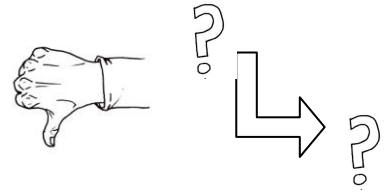
- **Relevance of questions** – Some people thought the questions weren't specific enough for disabilities. Others saw the questions as directed at a specific impairment group, such



as only for physical impairments or only for learning difficulties. It is not clear why this is.

- **Phrasing of questions –**

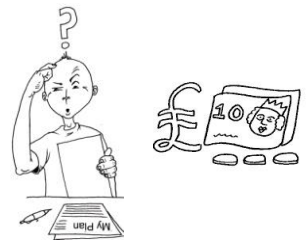
Some questions had many parts to them. People found this confusing and hard to follow. The results of question 1 show this confusion.



- **Uncertainty about responses –** Some people found it hard to answer questions where they had to imagine something that they had never experienced.



- **Knowledge of direct payments / personal budgets –** Very few people knew what this was and felt that this change was being forced on them.



Final Thoughts



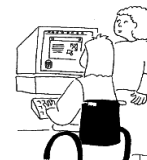
We hope this report will help make future events better.

Overall we think that this was a very useful exercise. It was a good way to introduce people to the Cambridgeshire User Led Organisation.



Thank you.

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