

Saying it Simply

The Research Question



"To what extent is the paper information provided by public services meeting the particular needs of people with learning disabilities?"

Why this question is important



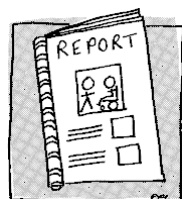
This question is important because many people with learning disabilities now live in the community and have direct contact with public services.



For example, many people have their own tenancy agreements and are the named contact for provision of utility services such as gas, electricity and telephone. Many have control of their finances through Direct Payments



20 years ago these same people might have been living in an institution, hospital or in the family home with little or no direct contact with these services.



It is important that public services produce information that is easily understood by all their customers, including people with learning disabilities.



The consequence of people not understanding information can be that they do not respond to it appropriately.

- This could adversely affect their lives.
- It could cost the public services time and money to put things right.



While there are some examples of good practice many public services have not yet responded to the needs of their customers with learning disabilities.

What we concentrated on

For the purposes of this research project we decided to investigate the paper information that people with learning disability personally receive or are given by the following public services areas:



Housing/Utilities



Health/GPs/Hospitals



Benefits/Employment



Community Care

Methodology

6 Members of GGIG and 6 support workers were trained by the Scottish Consortium for Learning Disability (SCLD) to carry out the research.

We collected data in the following ways.

Community Profile



We researched how the lives of people with learning disabilities have changed over the last 30 years.

Event



We held an event attended by 40 people with learning disabilities. We asked them what happens when they receive paper information from the following public

services:

- Housing/Utilities
- Health/GPs/Hospitals
- Benefits/Employment
- Community Care

Survey

We found out that from the research event that in many cases service users give their letters to support workers. We therefore surveyed support workers to find out if

- they understand the paper information and can explain it to their service users
- they are confident about dealing with this paper information on behalf of their service users



We thought it was important to collect this data because public services might need to be made aware that their paper information is sometimes difficult to understand by anyone.

Disseminating results



A Research Report has been produced.

It will be launched on Thursday 17 July in the City Chambers, Glasgow. The guest list will include senior management staff and practitioners working in the following public services:

- Housing/Utilities
- Health/GPs/Hospitals
- Benefits/Employment
- Community Care

After the launch, the report will also be available for download at

www.cornerstone.org.uk

www.careuk.com

www.quarriers.org.uk

www.fair-deal.org.uk

www.scl.d.org.uk

www.jarcs.co.uk