Glasgow Good Information Group

Saying it Simply!

Saying it Simply!

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Thanks

The Glasgow Good Information Group would like to take this opportunity to thank all those involved with this report, including SCLD and all the support workers who took the time to complete and return the questionnaire.

Thanks to the people who took part in the Saying it Simply event and gave their views to the research team.

We are grateful to Louise Goad who provided graphic facilitation at the Saying it Simply event. It was really useful to have pictures drawn of everything we spoke about.

We would also like to thank the organisations who make up the Glasgow Good Information Group, C-Change for Inclusion, Care Solutions, Cornerstone Community Care, Fair Deal and Quarriers. Our thanks also go to Jean Alcock, JARCS who wrote the section in this report called 'The need for this research' and supported the Glasgow Good Information Group with their work.

Special thanks to Communities Scotland for funding this research.

We would also like to thank the Scottish Community Development Centre for supporting us through the process.

Summary

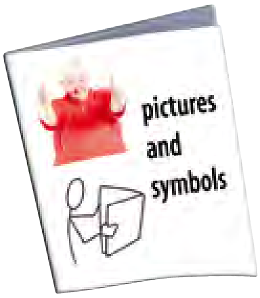
This report is about the written information provided by organisations that deliver services to the public. This includes local authorities, the health service, banks and power companies.

More people with learning disabilities now live independently. It is important to know what they think about the information they receive.

The Glasgow Good Information Group (GGIG) received funding from SCARF (Scottish Communities Action Research Fund) to find this out.

Members of the GGIG had training in how to do research from the Scottish Consortium for Learning Disability (SCLD). Then they organised an event to ask people with learning disabilities what they did with the written information they received. 40 people with learning disabilities came and gave their views. They said that they had problems understanding their mail on their own. They had ideas about how to make the information better.

SCLD also sent out questionnaires on behalf of the Glasgow Good Information Group. 157 support workers gave their views. They said that simpler information would make it much easier for people to deal with the mail they get.



This report says that information should be made clearer and easier to understand. There should be more pictures and less jargon.

Doctors, hospitals, social workers, the Department of Work and Pensions, power companies and banks all need to make their information easier to understand.

Introduction

The Glasgow Good Information Group (GGIG) was started in 2004 by a group of practitioners from organisations in the Glasgow area that support people with learning disabilities living in the community. The organisations are C-Change for Inclusion, Care Solutions, Cornerstone Community Care, Fair Deal and Quarriers. The group was supported by Speech and Language Therapists from Glasgow Learning Disability Partnership (GLDP).

In 2006 the member organisations of the GGIG asked the people they supported what they thought about the information they received. People said that the group should be led by people who receive support and this was agreed. Following this the group looked at what needed to be done. They decided to look for funding for a research project on how Local Authorities, NHS and other large organisations provide information. They also wanted to find out how this could be made better. The group were successful and were given funding from Communities Scotland (now Scottish Government), SCARF (Scottish Communities Action Research Fund) in 2007.

This is our report on our findings from the research project. We believe that action on our recommendations will help to achieve the Scottish Government's goal of a fairer Scotland.

Messages from the members of the Glasgow Good Information Group.

First of all it is a right everyone can understand something people just need to make the effort. Secondly, people are denied choices if they cannot understand the information given.
– David

The Glasgow Good Information Group has allowed service users from other organisations to voice their concern about the lack of accessible information.
– Sandra

I really enjoyed being part of the group and facilitating with the others. What I have since learned is to recognise junk mail and put it in the bin.
– Myra

I think that the Glasgow Good Information Group is good, helpful and I really like attending the meetings.
– Andrew

Everyone wins when information is made easier to understand. What is really important is that everyone who provides information makes it as easy as possible for people to read.
– Florence

The need for this research

This part of the report looks at some of the changes that have happened in the lives of adults with learning disabilities in Scotland in the last 20 - 30 years.

The aim of this part of the report is to:

- Help public sector organisations understand why they need to write letters that can be understood by their customers with learning disabilities

What do we mean by Learning Disability?

The definition of learning disability used here is taken from the Scottish Executive document "The same as you?" (1)

"People with learning disabilities have a significant, lifelong condition that started before adulthood, that affected their development and which means they need help to: understand information, learn skills and cope independently."

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(1) The same as you? A review of services for people with learning disabilities, Scottish Executive, May 2000

Where people lived in 1980

In 1980, 6,500 adults with learning disabilities lived in long-stay hospitals such as Lennox Castle. They were called patients and they were looked after by nurses.

A much larger, but unknown, number remained living in the family home looked after by their parents or other family members. A few people lived in communities for people with disabilities such as Hansel Village.

It was extremely rare for any adult with learning disabilities to:

- have a bank account
- have their own tenancy
- own a house

This meant that their names would rarely be on:

- a utility bill
- an insurance policy (other than personal insurance)
- any document that was a contract between customer and service provider

In other words people with learning disabilities:

- were rarely the direct customers of service organisations
- rarely received letters addressed directly to them
- were generally not thought of as customers

Where people live now

There are 22,859 adults with learning disabilities known to Local Authorities in Scotland. Most still live in the family home but 28% now have their own tenancies.

Now (2), over 6448 adults with learning disabilities have their own tenancies. They are called tenants. They are supported by a range of public, voluntary and private community services.

The level of support can be anything from telephone advice backed up by an occasional visit from a support worker to round-the-clock support from a dedicated team.

Only 400 people still live in long-stay hospitals.

This means that many people with learning disabilities:

- are now direct customers of service organisations such as Housing Associations and utility companies
- have their own bank accounts
- have their own insurance and so receive letters addressed directly to them

(2) Figures used are for 2006 – the most recent statistics available

Why things changed

Things started to change in the 1970s. It was decided that the large institutions should be closed and that people should live in the community with support from social services. The "Jay Report" (3) in 1979 recommended that the nurses who had been looking after people in the Institutions should also be trained in social work so that they too could move out of hospitals into the community.

However, it was not until the publication of 'The same as you?' in 2000 that really significant changes started to happen in Scotland.

One of these major changes has been the collection of statistics to chart the movement of people with learning disabilities from dependent care to independent living. You can see some of these at the end of this section of the report.

Health care

Adults with learning disabilities are now only referred to as patients if they are ill. They are registered with general practitioners and get appointments to attend hospitals in the same way as everyone else. However there is evidence that people with learning disabilities have more health problems than the general population. (4)

This means that there is a pressing need to ensure that Health Services produce clear and accessible information so that adults with learning disabilities will understand:

(3) Report of the Committee of Enquiry into Mental Handicap Nursing and Care, chaired by Peggy Jay, 1979

(4) Equal Treatment: Closing the Gap Interim Report, Disability Rights Commission, 2004

- what is expected of them
- what is happening to them

This need relates to a whole range of information that health service professionals give to patients such as:

- the appointment letter
- leaflets on a particular illness or condition
- information on how to prepare for a hospital appointment, for example not to eat or drink for 12 hours beforehand

Conclusion

"As the life expectancy of people with learning disabilities increases in future there will be:

- more people with learning disabilities
- more older people with learning disabilities
- more people of all ages with the most severe learning disabilities." (5)

People with learning disabilities have a right to expect the same level of service as everyone else.

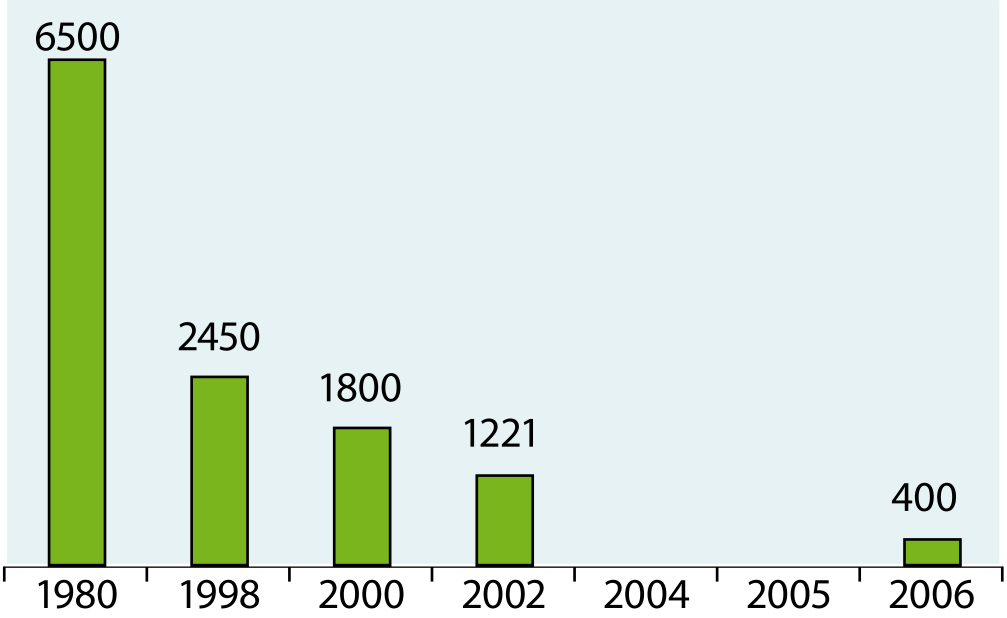
This means that the written information sent to them needs to be clear and accessible.

This requirement cannot be ignored and will not go away. All service organisations need to address this issue now to ensure that their services are as accessible as possible to all their customers.

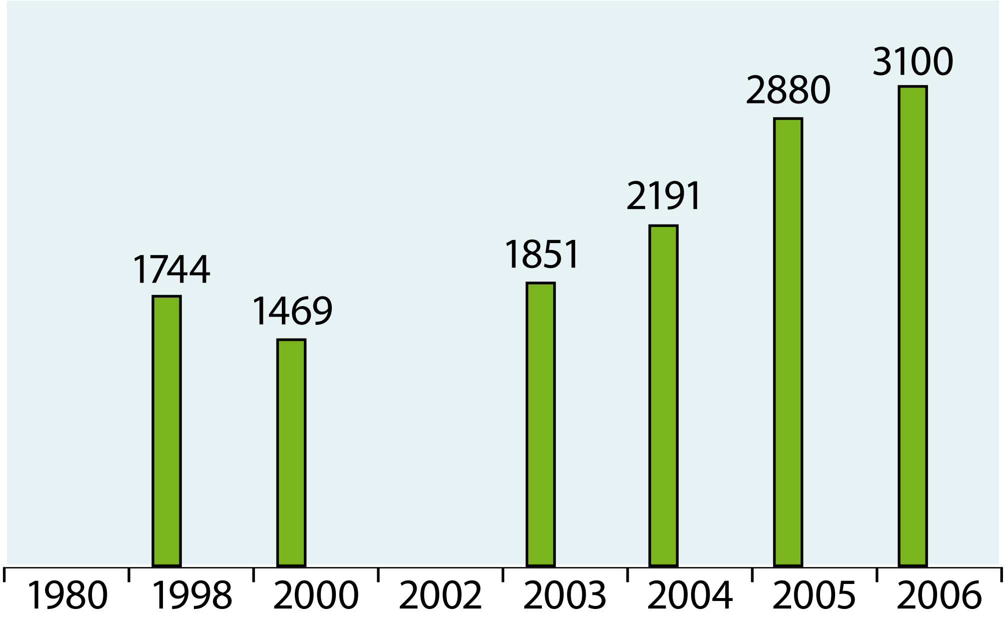
(5) Health Needs Assessment Report: People with Learning Disabilities, NHS Health Scotland, 2004

Changes in the lives of people with learning disabilities in Scotland

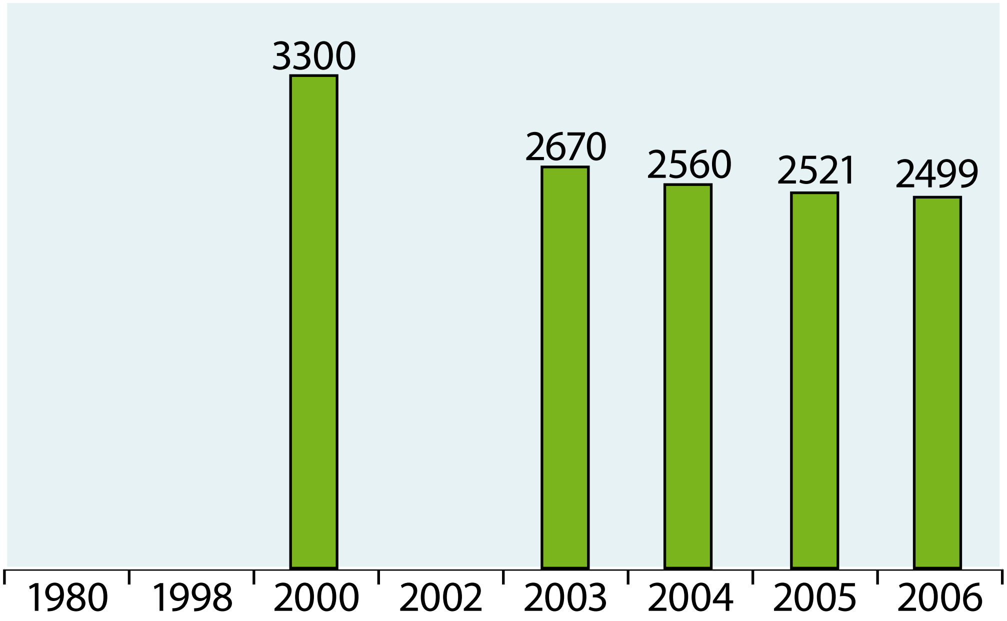
Number living in long stay hospitals



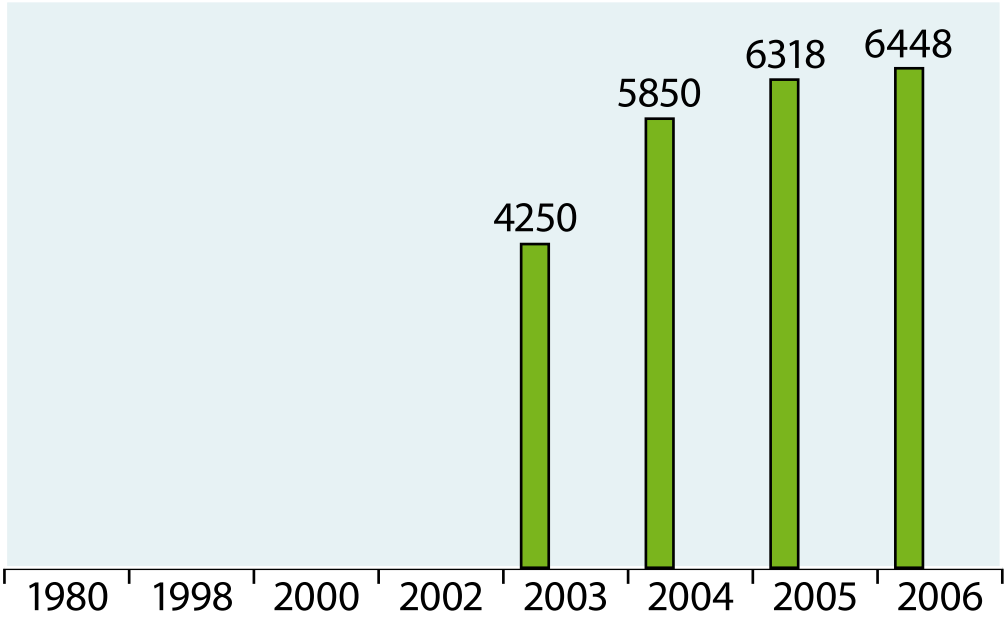
Number living in care homes



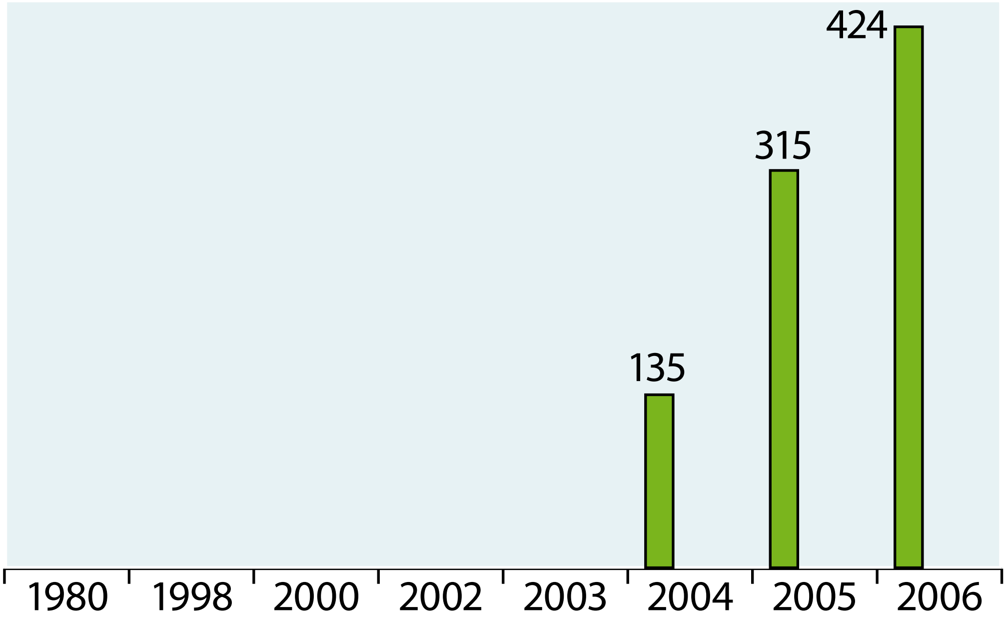
Number receiving home care services



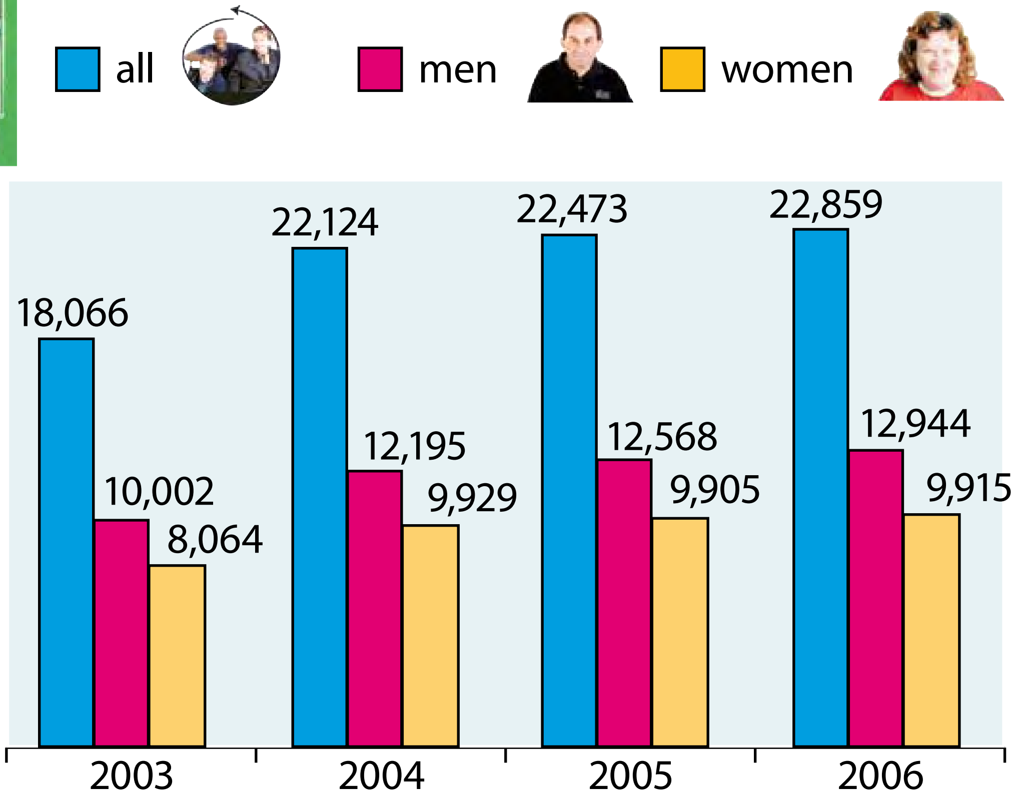
Number with their own tenancies



Number using Direct Payments



Number known to Local Authorities




29/2/08
GLASGOW GOOD INFORMATION GROUP (GGIG)
"Saying it simply!"


Presentation:
HOW THINGS HAVE CHANGED!
GGIG
Years ago, people didn't get their own

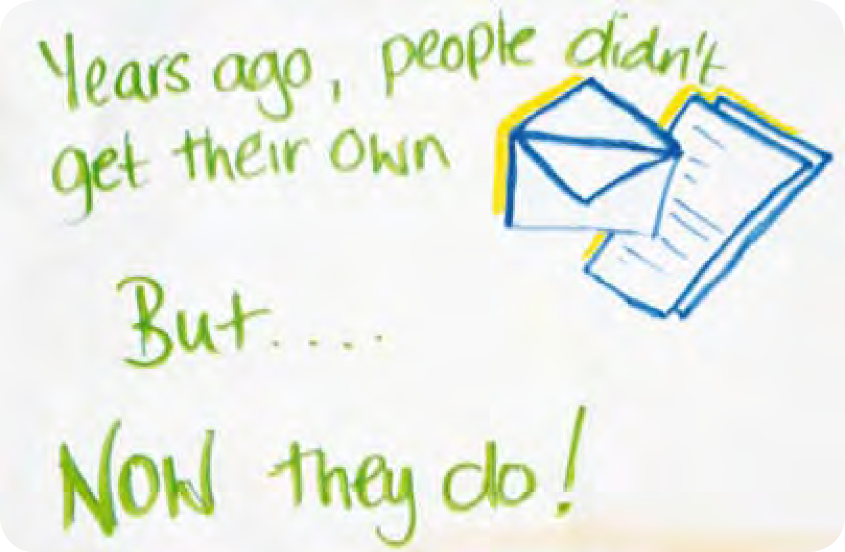
The views of people with learning disabilities

People with learning disabilities were invited to come to an event to talk about their experience of receiving letters through the post. Invitations went out to people through the networks of the five member organisations of the Glasgow Good Information Group and SCLD. The event was also advertised on the websites of these organisations.

The event took place on February 29th 2008. 45 people with learning disabilities booked, with 27 supporters. On the day, the weather was really bad, with gales and heavy rain across the west of Scotland. Despite this, 40 people (plus their supporters) turned up and took part. These people were supported by 13 different support organisations.

7 people with learning disabilities were researchers at the event. The Scottish Consortium for Learning Disability had delivered a 2 day training course in research and facilitation skills for 7 people with learning disabilities and 6 people who would support them on the day. During these 2 days this group helped to think of the research questions to be asked on the day itself.

The day was introduced with a presentation from the Glasgow Good Information Group. This presentation showed some changes that had taken place in Scotland over the last thirty years. It showed that in the 1970s and 1980s many people with learning disabilities lived in long stay hospitals, and did not have any responsibility for their money or for looking after their home. However, in the last 20 years most of these hospitals closed and more and more people were living in their own homes with support. Many of these people had duties which included paying bills, looking after their own homes and their own health.



Years ago, people didn't get their own

But....

Now they do!

The presentation made the point that a lot of information about these things came in letters, and so the question was asked, "Do you know what's in your mail?"

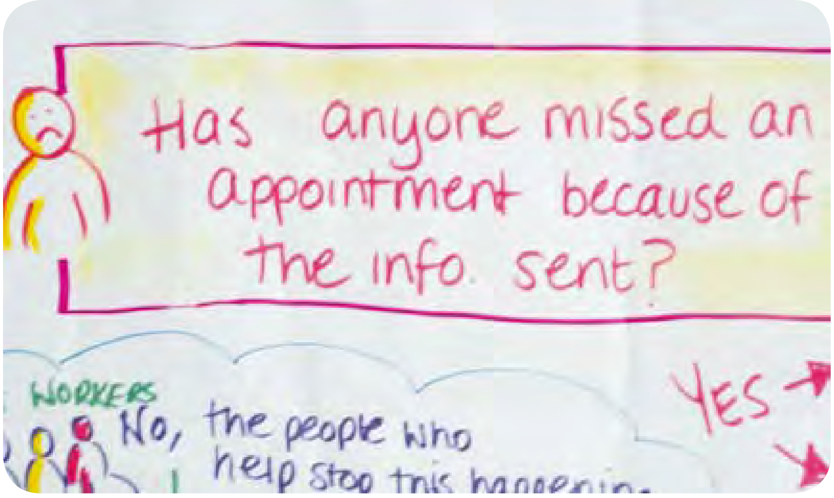
During the day the people who took part worked together in 6 small groups. The researchers asked the questions they had decided on, and everybody was encouraged to answer them. Each group had a recorder to take notes. Most groups recorded answers on a flip chart and in a notebook. This was so that everyone could see their comments being written down, and to ensure nothing was missed. It took 3 sessions for all the questions to be asked and discussed.

As well as everyone's answers being written down in groups, there was a graphic facilitator who made a record of the whole meeting in pictures. She took the things that people had said in all the groups and did a summary using words and pictures.

The researchers asked a lot of questions because they wanted to give people the chance to talk about all their experiences. There are 3 main questions that we managed to answer from all the things that people said.

1. Do people with learning disabilities find it hard to deal with the mail they get from public agencies?

Yes, a lot of people had difficulties dealing with it. Everybody said that they were unable to understand all their mail on their own. The language was unclear, and in some letters there was far too much information. It was not clear what information was important, and what was not. The writing was far too small in many cases.


Has anyone missed an appointment because of the info sent?
WORKERS
No, the people who help stop this happening
YES


What else can go WRONG?
DEBT
DUE
Bills not Paid !!
Lose out on BENEFITS
£
Interest rising → money/debt rising...


HOW DO YOU FEEL WHEN YOU GET JUNK MAIL?
ANNOYED
FRUSTRATED
Relieved
CURIOUS
PANIC
don't mind

The results for some people were quite serious. One person ended up without insurance for her home because she had not recognised a renewal letter.

“I put it in a drawer and never read it.”

Others had missed medical appointments.

“Sometimes I leave it and don’t do anything. You maybe end up missing appointments and bills. Get into debt.”

Others again had got into debt, for different reasons: because they had not understood their bank statements, or because they had signed up to a deal advertised in junk mail, without understanding the money they would be paying out.

“Sometimes I put bills in the bin by accident.”

People felt a wide range of emotions about the mail that arrived at their home. They enjoyed the feeling that others were staying in touch with them, and there was always the possibility of good news or nice surprises:

“I get excited”

“Relief”

“I’m curious”

People expressed strong feelings about the amount of mail they received, and the difficulty of knowing what it said:


Then people voted on the best letter . . .

NO ONE LETTER WAS BEST

ALL COULD DO BETTER!!

NEED SIMPLE CLEAR INFO USING PICTURES/SYMBOLS

“When I get junk mail I get panicky.”

“Not again!”

“I want to know the reason why they send me junk mail.”

“I get worried”

“Annoyed”

“Angry”

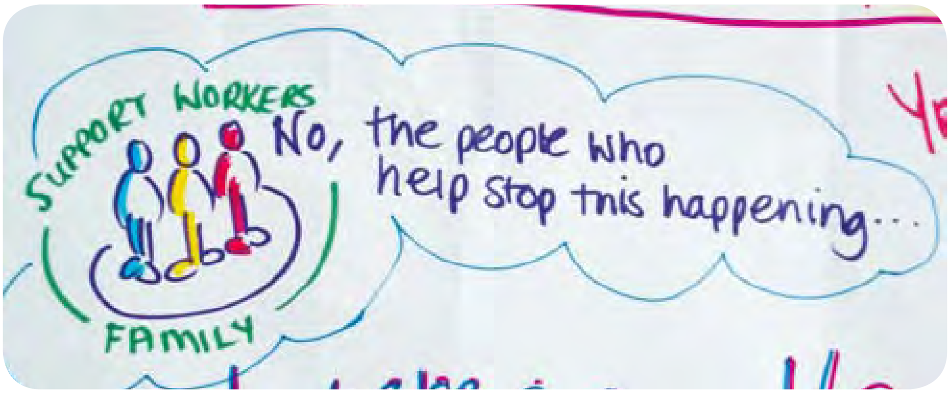
“Frustrated”

It appeared that the mail could be an extremely important and positive part of people’s lives, if only it were easier to understand.

We showed people letters from doctors, Social Work Departments, power companies and banks. We asked which ones sent the best information. Each group decided on a different order. One group thought the bank statements were clearest and the Social Work Department the most difficult. Another group said the doctor’s letter was hardest to understand. Every group thought that all the mail sent by these organisations could be made much clearer.

“mumbo jumbo on paper”

Some people reported a second problem on top of hard-to-understand mail. It was hard-to-understand phone calls. When they phoned a company to say that they could not understand a letter, they had to deal with someone who could not explain things clearly over the phone.


SUPPORT WORKERS
FAMILY
No, the people who help stop this happening...


BUT
What do you do with this mail?
? leave it ?
Give it to worker?
Is it clear?
What helps?


JUNK MAIL
GAS
OFFERS
What do you do with this mail?
RETURN TO SENDER
GIVE TO SUPPORT WORKER
PRIORITISE!
GIVE IT TO FAMILY MEMBER
DEAL WITH IT RIGHT AWAY!
BIN IT!
SORT IT!
KEEP IT!

This doubled the frustration and annoyance because it seemed like there was no way of finding out the information they needed.

“Sometimes people on the phone are not so helpful.”

2. Do people get the support they need to deal with the mail they get?

Everybody who attended said they get help to deal with their mail. This was mostly from support workers or from family. Some people lived with their family. Others had family members come to their house regularly to help them with this. A small number of people said that a friend helps them.

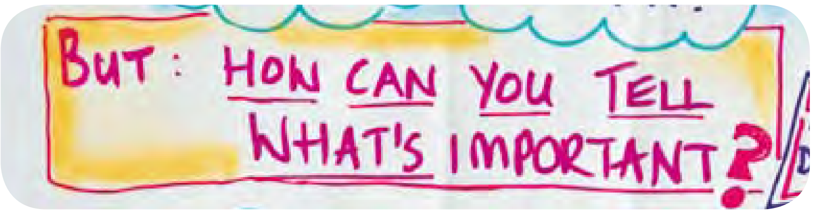
“My pal does it – I don’t like my carers to do it for me.”

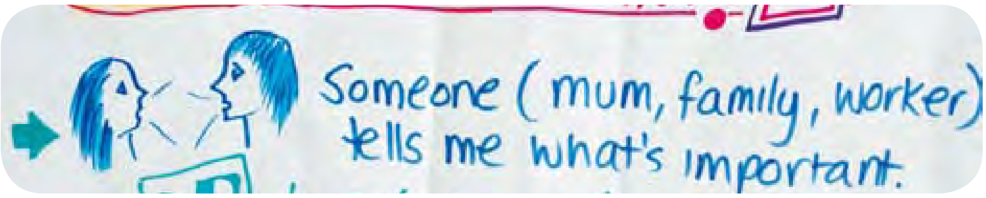
One person asked her family to deal with all her mail except for her bank statements, because she did not want them to know about her finances.

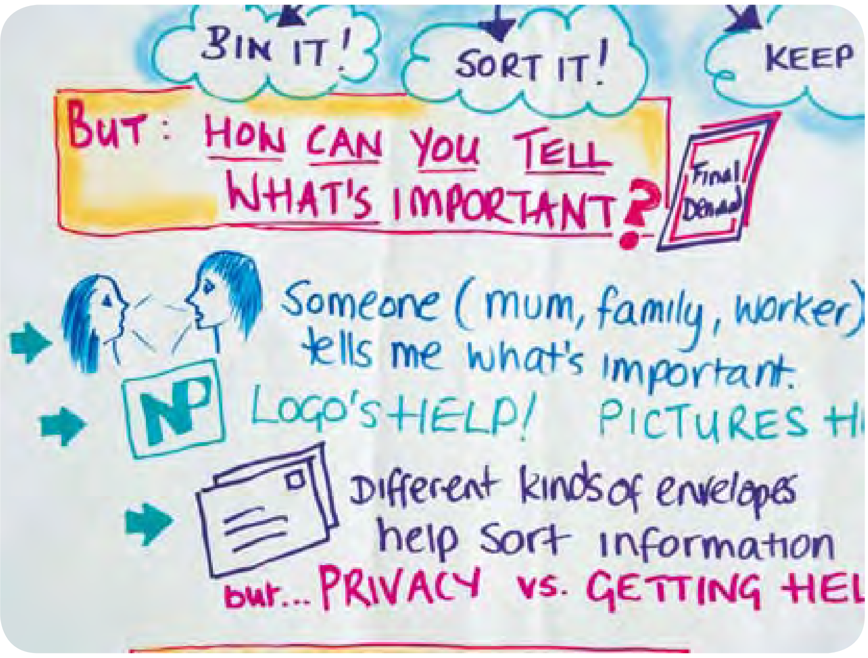
Not all support was good enough. One person told us that his home help dealt with his mail. However, she only came in one day a week. Because of this he missed an appointment and had great difficulty getting another one.

In each group people said that they sorted out important letters from unimportant ones as a first step. Different people had different ways of doing this. A common way was to keep letters that came in an envelope and to throw away everything else as junk mail. One person said a brown envelope was definitely important.


tells me what's
Logo's HELP!


But: HOW CAN YOU TELL WHAT'S IMPORTANT?


Someone (mum, family, worker) tells me what's important.


BIN IT!
SORT IT!
KEEP
But: HOW CAN YOU TELL WHAT'S IMPORTANT?
Final Demand
Someone (mum, family, worker) tells me what's important.
NP
Logo's HELP!
PICTURES H
Different kinds of envelopes help sort information
but... PRIVACY vs. GETTING HEL

Some people opened the envelopes and read as much as they could understand. One person thought that a letter was important if it had his name on it. If not, it was unimportant.

A logo on the envelope or the letter helped to identify who it had come from. One person who had bad eyesight used the quality of paper as a guide:

"Letters with company logos are important."

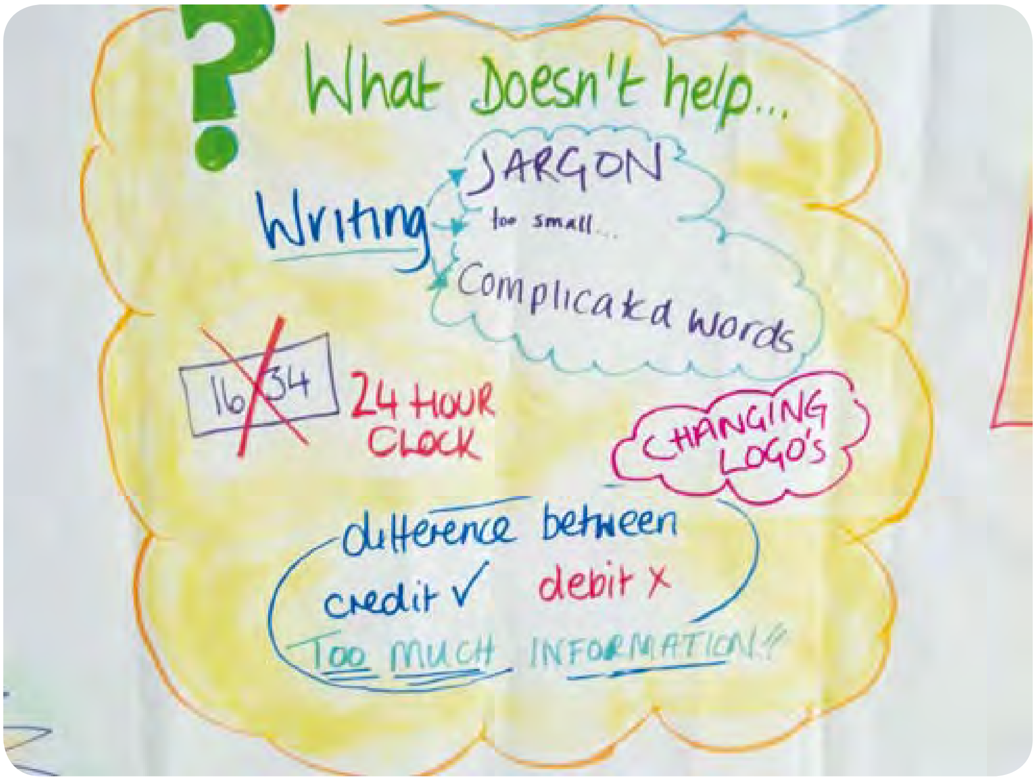
Once people had divided the mail into "important" or "not important" they kept the important mail until help arrived. Some people said they threw away the mail that was not important. Some read it first and others did not read it, but kept it until someone else confirmed that it could be thrown out.

None of these systems are perfect. In every group there were stories of important information being missed, as we have already said. However, there is also the issue of independence. A number of people wished they did not have to rely on their family or staff for this amount of help:

"I'd like to be able to read and understand my own mail without relying on my family or support worker."

They wanted to be able to deal with the mail themselves. They felt that they could do this if only the information was clearer. It was very frustrating that they had to rely on other people.


Appointments • bills • letters •
What helps – appointments / letters / bills
JAN 8
SIMPLE WORDS
COLOUR CODING LETTERS
SYMBOLS PICTURES PHOTO'S
DIRECTIONS
from workers
from family
EXPLANATION


What Doesn't help...
Writing
JARGON
too small...
Complicated words
16:34
24 HOUR CLOCK
CHANGING LOGO'S
difference between
credit ✓ debit ✗
TOO MUCH INFORMATION!!

Family and support staff helped with reading the mail, and also helped to deal with the information. Examples given were:

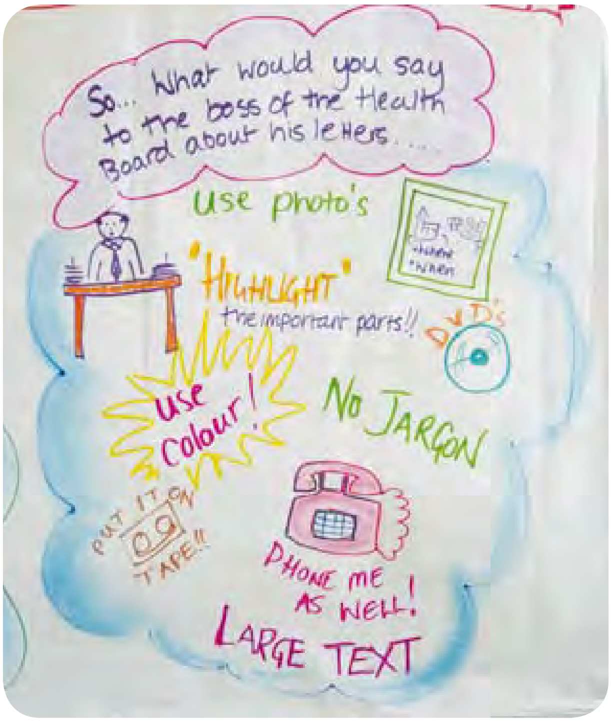
- Help to pay the bills
- Support to get to the doctor's
- Support to get to other appointments, such as with a social worker

Most people said that they got the help they needed to deal with the information in their mail. But some people did not like having to rely on others to help them. Sometimes other people dealt with their bills and other business without consulting them. In every group there were some people who did not know how much money they had or what they owed because somebody else handled their letters without explaining things to them. This left them feeling frustrated and powerless. It would be better if the information in the letters was easy for them to understand.

"They read it to me - I don't know what happens to it after that."

"I think they put it in my flat where my stuff is."

In addition, some people were not happy that they had to let their family know all their business. They wanted more privacy than that. Again, they had no choice but to ask a family member for help. Not everybody felt this way. Some people said they wanted to understand what was in their mail, but were quite happy for their family or staff to deal with it.



3. Solutions: What would make it easier to deal with mail?

We asked people to imagine that the group's facilitator was the boss of the local health board. We asked what they would say to him to help him improve the letters he sent out to people.

These are the suggestions of all the groups:

To the boss of the Health Board:

- Please send out appointments in plenty of time
- Find out if we need a reminder and send one out if we do
- Make the writing in the letters bigger
- Put pictures beside the words to explain them
- Use photographs too
- Use a coloured envelope that means it's a letter from the Health Board

- Don't use jargon
- Put the most important information in big bold print
- If this is an appointment letter, say clearly:
    - What I'm going for
    - Where I've to go
    - When I've to go
    - Who I'm going to see
    - How long it will take
- Send me the information on a tape if I need it like that

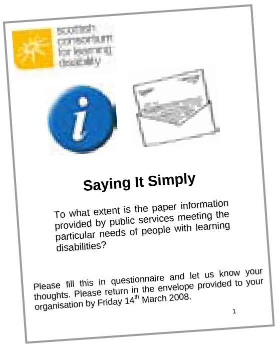
Thank you.

People had already said that all organisations sent out letters that were hard to understand. So most of these answers apply equally to all the other organisations concerned:

- Social Work Departments
- power companies
- banks

The views of support workers

Summary



scottish consortium for learning disability

Saying It Simply

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

Please fill this in questionnaire and let us know your thoughts. Please return in the envelope provided to your organisation by Friday 14th March 2008.

1

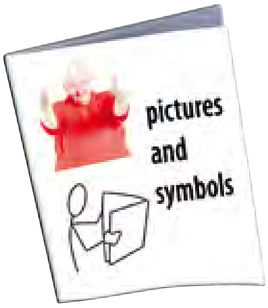
This research gave support workers the chance to tell us about their roles in supporting people to deal with mail and how they feel about doing this work. We sent questionnaires to support workers in five organisations to find out whether they thought it was part of their job to support people with their mail. We also wanted to know how they got on with doing this and how they felt about it.

We had 157 questionnaires returned. Most of the support workers who replied were women aged between 35 and 54 years old.

Just about everyone agreed that it was their job to support people to understand information they receive and to act on it.

Support workers were supporting people to deal with lots of different kinds of mail, from important things like bills and account statements to everyday junk mail.

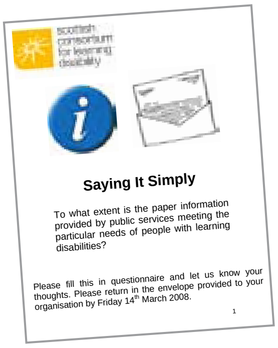
Most of these workers were supporting more than one person but most still said that they felt confident in supporting people with their mail.



However workers did experience some problems and most suggested some improvements which they felt could make their job easier. A lot of support workers said that making information easier to understand by using simpler language and pictures would help, while others felt more support and training was needed for the support workers themselves.

How we found out their views

This survey was conducted with support workers to find out what issues they come across in supporting people to deal with their mail.



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1

A questionnaire called “Saying it simply” was designed to find out about people’s experiences. The questionnaire looked to explore to what extent the paper information provided by public services is meeting the particular needs of people with learning disabilities. It asked questions about the people being supported and about the work of the support worker themselves.

Support workers were asked about their roles in helping people to deal with their mail and their experiences of doing so. The questionnaire asked about the problems supporters have with supporting people to deal with mail. It also asked about the kind of support they provide and the feelings of the support worker.

Support workers were asked to fill in the questionnaires and these were collected by the different organisations and sent back to SCLD. Support workers were not asked for their personal details so no one knows who filled in a questionnaire. 157 responses were received and the information was analysed. The results can be read further on in this report.

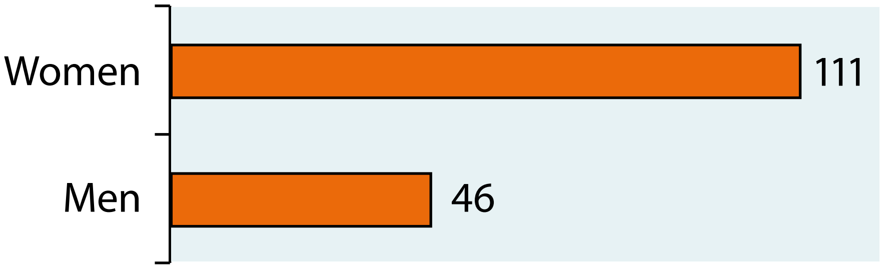
You can get a copy of the questionnaire from SCLD

☎ 0141 418 5420

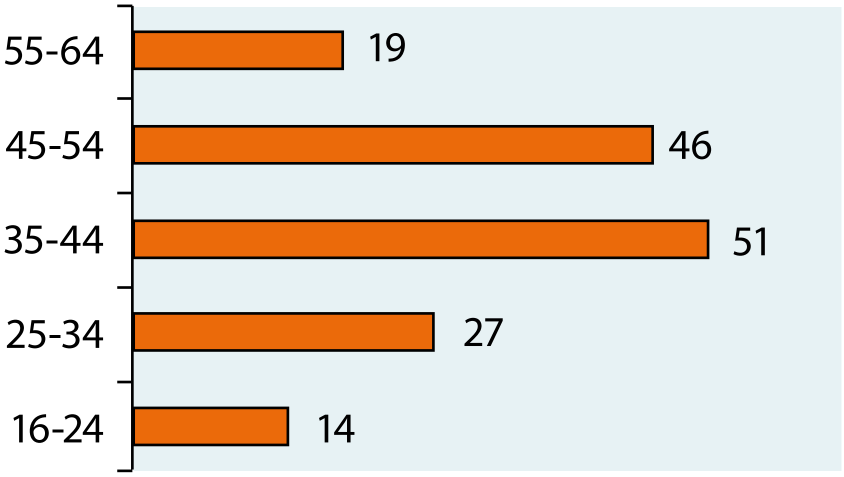
@ consultancy@scld.co.uk

About the support workers

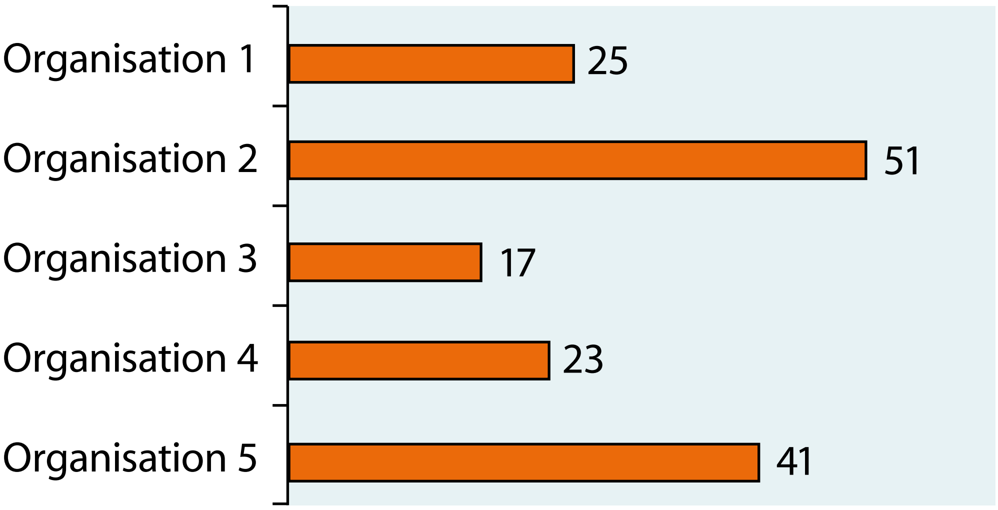
157 support workers filled in a questionnaire. Nearly 1 in 3 of those who replied were women.



Well over half were aged between 35 and 54 years.

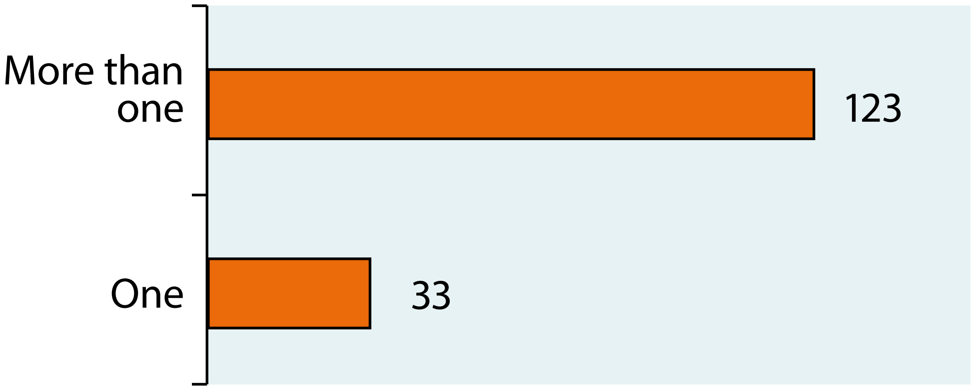


Every organisation was asked to complete and return 20 questionnaires. The numbers each organisation returned are below.



The people they support

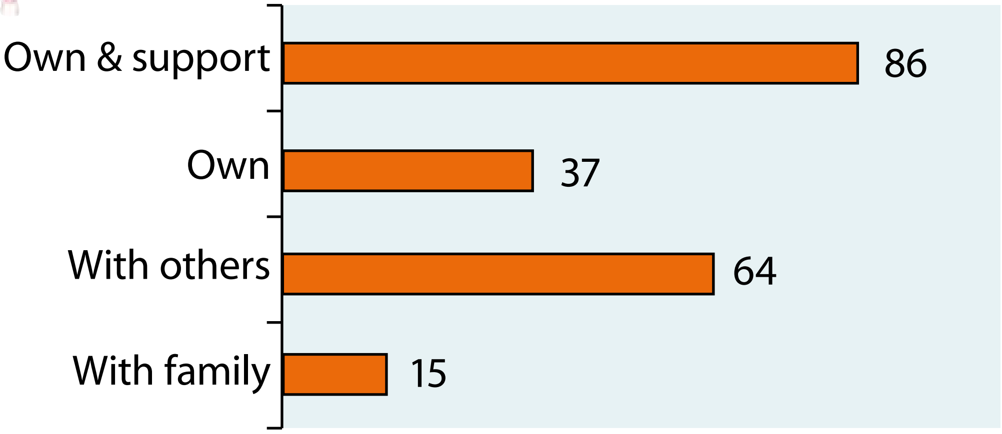
Most workers (123) who replied said they support more than one person. Just 33 of them supported only one person. One person did not answer this question.



Most of the people they supported were living on their own, rather than with other people who received support. Of the 123 people not living with others receiving support, 86 had support workers staying with them and 37 did not.

64 people lived with others who received support.

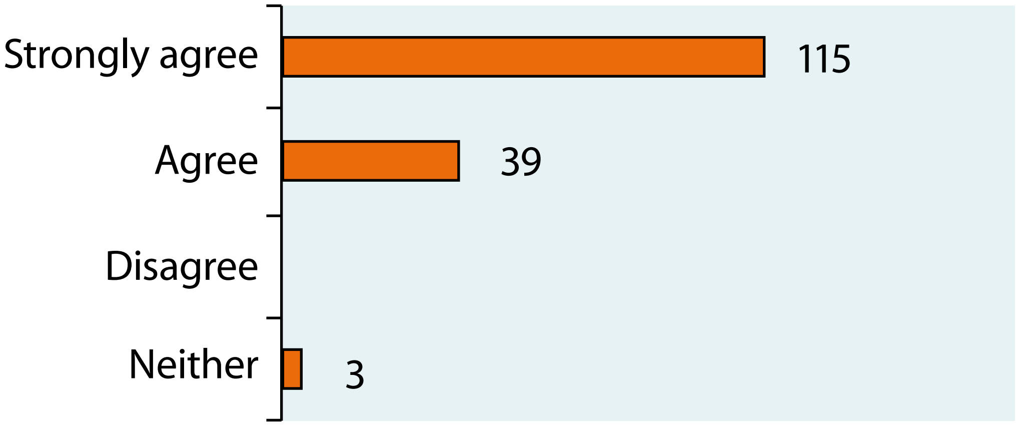
A small number of people lived with their families.



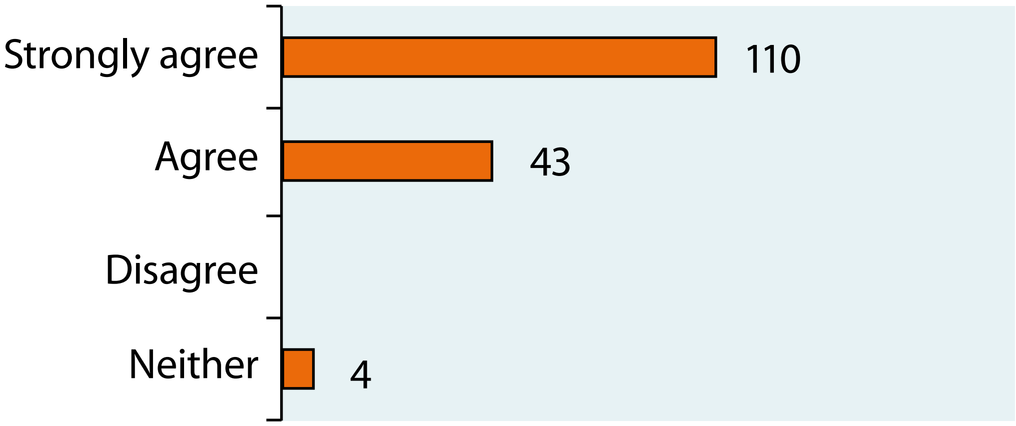
Supporting people with information

Support workers were asked about their roles in supporting people to deal with their mail. Some questions took the form of statements and workers were asked to say whether they agreed or disagreed with what was being said.

154 support workers who completed a questionnaire agreed that it is their job to assist the people they support to understand the information in the letters they get. This is nearly all those who replied (98%).



Similarly, 153 (97%) support workers agreed that it is also their job to support people to act on information in the letters they get.



There were a small number of people who neither agreed nor disagreed with the statements. Most of these people said that responsibility for mail lay with other people:

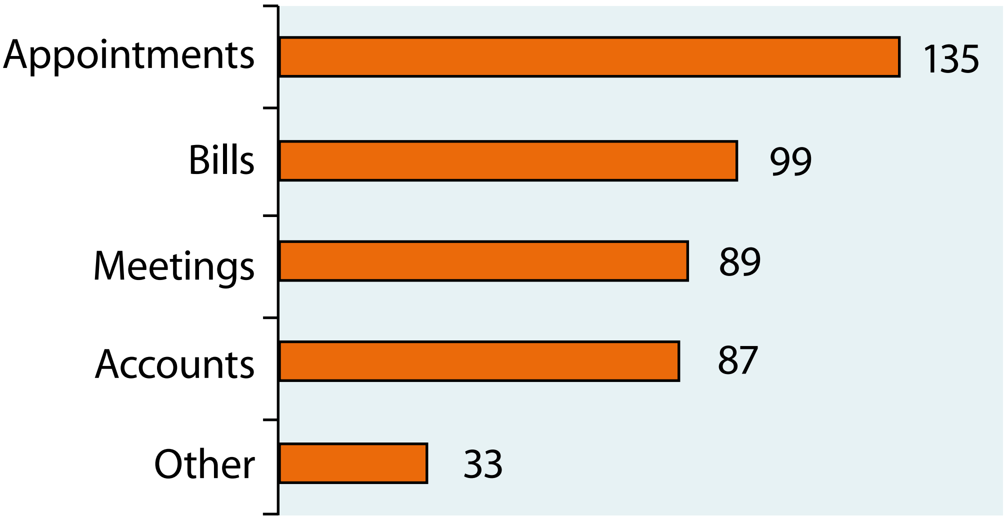
"I have no control over my service user's mail, parents do it"

"I don't deal with the letters, I leave them for my team leader".

Nobody who answered this question disagreed that it was their job to support people to understand information or to act on it.

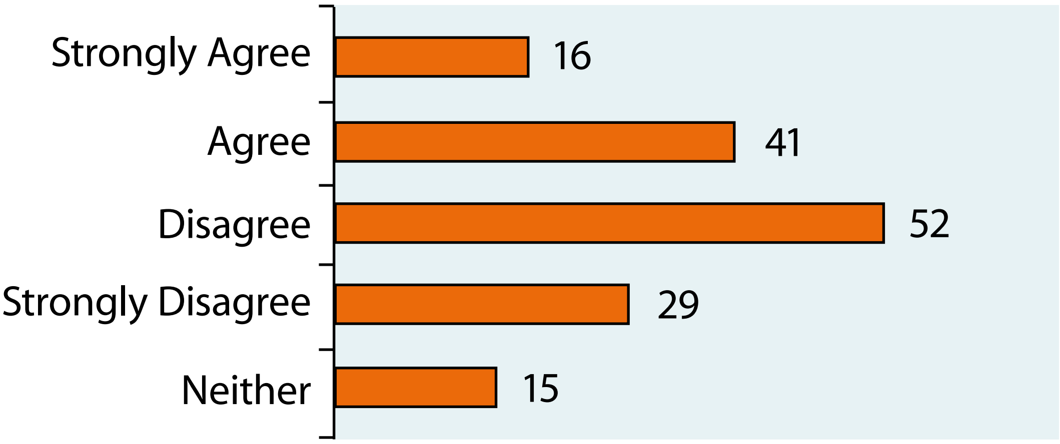
The kind of support provided

We asked the support workers what kind of mail they had assisted people with over the last 6 months. Appointment letters was the biggest category. But support workers had also assisted people with bills, papers for meetings and account statements.

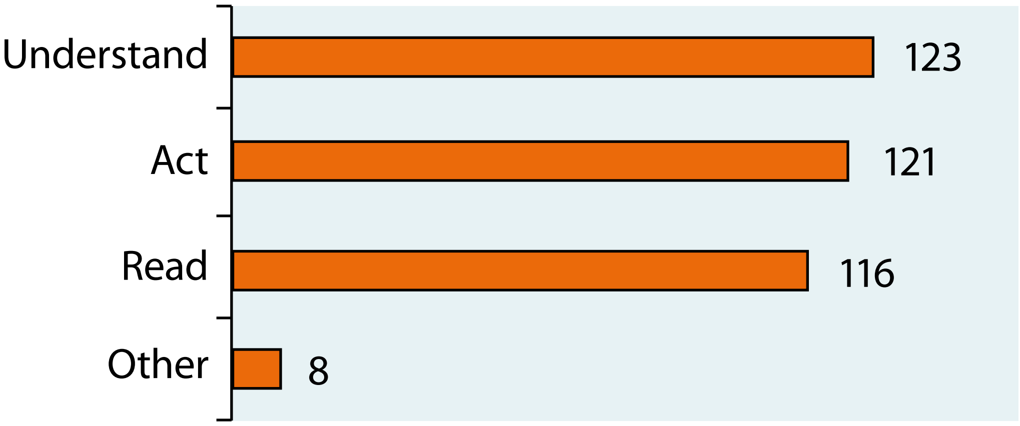


Other types of mail that support workers said they helped with included letters about benefits, mobility allowances and holidays (8), personal letters and invitations (3), junk mail (2), housing letters and voter information.

Just over a third of the support workers agreed that sometimes the people they supported threw out important information because they did not realise what it was. But half disagreed.



The kind of help that support workers said they gave was evenly divided between help to read, to understand and to act upon the information.

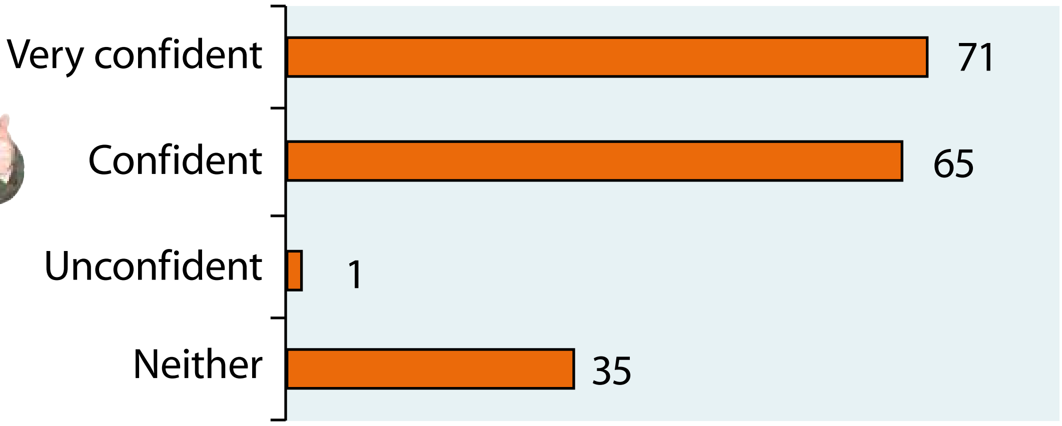


Other support mentioned was filling in forms and filing papers safely.

How support workers feel

Support workers were asked about how they feel about assisting people to deal with mail.

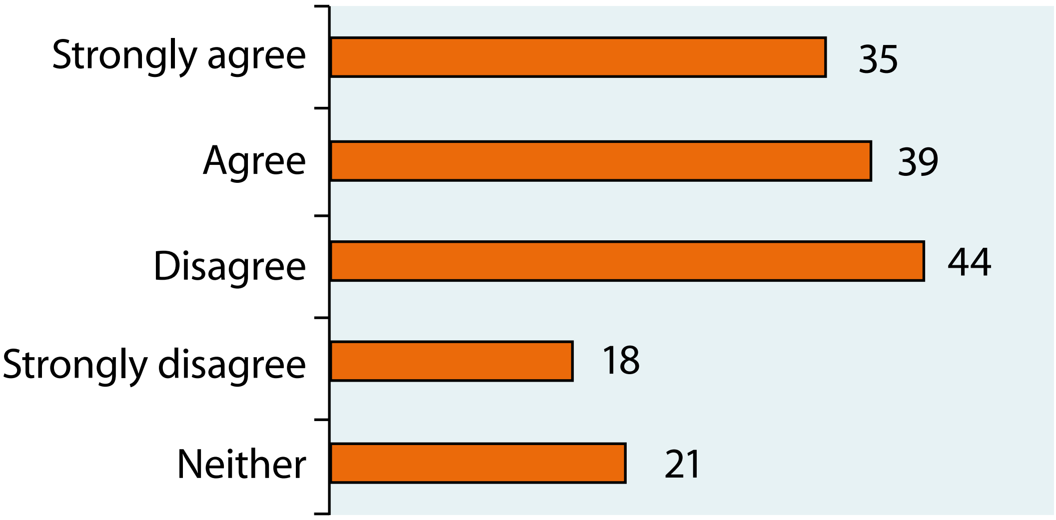
Most support workers agreed that they felt confident assisting people to deal with the information they received.



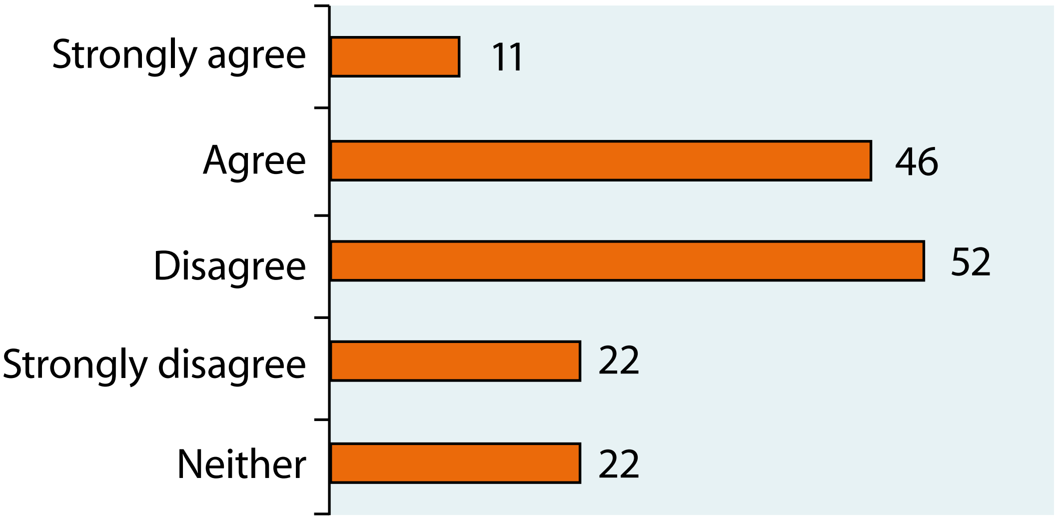
In total, 136 support workers said they were confident in supporting people to understand and act on the information in the mail they receive. Only 1 person said they felt unconfident while 35 people answered that they felt neither confident nor unconfident.

The problems with assisting people with their mail

Over half the support workers agreed that they had problems supporting people with their mail. However over a third did not.

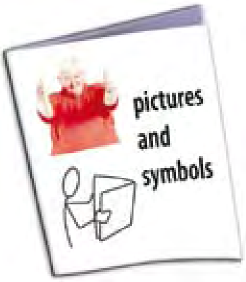


But half said that they were sure what to do about the information themselves. Over a third agreed that sometimes they were not sure themselves what to do about the information the person they supported received.



What would help?

Simpler information was the most important thing that support workers said would help them to assist people. Nearly a third of them thought this.



"Sometimes forms are too complex to be understood by service users."

"Simplify the information, use easier words, concepts and grammar. Cut out the ambiguity in much of the information."

Support workers also needed access to ways to make information easier to understand and to have training.

The kinds of resources that support workers wanted more access to were pictures or symbols to help them explain information. For example:

"Use of large print documents, use of symbols or pictures could be of assistance".

Support workers need knowledge themselves to assist people with the information they receive. One person said:

"I think it would be beneficial for staff who are dealing with benefits and benefit forms to have a better understanding of the benefit system".

Conclusion

Support workers provide an important role in helping people to understand and act on the information they receive in their mail. It is clear from this research that they are doing a good job but that more could be done to help.

Information in the letters sent out to people needs to be easier to understand. Support workers should be offered training in areas they are not confident in to make sure that everyone is able to understand the mail they receive.

Recommendations

1. More people with learning disabilities are living independently. They have a right to expect the same level of service as everyone else. This means that written information sent to them needs to be clear.

All service organisations need to address this issue.

2. 40 people with learning disabilities reported that they all had difficulties understanding their mail. It was often not clear what was important and some people have missed appointments or got into debt as a result. Many would like to be able to understand the information better so that they can be more independent.

Doctors, hospitals, social work departments, the Department of Work and Pensions, power companies and banks should make their information easier to understand.

They should make the important information clear and use pictures and photographs. No jargon!

They should be more helpful when people phone up about letters they have received.

3. Many people say it would help to have clearer information but everyone has different needs.

Organisations should have more contact with people with learning disabilities to find out what would make things easier.

4. A survey of support workers showed that access to ways to make information easier and to training would help them to assist people better with the mail they receive.

Provider organisations should recognise that supporting people to understand information is part of a support worker's job.

Support workers should have access to the information and training they need to do this. Support workers may also need support to understand some kinds of information.

Saying it Simply would reduce anxiety and increase independence. It would help organisations achieve their goals by reducing missed appointments and failures to respond to important information.

It's simple!

Supporting People to Live the Lives They Choose

C-Change for Inclusion is a Supported Living Organisation working in and around Glasgow, supporting Adults with learning difficulties and/or mental health issues to live in their own homes with the lifestyle they choose.

C-Change are committed to producing information in a format that is accessible and can be easily understood by all the people we work for and work with. We are members of the Glasgow Good Information Group, a group of organisations that provide a service to adults with a learning disability.

For more information on C-Change for Inclusion, please contact:

June Dunlop, Office Manager

☎ 0141 418 7167

@ june.dunlop@c-change.org.uk

Cornerstone Community Care is a Scottish Charity that provides services for adults and children with learning disabilities and other additional needs.

Cornerstone fully supports the Saying it Simply research project and Glasgow Good Information Group.

Cornerstone has been providing services for 28 years and we pride ourselves on providing high quality services that help us to meet our Aim 'to enable people who require our support to enjoy a valued life'.

For further information on Cornerstone and the services we provide please contact:

✉ Cornerstone Community Care
Kirkhaven Business Centre
120 Sydney Street
Glasgow, G31 1JF

☎ Telephone: 0141 550 7580
Fax: 0141 550 7589

Website: www.cornerstone.org.uk
@ E-mail: enquiries@cornerstone.org.uk

scottish
community
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centre

Glasgow Good Information Group received SCARF funding in the form of mentor support and a grant to carry out “research to investigate what people with learning disabilities do when they receive letters from a public service”.

What is SCARF?

SCARF stands for Scottish Community Action Research Fund. It has provided grants to community organisations to develop skills to research their own needs and become more effective.

The fund was provided by Communities Scotland (now Scottish Government) and is managed by the Scottish Community Development Centre.

It has supported community organisations that want to improve the quality of life for everyone in their communities.

What is SCARF for?

Its aim has been to help build strong community organisations. Such organisations:

- know about the needs of their communities and the problems that people face
- know about the strengths and abilities of their community
- know about the services and resources available to them and the gaps
- know about what sort of action can be taken and how to take it.

scottish
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As a result they:

- are influential and respected
- make life better for their communities.

To gain the knowledge they require, strong community organisations have carried out research for themselves. SCARF has helped community organisations to learn the skills to do this.

Helping community organisations to demonstrate that their actions are based on good evidence makes them more effective. They can:

- be more successful in getting support for their work
- provide better services
- have more influence in partnerships
- be more effective campaigners.

What SCARF provides

SCARF provides three things:

- Support from a mentor (someone with a lot of experience of community led research) who helps community organisations to learn about doing research and plan their project
- Funding to enable them to carry out their project and make use of the lessons they learn
- On-going support and guidance from SCDC staff.

A SCARF project leaves community organisations with the skills and confidence for investigating and tackling new problems.

Everyone wins when information is made easier to understand.

Quarriers were one of the first members of the **Glasgow Good Information Group**.

We are glad to continue to play a major role in supporting the work of the group.

We are also very proud to be part of the research and salute the members who have worked so hard to produce the report.

Hopefully this report will encourage everyone to think more carefully about information they send.

www.quarriers.org.uk

Quarriers

Caring and support for positive living

Quarriers is a Scottish Registered Charity No SC001960

Quarriers is a Scottish-based charity providing practical support and care for children, adults and families at any stage of their lives. We challenge inequality of opportunity and choice, to bring about positive change in people's lives.

We work with:

- Adults and Children with disability
- Children and families
- Young People
- Homeless young people
- People with epilepsy
- Carers

To find out more about the range of support Quarriers offers individuals and families.

Call 01505 616000 or visit www.quarriers.org.uk

scottish
consortium
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disability

Building respect in the
Scottish community

Equality is a right!

You can make it happen

We can help you do it

For information on how accessible information, inclusive training and consultancy can support equality in your organisation, contact:

✉ Scottish Consortium for
Learning Disability
Adelphi Centre, Room 16
12 Commercial Road
Glasgow
G5 0PQ

☎ Tel: 0141 418 5420 Fax: 0141 429 1142
@ Email: consultancy@scld.co.uk
🖥 Web: www.scld.org.uk

How to say it simply –
book this course for your organisation!

References

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Report of the Committee of Enquiry into Mental Handicap Nursing and Care, chaired by Peggy Jay, 1979

Equal Treatment: Closing the Gap Interim Report, Disability Rights Commission, 2004

Health Needs Assessment Report: People with Learning Disabilities, NHS Health Scotland, 2004

Where can I get more copies of this report?

Further copies of this report are available from:

Scottish Consortium for Learning Disability
Adelphi Centre, Room 16
12 Commercial Road
Glasgow
G5 0PQ

Tel: 0141 418 5420

Fax: 0141 429 1142

Email: consultancy@scld.co.uk

Web: www.scld.org.uk

This document can also be downloaded from:

www.careuk.com

www.c-change.org.uk

www.cornerstone.org.uk

www.fair-deal.org

www.quarriers.org.uk

www.scld.org.uk

www.jarcs.co.uk

Glasgow Good Information Group

If you would like more information on the group please contact June Dunlop on 0141 418 7167 or june.dunlop@c-change.org.uk

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