

North Lanarkshire Disability Forum
Stakeholder Survey
January 2023



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1. Introduction

1.1. Purpose

The mission statement of [North Lanarkshire Disability Forum](#) (NLDF) states that the aim of the organisation is to provide up to date information that supports people with a disability and their carers to live as independent a life as possible. The organisation offers support that promotes good mental, physical and emotional wellbeing. NLDF aims to help empower people to have choice and control.

NLDF want to ensure that they:-

- Continue to support people in helpful ways;
- Develop information and support services that meet the needs of people with disabilities and their families;
- Work well with other organisations that also support people with disabilities and their families.

As NLDF looks towards the future and the next planning period, it was decided that a short stakeholder survey should be issued and the feedback used to:-

- target service developments;
- inform future funding submissions/applications;
- determine resource allocation; and
- to provide assurance to NLDF's board, partners and funders.

1.2. Scope

The stakeholder survey was designed to gather feedback from:-

- People with disabilities;
- Family member, unpaid carer, friend or neighbour of a person with disabilities;
- Staff from health and social care working with people with disabilities;
- Staff or volunteers from the community & voluntary sector working with people with disabilities.

Of particular interest, was feedback from people who had received information or support from NLDF within the last 12 months, although all feedback has been considered.

1.3. Method

The survey was designed in collaboration with the manager of NLDF and created using Microsoft Forms. See Appendix 1. Half the questions posed allowed respondents to submit free text responses.

The form remained open for responses from 16 January 2023 to 30 January 2023.

A paper copy of the form was available on request.

All responses to the survey came via the online form.

2. Analysis

2.1. There were **68 unique responses** to the survey.

2.2. Chart 1 shows who responded to the survey. 19% of respondents were people with disabilities but the largest group of responses came from people who worked in health and social care services: 53%

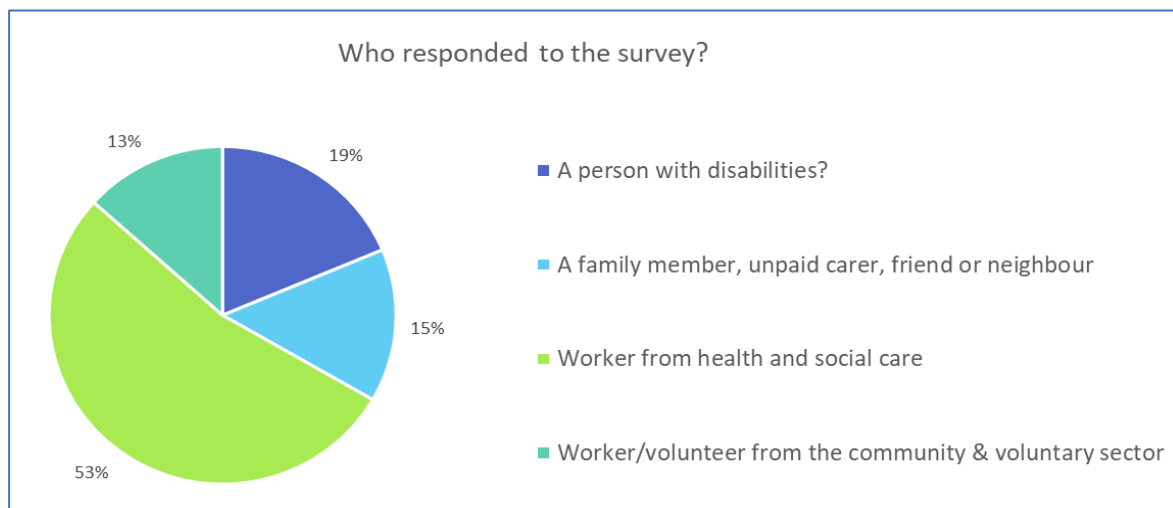


Chart 1

2.3. 71% of respondents received information and/or support from NLDF in the last 12 months.

2.4. 99% of the responses were wholly positive about the services provided by NLDF.

2.5. "What's good" themes

81% of respondents answered this question.

Positive comments focused on the people who provide NLDF services: the staff. Comments indicate that the service provided is:

- helpful and friendly;
- informative;
- supportive;
- responsive;
- reliable; and
- efficient.

Respondents feel that staff are approachable, knowledgeable and they feel listened to.

"Working alongside NLDF to reach a common goal for our clients is always a wonderful experience. The team offer a wealth of knowledge and flexibility in this."

2.6. "Even better if" themes

74% of respondents answered this question.

Some of the responses continued the positive feedback about the NLDF service and staff. Some comments appealed for "more": including activities, service and support which may not be in NLDF's scope of activity, remit or current financial status.

"I feel that the work and support that is offered would greatly benefit people out with north Lanarkshire."

Generally, the comments here were indicating that the service NLDF provided would be better if:-

- there were more staff to help a greater number of people with a wider range of activities;
- the service could be more flexible;
- more people were aware the service existed and what they could support people with.

2.7. Ideas and suggestions themes

57% of respondents answered this question.

The responses highlighted ideas and suggestions in relation to the following themes:-

- **Information:** eg self service information resource (possibly linked with Locator/Making Life Easier), information sheets/leaflets containing links and contacts to other agencies and support organised by topic, holding an information/open day;
- **Awareness:** all respondent groups indicated that there was a need for greater awareness about NLDF and the services it provides with suggestions including leaflets/flyers, increasing social media presence, updating the website with service provided, sharing examples of success stories and partnership working;
- **Access:** some respondents would like to see greater access eg more face to face meetings, consideration for people who are not on line (more by post?), drop in service, on line referral form; self referral routes, consideration of people with mobility issues living semi rurally;
- **Activity:** some respondents suggested they would appreciate activities eg group meetings, community based activity, drops in.
- **Young people:** there was suggestion that NLDF could curate current available resources available for young people with disabilities.

"It has been a life link to patients in the practices who are isolated and limited with mobility."

3. Conclusions

The survey results clearly demonstrate that NLDF staff are held in **positive regard** by all groups of respondents. The comments underline the fact that NLDF staff, many of them named warmly, **are** the service and that their expertise, approach and manner are what underpins this apparently successful organisation.

"Pauline was fantastic she explained everything and was easy to talk to"

The services provided by NLDF are obviously **valued**, again by all groups of respondents, as knowledgeable and consistent source of information, advice and guidance on disability related issues including self directed support and benefits.

"NLDF are an excellent service who we partner with several times per week. Without the service our users would lose out on expertise around benefits and income maximisation."

The survey has highlighted that respondents feel that they would like to see more of and from NLDF. Section 2.7 highlights five **areas for improvement**, summarised in the chart below, along with some more specific ideas and suggestions.

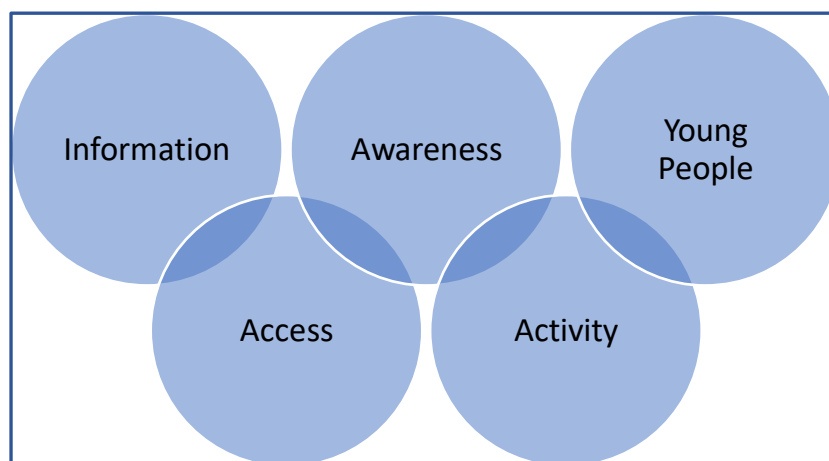


Chart 2

4. Recommendations

- 4.1. Manager and NLDF Board to acknowledge the survey results and the findings in this report, especially the positive comments about NLDF staff;
- 4.2. Manager and NLDF Board to share this report (excluding confidential contents) with staff

- 4.3. Manager and NLDF board to consider, in light of NLDF mission and purpose, financial and staffing constraints, the five areas for improvement highlighted and develop an action plan designed to support developments;
- 4.4. Manager to consider publication of survey findings (with redacted content) and the agreed action plan on NLDF website;
- 4.5. Manager to update NLDF board and stakeholders on progress with action plan;
- 4.6. Manager and NLDF Board to agree a timescale for regular survey of stakeholders and a mechanism for supported people to provide regular feedback on their experience of NLDF service.

5. Appendix 1 – Stakeholder survey



Share your views about North Lanarkshire Disability Forum

North Lanarkshire Disability Forum (NLDF) (nldforum.org.uk) exists to provide information and support to people with disabilities which will help them to have choice and control over their health and social care needs.

NLDF want to ensure that they:-

- Continue to support people in helpful ways;
- Develop information and support services that meet the needs of people with disabilities and their families;
- Work well with other organisations that also support people with disabilities and their families.

NLDF would appreciate your feedback to help them do this. This is a short survey designed to gather your views about NLDF and the services, support, and information they provide.

The feedback you provide is being handled by an independent project worker (Gina Alexander) who is not part of the NLDF team. No identifying information about you will be gathered automatically. so anything you share will be completely anonymous.

If you have any questions please contact info@nldforum.org.uk

* Required

1. Are you... *

- A person with disabilities?
- A family member, unpaid carer, friend or neighbour of a person or people with disabilities?
- Someone from health and social care who works with a person or people with disabilities?
- Someone from the community & voluntary sector who works with a person or people with disability?
- Other

2. Have you received information or support from NLDF in the last 12 months *

- Yes
- No
- Other

3. In your experience, please tell us what was good about the service, information or support you got from NLDF.

4. In your experience, please tell us what could have been better about the service, information or support you got from NLDF.

5. Please tell us about any ideas or suggestions about services, information, or support you think NLDF could offer. For example, self service online information resource,

6. If you would like us to contact you about your responses please share your email address here.

6. Appendix 2 – responses from people with disabilities

Responses from people with disabilities

In your experience, please tell us what was good about the service, information or support you got from NLDF.

- Help with filling in forms and going to different events
- I had enquired a few months ago about support available. I have an Acquired Brain Injury and also Crohns. Cant recall any support forthcoming.
- I have just joined so not used as yet
- Really informative information
- Brand new to nldf nothad any involvement yet,
- Its willingness to listen
- Through the newsletter and social media post I feel that I receive information that I wouldn't normally know about
- Just joined
- Staff are helpful & friendly and information is factual. Staff take time to listen!
- Lorraine was amazing
- Pauline was fantastic she explained everything and was easy to talk to

In your experience, please tell us what could have been better about the service, information or support you got from NLDF.

- Better support for hidden disabilities.
- I've liked what I've saw so far
- Personally I am very loanly so for stuff to do in the community or meetings or clubs to go to
- Seeking more personal feedback from users regularly
- I feel that the work and support that is offered would greatly benefit people out with north Lanarkshire.
- Groups to meet people

Please tell us about any ideas or suggestions about services, information, or support you think NLDF could offer. For example, self service online information resource,

- Leaflets and flyers to community centres and libraries
- Self referral for help, aids, benefit info, community groups
- As I've said above more community based things to do
- More social media presence
- Out of hours telephone link not a web address
- Maybe a drop in service that could people who want to fill out there online form or access on line resources but may not have the confidence or technical ability. This would also help reduce the feeling of isolation because they would be out meeting people.
- I think a self service information online would be very useful

7. Appendix 3 - responses from family member, unpaid carer, friend or neighbour of a person or people with disabilities

In your experience, please tell us what was good about the service, information or support you got from NLDF.

- Support to raise a mandatory reconsideration of higher rate mobility child disab, also referred to nlc inclusion finance teamility
- They were great, very helpful
- Informative
- The lady who came up out Gemma was a fantastic support from start to finish , she initially helped us fill in our daughters child disability payment form , but offered support and guidance around the neurodevelopmental pathway and how to make sure we didn't waste time on a waiting list for paediatrics , this saved us approximately 2 years wait . She gave us advice on behaviour , sleep and other issues related with to our daughters autism . She explained the process and encouraged us to self refer to services we presumed that our daughter couldn't access until her official diagnosis . Gemma was patient , kind and really approachable and her support was invaluable.
- Didn't know it existed have not experienced the service
- online info is up to date and current demonstrating you liaising with community groups

In your experience, please tell us what could have been better about the service, information or support you got from NLDF.

- Service brilliant prompt effective knowledgeable,
- Nothing, they were fab
- Nothing
- Couldn't comment re comment above
- more variety for day to day living subjects such as travel and access and challenging things. join up things with nl access group? as they appear separate and i am confused on whose role is what.

Please tell us about any ideas or suggestions about services, information, or support you think NLDF could offer. For example, self service online information resource,

- Information from other websites eg take a break Scotland, ilf transition fund, parent portal, Scottish social services, young scot young carers package, lanarkshire carers, action for children young carers. I enjoyed your wellbeing event dec.
- Maybe more advertising, I was only made aware that NLDF existed through the school
- Catch ups face to face would be good
- That the support provided was standard when your child is referred for an assessment .
- I didn't know the NLDF existed. Maybe some more publicity about who your are and what you can do would be useful? Organisations such as special needs schools would be an ideal place to start as your role would be relevant to most of their clientele.
- I don't have any ideas but the forum should be better publicised

- online info or guidance sheet with contact services for various topics i.e if you wish to drive with a disability, if you wish to recruit a PA, if you wish to attend college or uni, accessing public travel i.e use passenger line. Main areas of difficulty as a carer has been to support child access driving as motability do not have a pathway as such if you are a wheelchair user wishing to drive.

8. Appendix 4 - responses from community and voluntary sector organisations/staff

In your experience, please tell us what was good about the service, information or support you got from NLDF.

- Easily accessed, well known to us, always helpful
- Always emails me back to advise they have made contact with carer
- Information is clear and concise. Assistance provided is of high quality.
- Excellent information on benefits was given to our staff team and to parents/carers at groups.. Many families have been referred to NLDF and received great support.
- fantastic team , efficient and committed to the support they offer people in nl
- NLDF are an excellent service who we partner with several times per week. Without the service our users would lose out on expertise around benefits and income maximisation.
- Excellent support and information given to myself and carers regarding SDS budgets
- The family referred got excellent support from a development worker
- Working alongside NLDF to reach a common goal for our clients is always a wonderful experience. The team offer a wealth of knowledge and flexibility in this.

In your experience, please tell us what could have been better about the service, information or support you got from NLDF.

- nothing
- I always feel NLDF deal with referrals promptly. It would be beneficial for the referrer to get a short update that the referral has been dealt with.
- more people offering support with completing forms, attending interviews
- More staff.
- The service was responsive and outstanding at all times. I cannot think of any way to improve the service.
- The family did share that her initial contact via the phone was off putting as she felt the person who answered the phone was “not very welcoming” the family didn’t wish to take this any further as the support was excellent after this .
- I know the team are stretched thin however offering more services is always needed. More flexible times and being more advocating of your own service perhaps may do well.

Please tell us about any ideas or suggestions about services, information, or support you think NLDF could offer. For example, self service online information resource,

- More face to face access

- referral in line form rather than NLAN
- Perhaps a monthly drop-in at central locations? Self-service online information service would also be great.
- online referral form
- I am hoping that the support will continue with SDS budgets
- To continue with the fantastic sds support that has been provided in the past .

9. Appendix 5 - responses from HSCNL/NLC staff

In your experience, please tell us what was good about the service, information or support you got from NLDF.

- Good communication and an effective source of information for people
- The team are very knowledgeable and get back to you quickly. Always helpful and I have found that even if something is not within their remit, they have supported in signposting to alternative support.they
- as well as the usual benefits they also advise on other issues like rights to care budgets that you cant find out about anywhere else. and prompt responses. and help people that fall through the cracks as they dont fit into other agencies criteria
- Information as required
- referred parents and carers we support onto NLDF for more financial and benefit advice
- I have (not in the last 12 months) seen how beneficial NLDF can be in terms of town planning and accessibility
- this is a great and valued service for service users, carers and staff and as a HSC worker i often send service users their way for support and advice.
- It can give you information that you require and support when needed
- I receive regular news and stories via email. It highlights the great work that NLDF does.
- good information and resources given
- help me stay informed about the work that they do
- Approachable and helpful service
- Infi only but this was informative at this time
- There was contact numbers on a flyer, (SiRD, support in the right direction,)which i shared with staff and carers /service users.
- Good website
- Liaised directly with the Chair of the Forum who is approachable and knowledgeable of the needs of the group.
- recieving up to date information
- not long started the job role - will be sure to get some information on this
- Supportive of people with disabilities and their families.
- Never personally been involved with NLDF but after looking on the website it looks like there are good resources which we could link in with more.
- Provides up to date info
- resources available to support people with disabilities
- It has been a life link to patients in the practices who are isolated and limited with mobility.
- They have always been very prompt when I have made a referral in speaking to the person

- quick response to referrals
- Communicate with myself regarding carer and was effective.

In your experience, please tell us what could have been better about the service, information or support you got from NLDF.

- Just wish more people knew about them
- The service was appropriate at the time
- I would like you to be more visible, more present in the community.
- i guess more shared info regarding the service as it can be forgotten
- More information about what the service does on the website
- More publicity as to what services are available
- The service is great as it is.
- regular information , newsletters etc updating me on activities
- Positive proactive response
- it was useful and clear, further current /regular resource updates would be good
- Website is very clear and helpful with links to benefit forms etc
- more direct contact with other service providers would help NLDF information and support be rolled out to more carers
- Information sharing of ventures and how more collaborative work could take place across the Authority. A newsletter/feed would be advantageous using the platform yammer, etc.
- not long started the job role - will be sure to get some information on this
- More information given to organisations who support people with disabilities and their families.
- Never been personally involved to comment.
- On this particular time it was fine.

Please tell us about any ideas or suggestions about services, information, or support you think NLDF could offer. For example, self service online information resource,

- Widely sharing info at all levels and ensuring understood for all front line staff...online info resource would be beneficial in both working hours and out of hours
- An on-line information resource would be good. Posters etc too, so that people know about you and how they could be involved
- open day, visits to services to promote the service
- More information accessible about what the service offers
- Could the information from NLDF be posted as some service users not good online..
- important issues for people with disabilities and their views
- self service online resource. would love a combined locator tool between NLDF and VANL
- Increased awareness of disability Forum examples of work undertaken to highlight what the disability Forum has been involved with
- Current available resources available for young people with disabilities to socialise with their peers, online self referral information /link
- information day, forums,

- The self service online information resource could link in with Making Life Easier - an information signposting and assessment tool already being used in North Lanarkshire - this would avoid duplication of resources.
- help for people on benefits, activities/groups in the local community.
- Never personally been involved to comment although there is really good resources to link in with.
- Addition support would benefit from be-friending services, support at home and respite at home.
- If it was possible to have more links for the residents in Northern Corridor who have difficulties accessing services in their community as they have poor mobility.

10. Appendix 6 – CONFIDENTIAL

Withdrawn from web version.