











**Below follows a set of statements that we would like you to give us your feedback on.**

Answer by ticking the box on the answer sheet that you think best describes the current situation. When ticking the sad looking face, you disagree with the statement. When ticking the happy looking face, you agree with the statement.

1. Overall opinion	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
a. I am happy with my daily activities.						
b. I am treated well by the staff.						






2. Being involved in decisions	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
a. I have been involved in planning the support (help) I get,						
b. I have a say in decisions about my daily activities.						
c. I can tell the staff if I think something is not quite right.						
d. The staff listens to me.						

**3. Do you have a Personal Development Plan?**  
(A plan that is all about you and how you would like to be supported in order to feel and do well.)






Yes  
No (If 'No', go to question 5)  
Don't know

**4. Did you get involved in creating your own Personal Development Plan?**

Yes  
No  
Don't know

5. Getting the support you need	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
a. I get all the support (help) I need.						
b. The staff always asks me what support (help) I need.						
c. I learn new things through my daily activities.						
d. I can always try out new activities and tasks should I wish to.						

## 6. Safety and security

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
					

a. I know who my support person is (person responsible for me).

b. I am happy with the staff.

c. I find it easy to talk to the staff.

d. I feel safe and secure in my daily activities.






e. The staff treats me with respect.

On question 6e, did you answer 'Somewhat disagree' or 'Strongly disagree'? If you did, then please answer question 'F' too!

f. What do you think is the reason for the staff NOT treating you with respect? You may choose more than one answer.

- Because I am a woman (gender)
- Because I am a man (gender)
- Because I feel like a woman/man/other gender identity even though I was born a man/woman (gender identity or expression)
- Because I come from another country (ethnic origin)
- Because I believe in a God or similar (religion or other belief)
- Because I have a disability (functional impairment)
- Because I have fallen in love with or would like to have sex with a person of the same gender as myself (sexual orientation)
- Because I am young or old (age)
- Other reason
- Don't know
- Prefer not to answer

## 7. Accessibility

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
					

a. It is easy to find your way around the city (streets, squares, shops, travel stops, means of transport).

## 8. Communication support






a. Do you use any of the following pictures and symbols to help you communicate?  
You may choose more than one answer.

- Widgit symbols
- Pictograms
- Boardmaker
- Picto-Selector
- None of these
- Other
- Don't know

b. Do you use any of the following tools to help you communicate? You may choose more than one answer.

- Widgit Go SE
- BIG Step-by-Step
- Pratkort
- Prata
- Språkkistan
- Symwriter
- Go Talk
- Osmo
- Snap Scene
- Talking Mats App
- Kat-Kitt
- None of these
- Other
- Don't know

**9. Option to choose**

Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
					

a. I know that I have the option to choose my daily activities.

b. I have personally chosen my daily activities.

**10. Discrimination**

Discrimination is when the staff treats you less favourably than others, for example, when you are mistreated/intimidated on grounds of discrimination such as a disability, your age or gender. Harassment is when a user intimidates or regularly offends other users in an organisation. There are seven grounds of discrimination (gender, gender identity or expression, ethnic origin, religion or other beliefs, disability, sexual orientation and age).

Have you ever in the past year felt discriminated against in your daily activities?

- Yes
- No
- Prefer not to answer
- Don't know

If 'Yes', then continue with questions 11 and 12 or go directly to question 14.

**11. What reason did you have to feel discriminated? You may choose more than one answer.**

- Because I am a woman (gender)
- Because I am a man (gender)
- Because I feel like a woman/man/other gender identity even though I was born a man/woman (gender identity or expression)
- Because I come from another country (ethnic origin)
- Because I believe in a God or similar (religion or other belief)
- Because I have a disability (functional impairment)
- Because I have fallen in love with or would like to have sex with a person of the same gender as myself (sexual orientation)
- Because I am young or old (age)
- Other reason
- Don't know
- Prefer not to answer

12. Have you talked to the staff about what happened?

- Yes
- No
- Prefer not to answer

If 'Yes' then continue with question 13 or go directly to question 14.

13. If you have talked to the staff about what happened, do you now think the situation has improved?

- Yes
- No
- Prefer not to answer

The following question is not about the organisation but about how you feel that you have been treated by your Assistance Officer.

14. Treatment by Assistance Officer

Strongly disagree      Somewhat disagree      Neither agree nor disagree      Somewhat agree      Strongly agree      Don't know



a. My Assistance Officer listens, explains and gives me clear and concise information (treats me well).

15. Other

Strongly disagree      Somewhat disagree      Neither agree nor disagree      Somewhat agree      Strongly agree      Don't know



a. The questions were easy to answer

16. I am a:

- Woman
- Man
- Other gender identity
- Prefer not to answer

17. Who has answered the questions?

- I have answered the questions myself.
- I had help answering the questions.
- Someone else, a relative/friend answered the questions on my behalf.

**Thank you for participating!**