

# Research on disabled people's experiences of:

- Taking part in activities
- Buying the things they need
- Using services

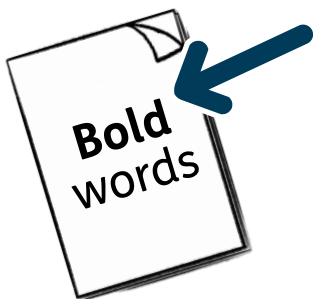


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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are blue and underlined. These are links that will go to another website which has more information.

# About us



The Office for National Statistics collects information about things like:



- Health.



- Education.



- Jobs.



We look at what the information means for different groups of people, like women or disabled people.

Our work helps people to understand:



- If some groups are doing better than others and why.



- Where things could be improved.

# About this report



A **report** is a document that explains everything we have done and what information we have found out.

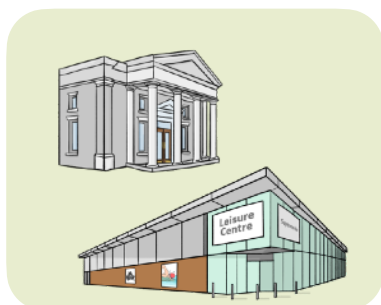


We have been collecting information about lots of different disabled people in the UK.



We spoke to 56 disabled adults across the UK about what it is like for them to:

- Take part in activities - like exercise, shopping and going out.
- Buy goods - like food, gas and electricity.
- Use services - like banks and leisure centres.





We wanted to find out about the activities, goods and services that private companies provide, not the government or local councils.



We hope it will help companies and organisations understand how to make life easier for disabled people in the UK.

In this report, when we say disabled people we are talking about people who:



- Have different **impairments**.

An **impairment** is when a part of your mind or body makes it harder for you to do things.



- Are aged 18 years or over.



- Took part and gave us some information.

# What we found out

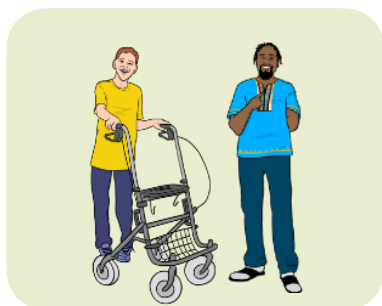


There are lots of things that make it difficult for disabled people to take part in the ways that they want to.

## Having to say you are disabled



Disabled people often have to tell people about their impairments to get the support they need.



Some people have physical impairments that you can see. Other people have impairments that you cannot see. These are sometimes called **invisible impairments**.



**Invisible impairments** include Autism, mental health conditions and **chronic pain**.

**Chronic pain** is pain you have all the time and it affects you every day.





Some disabled people do not feel comfortable telling people they are disabled and asking for help, which can stop them from getting the help they need.



It means some disabled people are not able to take part in the ways that they want to.

## Barriers



**Barriers** are things that stop you from doing something.

The barriers that make life difficult for disabled people include:



- Buildings and equipment that have not been designed for everyone to use.



- Websites and apps that are not suitable for people with different needs.



Some disabled people get goods and services online to avoid going out to get them.



Some disabled people find it difficult to communicate with services to ask for support.

## **Finding ways around the barriers**



Disabled people often have to find ways around barriers as part of their everyday lives.



Some disabled people have to rely on their friends and family to help them get the things they need.



## The extra cost

Finding a way around a barrier can cost a lot of money and take a lot of time and effort.



A disabled person may have to:

- Buy equipment that costs a lot of money to make something easier to use.
- Pay for last minute tickets that cost more to buy.
- Book delivery slots that cost more than others.





The time and effort spent on getting around barriers could sometimes stop disabled people accessing the things they would like to.



This time and effort could be spent on doing something else instead.



## COVID-19

We have all had to make changes to stay safe and deal with COVID-19.



We all had to stay indoors, away from other people. Many people had to stop working and couldn't see their friends and families.



This was very difficult for disabled people. Many could not get the care and support they needed.



Some things are better because of the changes through COVID-19, like being able to connect with people and services online.

# What should happen



## Nothing about us without us

People who provide activities and services should include disabled people in their decisions.



It is important to listen to people with different types of impairments.

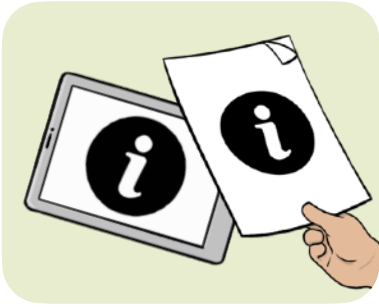
## Understanding impairments



It is important for people to know about and understand different types of impairments.



More people should learn about disability at school and through training at work.



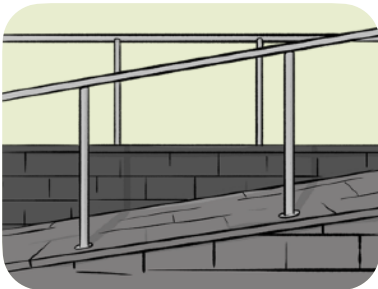
Some people said there should be more information about invisible impairments.



Some people said information on trains was good for sharing information about invisible impairments.

## Accessible buildings

The disabled people we spoke to suggested ways to make places more accessible, like having:



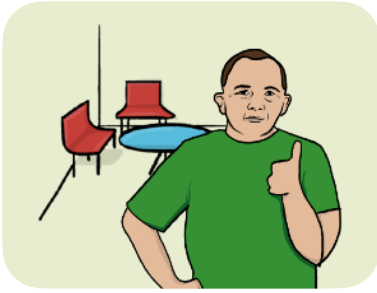
- Ramps instead of stairs.



- More accessible toilets.



- Space that is wide enough for wheelchairs.



Some disabled people would like places they could go to be quiet for a while, especially in busy shops.



Some people wanted shops and services to set aside quieter times when disabled people could use them.



This would mean that disabled people would be able to get more help from staff in the shop or service.

## Ways of helping

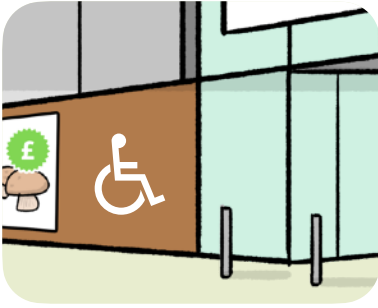


It would be better if shops and services offered help in a way that was sensitive to people's different needs.



This would mean that people would not have to explain their disability.





For example:

- Supermarkets could have signs to help customers get support.



- Websites could have better signs to help you get the support you need.



- Companies should be able to communicate with you in different ways.



- Organisations should be able to explain all the different ways that they could help you.



If companies and organisations show that they are more sensitive to people, then disabled people would feel more comfortable about asking for support.



Being more sensitive would be better for everyone, not just disabled people.

# For more information



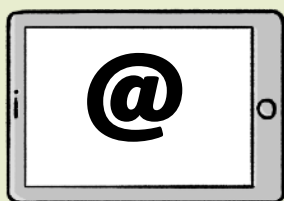
You can look at our website at:

[www.ons.gov.uk](http://www.ons.gov.uk)

If you need more information please contact us by:



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After reading this Easy Read document, please answer our short survey about it at:

<https://www.surveymonkey.co.uk/r/CPB3B5L>

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