







Talking and listening to your community:

A guide for people with disabilities,
learning disabilities and autism.



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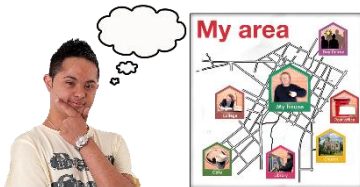
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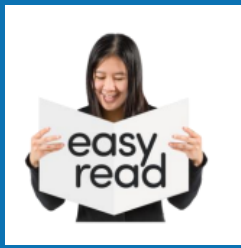
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About this Document



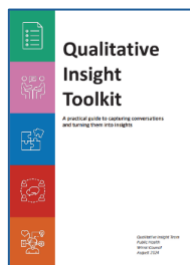
The Qualitative Insight Team worked with Together All Are Able to make this document in 2025.



The Qualitative Insight Team are a research team in Public Health in Wirral Council.



Together All Are Able are a **disabled-led self-advocacy group** for people with disabilities in Wirral.



This document is a new section of the Qualitative Insight Toolkit (see pages 11 and 12)



The aim of this document is to help people with disabilities, learning disabilities and autism do and take part in **qualitative research**.



This document has **templates** and tips to help you talk and listen to people and share their stories.

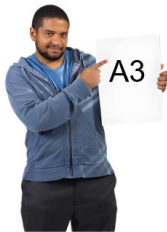


How to use this document

Stop
Hello Eat
Words
Person Day Open



Words in **bold blue writing** may be hard to understand. You can check what the words mean on **pages 50-55**.



You can print this document on A3 paper to make it easier to read.



This document uses easy read images from **Photosymbols**.



For more information about this document or help to use it contact:



Email:

qualitativeinsightteam@wirral.gov.uk



About the Qualitative Insight Team



We are the Qualitative Insight Team.



We work in Wirral Council in the Public Health team.



We talk to people in Wirral to ask about their:



- Thoughts



- Ideas



- Life stories



The things people tell us are called **qualitative insights**.



Wirral Council use the insights to make **decisions**.



About the Qualitative Insight Toolkit



The **Qualitative Insight Toolkit** and **Appendix** were made in 2024.



This guide is new and was made in 2025.



The Qualitative Insight Toolkit is a guide to help you **talk and listen to people in your community**.



The Toolkit has tips, **templates** and examples to help you plan, collect and show your **qualitative insights**.



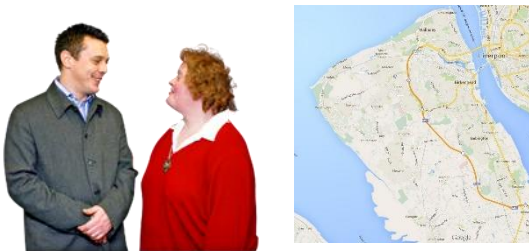
Tips from Together All Are Able



Together All Are Able shared tips for doing **qualitative research** with people who have disabilities and learning disabilities.



Finding People to Talk To:



If you want to talk to people who have disabilities or learning disabilities in Wirral, you could contact:



- Supported living



- Wirral Disability Self Advocacy Group (Facebook group)



- Together All Are Able (organisation and Facebook page)



- Wirral Mencap



- Wirral Carers Alliance



- Wirral Evolutions Day Services



Meeting with People



Check if the lift is working before you ask people to come to the building.



Check the building entrance, meeting room and toilets are easy to get to and use.



Tell **reception** that you have visitors coming.



Be prepared to change your plans and have a back-up plan for if things go wrong.



“When you meet someone, don’t judge a book by its cover.”

(Together All Are Able member)



Talking and Listening to People



Do not use **jargon** words.



If someone does not know the words you are saying, they can feel left out or embarrassed.



If you must use jargon words, explain what they mean and explain things slowly.



If someone does not know what your question means you can:



- Say your question again in a different way.



- Ask the person's carer or support staff to explain the question.



“There is no one size fits all for communication”
(Together All Are Able member)



You can prepare your questions in advance so that they are easy for people to answer.



You can:



- Ask questions that have yes or no answers.



- Give people answers to choose from. You can print **flash cards** or symbols for people to choose from.



Taking Photos and Videos



“I prefer to have my photo taken than a video so that I have time to get into a pose”

(Together All Are Able member)



Collecting what people say



If you talked to someone in a coffee shop and you want to remember what they said you can:



- Send a text message to yourself with a summary of the chat



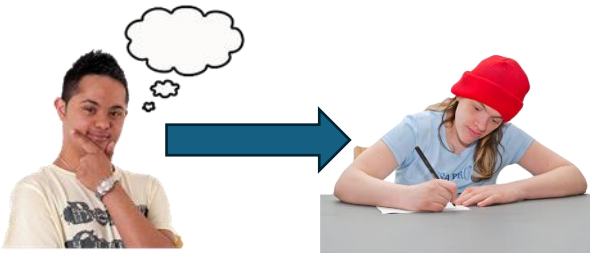
- Audio record yourself saying a summary of the chat



If you want to collect what people say when you are talking to them, you can:



- Take notes on paper



- Ask people to write down their thoughts and ideas on paper.



Or ask them to do **activity sheets** (see pages 22-23)



- Record a meeting on Zoom or Microsoft Teams so you can listen and make **meeting notes** (see page 32).



Sharing things with people



When you show things on a screen, you can zoom in.



Chose a font that is easy to read. For example, Arial. Text should be size 16 and above.



Visual note taking is a good way to show people your findings. Visual note taking uses text, drawings and pictures to show what people said.



This is an example of visual note taking. It shows what people think is missing in Liscard town centre.

Image source: <https://liscardtogether.co.uk/>



Activity sheets



Questions

1. What do you think about it?

Good

Bad

Not sure

Activity sheets are pages with things to do. For example, questions to answer with space to write or draw.



Questions

1. What do you think about it?

Good

Bad

Not sure

You can make activity sheets to help you talk to people. Activity sheets help you ask the same questions to different people.



At the bottom of the activity sheet, you can collect information about the person who completed the sheet, like their postcode or age.



This will help you keep track of who you have talked to. You can then choose if you want to talk to people from different backgrounds.



You can also compare if people from different backgrounds have different stories.



You

Activity sheet template 1: About you



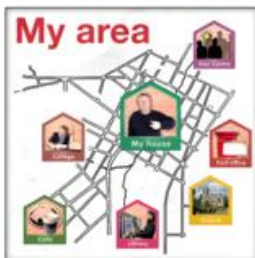
You do not have to answer anything you do not want to.



My name is:



My age is:



Where do I live?



Who do I live with?



What do I like to do in my spare time?



What health conditions or disabilities do I have?



Fake name or identity number:

Postcode:

Date today:



Activity sheet template 2: How do you feel about your local area?



Things I like



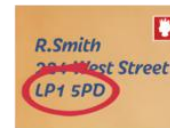
Things I do not like



Fake name or identity number:



Date today:



Postcode:



Activity sheet template 3: Your health: past, now, future.



Past - In the past 5 years how was your health and wellbeing?



Now – How is your health and wellbeing now?



Future – How do you see your health and wellbeing in the next 5 years?



Fake name or identity number:

Date today:



Postcode:



Mood boards



Mood boards are another way you can collect **qualitative insights** from people.



Mood boards are a page full of pictures, words and things that show an idea or a feeling.



To do a mood board activity you start by asking people a question.



Then people choose things like pictures, words, and colours that answer your question to show their ideas or feelings.

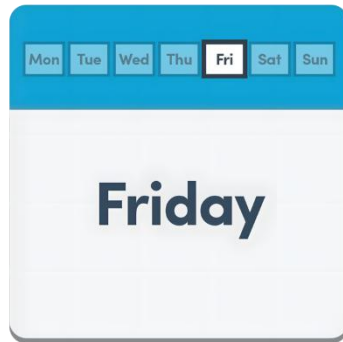


You can bring magazines and newspapers for people to cut and glue. Or you could cut things out beforehand.



Mood board example

What does care at home look like to you?





Meeting notes



Meeting notes are a simple way to **remember what happened** in a meeting.



They tell us things like when it happened, who was there, and where the meeting took place.



They also help everyone to know what was talked about,



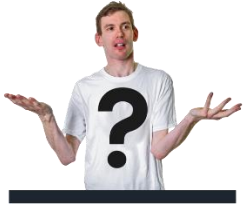
what was decided,



and what needs to happen next.



Meeting notes template



Meeting location:



Meeting type:



Meeting date:



Meeting purpose:



People who came to the meeting:



Things talked about in this meeting:



Things agreed in this meeting:



Key messages from the meeting:



Key quotes from this meeting (things people have said):



Date, time and place of the next meeting:



Notes:



Consent



Consent means saying yes to take part in something. To give consent the person must:



- Choose to do something



- Know what they are saying yes to



- Be able to change their mind and say no at any time



You should ask people for their consent when you talk and listen to them so they can choose if they want to take part.



You can use a consent fact sheet (see pages 39-40) to tell people what they need to know before they give consent.



You can use a consent form to collect their consent (see pages 41-45).



Not everyone has the same ability to give consent.



For example, if someone cannot give consent with their words, you can:



- ask them to write their consent



- or print **flash cards** or symbols for people to choose from.



For more advice on getting consent from people who may be vulnerable, see **UK Research and Innovation**¹.

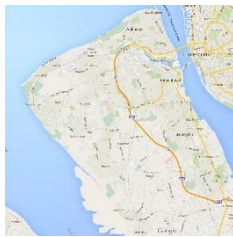
¹ <https://www.ukri.org/councils/esrc/guidance-for-applicants/research-ethics-guidance/research-with-potentially-vulnerable-people/>



Consent Fact Sheet Example



We are the Qualitative Insight Team.



We speak to people in Wirral to ask about their thoughts, ideas and life stories.



We want to know **what people think about Greasby.**



We would like to talk to you because you live in Greasby.



We would like to talk and listen to you for 30 minutes.



We will use your story, photo and audio recording to write a report.



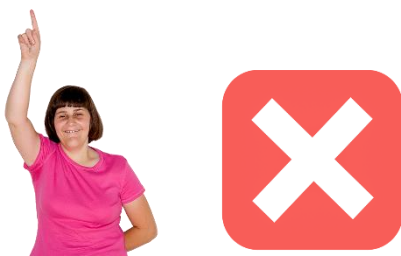
The report will help the Council make **decisions** about your local area.



On the consent form, you can choose how we use your information.



We will keep your information in a safe place on our computers for 2 years before we delete it.



Unless you ask us to delete it before then.



Consent form example



Project title: What do people think about Greasby?









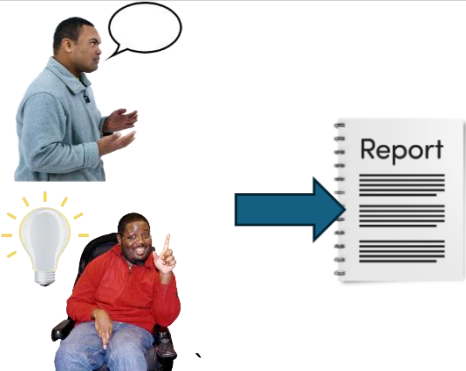
This is a consent form.
Consent is saying if you agree to take part in something.






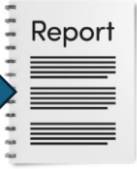






To give your consent, please tick the boxes you agree with.



If you do not agree, put a cross in the box.

		Yes	No
	<p>Questions</p>		
	<p>Have you read the consent fact sheet and know why we want to talk to you?</p>		
	<p>Do you know that it is your choice to take part?</p> <p>You can stop taking part at any time without giving a reason.</p>		
	<p>Are you happy that we will use your information to write a report that will be shared with Wirral Council?</p>		
	<p>Are you happy for us to use your stories and ideas in our report?</p>		

	<p>Questions</p>	<p>Yes</p> 	<p>No</p> 
  	<p>Are you happy for us to take a photo of you and use it in our report?</p>		
  	<p>Are you happy for us to audio record our conversation to help us write the report?</p>		
	<p>Do you want your name and the names of people and services you talk about to be hidden?</p>		



By signing below, I agree to take part.



Name _____



Signature _____








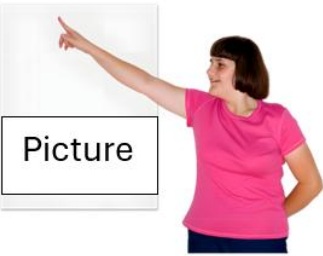
Date today _____



Consent form template



Project Title:

		Yes	No
	Questions		
			
			
			



By signing below, I agree to take part.



Name _____



Signature _____



Date today _____



Feedback forms



A **feedback form** is used to help people share their thoughts and feelings about something, like a meeting, event, or activity.



It gives everyone a chance to say what they liked, what did not work well, and what could be better next time.



This helps you to know what people need and how to improve things in the future.



The form is usually short and easy to fill in.



It can ask simple questions like “What did you enjoy?” or “What could be better?”



It sometimes gives space for people to write their ideas.



It is a way to make sure **everyone’s voice is heard and valued.**



Feedback form template



Feedback Form for People Who Work with Us



Workshop/Event:



Date:

	Question	Answer
	<p>On a scale of 1-5 how would you rate working with us? 1 being rubbish and 5 being the best</p>	
	<p>Is there anything we can do to improve?</p>	
	<p>Any other comments?</p>	



Thank you for working with us



Name/Organisation (Optional):



Feedback form example



Feedback Form for People Who Work with Us



Workshop/Event: Focus group with Together All Are Able (TAAA)



Date: 11th July 2025

	Question	Answer
	On a scale of 1-5 how would you rate working with us? 1 being rubbish and 5 being the best	5 – Together All Are Able (TAAA) members always bring a wealth of experience, knowledge and energy to every session
	Is there anything we can do to improve?	No – they are fab!
	Any other comments?	We would love to see them at one of our future Qualitative Insight Toolkit training sessions



Thank you for working with us



Name/Organisation (Optional): John Roberts, Wirral Council



Hard words



Disabled led self-advocacy group:



Together All Are Able are an organisation led by people with disabilities and learning disabilities who are there to help people with disabilities to speak up.



Qualitative research:



A way of learning about what people think, feel and do by asking them questions or watching them.



It is not about numbers. It is about listening to people's stories.



There are lots of ways to do qualitative research, like talking to a person (interviews) or a group of people (focus groups).



Appendix:



Extra information added at the end of a document. It helps explain or support what is in the main part.



For example, the Qualitative Insight Toolkit Appendix has **templates** to help with **qualitative research**.



Templates:

Ready-made forms and activities that help you start your work quickly and easily.



They have blank spaces for you to fill in. Templates help you do things the same way every time.



Qualitative insights:



These are the things we learn by listening to people, reading what they say, or watching what they do.



Qualitative insights help us know **why** people think, feel or do things.



Decisions:

A decision is when you choose what to do.



Reception:

The front desk or entrance area of a building. It is where people go when they first arrive.



Jargon:

Jargon is words or phrases used by a group of people who do the same type of work or activity.



Flash cards:

Small pieces of paper or card that have pictures or words on.



Activity sheets:

Pages with things to do.



For example, questions to answer, games to play, or space to write or draw.



Meeting notes:



Notes about what happened in a meeting. For example, what people said, what was decided, who will do each job.



Mood boards:

A page full of pictures, words and things that show an idea or a feeling.



Consent:



Consent means choosing to take part in something.



To give consent you must have the choice to do something, know what you are saying yes to, and be able to change your mind at any time.



Quotes:



Things people have said written down exactly how they said it.




The Qualitative Insight Team and Together All Are Able would like to wish you the best of luck in talking and listening to your community.



If you have any questions or feedback, please email:
qualitativeinsightteam@wirral.gov.uk



If you would like to share your insights with Public Health, visit:
<https://www.wirralhealthwellbeingknowledgehub.co.uk/local-voice/about-the-qualitative-insights-repository/>

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