

2024 - 2029



HEREFORDSHIRE AND WORCESTERSHIRE
Autism Strategy 2024-29
Survey Response Data

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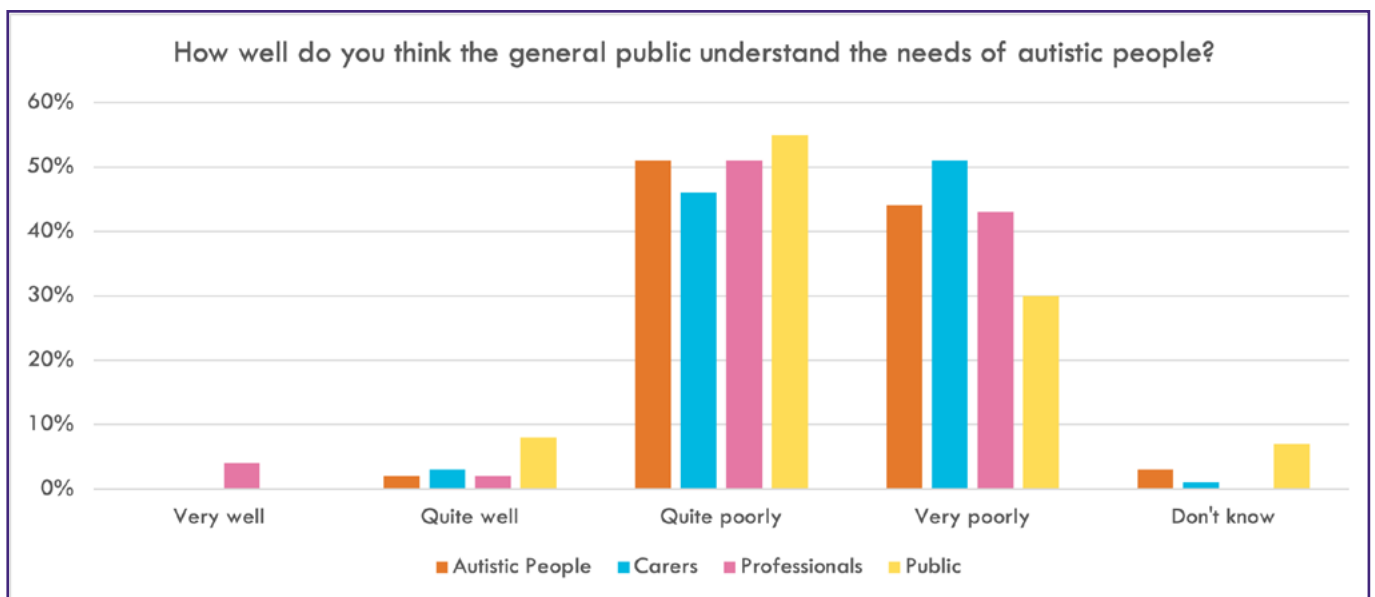
Explanatory note:

Please note, respondents could choose which questions they wanted to answer in each priority area so the number of responses for each question varied. The bar charts reflect the findings from those that answered that particular question and the answer/s that they ticked. Some questions allowed you to tick more than one option.

Priority 1 – Improving understanding and acceptance of autism within society

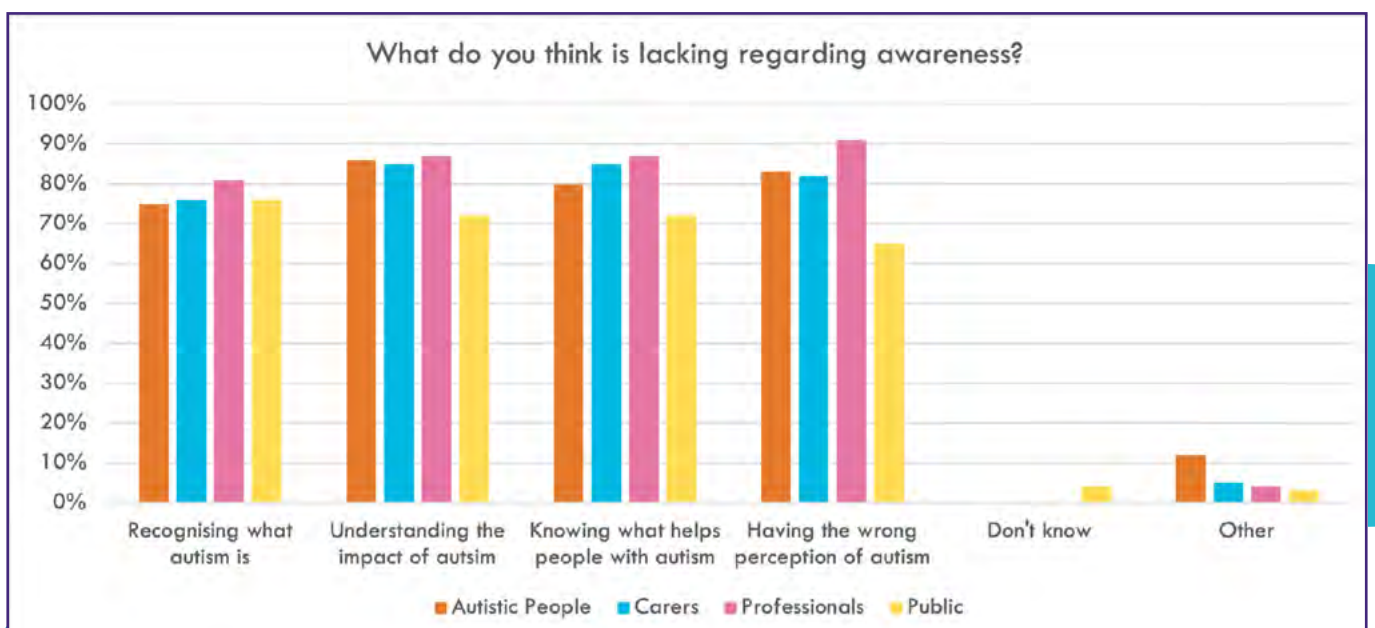
353 people said they wanted to answer questions about Priority 1

Q20 How well do you think the general public understand the needs of autistic people?



Q21 What do you think is lacking regarding awareness?

Tick all that apply

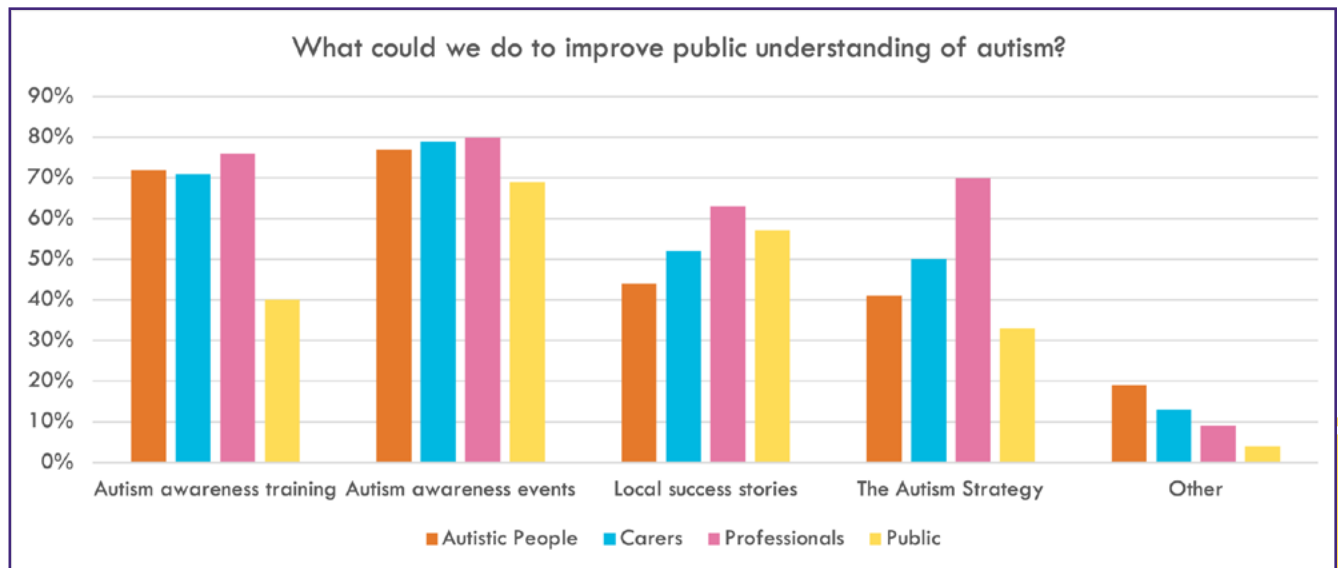


49 comments were made

Theme	Number of Comments
Each person is different and needs an individual approach - one size does not fit all	16
Society needs to be more informed/have training about what the spectrum is and more accepting and caring of autistic people and willing to change behaviours	11
Perception that autistic people are difficult, demanding, annoying, etc needs to be challenged	7
Lack of knowledge of what autism actually is and the different types - stereotypes in media do not help	6
How autism presents in women and girls	5
Recognition that autism is a different way of thinking and processing	4
Lack of understanding by professionals	4
Better training for professionals	3
Autistic people not supported to reach their full potential	2
Better understanding of what masking is and how stressful this is for the individual	2

Q22 What could we do to improve public understanding of autism?

Tick all that apply

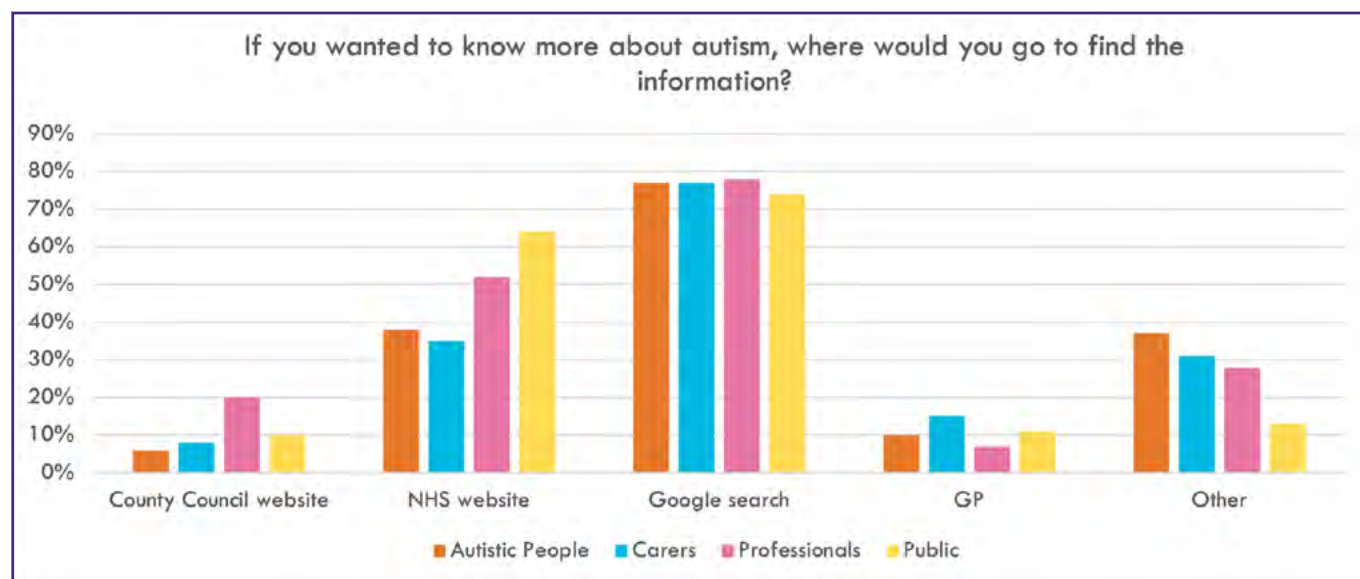


77 comments were made

Theme	Number of Comments
Case studies/autism ambassadors at events and training - people with diagnosis telling their stories and how they can be successful with the right support	15
Better understanding, support, (mandatory) training and toolkits and adjustments in the workplace	12
National emphasis e.g. TV programmes, characters with autism in soaps/drama, campaigns, training, events	9
Education reform, better integration, wider acceptance and opportunities in schools - don't hide autism, embrace it	9
Need to work on normalisation of autism within society, more work within schools about understanding, adaptations and support, etc	8
Better understanding and recognition of how autism presents and the referral process by professionals, teachers, SEN, doctors, health workers, etc	8
Better understanding of the autism community needs - listen to, engage with, respond to and involve us	8
Using the right media in local areas to access residents - e.g. local Facebook groups, local newspapers, news programmes, social media, video blogs, etc	7
More opportunities for work experience/employment	5
Recognition that autism not "one size fits all", different for individuals	4
Early diagnosis/assessment and comprehensive targeted positive support	4
Local focus on success is for high functioning autistics and distracts from others in different parts of the spectrum, especially learning disabled	4
Autism needs to be recognised within the wider diversity and inclusion agenda/field - acceptance	3
Problem of greater understanding of autism not easy to address as people who are not affected by it probably wouldn't be interested anyway.	3
Show the struggles as well as successes	3
SEN professionals need knowledge and training about laws around SEN and disability rights.	3
Teachers to have greater understanding and in-depth training about the varying degrees of autism	3
More awareness about how autistic needs can vary significantly day to day - some days fully functioning, the next not at all	2
Good/better education at school about autism	2

Q23 If you wanted to know more about autism, where would you go to find the information?

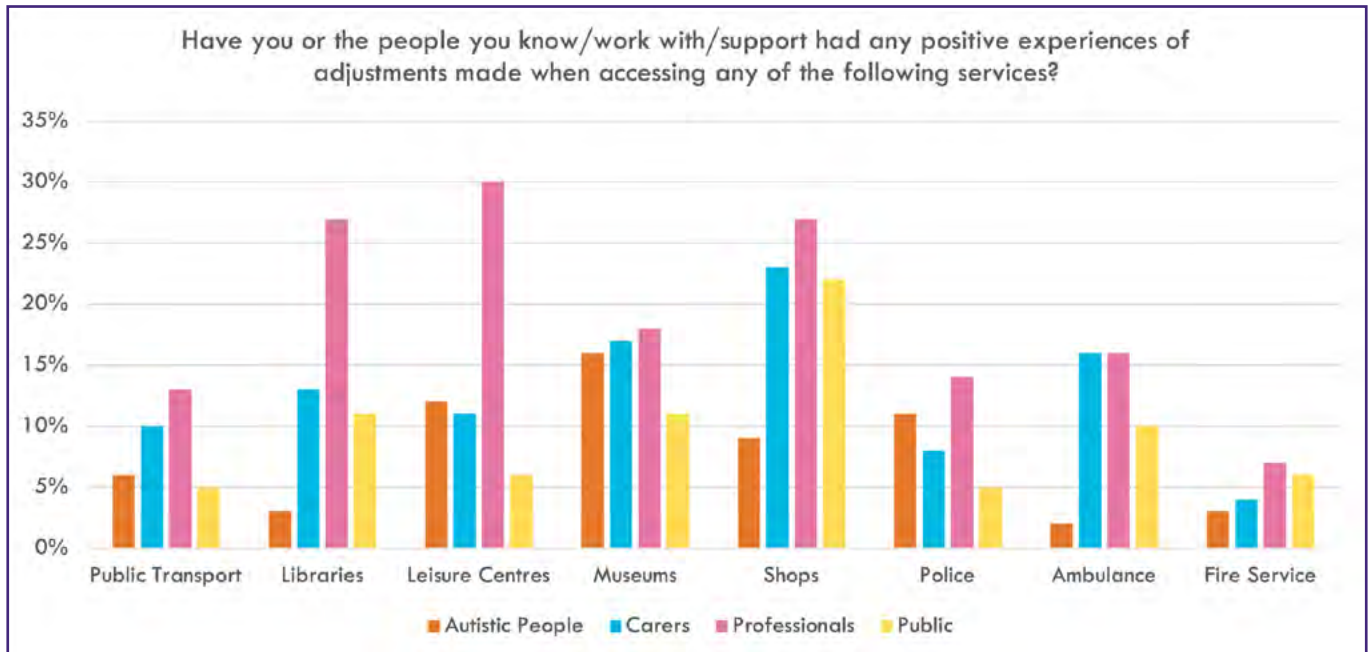
Tick all that apply



119 comments were made

Theme	Number of Comments
Online, websites, and support groups, e.g. Brightfire CIC, Easy Read	29
National Autism Society and NAS local groups	25
Dedicated social media - e.g. Facebook/Instagram/ Twitter/Tik Tok groups/TED Talks/YouTube and pages by autism advocates	19
Local and national autism support and self-help groups and charities	16
Autism West Midlands/Autism UK	15
Talk to people with autism/ neurodivergent individuals	12
Books/libraries	6
Friends, family and friends with autistic children	6
Dedicated voluntary organisations/charities	5
Other social media	4
Own research/knowledge	4
Other sources not proved to be useful, e.g. GP not knowing how/ where to signpost to	4
Courses and information including those from autistic advocates	3
Person experience information	3
Registered professionals	3
Worcestershire Children First	2
TV programmes	2
Academic papers and research	2
No-one was interested in helping/process takes too long	2

Q24 Have you or the people you know/work with/support had any positive experiences of adjustments made when accessing any of the following services?



Q25 Please describe the positive experience on public transport
25 Comments were left

Theme	Number of Comments
Disability bus pass and those that allow free/reduced fare for carers	5
Drivers more understanding if explanation given, often offer additional help when they know the situation	5
Priority boarding at airports, daisy lanyard	4
Staff always understanding, knowledgeable, polite, and helpful	3
Offers of support or assistance at station/bus station	2
Being able to use accessibility waiting rooms at stations	2
More training for bus and train staff and better wheelchair accessibility	2



Q26 Please describe the positive experience in libraries

40 Comments were left

Theme	Number of Comments
Good/great staff who are welcoming, more aware/ have knowledge of autism and will listen, help and can explain	16
Quiet times and spaces	14
Library is a calm and safe space	4
Specific times in libraries for autistic students who can then explore without interruption	3
Use of and access to technology - noise cancelling headphones, accessible computers	3
Events and activities	3
Challenges identifies and adjustments made to enable easier borrowing and return of books	2
Range of facilities, resources and spaces	2

Q27 Please describe the positive experience in leisure centres

31 Comments were left

Theme	Number of Comments
Specific sessions/lessons for those with autism and other disabilities	7
Quieter times advertised and ability to use when not so busy	5
Providing explanation to staff gives better understanding and helpful reaction	4
Staff recognition of lanyard and provide positive response to non-standard behaviour	4
Ability of instructors to teach autistic individuals, SEN training	4
Awareness of noise, safe areas, private and open spaces	3
Discounted membership/concessions for support workers	2



Q28 Please describe the positive experience in museums

37 Comments were left

Theme	Number of Comments
Members of staff helpful, welcoming, provide assistance and willing/ taking the time to engage with ASD	12
Quiet times/quiet environment	9
Use of technology, equipment and specialist kits - e.g. supply ear defenders, visual aids	5
Specific session/events provided - e.g. early opening	4
Discounted rates for autism - leaving early due to over stimulation	2
Recognition of lanyard and understanding of needs	2
Pre-booking time slot to avoid waiting in a queue/ allowed to avoid queueing	2
Nice places to be	2
Range of displays and rooms, low sensory	2

Q29 Please describe the positive experience in shops

65 Comments were left

Theme	Number of Comments
Quiet times and designated ASD/learning disability low sensory shopping times	30
Staff generally accommodating, patient and helpful when explanation given or see sunflower lanyard	17
Specific actions taken to help - e.g., dimming the lighting, turning off the music, etc	16
Designated member(s) of staff for ASD/learning disability	4
Offer assistance/help and understanding	4
Checkouts for those who need more time	3
Some people understand some do not	3
Positive experience in local shops that are visited regularly	2

Q30 Please describe the positive experience with the police

23 Comments were left

Theme	Number of Comments
Patient, sensitive, helpful and understanding	8
Evidence of specialist training for ASD	7
Showing concern and empathy for people/Taking time	5
Home visits to provide support, understanding and specialist equipment	3

Q31 Please describe the positive experience with the Ambulance Service

36 Comments were left

Theme	Number of Comments
Treated with kindness, understanding, patience, dignity and time	20
Staff are helpful, aware and make allowances	13
Training has been widened to include neurodivergent people	10
Clear instructions given	2
Staff don't make judgements	2

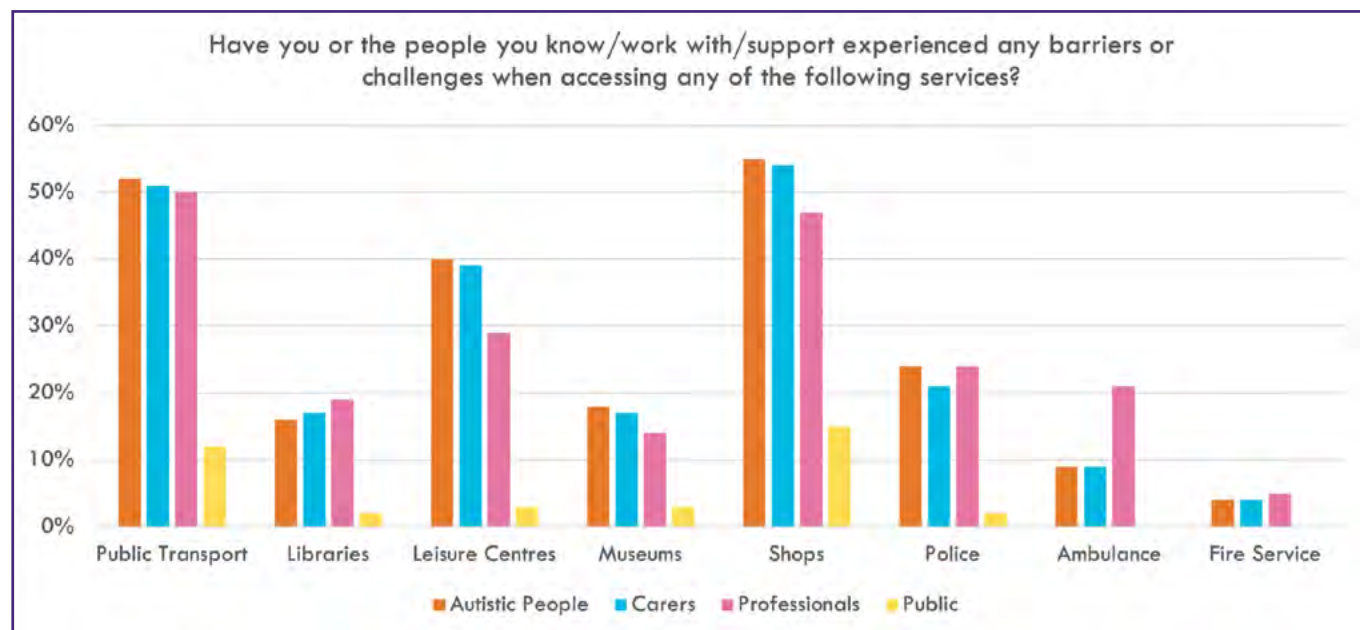
Q32 Please describe the positive experience with the Fire Service

11 Comments were left

Theme	Number of Comments
Helpful and positive	3
Show awareness and understanding	3
Fires safety checks and exit plans	2
Adapting behaviours and communication methods to put autistic person at ease	2



Q33 Have you or the people you know/work with/support experienced any barriers or challenges when accessing any of the following services?



Q34 Please describe the barriers experienced on public transport

116 Comments were left

Theme	Number of Comments
Too busy, too noisy, layout issues	32
Potential for sensory overload on all forms of public transport	31
Unclear information, timetables, late or no service	20
Timetables can be very difficult to read, unpredictable and subject to change at short notice	19
Little empathy and understanding from staff and public	18
Overcrowding on buses and trains	17
Lack of patience, understanding and need for communication by some bus drivers - e.g. school buses	17
Lack of assistance and need for increased time for processing information and getting on and off public transport	14
No dedicated person to ask for assistance	7
Lack of seating on overcrowded buses and trains	5
Travel card and companion travel card not always recognised - some travel cards have restricted time	4
Not sure how to pay, what the fare is and there is a need for card reader on buses and trains	3
Small print on notices	3
Reduction in local bus services	3
Staff not intervening when incidents occur	2

Q35 Please describe the barriers experienced in libraries

29 Comments were left

Theme	Number of Comments
Lack of staff training about autism and how to communicate effectively	9
Lack of understanding by other people using the library	7
Not enough appropriate signage	4
Some libraries can be echoey, noisy, busy, lighting too bright.	3
Some staff are knowledgeable and supportive	3
Need to have quiet areas and seating	2
Seating too close together	2
Not used library recently because of issue in the past	2
Need to be quiet can be off-putting to parents with ASD child	2

Q36 Please describe the barriers experienced in leisure centres

77 Comments were left

Theme	Number of Comments
Potential sensory overload - lights, noise, too many people	44
Lack of understanding of autism and how it presents	16
Need more and longer dedicated quiet times/sessions at convenient times	13
Staff and instructors need more understanding of how to communicate with neurodivergent children/adults	13
Limited staff trained in autism awareness	12
Need more family/accessible changing rooms & showers	7
Better signage and information within centres - how to use equipment/lockers	7
Need quiet spaces for when everything gets too much	4
More accessible information of opening times and when centres are less busy	2

Q37 Please describe the barriers experienced in museums

30 Comments were left

Theme	Number of Comments
Sensory issues - lighting levels, noise	13
Too crowded, queues	7
Lack of understanding and acceptance of autistic people by general public	6
Anxiety issues	3
Lack of suitable parking close to venue	2
Look but don't touch policy can be difficult for some ASD people	2

Q38 Please describe the barriers experienced in shops

117 Comments were left

Theme	Number of Comments
Sensory overload causing anxiety - lights, too busy, big echoey spaces	68
Lack of empathy and understanding of autistic behaviours by staff and general public	38
Lack of staff training/understanding - no specially trained member of staff	35
Store layout - height of shelves, cluttered isles, congestion at checkout, changing location of items	29
Lack of personal space, other people entering personal space and size of gangways	7
Need for quiet times with sensory triggers being reduced	7
Better/accessible signage within stores	7
Small shops can be difficult	4



Q39 Please describe the barriers experienced with the police

48 Comments were left

Theme	Number of Comments
Need more training on how to be aware of and understand autism, be more empathetic and how to communicate & support	19
Lack of understanding of the many different presentations of autism in different people	19
Fear or lack of understanding of challenging behaviours which can lead to further anxiety and conflict	12
Can appear to be aggressive, rude, uncaring and unsupportive	12
Not patient, don't listen, don't provide information	8
Potential for sensory overload - sirens, flashing lights, light levels in rooms, being handled by strangers	4
Don't understand that a parent/carer might be needed to attend	3
Use of inappropriate language and behaviour	2

Q40 Please describe the barriers experienced with the Ambulance Service

19 Comments were left

Theme	Number of Comments
Not understanding sensory disorders can cause problems - especially touch and dealing with strangers or unfamiliar places	8
Waiting times	4
Lack of/limited training and awareness	2
Wider understanding of why an ASD person might need a parent to go in an ambulance/A&E with them	2
Lack of understanding on how autistic people communicate and how to communicate with them	2
Not listening to what they are being told	2
Reception areas can be noisy, busy and too bright	2
Accessible ways to contact people with autism if they can't use telephone when anxious	2
Ambulances are confined, have a lot of equipment, are busy, noisy and bright	2

Q41 Please describe the barriers experienced with the Fire Service

7 Comments were

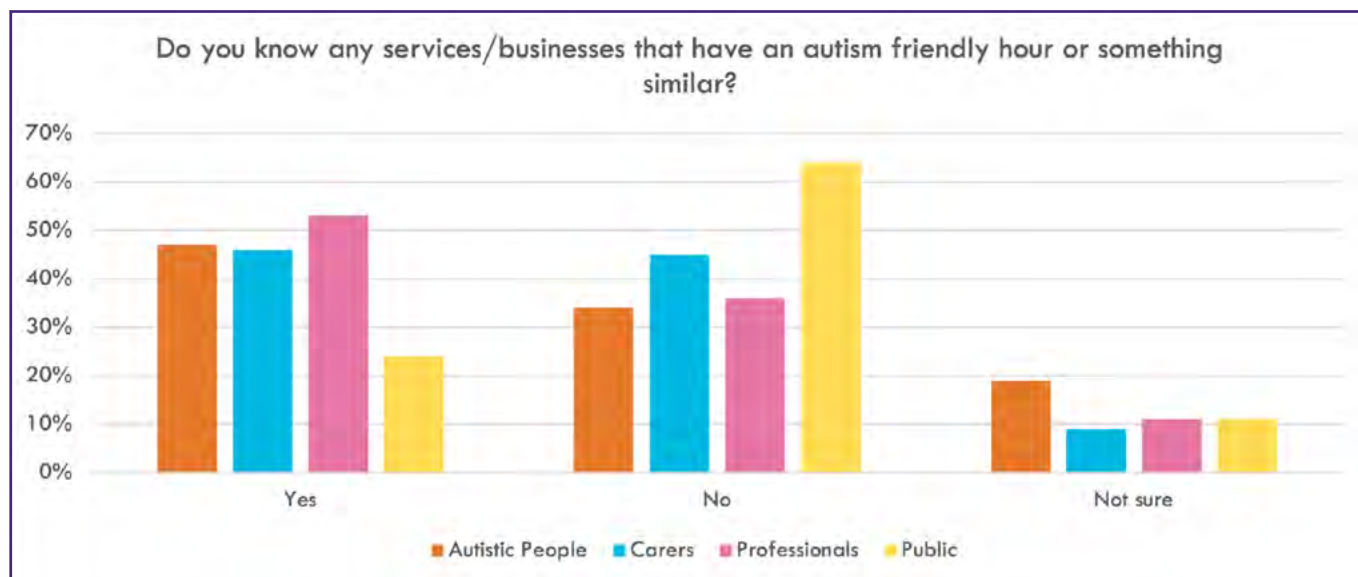
Theme	Number of Comments
Sensory issues	3
Lack of understanding of how to communicate with ASD people effectively	2
Lack of training and awareness	2
Can't use the telephone	2

Q42 What would make accessing these services better?

199 Comments were left

Theme	Number of Comments
Better/more regular training for staff and professionals on autism awareness, how to communicate, provide help, giving time and safeguarding	73
Increasing awareness, knowledge, understanding, empathy kindness and acceptance of autism in general public and service providers	62
Provision of dedicated quieter/safe areas and times/sessions which bookable and are well publicised	45
Understanding of and ability to control or adjust sensory overload triggers	37
Better understanding that there is no "one size fits all" with autism and it is often a hidden disability	28
Having a dedicated member of staff or a system in place to help when needed	14
Improved and accessible signage & timetables, better communication of what services are or why services have altered or been removed	14
Making workplaces, shops, leisure centres, etc more autism and disability inclusive all of the time	10
More reliable transport services with more accessible dedicated seating	9
More listening to and involvement of autistic people and support groups - particularly with training	8
Better understanding on both sides - those with ASD and those without	7
More knowledge and understanding of disabilities in general	4
Don't know	3
Free travel passes for conditions which are shown on bus pass and also free travel passes for carers	2
Understanding of legal responsibility	2
Contacting methods - need ability to communicate with operator that person has autism - block out background noise	2
Already a lot being done	2

Q43 Do you know any services/businesses that have an autism friendly hour or something similar?



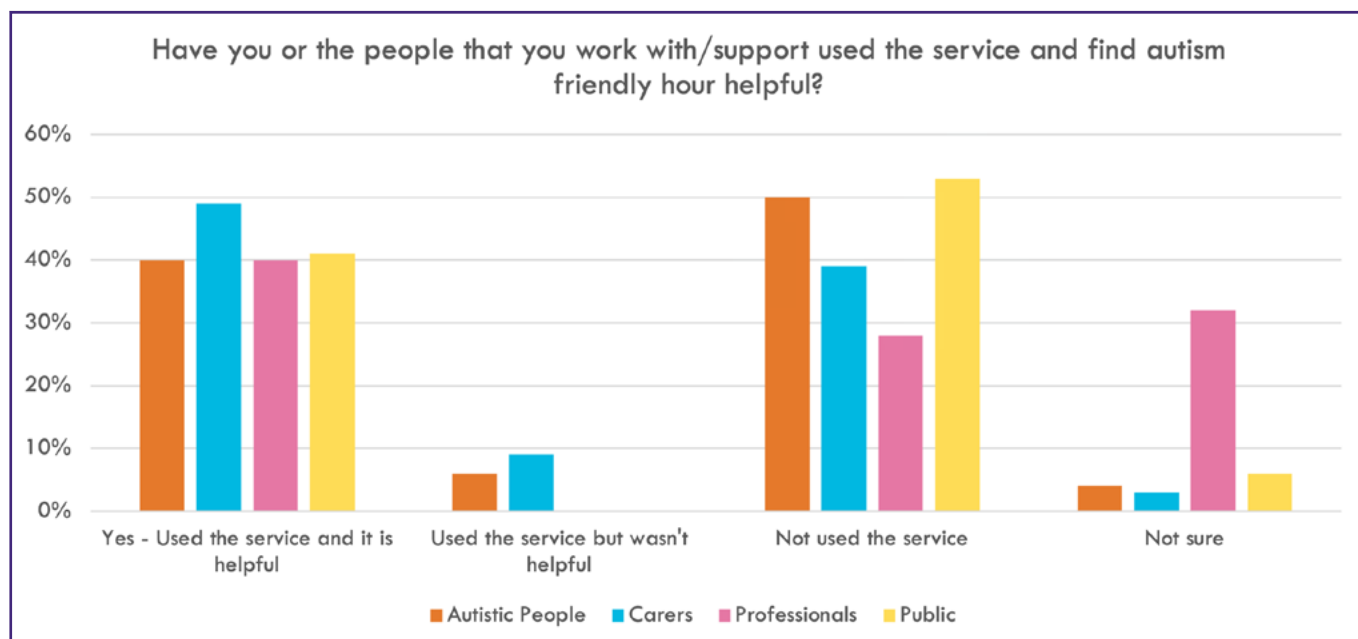
Please give details

147 Comments were left

Theme	Number of Comments
Supermarkets	83
Cinemas, arts centres and theatres	34
Specialist and soft play centres	17
Department stores and specialist retailers	15
Shops	11
Museums, attractions and historic buildings	11
Shopping centres and markets	4
Leisure centres	4
Shops to be made autism friendly all of the time	3
Other entertainment centres - e.g. bowling	3
Universities	2



Q44 Have you or the people that you work with/support used the service and find autism friendly hour helpful?

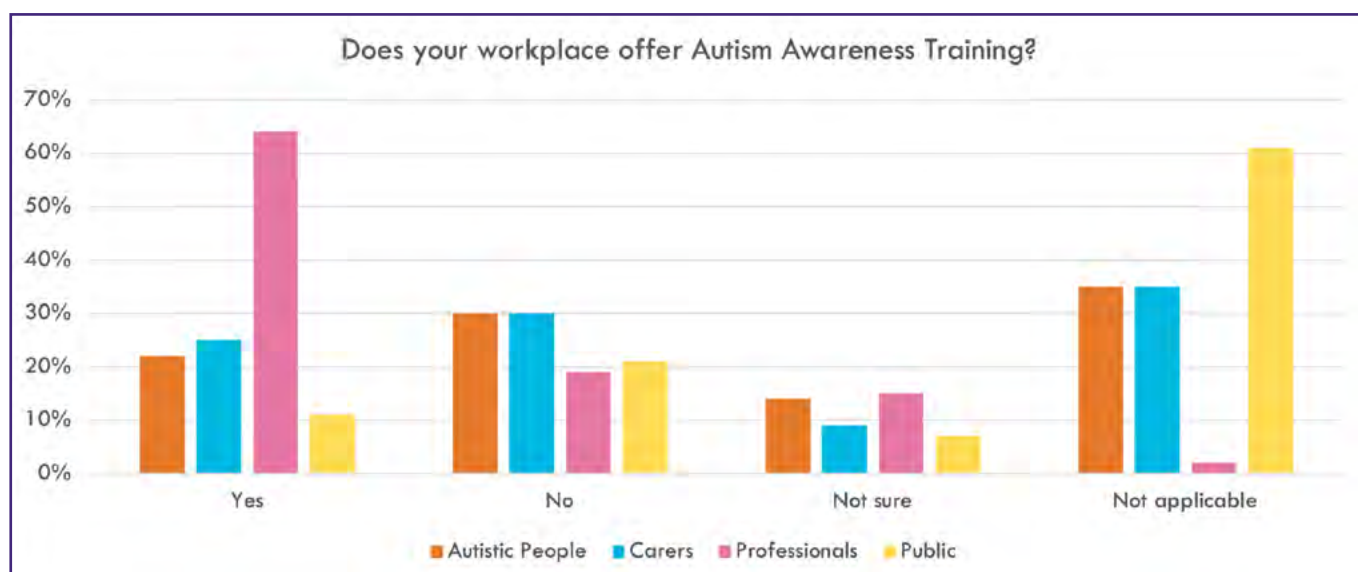


Do you have any comments about why this is or isn't helpful?

38 Comments were left

Theme	Number of Comments
Addressing sensory issues helps	12
Very Helpful	10
Quieter/calmer/less people	10
Timing of session can be awkward	7
Good to be with others who understand	2
Needs to be more than 1 hour	2

Q45 Does your workplace offer Autism Awareness Training?



Q46 If yes, please give details

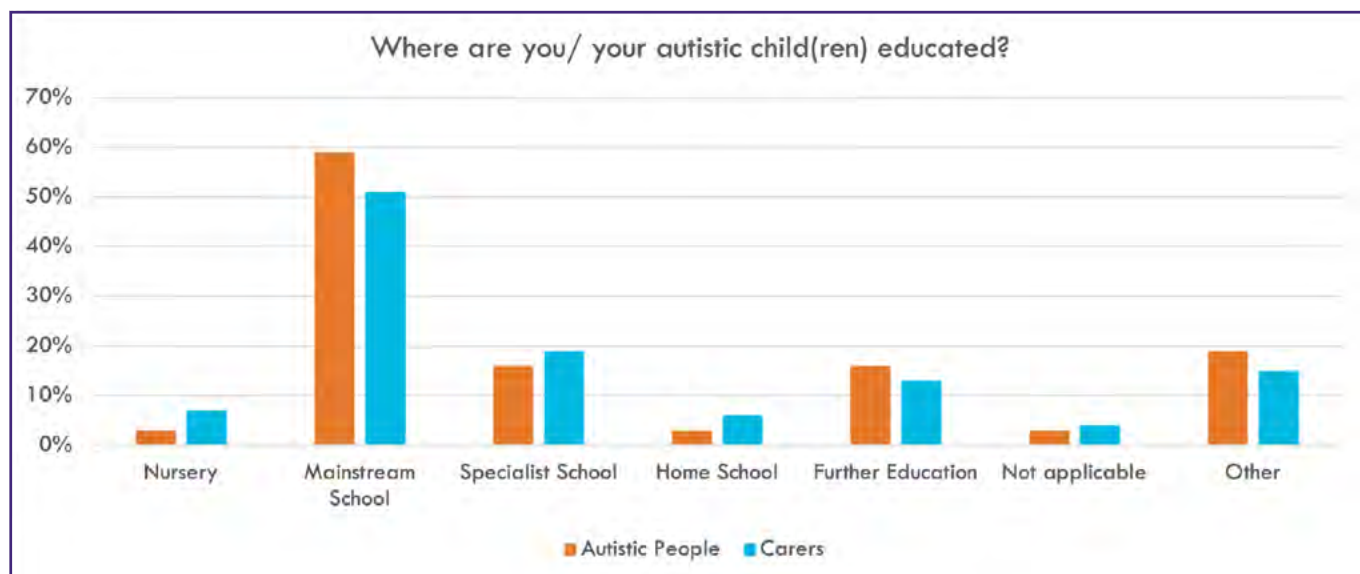
76 Comments were left

Theme	Number of Comments
Employer training and awareness provided	17
NHS Training	12
Schools/colleges/universities	11
Local Authority/Government Department	10
Online courses	8
Charities, youth trusts	5
Is a training provider	4
Training and awareness undertaken provider not stated	4
In person training courses	2
Training given to foster carers	2

Priority 2 - Improving autistic children and young people's access to education and support positive transitions into adulthood

271 people said they wanted to answer questions about Priority 2

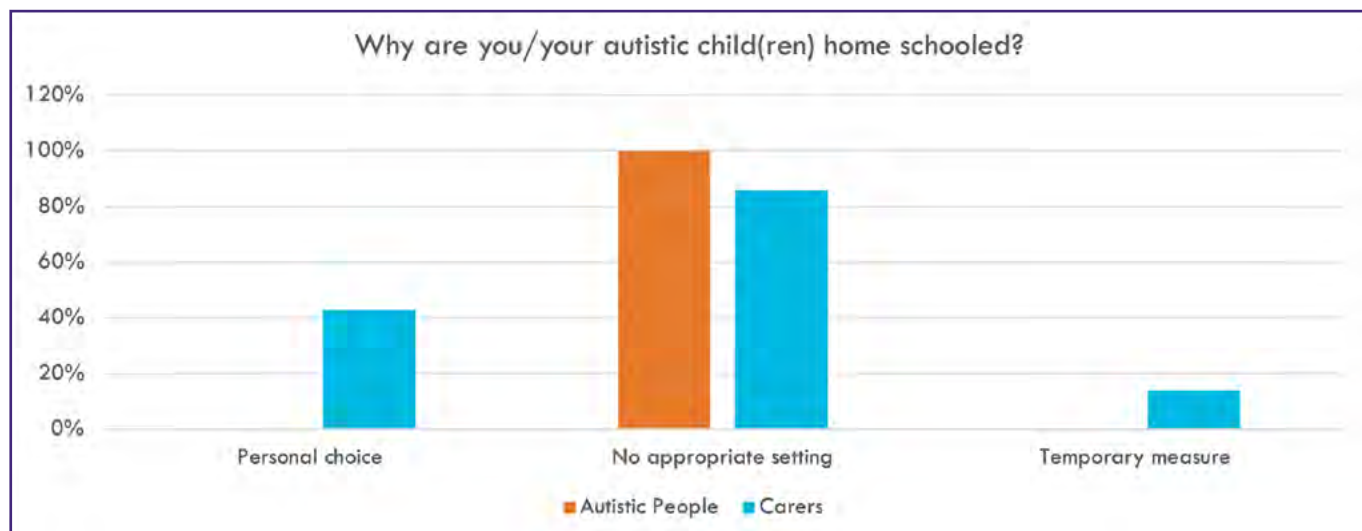
Q53 Where are you/your autistic child(ren) educated?



26 Comments were made

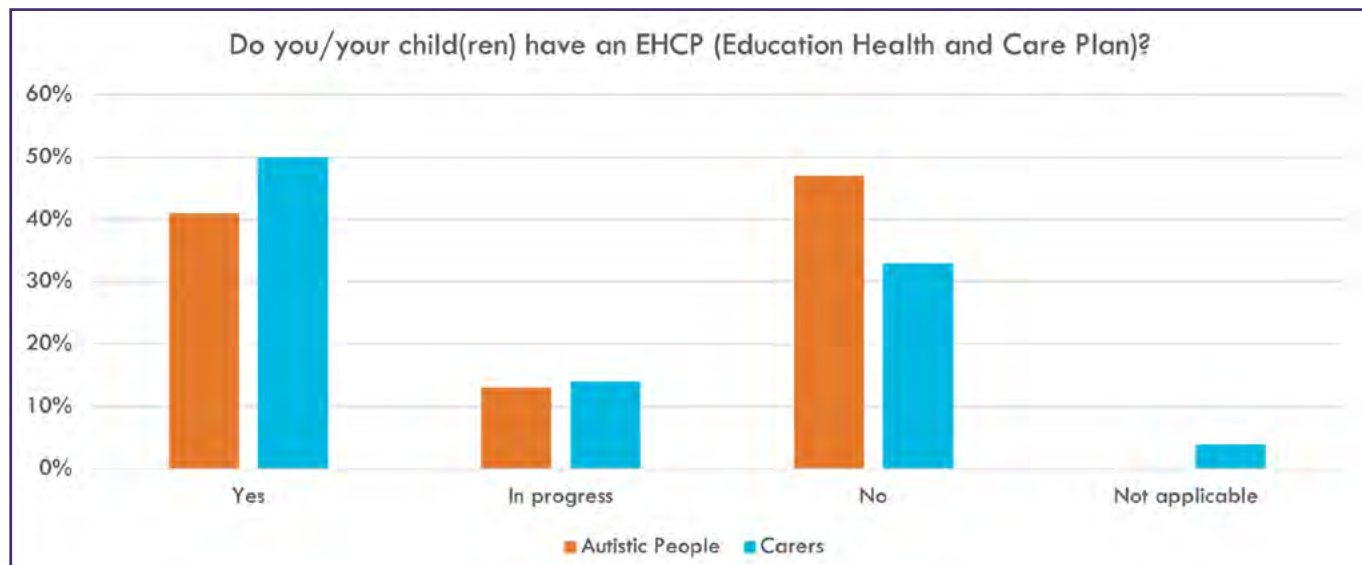
Theme	Number of comments
No Schooling	9
Private School	5
Sixth Form/ College	3
Alternative Provision	3
Home School	2
EOTAS	2
Online Education	1
Autism Base	1
MET/ Hospital School	1
Other comments	1

Q54 Why are you/your autistic child(ren) home schooled?

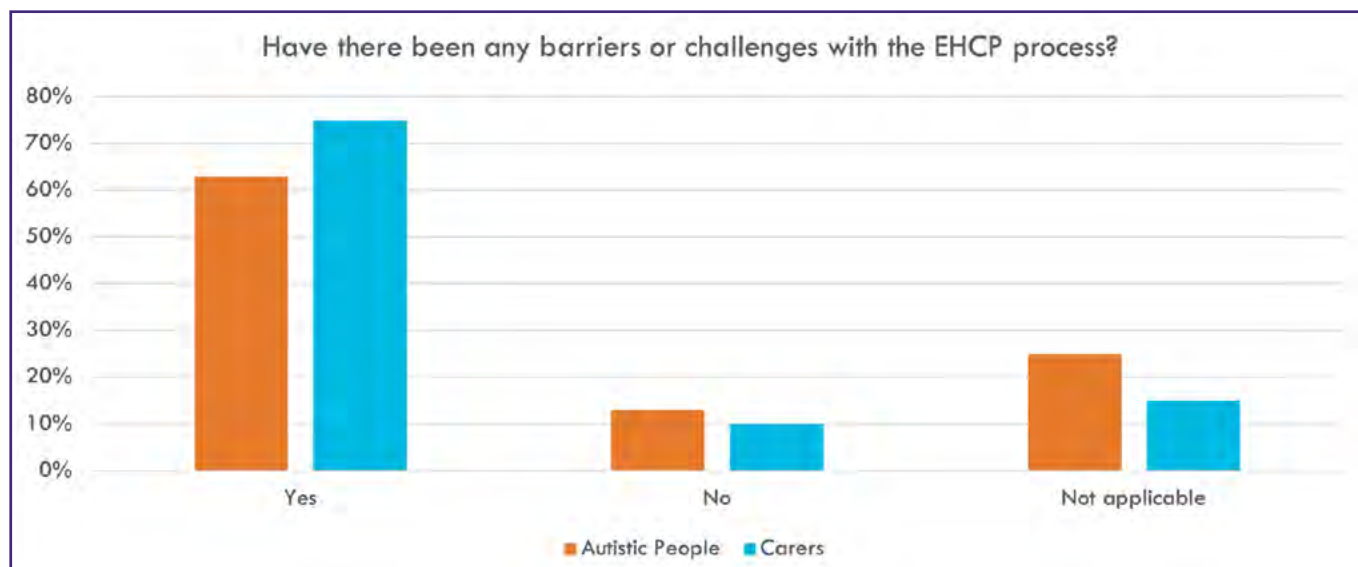


Select all that apply

Q55 Do you/your child(ren) have an EHCP (Education Health and Care Plan)?



Q56 Have there been any barriers or challenges with the EHCP process?

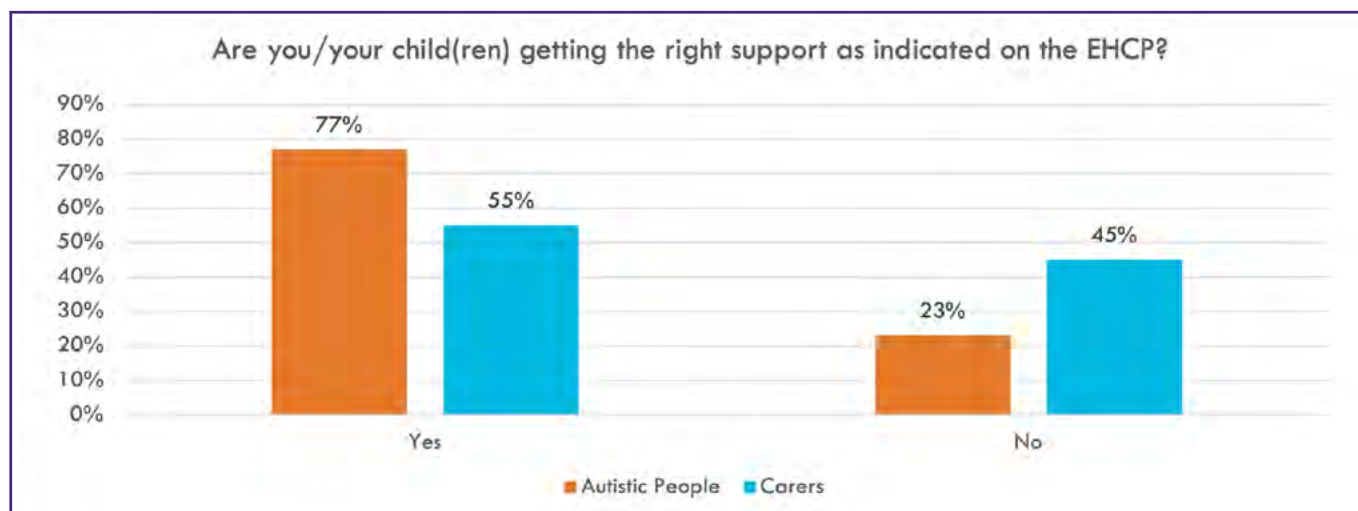


Q57 Please describe the barriers/ challenges.

86 Comments were made

Theme	Number of comments
Delays	33
Not able to access EHCP/ Assessment	14
School not recognising issues/ referring	12
Communication with caseworkers/ SEN etc.	12
Local Authority (legal duties not followed)	11
Had to fight for right support/ assessment	11
Getting appropriate setting	10
EHCP not updated	9
Poor EHCP	9
Other	9
School knowledge/ understanding	7
Plans not followed	5
Lack of, or delay to diagnosis	4
Lack of empathy or considering CYP views	4
School funding	3
Access to CAMHS	1

Q58 Are you/your child(ren) getting the right support as indicated on the EHCP?

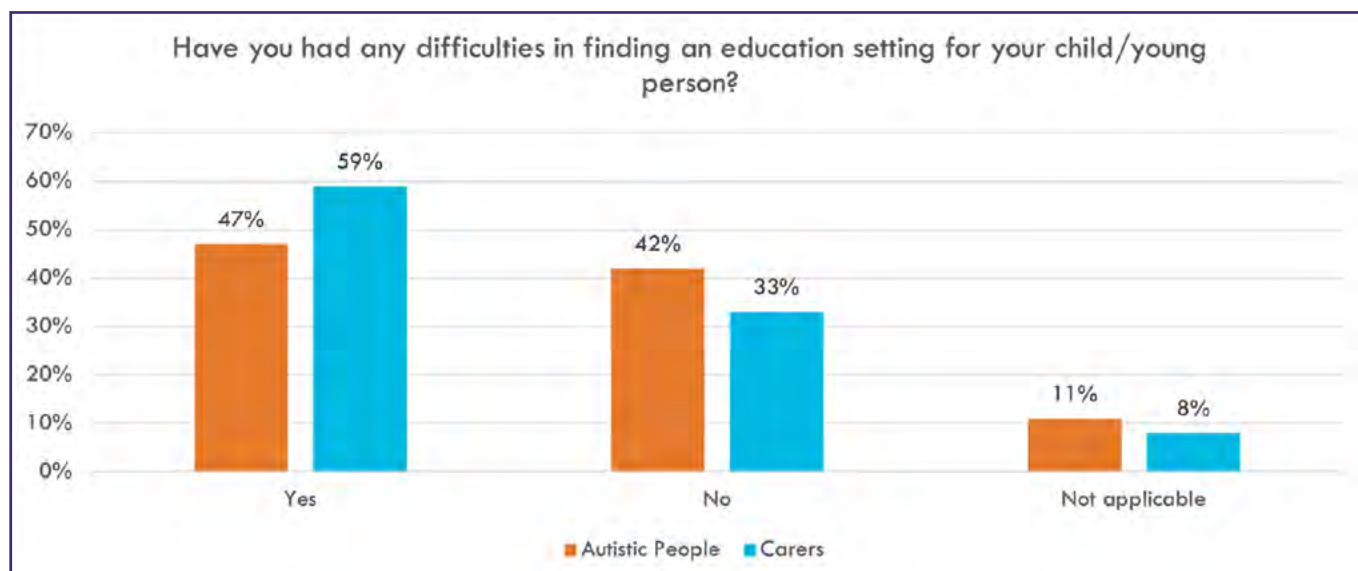


Q59 Please detail the barriers

23 Comments were made

Theme	Number of comments
Lack of appropriate setting	6
Full support not in place	6
Poor LEA SEND input	4
Lack of detail in the plan	2
Waiting for support	2
Other	2
Lack of school staff	1
Lack of staff care/ empathy	1
Funding not used for the child	1
Services not joined up	1

Q60 Have you had any difficulties in finding an education setting for your child/young person?



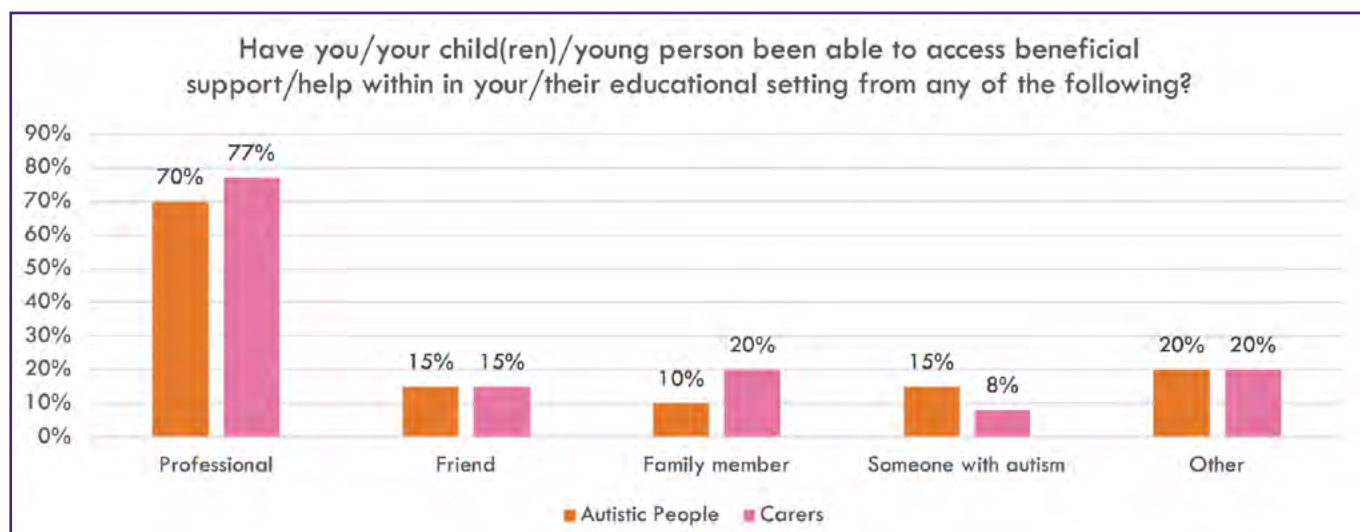
What would have made it easier?

63 Comments were made

Theme	Number of comments
LA Support	15
More places available	12
Other	11
School Support	6
Having an (appropriate) EHCP	6
More specialist settings locally	6
Speed up the process	5
Knowledge/ Understanding of autism	5
Smaller Settings	4
Academic focused appropriate settings	4
Meet child before recommending a setting	4
WCC/WCF budget	4
Flexible entry requirements	2
Mental health support	1
Local complex needs provision	1
Better post 16 options	1

Q61 Have you/your child(ren)/young person been able to access beneficial support/help within in your/their educational setting from any of the following?

Tick all who have supported in an educational setting

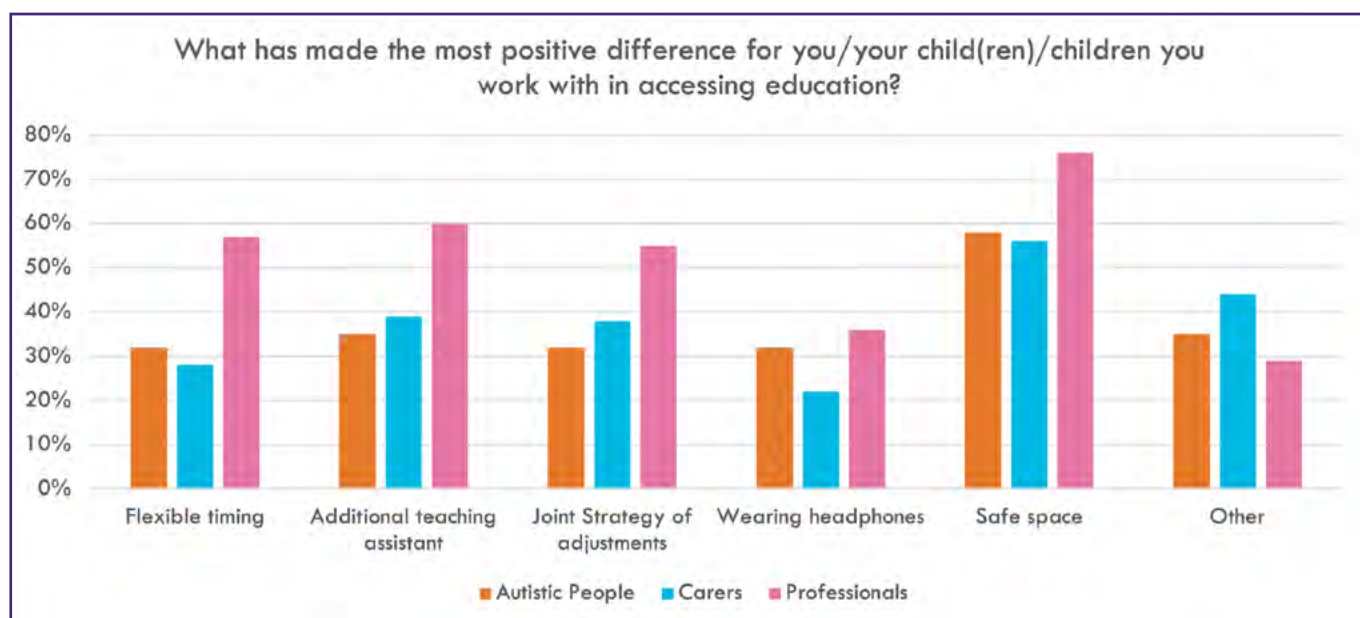


Q62 Would you like to give any more information about the beneficial support received in an educational setting?

63 Comments were made

Theme	Number of comments
Other school staff member	12
SENCO	8
Friends/ Siblings/ Other parents	7
Other	6
Teaching Assistant	4
Teacher	4
Professionals	3
SENDIASS	3
Mentor	3
Personal Tutor	2
Complex needs team	2
Disabled Students Allowance	1
Paid professional support	1

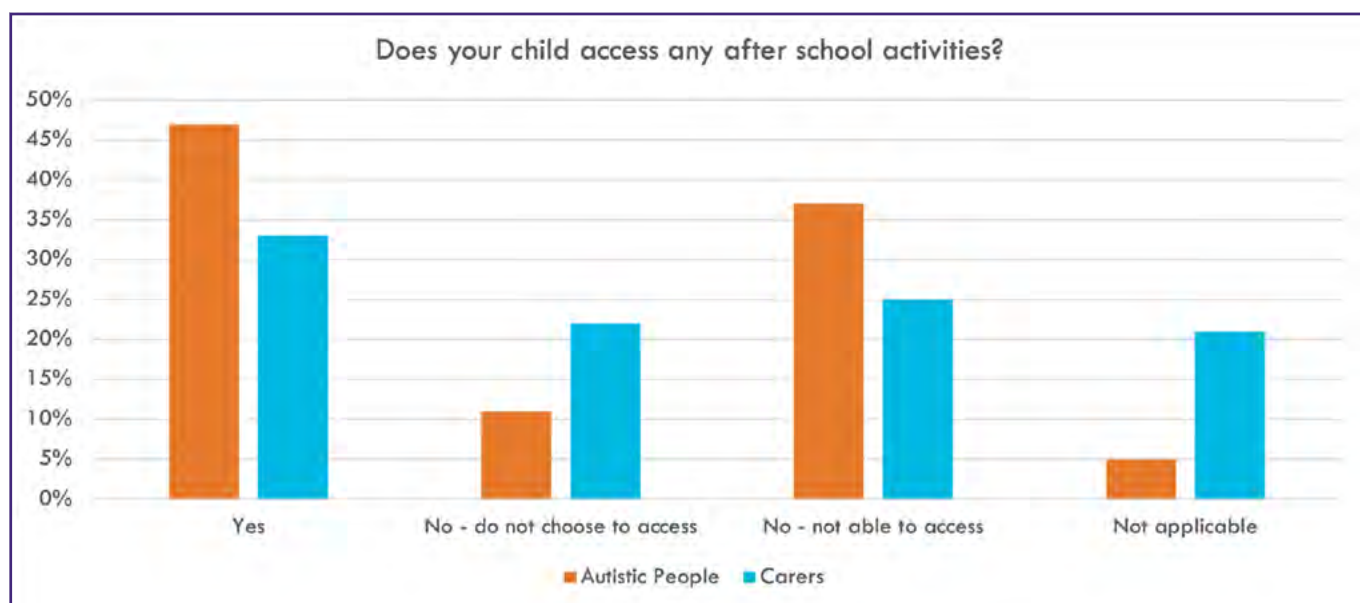
Q63 What has made the most positive difference for you/your child(ren)/children you work with in accessing education?



56 Comments were made

Theme	Number of comments
Trained/ Understanding Staff	15
Nothing	14
Other	10
Small Groups/ Classes	5
Home Education	4
Suitable Plan/ EHCP	4
Support from family/ community	3
1:1 Sessions	3
Appropriate setting	3
Equipment	2
Consistency of adjustments	2
Safe space	1
Flexible uniform requirements	1
Recognition/ diagnosis	1

Q64 Does your child access any after school activities?



What is working well?

32 Comments were made

Theme	Number of comments
Specific activities mentioned	12
Music	4
Staff listening/ making reasonable adjustments	4
Other	4
Organised activities/ routine	3
Small/ quiet groups	3
Residential placement	2
Safe space/ chill out area	2
Staff knowledge and training	2
Friendly atmosphere	1
Teaching assistant	1

What barriers are they facing?

26 Comments were made

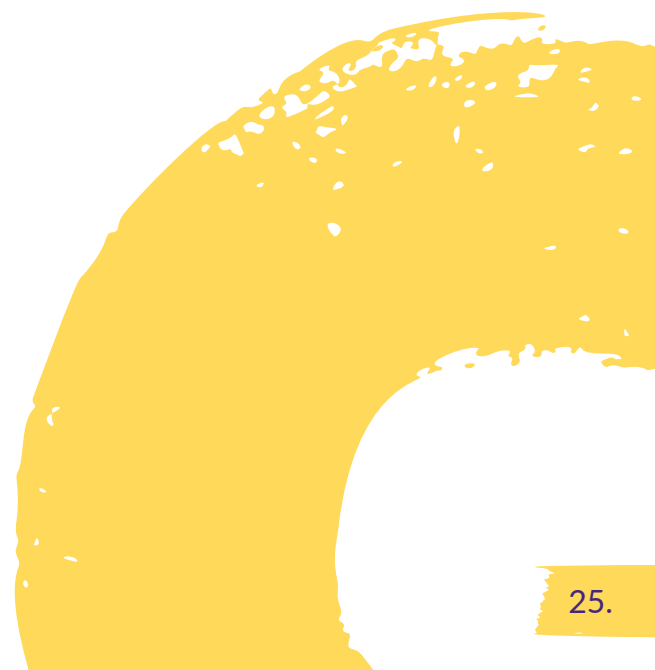
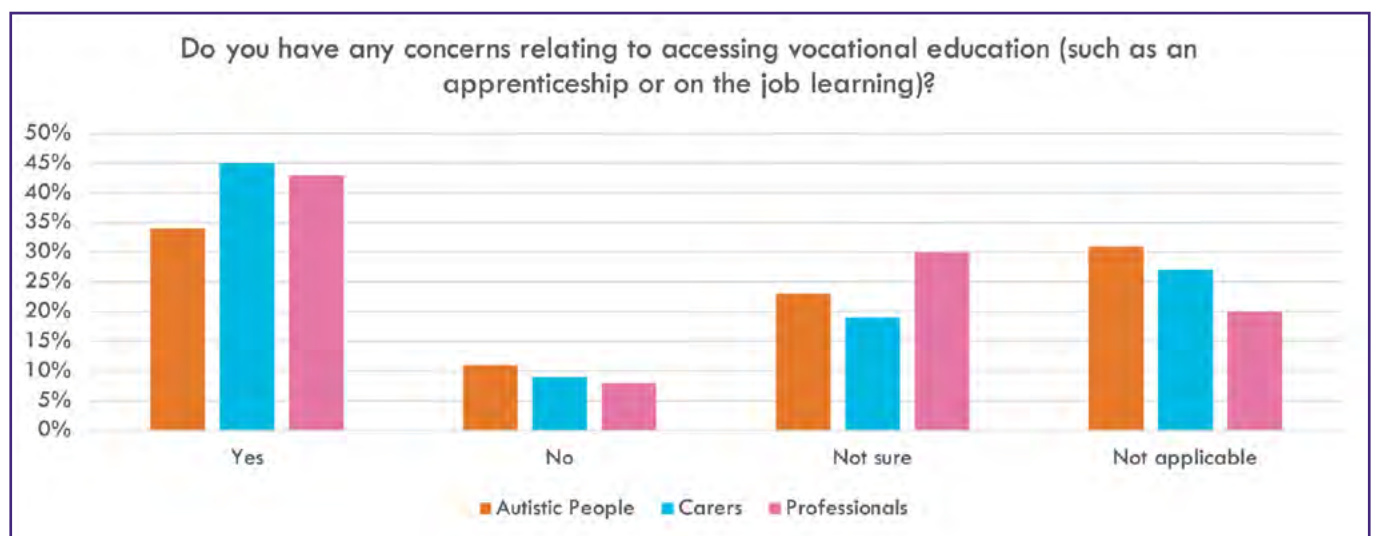
Theme	Number of comments
Not available	8
Anxiety/ Mental health	8
Other	8
Not allowed to attend/ excluded	3
Bullying or not being 'accepted'	3
Cost	1
Exhausted/ overwhelmed after the day	1
Would need additional support	1

Q65 What improvements could be made in the community which would enable your child/ young person to participate more than they currently do?

66 Comments were made

Theme	Number of comments
More local (specialist) activities	25
Other	12
Awareness of autism	11
More acceptance/ less judgement	10
More support	9
More trained staff	7
Less noise/ have quiet times	4
Funding	2
Help them to understand their autism and strategies to cope	2
Transport	1

Q66 Do you have any concerns relating to accessing vocational education (such as an apprenticeship or on the job learning)?

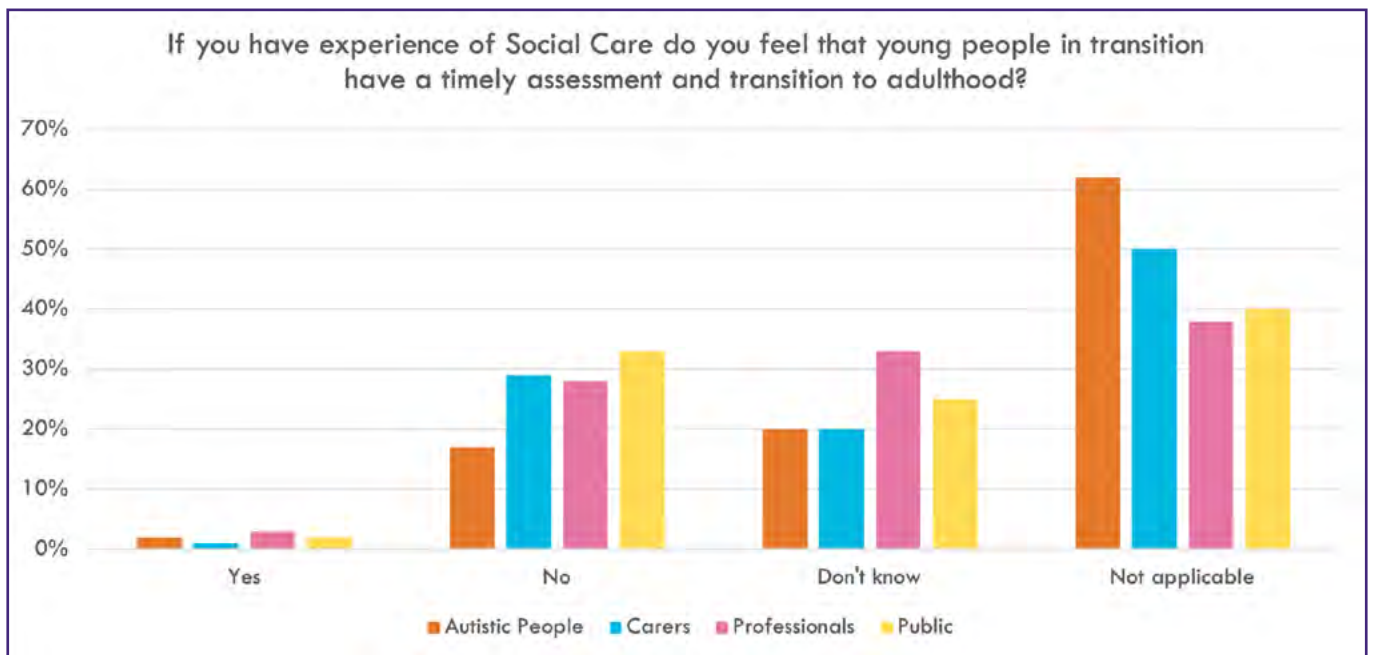


Please can you describe your concerns

62 Comments were made

Theme	Number of comments
Lack of opportunities	16
Don't make the required adjustments	15
Awareness of autism	14
Suitable support	13
Other	11
Careers help/ planning	9
Coping with a work environment	9
Getting grades/ qualifications to access	5
Discrimination	3
Transport	1

Q67 If you have experience of Social Care do you feel that young people in transition have a timely assessment and transition to adulthood?



Q68 Please describe this:

59 Comments were made

Theme	Number of comments
Other	16
No/ not enough transition support	11
Delays/ Timing	10
Need more support	9
Not enough staff/ resources/ funding	7
Support in adult system is lacking	6
Had to fight for assessment	4
General negative	4
Staff changes	4
Not enough time spent with the young person	2

Q69 What do you feel would improve the transitions of young people with autism and associated conditions to adulthood?

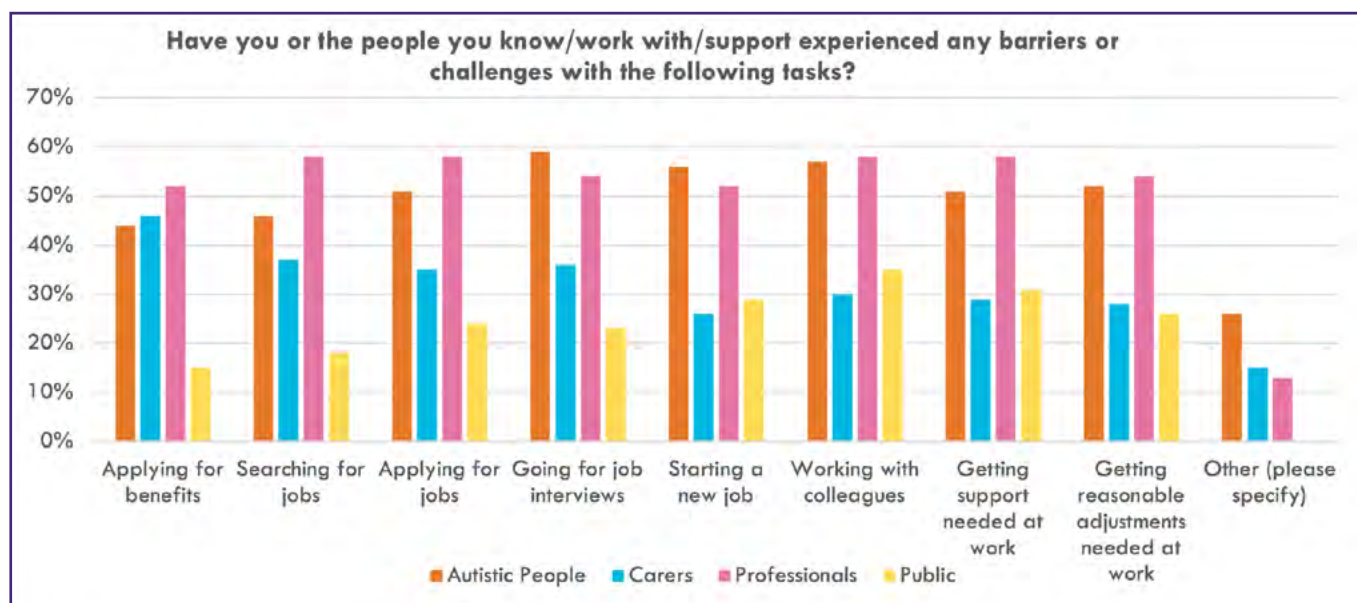
147 Comments were made

Theme	Number of comments
More/ better support	25
Better understanding/ awareness of autism	24
Early planning	22
Other	21
More professional involvement	17
Training/ information	13
Life skills	13
Consistency of worker	12
Early diagnosis	12
Make sure YP understands options available	10
Child & Adult services working together	8
Support in school	7
Housing support	7
Employment support	7
Appropriate school provision	5
More (specialist) college/ placements	5
Support after 16/18/25	4
Consistent documents to support access to services	3
Help for YP without EHCP	2
EHCP contains transition plans	2

Priority 3 - Supporting more autistic people into employment

248 people said they wanted to answer questions about Priority 3

Q70 Have you or the people you know/work with/support experienced any barriers or challenges with the following tasks?



28 Comments were made.

Themes	Number of comments
Other	10
Need a diagnosis	4
Fear will not be able to enter workplace	3
No support received	2
Not ready for work yet	2
Getting training	2
Discrimination/ Bullying	2
Applying for benefits	2
Positive adjustments/support	1

Q71 What would make applying for benefits easier?

87 Comments were made

Themes	Number of comments
Dedicated support	38
Staff knowledge/ training	14
Adjustments to contact methods/ meetings etc.	12
Other	12
Benefits system that understands autism	9
Too much paperwork	8
Help to understand what can apply for	6
Help to understand the process	5
More time before reassessment	5
Caring staff	4
Easier to understand process	4
More time	2

Q72 What would make searching for jobs easier?

70 Comments were made

Themes	Number of comments
Support	26
Autism friendly employers	15
Easy, simple information in adverts	11
Other	8
Understanding of autism	4
Clearly defined roles	3
Understanding or trying out jobs	3
Work coach/ mentor	3
Single, quiet place to look for jobs	2
Peer support/ network	2

Q73 What would make applying for jobs easier?

72 Comments were made

Themes	Number of comments
Support	27
Appropriate type of assessment	12
Understanding of autism	7
Autism friendly employers	7
Other	7
Work/ job coach/ mentor	5
Reasonable adjustments	4
Job application/ interview training	2
Less reliance on grades	2
Information in appropriate formats	1

Q74 What would make going for job interviews easier?

77 Comments were made

Themes	Number of comments
Clear information in advance including photos/ questions	23
Support	14
Understanding of autism	13
Appropriate environment	12
Reasonable adjustments	9
Other	9
Accessible venue	7
Interview practise/ training	6
Employer training	5
Job/ work coach/ mentor	3
Job trial instead of interview	3
Autism friendly employer	2

Q75 What would make starting a new job easier?

66 Comments were made

Themes	Number of comments
Mentor/ support	20
Understanding of autism	18
Discussion about needs/ adjustments	13
Information about what to expect	11
Familiarisation with workplace	9
Other	7
Regular check ins with manager	4
No judgement	3
Trial period/ phased start	3
Friendly colleagues	2
Involving OT	1

Q76 What would make working with colleagues easier?

76 Comments were made

Themes	Number of comments
Understanding/ acceptance of autism	50
Mentor/ buddy/ work coach	10
Able to tell colleagues of diagnosis/ what helps	10
Tolerance/ less judgement	7
Friendliness	6
Other	5
Appropriate environment	3
Protection against bullying	3



Q77 What would make it easier to get the support you need at work?

69 Comments were made

Themes	Number of comments
Understanding of autism	21
Mentor/ buddy/ support	14
Guidance for employers	10
Supportive manager	8
Other	8
Clear communication	3
Ask what would help	3
Knowing what was available	3
Good HR department	2

Q78 What would make it easier to get the reasonable adjustments needed at work?

64 Comments were made

Themes	Number of comments
Understanding of autism	22
Accessible information about what is available	8
Adjustments in place in advance	7
Other	7
Autism friendly employer	4
No prejudice/ discrimination	4
Buddy/ mentor	4
Funding for adjustments	4
External help to get adjustments	4
Patience and no judgement	3
Acting on requests for adjustments	2
Ask what would help	2
Individual rather than general response	2
Incentives for employers	1

Q79 Have you/the people you support had any positive experiences of reasonable adjustments in the workplace in the following tasks to be more inclusive?

	Yes	No	Not applicable
Applying for jobs	12 (6%)	83 (42%)	104 (52%)
Going for job interviews	14 (7%)	80 (40%)	106 (53%)
Starting a new job	13 (7%)	76 (38%)	109 (55%)
Working with colleagues	24 (12%)	70 (35%)	104 (53%)
Getting support needed at work	35 (17%)	70 (35%)	97 (48%)

Q80 What were the adjustments made? Applying for jobs

12 Comments were made

Themes	Number of comments
Alternative application process	3
Support	2
Work/ job coach	2
Adjustments made to website/ job advert	2
Adverts indicate autism aware	1
Appropriate environment	1
Other	1

Q81 What were the adjustments made? Going for job interviews

14 Comments were made

Themes	Number of comments
Being able to prepare in advance	3
Accompanied to interview	3
Other	3
Alternative to formal interview	2
Flexibility	1
Kindness	1
Extra time	1

Q82 What were the adjustments made? Starting a new job

13 Comments were made

Themes	Number of comments
Personalised induction	4
Supportive employer	3
Gradual build of duties	3
Transport support	1

Q83 What were the adjustments made? Working with colleagues

23 Comments were made

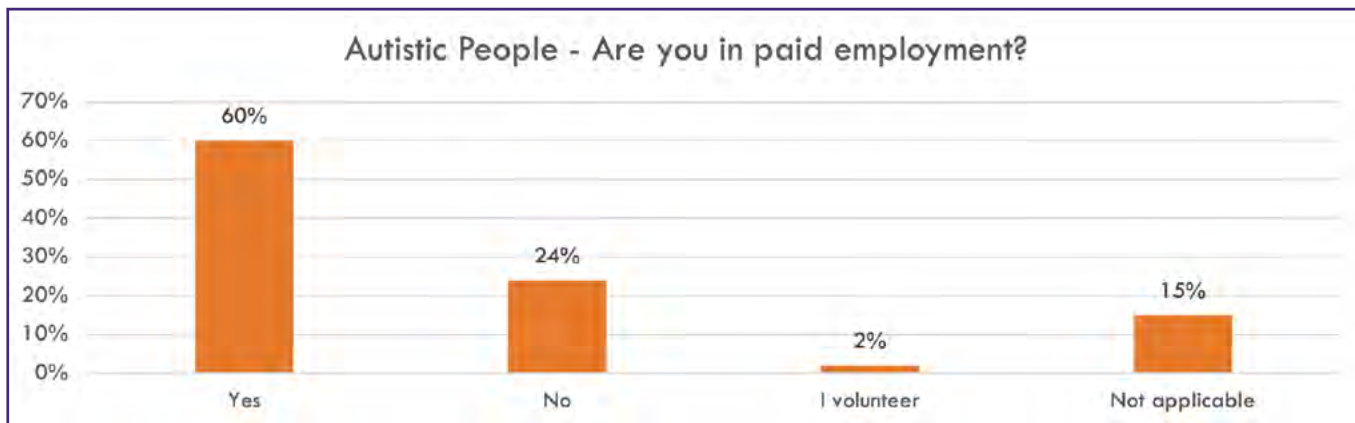
Themes	Number of comments
Supportive manager/ employer	5
Training/ autism awareness	4
Peer support	4
Making colleagues aware of adjustments and reasons	3
Supportive, friendly colleagues	3
Other	3

Q84 What were the adjustments made? Getting support needed at work

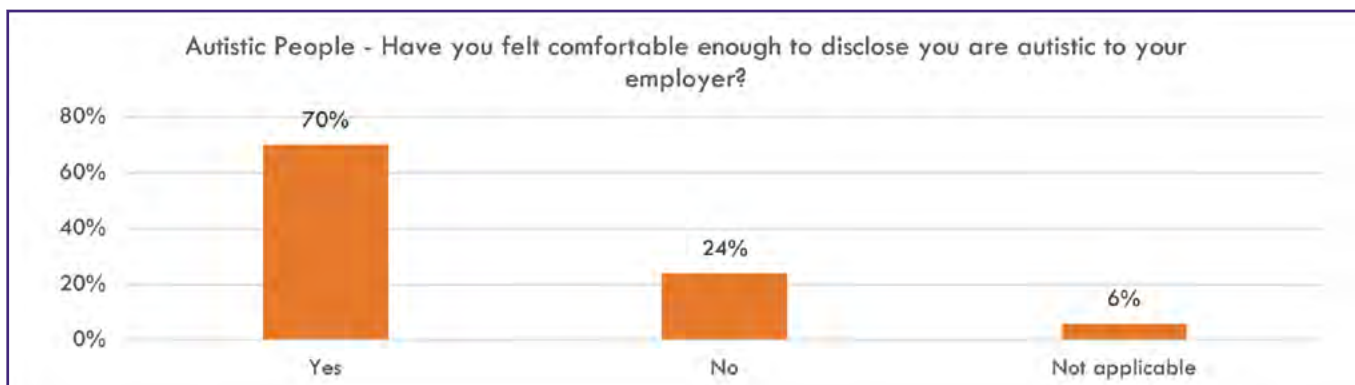
33 Comments were made

Themes	Number of comments
Mentoring/ coaching	5
Supportive manager	5
Other reasonable adjustments	5
Other	5
Access to Work	4
Asking what would help	4
1 to 1 time	3
Flexibility of targets/ timing	2
Working from home	2
Understanding of autism	2
Training to adjust to demands of the workplace	2

Q85 Are you in paid employment?



Q86 Have you felt comfortable enough to disclose you are autistic to your employer?



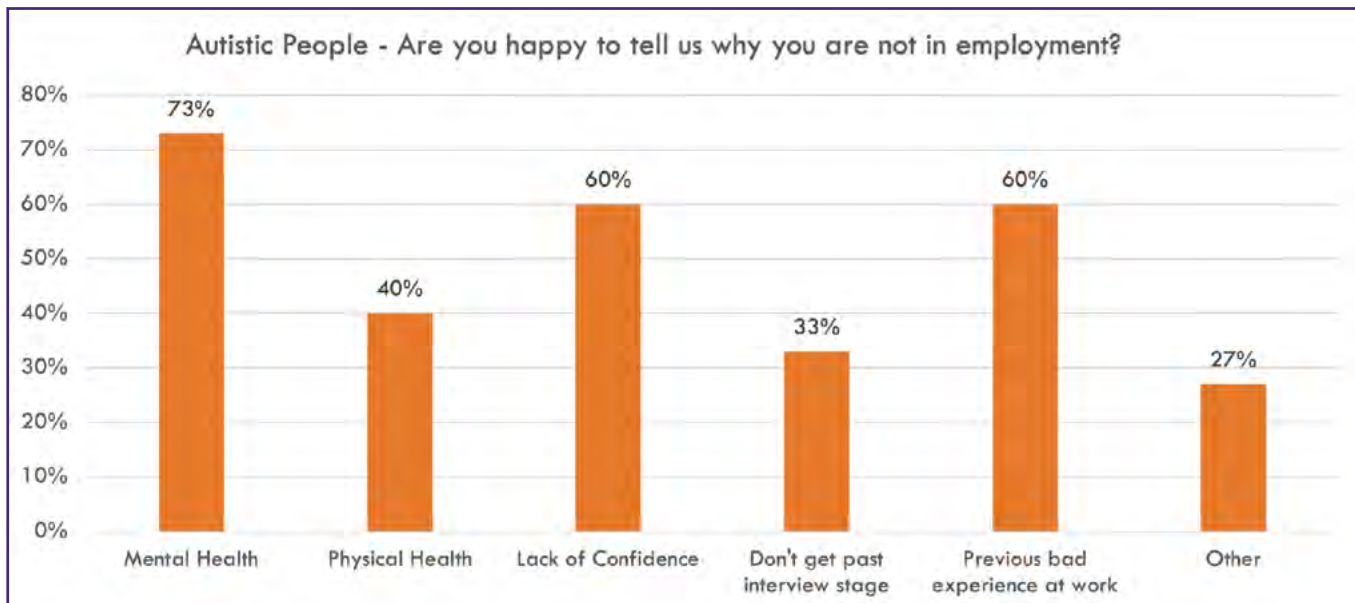
Q87 When were you last in employment?

11 Comments were made

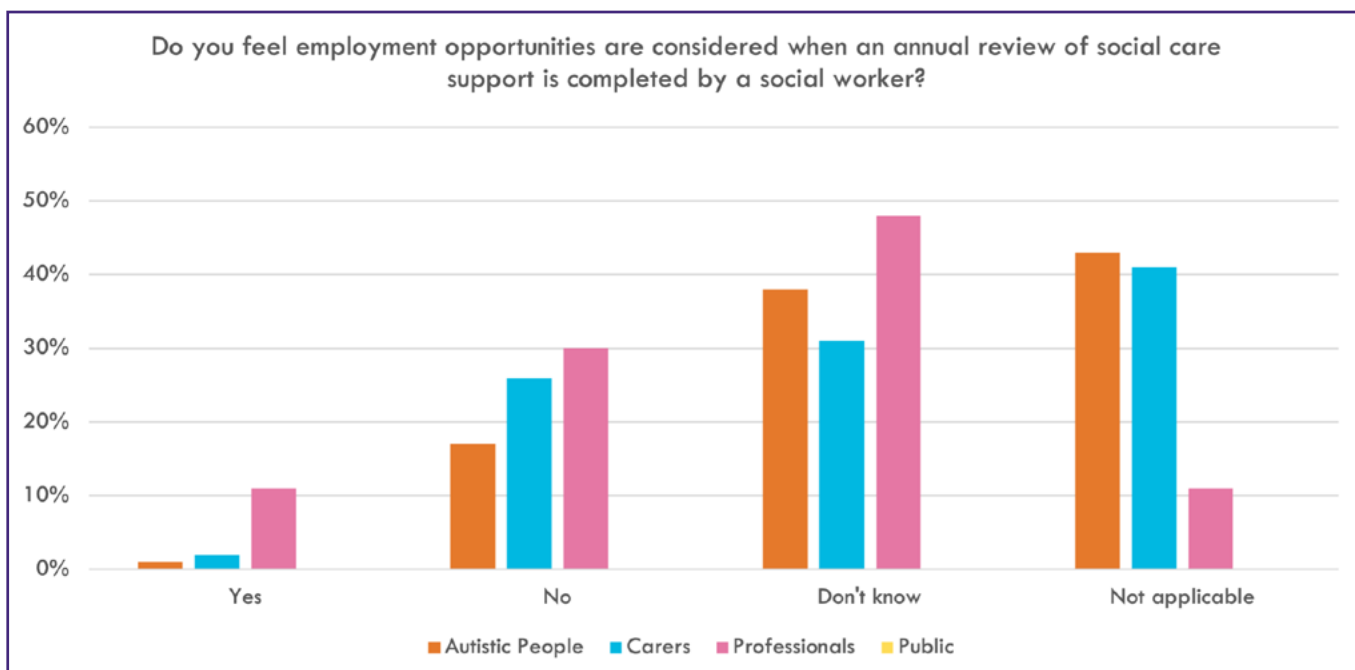
Themes	Number of comments
Longer ago	6
Last year	3
Never	2



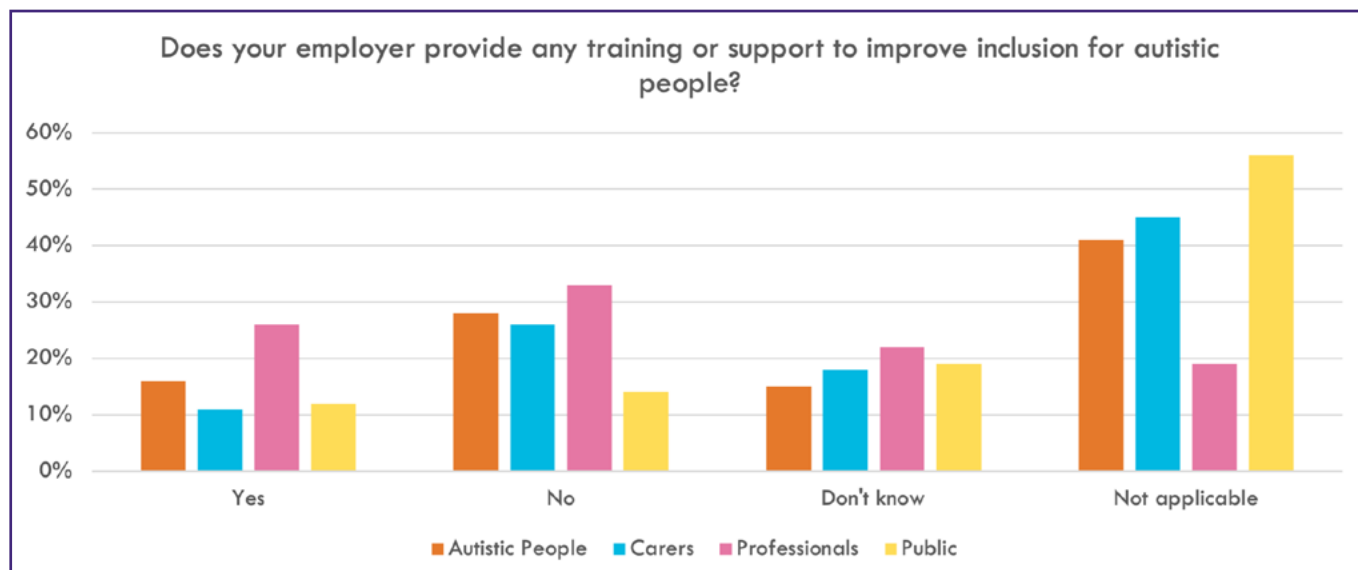
Q91 Are you happy to tell us why you are not in employment? Remember all questions are optional and you can leave blank if you are not comfortable with them (Tick as many as apply.)



Q92 Do you feel employment opportunities are considered when an annual review of social care support is completed by a social worker?



Q93 Does your employer provide any training or support to improve inclusion for autistic people?

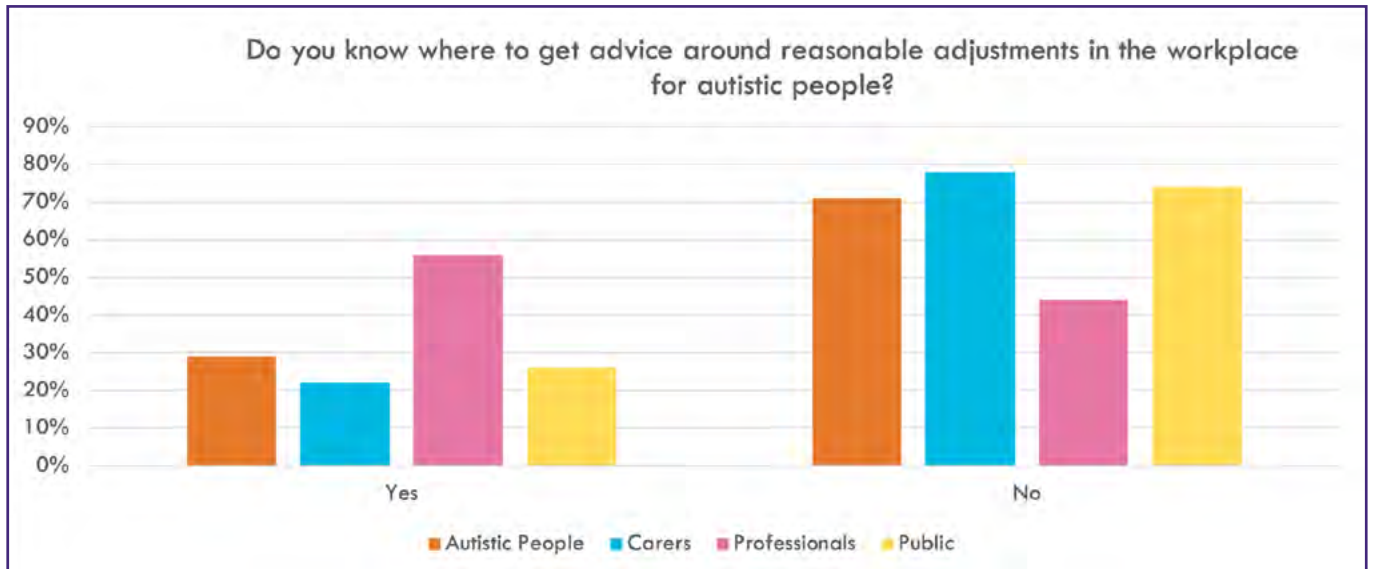


Q94 Please give details. 27 Comments were made

Themes	Number of comments
Training courses	6
School training	4
Disability/ inclusion	4
Other	4
Adjustments	3
NHS training	3
Own CPD	2
Basic/ not very good	2
Trust training	2
Voluntary training	1



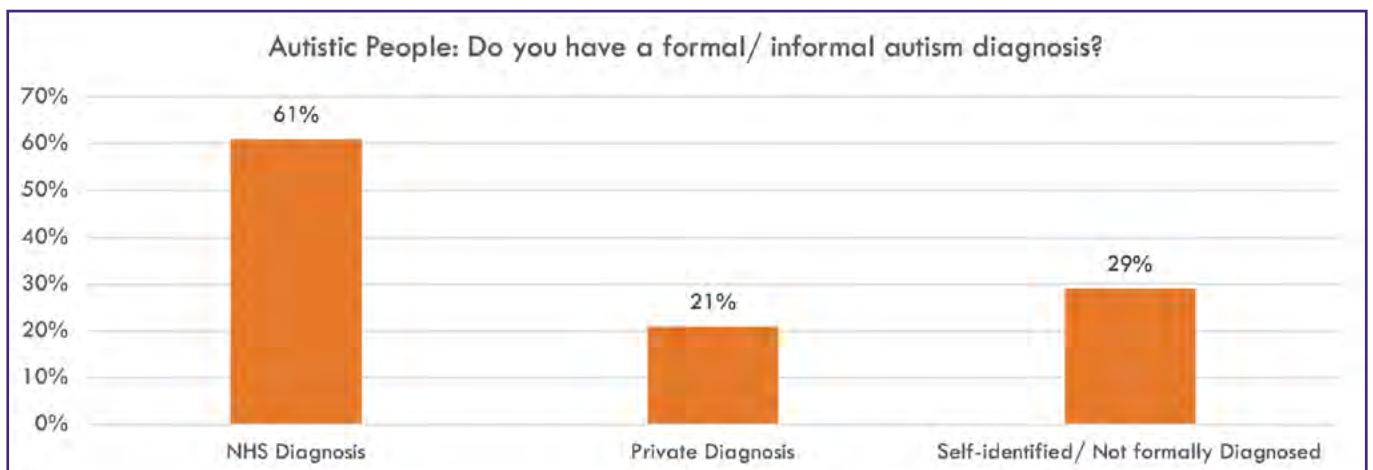
Q95 Do you know where to get advice around reasonable adjustments in the workplace for autistic people?



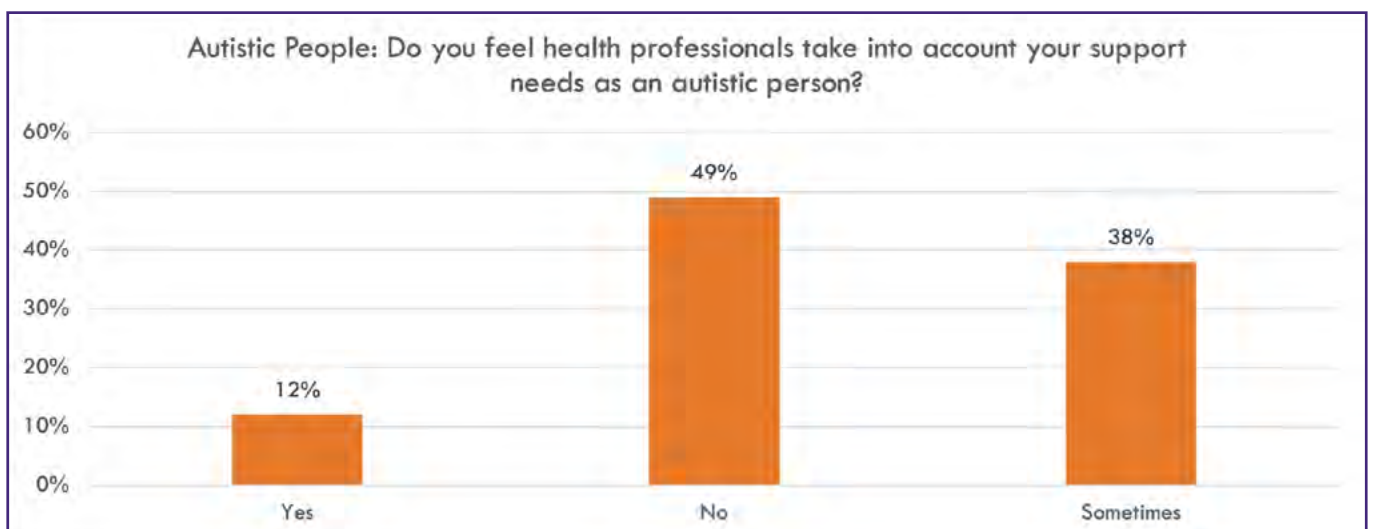
Priority 4 – Tackling health and care inequalities for autistic people

267 people said they wanted to answer questions about Priority 4

Q96 Do you have a formal/ informal autism diagnosis?



Q97 Do you feel health professionals take into account your support needs as an autistic person?



Q98 Can you tell us more about what is taken into account

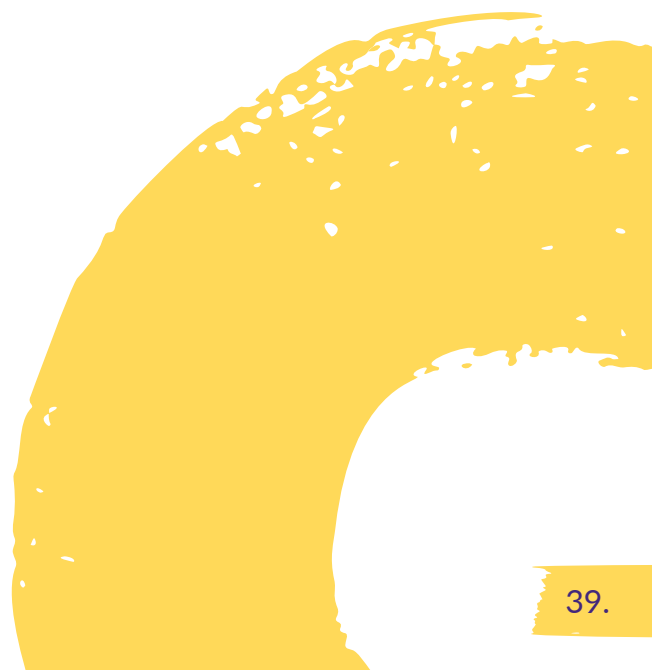
27 comments were made

Themes	Number of comments
Other	9
Inconsistent adjustments	6
General positive experience	5
Using an alternative method of contact	4
Allow another person in appointment	3
Give time & check I understand	3
Good communication	1

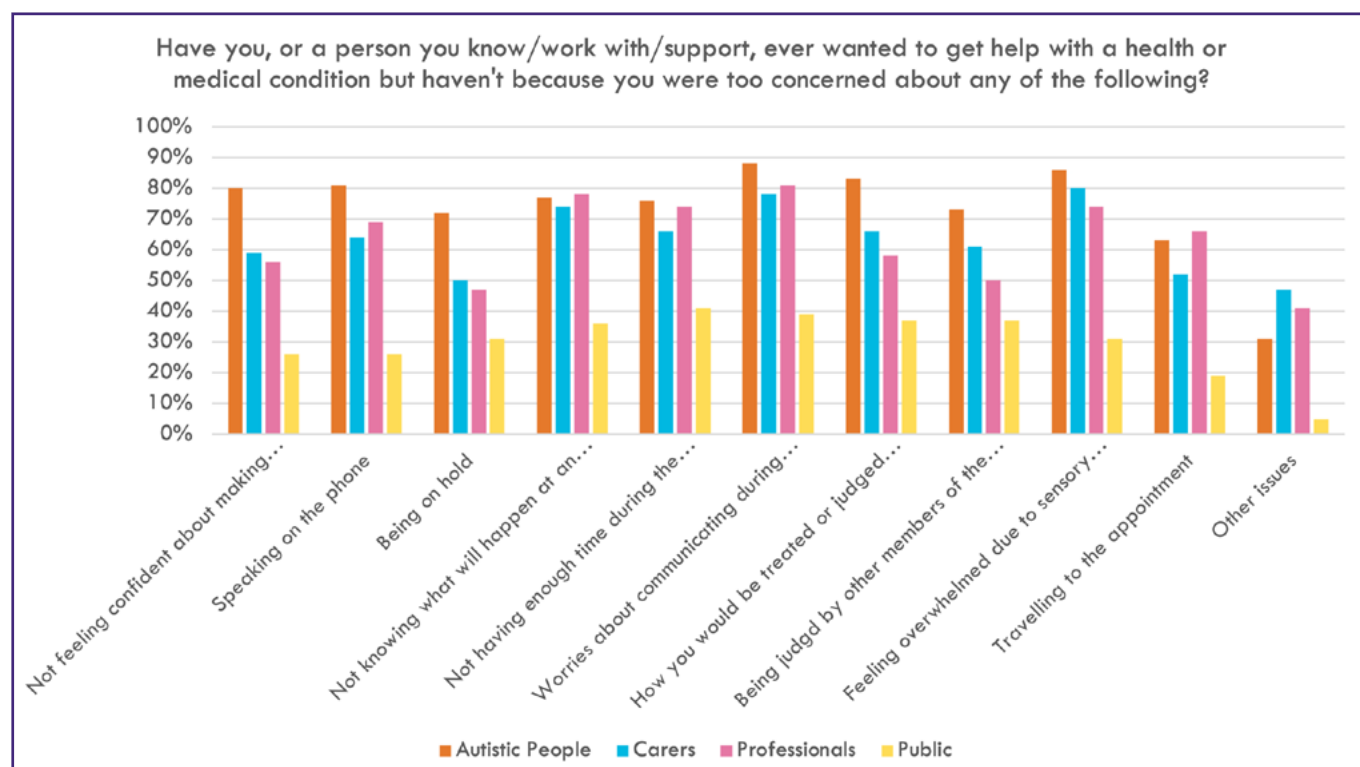
Q99 Can you tell us more about what isn't taken into account

49 comments were made

Themes	Number of comments
Knowledge/ Understanding of autism	12
Timing and routine	10
Challenge of communicating clearly (face to face or phone)	9
Need clear communication from professionals	7
Understanding that something needs to be taken into account	7
Masking	6
Method of getting an appointment (requirement to use phone)	6
Mental Health	5
Sensory challenges	5
Other	4
Not told GP/ Health care professional about autism	3



Q100 Have you, or a person you know/work with/support, ever wanted to get help with a health or medical condition but haven't because you were too concerned about any of the following?



Please tell us what other concerns you have about going to health appointments

53 comments were made

Themes	Number of comments
Other	12
Anxiety	9
Not being taken seriously	7
Waiting/ waiting lists	7
Poor previous experience	6
Understanding of autism	5
Being able to understand/ remember information	5
Communicating with other people	5
Lack of support	5
Not being able to cope with tests/ procedures	4
Not seeing the same person every time	3
Process of getting an appointment	2
All of the above	2
Embarrassment	1

Q101 If you answered yes to any of the above, please tell us what would help you to make or attend health or medical appointments

184 comments were made

Themes	Number of comments
Better understanding of autism	48
Simple appointment booking process (esp. online)	42
More time/ Longer appointments	36
Appointments in a different format	25
Information (e.g. photos) about the appointment in advance	24
Other	24
Quiet area to wait	23
Support to attend appointments	18
Speak to same person each time	13
Someone allowed to talk to GP on behalf	12
Better timekeeping	12
Clear communication	10
Choice of appointment time/ location	9
Professional knows the person has autism in advance	8
Individual response (not all treated the same)	6
Appointment room/ environment	6
No music (on hold or in waiting room)	5
Help to find way around	4
Information in multiple formats	3
CAMHS to allow autistic people	2

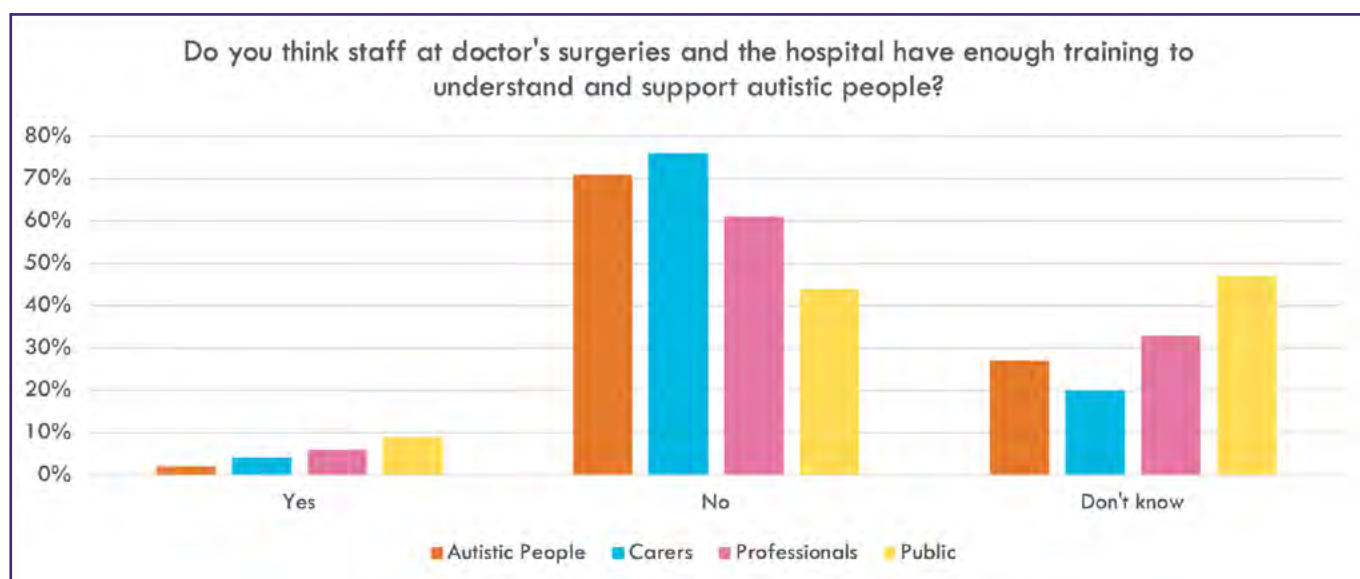


Q102 Please tell us about any positive experiences or adjustments that have been made by health staff that have helped you or the people you know/work with/support.

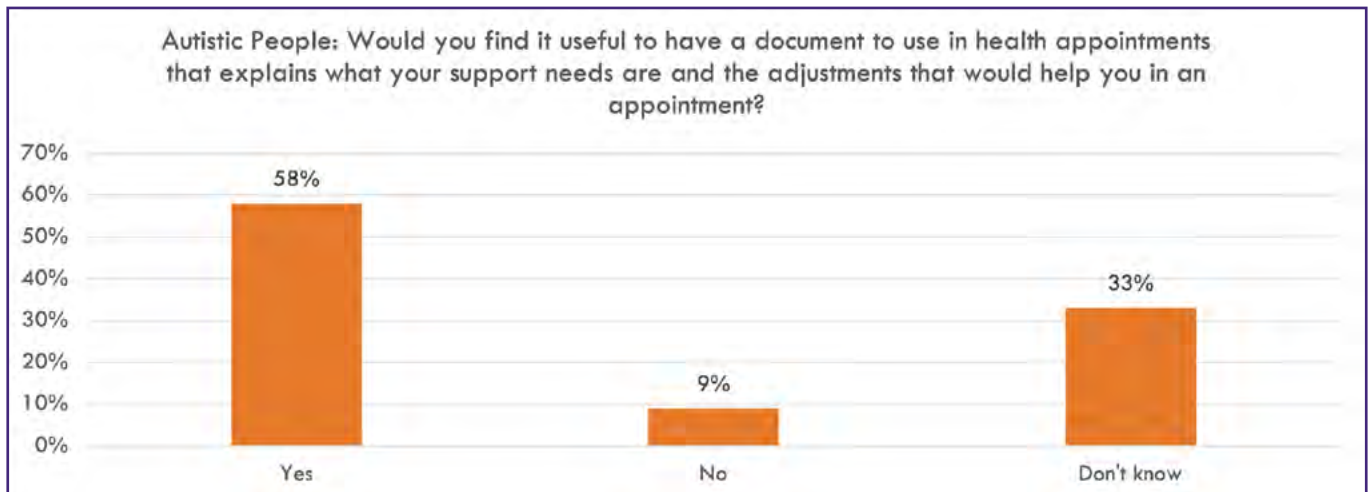
119 comments were made

Themes	Number of comments
General positive	26
Respectful/ Caring manner	19
None	19
Other	15
Taking extra time	13
Ask/ listen to what would help	11
Information given about what to expect	8
Clear communication	8
Understanding of needs	8
Flexible appointment location	7
Separate waiting room/ waiting room adjustments	5
Someone allowed to accompany or talk on behalf	5
Information given in different formats	3
Let child touch things and move around	3
Play therapy	3
General negative	3
Good timekeeping	2
Seeing same person each time	1

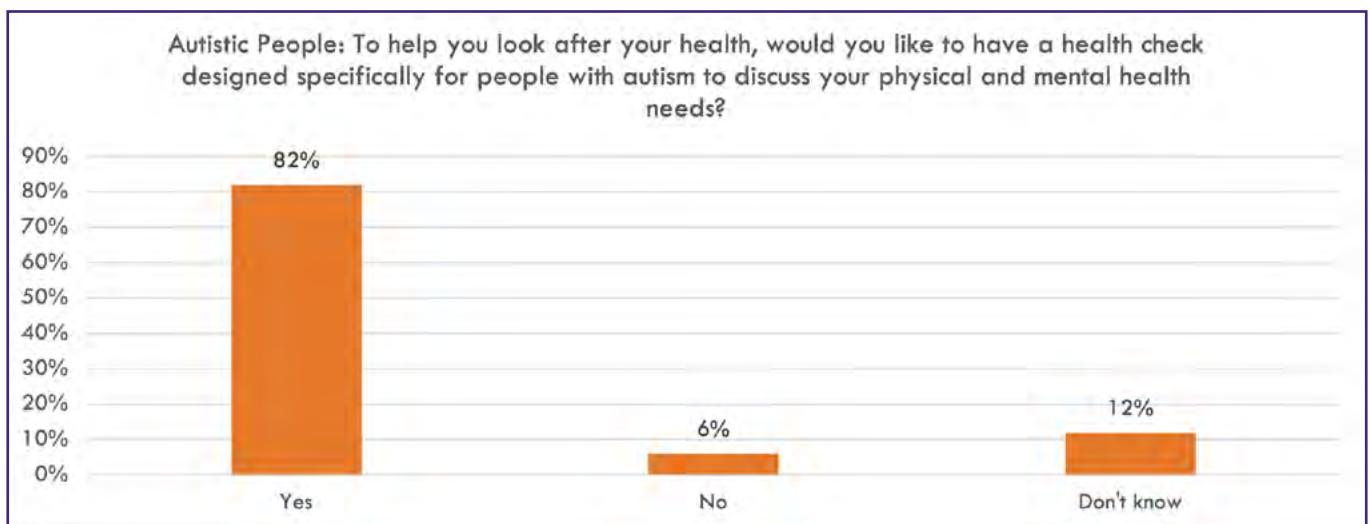
Q103 Do you think staff at doctor's surgeries and the hospital have enough training to understand and support autistic people?



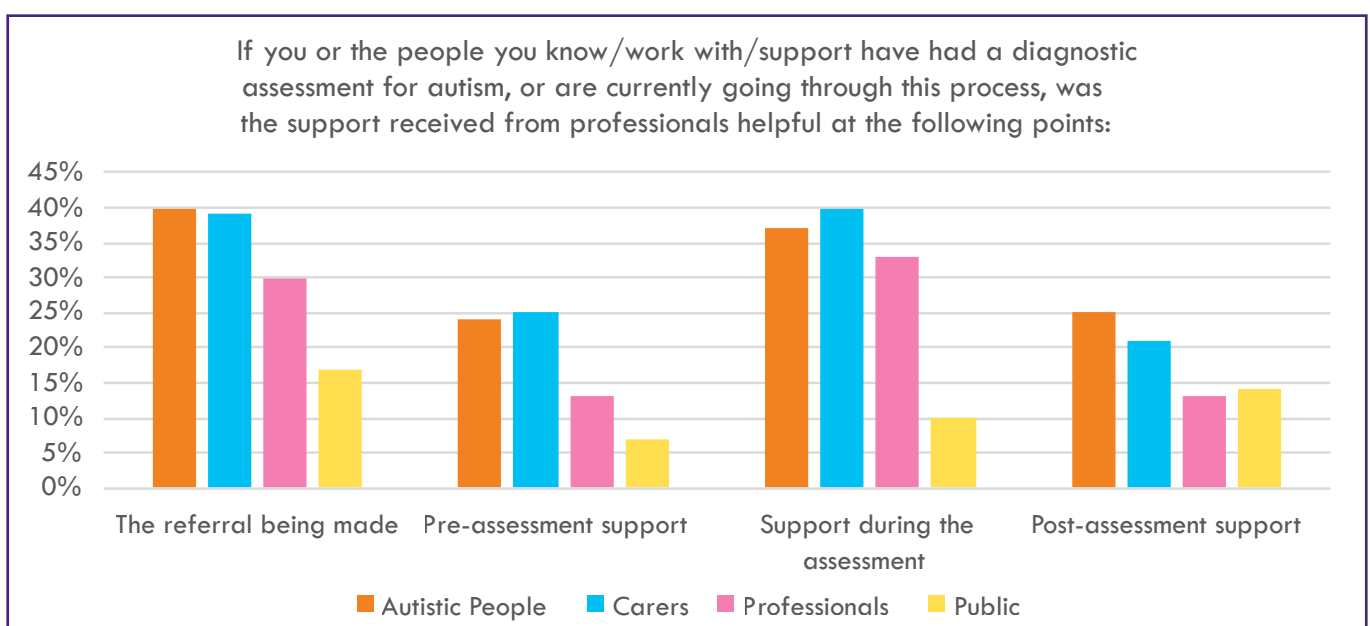
Q104 Would you find it useful to have a document to use in health appointments that explains what your support needs are and the adjustments that would help you in an appointment?



Q105 To help you look after your health, would you like to have a health check designed specifically for people with autism to discuss your physical and mental health needs?



Q106 If you or the people you know/work with/support have had a diagnostic assessment for autism, or are currently going through this process, was the support received from professionals helpful at the following points:



Q107 What support would have been useful when the referral was being made?

86 comments were made

Themes	Number of comments
Information to help understand the process/ criteria	25
Reasonable timing	15
Help to get a referral	14
Any support (none was given)	12
Being listened to	11
Other	11
Being kept informed	7
Someone/ named contact to talk to	4
School support	4
Comments about referral/ assessment	4
CAMHS/ MH support	3
Signposting	2

Q108 What support would have been useful while waiting for the assessment?

110 comments were made

Themes	Number of comments
Reasonable timescales	34
Kept informed	30
Knowledge of what to expect	17
Any support	15
Other comments	10
Support for parents	8
Mental health support	5
School support	5
Support from GP/ medical professional	5
Someone to talk to	2
Information about autism	2
Referral to other services e.g. SALT, OT	2

Q109 What support would have been useful during the assessment?

61 comments were made

Themes	Number of comments
Knowledge of the process	12
Any support	10
Kept informed	9
Other	9
Better communication	8
General positive	4
Assessment designed for adults	4
Being listened to	3
More time given to assessment	3
Assessment environment/ location	3
Information about autism	2
Peer support	2
School Support	1
Parent/ carers assessment	1

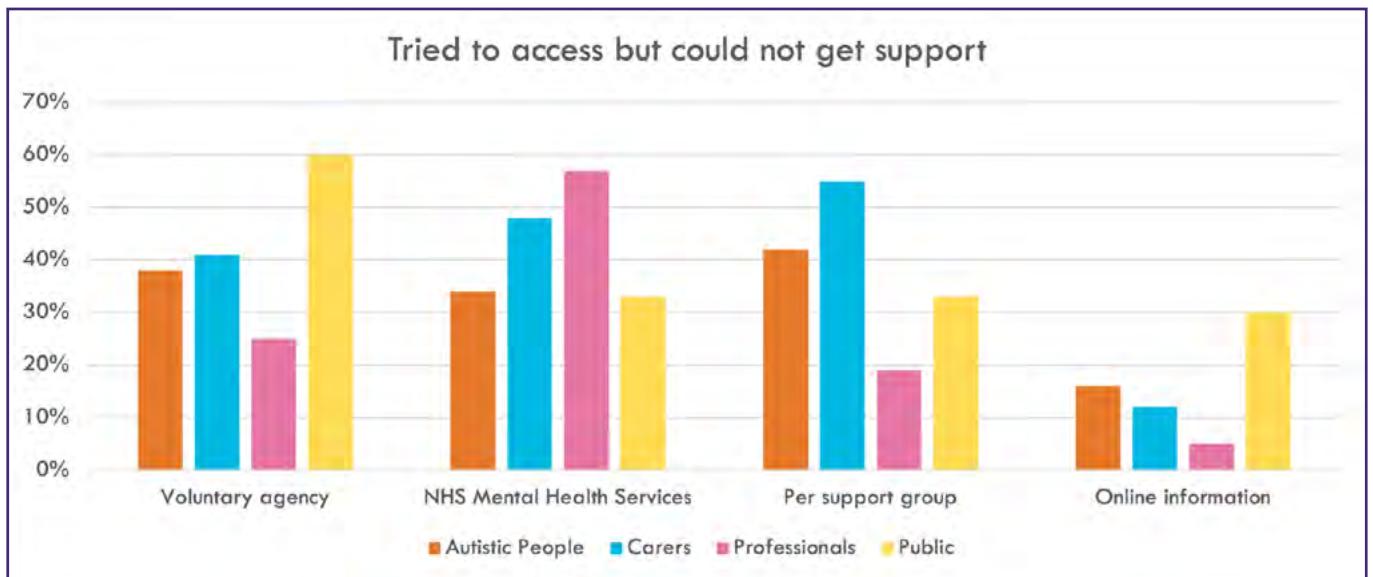
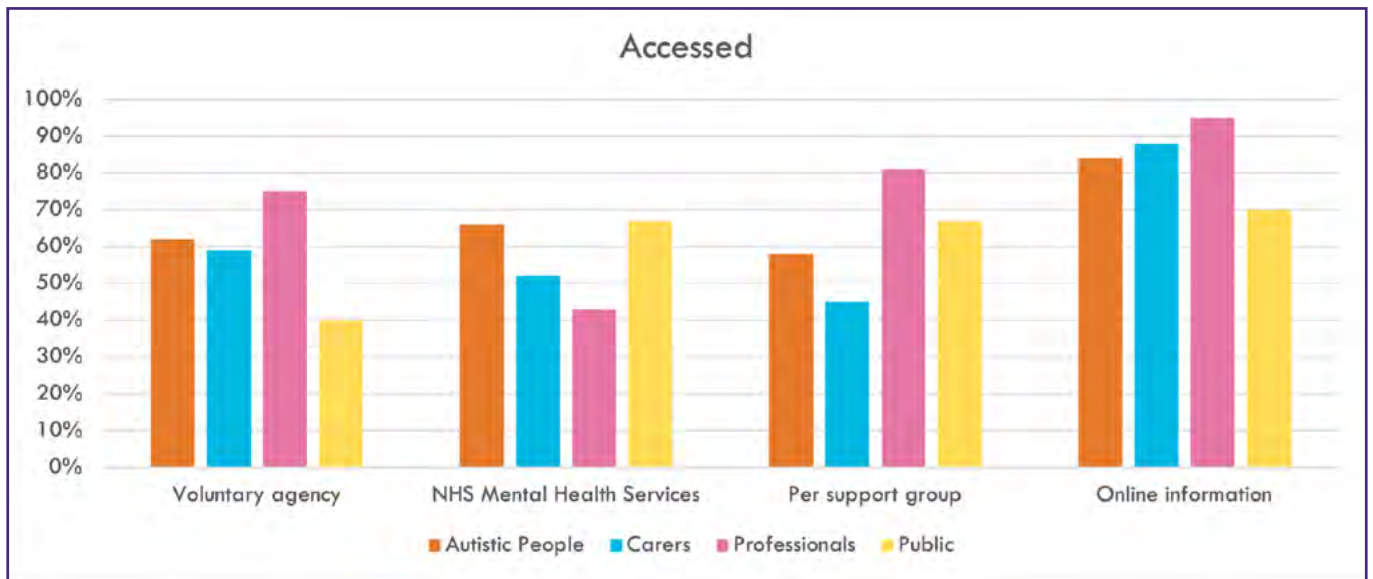
Q110 What support would have been useful after the assessment?

110 comments were made

Themes	Number of comments
Any support	40
Weren't offered any support	30
Mental health support/ counselling	16
Help to come to terms with the diagnosis	14
Strategies to manage the difficulties experienced	13
Help to understand autism	12
Support groups	11
Information on what is available	10
Other	10
Someone to talk to	9
Education support	9
Support for parents	8
Strategies for anxiety and behaviour	4
Community able to support (more knowledge/ understanding)	3
Medical support	2

Q111 If you or the people you know/work with/support have needed support with mental health/psychological issues, which of the following was accessed?

Please only tick those that apply



Q112 If you experienced any difficulties getting this support what would have made this better?

144 comments were made

Themes	Number of comments
Shorter wait times	31
Don't fit the criteria for a service	25
Adjustments to what/ how support is provided	23
Hard to get mental health support	16
Getting any support	15
There is no support	13
More resources for providers	11
Professionals having a better understanding of autism	10
Other	10
Family have to do/ pay for support themselves	7
Knowing what is available	6
Discharged too soon	6
Being kept informed	6
Being listened to	5
Information in different formats.	3

Q113 If you or someone you know/work with/support have needed to access urgent mental health/ psychological support, how responsive have services been?

123 comments were made

Themes	Number of comments
Poor/ unresponsive/ no support	67
Good/ responsive/ fairly quick	16
Didn't understand/ meet needs	16
Variable	10
Service was not suitable	10
Didn't meet the criteria	9
Other	7

Q114 Is there anything else you would like to tell us about the healthcare experiences of autistic people?

130 comments were made

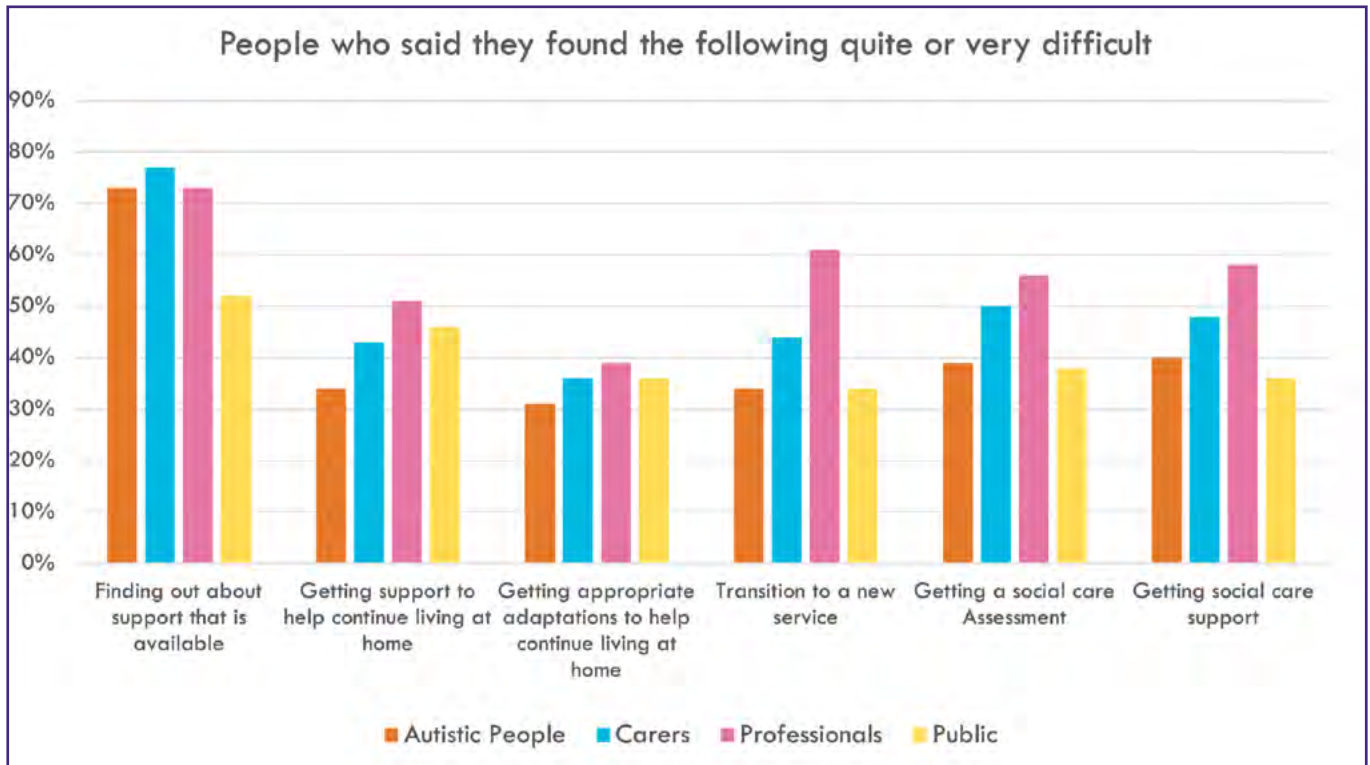
Themes	Number of comments
Professionals' understanding/ knowledge of autism	35
Service was not helpful	19
Other	16
Need MH support for autistic people	14
Not been supported at all	11
Need an appropriate care environment (e.g. quiet)	11
Ask/ listen to what would help	10
Lack of individual approach	8
Lack of resources (funding, staff etc.)	6
Need to consider appropriate treatment	6
Inequality	5
Preventative support before reaching crisis	5
More care/ empathy	4
General positive	4
Variable experience	3
Advocacy/ parental/ peer support	3



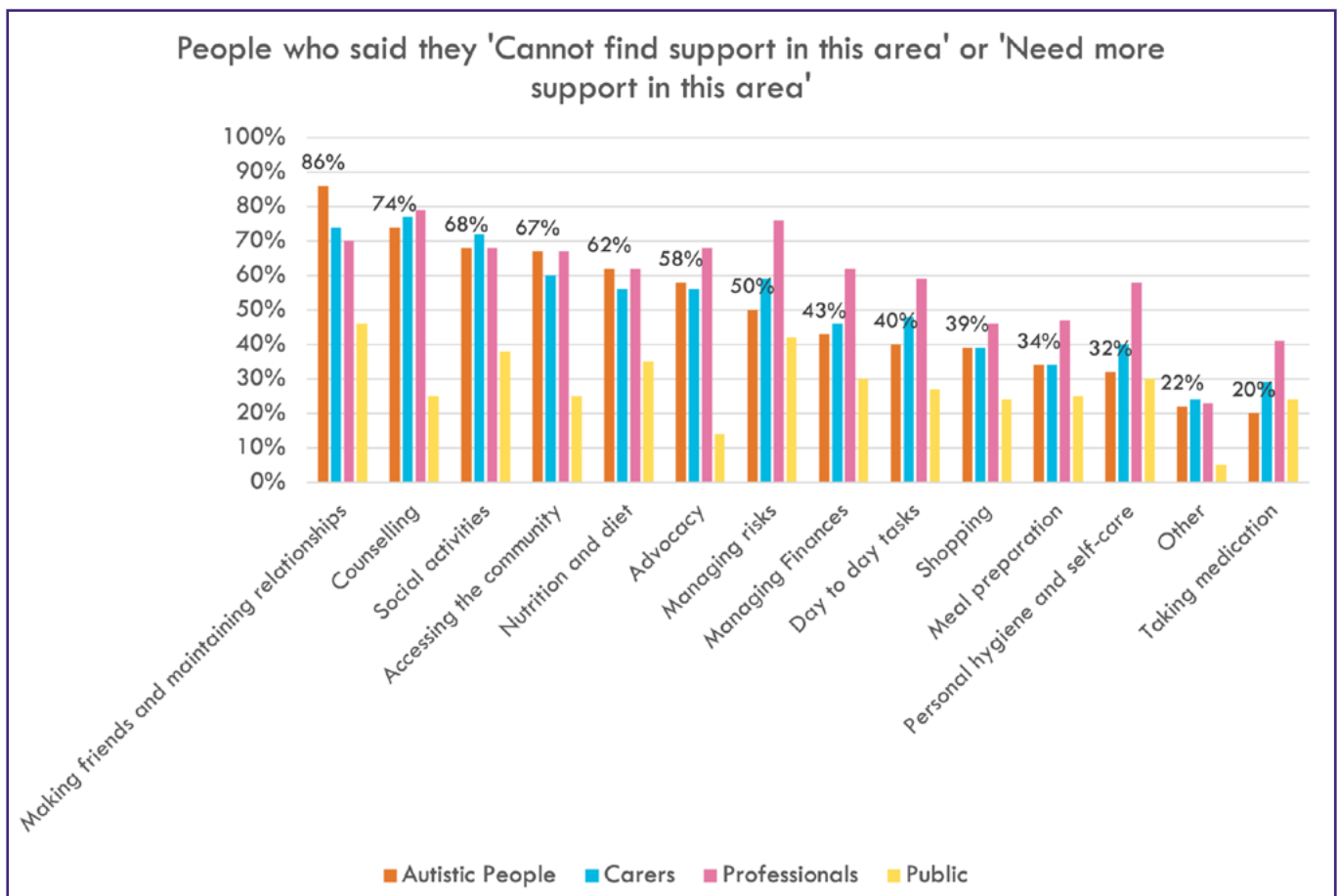
Priority 5 – Building the right support in the community

288 people said they wanted to answer questions about Priority 5

Q115 How easy do you, or the people you know/work with/support, find the following:



Q116 How well are you or the people you know/work with/support supported in the following areas if required?



29 Comments were made

Theme	Number of comments
Parents/ family provide support	10
Other	5
More support needed	4
Housing	4
Worries as child gets older	3
Education/ career	2
Residential/ care home provide support	2
Health	2

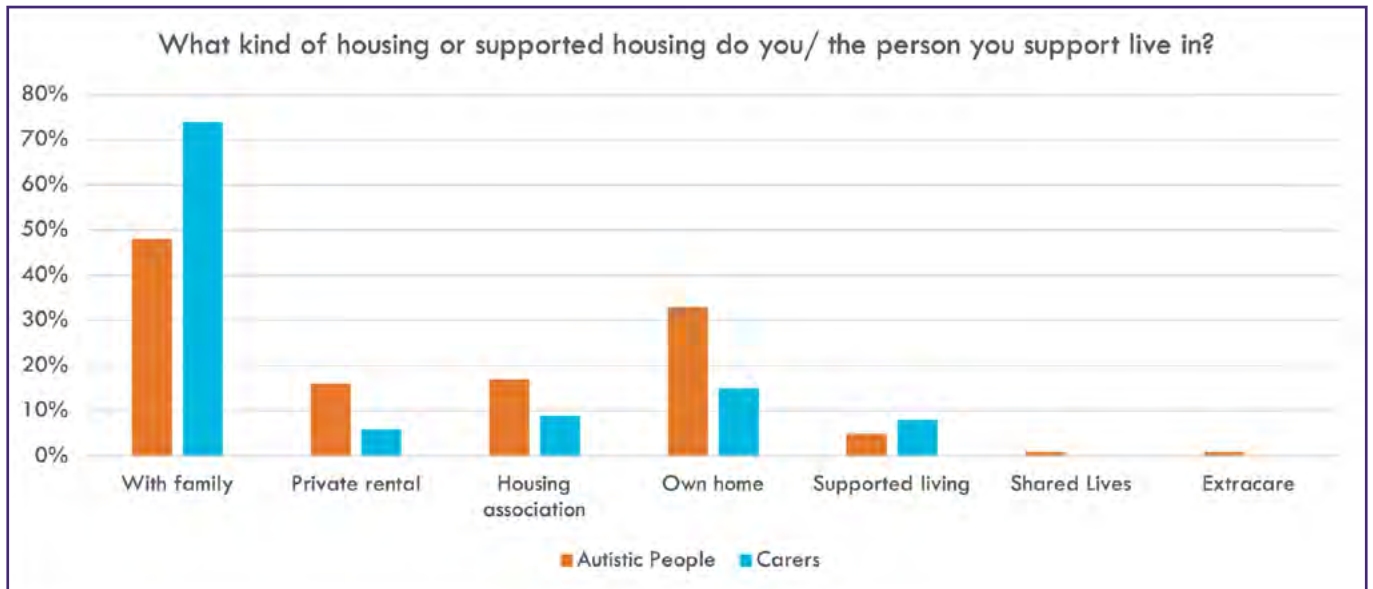
Q117 Is there any other community support autistic people need that you/they are not currently able to get?

100 Comments were made

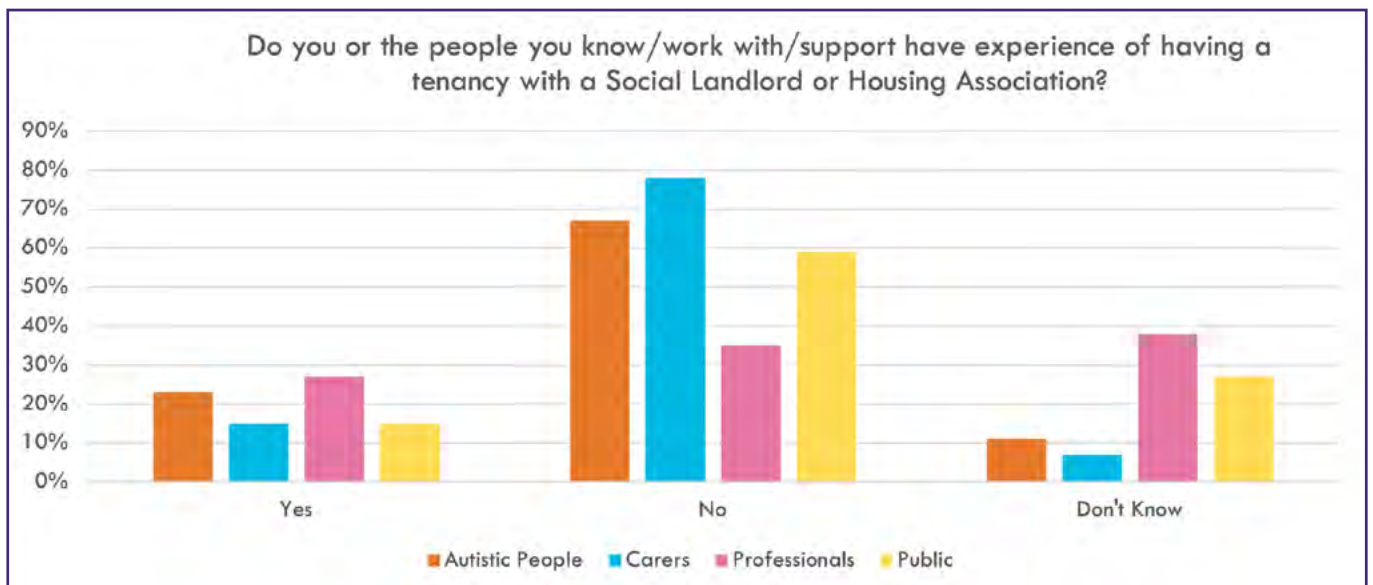
Themes	Number of comments
Make friends/ socialise	19
Other	11
Appropriate support groups	9
Clubs/ activities	9
More/ Any/ Lots of support	8
Way to find out what is available	8
Life skills (cooking, cleaning, budgeting)	7
Wider knowledge/ awareness/ acceptance of autism	6
Transition/ future planning	5
Mental health	5
Social care/ early help	5
Health	5
Housing	5
Specialist autism services	4
Transport	4
Counselling/ therapy	3
Employment/ mentoring	3
Respite	3
Safe spaces	3
Attend events	3
Timely diagnosis	3
Personal care	2
Sibling support	2
Advocacy	2

Q118 What kind of housing or supported housing do you/ the person you support live in?

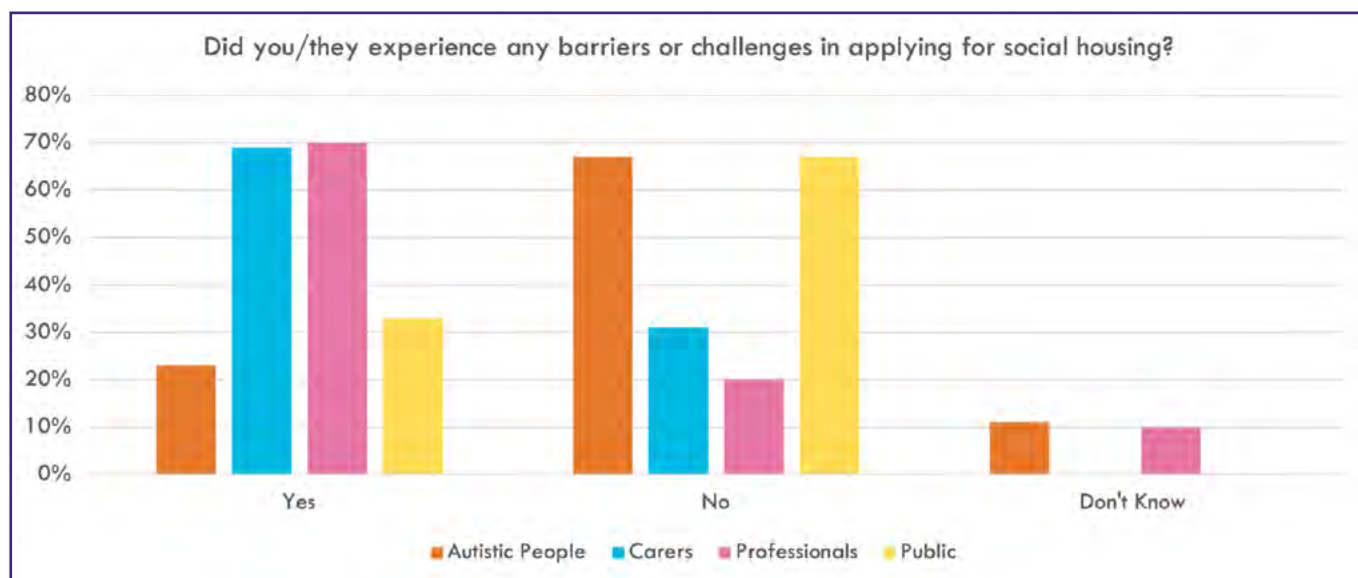
If answering for a group tick all that apply



Q119 Do you or the people you know/work with/support have experience of having a tenancy with a Social Landlord or Housing Association?



Q120 Did you/they experience any barriers or challenges in applying for social housing?

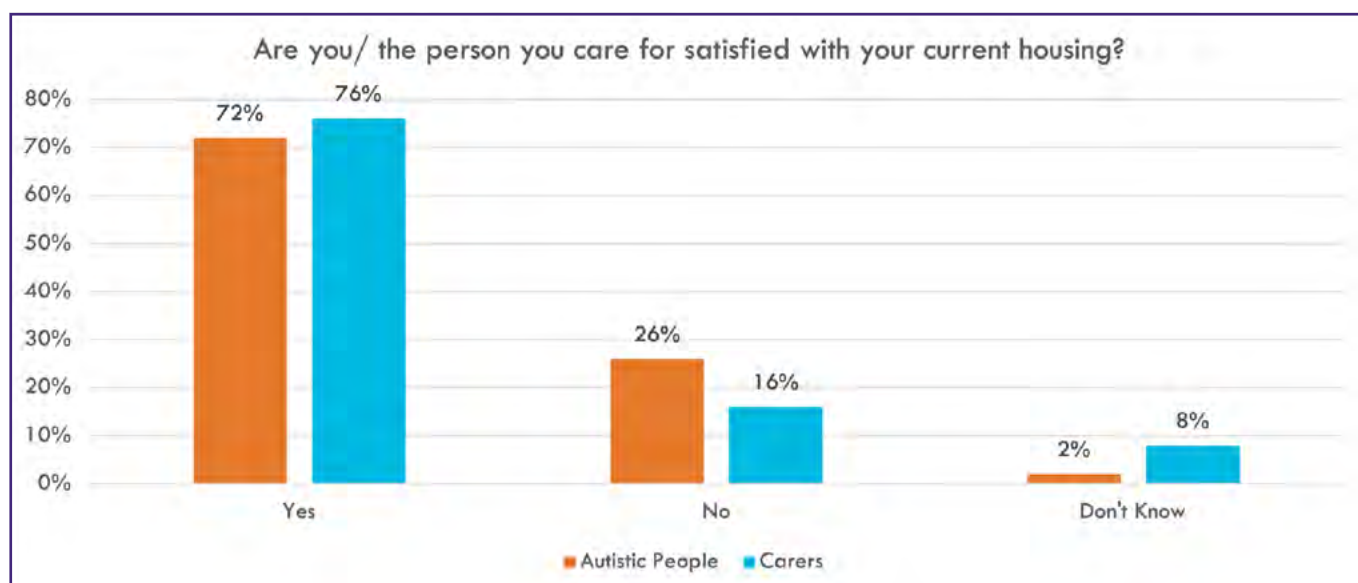


Q121 What barriers or challenges did you/they have?

26 Comments were made

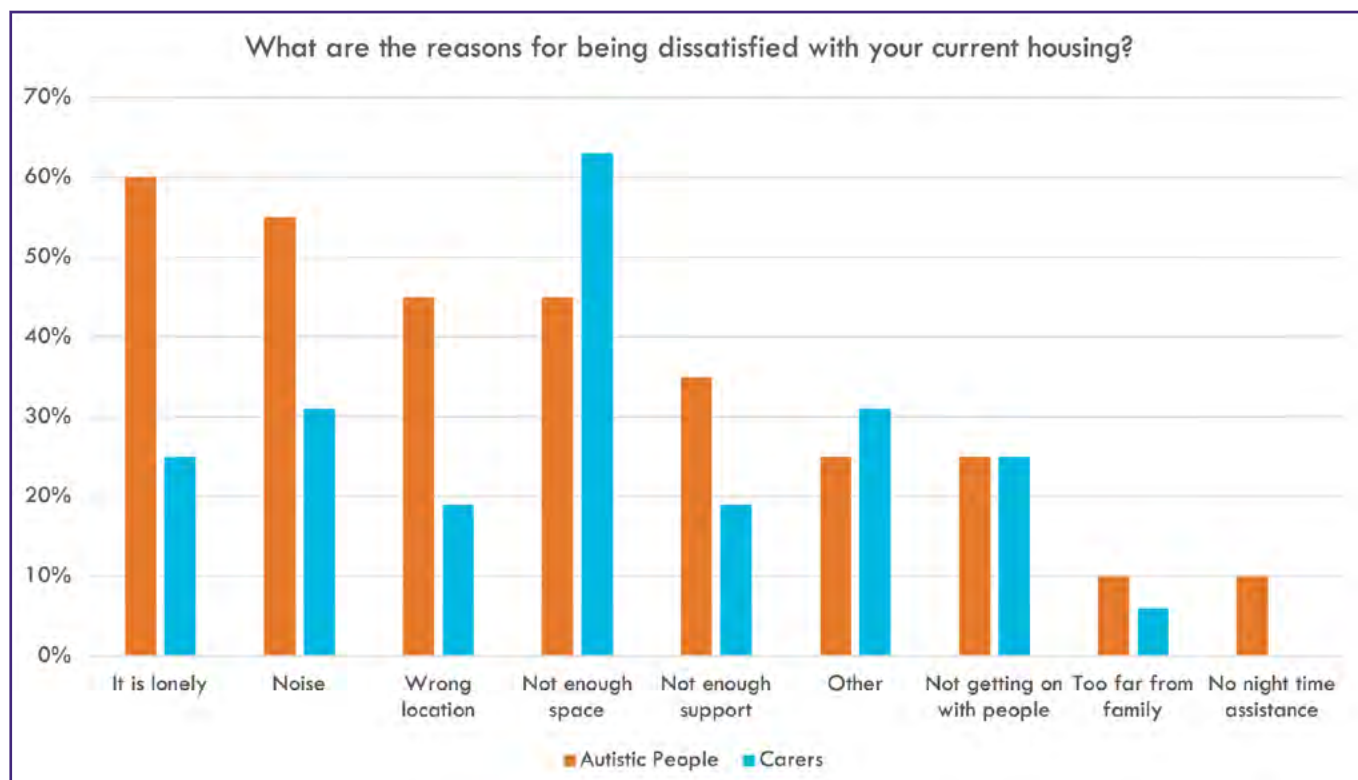
Themes	Number of comments
Knowledge/ understanding of autism	7
Need for reasonable adjustments	6
Application process/ communication is stressful/ difficult	6
Challenges related to system rather than autism	5
Lack of support	4
Other	4
Lack of communication	1
Waiting times	1

Q122 Are you/ the person you care for satisfied with your current housing?



Q123 What are the reasons for being dissatisfied with your current housing?

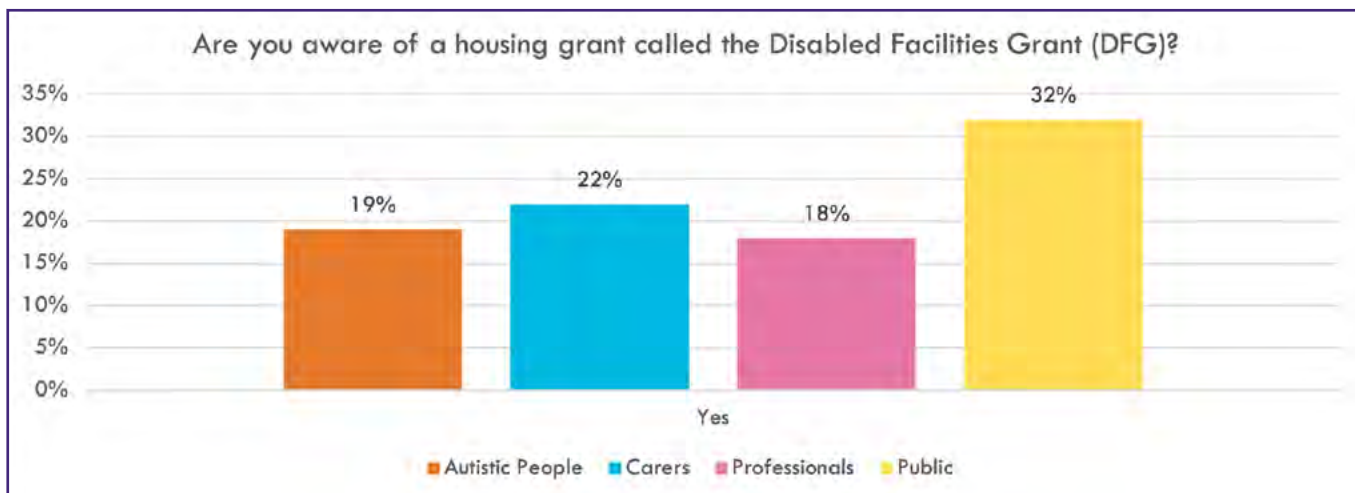
Tick all that apply



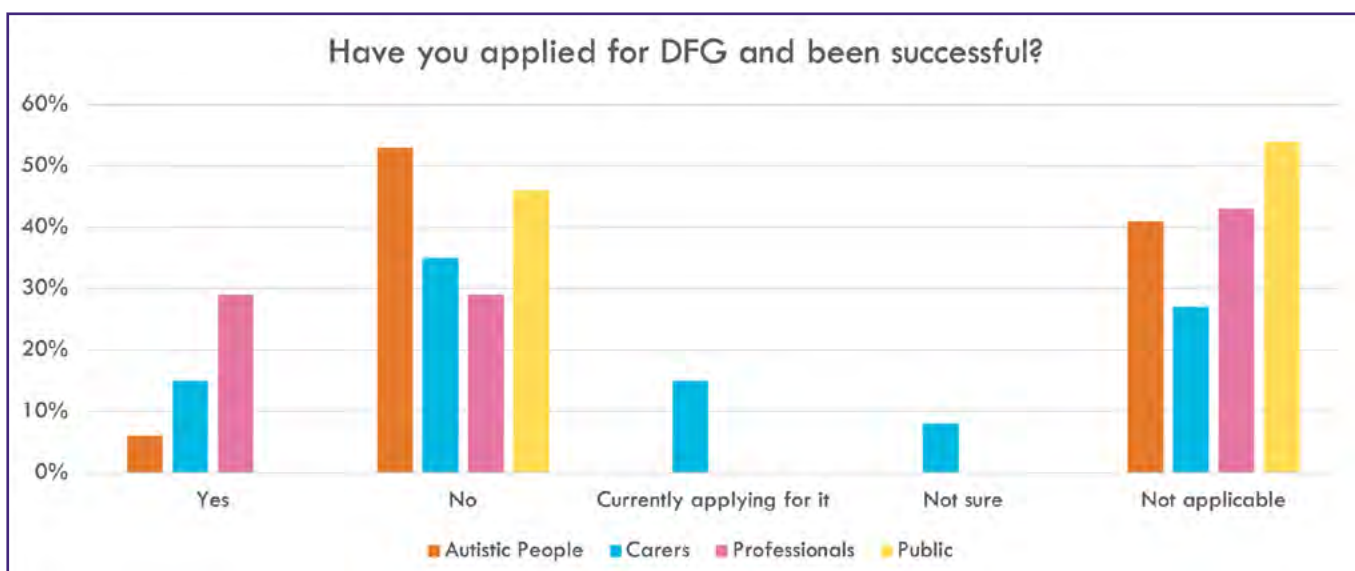
17 Comments were made

Themes	Number of comments
Want to live independently	4
Need adaptations	3
Issues with neighbours	3
Need repairs	2
Living with people don't want to	2
Cost	2
Location - isolated	2
Other	2
Want supported housing	1

Q124 Are you aware of a housing grant called the Disabled Facilities Grant (DFG)?



Q125 Have you applied for it and been successful?

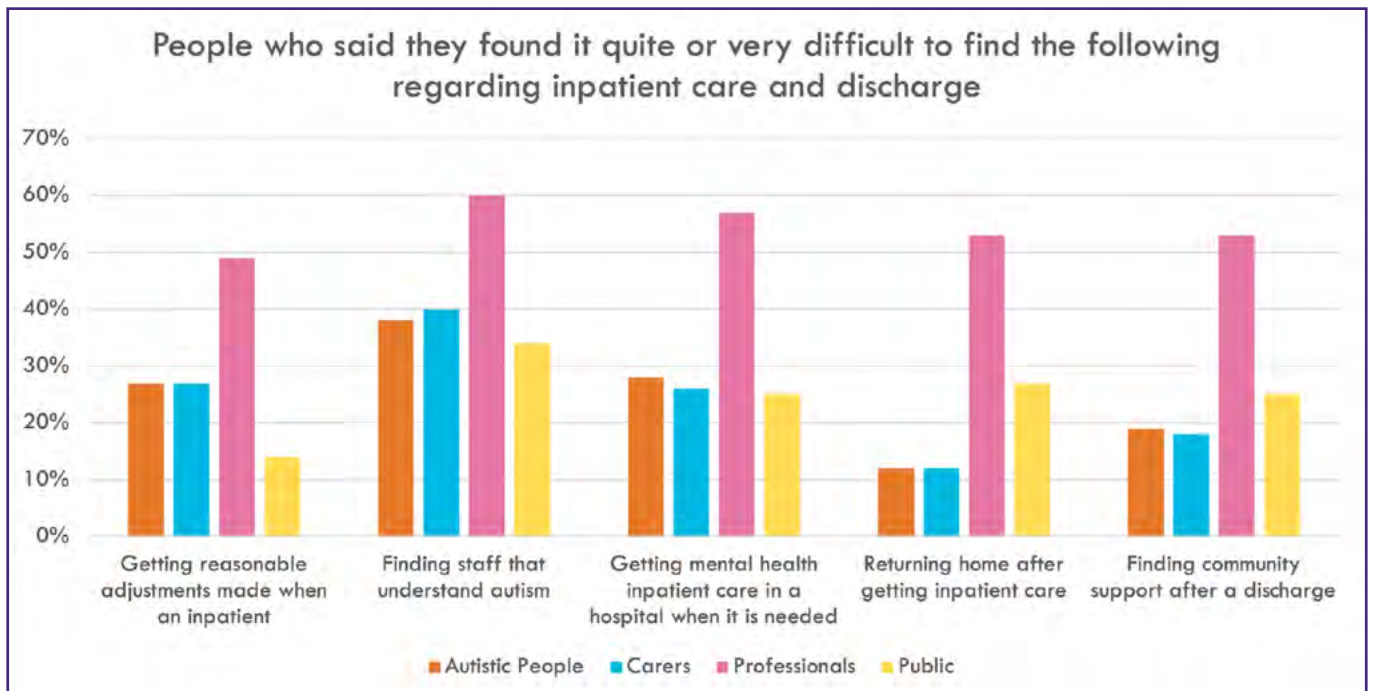


Q126 If you applied for it and were not successful, what was the reason?

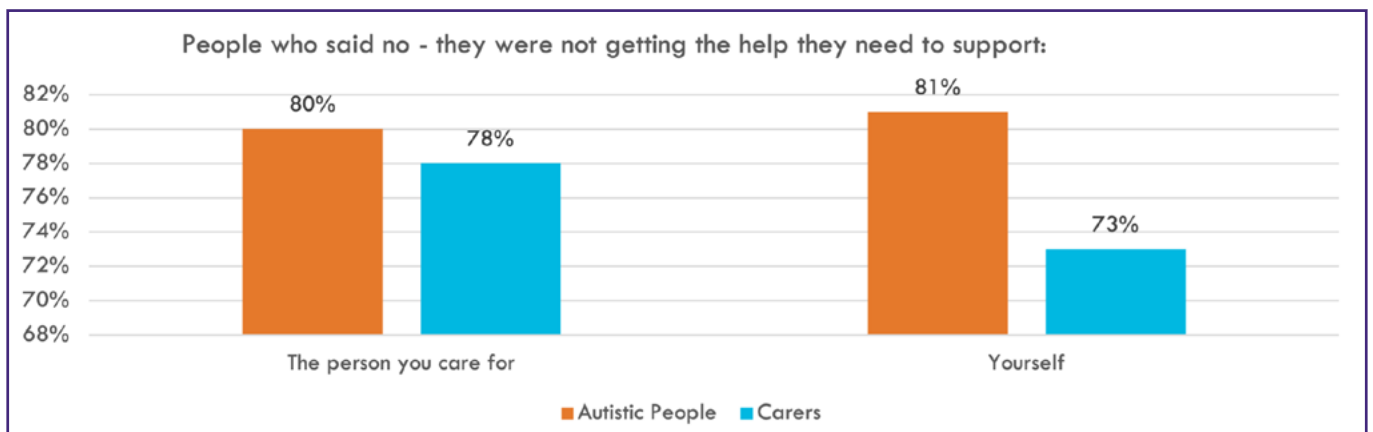
6 Comments were made

Themes	Number of comments
Wouldn't meet extent of need	3
Time	2
No-one cares	2
Cost	1
Other	1

Q127 How easy do you or the people you know/work with/support generally find the following regarding inpatient care and discharge?



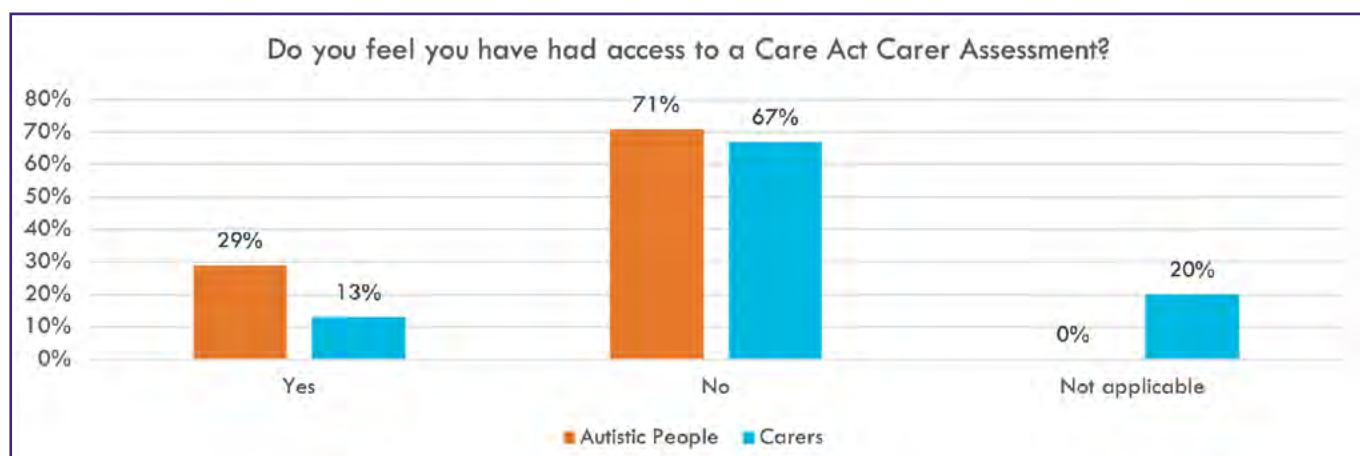
Q128 If you are a parent or carer of an autistic person, regardless of their age, do you feel you get the help you need to support:



Please give more information if you want to. 61 Comments were made

Themes	Number of comments
Not receiving support	20
Fight for support	12
Draining/ stressful to support family member	12
Other	11
Mental health	7
Expensive for families to fund support	6
Lack of care/ interest	4
Education system	3
Holiday clubs/ school holiday support	3
Lack of staff knowledge/ training	3
Proper funding for services	3
Not received what promised	2
Not receiving benefits that help	2
Training for families	2
Lack of opportunities for complex needs	1
Hard to access support without diagnosis	1
Positive comments	1

Q129 Do you feel you have had access to a Care Act Carer Assessment?



25 Comments were made

Themes	Number of comments
Not aware of this	12
Not offered one	5
Not helpful as no support available after	4
Other	4
Had one previously	1

Q130 Is there anything else you would like to tell us about the housing experiences of autistic people?

80 Comments were made

Themes	Number of comments
Other	10
Limited Support to find accommodation	9
Future planning	7
Difficult dealing with other people	6
Professional understanding of autism	6
Still live with family	5
Finding accommodation is difficult/ stressful	5
Accommodation is not suitable	5
Need more different housing options	5
Need to live on own	4
Need adjustments to social housing ranking	3
Hard to communicate	3
Noise issues	3
No suitable supported setting	2
Rejected from supported living	1

Q131 Is there anything else you would like to tell us about the community support experiences of autistic people?

80 Comments were made

Themes	Number of comments
Community support not available	16
Need more options (types and localities)	14
Other	12
General negative comments	9
Understanding of autism	5
Not received any support	4
Positive comments	3
Need youth groups	2
Need education support	2
Lack of funding	1

Q132 Is there anything else you would like to tell us about the social care experiences of autistic people?

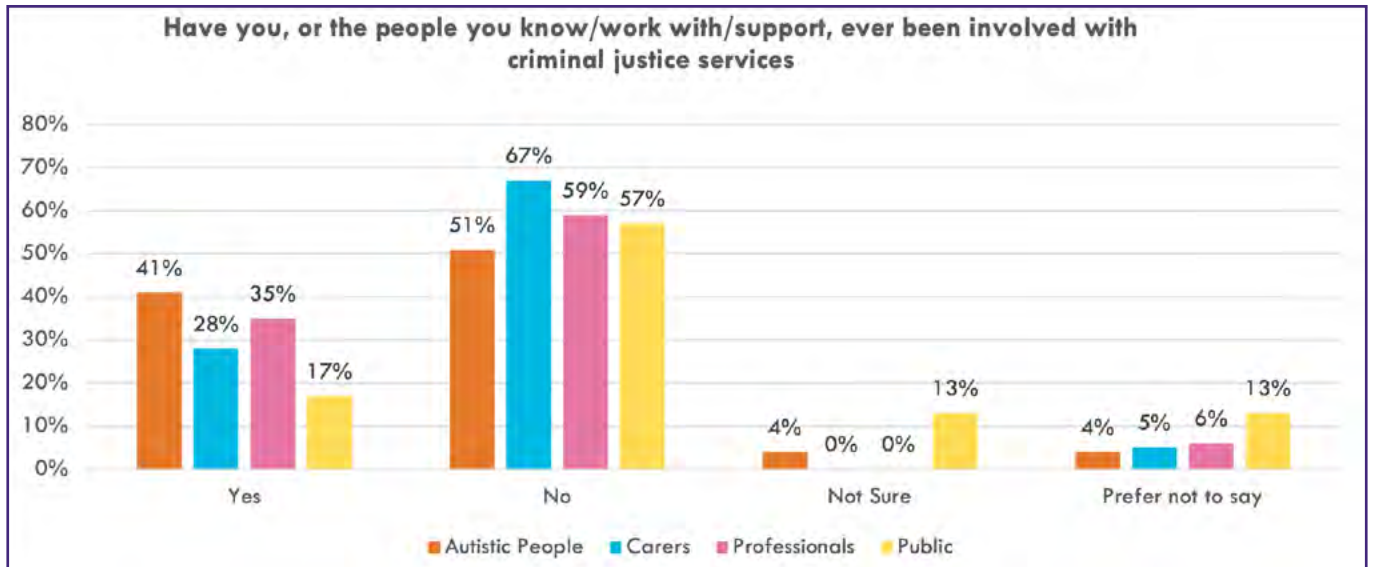
68 Comments were made

Themes	Number of comments
Other	13
Difficult to get support	7
Can't get any support	7
General negative comments	6
Caseload too high	5
Not enough support	3
Too much staff turnover	3
Understanding of autism	3
Lack of funding	2
Need a diagnosis first	2
More transition support	2
Inaccurate information/ reports	2

Priority 6 – Improving support in criminal justice and youth justice systems

138 people said they wanted to answer questions about Priority 6

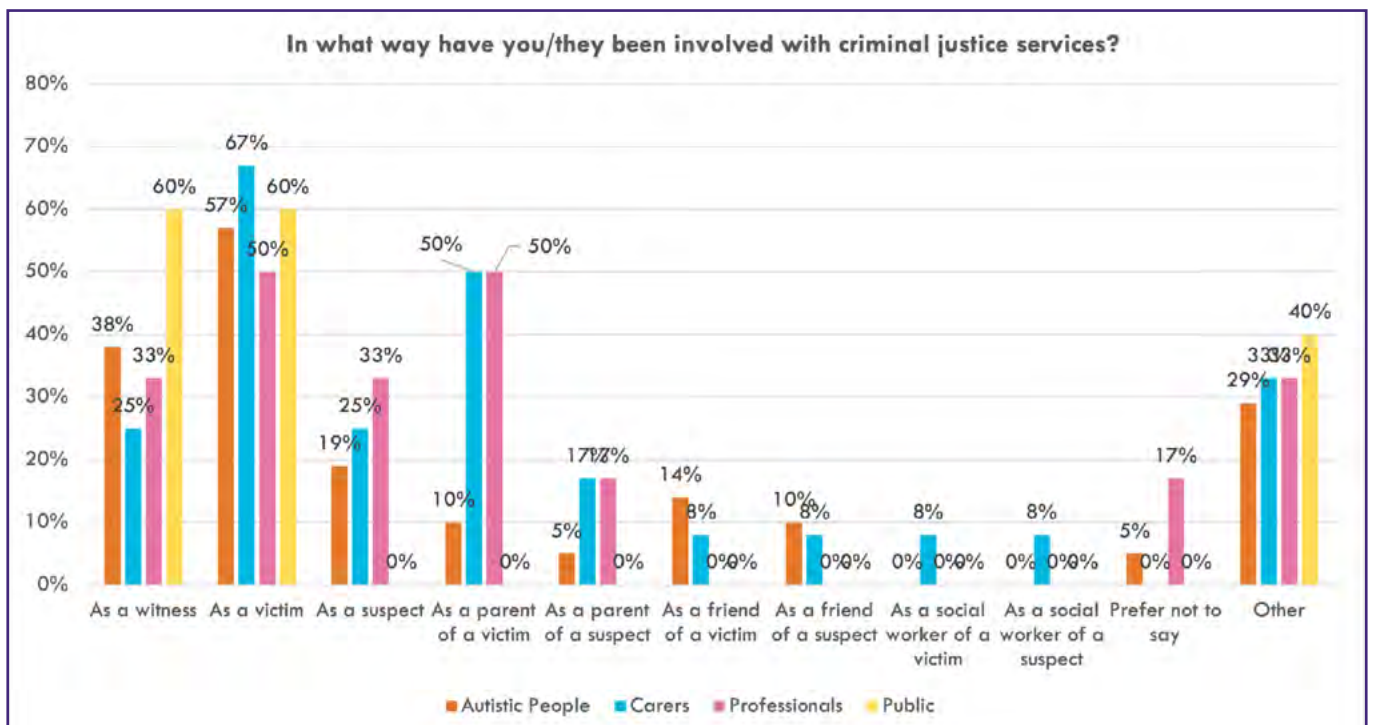
Q133 Have you, or the people you know/work with/support, ever been involved with criminal justice services (e.g. police, court, witness, victim of crime)?



Q134 In what way have you/they been involved with criminal justice services?

Please select all that apply

13 (33%) Other (please specify below)

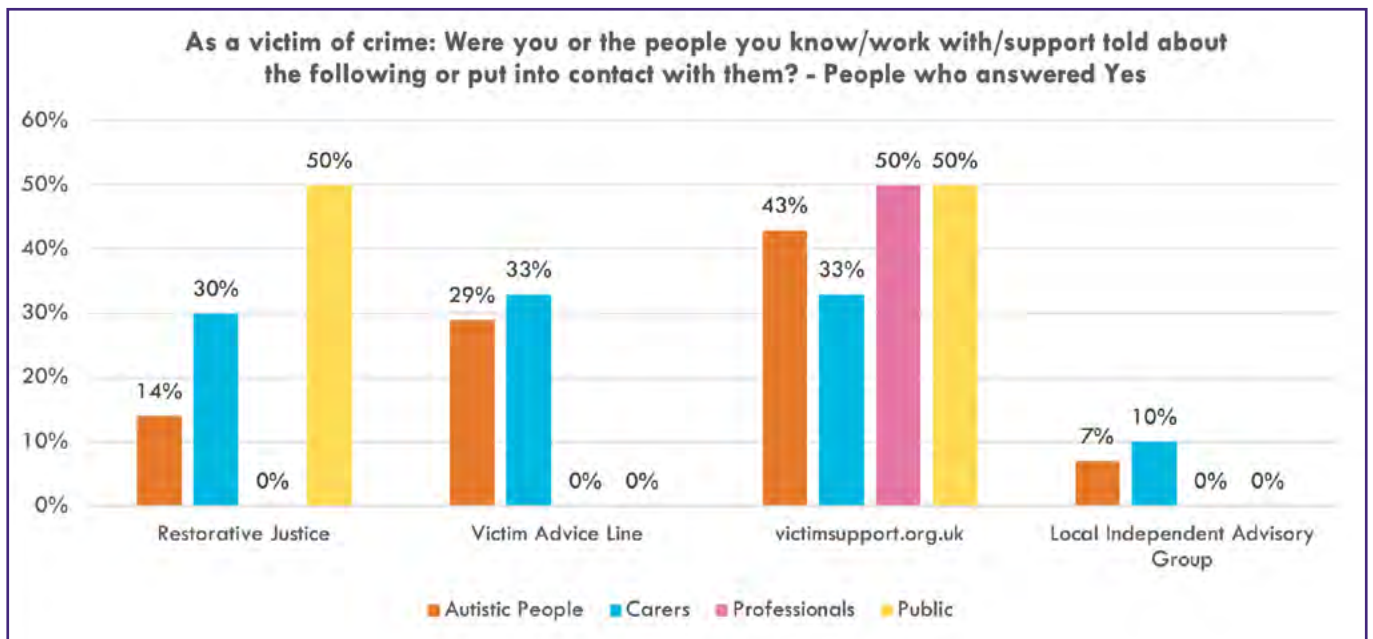


11 comments were made

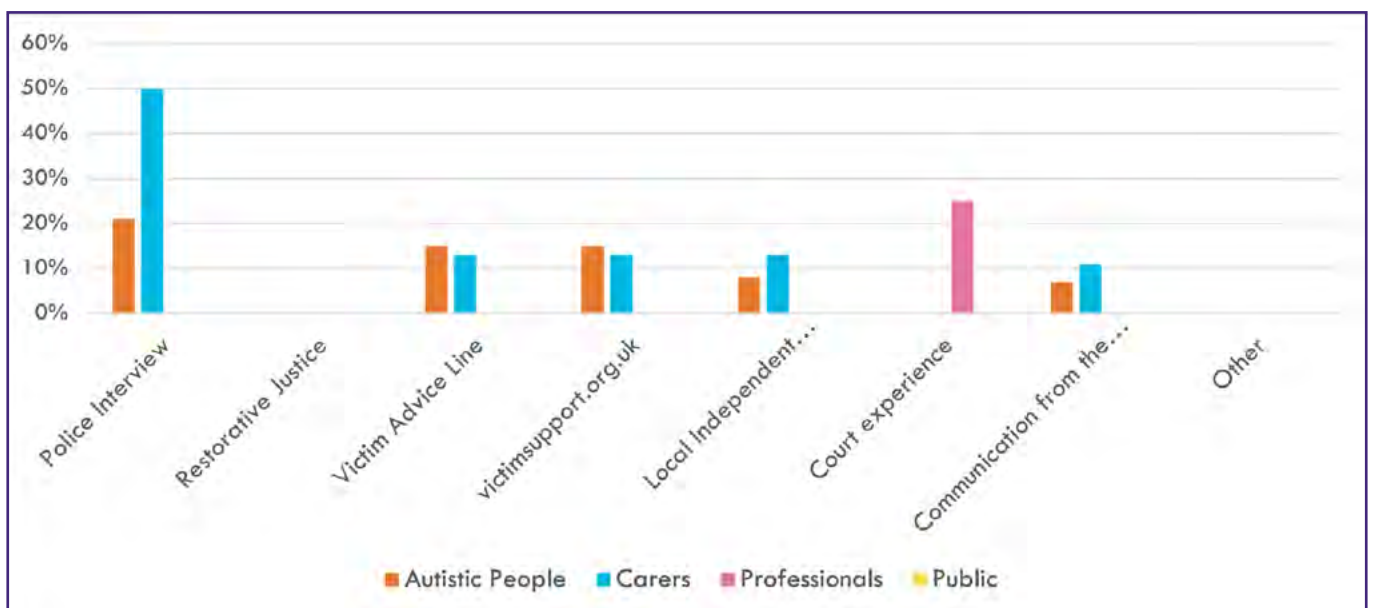
Theme	Number of comments
Other professional capacity	5
Police involvement related to safety	2
Mental Health	2
Other	3

As a victim of crime:

Q135 Were you or the people you know/work with/support told about the following or put into contact with them?



Q136 Have you, or the people you know/work with/support, had any positive experiences of adjustments made that helped you/them to understand and participate in the following processes?

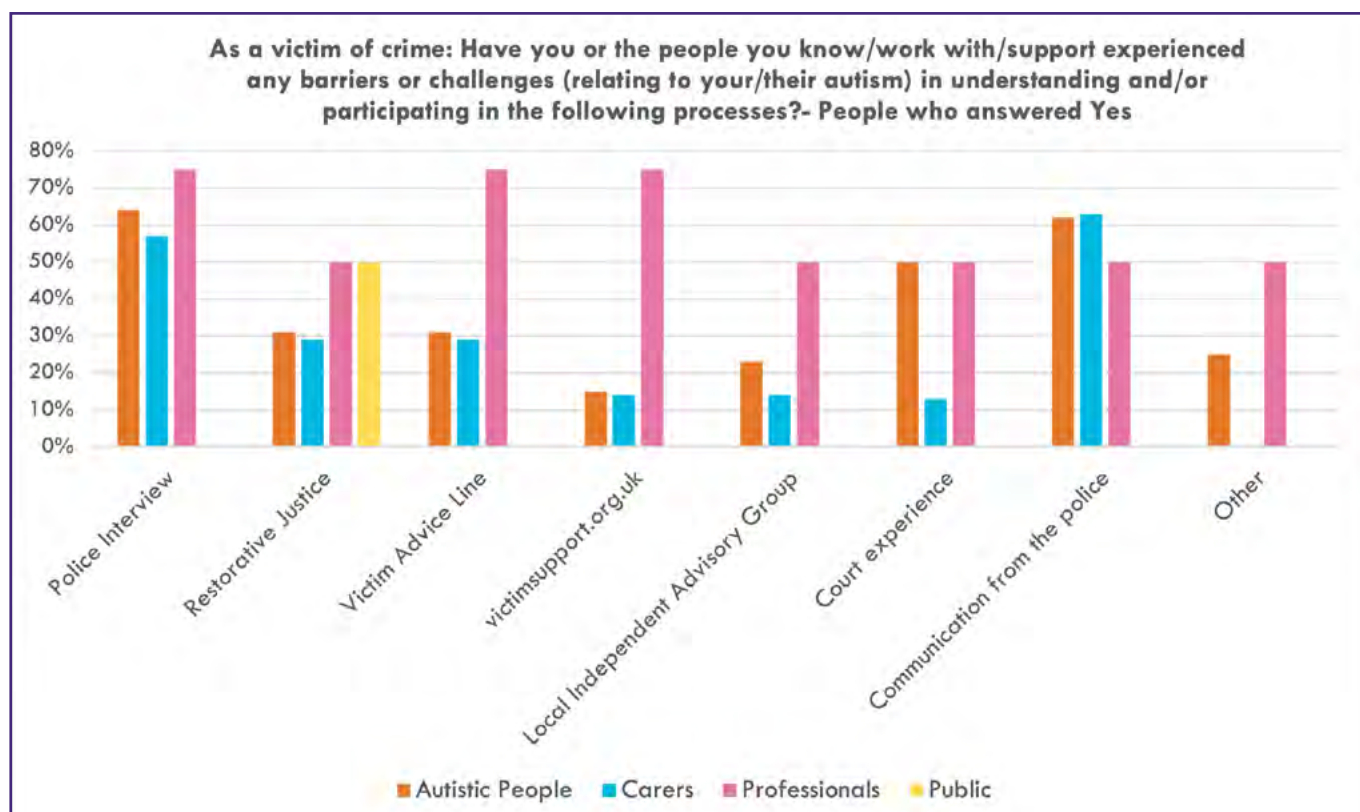


Q137 Please outline any positive experiences

6 comments were made

Themes	Number of comments
Supportive	3
Good communication	2
Refer to support	1
Appropriate adjustments	1

Q138 Have you or the people you know/work with/support experienced any barriers or challenges (relating to your/their autism) in understanding and/or participating in the following processes?



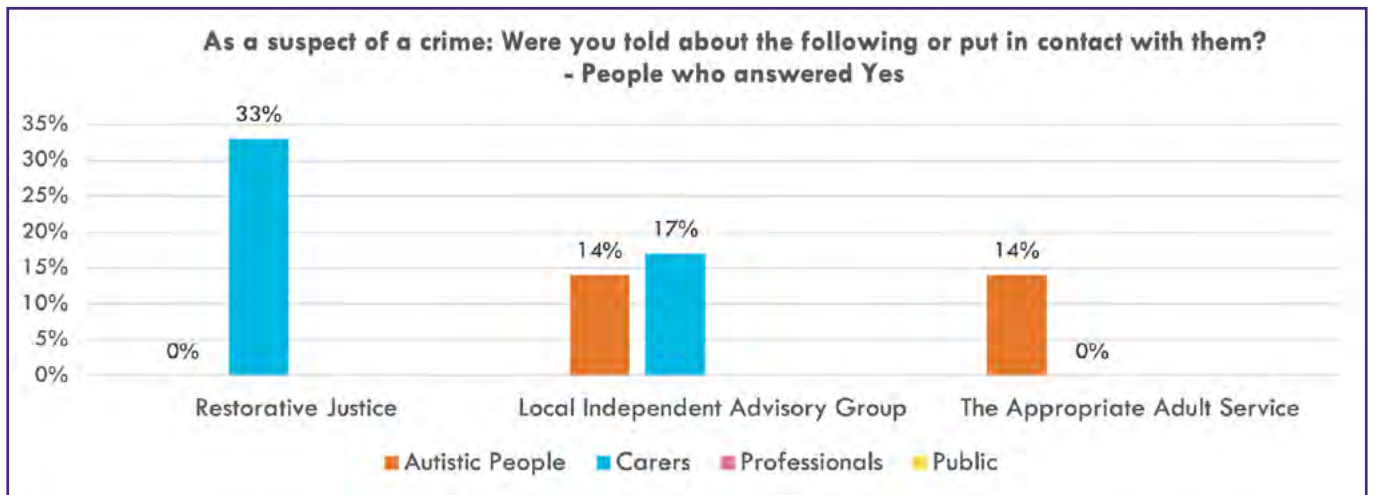
Q139 What could have made it better?

15 comments were made

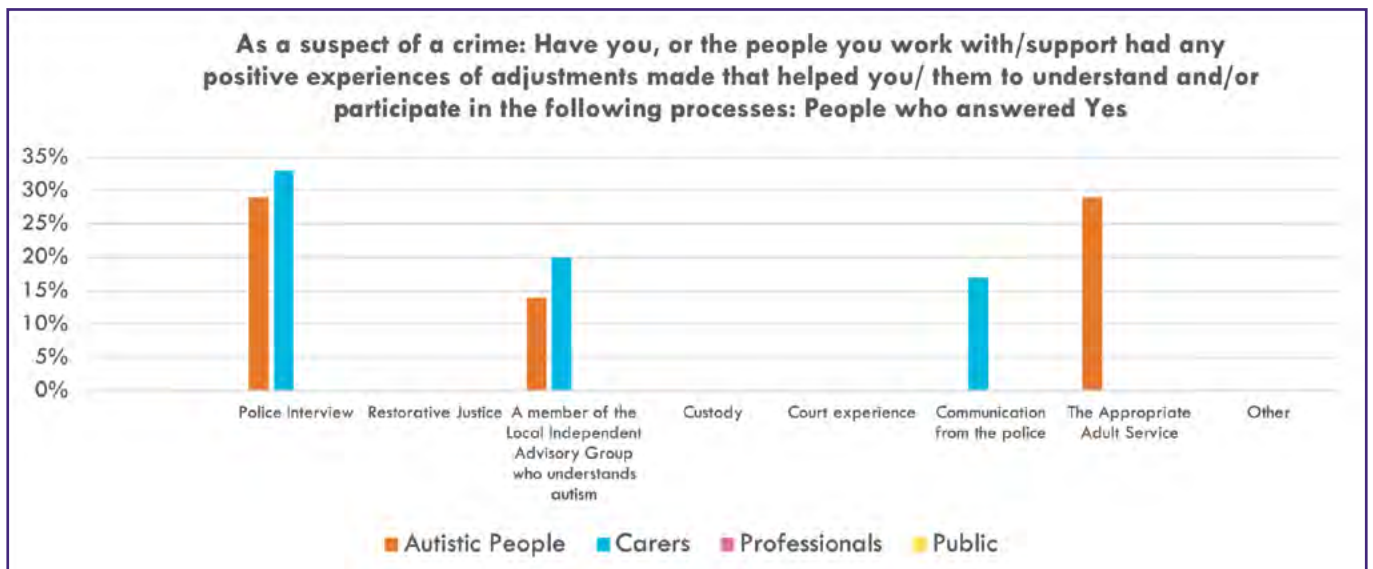
Themes	Number of comments
Better communication	6
Being more understanding	4
Appropriate adjustments	4
More knowledge of autism	3
Other	2

As a suspect of a crime:

Q140 Were you told about the following or put in contact with them?



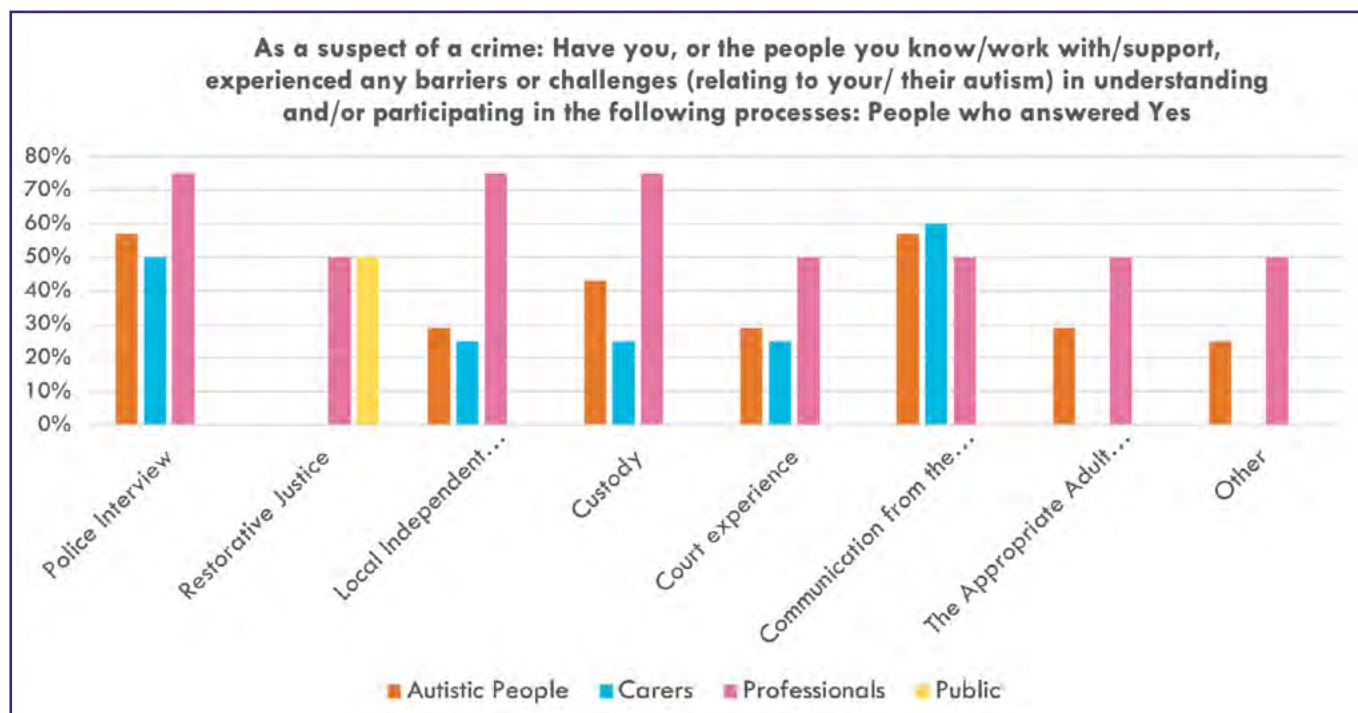
Q141 Have you, or the people you work with/support had any positive experiences of adjustments made that helped you/ them to understand and/or participate in the following processes:



Q142 Please give details

3 comments were made

Q143 Have you, or the people you know/work with/support, experienced any barriers or challenges (relating to your/ their autism) in understanding and/or participating in the following processes:



Q144 What could have made it better?

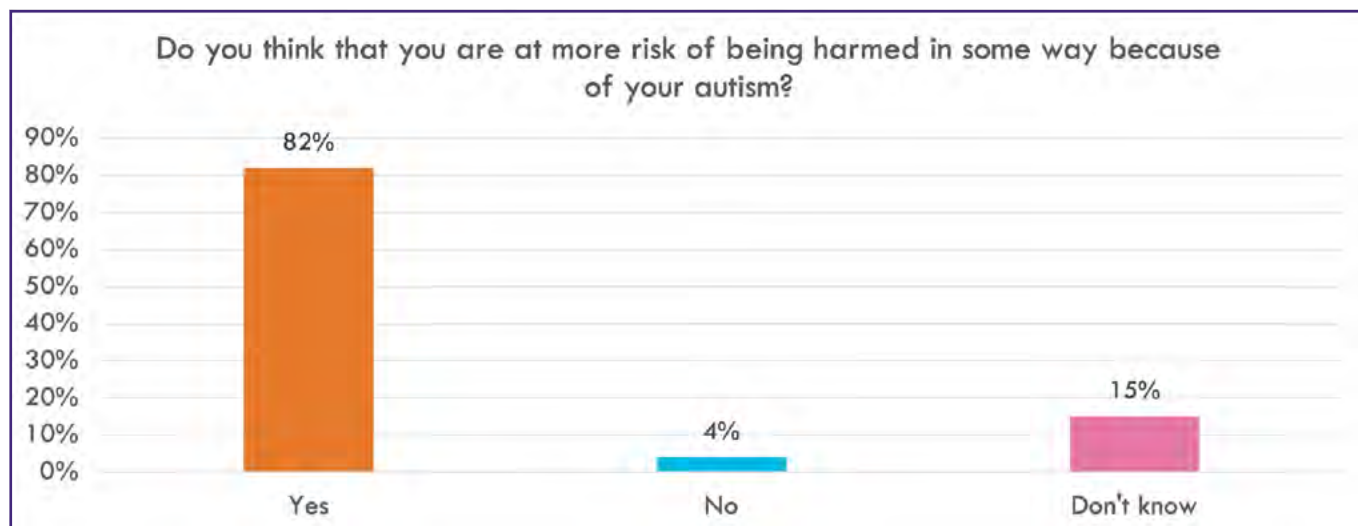
7 comments were made.

Theme	Number of comments
Better communication	2
Other	2
Appropriate adjustments	1
More knowledge/ understanding of autism	1
Faster processes	1

Priority 7 – Keeping Safe (this section only contains questions for autistic people)

55 people with autism said they wanted to answer questions about Priority 7.

Q145 Do you think that you are at more risk of being harmed in some way because of your autism?



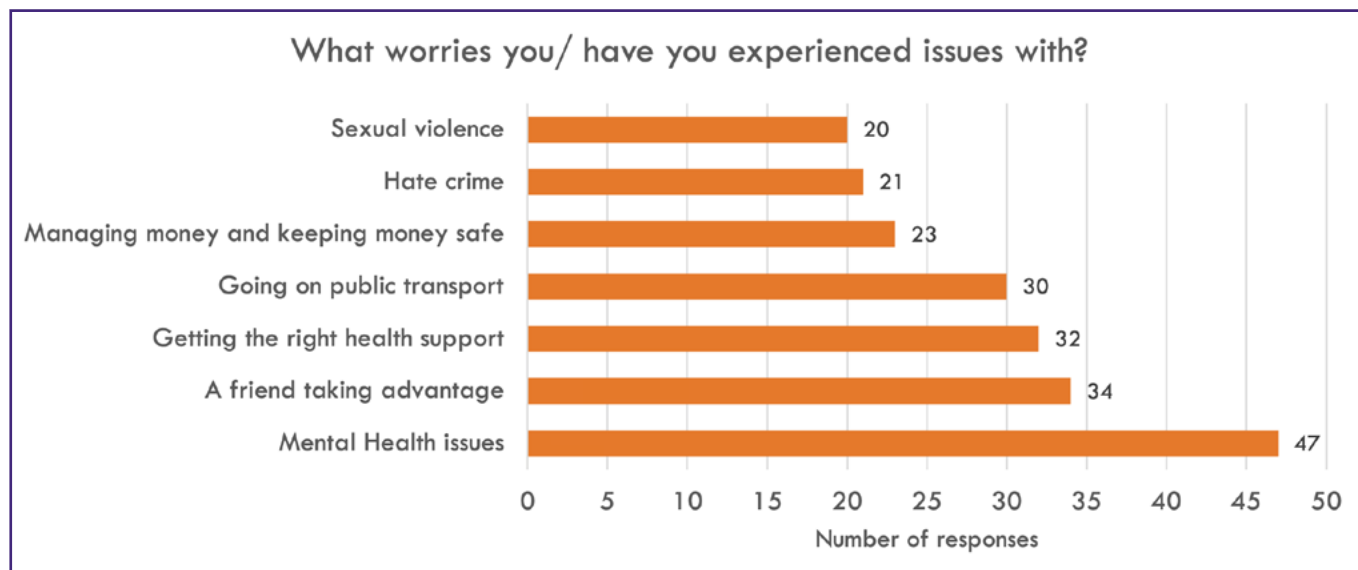
Q146 If yes, please give details?

37 Comments were left.

Theme	Number of comments
Makes me (seem) more vulnerable	14
Naïve/ Trusting/ Gullible	8
Easy Target	6
Hard to recognise risky situations	5
Hate Crime/ Bullying	4
My reaction can put me in difficult situations	4
Trouble understanding social cues/ body language	3
Others' understanding of autism	3
Can appear rude/ confrontational	2
Domestic abuse	2
Fight response – at risk of breaking law	2
Other	1

Q147 What worries you/ have you experienced issues with?

Tick as many as you like



Q148 What would help you feel safer?

Tick as many as you like

