

# Measuring the Mountain project

## What we found out in 2020



This document was written by **Measuring the Mountain project**. It is an easy read version of 'Story-Gathering Report 2020 – Executive Summary'.

January 2021

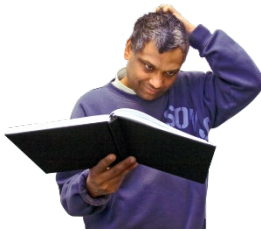
# How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. They have been explained in a box below the word.



If the hard word is used again it is in **normal blue writing**. You can check what the words in blue mean on **page 13**.



Where the document says **we**, this means **Measuring the Mountain project**. For more information contact:

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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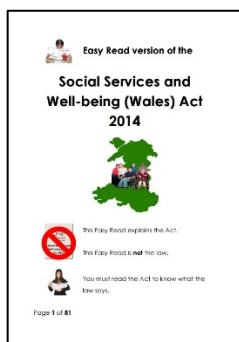
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# Introduction



Llywodraeth Cymru  
Welsh Government

**Measuring the Mountain** is a project funded by the Welsh Government.



The project is based on a law called **The Social Services and Well-being (Wales) Act 2014** and the difference it may have made.



We wanted to see if **Social Services** in Wales were doing a good job.



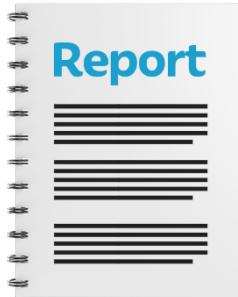
**Social services** are services that are provided to people when they need help and support.



We wanted to hear from people who use **social services** in Wales. And people who are unpaid carers.



We asked people if [social services](#) were doing a good job.



This report tells you what we found out from people.

## How we found out people's stories



Everyone shared their stories in the way they wanted.



Some people talked and some people shared stories online.



We used a special tool to collect people's stories.



The special tool made sure that the way we collected everyone's stories was fair.

## What we found out



We collected 520 stories from 421 people of all ages.



Over half of the people were women.



Less than half of the people were disabled.



Almost half of the people cared for someone else.



We found out that many people have hard lives. They need [social services](#) to help them.



We found it is very important that people are kind and care for each other.



## More things we found out



Unpaid carers work really hard to help the people they care for.



People often find it hard to get the help and services they need.



Work carried out by services often helps stop people's situations from getting worse.



People often talked about feeling they did not have control over their situation. Or choices.



Sometimes, services made people's situations worse.





Sometimes simple things made a difference to people. For example, knowing the person's name and replying to phone calls.



Some **social services** are better than others at sharing information with each other.



People tended to find that services that worked together provided better services.



This was really important when moving from one team to another. For example, from children's to adult services.



People had a lot of positive experiences about **co-production**.



**Co-production** is where people who receive services are equally involved in having a say and planning on how those services are run.



For example, when forming groups with other people.



Well-being was talked about a lot. People said they often cared for family members while trying to look after their own physical and mental health.



A lot of people said services had a bad effect on their mental health.

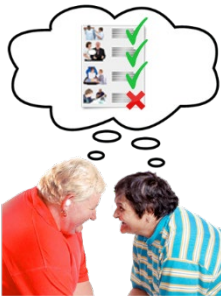


People's stories showed how important it is for services to provide the right support for people and to make their lives easier.

## What needs to change



Peoples stories show how important it is for people to be listened to, respected and involved in the services they receive.



Working with people and understanding that they know a lot about what they need is really important.



It should not be difficult for people to get the support they need. Or to know what help is available.



**All social services** need to show respect to people using the services.



**All social services** need to be good listeners.



**All social services** need to make it easy for people to get the help they need.



**All social services** must understand what every different person needs from them.

# Hard words

## Co-production

This is where people who receive services are equally involved in having a say and planning on how those services are run.

## Social Services

Social services are any services that are provided to people when they need help and support.