



The Participant Lived Experience Inclusion Ladder Survey

Part of The Meaningful Engagement Toolbox by Collective Threads Initiative

This document is part of the toolbox that accompanies *The Meaningful Engagement Handbook: A guide for understanding, measuring, and increasing lived experience leadership across the spectrum of engagement*, written by Chris Ash and Sophie Otiende for Collective Threads Initiative. You can access the handbook and all accompanying tools at www.collectivethreads.org.

The **Participant/Client Lived Experience Inclusion Ladder Survey** is a parallel survey that was developed for organisations to survey the participants in the work they do or their clients to assess their perceptions of the organisation's progress. This can be helpful if you want to compare your internal results with what your participants/clients experience to address gaps or differences.

Related tools include:

- **Meaningful Engagement Quick Start Guide** - A tool to determine concrete ways to get started and take manageable steps towards better engagements.
- **Meaningful Engagement Organisational Foundations Self-Assessment** - A self-assessment tool to help your organisation better prepare for responsiveness when impacted people are staff and collaborators.
- **A Note on Evaluation** - A page on the Collective Threads Initiative website that outlines the basics of how to use evaluation to improve meaningful engagement.
- **Analysis Tools for the Lived Experience Inclusion Ladder Survey** - Detailed instructions and tools to help you analyse your results on the surveys in this toolbox and develop a plan for next steps. We also have a Google Spreadsheet that can help calculate these more easily for you.
- **The Full Comprehensive, Staff Comprehensive, Full Abbreviated, Staff Abbreviated, and Human Resources and Operations Ladder Surveys** - Prebuilt surveys to help you assess your organisation's level of engagement and track it over time.

Participant/Client Lived Experience Inclusion Ladder¹

Organisation: _____ Date: _____

Instructions: For each row, circle the response that best reflects your experience with the organisation providing you this survey. Circle “Unsure” if you do not know the answer to this question based on your experiences with this organisation.²

Please note: Do not write your name anywhere on the survey form, as your responses are intended to be anonymous and we will not link your answer to you in any way. All questions are optional and no one at the organisation will know whether you declined to respond to the tool in whole or in part. If you stop responding to the survey at any point you will still receive any compensation or incentive you have been offered to participate. Please contact _____ at _____ if you have any questions or concerns about this survey.

INFORM	No	Sometimes	Yes	Unsure	Note
1. This question is about the organisation’s “public materials,” including websites, newsletters, social media, impact reports, etc. Are these documents written in plain language that you can understand and are they accessible for you to use, with any acronyms or unfamiliar terms explained?	No	Sometimes	Yes	Unsure	
2. Are this organisation’s safeguarding and complaints policies easy to find and easy to understand?	No	Sometimes	Yes	Unsure	
3. Do this organisation’s public materials avoid perpetuating stereotypes or bias against impacted people? (No=they perpetuate stereotypes and/or bias, Yes=they do not perpetuate stereotypes or bias)	No	Sometimes	Yes	Unsure	

¹ Note: Organisations that work directly with people with lived experience as participants or stakeholders are encouraged to offer this assessment to those participants to compare how the results compare with the organisation’s internal assessment results. People with lived experience who engage with the organisation at the *Collaborate* level or higher should be offered the staff survey instead.

² Note to evaluators: Score *No* response as 0, *Sometimes* as 1, and *Yes* as 2. Exclude responses marked *Unsure* from calculation of average scores.

4. Do this organisation's public materials avoid using sensationalised, dehumanising, or unnecessarily graphic images? (No=they use dehumanising images, Yes=they do not use such images)	No	Sometimes	Yes	Unsure	
5. Do you feel like the ways this organisation tells the stories of their work or of people who have experienced trafficking are respectful, ethical, and not re-traumatising?	No	Sometimes	Yes	Unsure	
6. Do this organisation's public materials reflect the communities they work with? Do the images and stories reflect the diversity of your community?	No	Sometimes	Yes	Unsure	
7. Do you feel like you can be yourself while interacting with this organisation?	No	Sometimes	Yes	Unsure	

ASK	No	Sometimes	Yes	Unsure	Note
8. If you have ever been a client or recipient of this organisation's funding or services, did you previously have opportunities to share your feedback through surveys, focus groups, or other feedback loops?	No	Sometimes	Yes	Unsure or not applicable	Organisations: If you use other types of feedback tools, feel free to adapt this language.
9. If you have ever given this organisation feedback through a survey, compliment, or formal complaint, did they later tell you how your feedback was addressed?	No	Sometimes	Yes	Unsure or not applicable	
10. If you have ever given this organisation project feedback through surveys, focus groups, or, as a consultant, did they tell you at that time how your feedback would be used or incorporated?	No	Sometimes	Yes	Unsure or not applicable	

11. If you have ever filed a grievance with this organisation, did you receive an update about how your grievance was addressed?	No	Sometimes	Yes	Unsure or not applicable	
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INVOLVE	No	Sometimes	Yes	Unsure	Note
12. If you have been a client or recipient of services or funding, were you offered good opportunities to learn skills you needed? Did you feel well-supported?	No	Sometimes	Yes	Unsure or not applicable	
13. If you have been a consultant or contractor for this organisation, were you given opportunities to develop your skills and grow as a professional?	No	Sometimes	Yes	Unsure or not applicable	Note: Many organisations will offer stipends or payment at a “learning rate” for your time spent gaining professional development in order to help you provide better insights into their work.
14. If you have been a consultant or contractor for this organisation, did you feel like the team you worked with was diverse and that different perspectives were welcomed?	No	Sometimes	Yes	Unsure or not applicable	
15. If you have been a consultant or contractor for this organisation, did you feel like you could be yourself during the collaboration?	No	Sometimes	Yes	Unsure or not applicable	
16. While engaging with this organisation, did you feel that the organisation and project team was thoughtful about safeguarding and not re-traumatising participants?	No	Sometimes	Yes	Unsure	