Organisations' responses to the Disability Discrimination Act

2009 study

Technical report

Sara Dewson, Ceri Williams, Jane Aston, Emanuela Carta, Rebecca Willison and Rose Martin

Contents

List of tables

Acknowledgements

The Authors

Sara Dewson is an Associate Director at the Institute for Employment Studies (IES). Her research skills range from a thorough grounding in quantitative analysis and extensive experience of qualitative research, both of which have been utilised in her work. Sara is an experienced project manager and has contributed to evaluation studies at local, national and international levels for key public policy clients and much of her work has centred around the issues of labour market disadvantage, disability, welfare to work policy, benefit and welfare reform, and skills.

Ceri Williams is a Research Fellow at IES. Her work has focused on labour market disadvantage, particularly with regard to the employment of disabled people. Previously she has worked on several studies examining organisations' responses to the Disability Discrimination Act (DDA) as well as the evaluation of the New Deal for Disabled People (NDDP).

Jane Aston is a Senior Research Fellow at IES. Her research interests centre on diversity issues, including disability and ethnicity. Jane has managed a research study on Landlords' Responses to the DDA as well as contributing to previous research on organisations' responses to the DDA, and the evaluation of the NDDP.

Emanuela Carta is a Research Fellow at IES. Her research interests focus on labour market disadvantage and evaluation methods. Her previous work includes analysing the labour market position of people with visual impairments using the Labour Force Survey.

Rebecca Willison is a Research Fellow at IES. Her work is focused on diversity and equality, particularly in relation to disability and ethnicity issues. Rebecca has worked on several studies related to disability issues including previous examinations of organisations' responses to the DDA and an evaluation of the Access to Work programme.

Rose Martin is a Research Officer at IES. She has worked on a number of projects around health and employment. In particular, she has contributed to evaluations of programmes concerning small businesses and occupational health.

Abbreviations

CATI	Computer-Assisted Telephone Interviewing
DDA	Disability Discrimination Act
GB	Great Britain
HR	Human Resources
IDBR	Inter Departmental Business Register
SIC	Standard Industrial Classification

1   Introduction

The Office for Disability Issues commissioned the Institute for Employment Studies, in partnership with Ipsos MORI, to undertake the follow-up research to the 2003[1] and 2006[2] surveys to see how organisations have responded to the Disability Discrimination Act (DDA). The earlier research explored how employers, goods and service providers, and public bodies had responded to their duties under the DDA 1995, and the additional changes made in the DDA 2005. Some of the changes made by the DDA 2005 had not been fully implemented at the time of the 2006 research and this new project has explored more fully all of the changes introduced by the 2005 legislation, and particularly the extension of anti-discrimination provisions to cover: public bodies exercising their functions; larger private clubs; and locally electable authorities in their dealings with their disabled elected members. The research has also explored whether and how the current economic downturn has impacted on organisations' willingness and ability to comply with the legislation.

The study incorporated quantitative and qualitative research in order to both measure and explain attitudes and responses to the DDA. This report contains technical details for the study and outlines the methodological approach and the research design.

---

[1]   Robert, S. *et al.* (2004). *Disability in the Workplace: Employers' and service providers' responses to the Disability Discrimination Act in 2003 and preparation for the 2004 changes.* DWP Research Report No. 202.

[2]   Simm, C. *et al.* (2007). *Organisations' responses to the Disability Discrimination Act.* DWP Research Report No. 410.

2   Quantitative method

This chapter details the quantitative methodology, including sampling and weighting, survey development/piloting, fieldwork and response rates, and analysis.

2.1   Sampling and weighting strategy

2.1.1   Sample design

The sample was drawn from the Experian Business Database (the same sample source used in 2003 and 2006). The sample was stratified by country, establishment size, and broad industrial sector (defined by Standard Industrial Classification – SIC – categories). Workplaces were sampled within strata in order to over-represent larger establishments, as a simple random sample would not deliver a sufficiently large sample size at this level for robust analysis.

2.1.2   Sample profile and weighting strategy

For analysis purposes, the data were weighted back to match the profile of the Inter Departmental Business Register (IDBR), which is the most comprehensive count of workplaces in the United Kingdom.[3] Tables 2.1 and 2.2 show the achieved and weighted sample profiles by country, workplace size and SIC. As in 2006, this latest survey covers Great Britain (GB) only.

As quotas were not set on sector (in line with previous years), the data were weighted to correct for over- or under-interviewing in certain sectors and size bands, as shown in Tables 2.1 and 2.2. Although the sample was designed to over-interview in large businesses, there were several sectors where the profile is different to that anticipated. It proved harder than in 2006 to achieve interviews, and although respondents tended not to refuse outright, they were more reluctant to commit to participating in the survey (which is reflected in the lower overall refusal rate in Table 2.4 compared to the 2006 survey). As a result, more sample was issued in order to meet the target number of interviews by size. The priority was to meet the size and country quotas, which may have led to differences in the distribution of sector. The additional sample also accounts for the greater proportion of leads without a final outcome compared to 2006.

The data have been weighted back to the IDBR profile of establishments, as was the case in 2006. The weighted and unweighted data were checked for differences on key variables which suggested no significant impact on the robustness of the survey data as a result, or on comparability with the 2006 survey data.

As well as workplace size, respondents were asked whether their establishment was part of a larger organisation. The sample was split, with 46 per cent being one of a number of workplaces belonging to a larger multi-site organisation, and 54 per cent being a single independent workplace.

---

[3]   Clearly, one option would have been to use the IDBR as the sample frame for the present study. However, it was decided to replicate, as far as possible, for comparison purposes, the methodology of the 2003 and 2006 surveys, and for this reason the same sample frame was used as those earlier studies.

Table 2.1   Sample profile, by workplace size and country

Country and workplace size	Achieved N	Achieved %	Weighted %
England			
3-6 employees	750	38	40
7-14 employees	415	21	23
15-99 employees	398	20	21
100+ employees	173	9	*
Scotland			
3-6 employees	70	4	9
7-14 employees	43	2	2
15-99 employees	41	2	2
100+ employees	18	1	*
Wales			
3-6 employees	40	2	2
7-14 employees	22	1	1
15-99 employees	21	1	1
100+ employees	9	1	*
GB (totals)			
3-6 employees	860	43	46
7-14 employees	480	24	27
15-99 employees	460	23	24
100+ employees	200	10	4
Total	2,000	100	100

* indicates a percentage of less than 0.5% but greater than zero.

Table 2.2   Sample profile, by SIC

SIC	Achieved N	Achieved %	Weighted %
Agriculture, hunting and forestry; fishing; mining and quarrying; electricity, gas and water supply	38	2	2
Manufacturing	111	6	8
Construction	98	5	7
Wholesale and retail trades; repairs	263	13	23
Hotels and restaurants	128	6	10
Transport, storage and communication	99	5	4
Financial intermediation	282	14	3
Real estate, renting and business activities	200	10	19
Public administration, defence and compulsory social security	53	3	2
Education	122	6	4
Health and social work	323	16	9
Other community, social and personal service activities	258	13	8
Other (not able to be coded)	25	*	–
Total	2,000	100	100

* indicates a percentage of less than 0.5% but greater than zero.

2.2   Survey development/piloting

The Institute for Employment Studies was responsible for questionnaire design, with input from Ipsos MORI, while Ipsos MORI was responsible for sample design and survey management.

A detailed pilot comprising 25 interviews was conducted prior to the main fieldwork. The pilot tested:

- the questionnaire length, respondent comprehension and quality of data (i.e. the respondent's ability to provide the information required);

- identification of the most appropriate person for the goods, facilities and services section, and the (new) locally elected bodies section of the questionnaire.

Overall, the pilot worked well as many of the questions were replicated from the previous survey. Several new questions were added to the pilot questionnaire to collect information on: the effects of the state of the economy in relation to their business and employing disabled people; awareness of the Equality Act; and views of locally electable authorities on rights for disabled elected members, and particular attention was paid to how these worked. A final version of the questionnaire is contained in Appendix A. Respondents generally engaged well with the topic, finding the questions relevant to their organisation. Respondents from organisations employing only a few people found some of the questions irrelevant to their organisation since they had never employed any disabled people.

Finding the relevant individuals to speak to for each of the sections was straightforward to accomplish in most instances. Respondents from large organisations were occasionally not confident about speaking about issues of company policy and procedures without the prior consent of their head office. In such instances, interviewers reiterated that it was the practices of establishments that the survey was concerned with, rather than company policies.

2.3   Mainstage fieldwork

The quantitative survey was conducted by Ipsos MORI between 22 October and 3 December 2009. Interviews were undertaken by telephone using Computer-Assisted Telephone Interviewing (CATI). In total, 2,000 interviews were conducted, lasting 20 minutes on average.

The telephone survey was conducted by Ipsos MORI Telephone which is a member of the interviewer Quality Control Scheme, recognised by the Market Research Society. In accordance with this scheme, the field supervisors listened in to at least ten per cent of the interviews and checked the data entry on screen. All data processing was undertaken by Ipsos MORI.

Prior to starting fieldwork, interviewers were fully briefed by Ipsos MORI and the Office for Disability Issues project team. They also received full written instructions about all aspects of the survey, along with a copy of a letter from the Department for Work and Pensions that could be emailed to respondents who requested more information about the survey (Appendix B). It is important to note that this letter did not mention the Disability Discrimination Act (DDA), given that the survey was testing awareness.

2.3.1   Identifying the most appropriate respondent

As in the previous studies, interviews were conducted at workplace level with the person responsible for recruitment and/or management of personnel **at that site**. This was the description used by interviewers to identify the person for the first part of the interview (Section A of the questionnaire). This approach allowed the research to focus on establishment-level practice rather than on organisation-level policy.

The early stages of the interview focused on questions relating to employment. Following these questions, respondents were asked about whether their establishment's customers or clients included members of the public, or were restricted to other businesses only. Those that **only** dealt with other businesses (comprising 16 per cent of the total sample, N = 312) were excluded from the subsequent questions on goods, facilities and service provision (as the provisions of Part 3 of the DDA apply only to goods, facilities and services provided to members of the public).

In establishments that dealt with the public, the respondent was then asked whether he/she was the most appropriate person to answer questions about this. Those who said they were not an appropriate person to answer questions on dealings with the public were asked if they could nominate an alternative contact at their workplace who could answer the questions instead. In all but 89 instances, the initial lead said they were the most appropriate person to answer the section. Of the 89 individuals who were not the most appropriate person to speak to, 55 further leads were provided, along with their contact details.

In locally electable authorities that had a responsibility to elected members/councillors, again the respondent was asked whether he or she was the most appropriate person to answer questions on this topic. In all but 52 cases, the initial lead was the most appropriate individual to speak to about elected members or councillors. Of the 52 individuals who were not the most appropriate person to speak to, 17 further leads were provided, along with their contact details.

During fieldwork, it became apparent that questions 41D, E and F (relating to awareness of the Equality Act) were not asked of all appropriate establishments, due to a routing error on the questionnaire. In total, 1,009 respondents were affected, of which 772 consented to be recontacted. These 772 respondents were contacted and a total of 751 answered the questions. The data were merged with the main data at the processing stage. Further comparison of respondents and non-respondents to these questions revealed no significant differences and so the overall results for these questions are unaffected.

Table 2.3 shows the job title of those interviewed in the quantitative survey. About one-third (32 per cent) either owned, or were directors of, their business, while around half (47 per cent) were general, or other, line managers. This category includes responses such as Assistant Manager, Branch Manager, Operations Manager, Team Leader and other managerial and supervisory roles. Just eight per cent of respondents worked specifically in Human Resources (HR) or personnel, with the vast majority of these being in medium-sized or large establishments. This is broadly in line with the 2006 survey.

Table 2.3   Respondent profile, by job title

Job title	%
Owner/director	32
General/line manager	47
HR/personnel	8
Other	12
Total	2,000

2.3.2   Sample management

Interlocking size and sector quotas were used for each country when **purchasing** the sample. This meant that the quotas were specified for each size band within each sector. This was done to ensure that the sample **issued** was representative of the desired profile. As in previous years, however, we did not set interlocking size and sector quotas during fieldwork. During fieldwork, quotas were set using three country categories (England, Scotland and Wales), and four size bands, giving a total of 12 quota cells.

A sample ratio of around eight to one was provided for each quota cell: that is, anticipating that eight sample 'leads' would be required to achieve one interview. The sample was released automatically to interviewers by the CATI software, depending on which quota cells needed to be filled. Each lead was contacted up to a maximum of 12 times, at different times and on different days. In addition, interviewers could also set a time for call back, for example, if they were told that the respondent would be available at the specified time. If, after ten attempts, a positive outcome had not been reached, the sample was placed into a 'maximum queue' where it waited to be assessed by the project supervisor in consultation with the project team. The sample was released from this queue if the quota cell could not be filled with the remaining sample and no new sample was available. Thus, in practice, some leads were tried in excess of 12 times.

2.3.3   Response rates

As this is a quota survey, it is not possible to calculate a response rate in the same way as for a random probability sample. Instead, a detailed breakdown of the sample supplied is presented in Table 2.4.

Overall, 14 per cent of the total sample issued resulted in an interview (the 'unadjusted' response rate). This rises to 24 per cent of the in-scope sample (the 'adjusted' response rate). In-scope sample refers to sample that was eligible (i.e. not screened out), used (some sample was not used due to the relevant quota cells already being filled) and contactable. This latter figure is lower than we would **normally** expect to see on a quota survey such as this[4], but is becoming more common as employers are increasingly being contacted to take part in surveys.

---

[4]   A 30-40 per cent response rate would normally be expected on surveys with businesses but would depend on the subject matter, timing of the survey and questionnaire length, etc.

A total of 1,104 leads were 'ineligible' for this particular study or were 'screened out'. These leads included sole traders and foreign-based call centres (rather than GB-based leads).

Table 2.4   Unadjusted and adjusted survey response rates

	Total sample N	In scope of study %	In scope of fieldwork N	In scope of fieldwork %
Total sample	15,688			
Ineligible	1,104			
In scope of study	14,586	100		
Over quota/not used	4,576	31		
Moved/company no longer exists	142	1		
Bad telephone number	1,058	7		
In scope of fieldwork			8,810	100
No answer/engaged	4,567	31	4,567	52
Respondent refusal	2,016	14	2,016	23
Not available during fieldwork	180	1	180	2
Others	47	*	47	1
Achieved interviews	2,000	14	2,000	23
Response rate		14		23

2.4   Analysis

2.4.1   Data preparation

As discussed in Section 2.1, corrective weights were applied to the final survey data. Interlocking size and country weights were applied along with rim[5] sector weights for GB.

A sample which is weighted is less accurate (i.e. has a larger standard error) than an unweighted sample of the same size. The effect of this weighting (the 'design effect') therefore needs to be taken into account when considering statistical reliability: usually, the weighted sample behaves as if the sample size is actually smaller than the real sample size. This is known as the 'effective sample size'. Table 2.5 shows the effective sample size overall and for a range of variables.

---

[5]   Rim weights are applied at aggregate level only (i.e. in this case, weights were applied by SIC at the aggregate GB level, rather than by SIC within country or size band).

Table 2.5   Unweighted, weighted and effective sample sizes

	Unweighted base	Weighted base	Effective sample size
Country			
England	1,736	1,737	1,588
Scotland	172	171	154
Wales	92	92	81
Total	**2,000**	**2,000**	**1,795**
Size band			
3-6	860	911	772
7-14	480	533	431
15-99	460	482	413
100+	200	74	179
GB industry (SIC)			
Agriculture, hunting and forestry; fishing; mining and quarrying; electricity, gas and water supply	38	48	19
Manufacturing	111	136	54
Construction	98	156	48
Wholesale and retail trades; repairs	263	454	128
Hotels and restaurants	128	191	62
Transport, storage and communication	99	84	48
Financial intermediation	282	63	137
Real estate, renting and business activities	200	381	97
Public administration, defence and compulsory social security	53	40	26
Education	122	88	59
Health and social work	323	182	157
Other community, social and personal service activities	258	152	126

Substantial coding was undertaken to reduce the proportion of 'other' responses to less than ten per cent at the following questions: Q14, Q17, Q20, Q22a, Q22b, Q27c, Q31, Q38, Q40a, Q40b, Q40e and Q41f. Q7 was an open-ended question asking respondents to describe the nature of their business or organisation. This information was used for coding of industry.

2.4.2   Statistical reliability

As the survey was not conducted using a random probability selection method, statistical reliability cannot be technically applied. Statistical reliability tests are based on the assumption that every respondent has an equal probability of being selected, which is not the case with a quota sample. Therefore, statistical reliability can only be considered indicative on a quota survey.

Statistical reliability at the 95 per cent confidence level over several sample sizes is outlined in Table 2.6, and shows that there is little overall difference in statistical reliability between a sample size of 2,000 and 1,000. Table 2.7 shows the 95 per cent confidence level when comparing particular sub-groups.

Both tables show the differences required for results to be statistically significant. For example, when comparing results for England and Scotland, the difference in results needs to be at least nine percentage points to be considered significant, i.e. 50 per cent and 59 per cent would be significant, but 50 per cent and 58 per cent would not.

Table 2.6   Statistical reliability

Sample size	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90% (±)	30% or 70% (±)	50% (±)
50	9	13	14
100	6	9	10
150	5	8	8
200	5	7	7
250	4	6	7
300	4	6	6
400	3	5	5
500	3	4	5
600	3	4	4
700	3	4	4
1,000	2	3	4
1,500	2	3	3
1,700	2	3	3
2,000	2	2	3

Table 2.7   Statistical reliability

Sample size	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90% (±)	30% or 70% (±)	50% (±)
England compared to Scotland (1,588 compared to 154)	5	8	9
Scotland compared to Wales (154 compared to 81)	9	13	14
3-6 employees compared to 7-14 employees (772 compared to 431)	4	6	6
Health and social work compared to education (157 compared to 59)	9	14	16

3   Qualitative method

3.1   Introduction

The qualitative research examined the knowledge, attitudes and policies, experiences and practices of establishments in more detail, to augment the quantitative findings. The qualitative research has involved interviews with 97 establishments[6] in the following main Disability Discrimination Act (DDA) duty groups:

* employers (21 interviews);

* locally electable authorities, ranging from large metropolitan authorities and county councils, to small parish and community councils, with a particular focus on their interactions with their disabled elected members (23 interviews);

* goods and service providers (21 interviews);

* public bodies, with a particular focus on their public functions (14 interviews);

* larger private clubs, with a particular focus on the services and facilities they provide to members, prospective members and associate members (18 interviews).

As in the earlier study in 2006, in some establishments that were part of larger organisations, the vast majority of employment and recruitment policy and practice, or goods and service provision, was determined at organisational level, and we were referred to HR or service managers with an organisational remit in these instances.

3.2   Sample design

The employer, goods and service provider and public bodies samples were all drawn by Ipsos MORI from the Experian Business Database, at the same time as the sample was drawn for the quantitative survey. The private clubs sample was compiled using leads from the Club and Institute Union Ltd website, and more detailed web searches within the required geographical areas, together with some sample generated by Ipsos MORI, which included some private clubs. The whole sample was then screened in detail at the recruitment stage to ensure that all of the clubs that took part in the research would be subject to the DDA duties for private clubs.

The locally electable authorities' sample was drawn by Ipsos MORI and supplemented using websites including www.Tagish.co.uk, which lists councils in England and Wales; and www.oultwood.com/localgov/countries/scotland.php and http://scotlandinter.net/communitywebs.htm in Scotland. The third tier local authority sample (of parish, town and community councils) was compiled from

---

[6]   The previous DDA study in 2006 used a case study approach for the qualitative element of the research, aiming to conduct more than one interview in large and medium-sized organisations, e.g. interviewing the Human Resources (HR) Manager, the Customer Services Manager and the departmental/line manager. However, the additional interviews added little information or insight to that gained from the initial interview. The current study covered a wider range of specific DDA duty groups than were included in 2006, and therefore required that we include a wider range and number of establishments in our research. Carrying out one interview per establishment, with the key person responsible for the relevant DDA duties, enabled us to cover more establishments in each of the five groups of interest in the research.

the sources above, together with comprehensive lists of all third tier local authorities in the fieldwork areas, which were obtained by the Office for Disability Issues from the Department for Environment, Food and Rural Affairs, and passed to the research team at the Institute for Employment Studies (IES).

3.3   Achieved sample by duty group

This section outlines some characteristics of the establishments that took part in the qualitative research, and the roles of the respondents interviewed. These are presented separately for each main DDA duty group. Some of the interviewees provided information about an additional duty group, and this is indicated where relevant, for example some employer respondents were also able to discuss issues related to goods and service provision.

3.3.1   Employers

Interviews were carried out with 21 employers, the key characteristics of which are shown in Table 3.1.

Table 3.1   Qualitative interviews with employers: sample characteristics

Size		Sector		Country	
Large (100+ employees)	7	Private	15	England	12
Medium (15-19 employees)	5	Public	4	Wales	4
Small (3-14 employees)	9	Voluntary	2	Scotland	5
Total	21		21		21

Employer respondents were general managers or proprietors in small- and medium-sized establishments, and HR managers in larger establishments.

An additional 15 respondents from other duty groups were able to provide information on employment and these are shown in Table 3.2.

Table 3.2   Additional information from employers (in other duty groups)

Size		Sector		Country	
Large (100+ employees)	5	Private	6	England	11
Medium (15-19 employees)	4	Public	8	Wales	3
Small (3-14 employees)	6	Voluntary	1	Scotland	1
Total	15		15		15

3.3.2   Locally electable authorities

The key purpose of the interviews with locally electable authorities was to explore their interactions with their disabled locally elected members. The research included interviews with 23 local authorities, ranging from large metropolitan authorities and county councils, to small parish and community councils. Their responsibilities covered the locally electable authorities' duties

commensurate with their level of government. The number of members in these authorities ranged from ten to 78. The key characteristics of the locally electable authorities included in the research are shown in Table 3.3.

Table 3.3   Qualitative interviews with locally electable authorities: sample characteristics

Type of local authority	
Metropolitan and unitary authorities, county, borough and district councils	12
Town and parish councils (England)	4
Town and community councils (Wales and Scotland)	7
Total	23
Country	
England	12
Wales	6
Scotland	5
Total	23

The respondents included a range of people who were responsible for the interests of locally elected members. In large authorities the respondent was usually based in the Democratic Services Department, although a small number were equalities staff. In smaller authorities the respondent was usually the Clerk to the Council, or the Council Chair.

3.3.3   Goods and service providers

Interviews were undertaken with 21 service providers, the key characteristics of which are shown in Table 3.4.

Table 3.4   Qualitative interviews with service providers: sample characteristics

Sector		Country	
Private	17	England	12
Public	3	Wales	4
Voluntary	1	Scotland	5
Total	21		21

In small- and medium-sized establishments interviews were usually carried out with the general manager, area manager or owner. In larger establishments, particularly in the public sector, interviewees were usually HR or equality specialists.

An additional 15 respondents in other duty groups were also able to provide information on goods and service provision (shown in Table 3.5).

Table 3.5   Additional information from service providers (in other duty groups)

Sector		Country	
Private	10	England	9
Public	4	Wales	5
Voluntary	1	Scotland	1
Total	15		15

3.3.4   Public bodies

Interviews were carried out for the key purpose of exploring public functions with 14 public bodies. They varied greatly in size, from an establishment with fewer than 20 staff, to establishments with thousands of staff. The public bodies carried out a wide range of activities and services. Their key characteristics are shown in Table 3.6.

Table 3.6   Qualitative interviews with public bodies: sample characteristics

Sector	
Health	2
Government department or agency	5
Prison service	1
Judicial, courts and tribunals	4
Other	2
Total	14
Country	
England	8
Wales	3
Scotland	3
Total	14

The roles of the staff interviewed varied depending on the nature of the public body and its purpose. Every effort was made by the research team to interview staff most likely to know about public functions with respect to providing these for disabled customers and clients. The internal arrangements of public bodies, and the ways in which they planned and implemented their functions and services, necessitated some of the interviews to be carried out at organisational level, and some at establishment level. Respondents included HR managers, general managers, service managers, equalities managers, and staff involved in disability and policy issues.

A further 11 interviews with establishments in other duty groups provided additional information on public bodies and public functions (shown in Table 3.7).

Table 3.7   Additional information about public bodies (in other duty groups)

Sector	
Local authorities	10
Service provider	1
Total	11
Country	
England	6
Wales	2
Scotland	3
Total	11

3.3.5   Private clubs

The research comprised in-depth qualitative interviews with 18 private clubs. The clubs varied in size, from those with just over 100 members, to those with more than 1,000 members. The key characteristics of the clubs are shown in Table 3.8.

Table 3.8   Qualitative interviews with private clubs

Sector	
Social and drinking clubs	6
Private dining clubs	2
Sports clubs	5
Political society	1
Local society	1
Religious societies	2
Other (a special interest club)	1
Total	18
Country	
England	12
Wales	3
Scotland	3
Total	18

Interviews were with the general managers of the club, although their exact titles varied, depending on the club itself and the way it was organised. Respondents' job roles included club chairs, club secretaries, chief executives, presidents and other managers.

3.4   Conducting the interviews

Five separate discussion guides and associated showcards were designed for use in the field, one for each main duty group (provided in Appendices C to K). The key purpose of each interview was to gather information on the main duty group of the establishment. In some instances, respondents were also able to provide information on an additional duty group.

All 97 interviews were conducted by the IES research team. Most of the interviews were conducted face to face, although it was necessary to conduct a number by telephone.[7] The interviews were digitally recorded and transcribed in full. In addition to the transcripts, a summary of key points for each interview was produced, to provide an overview of data elicited, as fieldwork progressed.

3.5   Data analysis

All the qualitative data was analysed thematically according to duty group using Atlas.ti software. A coding frame was developed iteratively, using categories from the discussion guides, additional themes which arose from a review of the emerging data, and the key issues to be covered in the report.

The qualitative data has been used throughout the report to augment the findings from the quantitative survey. It has been used to provide detailed examples of establishments' attitudes, practices and experiences to illustrate the points made by the survey data and to explain particular findings. Many direct quotes and case study examples have been included to give the report an added dimension.

---

[7]   Seventy-nine interviews were face to face, and 18 were carried out by telephone. Telephone interviews were carried out in order to secure interviews following a face-to-face appointment not being kept by the respondent, and as a result of bad weather conditions which prevented travel to pre-booked appointments during the fieldwork period.

Appendix A Quantitative survey questionnaire

Introduction

Good morning/afternoon. My name is XXX and I'm calling from Ipsos MORI, the independent research organisation, on behalf of the Department for Work and Pensions. We are conducting a survey about disability issues amongst businesses and other organisations. Please could I speak to someone at this workplace who has the responsibility for the recruitment or management of employees?

IF ALREADY SPEAKING ATTEMPT INTERVIEW OR BOOK APPOINTMENT.

IF PASSED TO ANOTHER PERSON: REPEAT INTRODUCTION.

Would you be able to spare some time to speak to us? The interview will take around 20 minutes on average and everything you say will be treated in strictest confidence.

The information you give us will be treated as strictly confidential. It will be used to produce statistics that will not identify you or your business. Anonymised survey information may also be provided to other approved organisations for statistical purposes only. The same standards of protection and confidentiality are applied to your information at all times.

INTERVIEWER NOTE: If the person says disability issues are not relevant to their business as they have no disabled employees or customers, please emphasise that we would still like to speak to them.

PROCEED WITH INTERVIEW, ARRANGE APPOINTMENT IF NECESSARY, OR RECORD REFUSAL/OTHER OUTCOME.

Screening section/demographics

1. Firstly, could you tell me what your position or job title is? DO NOT READ OUT. S/C ONLY.

    1   General/duty manager

    2   Assistant manager

    3   Human resources/personnel manager

    4   Supervisor

    5   Owner/proprietor

    6   Other (specify)

    7   Don't know

    8   Refused

2.   Is this workplace…? READ OUT. S/C ONLY.

    1   One of a number of workplaces belonging to the same organisation?

    2   A single independent workplace not belonging to any other organisation?

    3   Don't know

    4   Refused

3.   How many people are currently employed in this workplace, including part-time and temporary staff and those who are on maternity or long-term sick leave? Please include yourself.

IF NOT SURE PROBE FOR BEST ESTIMATE

Enter number (range = 1 to 99,999)

Don't know

Refused

IF (2 @ Q2) AND (<3 EMPLOYEES), CLOSE WITH THANKS

ASK IF 1 @Q2. OTHERS GO TO Q6.

4.   And can you tell me how many people there are employed in the organisation as a whole in the UK?

IF NOT SURE PROBE FOR BEST ESTIMATE

Enter number (range = 1 to 99999)

Don't know

IF <3, CLOSE WITH THANKS.

LOGIC CHECK IF NUMBER OF EMPLOYEES IN ORGANISATION IS SMALLER THAN NUMBER OF EMPLOYEES IN WORKPLACE

5.   Can I just check, is this workplace…READ OUT. S/C ONLY.

    1   A branch

    2   A division/subsidiary

    3   An area/regional office

    4   The head office

    5   A franchised organisation

    6   Or something else? (specify)

    7   Don't know

ASK ALL:

6. Would you say that this workplace was part of the…READ OUT. S/C ONLY.

>   1   Private sector
>
>   2   Public sector
>
>   3   Voluntary sector
>
>   4   Don't know

6A.   Is your organisation one of the following:

SINGLE CODE ONLY.

>   1   A Local Authority
>
>   2   Other locally elected body
>
>   3   None of these

7.   What is the nature of your business or organisation? PROBE: What does this establishment mainly make or do?

RECORD RESPONSE, CODE TO SIC

Don't know

Section A: Recruitment and employment

Now I'd like to ask you some questions about the recruitment and employment of people with disabilities and long-term health problems.

A1: Awareness and understanding of legislation

8.   Are you personally aware of any laws giving rights to employees and job applicants with long-term health problems or disabilities?

IF YES, PROBE FOR NAME OF LEGISLATION. IF MENTION LAW BY NAME AND IT IS NOT THE DISABILITY DISCRIMINATION ACT, WRITE IN UNDER OTHER. S/C ONLY.

>   1   Yes – Disability Discrimination Act
>
>   2   Yes – other specify
>
>   3   Yes – don't know name
>
>   4   No
>
>   5   Don't know

ASK IF CODES 2-5 @ Q8. OTHERS GO TO Q10.

9. The Disability Discrimination Act was introduced in 1996. Part of this Act introduced rights for employees and job applicants with long-term health problems or disabilities. Prior to this survey, had you heard of this part of the Act? S/C ONLY.

    1   Yes

    2   No

    3   Don't know

ASK ALL:

10. Now I would like to ask you whether you consider people with certain conditions or impairments as being disabled.

Do you consider a person ....(TEXT SUB)...... to be disabled, or not? READ OUT EACH CATEGORY AND CODE FOR EACH, S/C ONLY:

Yes

No

Don't know

RANDOMISE STATEMENTS

A   With mobility problems- difficulty getting around or moving from place to place

B   With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C   With facial or skin disfigurement

D   With a hearing impairment – which affects their ability to take part in spoken conversation

E   With a visual impairment – not corrected by glasses

F   With a mental illness

G   With a learning difficulty – this used to be called a mental handicap

H   With a speech impairment – which affects their ability to take part in spoken conversation

I   With a progressive illness such as Parkinson's disease

?   Diagnosed with Multiple Sclerosis

J   Diagnosed with cancer

K   Diagnosed HIV positive

L   With epilepsy

M   With diabetes

READ OUT TO ALL:

Under the Disability Discrimination Act people with all of the conditions I have just mentioned may be classified as being disabled.

A2: Employment of people with disabilities

The next few questions are about the employment of disabled people.

11. As far as you are aware, over the last ten years have there ever been, or are there currently, any people with disabilities or significant long-term health problems that affect their day-to-day activities employed at this workplace? S/C ONLY.

  1 Yes

  2 No

  3 Don't know

ASK IF 1 @ Q11. OTHERS GO TO Q13.

12. How many disabled employees are currently employed at this workplace? IF UNSURE ASK FOR BEST ESTIMATE

Range 0 – 999, SHOULD NOT BE MORE THAN NUMBER OF EMPLOYEES GIVEN AT Q3.

Don't know

ASK ALL:

A3: Recruitment of people with disabilities

Now I'm going to ask you some questions about recruitment practices.

13. Are job applicants at this workplace required to give information about their health and disabilities, at any stage in the application process? READ OUT. S/C ONLY.

  1 Yes – always

  2 Yes – sometimes

  3 No – never

  4 Don't know (DO NOT READ OUT)

ASK IF 1 OR 2 @ Q13. OTHERS GO TO Q15.

14. Is this information about health and disabilities used for any of the following? READ OUT (RANDOMISE STATEMENTS). M/C OK.

  1 To find out whether any adjustments are required at the interview stage

  2 To assess suitability for the job

  3 To assess whether the workplace would be suitable for the applicant

  4 To help make practical arrangements to allow the employee to do their job effectively

  5 To monitor the composition of the workforce

  6 Or for something else? (specify)

  7 Not used/none of these (DO NOT READ OUT, S/C ONLY)

  8 Don't know (DO NOT READ OUT, S/C ONLY)

ASK ALL:

15.   To the best of your knowledge, has your workplace ever done any of the following…? READ OUT EACH CATEGORY. S/C EACH:

   1   Yes

   2   No

   3   Don't know

RANDOMISE STATEMENTS

A   Provided application forms in alternative formats such as large print or Braille

B   Provided disability awareness information for staff involved in recruitment

C   Provided help with communication at interview, eg sign language interpreter

D   Checked at an interview whether an applicant would need any adjustments or adaptations if appointed

E   Guaranteed disabled applicants an interview

F   Anything else to support disabled job applicants? (specify)

A4: Adjustments and other actions to assist disabled employees

16.   And to the best of your knowledge, have you or your colleagues at this workplace ever sought advice on any aspect of employing disabled people? This includes advice on adapting workplaces or any legal requirements the workplace may have. S/C ONLY.

   1   Yes

   2   No

   3   Don't know

ASK IF YES (1 @ Q16). OTHERS GO TO Q18.

17.   Who did you seek this advice from? DO NOT READ OUT. M/C OK.

   1   Head Office

   2   Other colleagues at this workplace

   3   Job Centre/employment service

   4   Specialist consultants

   5   Solicitor/legal advisor

   6   Equality and Human Rights Commission (EHRC)

   7   Disability Rights Commission (DRC)

   8   Department for Work and Pensions (DWP)

   9   Trade union

   10 Trade/employer association

   11 Specific association or charity dealing with disability

   12 Other (specify)

   13 Don't know (S/C ONLY)

ASK ALL:

18.   How easy or difficult would it be for this workplace to employ someone... CATI TO SELECT FOUR CATEGORIES AT RANDOM, INSERT TEXT SUB. Do you think it would be...READ OUT AND S/C EACH CATEGORY:

Very easy

Quite easy

Quite difficult

Very difficult

Impossible

Don't know (DO NOT READ OUT)

RANDOMISE STATEMENTS

A   Who needs to use a wheelchair

B   Who has arthritis which can fluctuate and at times severely limit their physical capacity

C   Who has severe facial scarring which cannot be completely masked

D   Who is profoundly deaf (not helped by a hearing aid)

E   With severely impaired vision

F   Who is dyslexic

G   Who has learning difficulties (used to be called a mental handicap)

H   Who suffers from clinical depression

I   Who has Schizophrenia

J   Who has a severe stammer and finds it hard to communicate verbally

K   With Parkinson's disease

L   With epilepsy

ASK ALL:

19.   Which, if any, of the following have been made or are planned at this workplace (TEXT SUB: IF EVER EMPLOYED DISABLED PEOPLE, CODE 1 @ Q11) to assist disabled employees? (TEXT SUB: IF NEVER EMPLOYED DISABLED PEOPLE, CODE 2 OR 3 @ Q11) to assist disabled people who might be employed in future? READ OUT AND S/C EACH. IF YES, PROMPT FOR WHETHER MADE OR PLANNED.

IF YES, PROMPT: Have you made that adjustment or are there definite plans to make it?
INTERVIEWER NOTE: If the respondent says they would do something if they needed to, ask if there are DEFINITE plans to do it. If no definite plans, please code under 'neither'.

1   Yes- made

2   Yes- definitely planned

3   No- neither

4   Don't know

RANDOMISE STATEMENTS

A   Transferring people or jobs to other premises, or part of the same premises, to assist disabled employees

B   Adapted work environment to help disabled employees (eg adapting premises, workstation, lighting)

C   Flexible work organisation (eg giving other duties to disabled people, rearranging work duties)

D   Flexible working time, or varying working hours for disabled employees

E   Providing appropriate physical assistance (eg interpreters for a person who is deaf)

F   Allowing working from home for disabled employees

G   Providing car parking space for disabled employees

H   Any other changes or adjustments? (specify)

ASK IF ANY MADE OR PLANNED AT Q19. OTHERS GO TO Q23.

20.   What if any difficulties or problems has this workplace encountered in making or planning adjustments to enable you to employ or continue to employ disabled people? M/C OK. DO NOT READ OUT

   1   No difficulties (S/C ONLY)

   EXPENSE:

   2   The cost of making the adjustments

   LACK OF INFORMATION/ADVICE:

   3   Lack of information/advice about the legal requirements

   4   Lack of information/advice about what adjustments disabled employees need

   PRACTICAL ISSUES:

   5   Health and safety issues

   6   Planning constraints

   7   Lack of space

   8   Premises are rented

   9   Reluctance of Head Office to approve/fund adjustments

   9a Recession

   10 Other specify

   11 Don't know

   12 Refused

ASK IF ANY MADE @ Q19. OTHERS GO TO FILTER AT Q22a.

21.   You said your workplace has made adjustments for disabled employees. Overall, how easy or difficult was it to make these adjustments? READ OUT. S/C ONLY.

   1   Very easy

   2   Quite easy

   3   Neither easy nor difficult

   4   Quite difficult

   5   Very difficult

   6   Don't know

ASK IF ANY MADE OR PLANNED AT Q19. OTHERS GO TO Q23.

22a. Which if any of the following applies to why you went ahead with or are planning these adjustments? READ OUT. M/C OK.

RANDOMISE STATEMENTS

1   The costs were small

2   Adjustments were/will be made as part of a general refurbishment

3   We assumed the benefits would exceed the costs

4   It was the right thing to do for the disabled employee(s)

5   Company policy required us to make changes

6   In response to a request from an employee

7   The change had wider benefits for employees at the workplace

8   The law required us to make the change

9   Or for some other reason? (specify)

10 Don't know (DO NOT READ OUT, S/C ONLY)

ASK IF MORE THAN ONE REASON AT Q22a, others go to filter at Q22c

22b. And what would you say is the one main reason? S/C ONLY, ONLY BRING UP THOSE MENTIONED AT Q22a.

   1   The costs were small

   2   Adjustments were/will be made as part of a general refurbishment

   3   We assumed the benefits would exceed the costs

   4   It was the right thing to do for the disabled employee(s)

   5   Company policy required us to make changes

   6   In response to a request from an employee

   7   The change had wider benefits for employees at the workplace

   8   The law required us to make the change

   9   Or for some other reason? (specify)

   10 Don't know (DO NOT READ OUT, S/C ONLY)

ASK ALL EXCEPT THOSE WHO MENTION CODE 6 @ Q22a. OTHERS GO TO FILTER AT Q22d.

22c. Has your workplace ever received a request from an employee for adjustments related to a disability or long-term health condition? S/C ONLY

Yes

No

Don't know

ASK IF YES AT Q22c OR CODE 6 @ Q22a. OTHERS GO TO FILTER AT Q22g.

22d. To the best of your knowledge how many requests for adjustments related to a disability or long-term health condition have been received from employees at this workplace? IF UNSURE PROBE FOR BEST ESTIMATE

Enter response range 1 – 999

Don't know

ASK IF ONE AT Q22d, AND NOT CODE 6 AT Q22a. OTHERS GO TO FILTER AT Q22f.

22e. Was your workplace able to meet this request? S/C ONLY

Yes

No

Don't know

ASK IF MORE THAN ONE @ Q22d. OTHERS GO TO FILTER AT Q22g.

22f. What proportion of these requests has your workplace been able to meet? Would you say…? READ OUT, S/C ONLY. IF UNSURE PROBE FOR BEST ESTIMATE

1   All of them

2   More than half

3   About half

4   Less than half

5   None

6   Don't know (DO NOT READ OUT)

ASK ANY MADE OR PLANNED ADJUSTMENTS AT Q19 (CODES1 OR 2), OTHERS GO TO FILTER AT Q23

22g. Would you have made this adjustment/these adjustments without the legislation? S/C ONLY. IF YES and more than one adjustment made, probe for whether all of them or just some of them.

Yes – all of them

Yes – some of them

No

Don't know

ASK IF NO ADJUSTMENTS MADE OR PLANNED @Q19. OTHERS GO TO Q24.

23. Can you tell me why this workplace has not made any adjustments to enable you to employ or continue to employ disabled people? DO NOT READ OUT. M/C OK.

PERCEIVED NEED:

1   Never had any disabled employees

2   Necessary facilities/arrangements already in place

3   Disabled employees do not require adjustments in the workplace

EXPENSE:

4   We could not afford to make necessary adjustments/too expensive

LACK OF INFORMATION/ADVICE:

5   Lack of information/advice about the legal requirements

6   Lack of information/advice about what adjustments disabled employees need

PRACTICAL ISSUES:

7   Health and Safety issues

8   Planning constraints

9   Lack of space

10 Premises are rented

11 Reluctance of Head Office to approve/fund adjustments

11a Recession

12 Other specify

13 Don't know (S/C ONLY)

14 Refused (S/C ONLY)

A5: Attitudes towards employing people with disabilities or long-term health problems

ASK ALL:

24. People's views on the employment and retention of disabled people can vary. Here are some things that employers have said; can you tell me how far you agree or disagree that the following statements apply to your workplace? READ OUT STATEMENTS AND SINGLE CODE FOR EACH:

Strongly agree

Slightly agree

Slightly disagree

Strongly disagree

Don't know

Refused

A   Taking on a disabled person is a major risk for the employer

B   We always seek to recruit the best person for the job, irrespective of whether they have a disability or not

C   This workplace would find it difficult to keep on employees who became disabled

D   This workplace has the flexibility that would allow it to recruit or employ a disabled person

E   People with disabilities tend to be less productive than other employees

ASK ALL

24a. To what extent have the external economic circumstances/the recession affected your workplace?

READ OUT

1   A lot

2   A little

3   Not at all

4   Don't know

IF 1 OR 2 @ 24a OTHERS TO 24b

24aa. In what ways has your workplace been affected?

DO NOT READ OUT. CODE ALL THAT APPLY

5   Reduced sales/income

6   Fewer customers/clients

7   Making cost savings

8   Reduced budgets/funding

9   Recruitment freeze

10   Increased workload

11   Upturn in business/income

12   Other (specify)

13   Don't know

ASK ALL

24b. To what extent have the external economic circumstances/the recession affected your organisation's ability to employ and/or continue to employ disabled people?

READ OUT

1   A lot

2   A little

3   Not at all

4   Don't know

ASK IF 1 OR 2 @Q24b. OTHERS GO TO SECTION B

24c. Why do you say that?

DO NOT READ OUT. CODE ALL THAT APPLY

5   Can't afford to make adjustments

6   Not recruiting any staff

7   Lots of competition for jobs

8   Employing disabled people is a risk to the business

9   Other

10 Don't know

ASK ALL

24d. Over the next 12 months do you expect the business climate in which your business operates to generally improve, remain the same, or deteriorate? S/C only

1   Improve

2   Remain the same

3   Deteriorate

Section B: Service Provision

READ OUT TO ALL:

I would now like to ask you some questions about your dealings with customers, clients and other members of the public.

B1: Screening section/identifying the appropriate respondent

25. Firstly, does your workplace deal with…READ OUT. S/C ONLY.

1   Other businesses or organisations only

2   Members of the public only

3   A mixture of general public and other businesses or organisations

4   Don't know

ASK Q26 IF CODES 2, 3 OR 4 AT Q25

26. Are you the appropriate person who can answer some questions about how you deal with customers, clients or other members of the public?

1   Yes

2   No

3   Don't know

ASK Q27aa IF CODES 1 OR 2 AT Q6a

Q27aa. And are you the appropriate person who can answer some questions about how you deal with your elected members or councillors?

    1   Yes

    2   No

    3   Don't know

IF NO OR DK (CODES 2 OR 3) @Q26

27.   Would you be able to give me the name and telephone number of the person who would be most appropriate to answer some questions about how you deal with your customers/clients or other members of the public?

    Yes

    No

    Don't know

ASK Q28 IF YES (CODE 1) AT Q27:

28.   What is their name please?

29.   And their contact number?

30.   Are they available now?

    Yes

    No/don't know – make appointment to call back

IF NO OR DK (CODES 2 OR 3) @Q27aa

27bb. Would you be able to give me the name and telephone number of the person who would be most appropriate to answer some questions about how you deal with your elected members or councillors?

    Yes

    No

    Don't know

ASK Q27cc IF YES (CODE 1) AND GAVE NAME AT Q28/29

27cc. Is this the same person you mentioned just now?

    Yes – CONTINUE

    No – GO TO Q27DD

ASK Q27dd IF CODES 2 OR 3 AT Q27cc

27dd. What is their name please?

27ee. And their contact number?

ASK Q27a IF NO REFERRAL TO SECTION B OR C

27a. And just one last general question, are you aware of the forthcoming Equality Act which will come into force in 2010 and 2011? This will incorporate the other equality strands: gender, ethnicity, religion or belief, age, sexual orientation in addition to disability. S/C ONLY.

Yes

No

Don't know

IF YES (CODE 1) AT Q27a GO TO Q27b, IF NO OR DON'T KNOW, CLOSE WITH THANKS

27b. To the best of your knowledge, have you or your colleagues at this workplace ever sought advice, information or support on any of these equality issues or topics? S/C ONLY.

1 Yes

2. No

3. Don't know

ASK IF YES (1 @ Q27b). OTHERS CLOSE AND THANKS

27c. Who did you seek this advice from? DO NOT READ OUT. M/C OK.

1   Head Office

2   Other colleagues at this workplace

3   Job Centre/employment service

4   Specialist consultants

5   Solicitor/legal advisor

6   Equality and Human Rights Commission (EHRC)

7   Disability Rights Commission (DRC)

8   Department for Work and Pensions (DWP)

9   Trade union

10. Trade/employer association

11 Specific association or charity dealing with disability

12 Other specify

13 Don't know (S/C ONLY)

CLOSE AND THANKS

IF YES AVAILABLE NOW AT Q30:

Could I speak to them please?

NEW INTRO FOR WHEN SPEAKING TO SECOND RESPONDENT:

Good morning/afternoon. My name is XXX and I'm calling from Ipsos MORI Social Research on behalf of the Department for Work and Pensions. We're conducting a survey about disability issues amongst businesses and other organisations. Would you be able to spare some time to speak to us? Please be assured that everything you say will be treated in strictest confidence.

The information you give us will be treated as strictly confidential. It will be used to produce statistics that will not identify you or your business. Anonymised survey information may also be provided to other approved organisations for statistical purposes only. The same standards of protection and confidentiality are applied to your information at all times.

IF ASKED: The interview should take around 10 minutes on average.

IF UNABLE TO TAKE PART NOW, ARRANGE APPOINTMENT.

Willing to take part now – proceed with interview

Willing to take part later – make appointment

Not willing to take part – close with thanks.

31. Firstly, could you tell me what your job title is? DO NOT READ OUT. S/C ONLY.

    1 General/duty manager

    2 Assistant manager

    3 Human resources/personnel manager

    4 Customer service manager

    5 Supervisor

    6 Owner/proprietor

    7 Other (specify)

    8 Don't know

    9 Refused

ASK Q32 IF CODE 2 OR 3 AT Q25:

32. In which of these ways does your business deal with your clients/customers and other members of the public? Is it…READ OUT, S/C ONLY

    1 Entirely off your premises

    2 Entirely on your premises

    3 Both on and off your premises

    4 Don't know

B2: Awareness of legislation

33. Are you aware of any laws giving rights to clients/customers or other members of the public you have dealings with who have long-term health problems or disabilities? S/C ONLY.

IF YES, PROBE FOR NAME OF LEGISLATION. IF MENTION LAW BY NAME AND IT IS NOT THE DISABILITY DISCRIMINATION ACT, WRITE IN UNDER OTHER.

    1 Yes – Disability Discrimination Act

    2 Yes – other specify

    3 Yes – don't know name

    4 No

    5 Don't know

ASK IF CODES 2-5 @ Q33. OTHERS GO TO FILTER AT Q35.

34. The Disability Discrimination Act was introduced in 1996. Part of the Act introduced rights for customers/clients and other members of the public with long-term health problems or disabilities. Prior to this survey, had you heard of this part of the Act? S/C ONLY.

    1 Yes

    2 No

    3 Don't know

Section C: Public Functions

ASK IF PUBLIC SECTOR (CODE 2 @ Q6), OTHERS GO TO Q37

35. Does your organisation do anything that could be categorised as a public function? By this I mean things that only the Government or public sector have responsibility for, which cannot be provided privately. Examples include things like issuing licences or permits, making assessments such as benefit claims or planning applications, and other functions of central and local government such as policing. S/C ONLY.

INTERVIEWER NOTE, READ OUT IF REQUIRED: A public function is something that can ONLY be done by the Government or someone with the authoritative power provided to them. If it is something that can be done by organisations outside the public sector or Government (such as providing education or healthcare) it is NOT a public function.

    4 Yes

    5 No

    6 Don't know

ASK IF YES AT Q35. OTHERS GO TO Q37

35a. What is the nature of the public function or functions your organisation provides? NOTE TO INTERVIEWER: If respondent has many public functions, ask them to cite the five main functions that their organisation provides.

DO NOT READ OUT. MULTICODE OK

    7 Police Service

    8 Fire Service

    9 Ambulance Service

    10 Planning decisions

    11 Environmental health

    12 Assessing benefits claims

    13 Issuing licences

    14 Refuse collections

    15 Other (specify)

    16 Don't know

36.   Are you aware of legislation that came into effect in December 2006 that extended the service provision duties of the Disability Discrimination Act to cover public functions? S/C ONLY.

Yes

No

Don't know

ASK IF YES (CODE 1) AT Q36, OTHERS GO TO Q37

36a. What, if any, effect did this have on your organisation? READ OUT. S/C ONLY.

1   A major effect

2   A minor effect

3   No effect

4   Don't know (DO NOT READ OUT)

ASK IF MAJOR, MINOR OR NO EFFECT (CODE 1, 2 OR 3 AT Q36a), OTHERS GO TO Q37

36b. Why do you say that?

DO NOT READ OUT. CODE ALL THAT APPLY

17 Already knew about the DDA

18 Already did many of the things required by the DDA

19 Had to spend a lot on making adjustments

20 Doesn't affect us/no need for it

21 Had to make a few adaptations

22 Nothing changed/only slight changes

23 We don't have any disabled members/didn't have to make any changes for our member

24 Other (specify)

25 Don't know

C1: Adjustments made or planned

READ OUT:

The next set of questions cover how your workplace deals with disabled people who use your facilities or services (ADD IF PUBLIC FUNCTIONS CARRIED OUT- YES AT Q35: and the public functions you carry out).

ASK ALL:

37.   Which, if any, of these steps have been taken, or are planned, to help disabled customers/ clients or other disabled members of the public that you deal with? PROBE FOR EACH: Have you made that adjustment or are there definite plans to make it? INTERVIEWER NOTE: If the respondent says they would do something if they needed to, ask if there are definite plans to do it. If no definite plans, please code under 'neither'.

READ OUT EACH CATEGORY AND RECORD FOR EACH:

Yes – Taken

Yes – Definitely planned

No – Neither

Don't know

A   Changes to physical accessibility (eg improved access, ramps, disabled toilets, disabled parking spaces etc.)

B   Improvements to communication (eg web accessibility, leaflets available in Braille or large print, subtitles, special phone system etc.)

C   Staff training on disability issues/awareness

D   Changes to the way the service can be provided (eg home visits, home delivery, offering personal assistance)

E   Or any other changes to help disabled customers/clients or members of the public? (specify)

ASK IF ANY MADE OR PLANNED AT Q37. OTHERS GO TO FILTER AT Q41

38.   What, if any, difficulties or problems has this workplace encountered in making or planning adjustments to help disabled customers/clients or other disabled members of the public? DO NOT READ OUT. M/C OK.

1   No difficulties (S/C ONLY)

EXPENSE:

2   The high cost of the adjustments

LACK OF INFORMATION/ADVICE:

3   Lack of information/advice about the legal requirements

4   Lack of information/advice about what adjustments disabled customers/clients need

PRACTICAL ISSUES:

5   Health and Safety issues

6   Planning constraints

7   Lack of space

8   Premises are difficult to alter

9   Reluctance of Head Office to approve/fund adjustments

10 Difficulties relating to staff attitudes/training

11 Other specify

12 Don't know

13 Refused

ASK IF ANY MADE AT Q37. OTHERS GO TO FILTER AT Q40a.

39. You said your workplace has made adjustments for disabled customers/clients or other disabled members of the public that you deal with. Overall, how easy or difficult was it to make these adjustments? READ OUT. S/C ONLY.

Very easy

Quite easy

Neither easy nor difficult

Quite difficult

Very difficult

Don't know

ASK IF ANY MADE OR PLANNED AT Q37. OTHERS GO TO FILTER AT Q41.

40a. Which, if any, of these applies to why you made or plan to make these adjustments? READ OUT. M/C OK.

1 The costs were negligible

2 The benefits outweighed the costs

3 We knew we had to pay for adjustments regardless of the costs

4 It was the right thing to do for disabled customers/clients

5 Company or organisational policy required us to make changes

6 In response to a request from a customer/client or other member of the public we deal with

7 The law required us to make the change

8 Other specify

9 No particular reason (DO NOT READ OUT, S/C ONLY)

10 Don't know (DO NOT READ OUT, S/C ONLY)

ASK IF MORE THAN ONE AT Q40a. OTHERS GO TO Q40c.

40b. And what would you say was the one main reason? S/C ONLY. ONLY BRING UP THOSE MENTIONED AT Q40a.

1 The costs were negligible

2 The benefits outweighed the costs

3 We knew we had to pay for adjustments regardless of the costs

4 It was the right thing to do for disabled customers/clients

5 Company or organisational policy required us to make changes

6 In response to a request from a customer/client or other member of the public we deal with

7 The law required us to make the change

8 Other specify

9 No particular reason (DO NOT READ OUT, S/C ONLY)

10 Don't know (DO NOT READ OUT, S/C ONLY)

ASK ANY MADE OR PLANNED ADJUSTMENTS AT Q37 OTHERS GO TO Q41

40c. Would you have made this adjustment/these adjustments without the legislation? S/C ONLY. IF YES and more than one adjustment made, probe for whether all of them or just some of them.

Yes – all of them

Yes – some of them

No

Don't know

40d. And to the best of your knowledge, have you or your colleagues at this workplace ever sought advice on any aspect of service provision/delivering your public function to disabled people? This includes advice on how to make adaptations or change practices for disabled people and/ or advice on your legal obligations regarding disability. S/C ONLY.

1   Yes

2   No

3   Don't know

ASK IF YES (1 @ Q40d). OTHERS GO TO Q41d.

40e. Who did you seek this advice from? DO NOT READ OUT. M/C OK.

1   Head Office

2   Other colleagues at this workplace

3   Job Centre/employment service

4   Specialist consultants

5   Solicitor/legal advisor

6   Equality and Human Rights Commission (EHRC)

7   Disability Rights Commission (DRC)

8   Department for Work and Pensions (DWP)

9   Trade union

10 Trade/employer association

11 Specific association or charity dealing with disability

12 Other specify

13 Don't know (S/C ONLY)

ASK IF NO ADJUSTMENTS MADE OR PLANNED AT Q37. OTHERS GO TO Q41d.

41. Can you tell me why has this workplace has not made any adjustments to help disabled customers/clients or other disabled members of the public that it deals with? DO NOT READ OUT. M/C OK.

PERCEIVED NEED:

1   Deal with too few disabled customers/clients or other members of the public to be cost effective

2   Necessary facilities/arrangements already in place/service already accessible

EXPENSE:

3   We could not afford to make necessary adjustments

LACK OF INFORMATION/ADVICE:

4   Lack of information/advice about the legal requirements

PRACTICAL ISSUES:

5   Health and safety issues

6   Planning constraints

7   Lack of space

8   Premises are rented

9   Reluctance of Head Office to approve/fund adjustments

10 We are exempt from the legislation

11 Other specify

12 Don't know

13 Refused

ASK Q41A ONLY IF NOT ASKED AT 24a (IE A NEW RESPONDENT) OTHERS GO TO Q41d

41a. To what extent have the external economic circumstances/the recession affected your workplace?

READ OUT

1   A lot

2   A little

3   Not at all

4   Don't know

IF 1 OR 2 @ 41a OTHERS TO 41b

41aa. In what ways has your workplace been affected?

DO NOT READ OUT. CODE ALL THAT APPLY

1   Reduced sales/income

2   Fewer customers/clients

3   Making cost savings

4   Reduced budgets/funding

5   Recruitment freeze

6   Increased workload

7   Upturn in business/income

8   Other (specify)

9   Don't know

ASK Q41b ONLY IF NOT ASKED AT 24a (IE A NEW RESPONDENT)

41b. To what extent have the external economic circumstances/the recession affected your workplace's ability to make or plan adjustments to help disabled customers/clients or other disabled members of the public?

READ OUT

1   A lot

2   A little

3   Not at all

4   Don't know

ASK IF 1 OR 2 @Q41b. OTHERS GO TO Q41d

41c. Why do you say that?

DO NOT READ OUT. CODE ALL THAT APPLY

1   Can't afford to make adjustments

2   Not recruiting any staff

3   Lots of competition for jobs

4   Employing disabled people is a risk to the business

5   Other (specify)

6   Don't know

ASK Q41cc ONLY IF NOT ASKED AT 24a (IE A NEW RESPONDENT)

41cc. Over the next 12 months do you expect the business climate in which your business operates to generally improve, remain the same, or deteriorate? S/C only

1   Improve

2   Remain the same

3   Deteriorate

IF RESPONDENT IS FROM A LOCAL AUTHORITY GO TO SECTION C – CODE 1 OR 2 AT Q6a.

OTHERS GO TO Q41D.

41d. And just one last general question, are you aware of the forthcoming Equality Act which will come into force in 2010 and 2011? This will incorporate the other equality strands: gender, ethnicity, religion or belief, age, sexual orientation in addition to disability. S/C ONLY.

  1   Yes

  2   No

  3   Don't know

IF YES GO TO Q41e, IF NO OR DON'T KNOW, CLOSE WITH THANKS

41e. To the best of your knowledge, have you or your colleagues at this workplace ever sought advice, information or support on any of these equality issues or topics? S/C ONLY.

  1   Yes

  2   No

  3   Don't know

ASK IF YES (1 @ Q41e). OTHERS CLOSE AND THANKS

41f. Who did you seek this advice from? DO NOT READ OUT. M/C OK.

  1   Head Office

  2   Other colleagues at this workplace

  3   Job Centre/employment service

  4   Specialist consultants

  5   Solicitor/legal advisor

  6   Equality and Human Rights Commission (EHRC)

  7   Disability Rights Commission (DRC)

  8   Department for Work and Pensions (DWP)

  9   Trade union

  10 Trade/employer association

  11 Specific association or charity dealing with disability

  12 Other specify

  13 Don't know (S/C ONLY)

CLOSE AND THANKS

Thanks very much for taking part in this survey.

The results of the research will be published by the Department for Work and Pensions and will be available on their website next year.

Section D: Locally Elected Members

THIS SECTION IS ONLY ASKED OF LOCAL AUTHORITY SAMPLE – CODES 1 OR 2 AT Q6a ONLY AND WHERE REFERRAL TAKEN

IF SAME PERSON AT SECTION A (CODE 1 AT Q27aa)

I would now like to ask you some questions about your dealings with locally elected members/councillors. THEN START INTERVIEW AT Q48

IF NAME AND NUMBER TAKEN AT Q27 CC AND DD:

NEW INTRO FOR WHEN SPEAKING TO THIRD RESPONDENT:

Good morning/afternoon. My name is XXX and I'm calling from Ipsos MORI Social Research on behalf of the Department for Work and Pensions. We're conducting a survey about disability issues amongst businesses and other organisations. Would you be able to spare some time to speak to us? Please be assured that everything you say will be treated in strictest confidence.

The information you give us will be treated as strictly confidential. It will be used to produce statistics that will not identify you or your business. Anonymised survey information may also be provided to other approved organisations for statistical purposes only. The same standards of protection and confidentiality are applied to your information at all times.

IF ASKED: The interview should take around 10 minutes on average.

IF UNABLE TO TAKE PART NOW, ARRANGE APPOINTMENT.

Willing to take part now – proceed with interview

Willing to take part later – make appointment

Not willing to take part – close with thanks.

47.   Firstly, could you tell me what your job title is? DO NOT READ OUT. S/C ONLY.

   1   General/duty manager

   2   Assistant manager

   3   Human resources/personnel manager

   4   Customer service manager

   5   Supervisor

   6   Owner/proprietor

   7   Other (specify)

   8   Don't know

   9   Refused

48.   And what type of authority is your organisation? Is it:

   1   Unitary authority in England

   2   County council in England

   3   District council in England

   4   London borough council

   5   Metropolitan Borough Council in England

   6   Welsh Local Authority

   7   Scottish Local Authority

   8   Town council

   9   Parish council in England

   10 Community council in Wales or Scotland

   11 Other, specify

49.   What is the overall financial budget for your authority? IF UNSURE ASK FOR BEST ESTIMATE

   Enter number (range = 1 to 99,999,999)

   Don't know

   Refused

50.   How many elected members/councillors are there within your authority [at the level specified at Q48]? IF UNSURE ASK FOR BEST ESTIMATE

   Enter number (range = 1 to 999)

   Don't know

   Refused

The next few questions are about disabled elected members/councillors.

50a.   As far as you are aware, over the last 10 years have there ever been, or are there currently, any disabled elected members/councillors within this authority (ie people with disabilities or long-term health problems that significantly affect their day-to-day activities)? S/C ONLY.

   1   Yes

   2   No

   3   Don't know

ASK IF 1 @ Q50a. OTHERS GO TO Q51.

50b.   How many disabled elected members/councillors are there currently within this authority? IF UNSURE ASK FOR BEST ESTIMATE

   Range 0 – 999, SHOULD NOT BE MORE THAN NUMBER OF ELECTED MEMBERS GIVEN AT Q50.

   Don't know

D1: Awareness of legislation

51.   Are you aware of any laws giving rights to locally elected members/councillors who have long-term health problems or disabilities? S/C ONLY.

IF YES, PROBE FOR NAME OF LEGISLATION. IF MENTION LAW BY NAME AND IT IS NOT THE DISABILITY DISCRIMINATION ACT, WRITE IN UNDER OTHER.

   1   Yes – Disability Discrimination Act

   2   Yes – other specify

   3   Yes – don't know name

   4   No

   5   Don't know

ASK IF CODES 2-5 @ Q51. OTHERS GO TO Q55.

52.   The Disability Discrimination Act was introduced in 1996 and new legislation came into effect in 2006 which introduced rights for locally elected members/councillors with long-term health problems or disabilities. Prior to this survey, had you heard of this part of the Act? S/C ONLY.

   1   Yes

   2   No

   3   Don't know

ASK IF YES (CODE 1) AT Q51 OR Q52, others go to Q55

53.   What, if any, effect did this have on your organisation? READ OUT. S/C ONLY.

   1   A major effect

   2   A minor effect

   3   No effect

   4   Don't know (DO NOT READ OUT)

ASK IF MAJOR, MINOR OR NO EFFECT (CODE 1, 2 OR 3 AT Q53), OTHERS GO TO Q55

54.   Why do you say that?

DO NOT READ OUT. CODE ALL THAT APPLY

   1   Already knew about the DDA

   2   Already did many of the things required by the DDA

   3   Had to spend a lot on making adjustments

   4   Doesn't affect us/no need for it

   5   Had to make a few adaptations

   6   Nothing changed/only slight changes

   7   We don't have any disabled members/didn't have to make any changes for our member

   8   Other (specify)

   9   Don't know

D2: Adjustments made or planned

READ OUT:

The next set of questions cover how your organisation deals with disabled your elected members/ councillors.

ASK ALL:

55. Which, if any, of these steps have been taken, or are planned, to help disabled elected members/councillors that you deal with? PROBE FOR EACH: Have you made that adjustment or are there definite plans to make it? INTERVIEWER NOTE: If the respondent says they would do something if they needed to, ask if there are definite plans to do it. If no definite plans, please code under 'neither'.

READ OUT EACH CATEGORY AND RECORD FOR EACH:

Yes – Taken

Yes – Definitely planned

No – Neither

Don't know

A   Changes to physical accessibility (eg improved access, ramps, disabled toilets, disabled parking spaces etc.)

B   Improvements to communication (eg web accessibility, leaflets available in Braille or large print, subtitles, special phone system etc.)

C   Staff training on disability issues/awareness

D   Changes to the way in which they can participate in council business (eg meetings at home/ remotely, offering personal assistance)

E   Or any other changes to help disabled locally elected members/councillors? (specify)

ASK IF ANY MADE OR PLANNED AT Q55. OTHERS GO TO FILTER AT Q63

56. What, if any, difficulties or problems has your authority encountered in making or planning adjustments to help disabled locally elected members/councillors? DO NOT READ OUT. M/C OK.

   1   No difficulties (S/C ONLY)

   EXPENSE:

   2   The high cost of the adjustments

   LACK OF INFORMATION/ADVICE:

   3   Lack of information/advice about the legal requirements

   4   Lack of information/advice about what adjustments disabled customers/clients need

PRACTICAL ISSUES:

5   Health and safety issues

6   Planning constraints

7   Lack of space

8   Premises are difficult to alter

9   Reluctance of Head Office/Authority to approve/fund adjustments

10   Difficulties relating to staff attitudes/training

11   Other specify

12   Don't know

13   Refused

ASK IF ANY MADE AT Q55. OTHERS GO TO FILTER AT Q63.

57.   You said your authority has made adjustments for disabled locally elected members/
councillors that you deal with. Overall, how easy or difficult was it to make these adjustments?
READ OUT. S/C ONLY.

Very easy

Quite easy

Neither easy nor difficult

Quite difficult

Very difficult

Don't know

ASK IF ANY MADE OR PLANNED AT Q55. OTHERS GO TO FILTER AT Q63.

58.   Which, if any, of these applies to why you made or plan to make these adjustments? READ
OUT. M/C OK.

1   The costs were negligible

2   The benefits outweighed the costs

3   We knew we had to pay for adjustments regardless of the costs

4   It was the right thing to do for our disabled locally elected members/councillors

5   Organisational policy required us to make changes

6   In response to a request from a disabled locally elected member/councillor we deal with

7   The law required us to make the change

8   Other (specify)

9   No particular reason (DO NOT READ OUT, S/C ONLY)

10. Don't know (DO NOT READ OUT, S/C ONLY)

ASK IF MORE THAN ONE AT Q58. OTHERS GO TO Q60.

59. And what would you say was the one main reason? S/C ONLY. ONLY BRING UP THOSE MENTIONED AT Q58.

     1   The costs were negligible

     2   The benefits outweighed the costs

     3   We knew we had to pay for adjustments regardless of the costs

     4   It was the right thing to do for disabled locally elected members/councillors

     5   Organisational policy required us to make changes

     6   In response to a request from a disabled locally elected member/councillor we deal with

     7   The law required us to make the change

     8   Other specify

     9   No particular reason (DO NOT READ OUT, S/C ONLY)

     10 Don't know (DO NOT READ OUT, S/C ONLY)

ASK ANY MADE OR PLANNED ADJUSTMENTS AT Q55, OTHERS GO TO Q63

60. Would you have made this adjustment/these adjustments without the legislation? S/C ONLY. IF YES and more than one adjustment made, probe for whether all of them or just some of them.

     Yes – all of them

     Yes – some of them

     No

     Don't know

61. And to the best of your knowledge, have you or your colleagues at this authority ever sought advice on assisting disabled locally elected members/councillors to perform their duties? This includes advice on how to make adaptations or change practices for disabled people and/or advice on your legal obligations regarding disability. S/C ONLY.

     1   Yes

     2   No

     3   Don't know

ASK IF YES (1 @ Q61). OTHERS GO TO Q64

62.   Who did you seek this advice from? DO NOT READ OUT. M/C OK.

   1   Head Office

   2   Other colleagues at this workplace

   3   Job Centre/employment service

   4   Specialist consultants

   5   Solicitor/legal advisor

   6   Equality and Human Rights Commission (EHRC)/Disability Rights Commission (DRC)

   7   Department for Work and Pensions (DWP)

   8   Trade union

   9   Local Government Association

   10 Other (specify)

   11. Don't know (S/C ONLY)

ASK IF NO ADJUSTMENTS MADE OR PLANNED AT Q55. OTHERS GO TO Q64

63.   Can you tell me why this authority has not made any adjustments to help disabled locally elected members/councillors that it deals with? DO NOT READ OUT. M/C OK.

   PERCEIVED NEED:

   1   Deal with too few disabled elected members/councillors to be cost effective

   2   Necessary facilities/arrangements already in place for elected members/councillors

   EXPENSE:

   3   We could not afford to make necessary adjustments

   LACK OF INFORMATION/ADVICE:

   4   Lack of information/advice about the legal requirements

   PRACTICAL ISSUES:

   5   Health and Safety issues

   6   Planning constraints

   7   Lack of space

   8   Premises are rented

   9   Reluctance of Head Office/Authority to approve/fund adjustments

   10 We are exempt from the legislation

   11 Other (specify)

   12 Don't know

   13 Refused

64.   And just one last general question, are you aware of the forthcoming Equality Act which will come into force in 2010 and 2011? This will incorporate the other equality strands: gender, ethnicity, religion or belief, age, sexual orientation in addition to disability. S/C ONLY.

  1   Yes

  2   No

  3   Don't know

IF YES GO TO Q65, IF NO OR DON'T KNOW, CLOSE WITH THANKS

65.   Have you or your colleagues at this workplace ever sought advice, information or support on any of these equality strands or topics? S/C ONLY.

  1   Yes

  2   No

  3   Don't know

ASK IF YES (1 @ Q65). OTHERS CLOSE AND THANKS

66.   Who did you seek this advice from? DO NOT READ OUT. M/C OK.

  1   Head Office

  2   Other colleagues at this workplace

  3   Job Centre/employment service

  4   Specialist consultants

  5   Solicitor/legal advisor

  6   Equality and Human Rights Commission (EHRC)

  7   Disability Rights Commission (DRC)

  8   Department for Work and Pensions (DWP)

  9   Trade union

  10. Trade/employer association

  11 Specific association or charity dealing with disability

  12 Other (specify)

  13 Don't know (S/C ONLY)

CLOSE AND THANKS

Thanks very much for taking part in this survey.

The results of the research will be published by the Department for Work and Pensions and will be available on their website next year.

Appendix B
Email contact letter

DWP Department for
Work and Pensions

Luke Staniland
Office for Disability Issues
Department for Work and Pensions
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Tel: 020 744 95066

luke.staniland@dwp.gsi.gov.uk

The Manager   October 2009

Dear Sir or Madam

Disability issues for organisations

The Department for Work and Pensions (DWP) has commissioned a partnership of Ipsos MORI and the Institute for Employment Studies (IES) to conduct an important survey of organisations about their views and experiences of employing or providing services to disabled people. This e-mail is being sent to you by Ipsos MORI, on behalf of DWP.

Both Ipsos-MORI and IES are independent research organisations. The survey is entirely confidential and the results are analysed anonymously. DWP has no information on who has or has not participated. The information you give to Ipsos MORI and IES will be used to produce statistics that will not identify you or your organisation. Anonymised survey information may also be provided to other approved organisations but for statistical purposes only. Please be assured that the same standards of protection and confidentiality are applied to your information at all times.

The research will help us obtain a better understanding of current practices and issues surrounding disability from an organisational perspective. It is important that we gain a nationally representative picture of the issues faced by organisations of all sizes and sectors. DWP are just as interested in organisations that do not face any such issues, as in those who do.

On behalf of the Department for Work and Pensions, I would like to thank you for your help in advance. We rely on the information we receive from organisations to help us make better policies for workplaces, disabled employees, and customers. If you have any questions about this survey, please do not hesitate to contact me.

Yours sincerely

Luke Staniland
Senior Research Officer

Appendix C
Qualitative discussion guide: employers

A. Introduction

1. Explain aims of research. IES, an independent research organisation, is carrying out a study exploring disability issues with regard to employment and service provision, for the Government's Office for Disability Issues (ODI). We are seeking to understand these issues from the establishment's point of view, and so we are interviewing representatives from a range of private and public sector establishments – 100 in total. The aim of this interview is to explore issues relating to the employment of disabled people.

2. Assert confidentiality and assure that no organisations or individuals will be identifiable in our report to the ODI.

3. Ask permission to record interview for our purposes, reassure of confidentiality.

B. Background

1. Ask/confirm name, and position/job title.

2. Ask/confirm number of employees at the establishment, what the establishment does, main product or service, whether this establishment is part of a larger organisation, whether the organisation is single or multi-site, public/private/voluntary?

C. Policies and practices

The questions being asked relate to policy at an establishment level. However, where an interview is being conducted with a representative from a head office of a multi-site organisation the questions refer to policy at the establishment, rather than to the head office.

1. Does the establishment have a formal written policy on the recruitment and employment of disabled people?

If yes, **ask for a copy** and ask:

• Is it a separate policy on disability or covered in wider policies such as an Equal Opportunities Policy?

• When produced?

• Why was the policy first developed (**note if DDA was a factor**).

• Who was responsible for drawing up the policy?

• Main topics or issues covered – probe for recruitment, employment, retention, promotion, training.

• How is disability defined within the policy?

• How often is the policy reviewed?

• Have any changes been made to it recently? What are the changes, and why were they made?

2.   Who is responsible for putting the policy into practice? How are staff made aware of the existence of the policy? Any staff training?

3.   Is application of the policies monitored? Is this formal? Who is involved?

4.   What practices have changed directly as a result of the policy/how much impact it has had?

D. Recruitment and selection

1.   Please could you give me a brief overview of the process for recruiting and selecting employees in this establishment? Does this vary according to the type of employment, and if so, how? **[Probe on whether advertise externally and how they test/select people.]**

2.   Do you collect information on health conditions or disability from job applicants? If yes, what proportion of job applications were from disabled people or people with health conditions, in the most recent recruitment round? If yes, at what stage is the information collected and what is the information used for?

3.   Do you take any steps to encourage applications from disabled people? (If yes, probe on the nature of the actions taken).

4.   Do you routinely ask about any assistance or special arrangements people might need as a result of their disability or health condition, at the recruitment stage? (Here we mean arrangements to enable the applicant to attend the interview, rather than to enable them to take up the job). Get examples of any steps taken

5.   How does the recruitment process accommodate disabled applicants? eg are any elements of the recruitment process specifically designed to accommodate disabled applicants? If so, what are these, and when and why were they introduced? Were they made initially to accommodate an individual on a one-off basis, and if so were the changes made permanent?

6.   Has recruitment and selection practice towards disabled people changed over time? If so, why, and how? **(Probe for changes over time)** – Has it become easier (or more difficult) to recruit disabled people? If so, why and how?

E. Employment of disabled people

1.   Could you give me an estimate of what proportion of disabled employees are in the workforce employed at this establishment? (Check on what this estimate is based on – eg monitoring or rough estimate)

2.   Does this include all employees – ie part-time and contract workers – not just full-time employees?

3.   What type of occupations are they employed in?

4.   What types of impairments or conditions do your disabled employees have? **(unprompted)**

Then, hand-over Showcard A with list of conditions:

Showcard A

A With mobility problems- difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

J Diagnosed with Multiple Sclerosis

K Diagnosed with cancer

L Diagnosed HIV positive

M With epilepsy

N With diabetes

---

5. Looking at this list, did you include people with all these conditions when estimating the proportion of disabled employees? If not, which ones didn't you include, and why not?

6. If you did include employees with all of these conditions, what would the proportion of disabled employees be?

7. Again, looking at the list, would your establishment find it difficult to employ people with any of these impairments? If so, why?

8. Are there any impairments that would make it impossible for your establishment to employ someone? If so, which impairments and why?

9. Have employment practices towards disabled people changed over time? If so, why, and how? **(Probe for changes over time)** Has it become easier (or more difficult) to employ disabled people? If so, why and how?

F. Adaptations and arrangements for disabled employees

This section explores 'reasonable adjustments' but we are not calling them this yet, to avoid using the term before the section on DDA awareness.

If no disabled employees at the moment, still ask this section. They may have made adjustments in the past and we are interested in them, although we don't want to go back more than a couple of years.

We are interested in new employees as well as existing employees who may have become disabled while employed there.

1. Thinking about adaptations and arrangements for disabled employees, what types of adaptations would be acceptable to the establishment to assist disabled employees? **(Spontaneous awareness)**

2. Have any steps been taken in the past to adapt the workplace or working practices to assist disabled employees? If yes, ask for examples and whether for new or existing employees? **(Unprompted)**

If no adjustments, show Card B to check/prompt.

If still no, go to question 24 no changes made.

Showcard B

A Transferring people or jobs to other premises, or part of the same premises, to assist disabled employees

B Adapted work environment to help disabled employees (eg adapting premises, workstation, lighting)

C Flexible work organisation (eg giving other duties to disabled people, rearranging work duties)

D Flexible working time, or varying working hours for disabled employees

E Providing appropriate physical assistance (eg interpreters for a person who is deaf)

F Allowing working from home for disabled employees

G Providing car parking space for disabled employees

H Any other adaptations, arrangements or changes? (specify)

---

3. Are there any other adaptations or arrangements on this list that have been made to the work place to assist disabled employees? If yes, what were these and were they for new or existing employees?

4. Can you give examples of different adaptations or arrangements your establishment has made for employees with different types of impairment? **(probe for two or three specific examples, with the type of work)**

If a number have been made, concentrate on two or three examples:

5. What were the reasons for making these changes? **(Probe: at the request of employee/trade unions/Health and Safety requirements).**

If DDA cited, ask question 6, otherwise go to Q7

6. Would you have made these changes without the (DDA) legislation?

7. What is the process for an employee making a request for an adaptation or arrangement due to their disability or health condition – e.g. approach line manager, point of contact in HR, is there support for line managers and disabled employees?

8.   How were these requests for changes decided? What criteria determine whether action is taken?

9.   Did your establishment consult disabled employees about their needs? If so, what was their feedback and how was it dealt with?

10.   Did you seek any advice from any other bodies? **(Probe which bodies and in what role)**

11.   Has the approach towards making adjustments/adaptations changed over time? If so, why, and how? Has it become easier (or more difficult) over time to make adjustments/adaptations? If so, why and how?

12.   How easy or difficult was it to make these changes? Were there any problems?

13.   Are there any adaptations your establishment could not make? If so, which ones? **(Probe: is this for certain types of impairment, adaptation)**. And why? **(Probe: cost, difficulty getting equipment)**. If they mention reasonable, what do they mean by this?

14.   Have you ever looked into making an adaptation or putting an arrangement in place, but not been able to do so? If yes, what prevented you from making the change? **(Probe for reasons, including cost, lack of equipment)** What would help to overcome this barrier?

If not already raised above:

15.   Has there been any staff training to raise awareness of working with disabled colleagues etc?

Costs and benefits of making the specific changes mentioned above

16.   Did any of the changes have a direct financial cost for the establishment?

17.   How much did they cost? **(Get range of specific examples)**

18.   Did any of these changes have any indirect cost, such as management time? If so, have you tried to quantify the indirect costs, and if so, what were your estimates?

19.   Was cost an issue in deciding whether or what kind of adaptations or changes to make? **(Probe for a concrete example)**

20.   Did you seek any financial help towards the cost of making the adaptations or changes, and if so, from what sources? **(Probe on success in getting financial assistance and what proportion of costs were covered)**

21.   If respondent says that there were neither direct nor indirect costs: Why do you think there were no costs? **(Probe: changes were part of general refurb, adjustment just a change in practice etc.)**

22.   What has been the impact of these changes on the establishment? Have there been any benefits? **(Probe benefits to disabled employees, benefits to business, benefits to other employees, difference for those retained or recruited?)**

23.   Compare costs to benefits – has it been worthwhile making changes?

Go to section G on awareness

No changes made

24.   Why have no adaptations or other changes been made? **(Probe: all workplaces are accessible, unclear of legislative requirements, too few/no disabled employees, would cost too much, building constraints etc.)**

25. Have you ever looked into making an adaptation or putting an arrangement in place, but not been able to do so? If yes, what prevented you from making the change? **(Probe for reasons, including cost.)** What would help to overcome this barrier?

26. Are any adaptations, changes or other arrangements planned? If so, what, why and when?

If necessary, use Showcard C again.

27. Do you anticipate any cost issues with these planned changes? **(probe for details)**

28. Does your establishment consult disabled employees about their needs? If so, what was their feedback and how was it dealt with?

29. Has there been any staff training to raise awareness of working with disabled colleagues etc?

G. Awareness – ALL

The issue of awareness of the DDA may have come up already. If so, adjust the wording accordingly ie 'so just to confirm...' This section is important as it will enable us to measure the extent of awareness ie have they just heard of the DDA or has the DDA been a driver for change?

1. Are you aware of any laws covering the employment of disabled people? If yes, which laws?

If heard of the DDA go to question 2.

If not heard of DDA, go to question 4.

2. What do you understand to be the main duties/obligations on your establishment under the legislation?

3. Are your workplace obligations under the DDA clear? Are there areas/obligations your workplace finds difficult to understand/interpret?

4. Have you heard of the term 'reasonable adjustments'? What do you understand by it? Do you find the term useful/easy to understand? **If not heard of reasonable adjustments go to Q6**

5. What does the term reasonable adjustment mean to your establishment in the context of employing disabled people? How does your establishment decide whether requested adjustments are reasonable?

6. Discuss who counts as disabled according to the DDA. **Ask for their views then, use Showcard A with DDA list of disabilities:**

Showcard A

A With mobility problems- difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

J Diagnosed with Multiple Sclerosis

K Diagnosed with cancer

L Diagnosed HIV positive

M With epilepsy

N With diabetes

---

7. Using this broader list of impairments, are there any adjustments or adaptations that you've made for disabled employees, or any adjustments at recruitment stage, that you haven't already mentioned? (It may be helpful to use Showcard B again here).

    • If yes explore fully, using adaptations Section (F) for prompts

H. Advice, information and support - ALL

1. Has your establishment had any advice, information or support about legislation in general and disability legislation in particular, on the duties relating to the employment of disabled people?

If sought advice re disability/DDA (and/or the Equality bill) ask question 2.

If not sought advice, go to question 6.

2. What sort of advice and information have you sought and why?

3. Where has this advice come from? (Probe: within establishment, within wider organisation, public bodies, internet, external bodies/organisations, ie disability organisation, business services etc.)

4. Why did you go to that/those source(s)?

5. What source(s) of advice has been most and least useful? Why?

6. (Probe for changes over time) Has it become easier (or more difficult) to access advice and support on employing disabled people over time? If so, why, and how?

If not sought advice:

7.   Why have you not sought any advice, support or information on legislation and the employment of disabled people?

ASK ALL

1.   Thinking about other equality/equal opportunities legislation (sex, race) have you sought any advice, information or support on these topics?

• If yes, explore which sources have been used and why. Are these the same sources as used for disability, or are they different?

• If no, explore why no advice has been sought.

I. Awareness of the forthcoming Equality Act – ASK ALL

1.   Are you aware of any forthcoming changes in the legislation relating to discrimination against disabled people?

If yes, explore their awareness of the forthcoming Equality Act (currently the Equality Bill), and the changes it will bring about, particularly with regard to disability provisions.

If no, and/or they would like to know what the forthcoming changes are, outline the Equality Bill/ Act using the separate briefing note. (The Equality Act will cover disability, sex, race, religion or belief, sexual orientation, gender reassignment, civil partnership and age, within one piece of legislation)

2.   What will these changes mean for your establishment?

3.   Thinking about the forthcoming Equality Act, is there any information, advice or support you would like on any of the topics (that we've not already talked about)? If so, what kind of information would you like, and what would be the most useful way of making such information available?

J. Impact of the recession – ALL

Just before we finish, I'd just like to ask you a couple of questions about the current economic climate.

1.   Has the current economic climate affected your establishment/ business? How, and how much? What have been the main effects?

If they have been affected by the economic climate ask:

2.   Has this had (or will it have) any implications for recruiting and employing disabled people at this establishment? What do you think these might be?

Explore the implications eg:

3.   Has it (or will it) make a difference to the establishment in terms of its ability to recruit and employ disabled people, or to employ disabled people with certain impairments? Or in certain roles? Explore which impairments and/or roles and why and whether easier or more difficult.

4.   We talked earlier about reasonable adjustments. Do you think that the current economic climate has made a difference to how this establishment makes adjustments for disabled people? Is it easier or more difficult?

Probe whether they are more or less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard B again as a prompt)

5.   Do you think the economic climate might make a difference to how the establishment responds to requests for adjustments in the future? To what extent, and why? Will it be easier or more difficult?

Probe whether they will be more or less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard B again as a prompt)

6.   Has the current economic climate made any difference to what is perceived to be 'reasonable' at this establishment when making adjustments?

If yes, explore how and why, and probe for examples, real or hypothetical

K. Other issues

1.   Finally, are there any other points you would like to make on the topics that we've talked about?

FINISH, THANKS AND CLOSE

Appendix D
Qualitative discussion guide: locally elected bodies

Note to Interviewer: This discussion guide focuses on the Local Authorities/councils obligations under the DDA. The main aim of this interview is to gain an understanding of how the DDA updates have impacted upon their interactions with disabled locally elected members.

Remember to take the public bodies discussion guide. Local authorities are classed as public bodies. If there is time at the end of this interview you can ask if it would be ok to ask a few questions about public functions and services. If so, ask some questions from the key topic areas in the public bodies discussion guide. They may not make a distinction between public functions and public services, in which case, cover their service provision generally.

The change in the DDA regarding locally elected members meant that from December 2006 Local Authorities or Councils could not treat disabled members less favourably than other members when they are carrying out official duties. It also meant that these bodies had to make reasonable adjustments for elected members, such as making council premises accessible and producing minutes, agendas, papers etc. in accessible formats if required.

A. Introduction

1. Explain aims of research. IES, an independent research organisation is carrying out a study exploring disability issues with regard to employment and service provision, for the Government's Office for Disability Issues (ODI). We are seeking to understand these issues from the organisation's point of view, and so we are interviewing representatives from a range of private and public sector organisations – 100 in total. The aim of this interview is to explore issues relating to interactions with locally elected members.

2. Assert confidentiality and assure that no organisations or individuals will be identifiable in our report to the ODI.

3. Ask permission to record interview for our purposes, reassure of confidentiality.

B. Background

1. Ask/confirm name, and position/job title.

2. What sort of responsibilities does your role involve?

3. Ask/confirm geographical size of local authority, the budget, the level of government and the number of members.

4. Does your establishment provide services/public functions to the public? **Interviewer note: If they provide services/public functions and there is time, ask services/functions questions separately at the end.**

5. How do you provide those services to the public (eg face-to-face, by telephone etc.)?

C. Policies and practices

1.   Does your establishment have a formal written policy on the treatment of locally elected members?

If they have a written policy, **ask for a copy** (if they have more than one get copies of them all). Then ask:

• Is there a separate policy on disability or is it covered by other policies, eg general equality policies.

• When was this produced?

• How is the policy decided?

• Main provisions?

• Why was this policy developed? **(note if DDA was a factor)**

• Were disabled people consulted during the development of the policy? How?

• How often is the policy reviewed?

• Have any changes been made to it recently and why? Was any information/guidance sought?

3.   Who is responsible for putting the policy into practice? How are staff made aware of the existence of the policy? Is there any staff training?

4.   Is application of the policies monitored? Is this formal? Who is involved?

5.   What practices have changed directly as a result of the policy/how much impact has it had?

D. Locally elected members with disabilities

1.   Are numbers of disabled members monitored?

• If yes, why is this done? How many disabled members are there? Does the information include the type of disability they have?

• If no, why is this not monitored? Do you know if there are any disabled members in the establishment?

2.   What types of impairments or conditions do your disabled locally elected members have? (unprompted)

Then, hand-over Showcard A with list of conditions:

Showcard A

A With mobility problems- difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

J Diagnosed with Multiple Sclerosis

K Diagnosed with cancer

L Diagnosed HIV positive

M With epilepsy

N With diabetes

---

3. Looking at this list, did you include people with all these conditions when estimating the proportion of disabled locally elected members? If not, which ones didn't you include, and why not?

4. If you did include members with all of these conditions, what would the proportion of disabled elected members be?

5. Again, looking at the list, would your establishment find it difficult to assist elected members with any of these impairments? If so, why?

E. Adaptations and arrangements for disabled locally elected members

This section explores 'reasonable adjustments' but we are not calling them this yet, to avoid using the term before the section on DDA awareness.

1. Thinking about adaptations and arrangements for disabled members, what types of adaptations would be acceptable to the establishment to assist disabled members **(Spontaneous awareness)**

2. Have any of these adaptations, arrangements and changes been made to assist disabled locally elected members? **Use Showcard C designed for locally elected members.**

Showcard C for locally elected members

A Moving premises or meeting venues to improve access for disabled members

B Adapted work environment to help disabled members (eg adapting premises, workstation, lighting, accessible toilets)

C Flexible work organisation (eg giving other duties to disabled members, rearranging work duties/meetings)

D Flexible working time, or varying working hours for disabled members

E Providing appropriate physical assistance (eg interpreters for a member who is deaf)

F Allowing working from home for disabled members

G Providing car parking space for disabled members

H Improvements to communication (eg web accessibility, memos/council minutes available in Braille or large print, subtitles, special phone system etc.).

I Staff training on disability issues/awareness.

J Any other adaptations, arrangements or changes for disabled elected members? (specify)

If **they have**, ask the following – if **they have not**, go to question 21 (no adaptations made section).

3.   What was the adaptation required? Have you made adaptations for different types of impairment?

4.   What was the process for establishing the member's needs for adaptations?

5.   How was it decided that this adaptation should be put in place? Were disabled members consulted

6.   Why did you make this adaptation?

• If DDA mentioned: would you have made this adaptation if it wasn't for the introduction of the new legislation? Has the introduction of requirements of the 2005 act covering interactions with locally elected members enforced any changes to the policies and practises operated in the establishment?

7.   How easy or difficult was it to implement the adaptations? Did you experience any problems? What were some of the problems? Were these resolved? How?

8.   How is information on adaptations provided to locally elected members? **Probe for examples.**

9.   Has the approach towards making adaptations changed over time? If so, why, and how? Has it become easier (or more difficult) over time to make adaptations/adaptations? If so, why and how?

10.   Have there been any changes in the way the establishment interacts with disabled locally elected members? In what ways? Why has this happened? **(note if DDA was a factor)**

11.   Have you ever looked into making an adaptation, but not been able to
       do so?

- **If yes**, what prevented you from making the adaptation? (**Probe for reasons including cost**). What would help to overcome this barrier?

- **If no**, can you foresee any circumstances in the future where you may not be able to make the required adaptation? Why do you think that is?

If not already covered:

12.   Has there been any staff training to raise awareness of working with disabled locally elected members? In your view how sufficient was this training?

Costs and benefits of making the specific adaptations mentioned

13.   Did any of the adaptations have a direct financial cost to the establishment?

14.   How much did these adaptations cost? (**Get range of specific examples.**)

15.   Did any of these adaptations have an indirect cost, such as management time? If so, have you tried to quantify the indirect costs, and if so, what were your estimates? How did you arrive at those?

16.   Was cost an issue in deciding whether or what kind of adaptation to make? (**Probe for concrete example**)

17.   Did you seek any financial help towards the cost of making adaptations, and if so, from what sources? Did you manage to secure any financial assistance? Who provided it? What proportion of the costs were covered?

18.   If neither direct nor indirect costs incurred: Why do you think there were no costs associated with the adaptation? (**Probe: adaptations part of general refurb, as part of a change in practice**).

19.   What has been the impact of these adaptations on the establishment? Have there been any benefits? What sort of benefits? (**Probe, benefits to elected members, benefits to service provided, benefits for staff, wider benefits for the public**).

20.   Compare costs to benefits- has it been worthwhile making adaptations? Why do they think that?

No adaptations made

21.   What would be the process for establishing the needs of a locally elected member?

22.   Why have no adaptations been made? (**Probe: unclear of legislative requirements, too few/no disabled members, would cost too much, building constraints etc.**)

23.   Have you ever looked into making an adaptation for an elected member, but not been able to do so? If yes, what prevented you from making the adaptation? (**Probe for reasons including cost**). What would help to overcome this barrier?

24.   Are any adaptations planned? If so, what? Why? When?

If necessary use Showcard C again.

25.   Do you anticipate any cost issues with these planned changes? (**Probe for details.**)

26.   Has there been any staff training to raise awareness of working with disabled elected members?

F. Awareness

The issue of awareness of the DDA may have come up already. If so, adjust the wording accordingly ie 'so just to confirm...'. This section is important as it will enable us to measure the extent of awareness, ie have they just heard of the DDA or has the DDA been a driver for change?

1.   Are you aware of any laws giving rights to disabled elected members? If yes, which laws?

If heard of the DDA

• How and when did you become aware of these provisions?

• Do you think your establishment has a good understanding of provisions and the obligations regarding interactions with locally elected members? Explore

• Have these introductions had any impact on how locally elected members carry out their duties, or how they are supported when carrying out their duties?

• Has your establishment needed to take any steps in order to comply with the most recent (DDA) legislation relating to elected members? (Explore what they have done and why, and the impact of the changes they have made. Get concrete examples if possible)

If no give a brief explanation

In 2005 the DDA was extended to include locally elected members. Since then, local authorities and councils are not able to treat disabled members less favourably than their non-disabled counterparts when they are carrying out their official duties. Since December 2006 the duties were extended further so that, if requested, local authorities have to make reasonable adjustments for elected members, such as making council premises accessible and producing minutes, agendas, papers etc. in accessible formats.

• Do you think this change in legislation will have any impact on the way your establishment interacts with locally elected members?

2.   What do you understand to be the main duties/obligations on your establishment under the legislation, with respect to locally elected members who are disabled?

3.   Do you perceive there to be any differences addressing the DDA duties with regard to those covering staff and those covering locally elected members?

4.   Have you heard of the term 'reasonable adjustments' in the context of the interactions with locally elected members? What do you understand by it? Do you find the term useful/easy to understand?

5.   Discuss who counts as disabled under the DDA? **(Ask for their views first then use Showcard A with DDA list of disabilities.)**

Showcard A

A   With mobility problems- difficulty getting around or moving from place to place

B   With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C   With facial or skin disfigurement

D   With a hearing impairment – which affects their ability to take part in spoken conversation

E   With a visual impairment – not corrected by glasses

F   With a mental health condition

G   With a learning difficulty – this used to be called a mental handicap

H   With a speech impairment – which affects their ability to take part in spoken conversation

I   With a progressive illness such as Parkinson's disease

J   Diagnosed with Multiple Sclerosis

K   Diagnosed with cancer

L   Diagnosed HIV positive

M   With epilepsy

N   With diabetes

G. Advice, awareness and support

1.   Has your establishment had any advice, information or support about disability legislation?

If they have sought advice re disability/DDA ask:

2.   What sort of advice and information have you sought and why? **Probe, was this related to employment, duties towards elected members, public functions, services or more general topics?**

3.   Where has this advice come from? **(Probe: within organisation, government steer, internet, external bodies/organisations ie disability organisations, business services etc.)**

4.   Why did you go to that source? How did you know you would be able to get advice from there?

5.   Which source(s) of information have been the most and least useful? Why?

6.   Was there any consultation with locally elected members or any other bodies about how to implement the changes in legislation relating to disabled members? Who? Why? How? When?

7.   **(Probe for changes over time)** – Has it become easier (or more difficult) to access advice and support over time? If so, why, and how?

If they have not sought advice

8.   Why have you not sought any advice, support or information on interactions with locally elected members?

ASK ALL

The next question is in anticipation of the Equality Act, which will cover all equalities strands within one piece of legislation

9.   Thinking about the other equalities strands (gender, ethnicity, age etc.) have you sought advice, information or support on these issues?

If yes, explore which sources have been used and why. Are these the same sources as used for disability, or are they different?

If no, explore why no advice has been sought

10.   Is there information, advice or support you would like regarding disability issues, (and issues regarding the other equalities strands, if they have been discussed)? If so, what kind of information do you require and what would be the most useful way of making such information available.

H. Awareness of the forthcoming Equality Act – ASK ALL

1.   Are you aware of any forthcoming changes in the legislation relating to discrimination against disabled people?

If yes, explore their awareness of the forthcoming Equality Act (currently the Equality Bill), and the changes it will bring about, particularly with regard to disability provisions.

If no, and/or they would like to know what the forthcoming changes are, outline the Equality Bill/ Act using the separate briefing note. (The Equality Act will cover disability, sex, race, religion or belief, sexual orientation, gender reassignment, civil partnership and age, within one piece of legislation.)

2.   What will these changes mean for your establishment?

3.   Thinking about the forthcoming Equality Act, is there any information, advice or support you would like on any of the topics (that we've not already talked about)? If so, what kind of information would you like, and what would be the most useful way of making such information available?

I. Impact of the recession – ALL

Just before we finish, I'd just like to ask you a couple of questions about the current economic climate.

1.   Has the current economic climate affected your establishment? How, and how much? What have been the main effects?

If they have been affected by the economic climate ask:

2.   Has this had (or will it have) any implications for what you can do for locally elected members at this establishment? What do you think these might be?

Explore the implications eg:

3.   We talked earlier about reasonable adjustments. Do you think that the current economic climate has made a difference to how this establishment makes adjustments for disabled elected members? Is it easier or more difficult?

Probe whether they are more or less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard B again as a prompt).

4.   Do you think the economic climate might make a difference to how the establishment responds to requests for adjustments in the future? To what extent, and why? Will it be easier or more difficult?

Probe whether they will be more or less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard B again as a prompt).

5.   Has the current economic climate made any difference to what is perceived to be 'reasonable' at this establishment when making adjustments?

If yes, explore how and why, and probe for examples, real or hypothetical.

J. Other issues

1.   Finally, are there any other points you would like to make on the topics that we've talked about?

Interviewer note – if there is time and it is appropriate, ask key topic areas from the public bodies discussion guide.

FINISH, THANKS AND CLOSE

Appendix E
Qualitative discussion guide: service providers

Note to interviewers. Most of this guide contains questions for all service providers, but Section G is only for service providers which are also public bodies with public functions. Service providers that do not provide public functions should skip this section.

A. Introduction

1. Explain aims of research. IES, an independent research organisation is carrying out a study exploring disability issues with regard to employment and service provision, for the Government's Office for Disability Issues (ODI). We are seeking to understand these issues from the organisation's point of view, and so we are interviewing representatives from a range of private and public sector organisations – 100 in total. The aim of this interview is to explore issues relating to disabled people who use your services.

2. Assert confidentiality and assure that no organisations or individuals will be identifiable in our report to the ODI.

3. Ask permission to record interview for our purposes, reassure of confidentiality.

B. Background

1. Ask/confirm name, and position/job title.

2. Ask/confirm number of employees at the establishment, what the establishment does, whether this establishment is part of a larger organisation, whether the establishment is single or multi-site, public/private/voluntary?

3. Who are your customers or clients (eg members of the public; or a mixture of general public and other businesses. We shouldn't have any who just deal with other businesses.)

4. What type of goods and services do you provide and how do you provide them (eg face-to-face, by telephone etc.)

Qs 5 & 6 are for public sector organisations only:

5. And are any of these public functions? (If unclear, explain a public function is something that can ONLY be done by the Government or someone with the authoritative power provided to them. If it is something that can be done by organisations outside the public sector or Government (such as providing education or healthcare) it is NOT a public function. These include assessing benefit claims, issuing licences, etc.)

6. What does your establishment do that could be categorised as a public function? Please can you give some examples of these public functions?

If they were clear on their public functions ask:

7. Why are these classed as public functions (as distinct from service provision)?

C. Policies and Practices – ALL

1.   Does the establishment have a formal written policy on the provision of goods and services to disabled customers/clients?

Also cover policies regarding the provision of public functions to disabled customers/clients, if applicable.

If they have a written policy, **ask for a copy** and ask:

• Is it a separate policy on disability or covered by other policies, ie customer care or equal opportunities policies?

• When produced?

• How is the policy decided?

• Main topics or issues covered?

• Why was the policy developed? (note if DDA was a factor)

• How often is the policy reviewed?

• Have any changes been made to it recently and why? Was any information/guidance sought?

2.   Who is responsible for putting the policy into practice? How are staff made aware of the existence of the policy? Any staff training?

3.   Is application of the policies monitored? Is this formal? Who is involved?

4.   What practices have changed directly as a result of the policy/how much impact it has had?

D. Disabled customers/clients

1.   Does your establishment have any disabled customers or clients? If so, can you give me an estimate of the proportion of your customers/clients who are disabled? **(Check what this estimate is based on.)**

2.   If they don't know how many disabled customers they have, why not – is it important to them to know?

3.   Can you give me some idea of the range of impairments that your customers or clients have **(eg we want to find out if they just think of wheelchair users, or also people with other types of impairments)**

Then, hand-over Showcard A with list of conditions:

Showcard A

A With mobility problems- difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

J Diagnosed with multiple sclerosis

K Diagnosed with cancer

K Diagnosed HIV positive

L With epilepsy

M With diabetes

---

4.   Looking at this list, would you consider customers/clients with these conditions to be disabled? **(Probe for any exceptions)**

E. Adaptations and arrangements for disabled customers/clients

This section explores 'reasonable adjustments' but we are not calling them this yet, to avoid using the term before the section on DDA awareness.

1.   Thinking about adaptations and arrangements for disabled customers/clients, what types of adaptations would be acceptable to the establishment to assist disabled people in accessing your services/facilities? **(Spontaneous awareness)**

2.   Have any of these adaptations, arrangements and changes been made to assist disabled customers/clients?

> **Showcard C:**
>
> A Changes to physical accessibility (eg improved access, ramps, accessible toilets, disabled parking spaces etc.)
>
> B Improvements to communication (eg web accessibility, leaflets available in Braille or large print, subtitles, special phone system etc.)
>
> C Staff training on disability issues/awareness.
>
> D Changes to the way the service can be provided (eg home visits, home delivery, offering personal assistance).
>
> E Or any other changes to help disabled customers/clients or members of the public and if so, what?

If no changes made, go to question 21 no changes made.

3. Have you made different adaptations or changes for different types of impairments? **If so, ask for two or three examples.**

4. What were the reasons for making these changes?

If DDA cited, ask question 5, otherwise go to Q6.

5. Would you have made these changes without the (DDA) legislation?

6. How were these changes decided? Were any customers consulted? If so, how did you carry out this consultation and who was involved?

7. Did you seek any advice from any other bodies? If so, which ones and what kind of advice did you seek?

8. How easy or difficult was it to make the changes we've discussed? Were there any problems?

9. Has the approach towards making adjustments/adaptations changed over time? If so, why, and how? Has it become easier (or more difficult) over time to make adjustments/adaptations? If so, why and how?

10. Have you ever looked into making an adaptation or change, or putting an arrangement in place, but not been able to do so? If yes, what prevented you from making the change? **(Probe for reasons including cost.)** What would help to overcome this barrier?

11. Does your establishment provide information about special arrangements or facilities which are available for disabled customers/clients? If so, how? **Get examples**

If not already raised above:

12. Has there been any staff training to raise awareness of working with disabled customers/ clients?

Costs and benefits of making the specific changes mentioned

13. Did any of the changes (made for disabled customers/clients) that we've discussed have a direct financial cost for the establishment?

14. How much did they cost? **(Get range of specific examples.)**

15. Did any of these changes have any indirect cost, such as management time? If so, have you tried to quantify the indirect costs, and if so, what were your estimates?

16. Was cost an issue in deciding whether or what kind of adaptations or changes to make? **(Probe for a concrete example.)**

17. Did you seek any financial help towards the cost of making the changes, and if so, from what sources? **(Probe on success in getting financial assistance and what proportion of costs were covered.)**

18. **If respondent says that there were neither direct nor indirect costs:** Why do you think there were no costs? **(Probe: adaptations part of general refurb, just a change in practice etc.)**

19. What has been the impact of these changes on the establishment? Have there been any benefits? **(Probe benefits to disabled customers, benefits to business, benefits to other customers, staff benefits?)**

20. Compare costs to benefits – has it been worthwhile making the changes?

Go to section F on Awareness of the DDA

No changes made

21. Why have no adaptations or other changes been made for disabled customers/clients? **(Probe: all services are accessible, unclear of legislative requirements, too few/no disabled customers, would cost too much, building constraints etc.)**

22. Have you ever looked into making an adaptation or putting an arrangement in place, but not been able to do so? If yes, what prevented you from making the change? **(Probe for reasons including cost.)** What would help to overcome this barrier?

23. Are any adaptations, changes or other arrangements planned for disabled customers/clients? If so, what, why, when?

If necessary, use Showcard C again.

24. Do you anticipate any cost issues with these planned changes? **(Probe for details.)**

25. Has there been any staff training to raise awareness of working with disabled customers/ clients?

F. Awareness – ALL

The issue of awareness of the DDA may have come up already. If so, adjust the wording accordingly ie 'so just to confirm...' This section is important as it will enable us to measure the extent of awareness ie have they just heard of the DDA or has the DDA been a driver for change?

1. Are you aware of any laws giving rights to disabled customers or clients? If yes, which laws?

If not heard of DDA Part III, go to question 5.

2. **If heard of the DDA:** What do you understand to be the main duties/obligations on your establishment under the legislation, with respect to disabled customers or clients?

3. Are these duties/obligations under the DDA clear? Are there any areas/obligations that your establishment finds difficult to understand/interpret?

4.   The most recent provisions affecting service providers came into force in October 2004. In what ways, if at all, has your organisation responded – eg by taking any specific actions? **(If respondent not clear, recap on what the provisions required: Since 1 October 2004, service providers have had to take reasonable steps to remove, alter or provide a reasonable means of avoiding physical features of a building which make access to their services impossible or unreasonably difficult for disabled people.)**

5.   Have you heard of the term 'reasonable adjustments' in the context of the provision of goods and services? What do you understand by it? Do you find the term useful/easy to understand?

6.   Discuss who counts as disabled according to the DDA. **(Ask for their views then, use Showcard A with DDA list of disabilities.)**

Showcard A

A   With mobility problems – difficulty getting around or moving from place to place

B   With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C   With facial or skin disfigurement

D   With a hearing impairment – which affects their ability to take part in spoken conversation

E   With a visual impairment – not corrected by glasses

F   With a mental health condition

G   With a learning difficulty – this used to be called a mental handicap

H   With a speech impairment – which affects their ability to take part in spoken conversation

I   With a progressive illness such as Parkinson's disease

J   Diagnosed with Multiple Sclerosis

K   Diagnosed with cancer

L   Diagnosed HIV positive

M   With epilepsy

N   With diabetes

---

7.   Using this broader list of impairments, are there any adjustments or adaptations that you've made for disabled customers/clients, that you haven't already mentioned? (It may be helpful to use Showcard C again here)

If yes explore fully, using adaptations section (E) for prompts

PUBLIC BODIES PROVIDING PUBLIC FUNCTIONS, GO TO SECTION G

ALL OTHERS GO TO SECTION H ON ADVICE, INFO & SUPPORT

G. Public bodies

Additional section for public bodies only

1.   What do you understand about how the DDA applies to the provision of public functions? **(Explore their knowledge and understanding.)**

2.   How and when did you become aware of these provisions regarding public functions?

If not aware, go to text box before Q7.

3.   Do you think that your organisation has a good understanding of the obligations the DDA places upon it with regard to its provision of public functions? Explore.

4.   What, if any, impact has the DDA had on the way your organisation conducts its public functions?

5.   Has your establishment needed to take any steps in order to comply with the DDA as it applies to public functions? **(Explore what they have done and why, and the impact of the changes they have made. Get concrete examples if possible.)**

6.   Have some parts of the organisation found it more difficult than others to comply? (If yes, explore which and why.)

If not aware of the provisions:

Explain the provisions relating to public functions. The new provisions that came into force in December 2006 extended the DDA to cover discrimination by public bodies when carrying out a public function. This means that, when carrying out their functions, public bodies are not be able to treat a disabled person less favourably, and have a duty to make reasonable adjustments for disabled people (eg police making arrangements for a signer.)

[Previously the DDA only covered a public authority in its role as an employer or education provider, or as a service provider when providing goods, facilities and services to the public or a section of the public. But they had not been covered when carrying out a function of government, such as an arrest, issuing a licence etc.]

If not previously aware of public functions duties:

7.   What impact, if any, do you think these provisions will have on the way your establishment conducts its public functions? Explore.

H. Advice, information and support – ALL

1.   Has your establishment had any advice, information or support about legislation in general and disability legislation in particular, on service provision (and public functions, if applicable)?

If sought advice re disability/DDA (&/or the Equality Bill) ask question 2.

If not sought advice, go to question 8.

2.   What sort of advice and information have you sought and why?

3.   Where has this advice come from? **(Probe: within establishment, within wider organisation, public bodies, internet, external bodies/organisations ie disability organisation, business services etc.)**

4.   Why did you go to that/those source(s)?

5.   Has your establishment consulted any disabled customers/clients about services provided? Why, how, when?

6.   What source of advice has been most and least useful? Why?

7.   **(Probe for changes over time)** – Has it become easier (or more difficult) to access advice and support on the provision of services to disabled people over time? If so, why, and how?

If not sought advice:

8.   Why have you not sought any advice, support or information on the provision of services for disabled customers/clients?

ASK ALL

9.   Thinking about other equality/equal opportunities legislation (sex, race) have you sought any advice, information or support on these topics?

• If yes, explore which sources have been used and why. Are these the same sources as used for disability, or are they different?

• If no, explore why no advice has been sought.

I. Awareness of the forthcoming Equality Act – ASK ALL

1.   Are you aware of any forthcoming changes in the legislation relating to discrimination against disabled people?

If yes, explore their awareness of the forthcoming Equality Act (currently the Equality Bill), and the changes it will bring about, particularly with regard to disability provisions.

If no, and/or they would like to know what the forthcoming changes are, outline the Equality Bill/ Act using the separate briefing note. (The Equality Act will cover disability, sex, race, religion or belief, sexual orientation, gender reassignment, civil partnership and age, within one piece of legislation)

2.   What will these changes mean for your establishment?

3.   Thinking about the forthcoming Equality Act, is there any information, advice or support you would like on any of the topics (that we've not already talked about)? If so, what kind of information would you like, and what would be the most useful way of making such information available?

J. Impact of the recession – ALL

Just before we finish, I'd just like to ask you a few of questions about the current economic climate.

1.   Has the current economic climate affected your establishment/business? How, and how much? What have been the main effects?

If they have been affected by the economic climate ask:

2.   Has this had (or will it have) any implications for providing services for disabled people clients and customers? What do you think these might be?

Explore the implications. (Note to interviewer: they may not be able to answer these questions specifically so you may have a general discussion of what they believe their establishment may do in these circumstances.)

3.   Has it (or will it) make a difference to the establishment in terms of how it provides services to disabled clients and customers, or to disabled customers with certain impairments? Explore which impairments and why and whether easier or more difficult.

4.   We talked earlier about reasonable adjustments. Do you think that the current economic climate has made a difference to how this establishment makes adjustments for disabled clients and customers?

Probe whether they are less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard C again as a prompt).

5.   Do you think the economic climate might make a difference to how this establishment makes adjustments in the future? Will it be easier or more difficult to make adjustments in the future? To what extent, and why?

Probe whether they will be less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard C again as a prompt).

6.   Has the current economic climate made any difference to what is perceived to be 'reasonable' at this establishment when making adjustments?

If yes, explore how and why, and probe for examples, real or hypothetical

K. Other issues

1.   Finally, are there any other points you would like to make on the topics that we've talked about?

FINISH, THANKS AND CLOSE

Appendix F
Qualitative discussion guide: public bodies

Note to interviewers

This discussion guide focuses on the duties for public bodies regarding both the services and public functions they provide for disabled members of the public. A public function is something provided by a public body that cannot be provided by a private company/individual, such as providing welfare benefits and issuing licences (driving, alcohol), and a service can be provided by both public and private bodies. So for example a function in a Local Authority would be giving out Local Housing Allowance whereas a service would be providing housing advice.

One of the key aims of the interview is to determine whether the respondent makes a distinction in the legal requirements and their own policies between services and public functions.

A. Introduction

1. Explain aims of research. IES, an independent research organisation is carrying out a study exploring disability issues with regard to employment and service provision, for the Government's Office for Disability Issues (ODI). We are seeking to understand these issues from the organisation's point of view, and so we are interviewing representatives from a range of private and public sector organisations – 100 in total. The aim of this interview is to explore issues relating to the provision of services and functions by public bodies.

2. Assert confidentiality and assure that no organisations or individuals will be identifiable in our report to the ODI.

3. Ask permission to record interview for our purposes, reassure of confidentiality.

B.   Background

1. Ask/confirm name, and position/job title.

2. What is your role within this establishment?

3. Gather some information about the public body, eg size, where it sits in government structure etc.

C.   Public functions and services

1. We are gathering information on services and functions. Could you tell me what you understand by the terms 'public function' and 'public service'.

If they are unclear on the difference go to question 6.

If they are clear on the difference ask:

2.   What public functions does your establishment provide? **Note: get a comprehensive list – if it is easier get them to give you a written list.**

3.   What services does your establishment provide to the public? **(Probe for specific examples.)**

4.   How are these functions and public services provided? (eg face-to-face, on the phone, web-based services). Are there differences between the ways the two are provided?

5.   Does your establishment generally distinguish between services and public functions?

• **If yes**: why does your establishment do this? In what ways are they distinguished **(Probe: different management function, different aims/mission statements etc.)**

• **If no**: why doesn't your establishment do this? If distinctions were made between the two do you think it would make any difference to how your establishment is run?

6.   If unclear, explain a public function is something that can ONLY be done by the Government or someone with the authoritative power provided to them. If it is something that can be done by organisations outside the public sector or Government (such as providing education or healthcare) it is NOT a public function.

7.   What public functions does your establishment provide? **Note: get a comprehensive list – if it is easier get them to give you a written list.**

8.   What services does your establishment provide to the public? **(Probe for specific examples.)**

9.   How are these functions and public services provided? (eg face-to-face, on the phone, web-based services). Are there differences between the ways the two are provided?

10.   Does your establishment generally distinguish between services and public functions?

• **If yes**: why does your establishment do this? In what ways are they distinguished **(Probe: different management function, different aims/mission statements etc.)**

• **If no**: why doesn't your establishment do this? If distinctions were made between the two do you think it would make any difference to how your establishment is run?

D. Policies and Practices

1.   Does your establishment have a written policy on the provisions of public functions and services to disabled people?

2.   Are distinctions made in the policy between providing services and delivering public functions? **If yes**, how are the two made distinct? Why is there a distinction between the two in these policies?

If they do have separate policies for public functions then please focus the following questions on those policies.

If they have a written policy, **ask for a copy**. Then ask:

• Is there a separate policy on disability or is it covered by other policies, eg general equality policies.

• When was this produced?

• How is the policy decided?

• Main provisions?

• Why was this policy developed? **(note if DDA was a factor)**

- Were disabled people consulted during the development of the policy? How?

- How often is the policy reviewed?

- Have any changes been made to it recently and why? Was any information/guidance sought?

3.   Who is responsible for putting the policy into practice? How are staff made aware of the existence of the policy? Is there any staff training?

- If separate policies for services/functions: Does the same person/team have responsibility for overseeing both the policies relating to disability?

4.   Is application of the policies monitored? Is this formal? Who is involved?

5.   What practices have changed directly as a result of the policy/how much impact has it had?

E. Disabled people accessing services/functions

1.   Do you know what proportion of the public accessing the functions/services of this establishment is disabled? **Prompt**: If not sure can they provide an estimate?

- How is that information obtained?

- Is it broken down by types of disability? **If yes, probe for details.**

- Is there a breakdown of the numbers of disabled people accessing services and/or public functions?

- **If they do not know how many disabled people there are using the services/functions**, why is this information not collected? Do you think not monitoring this information makes a difference to how the services/public functions are organised and run?

Then, hand-over Showcard A with list of conditions:

Showcard A

A With mobility problems- difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

J Diagnosed with Multiple Sclerosis

K Diagnosed with cancer

L Diagnosed HIV positive

M With epilepsy

N With diabetes

2.   Looking at this list, would you consider customers/clients with these conditions to be disabled? **(Probe for any exceptions.)**

3.   If you did include customers/clients with all these conditions, what would the proportion/ number be?

4.   Again, looking at the list, would your establishment find it difficult to provide a service to customers with any of these conditions? If so, which ones and why?

F. Adaptations and arrangements for disabled people

This section explores 'reasonable adjustments' but we are not calling them this yet, to avoid using the term before the section on DDA awareness.

1.   Thinking about adaptations and arrangements for disabled customers/clients, what types of adaptations would be acceptable to the establishment to assist disabled people in accessing your services/functions? **(Spontaneous awareness)**

2.   Have any of these adaptations or arrangements been made to assist disabled customers/ clients?

Showcard C:

Changes to physical accessibility (eg improved access, ramps, accessible toilets, disabled parking spaces etc.).

Improvements to communication (eg web accessibility, leaflets/letters available in Braille or large print, subtitles, special phone system etc.).

Staff training on disability issues/awareness.

Changes to the way the service/function can be provided (eg home visits, home delivery, offering personal assistance).

Or any other changes to help disabled members of the public and if so, what?

If no adaptations or arrangements made, go to question 21 (no adaptations made section).

3.   If the establishment does distinguish between services and public functions (as asked in section B, ASK). Have there been any differences in the adaptations or arrangements you have made for services and public functions? If yes, explore thoroughly, what differences? Why have these occurred?

4.   Have you made different adaptations or arrangements for different types of impairments? **If so ask for some examples.**

5.   What were the reasons for making these adaptations or arrangements?

If DDA cited go to question 6, otherwise go to question 7.

6.   Would you have made these changes without the (DDA) legislation? Has the introduction of requirements of the 2005 Act covering public functions led to any changes to the policies and practises operated in the establishment?

7.   How were these adaptations or arrangements decided upon? Were disabled members of the public consulted? If so, how was this consultation carried out?

8.   How easy or difficult was it to implement the changes? Did you experience any problems? What were some of the problems? Were these resolved? How?

9.   Has the approach towards making adaptations changed over time? If so, why, and how? Has it become easier (or more difficult) over time to make adaptations? If so, why and how?

10. Does your establishment provide members of the public with information about special arrangements or facilities which are available to them? If so, how? **(Get examples.)** Is there any way you would like to see the information on the special arrangements adapted/ improved? Why is this?

11. Have you ever looked into making an adaptation, but not been able to do so?

• **If yes**, what prevented you from making the adaptation? (Probe for reasons including cost). What would help to overcome this barrier?

• If no, can you foresee any circumstances in the future where you may not be able to make the required adaptation? Why do you think that is?

If not already covered:

12. Has there been any staff training to raise awareness of working with disabled members of the public? In your view how sufficient was this training?

Costs and benefits of making the specific changes mentioned

13. Did any of the changes have a direct financial cost to the establishment/establishment?

14. How much did these adaptations cost? **(Get range of specific examples.)**

15. Did any of these adaptations have an indirect cost, such as management time? If so, have you tried to quantify the indirect costs, and if so, what were your estimates? How did you arrive at those?

16. Was cost an issue in deciding whether or what kind of adaptation to make? **(Probe for concrete examples.)**

17. Did you seek any financial help towards the cost of making adaptations, and if so, from what sources? Did you manage to secure any financial assistance? Who provided it? What proportion of the costs was covered?

18. If neither direct nor indirect costs incurred: Why do you think there were no costs associated with the adaptations? **(probe: adaptations part of general refurb, as part of a change in practice)**

19. What has been the impact of these adaptations on the establishment? Have there been any benefits? What sort of benefits? (Probe: benefits to disabled members of the public, benefits to service provided, benefits for staff.)

20. Compare costs to benefits- has it been worthwhile making adaptations? Why do they think that?

Go to section F on Awareness of the DDA

No adaptations made

21. Why have no adaptations been made? **(Probe: all services/ public functions are accessible, unclear of legislative requirements, too few/no disabled customers, would cost too much, building constraints etc.)**

22. Have you ever looked into making an adaptation, but not been able to do so? If yes, what prevented you from making the adaptation? **(Probe for reasons including cost). What would help to overcome this barrier?**

23.   Are any adaptations planned? If so, what? Why? When?

If necessary use Showcard C again.

24.   Do you anticipate any cost issues with these planned changes? **(Probe for details)**

25.   Has there been any staff training to raise awareness of working with disabled members of the public?

G. Awareness – ALL

The issue of awareness of the DDA may have come up already. If so, adjust the wording accordingly ie 'so just to confirm...' This section is important as it will enable us to measure the extent of awareness ie have they just heard of the DDA or has the DDA been a driver for change?

1.   Are you aware of any laws giving rights to disabled members of the public? If yes, which laws?

If heard of the DDA:

2.   Are you aware of any DDA duties relating to the delivery of public functions? **(Probe: explore knowledge and understanding.)**

If yes:

• How and when did you become aware of these provisions?

• Do you think your establishment has a good understanding of the provisions and the obligations under the public functions duties in the DDA? Explore

• Have these changes in the DDA had any impact on public function delivery?

• Has your establishment needed to take any steps in order to comply with the most recent legislation? (Explore what they have done and why, and the impact of the changes they have made. Get concrete examples if possible.)

• Have some parts of the establishment found it more difficult than others to comply? (If yes, explore which and why.)

If no, give a brief explanation

> **Provisions relating to public functions.** The new provisions that came into force in December 2006 extended the DDA to cover discrimination by public bodies when carrying out a public function. This means that, when carrying out their functions, public bodies are not able to treat a disabled person less favourably, and have a duty to make reasonable adjustments for disabled people (eg police making arrangements for a signer.)
>
> [Previously the DDA only covered a public authority in its role as an employer or education provider, or as a service provider when providing goods, facilities and services to the public or a section of the public. But they had not been covered when carrying out a function of government, such as an arrest, issuing a licence etc.]

then ask

• What impact do you think these provisions will have on the way your establishment delivers its public functions? Explore.

ASK ALL

3.   What do you understand to be the main duties/obligations on your establishment under the legislation, with respect to disabled members of the public accessing public functions and services?

4.   Do you see any differences in this establishments' duties/obligations under the DDA between providing services and public functions?

5.   Have you heard of the term 'reasonable adjustments' in the context of the provision of services or public functions? What do you understand by it? Do you find the term useful/easy to understand?

6.   Discuss who counts as disabled according to the DDA. (Ask for their views then, use Showcard A with DDA list of disabilities.)

Showcard A

A   With mobility problems – difficulty getting around or moving from place to place

B   With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C   With facial or skin disfigurement

D   With a hearing impairment – which affects their ability to take part in spoken conversation

E   With a visual impairment – not corrected by glasses

F   With a mental health condition

G   With a learning difficulty – this used to be called a mental handicap

H   With a speech impairment – which affects their ability to take part in spoken conversation

I   With a progressive illness such as Parkinson's disease

J   Diagnosed with Multiple Sclerosis

K   Diagnosed with cancer

L   Diagnosed HIV positive

M   With epilepsy

N   With diabetes

---

7.   Using this broader list of impairments, are there any adjustments or adaptations that you've made for disabled customers/clients, that you haven't already mentioned? (It may be helpful to use Showcard C again here)

If yes explore fully, using adaptations section (E) for prompts.

H. Advice, information and support – ALL

1.   Has your establishment had any advice, information or support about disability legislation? **(Note this question refers to duties on service provision and public functions)**

If they have sought advice re disability/DDA ask:

2.   What sort of advice and information have you sought and why? Probe, was this related to public functions, services or more general topics?

3.   Where has this advice come from? (Probe: within establishment, within wider organisation, public bodies, internet, external bodies/organisations ie disability organisations, business services etc.)

4.   Why did you go to that source/those sources? How did you know you would be able to get advice from there?

5.   Has your establishment consulted any disabled members of the public about the services/ public functions provided? Why? How? When?

6.   Which source(s) of information have been the most and least useful? Why?

7.   **(Probe for changes over time)** – Has it become easier (or more difficult) to access advice and support on the provision of services to disabled people over time? If so, why, and how?

If they have not sought advice:

8.   Why have you not sought any advice, support or information on the provision of services and/ or public functions for disabled members of the public?

ASK ALL

9.   Thinking about other equality/equal opportunities legislation (sex, race) have you sought any advice, information or support on these topics?

• If yes, explore which sources have been used and why. Are these the same sources as used for disability, or are they different?

• If no, explore why no advice has been sought and where they would go for advice.

I. Awareness of the forthcoming Equality Act – ASK ALL

1.   Are you aware of any forthcoming changes in the legislation relating to discrimination against disabled people?

If yes, explore their awareness of the forthcoming Equality Act (currently the Equality Bill), and the changes it will bring about, particularly with regard to disability provisions.

If no, and/or they would like to know what the forthcoming changes are; outline the Equality Bill/ Act using the separate briefing note. (The Equality Act will cover disability, sex, race, religion or belief, sexual orientation, gender reassignment, civil partnership and age, within one piece of legislation)

2.   What will these changes mean for your establishment?

3.   Thinking about the forthcoming Equality Act, is there any information, advice or support you would like on any of the topics (that we've not already talked about)? If so, what kind of information would you like, and what would be the most useful way of making such information available?

J. Impact of the recession – ALL

Just before we finish, I'd just like to ask you a couple of questions about the current economic climate.

1.   Has the current economic climate affected your establishment? How, and how much? What have been the main effects?

If they have been affected by the economic climate ask:

2.   Has this had (or will it have) any implications for services/functions provided for disabled people at this establishment? What do you think these might be?

3.   We talked earlier about reasonable adjustments. Do you think that the current economic climate has made a difference to how this establishment makes adjustments for disabled people? Is it easier or more difficult?

Probe whether they are more or less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard B again as a prompt.)

4.   Do you think the economic climate might make a difference to how the establishment responds to requests for adjustments in the future? To what extent, and why? Will it be easier or more difficult?

Probe whether they will be more or less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard B again as a prompt.)

5.   Has the current economic climate made any difference to what is perceived to be 'reasonable' at this establishment when making adjustments?

If yes, explore how and why, and probe for examples, real or hypothetical.

K. Other issues

Finally, are there any other points you would like to make on the topics that we've talked about?

THANKS AND CLOSE.

Appendix G
Qualitative discussion guide: private clubs

Note to interviewers

This discussion guide focuses on the duties for private clubs regarding their disabled members. It also covers providing access and services to the general public, although this will not apply to all clubs.

A. Introduction

1.   Explain aims of research. IES, an independent research organisation is carrying out a study exploring disability issues with regard to employment and service provision, for the Government's Office for Disability Issues (ODI). We are seeking to understand these issues from the organisation's point of view, and so we are interviewing representatives from a range of private and public sector organisations – 100 in total. The aim of **this** interview is to explore issues relating to the provision of services and facilities to disabled members of this club.

2.   Assert confidentiality and assure that no organisations or individuals will be identifiable in our report to the ODI.

3.   Ask permission to record interview for our purposes, reassure of confidentiality.

B. Background

1.   Ask/confirm name, and position/job title.

2.   Brief details of the private club, type/nature, size, number of members, number of employees. Check whether on one or more sites.

3.   Who do you provide services and facilities to: members of the club only, or also members of the general public?

4.   What type of services do you provide and how do you provide them (eg any facilities open to the public, range of services for members)

5.   What are the criteria for eligibility for membership, and how are people selected for membership or become members?

6.   Does the club have any rules or procedures which would mean people with certain types of disabilities could not join?

C. Policies and Practices

N.B This section covers services for private members and any members of the general public who use the club's facilities.

1.   Does the club have a formal written policy on the provision of goods and services to disabled people?

If yes, **ask for a copy** and ask:

- Is it a separate policy on disability or covered by other policies, ie customer care or equal opportunities policies?

- When produced?

- Why was the policy first developed **(note if DDA was a factor.)**

- Who was responsible for drawing up the policy?

- Main provisions.

- How is disability defined within the policy?

- How often is the policy reviewed?

- Have any changes been made to it recently? What are the changes, and why were they made?

2.   Who is responsible for putting the policy into practice? How are staff made aware of the existence of the policy? Any staff training?

3.   Is application of the policy monitored? Is this formal? Who is involved?

4.   What practices have changed directly as a result of the policy/how much impact it has had?

D. Disabled members

1.   Does your club have any disabled members? If so, can you give me any estimate of the proportion of your members who are disabled? **(Check what this estimate is based on. If it's a fairly small club it may be easier to talk about absolute numbers.)**

2.   If they don't know how many disabled members they have, why not – is it important to them to know?

3.   Can you give me some idea of the range of impairments that your members have **(eg we want to find out if they just think of wheelchair users, or also people with other types of impairments)**

Then, hand-over Showcard A with list of conditions:

Showcard A

A With mobility problems – difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

Continued

> J   Diagnosed with Multiple Sclerosis
>
> K   Diagnosed with cancer
>
> L   Diagnosed HIV positive
>
> M   With epilepsy
>
> N   With diabetes

4.   Looking at this list, would you consider members with these conditions to be disabled? (**Probe for any exceptions**)

5.   If you did, what would be the proportions/numbers of disabled members?

6.   If they have no disabled members, ask why they think this is?

E. Adaptation and arrangements for disabled members

N.B This section covers adjustments and arrangements for private members and, where applicable, any members of the general public who use the club's facilities

This section explores 'reasonable adjustments' but we are not calling them this yet, to avoid using the term before the section on DDA awareness.

1.   Thinking about adaptations and arrangements for disabled members, what types of adaptations would be acceptable to the club to assist disabled members in accessing your club? (**Spontaneous awareness**)

2.   Have any of these adaptations, arrangements and changes been made to assist disabled club members, disabled guests, or members of the general public who use the club (Prompt: use Showcard C)

> ### Showcard C:
> - Changes to physical accessibility (eg improved access, ramps, disabled toilets, disabled parking spaces etc.).
>
> - Improvements to communication (eg web accessibility, leaflets available in Braille or large print, subtitles, special phone system etc.).
>
> - Staff training on disability issues/awareness.
>
> - Changes to the way the service can be provided (eg home visits, home delivery, offering personal assistance).
>
> - Or any other changes to help disabled club members, guests or members of the public and if so, what?

If no adjustments made, go to question 21 on no adjustments made.

3.   Have you made different adaptations or changes for different types of impairments? (**If so, ask for two or three examples.**)

4.   What were the reasons for making these changes? (**Probe for DDA if not mentioned.**)

If DDA cited, ask question 4, otherwise go to Q5.

5.   Would you have made these changes without the (DDA) legislation?

6.   How were these changes decided? Were any club members consulted? If so, how did you carry out this consultation?

7.   Do adjustments need to be approved by anyone? **(Probe: the club committee/management.)**

8.   Did you seek any advice from any other bodies? If so, which ones and what kind of advice did you seek?

9.   How easy or difficult was it to make the changes we've discussed? Were there any problems?

10.   Have you ever looked into making an adaptation or change, or putting an arrangement in place, but not been able to do so? If yes, what prevented you from making the change? **(Probe for reasons, including cost.)** What would help to overcome this barrier?

11.   Does your club provide members/prospective members with information about special arrangements or facilities which are available for disabled members or guests? If so, how? **Get examples.**

If not already raised above:

12.   Has there been any staff training to raise awareness of working with disabled members and guests etc.?

Costs and benefits of making the specific changes mentioned

13.   Did any of the changes (made for disabled members etc.) that we've discussed have a direct financial cost for the club?

14.   How much did they cost? **(Get range of specific examples.)**

15.   Did any of these changes have any indirect cost, such as management time? If so, have you tried to quantify the indirect costs, and if so, what were your estimates?

16.   Was cost an issue in deciding whether or what kind of adaptations or changes to make? **(Probe for a concrete example.)**

17.   Did you seek any financial help towards the cost of making the changes, and if so, from what sources? **(Probe on success in getting financial assistance and what proportion of costs were covered.)**

18.   If respondent says that there were neither direct nor indirect costs: Why do you think there were no costs? **(Probe: adaptations part of general refurb, adjustment just a change in practice etc.)**

19.   What has been the impact of these changes on the establishment? Have there been any benefits? **(Probe benefits to disabled members, benefits to business, benefits to other customers, staff benefits?)**

20.   Compare costs to benefits – has it been worthwhile making the changes?

Go to section F on awareness

No changes made

21.   Why have no adaptations or other changes been made for disabled members and guests? **(Probe: all services are accessible, unclear of legislative requirements, too few/no disabled members, would cost too much, building constraints etc.)**

22. Have you ever looked into making an adaptation or putting and arrangement in place, but not been able to do so? If yes, what prevented you from making the change? **(Probe for reasons, including cost.) What would help to overcome this barrier?**

23. Are any adaptations, changes, or other arrangements planned for disabled members and guests? If so, what, why, when?

If necessary, use Showcard C again.

24. Do you anticipate any cost issues with these planned changes? (probe for details)

25. Does your club consult disabled members (and the general public if applicable) about their needs? If so, what was their feedback and how was it dealt with?

26. Has there been any staff training to raise awareness of working with disabled members and guests?

F. Awareness – private clubs duties – ALL

The issue of awareness of the DDA may have come up already. If so, adjust the wording accordingly ie 'so just to confirm...' This section is important as it will enable us to measure the extent of awareness ie have they just heard of the DDA or has the DDA been a driver for change?

1. **(If not asked in section above)** Are you aware of any laws giving rights to disabled people? If yes, which laws? **(Probe for details of what they know, how and when they learned of the DDA).**

2. Are you aware of any particular disability legislation for the members of private clubs such as this one? **(Probe for details of what they know, and how and when they learned of the duties)**

If not aware, explain the first duty:

Private clubs with 25 or more members have been covered by the DDA in respect of their members, associates, guests and prospective members and guests. **It is unlawful for them to treat a disabled person less favourably for a reason related to their disability, compared to a person who is not disabled,** unless justified in limited circumstances. This law came into force in December 2005. Previously clubs were only covered with respect to service provision, where they made their facilities open to the public.

For the following questions it may be useful to use Showcard A again, as a reminder of the full range of conditions that can be covered under the DDA.

3. In the past has your organisation done anything which treats disabled people differently from non-disabled people? (Probe on access to membership, benefits, facilities and services)

4. What, if any, impact has this legislation for private clubs had on your club?

5. Has this legislation meant that you have had to do anything differently/take any actions to ensure that you meet your duties under the DDA? If so, are there are areas in which has been difficult? (Probe for examples and reasons)

Explain the second duty:

From December 2006, private clubs have had a **duty to make reasonable adjustments** for disabled members, associates, guests, prospective members or prospective guests of the club.

---

6.   Were you aware of this second DDA duty for private clubs? If so, when and how did you become aware of it?

7.   What do you understand by the term 'reasonable adjustments'? Do you find the term useful/ easy to understand/difficult to understand? (Probe their interpretation of the term.)

8.   What impact, if any, has the 2006 DDA duty to make reasonable adjustments for members had on your club?

9.   Has this legislation meant that you have had to do anything differently/take any actions to ensure that you comply with the DDA? If so, are there are areas in which has been difficult? (Probe for examples and reasons)

If they were not aware of the DDA duty to make reasonable adjustments ask:

10.   In the light of this disability legislation, are there any areas where you think the club will need to consider making adjustments for members? If so, what kinds of adjustments and for what kinds of disability? Do you anticipate any difficulties?

Ask all

11.   Has your club already made any adjustments to accommodate disabled members, prospective members or guests, that you haven't mentioned? (eg if the range of impairments was wider than they had thought.)

• If yes, explore fully, using Adaptations section prompts, and using Showcard C again

12.   Are there any other adjustments that might be necessary as a result of the DDA, but that your club would find difficult to make? (Probe on what they are and why they would be difficult)

G. Awareness – goods and services duties

Only ask clubs which make their facilities open to the public

1.   Are you aware of any laws giving rights to disabled people (from the general public – ie not disabled club members or guests) who use the club's services/facilities? If yes, which laws?

If no, go to question 3.

If they know about the DDA Part III legislation relating to providing goods, facilities and services to the general public, continue to question 2.

2.   What do you understand to be the main duties/obligations on your club under this legislation, with respect to members of the general public who are disabled? **(Go to question 4).**

3.   The most recent disability legislation affecting providers of services to the public came into force in October 2004. In what ways, if at all, has your club responded – eg by taking any specific actions? **(If respondent not clear, recap on what the provisions required: Since 1 October 2004, service providers have had to take reasonable steps to remove, alter or provide a reasonable means of avoiding physical features of a building which make access to their services impossible or unreasonably difficult for disabled people.**

4. Are these obligations on your club under this legislation clear? Are there any areas or obligations that your club finds difficult to understand/interpret? **Probe, what are they, and what is the difficulty?**

5. Has the approach towards making adjustments/adaptations for the general public changed over time? If so, why, and how? Has it become easier (or more difficult) over time to make adjustments/adaptations? If so, why and how?

H. Advice, information and support – ALL

1. Has your establishment had any advice, information or support about legislation in general and disability legislation in particular, on the duties relating to the provisions for disabled members, guests (and disabled members of the public using the club, if applicable)?

If sought advice re disability/DDA continue to question 2.

If not, then go to question 7.

2. What sort of advice and information have you sought and why?

3. Where has this advice come from? **(Probe: within organisation, public bodies, internet, external bodies/organisations ie disability organisation, business services etc.)**

4. Why did you go to that/those source(s)?

5. Has your establishment consulted any disabled customers/clients about changes to services (and, if applicable, public functions) provided? Why, how, when?

6. What source of advice has been most and least useful? Why?

If not sought advice:

7. Why have you not sought any advice, support or information on the provision of services for disabled customers/members?

Ask all

8. Thinking about other equality/equal opportunities legislation (sex, race) have you sought any advice, information or support on these topics?

• If yes, explore which sources have been used and why. Are these the same sources as used for disability, or are they different?

• If no, explore why no advice has been sought.

I. Awareness of the forthcoming Equality Act – ASK ALL

1. Are you aware of any forthcoming changes in the legislation relating to discrimination against disabled people?

If yes, explore their awareness of the forthcoming Equality Act (currently the Equality Bill), and the changes it will bring about, particularly with regard to disability provisions.

If no, and/or they would like to know what the forthcoming changes are, outline the Equality Bill/ Act using the separate briefing note. (The Equality Act will cover disability, sex, race, religion or belief, sexual orientation, gender reassignment, civil partnership and age, within one piece of legislation)

2.   What will these changes mean for your club?

3.   Thinking about the forthcoming Equality Act, is there any information, advice or support you would like on any of the topics (that we've not already talked about)? If so, what kind of information would you like, and what would be the most useful way of making such information available?

J. Impact of the recession

Just before we finish, I'd just like to ask you a few of questions about the current economic climate.

1.   Has the current economic climate affected your club? How, and how much? What have been the main effects?

If they have been affected by the economic climate go to question 2.

2.   Has this had (or will it have) any implications for providing services for disabled members, guest (and disabled members of the public who use the club, if applicable)? What do you think these might be?

Explore the implications. (Note to interviewer: they may not be able to answer these questions specifically so you may have a general discussion of what they believe their establishment may do in these circumstances).

3.   Has it (or will it) make a difference to the establishment in terms of how it provides services to disabled members and guests, or to disabled members and guests? Explore which impairments and why and whether easier or more difficult.

4.   We talked earlier about reasonable adjustments. Do you think that the current economic climate has made a difference to how this establishment makes adjustments for disabled members and guests, or to disabled members and guests?

Probe whether they are less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard C again as a prompt).

5.   Do you think the economic climate might make a difference to how this club makes adjustments in the future? Will it be easier or more difficult to make adjustments in the future? To what extent, and why?

Probe whether they will be less willing to make particular kinds of adjustments than they were before the recession (may be useful to use Showcard C again as a prompt).

6.   Has the current economic climate made any difference to what is perceived to be 'reasonable' at this club when making adjustments?

If yes, explore how and why, and probe for examples, real or hypothetical.

K. Other issues

1. Finally, are there any other points you would like to make on the topics that we've talked about?

FINISH, THANKS AND CLOSE

Appendix H
Showcard A – Types of disability

Showcard A

A With mobility problems – difficulty getting around or moving from place to place

B With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects

C With facial or skin disfigurement

D With a hearing impairment – which affects their ability to take part in spoken conversation

E With a visual impairment – not corrected by glasses

F With a mental health condition

G With a learning difficulty – this used to be called a mental handicap

H With a speech impairment – which affects their ability to take part in spoken conversation

I With a progressive illness such as Parkinson's disease

J Diagnosed with Multiple Sclerosis

K Diagnosed with cancer

L Diagnosed HIV positive

M With epilepsy

N With diabetes

Appendix I
Showcard B – Types of arrangements and adaptations for employees

Showcard B

A   Transferring people or jobs to other premises, or part of the same premises, to assist disabled employees

B   Adapted work environment to help disabled employees (eg adapting premises, workstation, lighting)

C   Flexible work organisation (eg giving other duties to disabled people, rearranging work duties)

D   Flexible working time, or varying working hours for disabled employees

E   Providing appropriate physical assistance (eg interpreters for a person who is deaf)

F   Allowing working from home for disabled employees

G   Providing car parking space for disabled employees

H   Any other adaptations, arrangements or changes? (specify)

Appendix J
Showcard C – Types of arrangements and adaptations for disabled customers/clients

Showcard C: Types of Arrangements and Adaptations for Disabled Customers/ Clients

A. Changes to physical accessibility (eg improved access, ramps, disabled toilets, disabled parking spaces etc.).

B. Improvements to communication (eg web accessibility, leaflets available in Braille or large print, subtitles, special phone system etc.).

C. Staff training on disability issues/awareness.

D. Changes to the way the service can be provided (eg home visits, home delivery, offering personal assistance).

E. Or any other changes to help disabled customers/clients or members of the public and if so, what?

Appendix K
Showcard C – Types of arrangements and adaptations for disabled elected members

Showcard C: Types of Arrangements and Adaptations for Disabled Elected Members

A Moving premises or meeting venues to improve access for disabled members

B Adapted work environment to help disabled members (eg adapting premises, workstation, lighting, accessible toilets)

C Flexible work organisation (eg giving other duties to disabled members, rearranging work duties/meetings)

D Flexible working time, or varying working hours for disabled members

E Providing appropriate physical assistance (eg interpreters for a member who is deaf)

F Allowing working from home for disabled members

G Providing car parking space for disabled members

H Improvements to communication (eg web accessibility, memos/council minutes available in Braille or large print, subtitles, special phone system etc.).

I Staff training on disability issues/awareness.

J Any other adaptations, arrangements or changes for disabled elected members? (specify)