

Department for Work and Pensions

Research Report No 410

Organisations' responses to the Disability Discrimination Act

Technical report

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A report of research carried out by Ipsos-MORI and the Institute for Employment Studies on behalf of the Department for Work and Pensions

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1 Introduction

This report contains technical details for a study of employers' and goods, facilities and service providers' responses to the Disability Discrimination Act (DDA) 1995 and 2005, commissioned by the Department for Work and Pensions (DWP). The study was undertaken by the Institute for Employment Studies (IES) and Ipsos-MORI between January and September 2006.

1.1 Aims and objectives

The principle aim of the research was to develop and further the DWP's understanding of the way that establishments are responding to their obligations under the current provisions of the DDA 1995 and 2005. In addition, the research aimed to ascertain the extent to which establishments were preparing for the new duties that came into force in December 2006.

The study also aimed to replicate, as far as possible, the previous large-scale study of employers and goods, facilities and service providers undertaken in 2003, to enable analysis of how far attitudes, awareness and practices have changed over time.

The study incorporated quantitative and qualitative research in order to both measure and explain attitudes and responses to the DDA. Here we outline the methodological approach and the research design.

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 (formerly known as the BT Business Database). This was the same sample source used in 2003. 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. Similarly, at sector level, the sample was designed to over-represent the SIC grouping of Public Administration, Defence, and Compulsory Social Security. This was to ensure there were sufficient cases to enable robust analysis of responses to questions relating to the DDA's extension to public functions.

It should be noted that, unlike the earlier 2003 study, the 2006 research covered Great Britain rather than the whole of the UK, and also unlike 2003, did not over-sample establishments in Scotland and Wales (although these were still included). This was agreed for two main reasons: first, there is no variation by country in terms of coverage, application or enforcement of the DDA; and second, previous research (including the 2003 analysis) showed few if any significant differences by country.

2.1.2 Sample profile and weighting strategy

For analysis purposes, the data was weighted back to match the profile of the Inter Departmental Business Register (IDBR) which is the most comprehensive count of workplaces in the UK.¹ Tables 2.1 and 2.2 show the achieved and weighted sample profiles by country, workplace size and Standard Industrial Classification (SIC).

Table 2.1 Sample profile, by workplace size and country

Country and workplace size	Achieved (N)	Achieved (%)	Weighted (%)
England			
3 to 6 employees	616	31	40
7 to 14 employees	475	24	23
15 to 99 employees	475	24	21
100+ employees	174	9	3
Scotland			
3 to 6 employees	54	3	4
7 to 14 employees	55	3	2
15 to 99 employees	50	2	2
100+ employees	14	1	*
Wales			
3 to 6 employees	32	2	2
7 to 14 employees	19	1	1
15 to 99 employees	29	1	1
100+ employees	9	*	*
GB (totals)			
3 to 6 employees	702	35	46
7 to 14 employees	549	27	27
15 to 99 employees	554	28	24
100+ employees	196	10	4
Total	2,001	100	100

¹ 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 survey and for this reason, the same sample frame was used as in that earlier study.

Table 2.2 Sample profile, by Standard Industrial Classification (SIC)

Standard Industrial Classification	Achieved (N)	Achieved (%)	Weighted (%)
Agriculture, Hunting and Forestry; Fishing; Mining and Quarrying; Electricity, Gas and Water Supply	38	2	2
Manufacturing	160	8	9
Construction	89	4	6
Wholesale and Retail Trade; Repairs	438	22	24
Hotels and Restaurants	157	8	9
Transport, Storage and Communication	90	4	4
Financial Intermediation	69	3	3
Real Estate, Renting and Other Business Activities	293	15	19
Public Administration, Defence and Compulsory Social Security	131	7	2
Education	116	6	5
Health and Social Work	257	13	9
Other Community, Social and Personal Services	163	8	8
Total	2,001	100	100

As well as workplace size, respondents were asked whether their establishment was part of a larger organisation. The sample was split fairly evenly, with 51 per cent being one of a number of workplaces belonging to a larger multi-site organisation, and 49 per cent being a single independent workplace.

2.2 Survey development/piloting

IES 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 50 interviews was conducted prior to the main fieldwork. The pilot tested:

- questionnaire length, respondent comprehension and quality of data (ie respondent's ability to provide the information required);
- identification of the most appropriate person for the goods, facilities and services section of the questionnaire.

Overall, the pilot worked well as many of the questions were replicated from the previous wave. Several new questions were added to the pilot questionnaire and were designed to collect more detailed information regarding: adjustments at the recruitment stage; whether establishments did anything that could be described as a public function; whether they were aware of the extended legislation regarding public functions; whether or not any of their employees had requested adjustments be made; and whether they had encountered any problems when trying to make adjustments.

The only questions to cause concern during the pilot were those asking about specific disabilities, such as whether the respondent would consider a person with that impairment to be disabled, and how easy or difficult they would find it to employ someone with that impairment. Many respondents felt it often depended on various factors such as: severity; whether some conditions (eg epilepsy) were being treated by medication; which occupation the person did, etc. and therefore, some felt uncertain about their response. This was addressed in the main stage by providing guidance that, if unsure, the respondent should be asked to reply on the basis that the condition was being treated with medication.

The pilot questionnaire was slightly shorter than the anticipated 20 minutes and a small number of additional questions were added for the main stage.

The goods, facilities and service provision section of the questionnaire required that either a) the individual we were speaking to was qualified to respond to the entire survey, or b) was able to refer our call to a second individual. While there was some concern about this transition section prior to the questionnaire going live, in practice, transferring to another individual was not an issue: it was not necessary to do so during the pilot at all and occurred very rarely in the main stage (this is discussed in more detail in Section 2.3.1).

2.3 Main stage fieldwork

The quantitative survey was conducted by Ipsos-MORI between 2 May and 2 June 2006. Interviews were undertaken by telephone using Computer-Assisted Telephone Interviewing (CATI). In total, 2,001 interviews were conducted, lasting 20 minutes on average.

The telephone survey was conducted by Ipsos-MORI Telephone Surveys (MTS) which is a member of the interviewer Quality Control Scheme (IQCS) 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 Data Services.

Prior to starting fieldwork, interviewers were fully briefed by the IES and Ipsos-MORI project team. They also received full written instructions about all aspects of the survey, along with a copy of a letter from DWP that could be sent to respondents who requested more information about the survey (see Appendix A). It is important to note that this letter did not mention the DDA, given that the survey was testing awareness.

2.3.1 Identifying the most appropriate respondent

As in the previous 2003 study, interviews were conducted at workplace level with the person responsible for recruitment and/or management of personnel **at that site**. This approach allowed the research to focus on establishment-level practice rather than on organisation-level policy.

The early stages of the survey 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=1,697) 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. This approach was slightly different to that used in the 2003 study, when this was only asked in workplaces with more than 100 members of staff. In 2006, it was decided to ask this question of all goods, facilities and service providers in order to ensure that the most appropriate respondents were being targeted, regardless of establishment size.

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. Just 28 respondents did so. This is in line with the 2003 research where a similarly low number of respondents (17) were substituted.

Table 2.3 shows the job title of those interviewed in the quantitative survey. Almost one-third (30 per cent) either owned or were directors of their business, while around half (53 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 five 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.

Table 2.3 Respondent profile, by job title

Job title	%
Owner/Director	30
General/line manager	53
HR/personnel	5
Other	12
N	2,001

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 2003, however, we did not set interlocking size and sector

quotas during fieldwork, although quotas were monitored using these characteristics. 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 four to one was provided for each quota cell: that is, anticipating that four 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 ten 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 ten 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 a random probability sample. Instead, a detailed breakdown of the sample supplied is presented in Table 2.4.

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	8,970			
Ineligible/screened out	690			
In scope of study	8,280	100		
Over quota/not used	2,610	32		
Moved/company no longer exists	40	*		
Bad telephone number	517	6		
In scope of fieldwork			5,095	100
Reached maximum number of calls	78	1	78	2
Respondent refusal	2,512	30	2,512	49
Not available during fieldwork	495	6	495	10
Others	9	*	9	*
<i>Achieved interviews</i>	<i>2,001</i>	<i>24</i>	<i>2,001</i>	<i>39</i>
Response rate		24		39

Overall, 24 per cent of the total sample issued resulted in an interview (the 'unadjusted' response rate). This rises to 39 per cent of the in-scope sample (the 'adjusted' response rate). In-scope sample refers to sample that was eligible (ie 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 (in the region of 50 per cent), but is becoming more common as employers are increasingly being contacted to take part in surveys.

A total of 690 leads were 'ineligible' for this particular study or were 'screened out'. These leads included sole traders and foreign-based call centres (rather than UK-based leads).

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 rim² sector weights for Great Britain.

A sample which is weighted is less accurate (ie 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.

Table 2.5 Unweighted, weighted and effective sample sizes

	Unweighted base	Weighted base	Effective sample size
Total sample	2,001	2,001	1,776
Country			
England	1,740	1,740	1,549
Scotland	173	173	151
Wales	88	88	76
Sizeband			
3-6	702	919	677
7-14	549	530	526
15-99	554	481	522
100+	196	71	175

Continued

² Rim weights are applied at aggregate level only (ie in this case, weights were applied by SIC at the aggregate GB level, rather than by SIC within country or sizeband).

Table 2.5 Continued

	Unweighted base	Weighted base	Effective sample size
GB Industry (SIC)			
Agriculture and related; mining and quarrying; utilities	38	41	36
Manufacturing	160	180	149
Construction	89	117	86
Retail and wholesale; repairs	438	477	417
Hotels and restaurants	157	187	151
Transport, storage and communication	90	87	85
Financial intermediation	69	66	63
Real estate, renting and business activities	293	377	278
Public administration, defence and compulsory social security	131	44	113
Education	116	97	105
Health and social work	257	175	244
Other community, social and personal services	163	154	155

Substantial coding was undertaken to reduce the proportion of 'other' responses to less than ten per cent at the following questions: Q14, Q17, Q19, Q20, Q22a, Q22b, Q23, Q31, Q37, and Q40b. Q7 was an open-ended question asking respondents to describe the nature of their business or organisation. This information was used for SIC coding.

2.4.2 Analysis of changes overtime

When comparing results between 2003 and 2006, it should be noted that the sample design is not identical between the two surveys. Establishments in certain sectors (for example, primary and secondary education, the emergency services) were excluded from the 2003 survey because the DDA legislation did not apply to those organisations and/or occupations within them, in the same way as to others. In 2006, there were no such exclusions and these types of organisation were included within the sample frame. For example, since 2003 the DDA's employment provisions have been extended to cover previously exempt occupations such as police officers, prison officers etc.

This means that differences in the samples between 2003 and 2006 needs to be taken into account when comparing results over time. For example, Table 2.6 shows the distribution of interviews by sector across the two surveys. It is evident that the 2006 survey contained a higher proportion of interviews with establishments in the public sector (see column headed '2006 all'). This is important when comparing the results because it is known that there are systematic differences between the public and private sectors which are relevant to the analysis; in particular, public sector establishments are more likely than private sector establishments to be aware of

each element of the DDA, to have employed disabled people, to have made adjustments etc. Weighting was required in order to ensure that any differences in results between the two surveys were 'real' and not just a product of differences in the sample profile.

Table 2.6 Profile by sector, 2003 and 2006, before and after exclusions and re-weighting

Sector	2003 %	2006 all %	2006 re-weighted %
Private	82	71	84
Public	9	23	10
Voluntary	5	6	5
Don't know	4	1	1
Total	2,022	2,001	1,804

A two-stage approach was adopted when analysing changes over time. Firstly, we excluded a random sample of establishments in the public administration and education sectors in order to bring the 2006 population in line with that covered in 2003. Secondly, we then applied weights by sizeband within sector, to bring the 2006 sample in line with the 2003 profile (see column headed '2006 re-weighted'). This two-stage approach was adopted, rather than simply weighting the full 2006 sample to the 2003 profile, because otherwise the design effect would have been very high with a substantial negative impact on statistical reliability.

3 Qualitative method

The qualitative research consisted of 50 establishment-level case studies. The key aim of this aspect of the project was to provide more insight into the patterns observed in the quantitative data and, in particular, to understand the processes by which establishments make decisions about how to implement the legislation and to identify and explore the factors which influence those decisions.

It is important to note that in establishments which were part of a multi-site organisation, it was the establishment that was the focus of the case study, rather than the organisation as a whole.

3.1 Sample profile

The sample for the case studies was drawn from the Experian Business database. This was the same source used for the quantitative survey. However, the sample for the qualitative research was drawn separately to ensure there was no duplication between establishments taking part in the survey and in the case studies. Private members clubs cannot be identified solely by SIC classification and therefore the private clubs sample was supplemented by using an Internet search engine, and association lists. All private clubs were screened to ensure they applied specific membership criteria (discussed in more detail in Section 3.2).

The case studies covered four main types of establishment which are subject to provisions of the DDA: employers, goods, facilities and service providers, public bodies, and private members' clubs.

Table 3.1 shows the distribution of the case study establishments by type and country. A broad spread was achieved across England, Scotland and Wales, and, within England, by broad region (covering the South, the Midlands and the North).

Table 3.1 Case study distribution: establishment type, by country

Category	Total number of case studies Achieved	England Achieved	Scotland Achieved	Wales Achieved
Private clubs	15	13	1	1
Small employers (3-14 employees)	5	1	3	1
Medium employers (15-99)	10	6	2	2
Large employers (100+)	10	5	2	3
Public bodies	10	6	2	2
Total	50	31	10	9

Case studies were also recruited to include a broad spread across industrial sector, including manufacturing, wholesale/retail, transport, hospitality, and business services. This meant that the sample covered both establishments which were only employers (eg a factory, a shop-fitting company, a logistics company), and employers which were also service providers (eg a hotel, a clothing store, a shopping centre, a museum, and a local authority). The distribution of employers only, and establishments who were both employers and goods, facilities and service providers is shown in Table 3.2.

Table 3.2 Case study distribution: establishment size, by status

Category	Employers only	Employers and goods and services providers
Small employers (3-14 employees)	1	4
Medium employers (15-99)	2	8
Large employers (100+)	2	8
Public bodies	0	10
Private clubs	0	15
Total	5	45

The case studies also covered workplaces that were single-site operations and ones that were part of a larger organisation (Table 3.3).

Table 3.3 Case study distribution: establishment size, by whether part of a larger organisation

Category	Single site	Part of larger organisation
Small employers (3-14 employees)	3	2
Medium employers (15-99)	6	4
Large employers (100+)	3	7
Public bodies	0	10
Private clubs	14	1
Total	26	24

3.2 The recruitment process

Ipsos-MORI was responsible for obtaining agreement from the HR manager (or equivalent) in each case study establishment to participate in the research. Advance letters were sent to the HR manager (or equivalent) at each sampled establishment, explaining the purpose of the research and what participation would entail. Again, it should be noted that these letters did not mention the DDA by name as part of the interview involved probing on awareness of the legislation. Once the main contact had agreed, the confirmed names and contact details were then passed to the IES team to make appointments for the face-to-face interviews.

If more than one interview was to be conducted, Ipsos-MORI obtained contact details of the relevant people for the other interviews. These names and contact details were then passed to IES to confirm participation and arrange appointments.

All Ipsos-MORI recruiters were issued with full written recruitment instructions and a structured recruitment questionnaire in order to assess the eligibility and suitability of people to take part in each exercise. This included confirming that they met specific criteria for the case study establishments/interviewees, eg job role, type and size of establishment etc.

This was particularly important in the case of private members clubs which had very specific eligibility criteria for the research. The recruitment screening exercise sought to identify private members clubs that had specific membership criteria, **other than** paying a fee; for example, potential members may have had to be nominated by an existing member, earn more than a certain amount of money, be of a certain religion or political affiliation etc.

As a thank you for their time, each case study establishment was offered a donation of £50 to the charity of their choice. This was provided per establishment, not per interviewee.

3.3 Qualitative fieldwork

The case studies were conducted at the same time as the quantitative survey, and the vast majority of the interviews were conducted face-to-face³, lasting approximately one hour, on average.

In some establishments, a fuller picture was obtained through conducting interviews with more than one representative. Table 3.4 provides a breakdown of the interview strategy according to size and type of establishment.

In practice, it was not possible to conduct three interviews in every large establishment. Organisations were sometimes reluctant to provide multiple contacts, especially if we were already speaking to two people from different departments, as they felt a third interview was unnecessary and overly demanding on staff time. There was also reluctance to nominate colleagues without first seeking their permission, and in some cases, although the establishment was large, they appeared to have difficulty identifying a third contact for interview. This was the case even after a second letter from DWP was issued which explained the need for multiple interviews. Due to ongoing difficulties in obtaining agreement for three interviews in all the large establishments, it was agreed that half the case studies in large establishments could proceed with two interviews, as long as one involved an interview with a departmental or other line manager.

The interviews were not transcribed; instead, full notes were taken which were then collated (in establishments where more than one interview took place) and written up into a case study template for each participating organisation.

³ A small number were conducted by telephone where necessary, for example, due to staff holiday or absence at the time of the initial visit, in establishments where more than one interview was carried out.

Table 3.4 Overview of interviewing approach, by establishment size and type

Target number of interviews	Responsible for	Who
One interview (small organisations and private clubs) proprietor in small organisations	Employment and provision of services/facilities	eg HR manager/director personnel manager/owner or
Two interviews (medium sized organisations)	Employment Provision of services/facilities (if applicable – see recruitment questionnaire) OR if not applicable Managing any department	eg HR manager/director/ personnel manager Customer services manager OR Departmental/line manager
Three interviews (large organisations and public bodies)	Employment and provision of services/facilities Overview of employment and provision of services/facilities OR Specialised knowledge of recruitment and retention issues Managing any department	eg HR manager/director/ personnel manager Head office representative OR Customer services manager or disability equality specialist or occupational health manager Departmental/line manager

Appendix A

Survey letter

Dear ...

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 study of organisations about their views and experiences of employing or providing services to disabled people.

Both IES and Ipsos-MORI are independent research organisations. The survey is entirely confidential and the results are only analysed anonymously. DWP has no information on who has or has not participated. This letter is being sent to you by Ipsos-MORI, on behalf of DWP.

The research will help us obtain a better understanding of current practices and issues surrounding disability from the organisations' 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.

Yours sincerely.

Appendix B

Quantitative survey questionnaire

INTRODUCTION

Good morning/afternoon. My name is XXX and I'm calling from 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.

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.
 - a) General/duty manager
 - b) Assistant manager

- c) Human resources/personnel manager
- d) Supervisor
- e) Owner/proprietor
- f) Other (specify)
- g) Don't know
- h) Refused

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

- a) One of a number of workplaces belonging to the same organisation?
- b) A single independent workplace not belonging to any other organisation?
- c) Don't know
- d) 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.

- a) A branch
- b) A division/subsidiary

- c) An area/regional office
- d) The head office
- e) A franchised organisation
- f) Or something else? (specify)
- g) Don't know

ASK ALL:

6. Would you say that this workplace was part of the... READ OUT. S/C ONLY.
- a) Private sector
 - b) Public sector
 - c) Voluntary sector
 - d) Don't know
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.

- a) Yes – Disability Discrimination Act
- b) Yes – other specify
- c) Yes – don't know name
- d) No
- e) 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.
- a) Yes
 - b) No
 - c) 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

- i. With mobility problems – difficulty getting around or moving from place to place.
- ii. With lifting/dexterity problems – difficulties using their hands to lift or carry everyday objects.
- iii. With facial or skin disfigurement.
- iv. With a hearing impairment – which affects their ability to take part in spoken conversation.
- v. With a visual impairment – not corrected by glasses.
- vi. With a mental illness.
- vii. With a learning difficulty – this used to be called a mental handicap.
- viii. With a speech impairment – which affects their ability to take part in spoken conversation.
- ix. With a progressive illness such as Multiple Sclerosis or Parkinson's disease.
- x. Diagnosed with cancer .
- xi. Diagnosed HIV positive.
- xii. With epilepsy.
- xiii. 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.
- a) Yes
 - b) No
 - c) 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.
- a) Yes – always
 - b) Yes – sometimes
 - c) No – never
 - d) 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.
- i. To find out whether any adjustments are required at the interview stage.
 - ii. To assess suitability for the job.
 - iii. To assess whether the workplace would be suitable for the applicant.
 - iv. To help make practical arrangements to allow the employee to do their job effectively.
 - v. To monitor the composition of the workforce.
 - vi. Or for something else? (specify).
 - vii. Not used/none of these (DO NOT READ OUT, S/C ONLY).
 - viii. 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:

Yes

No

Don't know

RANDOMISE STATEMENTS

- i. Provided application forms in alternative formats such as large print or Braille.
- ii. Provided disability awareness information for staff involved in recruitment.
- iii. Provided help with communication at interview, eg sign language interpreter.
- iv. Checked at an interview whether an applicant would need any adjustments or adaptations if appointed.
- v. Guaranteed disabled applicants an interview.
- vi. 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.*

- a) Yes
- b) No
- c) 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.*

- a) Head Office
- b) Other colleagues at this workplace
- c) Jobcentre/employment service
- d) Specialist consultants
- e) Solicitor/legal advisor
- f) Disability Rights Commission (DRC)
- g) Department for Work and Pensions (DWP)
- h) Trade union
- i) Trade/employer association
- j) Specific association or charity dealing with disability
- k) Other specify
- l) 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:**

- a) Very easy
- b) Quite easy
- c) Quite difficult
- d) Very difficult
- e) Impossible
- f) 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'.

- a) Yes – made
- b) Yes – definitely planned
- c) No – neither
- d) 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 Q22c.

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

- a) No difficulties (S/C ONLY)

EXPENSE:

- b) 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:

- a) Health and Safety issues
- b) Planning constraints
- c) Lack of space
- d) Premises are rented
- e) Reluctance of Head Office to approve/fund adjustments
- f) Other specify
- g) Don't know
- h) 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.
- a) Very easy
 - b) Quite easy
 - c) Neither easy nor difficult
 - d) Quite difficult
 - e) Very difficult
 - f) Don't know

ASK IF ANY MADE OR PLANNED AT Q19. OTHERS GO TO Q22c.

- 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

- a) The costs were small
- b) Adjustments were/will be made as part of a general refurbishment
- c) We assumed the benefits would exceed the costs
- d) It was the right thing to do for the disabled employee(s)
- e) Company policy required us to make changes
- f) In response to a request from an employee
- g) The change had wider benefits for employees at the workplace
- h) The law required us to make the change
- i) Or for some other reason? (specify)
- j) 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.
- a) The costs were small
 - b) Adjustments were/will be made as part of a general refurbishment
 - c) We assumed the benefits would exceed the costs
 - d) It was the right thing to do for the disabled employee(s)
 - e) Company policy required us to make changes

- f) In response to a request from an employee
- g) The change had wider benefits for employees at the workplace
- h) The law required us to make the change
- i) Or for some other reason? (specify)
- j) 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
- a) Yes
 - b) No
 - c) 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
- a) Enter response range 1 – 999
 - b) 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
- a) Yes
 - b) No
 - c) 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
- a) All of them
 - b) More than half
 - c) About half
 - d) Less than half
 - e) None
 - f) 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.

- a) Yes- all of them
- b) Yes- some of them
- c) No
- d) 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:

- a) Never had any disabled employees
- b) Necessary facilities/arrangements already in place
- c) Disabled employees do not require adjustments in the workplace

EXPENSE:

- d) We could not afford to make necessary adjustments/too expensive

LACK OF INFORMATION/ADVICE:

- e) Lack of information/advice about the legal requirements
- f) Lack of information/advice about what adjustments disabled employees need

PRACTICAL ISSUES:

- g) Health and Safety issues
- h) Planning constraints
- i) Lack of space
- j) Premises are rented
- k) Reluctance of Head Office to approve/fund adjustments
- l) Other specify
- m) Don't know (S/C ONLY)
- n) 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:

- a) Strongly agree
- b) Slightly agree
- c) Slightly disagree
- d) Strongly disagree
- e) Don't know
- f) 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.

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.

- a) Other businesses or organisations only
- b) Members of the public only
- c) A mixture of general public and other businesses or organisations
- d) Don't know

IF CODE 1 @ Q25, CLOSE WITH THANKS.

26. Are you the appropriate person who can answer some questions about how you deal with customers, clients or other members of the public?
- a) Yes
 - b) No
 - c) Don't know

IF NO OR DK @Q26, OTHERS GO TO Q32:

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?
- a) Yes
 - b) No
 - c) Don't know

IF NO, CLOSE WITH THANKS.

IF YES:

28. What is their name please?
29. And their contact number?
30. Are they available now?
- a) Yes
 - b) No/don't know – make appointment to call back

IF YES AVAILABLE NOW:

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 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.

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.
- a) General/duty manager
 - b) Assistant manager
 - c) Human resources/personnel manager
 - d) Customer service manager
 - e) Supervisor
 - f) Owner/proprietor
 - g) Other (specify)
 - h) Don't know
 - i) Refused

ASK ALL:

32. In which of these ways do you deal with your clients/customers and other members of the public? Is it... READ OUT, S/C ONLY
- a) Entirely off your premises
 - b) Entirely on your premises
 - c) Both on and off your premises
 - d) 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.

- a) Yes – Disability Discrimination Act
- b) Yes – other specify
- c) Yes – don't know name
- d) No
- e) 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*.

- a) Yes
- b) No
- c) Don't know

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 or prisons. *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.

- a) Yes
- b) No
- c) Don't know

ASK IF YES AT Q35. OTHERS GO TO Q37

36. Are you aware of legislation that comes into effect in December 2006 that extends service provision duties into public functions not currently covered by the Disability Discrimination Act? *S/C ONLY*.

- a) Yes
- b) No
- c) Don't know

ASK IF YES (CODE 1) AT Q36, others go to Q37

36a. What, if any, effect would you say this will this have on your organisation? *READ OUT. S/C ONLY*.

- a) A major effect
- b) A minor effect
- c) No effect
- d) Don't know (DO NOT READ OUT)

ASK IF MAJOR OR MINOR EFFECT (CODE 1 OR 2 AT Q36a), OTHERS GO TO Q37

36b. Why do you say that?

RECORD RESPONSE IN FULL.

Don't know

B3: Adjustments made or planned

READ OUT:

The next set of questions cover how your organisation 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:

- a) Yes – Taken
 - b) Yes – Definitely planned
 - c) No – Neither
 - d) 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 Q39

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.

a) No difficulties (S/C ONLY)

EXPENSE:

b) The high cost of the adjustments

LACK OF INFORMATION/ADVICE:

c) Lack of information/advice about the legal requirements

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

PRACTICAL ISSUES:

e) Health and Safety issues

f) Planning constraints

g) Lack of space

h) Premises are difficult to alter

i) Reluctance of Head Office to approve/fund adjustments

j) Difficulties relating to staff attitudes/training

k) Other specify

l) Don't know

m) 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.

a) Very easy

b) Quite easy

c) Neither easy nor difficult

d) Quite difficult

e) Very difficult

f) 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.

- a) The costs were negligible
- b) The benefits outweighed the costs
- c) We knew we had to pay for adjustments regardless of the costs
- d) It was the right thing to do for disabled customers/clients
- e) Company or organisational policy required us to make changes
- f) In response to a request from a customer/client or other member of the public we deal with
- g) The law required us to make the change
- h) Other specify
- i) No particular reason (DO NOT READ OUT, S/C ONLY)
- j) 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.

- a) The costs were negligible
- b) The benefits outweighed the costs
- c) We knew we had to pay for adjustments regardless of the costs
- d) It was the right thing to do for disabled customers/clients
- e) Company or organisational policy required us to make changes
- f) In response to a request from a customer/client or other member of the public we deal with
- g) The law required us to make the change
- h) Other specify
- i) No particular reason (DO NOT READ OUT, S/C ONLY)
- j) Don't know (DO NOT READ OUT, S/C ONLY)

ASK ANY MADE OR PLANNED ADJUSTMENTS AT Q40A, 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.

- a) Yes – all of them
- b) Yes – some of them
- c) No
- d) Don't know

ASK IF NO ADJUSTMENTS MADE OR PLANNED AT Q37. OTHERS CLOSE WITH THANKS.

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:

- a) Deal with too few disabled customers/clients or other members of the public to be cost effective
- b) Necessary facilities/arrangements already in place/service already accessible

EXPENSE:

- c) We could not afford to make necessary adjustments

LACK OF INFORMATION/ADVICE:

- d) Lack of information/advice about the legal requirements

PRACTICAL ISSUES:

- e) Health and Safety issues
- f) Planning constraints
- g) Lack of space
- h) Premises are rented
- i) Reluctance of Head Office to approve/fund adjustments
- j) We are exempt from the legislation
- k) Other specify
- l) Don't know
- m) Refused

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 early next year.

Appendix C

Case studies letter

Dear ...

Organisations' views on employment and service provision for disabled people

I am writing to invite you to take part in an important research project which the Institute for Employment Studies, an independent research organisation, is carrying out, in partnership with Ipsos-MORI Social Research Institute, for the Department for Work and Pensions (DWP).

The DWP is seeking to build up a detailed picture of organisations' views on the issues of recruiting, employing and providing services for disabled people. We are therefore seeking the views of a wide range of organisations to help inform future policy, as well as the provision of advice and guidance to organisations.

All the information provided will be treated in confidence. We will not be identifying individuals or their organisations in our research. Participation is entirely voluntary, but I do hope that you will be able to contribute. Taking part will involve an interview lasting about an hour with one of our researchers, who will visit you for the purpose at a convenient time for you. It may also be appropriate to speak to one or two of your colleagues as well as yourself.

A researcher from Ipsos-MORI will contact you shortly to see whether you are able to help. In the meantime, however, if you would like any further information about the study, please feel free to contact me on *[telephone number]* or *[name]* on *[telephone number]*.

With many thanks

Yours sincerely

Appendix D

Additional case studies letter

Dear ...

Disability issues for organisations

I am writing to ask your company to take part in an important study of organisations about the disability issues that they face. The research has been commissioned by the Department for Work and Pensions (DWP).

What is the research about?

DWP has commissioned an independent research company, the Institute for Employment Studies (IES) in partnership with Ipsos-MORI, to conduct this important piece of research to find out about organisations' views and experiences of employing disabled people and providing services to disabled customers. The research will help us obtain a better understanding of current practices and issues surrounding disability from the organisations' perspective. The research is not about measuring organisations' performance on disability issues, rather it will give organisations the opportunity to discuss their experiences of employing disabled staff and providing their services to disabled customers, and how these issues affect their businesses.

Why are we writing to you?

In this research it is important that we gain a broad picture of the issues faced by employers and therefore it is essential that as many different types of establishment take part in the research as possible. Your business has been randomly selected and we are writing to ask your company to take part in the research.

Who do we want to talk to?

We are interested in talking to a range of people within organisations. We understand that this will vary depending on the size and structure of your organisation. In some organisations it will only be necessary to interview one person, whereas in others, we might need to talk three or four different people. The types of people we may talk to include:

- person in charge of equal opportunities and disability policy in relation to employees
- person with overall responsibility for personnel issues
- person with local line management responsibility
- person in charge of managing personnel at the *local level*
- person in charge of training employees at the local level
- person in charge of customer care.

Participation in the research involves face-to-face interviews with a member of the IES research team, at your organisation's premises, at a time convenient for your staff. Each interview will last about an hour. We are conscious this is a lot of commitment to ask of organisations and we hope that you will take part, as it is important that we consult with a range of employers and viewpoints.

What happens now?

A researcher from Ipsos-MORI will contact you in the next couple of days to find out whether your organisation would be willing to take part in the research. If you do agree to be interviewed, yours and your organisation's identity will be kept entirely confidential.

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 would like to talk to me about the research please telephone me on *[telephone number]* or email me at *[email address]*.

With many thanks.

Appendix E

Case study topic guide for organisations

Introduction and background

A. Introduction – All

1. Explain aims of research. The aim is to explore issues relating to the employment of disabled people and (where relevant to your establishment) the provision of services and facilities to disabled customers or clients, and the carrying out of public functions. We are seeking to understand these issues from the establishment's point of view. The study has been commissioned by the DWP, and is being carried out by the Institute for Employment Studies, an independent research organisation.
2. Explain purpose of interview.
3. Assert confidentiality and that no organisations or individuals will be identified.
4. Explain that we may be talking to others in the organisation and that consent has been given to contact them.
5. If necessary, ask permission to record interview for our purposes, reassure of confidentiality.

B. General information – All

6. Confirm establishment address.
7. Ask/confirm number of employees, main product or service, part of a larger organisation, single or multi-site, public/private/voluntary?

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

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 and additional interviews are being conducted at establishment level, the questions will refer to policy across the organisation, rather than to the head office.

If just service provider perspective, ie in medium or large organisations, go straight to service providers – **Section I**

Employers

C. Policies and Practices – All

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 provisions – probe for recruitment, employment, retention.
- How is disability defined within the policy?
- How often is the policy reviewed?
- Have any changes been made to it recently and, if so, what are these and why were they made?

2. What actions or outcomes would you say have been a direct result of the policy? How have practices changed as a result of the policy?

D. Recruitment and selection – All

(The focus of these questions will depend on the status of the interviewee. A Head Office interviewee will give an overview of the process; at local level, a recruitment manager will discuss how this is put into practice in the workplace.)

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 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 reasonable adjustments at the recruitment stage? (Get examples of steps taken).
5. Are 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?

E. Employment of disabled people – All

1. Could you give me an estimate of what proportion of disabled employees are in the total workforce? (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 SHOW CARD A WITH LIST OF CONDITIONS

Showcard A: Types of disability

- With mobility problems – difficulty getting around or moving from place to place.
- With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects.
- With facial or skin disfigurement.
- With a hearing impairment – which affects their ability to take part in spoken conversation.
- With a visual impairment – not corrected by glasses.
- With a mental illness.
- With a learning difficulty – this used to be called a mental handicap.

- With a speech impairment – which affects their ability to take part in spoken conversation.
- With a progressive illness such as Multiple Sclerosis or Parkinson’s disease.
- Diagnosed with cancer.
- Diagnosed HIV positive.
- With epilepsy.
- With diabetes.

Looking at this list, would you include people with these conditions when estimating the proportion of disabled employees? If not, why not? (*probe for any exceptions*).

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

F. Adjustments and arrangements for disabled employees – All

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 year or two.

1. Have any steps been taken to adapt the workplace or working practices to assist disabled employees? If yes, ask for examples. (*unprompted*).

If no adjustments, show Card B to check/prompt. If still no, go to question 21

Then, hand over SHOW CARD B with list of adjustments to workplace:

Showcard B: Types of adjustments, arrangements and adaptations for employees

- Transferring people or jobs to other premises, or part of the same premises, to assist disabled employees.
- Adapted work environment to help disabled employees (eg adapting premises, workstation, lighting).
- Flexible work organisation (eg giving other duties to disabled people, rearranging work duties).
- Flexible working time, or varying working hours for disabled employees.
- Providing appropriate physical assistance (eg interpreters for a person who is deaf).
- Allowing working from home for disabled employees.
- Providing car parking space for disabled employees.
- Any other changes or adjustments? (specify).

2. Are there any other adjustments from this list that have been made to the work place to assist disabled employees?
3. Can you give examples of different adjustments 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 of adjustments have been made, concentrate on two or three examples:

4. What were the reasons for making these adjustments? (*probe: at the request of employee/trade unions/Health and Safety requirements, DDA*).

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

5. How did the DDA affect your decision to make these adjustments? Would you have made these changes without the (DDA) legislation?
6. What is the process for an employee making a request for a reasonable adjustment – eg approach line manager, point of contact in HR, support for line managers and disabled employees?
7. Roughly what proportion of requests for reasonable adjustments would you say are met?
8. How were these adjustments decided? What criteria determine whether action is taken? Did you seek any advice from any other bodies? (*probe which bodies and in what role*).
9. Did you consult with disabled employees before making the adjustments?
10. How easy or difficult was it to make these changes? Were there any problems?
11. Have you ever looked into making an adjustment, but not been able to do so? If yes, what prevented you from making the adjustment? (*probe for reasons, including cost.*) What would help to overcome this barrier?

If not already raised above:

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

Costs and benefits of making the specific adjustments mentioned above

13. Did any of the adjustments have a direct financial cost for the establishment?
14. How much did these adjustments cost? (*Get range of specific examples*).
15. Did any of these adjustments 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 adjustments to make? (*probe for a concrete example*).
17. Did you seek any financial help towards the cost of making the adjustments, and if so, from what sources? (*probe on success in getting financial assistance and what proportion of costs were covered*)

If respondent says that there were neither direct nor indirect costs:

18. Why do you think there were no costs? (*probe: adjustments part of general refurb, adjustment just a change in practice etc.*).
19. What has been the impact of these adjustments 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?*).
20. Compare costs to benefits – has it been worthwhile making adjustments?

Go to section G

No adjustments made

29. Why have no adjustments been made? (*probe: all workplaces are accessible, unclear of legislative requirements, too few/no disabled employees, would cost too much, building constraints etc.*).
30. Are any adjustments planned? If so, what, why and when?
31. Have you ever looked into making an adjustment, but not been able to do so? If yes, what prevented you from making the adjustment? (*probe for reasons, including cost*). What would help to overcome this barrier?
32. Does your establishment consult with disabled employees about their needs? If so, what was their feedback and how was it dealt with?
33. 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? (*explain that we will be asking about the service provision duties etc. later/in interview with colleague*).

If heard of the DDA go to question G2.

If not heard of DDA, go to question G4.

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 organisation in the context of employing disabled people? How does your organisation decide whether requested adjustments are reasonable?
6. Discuss who counts as disabled according to the DDA. Ask for their views then use show card A with DDA list of disabilities:

Showcard A: Types of disability

- With mobility problems – difficulty getting around or moving from place to place.
- With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects.
- With facial or skin disfigurement.
- With a hearing impairment – which affects their ability to take part in spoken conversation.
- With a visual impairment – not corrected by glasses.
- With a mental illness.
- With a learning difficulty – this used to be called a mental handicap.
- With a speech impairment – which affects their ability to take part in spoken conversation.
- With a progressive illness such as Multiple Sclerosis or Parkinson's disease.
- Diagnosed with cancer.
- Diagnosed HIV positive.
- With epilepsy.
- With diabetes.

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 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 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?

If not sought advice:

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

ASK ALL

7. Is there any information, advice or support you would like regarding these issues? If so, what kind of information do you require and what would be the most useful way of making such information available?

FINISH, THANKS AND CLOSE IF EMPLOYER ONLY. IF SAME PERSON ALSO COVERING SERVICE PROVIDER ANGLE, GO TO NEXT SECTION.

Service Providers

The next set of questions cover how your organisation deals with disabled people who use your facilities or services (*if public functions carried out, add and the public functions you carry out*).

I. General – Ask All

1. 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.)
2. What type of services do you provide and how do you provide them (eg face-to-face, by telephone etc.).

J. Policies and Practices

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

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

- Is it a separate policy on disability or covered by other policies, ie customer care or EOPs?
 - When produced?
 - How is the policy decided?
 - Main provisions?
 - 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?
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. Are 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?

K. Disabled customers/clients

1. Does your establishment have any disabled customers or clients? If so, can you give me any 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 have? *(eg we want to find out if they just think of wheelchair users, or also people with other types of impairments).*

ASK Q4 ONLY IF DIFFERENT PERSON FROM THE EMPLOYMENT SECTION

Provide show card A again:

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

L. Adjustments and arrangements for disabled customers/clients

1. Have any of these adjustments been made to assist disabled customers/clients?

Showcard C: Types of adjustments, arrangements and adaptations for disabled customers/clients

- 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 customers/clients or members of the public and if so, what?

If no adjustments made, go to question 17 no adjustments made.

2. Have you made different adjustments for different types of impairments? If so, ask for two or three examples.
3. What were the reasons for making these adjustments? (*probe for DDA if not mentioned, especially Oct 2004 provisions for physical adjustments*).

If DDA cited, ask question 4, otherwise go to Q5

4. Would you have made these changes without the (DDA) legislation?
5. How were these adjustments decided? Were customers consulted? If so, how did you carry out this consultation?
6. Did you seek any advice from any other bodies? If so, which ones and what kind of advice did you seek?
7. Does your establishment provide customers/clients with information about special arrangements or facilities which are available to them? If so, how?
Get examples
8. How easy or difficult was it to make these changes? Were there any problems?

Costs and benefits of making the specific adjustments mentioned

9. Did any of the adjustments have a direct financial cost for the establishment?
10. How much did these adjustments cost? (*Get range of specific examples*).
11. Did any of these adjustments 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?
12. Was cost an issue in deciding whether or what kind of adjustments to make? (*probe for a concrete example*).

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

If respondent says that there were neither direct nor indirect costs:

14. Why do you think there were no costs? (*probe: adjustments part of general refurb, adjustment just a change in practice etc.*).
15. What has been the impact of these adjustments on the establishment? Have there been any benefits? (*probe benefits to disabled customers, benefits to business, benefits to other customers, staff benefits?*).
16. Compare costs to benefits – has it been worthwhile making adjustments?

Go to section M

No adjustments made

17. Why have no adjustments been made? (*probe: all services are accessible, unclear of legislative requirements, too few/no disabled customers, would cost too much, building constraints etc.*).
18. Are any adjustments planned? If so, what, why, when?

If necessary, SHOW CARD C again.

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

M. Awareness – Ask 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 M5.

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 show card A with DDA list of disabilities. If already asked this in employer section, just remind them here.)

PUBLIC BODIES GO TO SECTION N

ALL OTHERS GO TO SECTION O

N. Awareness in public bodies – Ask only Public Bodies

(Additional section for public bodies. NB: public bodies will be asked all the questions relating to role as employers and service providers).

1. Are you aware of legislation that comes into effect in December 2006 that extends service provision duties into public functions not currently covered by the DDA?

If yes, when did you become aware of these provisions?

2. What does your establishment do that could be categorised as a public function? Please could you give some examples of these public functions? *(If unclear, explain that the term refers to functions, such as assessing benefit claims, issuing licences, etc., that only the public sector has responsibility for, and which, unlike services, could not be provided by a private person/company).*
3. Do you think that your organisation has a good understanding of provisions and the obligations on it?
4. What, if any, impact will the new provisions have on the way your organisation conducts these functions? *(probe in detail on understanding of new duties).*
5. Has your establishment identified any steps it will need to take to comply with the legislation?
6. Do you think some parts of the organisation will find it more difficult than others to comply?

If not aware of the provisions

Interviewee to explain the provisions relating to public functions. The new provisions extend, as from December 2006, the DDA to cover discrimination by public bodies when carrying out a function. This means that, when carrying out their functions, public bodies will not be able to treat a disabled person less favourably, and will 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.]

7. Do you anticipate that these provisions will have any impact on the way your establishment conducts any public functions?

If yes, which ones and why?

Now go to Section O

O. Advice, information and support – All

1. Has your establishment had any advice, information or support about legislation in general and disability legislation in particular? (*note this question refers to duties other than those relating to the employment of disabled people – ie service provision, public functions, private clubs etc.*).

If sought advice re disability/DDA ask:

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 services? 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/clients?

Is there any information, advice or support you would like regarding these issues? If so, what kind of information do you require and what would be the most useful way of making such information available?

FINISH, THANKS AND CLOSE

Appendix F

Case study topic guide for private clubs

Introduction and background

A. Introduction – All

1. Explain aims of research. The aim is to explore issues relating to the employment of disabled people and (where relevant to your establishment) the provision of services and facilities to disabled customers or clients, and the carrying out of public functions. We are seeking to understand these issues from the establishment's point of view. The study has been commissioned by the DWP, and is being carried out by the Institute for Employment Studies, an independent research organisation.
2. Explain purpose of interview.
3. Assert confidentiality and that no organisations or individuals will be identified.
4. If necessary, ask permission to record interview for our purposes, reassure of confidentiality.

B. General information – All

1. Confirm establishment address.
2. Ask/confirm number of employees, main product or service, part of a larger organisation, single or multi-site, public/private/voluntary?
3. Ask/confirm name, and position/job title.

Employers

C. Policies and Practices – All

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 provisions – probe for recruitment, employment, retention.
 - How is disability defined within the policy?
 - How often is the policy reviewed?
 - Have any changes been made to it recently and, if so, what are these and why were they made?
2. What actions or outcomes would you say have been a direct result of the policy? How have practices changed as a result of the policy?

D. Recruitment and selection – All

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 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 reasonable adjustments at the recruitment stage? (*get examples of steps taken*).
5. Are 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?

E. Employment of disabled people – All

1. Could you give me an estimate of what proportion of disabled employees are in the total workforce? (*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 SHOW CARD A WITH LIST OF CONDITIONS:

Showcard A: Types of disability

- With mobility problems – difficulty getting around or moving from place to place.
 - With lifting/dexterity problems – difficulties using their hands to lift/carry everyday objects.
 - With facial or skin disfigurement.
 - With a hearing impairment – which affects their ability to take part in spoken conversation.
 - With a visual impairment – not corrected by glasses.
 - With a mental illness.
 - With a learning difficulty – this used to be called a mental handicap.
 - With a speech impairment – which affects their ability to take part in spoken conversation.
 - With a progressive illness such as Multiple Sclerosis or Parkinson's disease.
 - Diagnosed with cancer.
 - Diagnosed HIV positive.
 - With epilepsy.
 - With diabetes.
5. Looking at this list, would you include people with these conditions when estimating the proportion of disabled employees? If not, why not? (*probe for any exceptions*).
 6. Again, looking at the list, would your organisation find it difficult to employ people with any of these impairments? If so, why?

F. Adjustments and arrangements for disabled employees – All

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 year or two.

1. Have any steps been taken to adapt the workplace or working practices to assist disabled employees? If yes, ask for examples. (*unprompted*).

If no adjustments, show Card B to check/prompt. If still no, go to question 21.

Then, hand over SHOW CARD B with list of adjustments to workplace:

Showcard B: Types of adjustments, arrangements and adaptations for employees

- Transferring people or jobs to other premises, or part of the same premises, to assist disabled employees.
- Adapted work environment to help disabled employees (eg adapting premises, workstation, lighting).
- Flexible work organisation (eg giving other duties to disabled people, rearranging work duties).
- Flexible working time, or varying working hours for disabled employees.
- Providing appropriate physical assistance (eg interpreters for a person who is deaf).
- Allowing working from home for disabled employees.
- Providing car parking space for disabled employees.
- Any other changes or adjustments? (specify).

2. Are there any other adjustments from this list that have been made to the work place to assist disabled employees?

3. Can you give examples of different adjustments 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 of adjustments have been made, concentrate on two or three examples:

4. What were the reasons for making these adjustments? (*probe: at the request of employee/trade unions/Health and Safety requirements, DDA*).

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

5. How did the DDA affect your decision to make these adjustments? Would you have made these changes without the (DDA) legislation?

6. What is the process for an employee making a request for a reasonable adjustment – eg approach line manager, point of contact in HR, support for line managers and disabled employees?
7. Roughly what proportion of requests for reasonable adjustments would you say are met?
8. How were these adjustments decided? What criteria determine whether action is taken? Did you seek any advice from any other bodies? (*probe which bodies and in what role*).
9. Did you consult with disabled employees before making the adjustments?
10. How easy or difficult was it to make these changes? Were there any problems?
11. Have you ever looked into making an adjustment, but not been able to do so? If yes, what prevented you from making the adjustment? (*probe for reasons, including cost*). What would help to overcome this barrier?

If not already raised above

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

Costs and benefits of making the specific adjustments mentioned above

13. Did any of the adjustments have a direct financial cost for the establishment?
14. How much did these adjustments cost? (*get range of specific examples*).
15. Did any of these adjustments 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 adjustments to make? (*probe for a concrete example*).
17. Did you seek any financial help towards the cost of making the adjustments, 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: adjustments part of general refurb, adjustment just a change in practice etc.*).
19. What has been the impact of these adjustments 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?*)
20. Compare costs to benefits – has it been worthwhile making adjustments?

Go to section G

No adjustments made

21. Why have no adjustments been made? (*probe: all workplaces are accessible, unclear of legislative requirements, too few/no disabled employees, would cost too much, building constraints etc.*).
22. Are any adjustments planned? If so, what, why and when?
23. Have you ever looked into making an adjustment, but not been able to do so? If yes, what prevented you from making the adjustment? (*probe for reasons, including cost*). What would help to overcome this barrier?
24. Does your establishment consult with disabled employees about their needs? If so, what was their feedback and how was it dealt with?
25. 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...'

1. Are you aware of any laws covering the employment of disabled people? (*explain that we will be asking about the service provision duties etc. later/in interview with colleague*).

If heard of the DDA go to question G2.

If not heard of DDA, go to question G4.

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 organisation in the context of employing disabled people? How does your organisation decide whether requested adjustments are reasonable?
6. Discuss who counts as disabled according to the DDA. Ask for their views then, use show card A with DDA list of disabilities:

Showcard A: Types of disability

H. Advice, information and support

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 ask :

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

If not sought advice:

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

ALL

7. Is there any information, advice or support you would like regarding these issues? If so, what kind of information do you require and what would be the most useful way of making such information available?

Service providers

NB: This section covers services for private members and any members of the general public who use the club's facilities.

The next set of questions cover how your organisation deals with disabled people who use your facilities or services.

I. General – Ask all

1. Who do you provide services to: members of the club only, or also members of the general public?
2. 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)?
3. What are the criteria for eligibility for membership?

J. Policies and Practices

NB: This section covers services for private members and any members of the general public who use the club's facilities.

1. Does the establishment 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 EOPs?
 - When produced?
 - How is the policy decided?
 - Main provisions?
 - 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?
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. Are 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?

K. Adjustments and arrangements for disabled customers/members

NB: This section covers services for private members and any members of the general public who use the club's facilities.

1. Have any of these adjustments been made to assist disabled customers/members?

Showcard C: Types of adjustments, arrangements and adaptations for disabled customers/clients

- 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 customers/clients or members of the public and if so, what?

If no adjustments made, go to question 17 no adjustments made.

2. Have you made different adjustments for different types of impairments? If so, ask for two or three examples.
3. What were the reasons for making these adjustments? (*probe for DDA if not mentioned, especially Oct 2004 provisions for physical adjustments*).

If DDA cited, ask question 4, otherwise go to Q5

4. Would you have made these changes without the (DDA) legislation?
5. How were these adjustments decided? Were customers/members consulted? If so, how did you carry out this consultation?
6. Did you seek any advice from any other bodies? If so, which ones and what kind of advice did you seek?
7. Does your establishment provide customers/clients with information about special arrangements or facilities which are available to them? If so, how? *Get examples*
8. How easy or difficult was it to make these changes? Were there any problems?

Costs and benefits of making the specific adjustments mentioned

9. Did any of the adjustments have a direct financial cost for the establishment?
10. How much did these adjustments cost? (*get range of specific examples*).
11. Did any of these adjustments 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?
12. Was cost an issue in deciding whether or what kind of adjustments to make? (*probe for a concrete example*).
13. Did you seek any financial help towards the cost of making the adjustments, and if so, from what sources? (*probe on success in getting financial assistance and what proportion of costs were covered*).
14. If respondent says that there were neither direct nor indirect costs: Why do you think there were no costs? (*probe: adjustments part of general refurb, adjustment just a change in practice etc.*).
15. What has been the impact of these adjustments on the establishment? Have there been any benefits? (*probe benefits to disabled customers, benefits to business, benefits to other customers, staff benefits*).
16. Compare costs to benefits – has it been worthwhile making adjustments?

Go to section L

No adjustments made

17. Why have no adjustments been made? (*probe: all services are accessible, unclear of legislative requirements, too few/no disabled customers, would cost too much, building constraints etc.*).
18. Are any adjustments planned? If so, what, why, when?

If necessary, SHOW CARD C again.

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

L. Awareness – Ask All

Section A to be asked of clubs who make their facilities open to the public. If you have established that they do not, go to Section B.

The issue of awareness of the DDA may have come up already. If so, adjust the wording accordingly, ie 'so just to confirm...'

1. Are you aware of any laws giving rights to disabled users of the club's services/facilities? If yes, which laws?

If not heard of DDA Part III, go to question L3.

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/members?
3. The most recent provisions affecting all 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.*)
4. Are these duties/obligations under the DDA clear? Are there any areas/obligations that your establishment finds difficult to understand/interpret?

Section B to be asked of ALL private clubs

5. Are you aware of any **new** provisions under the DDA that affect private clubs such as this one? (*probe for details*).

If not aware, explain that, as from December 2005, private clubs with 25 or more members are covered by the DDA in respect of their members, associate, 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. Previously clubs were only covered with respect to service provision, where they made their facilities open to the public.

6. At the present time, do you know whether the club has any disabled members? How many?
7. Discuss who counts as disabled according to the DDA. (Ask for their views then, use show card A with DDA list of disabilities. If already asked this in employer section, just remind them here.)
8. 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*).

Provide show card A again:

9. Looking at this list, would you include members with these conditions to be disabled? (*probe for any exceptions*).

If they have no disabled members, ask why they think this is?

10. 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*).
11. What, if any, impact will the new duty have on your club?
12. Does this duty mean that you will have to do anything differently/take any actions to ensure that you can comply with the DDA? If so, are there areas in which this would be difficult? (*probe for examples and reasons*).
13. Explain the second forthcoming duty: From December 2006, private clubs will have a **duty to make reasonable adjustments** for disabled members, associates, guests, prospective members or prospective guests of the club, Were you aware of this new duty?
14. What do you understand by the term 'reasonable adjustments'? Do find the term useful/easy to understand/difficult to understand? (*probe their interpretation of the term*).
15. Are there any areas where you anticipate that the club will need to consider making adjustments? If so, what kinds of adjustments and for what kinds of disability?
16. How do you think the duty to make reasonable adjustments will affect your club?

17. Has your club already made any adjustments to accommodate members or their guests? If so, what are these?
18. Are there any adjustments that might be necessary as a result of the Act, but that your club would find difficult to make? (*probe on what they are and why they would be difficult*).

M. Advice, information and support – All

1. Has your establishment had any advice, information or support about legislation in general and disability legislation in particular? (*note this question refers to duties other than those relating to the employment of disabled people – ie service provision, public functions, private clubs etc.*).

If sought advice re disability/DDA ask:

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

If not sought advice

6. Why have you not sought any advice, support or information on the provision of services for disabled customers/members?
7. Is there any information, advice or support you would like regarding these issues? If so, what kind of information do you require and what would be the most useful way of making such information available?

FINISH, THANKS AND CLOSE