

# Public Disability Survey 2009

Herefordshire Council Research Team

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Working in partnership for the people of Herefordshire

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If you need help to understand this document, or would like it in another format or language, please call Saku Chandrasekara on 01432 261807 or e-mail [researchteam@herefordshire.gov.uk](mailto:researchteam@herefordshire.gov.uk)

# Summary

This report presents the results of Herefordshire Public Disability Survey 2009. The survey was launched on 1st of May 2009 and it was carried out over 4 weeks. There were two versions of the questionnaire, a standard one and an easy read version. The questionnaire was aimed at disabled people who live, work or study in Herefordshire.

By the end of 1st of June 2009, a total of 182 responses were received, of which 141 were submitted as the standard questionnaire (including 18 online) and 23 as the easy read questionnaire.

Most of respondents (72%) completed this survey as a disabled person or someone with a long-term illness or health problem and 12% completed it as a disabled person but with someone else writing/typing.

Warning: Due to small number of responses of the easy read version alone care must be taken when considering the results.

Key findings:

## Transport and getting out

- Of all the aspects of transport, the highest level of satisfaction, 41% of respondents was with "Private Hire Taxis" while the highest level of dissatisfaction was with "Condition of roads and pavements" (86%).

## Accommodation

- Nearly half of the respondents (47%) either own their accommodation outright or with a mortgage. Just over half of the respondents (51%) indicated that their choices about where they live have been restricted because of their impairment
- Over half of the respondents (60%) were satisfied that their current accommodation meets their needs as a disabled person

## Support and Independent Living

- Over half of respondents (56%) have a paid personal assistant or informal carer or both, including 37% have an informal carer, 16% have a Personal Assistant(s) and 3% who have both.

## Using Herefordshire Public Services

- More respondents found Herefordshire Public Service's facilities are accessible than not accessible.
- The proportions of respondents satisfied with the way that Herefordshire Council, NHS Herefordshire and Hereford Hospitals Trust consult with and involve disabled people was 28%, 35% and 29% respectively.

## Employment, training and studying

- 40% of respondents stated that they had difficulties as a disabled person when working, training or studying or trying to find work or study opportunities in Herefordshire

## Discrimination

- The majority of respondents (75%) agreed that they have not experienced discrimination, abuse or bullying because of their disability.

## Introduction

As part of the development of Herefordshire Joint Disability Equality scheme, a questionnaire aimed at disabled people who live, work or study in Herefordshire was distributed to collect data. The questionnaire was made available in council buildings reception areas, on the council's website and was mailed out to around 70 local disability organisations. In addition, an "easy read" version of the standard questionnaire was produced aimed at people with learning disabilities.

The survey was promoted by Herefordshire Matters, Hereford Journal, through a network of contacts, info shops, GP surgeries and posters were displayed at many public venues including village shops, private businesses, schools and day centres. It was further promoted by press releases, by the staff of the Council's Corporate Diversity Team personally attending network groups and by word of mouth.

Questions, focused on a wide range of issues such as satisfaction with services and facilities, support for independent living and quality of life within Herefordshire, were included in the questionnaire. In addition some biometric data was requested including respondent's age group, religion, gender etc. Respondents were also asked to specify the nature of their disability.

The survey was conducted over a four week period beginning on 1<sup>st</sup> of May 2009. A total of 182 responses were received by the end of 1<sup>st</sup> June 2009, of which 141 were the standard paper questionnaire, 23 the easy read questionnaire and 18 were submitted online. It is not appropriate to quote a response rate due to the nature of distribution of the survey.

In the tables and charts in this report, all the percentages are calculated as a proportion of the total number of responses to each question.

**Note: Unless otherwise stated, the total number of respondents to each question is the sum of the standard (paper and online) and easy read version of the questionnaire.**

**Warning: Due to small number of responses of the easy read version alone, care must be taken when considering the results.**

Anonymised respondents' comments are available on request where consent is given.

## Results

A total of 182 responses were received for the survey. 141 (77%) were the standard paper questionnaire, 18 (10%) the standard questionnaire completed online and 23 (13%) were the easy read format. 98 respondents agreed that their comments could be reported anonymously.

Unless otherwise stated, the responses included in the tables and charts are from questions in both standard and easy read questionnaires.

### Q1. I am completing this questionnaire:

Note: These percentages are calculated as a proportion of the total number of respondents to the question. Respondents selected more than one option.

	Number	%
As a disabled person or someone with a long-term illness or health problem	127	72%
As a disabled person, in my own words with someone else writing/typing	21	12%
As a parent/guardian of a disabled child too young to express their own opinion	2	1%
As someone with a disabled family member	11	6%
from my own point of view as a carer	17	10%
from my own point of view as a personal assistant or support worker	6	3%
As an other interested individual	2	1%
Total number of respondents	176	
Not answered	6	

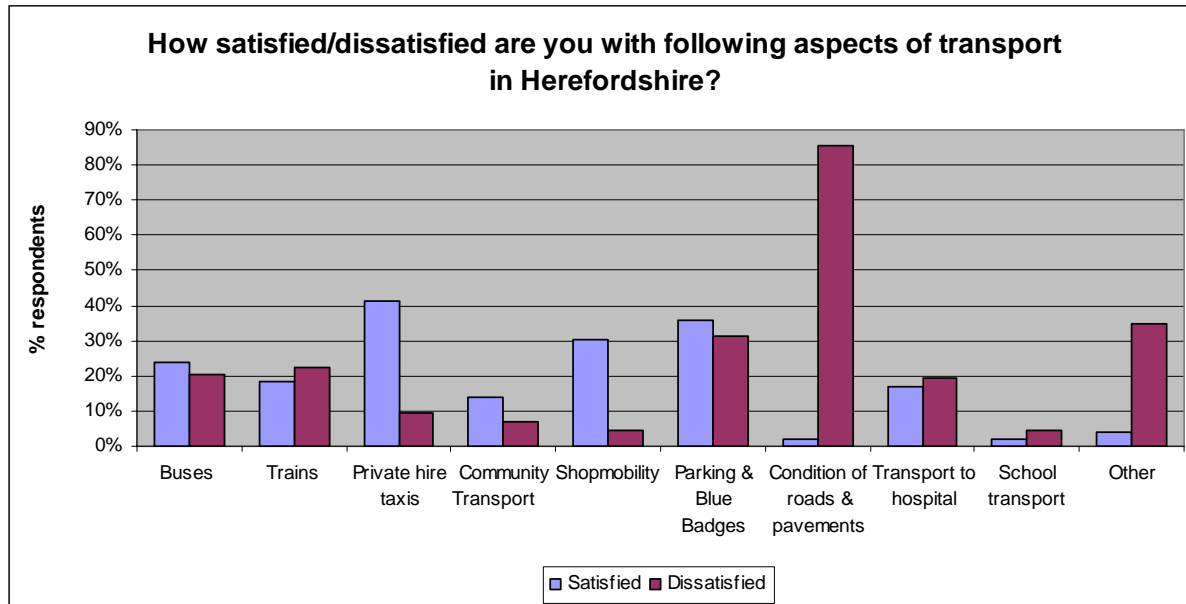
Nearly three quarters of respondents (72%) completed this questionnaire as a disabled person or someone with a long term illness or health problem and 12% completed it as a disabled person but with someone else writing/typing.

## Section 1: Transport and Getting out

### Q2. As a disabled person, how satisfied are you with each of the following in Herefordshire? (Standard questionnaire)

Note: This question was different in the two questionnaires, the results are reported separately.

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Do not use/don't know
Buses (including bus passes and timetables)	24%	13%	20%	43%
Trains (including stations and timetables)	19%	11%	23%	48%
Private Hire Taxis	41%	10%	9%	40%
Community Transport (Community Wheels)	14%	10%	7%	70%
Shopmobility	30%	11%	4%	55%
Parking & Blue Badges	36%	13%	31%	20%
Condition of roads & pavements	2%	12%	86%	1%
Transport to hospital	17%	10%	19%	54%
School transport	2%	3%	4%	91%
Other	4%	4%	35%	58%

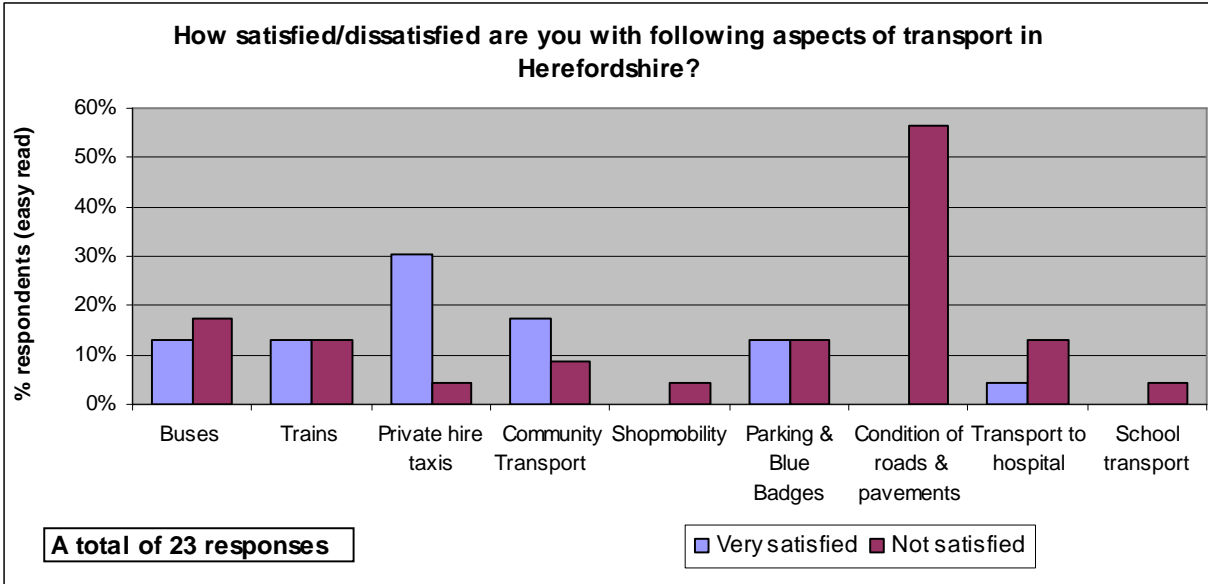


Satisfaction was highest for “*Private Hire Taxis*” (41%) and “*Parking and Blue badges*” (36%) and the greatest level of dissatisfaction was with “*Conditions of roads and pavements*” (86%).

There were 24 comments received describing transport issues.

**Q2. As a disabled person, how satisfied are you with each of the following in Herefordshire?** (Easy read questionnaire)

	<b>Very satisfied</b>	<b>OK</b>	<b>Not satisfied</b>	<b>Do not use/Don't know</b>
Buses (and things like bus shelters and timetables)	13%	43%	17%	26%
Trains (and things like stations and timetables)	13%	39%	13%	35%
Private hire taxis	30%	26%	4%	39%
Community Transport (like Community Wheels)	17%	9%	9%	65%
Shopmobility	0%	4%	4%	91%
Parking and Blue Badges	13%	17%	13%	57%
Roads and pavements	0%	26%	57%	17%
Transport to hospital	4%	17%	13%	65%
School transport	0%	0%	4%	96%



30% of respondents were very satisfied with “Private hire taxis” while over half of respondents (57%) were not satisfied with “Conditions of roads and pavements”.

**Q2b. Please use this space to comment on any issues about transport in Herefordshire.**

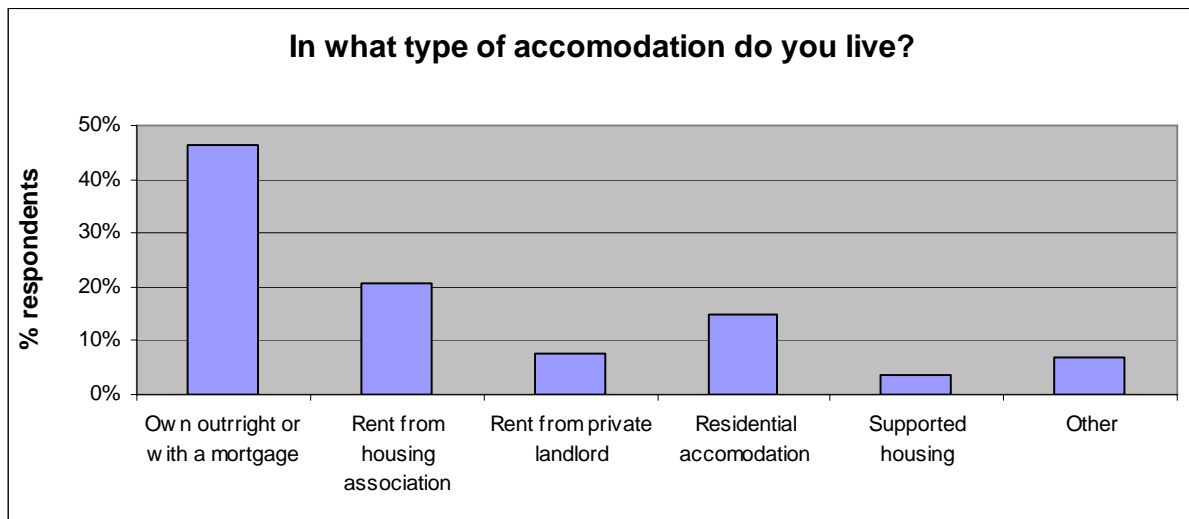
97 comments were received from the standard questionnaire and 41 comments from the easy read version where the question was worded slightly differently. These comments have been categorised into the following themes:  
 (Note: some comments included in more than 1 theme)

- “Condition of roads and pavements” (42)
- “Public Transport” (37)
- “Complaints about transport in Herefordshire” (23)
- “Taxi service” (14)
- “Abuse of Blue badge parking” (10)
- “Transport expenses” (8)
- Others comments (34)

## Section 2: Accommodation

**Q3. In what type of accommodation do you live? Please tick the box that best describes your current living arrangements:**

	Number	%
Own outright or with a mortgage	81	47%
Rent from housing association	36	21%
Rent from private landlord	13	7%
Residential accommodation	26	15%
Supported housing	6	3%
Other	12	7%
Total	174	
Not answered	8	



The majority of respondents (47%) either own their homes outright or with a mortgage. Just over a quarter of respondents live in rented accommodation, including 21% who rent from housing association and 7% from private landlords.

Of the respondents who selected other types of accommodation (7%), most of them live with their parents.

**Q4. Have your choices about where you live been restricted because of your impairment?** (Standard questionnaire)

This question was asked slightly differently with different options in the easy read questionnaire.

	<b>Number</b>	<b>%</b>
Yes	79	51%
No	76	49%
Total	155	
Not answered	4	

Just over half of the respondents (51%) agreed that their choices about where they live have been restricted because of their impairment.

**Have you been able to choose where you live?** (Easy read questionnaire)

	<b>Number</b>	<b>%</b>
Yes, I have chosen where to live	17	77%
No, I can't live where I want to because I'm disabled	3	14%
No, I can't live where I want to because of some other reason	2	9%
Total	22	
Not answered	1	

The results of the easy read questionnaire show that over three quarters of respondents (77%) have chosen where to live. 14% of respondents have not been able to choose where they live because of their impairment and a further 9% because of other reasons.

**Q5. If your accommodation has been designed or adapted for your needs as a disabled person, was this grant funded?**

(Not included in Easy Read questionnaire)

	<b>Number</b>	<b>%*</b>
Yes	26	33%
No	52	67%
Total applicable	78	
Not applicable	74	
Total	152	
Not answered	7	

Note: When calculating the percentages, those indicating not applicable have been excluded.

One third of those for whom this question was applicable say their accommodation design or adaption was grant funded. Two third say they were not.

**Q6 How satisfied are you that the accommodation in which you currently live meets your needs as a disabled person?**  
(Not included in Easy Read questionnaire)

	Number	%
Satisfied	91	60%
Neither satisfied nor dissatisfied	35	23%
Dissatisfied	26	17%
Total	152	
Not answered	7	

Over half of the respondents (60%) were satisfied that their current accommodation meets their needs as a disabled person.

**Q7 Have you heard of or used the Herefordshire Handyperson Service (provided by You@Home) to help with small repairs and adaptations?**  
(Not included in Easy Read questionnaire)

	Number	%
Yes, I've used it	34	23%
No, I haven't used it	45	30%
No, I haven't heard of it	70	47%
Total	149	
Not answered	10	

While nearly a quarter of respondents (23%) indicated that they have heard the Handyperson Service, nearly half (47%) haven't heard of it.

**Respondents were invited to comment on any issues about their accommodation, such as those raised in the above questions.**

63 comments were received from the standard questionnaire and 41 comments received from the easy read version where the question was worded slightly differently. These comments have been categorised into the following themes:

- "Need more adaptations"* (20)
- "Enjoy living where I am currently"* (16)
- "Unhappy with general living conditions"* (15)
- "Handyperson Service"* (15)
- "Expensive to finance help/adaptations"* (9)
- Other comments (33)

### Section 3: Support and Independent Living

#### Q8. Do you have sufficient funding to support living independently?

(Not included in Easy Read questionnaire)

138 comments received which have been categorised into following groups:

“Yes” (69 – 50% of the comments)

“No” (42 – 30%)

“At the moment manageable” (12-9%)

#### Q9. Have you had any difficulty accessing funding in a way that’s easy for you? (think about things like Individualised Budgets)

(Not included in Easy Read questionnaire)

108 comments received which have been categorised into following groups:

“Yes” (21 – 19% of the comments)

“No” (43 - 40%)

“Not Applicable” (30 -28%)

#### Q10. Do you have a paid personal assistant/support worker or an informal/family carer?

(Not included in Easy Read questionnaire)

	Number	%
Personal Assistant(s)	23	16%
Informal carer	55	37%
Both	5	3%
None	64	44%
Total	147	
Not answered	12	

Over half of respondents (56%) have a paid personal assistant or informal carer or both. 44% have neither.

**Q11. If you have an informal/family carer, have they had a carer's assessment?**

	<b>Number</b>	<b>%*</b>
Yes	18	22%
No	54	65%
Don't know	11	13%
Not applicable/Don't have a carer	73	
Total applicable	83	
Not answered	26	

\* Note: When calculating the percentages, those indicating not applicable/don't have a carer have been excluded.

Of the respondents who have an informal carer, 22% have had the carer's assessment while 65% haven't.

**Q12. If you have an informal/family carer, do they know about the Carer's Hub?**

	<b>Number</b>	<b>%*</b>
Yes	27	31%
No	47	53%
Don't know	14	16%
Not applicable/Don't have a carer	66	
Total applicable	88	
Not answered	28	

\* Note: When calculating the percentages, those indicating not applicable/don't have a carer have been excluded.

Of the respondents who have an informal carer, 31% knew about the Carer's Hub while 53% didn't.

**Q13 If you are a parent or carer of a disabled child, do you know about the Herefordshire Parent Carer Voice?**

(Not included in Easy Read questionnaire)

	<b>Number</b>	<b>%</b>
Yes	7	13%
No	48	87%
Total	55	
Not answered	104	

A large proportion of respondents (87%) who answered this question indicated that they didn't know about the Herefordshire Parent Carer Voice.

**Herefordshire Council Assessment of Needs**

**An assessment of Need is undertaken when it is believed that a member of the public may be entitled to services because of their impairment, illness or vulnerability within the community.**

**Q14 How satisfied are you with the Assessment of Need?**

(Not included in Easy Read questionnaire)

	<b>Number</b>	<b>%*</b>
Satisfied	21	33%
Neither satisfied nor dissatisfied	21	33%
Dissatisfied	22	34%
Total applicable	64	
Not applicable/don't know	74	
Not answered	21	

\* Note: When calculating the percentages, those indicating not applicable/don't know have been excluded.

When considering only those who indicated their satisfaction/dissatisfaction (64 people), about a third are satisfied, a third dissatisfied and a third neither satisfied nor dissatisfied.

Over a half of respondents who answered this question (54%) selected "Not applicable/didn't know" when asked how they were satisfied with the Assessment of Need.

Respondents were invited to give further details about their experience of the Assessment of Need. There were 48 comments received which covered a wide range of issues such as:

*"Assessment of need seldom reflects the actual needs of an individual. Questions are too broad and do not reflect or take into account times and level of support EACH individual needs for each task"*

*"After 50 years we have only just obtained suitable help and advice from the local authority"*

*"I am very deaf. A request from my doctor for someone from Social service to advise me about this (I have NHS Hearing Aids, which are inadequate) has been acknowledged, but the waiting period for a visit is incalculable"*

*"It has worked well for me but some of my friends have had problems getting their plans passed. I was lucky but now things seem to be harder to get."*

*"I have not had an assessment of need"*

*"Never heard of assessment of need."*

**Q15. What one thing could Herefordshire Public Services do to improve disabled people's access to Health and Social Care service? (think about things like the Care Plan Approach, or GP consultations)**

93 comments were received from the standard questionnaire and 12 comments received from the easy read version where the question was worded slightly differently. These comments have been categorised into the following themes:

- “Requirement for improved more/different services” **(31)**
- “Information should be provided in clear, timely and appropriate format” **(19)**
- “Difficulties in physical access to buildings and equipment” **(7)**
- “Positive comments about the services” **(6)**
- “N/A” **(6)**
- “Negative comments” **(5)**
- “What is a Care Plan?” **(5)**
- “Other comments” **(27)**

**Q16. What one thing could Herefordshire Public Services do better to support disabled people to live independently (i.e. to have choice and control)?**

94 comments were received from the standard questionnaire and 17 comments received from the easy read version where the question was worded slightly differently. These comments covered a wide range of issues such as:

*“Read the replies to this questionnaire and act on them. Involve service users at beginning of consultation programs”*

*“Improve pavements in the city and market towns. Present standard discourages disabled citizens.”*

*“Making sure people are fully aware of what is available to them”*

*“I would like the council to own a bus for disability groups to hire cheaply so we can choose where to go.”*

*“More funding for charities that supply work and homes for people with learning disabilities, e.g. ECHO and LIVABILITY”*

*“Ensure a “bottom up approach” where service users say what they want and not be told what they will be given”*

*“Ensure disabled persons do not have to undertake extra physical effort to access services e.g. renewing Blue Badge when photo is required (I understand this is probably now solved since my request it be undertaken at Info shops). Campaign for local Post Offices/Cash point as the disabled/elderly rely on cash to pay helpers. Ensure disabled parking is more freely available at essential service centres/shopping areas”*

#### Section 4: Using Herefordshire Public Services

**Q17. As a disabled person, how easy is it to use local public services? “Local public services” includes Council departments, Info shops, GPs, district nurses, hospitals, clinics, dentists and therapists.**

(Not included in Easy Read questionnaire)

	Easy	OK	Difficult	Not applicable/ don't know
Making contact with services	24%	50%	19%	7%
Physical access to services	15%	40%	38%	7%
How information is provided	14%	51%	28%	7%
Staff attitudes towards you	26%	51%	18%	6%
Availability of staff and their time to support you	17%	47%	23%	13%
Communicating your wishes (e.g. about treatment)	19%	47%	26%	9%

The easiest aspects when using local public services were with regard to “Staff attitudes towards you” (26%) and “Making contact with services” (24%).

The greatest difficulty was found with “Physical access to services” (38%).

**Respondents who indicated that it is difficult to use local public services were asked to give more information.**

(Not included in Easy Read questionnaire)

65 comments were received which have been categorised into following themes:

*“Difficulties in physical access to buildings” (19)*

*“Difficulties in access to services/information” (15)*

*“Parking/bad road conditions” (7)*

*“Positive treatment from staff” (6)*

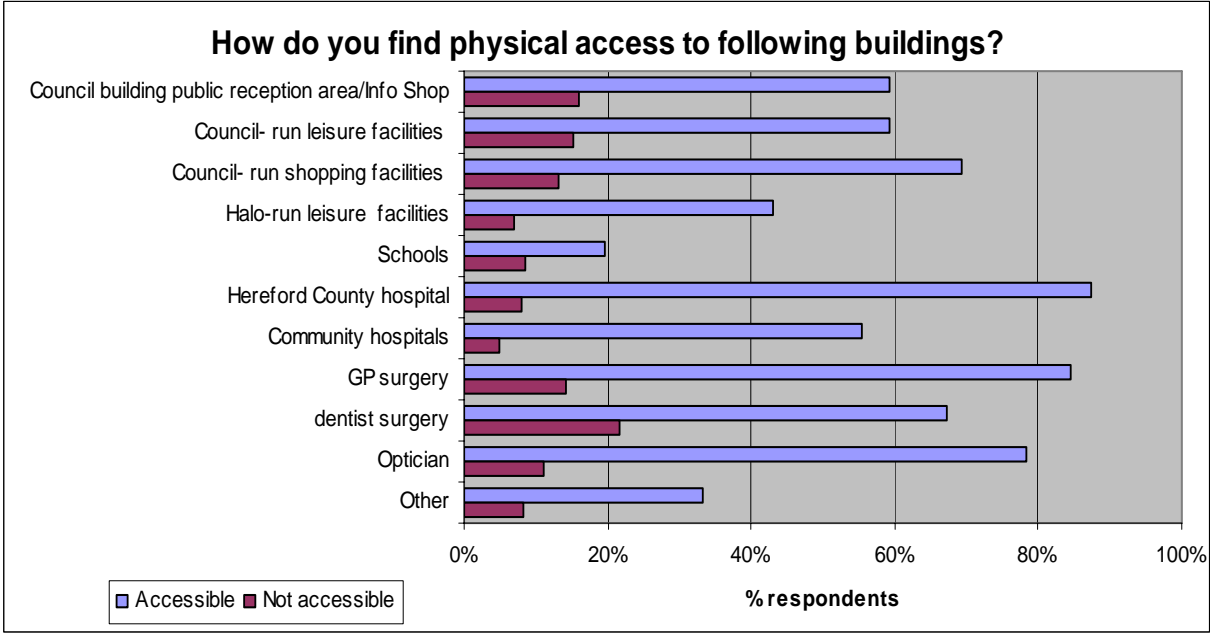
*“Negative treatment from staff” (2)*

Other comments (19)

**Q18. In your opinion, how physically accessible are the following buildings? Think about things like steps, doors, lighting, space to move around, equipment etc. Please tick one box per facility:**

(Not included in Easy Read questionnaire)

	Accessible	Not accessible	Did not use
Council building public reception area/Info shop	59%	16%	25%
Council- run leisure facilities	59%	15%	25%
Council- run shopping facilities	69%	13%	18%
Halo-run leisure facilities	43%	7%	50%
Schools	20%	8%	72%
Hereford County hospital	87%	8%	5%
Community hospitals	55%	5%	40%
GP surgery	84%	14%	1%
Dentist surgery	67%	22%	11%
Optician	78%	11%	10%
Other	33%	8%	58%



Note that when calculating the percentages, those who indicated that they have not used the facility have been included.

For each of the above facilities, more respondents found them accessible than not accessible.

The facilities that most respondents found accessible were “*Hereford County Hospital*” (87%) and “*GP surgery*” (84%).

22% of respondents found that “*Dentist Surgery*” not accessible.

**Q19. Please give details and locations of any difficulties you have had physically accessing Council, NHS or Hospital facilities.**

There were 61 comments received from the standard questionnaire and 16 comments from the easy read version which covered number of locations such as:

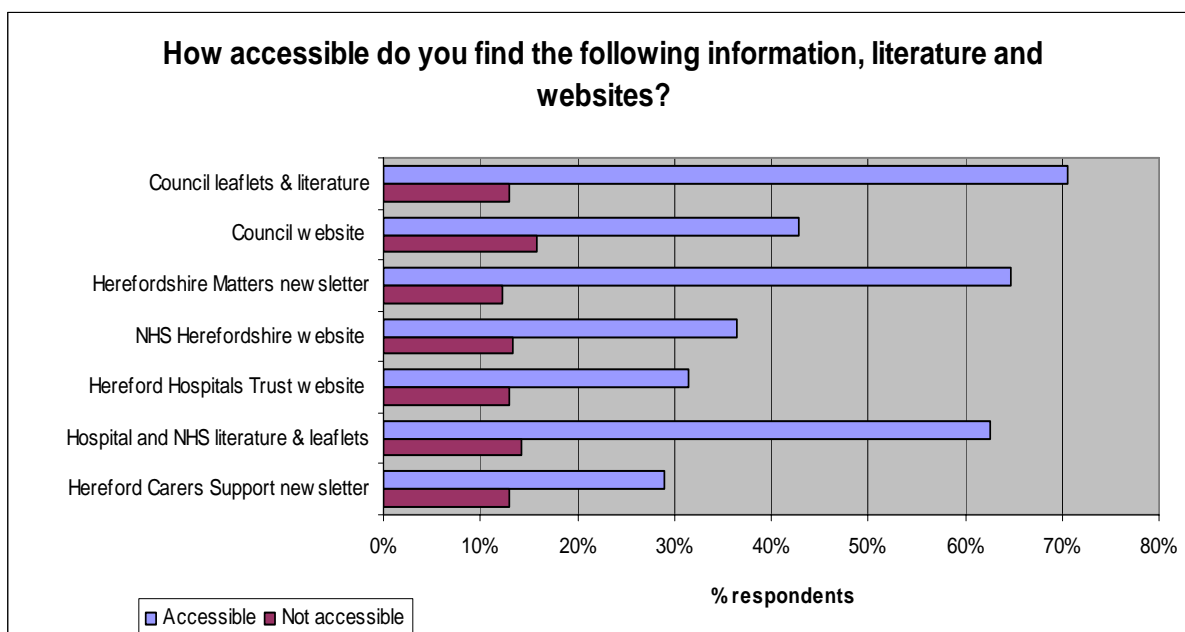
- “County Hospital” (17)
- “Car Parks” (16)
- “Council buildings” (10)
- “GP surgeries” (7)
- “Dentists” (5)
- “Halo leisure centres” (2)
- “None” (9)
- Other locations (11)

16 comments received from the easy read questionnaire where respondents were asked what good about Herefordshire Public Services buildings.

**Q20. How accessible do you find the following? (Please consider things like clarity, font size and compatibility with specialist software)**

(Not included in Easy Read questionnaire)

	<b>Accessible</b>	<b>Not accessible</b>	<b>Don't know</b>
Council leaflets & literature	71%	13%	16%
Council website (www.herefordshire.gov.uk)	43%	16%	41%
Herefordshire Matters newsletter	65%	12%	23%
NHS Herefordshire website (www.herefordshire.nhs.uk)	36%	13%	50%
Hereford Hospitals Trust website (www.herefordhospitals.nhs.uk)	32%	13%	55%
Hospital and NHS literature & leaflets	63%	14%	23%
Hereford Carers Support newsletter	29%	13%	58%



“Council leaflets and literature” (71%), “Herefordshire Matters news letter” (65%) and “Hospital and NHS literature and leaflets” (63%) were those found most accessible.

**Q21. Did you know that you can request Council, NHS and Hospital information in alternative formats, such as electronic or large print?**  
(Not included in Easy Read questionnaire)

	Number	%
Yes	83	55%
No	67	45%
Total	150	
Not answered	9	

The majority of respondents (55%) knew that they can request Council, NHS and Hospital information in alternative formats.

**Q22. If you wish to, please give further details about accessibility of public information.**  
(Not included in Easy Read questionnaire)

34 comments received such as:

*“Accessibility is sometimes compromised by bad choice of print colour on wrong colour background i.e: Yellow print on Green background”*

*“It is a big mistake to assume everyone has a computer nowadays”*

*“Herefordshire Matters - a waste of money, no use at all. How does this magazine make a difference to people's lives?”*

*“Hereford Hospitals Trust website needs an urgent overhaul”*

*“BSL format, signed information on websites for Deaf people”*

*“Often too much jargon and little plain English. Websites make sense to people involved in the various organisations but individuals struggle to find what they are looking for”*

**Q23. How satisfied are you with the way in which each of these organisations consults with and involves disabled people?**

(Not included in Easy Read questionnaire)

	<b>Satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Dissatisfied</b>	<b>Don't know</b>
Herefordshire Council	28%	32%	23%	16%
NHS Herefordshire	35%	32%	18%	15%
Hereford Hospitals Trust	29%	30%	21%	20%

Satisfaction with the way the organisation consults and involves disabled people was highest with NHS Herefordshire with 35% of respondents selected.

## **Q24. How could our consultation and involvement with disabled people be improved?**

(Not included in Easy Read questionnaire)

70 comments received which covered a wide range of issues such as:

*“By asking Disabled people instead of guessing what they want. Also actually listening to what they say instead of dismissing things out of hand.”*

*“Actually take on board what is said and not use these consultations to meet targets. Make sure that as many disabled people are involved and given support to be a part of these consultations. Maybe employ a local organisation to maximise involvement”*

*“More questionnaires such as this and feedback to individuals showing results and action plans”*

*“Direct free phone disabled adults and children enquiry line dedicated. Publication of key contacts and names for services. Ensure quality of life survey reaches all disabled adults. Consider specialist outreach officers for all disabled adults and children living over 4 miles from services”*

*“Better networking with voluntary organisations. Raise awareness”*

*“Regular consultation forms such as this one should be made available - it has certainly opened our eyes as to the possibility of help”*

*“Coming out to the homes and talking to us”*

## **Section 5: Employment, training and studying**

### **Q25. As a disabled person, have you had any difficulties when working, training or studying, or trying to find work or study opportunities in Herefordshire?**

103 comments were received from the standard questionnaire and 16 comments received from the easy read version where the question was worded slightly differently. These comments have been categorised into the following groups:

**“Yes” (48)**

**“No” (24)**

**“N/A” (34)**

**“Retired/Over 65” (13)**

**Q26. What could we do better to attract more disabled people to apply for and get jobs at Herefordshire Council, NHS Herefordshire or Hereford County Hospital?**

66 comments were received from the standard questionnaire and 15 comments received from the easy read version where the question was worded slightly differently. These comments covered a wide range of ideas such as:

- “Advertising” (18)
- “Provide more opportunities” (14)
- “Provide more support/flexibility” (14)
- “Change employers attitudes towards the disabled” (5)
- “N/A” (17)
- Other comments (23)

**Section 6: Discrimination**

*Discrimination occurs against a disabled person if he/she is treated less favourably than other people for a reason related to his/her impairment.*

**Q27/ Q28. Have you experienced discrimination, abuse or bullying in the last 3 years because you are a disabled person?**

	Number	%
Yes	64	37%
No	111	63%
Total	175	
Not answered	7	

Over a third of respondents (37%) indicated that they have experienced either discrimination or abuse or bullying in the last 3 years because of being a disabled person while 63% have not.

**Q29. If you answered “yes” to either of the above questions, did you report it?**

Note: when analysing this question, the responses were considered only from those who said ‘yes’ to experience discrimination (Q27), or abuse/bullying (Q28) or ‘yes’ to the combined question (Q16) in easy read version. This gives 65 applicable responses.

	Number	%
Yes	15	23%
No	40	62%
Total applicable	65	

Of the respondents who experienced discrimination, abuse or bullying, 23% have reported it.

**Respondents were further asked to give their experience including what happened if they have reported it.**

51 comments received such as:

*"NHS County Hospitals, staff in A&E. Nothing came of it although I had meeting with pals no feed back after 4 months"*

*"Barclays Bank/Small Claims Court in Broad Street - lift too small for my wheelchair. When I commented I was told someone could come (with an umbrella) and discuss my business/banking needs with me in the street. Unable to assist my family when applying for assistance with probate forms and my parents death, again due to difficulty of access."*

*"I was pushed over by an elderly man in Leominster. He said I should not be allowed out when drunk. Daughter called a "retard" because she has Aspergers Syndrome. Daughter treated badly at school."*

*"Occasionally I have problems with people not wanting to let my guide dog into their cars (community transport"*

*"Employment discrimination "easier to employ a hearing person", as an organisation we often get reports from clients about lack of understanding at work due to disability"*

**Q30. If you have used an organisation or local team to support you in asserting your rights or getting your voice heard, which organisation did you use and how satisfied were you with the service?**

(Not included in Easy Read questionnaire)

57 comments received covering several organisations such as:

**"CAB" (7)**

**"ABLE" (6)**

**"MIND" (4)**

**"Herefordshire people advocacy" (4)**

**"PCT/Council" (4)**

**"Equality and Human rights commission" (3)**

**Other organisation and people (16)**

The majority of the respondents who get support from any of the above organisations were satisfied with their service.

**Q31. As a disabled person, how safe do you feel in your local neighbourhood?  
(approximately a 1 mile radius from your home)**

	<b>Number</b>	<b>%</b>
Safe	139	76%
Not safe	36	20%
Total	175	
Not answered	7	

Over three quarters of respondents agreed that they feel safe in their local neighbourhood.

99 comments were received when respondents were asked to give details about how safe they feel in their local neighbourhood which have been categorised into following themes:

*“Good neighbourhood” (35)*

*“Bad neighbourhood” (14)*

*“Always live/go out with a carer” (10)*

*“Bad condition of roads/pavements/traffic” (9)*

*“Threats from youth” (9)*

*“I have my own safety measures” (8)*

Other comments (29)

**Q32. How does your feeling of safety in your local neighbourhood impact on your day-to-day life? (Tick any that apply)**

(Not included in Easy Read questionnaire)

Note: These percentages are calculated as a proportion of the total number of respondents to the question.

	<b>Number</b>	<b>%</b>
It has no impact because I feel safe	76	48%
I avoid going out at certain times	50	31%
I avoid certain places	37	23%
I avoid going out alone	27	17%
I take additional personal safety precautions	9	6%
I experience anxiety or stress	29	18%
Other	11	7%
Total	239	

Nearly half of respondents (48%) agreed that there is no impact on their day-to-day life because they feel safe in their local neighbourhood.

## Section 7: Further comments

### Q33. Do you have any other comments about your quality of life in Herefordshire as a disabled person?

89 respondents made additional comments about their life in Herefordshire as a disabled person such as:

*"Generally excellent quality of life. More parking for disabled persons near shops needed and better policing of existing parking bays, porters to push wheel chairs at hospital would make life here perfect. Cash points in Post Offices for those not so fortunate as me"*

*"Lovely county but not quite enough access to specialists, big waiting lists for OT's, dentists, physio's, speech therapy, MS nurse, head injury specialists, epilepsy, continence."*

*"We count our blessings, lovely county and peaceful small towns which are accessible without motorways. The local First Responders are a great comfort; Leintwardine is a great village apart from the traffic"*

*"Sometimes I don't think of myself as disabled but have to admit I am. I do a lot for myself and hate to think I have to rely on anyone. I sometimes crawl up the stairs so I would appreciate a stair lift because of the pain in my legs. If I can have ANYTHING a stair lift would be like heaven"*

*"Previously lived in Essex and there were none of the opportunities as there are here. Quality of life is now much better. One concern - more disabled toilets with hoists in town centres. The loos in Halo Leisure Centre are good but it is out of the centre"*

*"Being confined to a wheelchair is at best tolerable at worst diabolical. But this would be so if one lived in Cannes or Hereford"*

*"HCC is slow and unwilling to respond to enquiries. In March 07 I was told loading bays will double up as disabled parking, to date nothing seems to have been done. No clear plan to apportion disabled parking spaces at Maylord Arcade. At the Belmont Lodge meeting council reps had no idea how this parking was allocated. I attended the meeting expecting information regarding improvement but left totally disillusioned. How sad a reflection on HCC is that?"*

*"Life would improve if every able-bodied person was less ignorant of disabled needs"*

*"Poor quality of life - only 2 wheelchair spaces in Courtyard theatre difficult to book when you wish to attend."*

## Section 8: Information about you

### GENDER

	Number	%
Male	76	42%
Female	101	55%
Total	177	
Not answered	5	

Over a half of respondents (55%) identified themselves as “Female” while 42% identified as “Male”.

### AGE

	Number	%
0-15 years	2	1%
16-24 years	4	2%
25-44 years	31	17%
45-64 years	79	43%
65-74 years	31	17%
75+ years	26	14%
Total	173	
Not answered	9	

43% of respondents indicated that they are 45-64 years. 9 respondents chose not to answer.

### DISABILITY

**Do you have an impairment, long-term illness or health problem (12 months or more) which limits daily activities or the work you can do?**

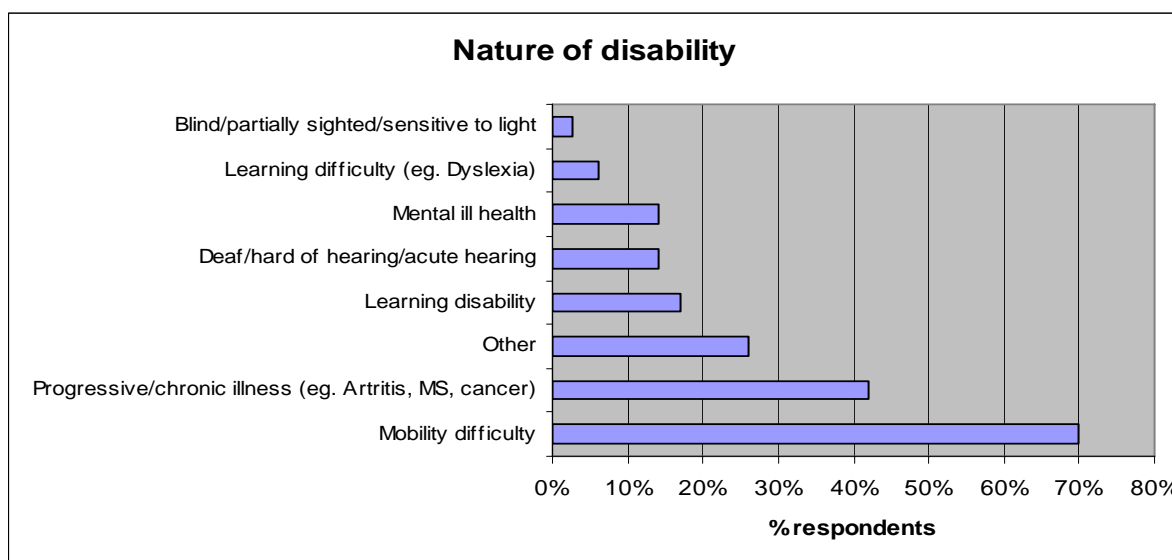
	Number	%
Yes	159	87%
No	15	8%
Total	174	
Not answered	8	

Most respondents (87%) agreed that they have an impairment, long-term illness or health problem which limits their daily activities or the work they can do.

**If “Yes”, please specify**

Note: These percentages are calculated as a proportion of respondents who agreed that they have impairment, long-term illness or health problem which limits their daily activities or the work they can do

	<b>Number</b>	<b>%</b>
Deaf/hard of hearing/acute hearing	23	14%
Blind/partially sighted/sensitive to light	5	3%
Learning disability	27	17%
Learning difficulty (e.g. Dyslexia)	9	6%
Mental ill health	23	14%
Progressive/chronic illness (e.g. Arthritis, MS, cancer)	66	42%
Mobility difficulty	112	70%
Other	41	26%
<b>Total disabled respondents</b>	<b>159</b>	



Note: Respondents could select more than one option to describe nature of their disability

“Mobility difficulties” were the most commonly identified disability 70%. “Progressive/chronic illness” (42%) was identified as the next most common disability.

There were 45 responses which further described the respondent’s disability. Such as:

*“Chronic fatigue syndrome (ME). I am unable to stand for more than a couple of minutes”*

*“Kidney transplant and heart problems”*

*“Severe epilepsy, heart disease, quadriplegic”*

*“Encephalitis, short term memory loss, seizures on going”*

*“Parkinson's Disease and osteoporosis”*

*“Brain damage at birth”*

## POSTCODE

Postcode District	Number	%
HR1---	27	16%
HR2---	28	17%
HR3---	3	2%
HR4---	42	25%
HR5---	6	4%
HR6---	20	12%
HR7---	5	3%
HR8---	6	4%
HR9---	21	13%
Other	8	5%
Total	166	
Not answered	16	

## RELIGION/BELIEF

	Number	%
Christian	131	72%
Muslim	0	0%
Jewish	1	1%
Hindu	0	0%
Sikh	0	0%
Buddhist	1	1%
No religion/belief	33	18%
Other	1	1%
Total	167	
Not answered	15	

Nearly three quarters of respondents identified themselves as “Christian” while 18% selected “No religion/belief”.

## SEXUAL ORIENTATION

	Number	%
Heterosexual	141	96%
Bisexual	6	4%
Gay	0	0%
Lesbian	0	0%
Total	147	
Not answered	35	

The majority of respondents (96%) identified themselves as being “Heterosexual” while 35 respondents chose not to answer.

## NATIONAL IDENTITY

	Number	%
British	119	68%
English	51	29%
Scottish	1	1%
Welsh	3	2%
Northern Irish	0	0%
Irish	1	1%
Other	0	0%
Total	175	
Not answered	7	

“British” was the most commonly identified national identity selected by over two thirds of respondents (68%) further 29% selected “English” as their national identity.

## ETHNICITY

	Number	%
White British/English/Welsh/ Scottish/Northern Irish	167	98%
Other White	3	2%
Any other	0	0%
Total	170	
Not answered	12	

The majority of respondents selected “White British/English/Welsh/Scottish/Northern Irish” as their ethnicity while 12 respondents did not answer.

**Appendix 1: Disability in Herefordshire 2009  
(Standard questionnaire)**

**Appendix 2: Disability in Herefordshire 2009  
(Easy read version)**

# Disability in Herefordshire 2009

## Who is this Questionnaire for?

This questionnaire is aimed at disabled people who live, work or study in Herefordshire, and those who have a long-term illness or health problem - some examples included diabetes, long-term depression, HIV, cancer and arthritis. We also want to hear from you if you are experiencing long-term health problems associated with your age, such as deteriorating eyesight or difficulty walking, or if you are a carer, support worker, or parent of a disabled child.

A disabled person is defined in the Disability Discrimination Act as someone with a physical or mental impairment that has a substantial and long-term (more than 12 months) impact on their ability to carry out day-to-day activities.

## What is this Questionnaire about?

The questionnaire aims to find out what it is like to live in Herefordshire as a disabled person. We want to know what is good about living in the county, and what can be improved.

The Herefordshire Council and Primary Care Trust have adopted the "Social Model" of Disability. This means that we distinguish between "impairment" and "disability", and recognise that social barriers, and not impairments, are what disable people. These barriers include people's attitudes to disability, and physical and organisational barriers. We are therefore working towards identifying and removing as many of these barriers as possible.

## What will happen to my answers?

These answers will be used by the Herefordshire Council, Primary Care Trust and Hereford Hospitals Trust (together known as Herefordshire Public Services) to put together a joint Disability Equality Scheme which is relevant to the county and the people who live here. A summary of results will be included in the Disability Equality Scheme (which will be published around November 2009) and the county-wide newsletter, "Herefordshire Matters". A full report of the results will be available on request. Your response to this questionnaire will be kept confidential and be kept in accordance with the Data Protection Act.

Please mark the box if you are happy for us to use some of your comment - completely anonymously - for quotes in the Scheme.

The closing date for responses is **Monday 1 June 2009**. Please let us know if this deadline makes it difficult for you to have your say.

Q1 Please mark the appropriate box below:  
I am completing this questionnaire:

- As a disabled person or someone with a long-term illness or health problem
- As a disabled person, in my own words with someone else writing/typing
- As a parent/guardian of a disabled child too young to express their own opinion
- As someone with a disabled family member
- From my own point of view as a carer
- From my own point of view as a personal assistant or support worker
- As an other interested individual

## Section 1: Transport and Getting Out

Q2 As a disabled person, how satisfied are you with each of the following in Herefordshire? Please tick one box for each line; you will be given opportunity to give specific examples below.

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Do not use/ don't know
Buses (including bus passes and timetables)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains (including stations and timetables)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private hire taxis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport (eg. Community Wheels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopmobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking and Blue Badges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of roads and pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport to hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify below:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2I Please use this space to comment on any issues about transport in Herefordshire

## Section 2: Accommodation

Q3 In what type of accommodation do you live? Please tick the box that best describes your current living arrangements:

- Own outright or with a mortgage  
 Rent from housing association  
 Rent from private landlord  
 Residential accommodation eg. 'care home'  
 Supported housing eg. sheltered accommodation (with a warden)  
 Other, please specify:

Q4 Have your choices about where you live been restricted because of your impairment?

- Yes  No

Q5 If your accommodation has been designed or adapted for your needs as a disabled person, was this grant funded?

- Yes  No  Not applicable

Q6 How satisfied are you that the accommodation in which you currently live meets your needs as a disabled person?

- Satisfied  Neither satisfied nor dissatisfied  Dissatisfied

Q7 Have you heard of or used the Herefordshire Handyperson Service (provide by You@Home) to help with small repairs and adaptations?

- Yes, I've used it  No, I haven't used it  No, I haven't heard of it

Please use this space to comment on any issues about your accommodation, such as those raised in the questions above:

## Section 3: Support and Independent Living

Q8 Do you have sufficient funding to support living independently?

Q9 Have you had any difficulty accessing funding in a way that's easy for you? (think about things like Individualised Budgets)

Q10 Do you have a paid personal assistant/support worker or an informal/family carer?

Personal Assistant(s)     Informal carer     Both     None

Q11 If you have an informal/family carer, have they had a carer's assessment (please ask them!)

Yes     No     Don't know     Not applicable

Q12 If you have an informal/family carer, do they know about the Carers Hub? (please ask them!)

Yes     No     Don't know     Not applicable

Q13 If you are a parent or carer of a disabled child, do you know about the Herefordshire Parent Carer Voice?

Yes     No

**Q14 Herefordshire Council Assessment of Need**

An Assessment of Need is undertaken when it is believed that a member of the public may be entitled to services because of their impairment, illness or vulnerability within the community.

How satisfied are you with the Assessment of Need?

Satisfied     Neither satisfied nor dissatisfied     Dissatisfied     Not applicable/ don't know

If you wish to, please give further details about your experience of the Assessment of Need in the space below (eg. the cost of services provided, availability of services)

Q15 What one thing could Herefordshire Public Services do to improve disabled people's access to Health and Social Care services? (think about things like the Care Plan Approach, or GP consultations)

Q16 What one thing could Herefordshire Public Services do better to support disabled people to live independently (ie. to have choice and control)?

## Section 4: Using Herefordshire Public Services

Q17 As a disabled person, how easy is it to use local public services? "Local public services" includes Council departments, Info Shops, GPs, district nurses, hospitals, clinics, dentists and therapists.

	Easy	OK	Difficult	Not applicable/ don't know
Making contact with services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical access to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How information is provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff attitudes towards you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of staff and their time to support you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating your wishes (eg. about treatment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have found it difficult to use local public services, please give us some more information in this space:

Q18 In your opinion, how physically accessible are the following buildings? Think about things like steps, doors, lighting, space to move around, equipment, etc. Please tick one box per facility:

	Fully accessible	Fairly accessible	Fairly inaccessible	Not at all accessible	Did not use
Council building public reception area/Info Shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council-run leisure facilities (eg. museum, library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council-run shopping facilities (eg. Hereford Butter Market)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Halo-run leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hereford County Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dentist surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify below:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Please give details and locations of any difficulties you have had physically accessing Council, NHS or Hospital facilities.

Q20 How accessible do you find the following? (Please consider things like clarity, font size and compatibility with specialist software)

	Fully accessible	Fairly accessible	Fairly inaccessible	Not at all accessible	Don't know
Council leaflets and literature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council website (www.herefordshire.gov.uk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Herefordshire Matters newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Herefordshire website (www.herefordshire.nhs.uk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hereford Hospitals Trust website (www.herefordhospital.nhs.uk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital and NHS literature and leaflets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hereford Carers Support newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Did you know that you can request Council, NHS and Hospital information in alternative formats, such as electronic or large print?

Yes       No

Q22 If you wish to, please give further details about accessibility of public information in the space below.

Q23 How satisfied are you with the way in which each of these organisations consults with and involves disabled people?

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know
Herefordshire Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Herefordshire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hereford Hospitals Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 How could our consultation and involvement with disabled people be improved?

## Section 5: Employment, training and studying

Q25 As a disabled person, have you had any difficulties when working, training or studying, or trying to find work or study opportunities in Herefordshire?

Q26 What could we do better to attract more disabled people to apply for and get jobs at Herefordshire Council, NHS Herefordshire or Hereford County Hospital?

## Section 6: Discrimination

*Discrimination occurs against a disabled person if he/she is treated less favourably than other people for a reason related to his/her impairment.*

Q27 Have you experienced discrimination in the last 3 years because you are a disabled person?

Yes

No

Q28 Have you experienced abuse or bullying in the last 3 years because you are a disabled person?

Yes

No

Q29 If you answered "yes" to either of the above questions, did you report it?

Yes

No

Not applicable

Please tell us about any particular experiences here, including what happened if you reported it:

Q30 If you have used an organisation or local team to support you in asserting your rights or getting your voice heard, which organisation did you use and how satisfied were you with the service?

Q31 As a disabled person, how safe do you feel in your local neighbourhood? (approximately a 1 mile radius from your home)

- Very safe     Quite safe     Not very safe     Not safe at all

Why do you say this?

Q32 How does your feeling of safety in your local neighbourhood impact on your day-to-day life? (tick any that apply)

- It has no impact because I feel safe
- I avoid going out at certain times
- I avoid certain places
- I avoid going out alone
- I take additional personal safety precautions (eg. personal safety alarm)
- I experience anxiety or stress
- Other (please write in)

## Section 7: Further comments

Q33 Do you have any other comments about your quality of life in Herefordshire as a disabled person?

## Section 8: Information about you

The following questions will help us improve our services and ensure they are accessible to all. Your answers will be treated in the strictest confidence and will not be used to identify you. None of this information will be used to assess your entitlement to services. You do not have to answer all of the questions if you don't want to. Just answer the questions you are happy to answer.

We ask for this personal information, because it might show up additional areas for improvement, or make it clearer to us why there may be problems in a particular area. For example, it may be that a number of people who are all non-Christian are experiencing difficulty accessing health services. This might indicate a problem which needs to be tackled separately to our action plan on disability.

If you are completing this form on behalf of someone else, please complete this section with their details rather than your own.

For further details about why we collect this information, please see the Diversity Monitoring page on the Council website or ask for a leaflet from Info in Herefordshire shops.

### Data Protection Act 1998

The data collected on this form will only be used for the purpose of statistical monitoring. This information will only be retained for as long as is considered necessary for monitoring purposes and then it will be destroyed. At all times it will be kept in accordance with the Act.

#### GENDER

- Male  
 Female

#### AGE

- 0-15 years       25-44 years       65-74 years  
 16-24 years       45-64 years       75+ years

#### DISABILITY

Do you have an impairment, long-term illness or health problem (12 months or more) which limits daily activities or the work you can do?

- YES       NO

If YES, please indicate the nature of the impairment, illness or health problem (please tick all that apply):

- Deaf/hard of hearing/acute hearing  
 Blind/partially sighted/sensitive to light  
 Learning disability  
 Learning difficulty (eg. dyslexia)  
 Mental ill health  
 Progressive/chronic illness (eg. arthritis, MS, cancer)  
 Mobility difficulty  
 Other (please specify)

**POSTCODE**

**RELIGION/BELIEF**

Christian

Muslim

Jewish

Hindu

Sikh

Buddhist

No religion/belief

Other religion/belief  
(please specify)

**SEXUAL ORIENTATION**

How would you define your sexual orientation?

Heterosexual

Bisexual

Gay

Lesbian

**NATIONAL IDENTITY**

How would you describe your national identity? (please tick one box only)

British

English

Scottish

Welsh

Northern Irish

Irish

Other (please specify)

**ETHNICITY**

How would you describe your ethnic group?

White British/English/Welsh/Scottish/Northern Irish

Other White (please specify)

Any other ethnic group (please specify)

**Thank you for completing this questionnaire.**

You should post your completed questionnaire to the Herefordshire Council Research Team (using the Freepost envelope provided) or address it to:

**Research Team  
Herefordshire Council  
FREEPOST SWC4816  
PO BOX 4  
Hereford  
HR4 0BR**

Alternatively you can download a copy of this questionnaire or complete it on-line on the Council's website ([www.herefordshire.gov.uk/disability](http://www.herefordshire.gov.uk/disability))

The closing date for responses is **Monday 1 June 2009**. Please telephone (01432 260216) or e-mail ([diversity@herefordshire.gov.uk](mailto:diversity@herefordshire.gov.uk)) to let us know if this deadline makes it difficult for you to have your say.

All information that you provide on this form will be kept in strict accordance with the Data Protection Act 1998.

# Disability in Herefordshire May 2009

## Public Questionnaire Easy Read Version

If you would like help to complete this form or would prefer it in another format or language please contact the Diversity Team on 01432 260216 or e-mail [diversity@herefordshire.gov.uk](mailto:diversity@herefordshire.gov.uk).



# Disability in Herefordshire 2009

## Who is this Questionnaire for?

This questionnaire is aimed at disabled people who live, work or study in Herefordshire, and people who have a long-term illness or health problem (some examples include diabetes, HIV, cancer and arthritis).

You might also want to complete this questionnaire if someone in your family is disabled.

## QUESTION 1. Please mark one of the boxes below:

I am completing this questionnaire:

- As a disabled person or someone with a long-term illness or health problem
- As a parent/guardian of a disabled child too young to express their own opinion
- As someone with a disabled family member
- From my own point of view as a carer
- From my own point of view as a paid personal assistant
- As an other interested individual

## What is this Questionnaire about?

The Council, the Primary Care Trust and Herefordshire Hospitals are working together on this survey. We want to find out what it is like to live in Herefordshire as a disabled person and how you think we can serve you better.



## What will happen to my answers?

The information you give us will help us to make our services better.

You can find out about the results of the survey by reading:

- the Council website (in around July 2009)
- "Herefordshire Matters" (the county newsletter) in September 2009
- the new Disability Equality Scheme (it will be printed in November 2009)

If you would like a full report of the results, please ask.

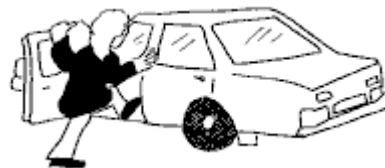
Your answers to this questionnaire will be kept confidential and be kept in accordance with the Data Protection Act. Your name will not be used at all.

Please mark the box if you are happy for us to use some of your comments in our Disability Equality Scheme.

**You need to get your completed questionnaire back to us by Monday 1 June 2009.** Please let us know if this is too difficult for you to do in time. You can telephone 01432 260216 or e-mail [diversity@herefordshire.gov.uk](mailto:diversity@herefordshire.gov.uk).



## Section 1: Transport and Getting Out



**QUESTION 2.** As a disabled person, how satisfied are you with each of the following in Herefordshire?

	☺ Very satisfied	☹ OK	☹ Not satisfied	Do not use/ don't know
Buses (and things like bus shelters and timetables)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains (and things like stations and timetables)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Hire Taxis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport (like Community Wheels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopmobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking and Blue Badges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads and pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport to hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### QUESTION 3

What is good about transport in Herefordshire?



What is not good about transport in Herefordshire?



## Section 2: Where You Live

**QUESTION 4.** Where do you live? Please tick one of the boxes below:

- I have paid for my house or have a mortgage
- I rent from a housing association
- I rent from a private landlord
- I live in a residential home eg. care home
- I live in supported housing eg. sheltered accommodation (with a warden)
- Any other? Please tell us:



**QUESTION 5.** Have you been able to choose where you live?

- Yes, I have chosen where to live
- No, I can't live where I want to because I'm disabled
- No, I can't live where I want to because of some other reason

**QUESTION 6.** What is good about where you live?



What is not good about where you live?



## Section 3: Support

**QUESTION 7.** If you have an informal or family carer, have they had a carer's assessment? (please ask them!)

- Yes       No       Don't know       I don't have a carer

**QUESTION 8.** If you have an informal or family carer, do they know about the Carers Hub? (please ask them!)

- Yes       No       Don't know       I don't have a carer



**QUESTION 9.** What one thing could we do to make it easier for disabled people to use Health and Social Care services?

**QUESTION 10.** What one thing could we do to give more choice and control to disabled people?

## Section 4: Using Herefordshire Public Services

This section is about Herefordshire Public Services. When we talk about Herefordshire Public Services, we mean the services provided by Herefordshire Council, the Primary Care Trust, and Herefordshire hospitals. This includes:

- Council departments (like Info in Herefordshire)
- GPs, doctors and nurses
- Dentists
- Hospitals and clinics
- Therapists



**QUESTION 11.** Herefordshire Public Services have lots of buildings. These include hospital buildings, doctors' and dentists' surgeries, the Butter Market, Hereford Town Hall, schools, libraries and leisure centres.

What is good about Herefordshire Public Services buildings?



What is not good about Herefordshire Public Services buildings?



## QUESTION 12

Have you spoken to anyone from Herefordshire Public Services in the last 6 months (including on the telephone)? Who did you speak to, and how did they treat you as a disabled person? Were they nice to you? Did they listen to what you said?



## QUESTION 13

Are Herefordshire Public Service's information, leaflets and website easy to read and understand? Please tell us what you think:



## Section 5: Working in Herefordshire

### QUESTION 14

If you have a paid job, have you had any difficulties when working, because you are disabled?



### QUESTION 15

If you do not have a paid job but would like to work, what one thing could the Council, PCT or Hospital do to make this easier for you?



## Section 6: Discrimination

Discrimination happens if a disabled person is treated differently to other people because of their disability.



**QUESTION 16.** Have you been discriminated against or bullied in the last 3 years because you are disabled?

- Yes       No

**QUESTION 17.** If you have been discriminated against or bullied, did you report it?

- Yes       No       I haven't been discriminated against or bullied

Please give us an example of what has happened to you:

**QUESTION 18.** As a disabled person, how safe do you feel in the area around your home?

- Very safe       Quite safe       Not safe



## Section 7: Further comments

**QUESTION 19.** Is there anything else you would like to say about being a disabled person in Herefordshire?



## Section 8: Information about you

The following questions will help us to make our services better and easy to use. Your answers will be kept totally confidential. **You do not have to answer any of these questions if you don't want to, only answer the questions you want to.**

If you are completing this form on behalf of someone else, please answer these questions with their details rather than your own.

If you want to know more about why we collect this information, you can ask for a leaflet from an Info in Herefordshire shop.



### Data Protection Act 1998

The data collected on this form will only be used for the purpose of statistical monitoring.

This information will only be retained for as long as is considered necessary for monitoring purposes and then it will be destroyed.

At all times it will be kept in accordance with the Act.

### Your gender:

Male                       Female

### Your age:

0-15 years                       16-24 years                       25-44 years  
 45-64 years                       65-74 years                       75+ years

## Disability

Do you have a disability, long term limiting illness or health problem (12 months or more) which limits daily activities or the work you can do?

- Yes       No

If 'Yes', what is your disability, illness or health problem (please tick all that apply)

- Deaf/hard of hearing/acute hearing  
 Blind/partially sighted/sensitive to light  
 Learning disability  
 Learning difficulty (eg. dyslexia)  
 Mental ill health  
 Progressive/chronic illness (eg. arthritis, MS, cancer)  
 Mobility difficulties  
 Other, please specify:

**Your postcode:**

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**Your religion or belief:**

- Christian       Jewish       Muslim  
 Sikh       Hindu       Buddhist  
 None       Any other, please tell us:

**Your sexual orientation:**

- Heterosexual (a man who is sexually attracted to women, or a woman who is sexually attracted to men)
- Lesbian (a woman who is sexually attracted to other women)
- Gay (a man who is sexually attracted to other men)
- Bisexual (sexually attracted to both men and women)

**Your national identity (please tick one box only):**

- British
- English
- Irish
- Northern Irish
- Welsh
- Any other, please tell us:
- Scottish

**Your ethnic group (please tick one box only):**

- White British/English/Welsh/Scottish/Northern Irish
- Other White (please tell us):
- Any other ethnic group (please tell us):

## THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

Please post your completed questionnaire to the Herefordshire Council Research Team - there may be an addressed envelope attached to the questionnaire which you can use. You do not need to use a stamp. The deadline for getting it back to us is **Monday 1 June 2009**.



If there is no envelope with this questionnaire, you can send it to:

Disability Survey  
Research Team  
Herefordshire Council  
FREEPOST SWC4816  
PO Box 4, Hereford, HR4 0BR

You do not need to use a stamp.

All information that you provide on this form will be kept confidential.

The Herefordshire Council would like to thank The People's Union/HPAN for their help with this questionnaire.