

This item was submitted to [Loughborough's Research Repository](#) by the author.
Items in Figshare are protected by copyright, with all rights reserved, unless otherwise indicated.

Disability in the workplace : employers' and service providers' responses to the DDA in 2003 and preparation for 2004 changes

PLEASE CITE THE PUBLISHED VERSION

PUBLISHER

© Crown copyright for the Department for Work and Pensions

LICENCE

CC BY-NC-ND 4.0

REPOSITORY RECORD

Roberts, Simon, Claire Heaven, Katherine Hill, Joanne Rennison, Bruce Stafford, Nicholas Howat, and Graham Kelly. 2019. "Disability in the Workplace : Employers' and Service Providers' Responses to the DDA in 2003 and Preparation for 2004 Changes". figshare. <https://hdl.handle.net/2134/2676>.

Appendix A

Case studies overview

The following outline of the case studies includes:

- whether the case study is an Employer only (EO) or an employer who also provides services to the public (ESP);
- case study sector type;
- workplace size based on number of employees;
- whether the workplace is a single-site operation or part of an organisation with multiple outlets;
- the overall size of the organisation based on total number of employees (where this information was available);
- the type of business;
- geographic region.

Table A.1 Outline of the case studies

	Workplace size	Sector	Single/ Multi-site	Organisation size	Type of business	Region
EO	3-14	Private	Single-site	3-14	Industrial	England - Mids
EO	15-99	Private	Single-site	15-99	Wholesaler	England - Mids
EO	15-99	Private	Single-site	15-99	Mail Order	England - North
EO	15-99	Private	Single-site	15-99	Manufacturer	England - South
EO	100+	Private	Single-site	100-499	Manufacturer	Wales
EO	100+	Private	Single-site	100-499	Construction	N Ireland
EO	100+	Private	Multi-site	500+	Manufacturer	N Ireland
EO	100+	Private	Multi-site	500+	Manufacturer	England - North
EO	100+	Private	Multi-site	500+	Manufacturer	N Ireland
EO	100+	Private	Multi-site	500+	Manufacturer	N Ireland
E(SP)*	3-14	Private	Single-site	3-14	Legal	Wales
E(SP)*	100+	Public	Multi-site	500+	**	Scotland
E(SP)*	100+	Private	Multi-site	100+	Media	England - North
ESP	3-14	Vol	Single-site	3-14	Advice	Scotland
ESP	3-14	Private	Single-site	3-14	Childcare	Wales
ESP	3-14	Private	Single-site	3-14	Childcare	Wales
ESP	3-14	Private	Single-site	3-14	Hospitality	N Ireland
ESP	3-14	Private	Single-site	3-14	Public Relations	N Ireland
ESP	3-14	Private	Multi-site	100-499	Surveyor	Scotland
ESP	3-14	Private	Multi-site	500+	Non-food retail	England - North
ESP	15-99	Public	Single-site	100-499	Transport	Wales

Continued

Table A.1 Continued

	Workplace size	Sector	Single/ Multi-site	Organisation size	Type of business	Region
ESP	15-99	Public	Multi-site	500+	Government agency	N Ireland
ESP	15-99	Public	Multi-site	500+	Leisure	England - Mids
ESP	15-99	Private	Single-site	15-99	Hospitality	N Ireland
ESP	15-99	Private	Single-site	15-99	Hospitality	N Ireland
ESP	15-99	Private	Multi-site	100-499	Childcare	N Ireland
ESP	15-99	Private	Multi-site	100-499	Non-food retail	England - Mids
ESP	15-99	Private	Multi-site	500+	Hospitality	England - North
ESP	15-99	Private	Multi-site	500+	Restaurant	Scotland
ESP	100+	Public	Multi-site	500+	Public amenities	Wales
ESP	100+	Private	Single-site	100-499	Hospitality	England - South
ESP	100+	Private	Multi-site	500+	Non-food retail	England - South
ESP	100+	Private	Single-site	500+	Transport	England - South
ESP	100+	Private	Multi-site	500+	Non-food retail	England - South
ESP	100+	Private	Multi-site	500+	Food retail	England - South
ESP	100+	Private	Multi-site	500+	Hospitality	Scotland
ESP	100+	Private	Multi-site	500+	Finance	N Ireland
ESP		Private	Multi-site	500+	Food retail	National (HO only)

* These case studies were interviewed with an employer-only focus.

** For this organisation, business type cannot be given without identifying the organisation. Therefore, for confidentiality reasons, it is omitted.

Appendix B

Logistic regression

Five multivariate analyses were undertaken. The first (A.1) looks at factors associated with whether the workplace has ever employed disabled staff. The second and third (A.2 and A.3.) are concerned with awareness of the DDA, Part II (employers) and Part III (service providers). The final two models (A.4. and A.5.) look at whether adjustments were in place and/or planned at the workplace, firstly for disabled employees (by employers) and then disabled customers (by service providers).

The analysis in earlier chapters of this report examined the two-way associations of each of these dependent variables with factors such as workplace size and workplace sector individually. Analysis from these earlier chapters identified certain factors as potentially important. However, the associations that exist between the independent variables themselves (such as between workplace size and workplace sector) mean observations based on bivariate analyses can only be tentative. Multivariate analysis enables us to examine factors together to identify their unique contribution to each of the outcomes.

Logistic regression is a statistical modelling technique used to predict whether or not an event will happen (such as disabled staff employed). This is done by taking a dichotomous dependent variable and examining the effect of independent variables such as workplace size and sector. These independent, or predictor, variables may be categorical or continuous.

For each of the categorical independent variables one value is chosen as the reference (e.g. in the case of type of workplace sector, this is the private category) and is assigned as odds ratio of 1.00. The odds ratios for the other values of the variable are then contrasted with this reference category.

An odds ratio of more than 1.0 means that membership of this category increases the odds of the event occurring (e.g. having employed disabled staff). Similarly, an odds ratio of less than 1.0 means that the odds are reduced compared to the reference category.

B.1 Significance levels

The probability of making a Type 1 Error, i.e. an error made by wrongly rejecting a true null hypothesis. This might involve incorrectly concluding that two variables are related when they are not or wrongly deciding that a sample statistic exceeds the value that would be expected by chance. The lower the error, the higher the statistical significance.

P=<0.05

This significance level means we are at least 95 per cent confident that we are correct in accepting that the distributions are different.

P=<0.01

This significance level means we are at least 99 per cent confident that we are correct in accepting that the distributions are different.

P=<0.001

This significance level means we are at least 99.9 per cent confident that we are correct in accepting that the distributions are different.

Table B.1 Whether ever had disabled employees at the workplace

	Odds
Sector	
Private	1.000
Public*	1.520
Voluntary**	2.522
Missing	1.042
Policy covering disabled employees/applicants	
No	1.000
Yes**	1.475
Workplace type	
Single-site workplace	1.000
Multi-site	0.905
Continued	

Table B.1 Continued

	Odds
Workplace size	
0-6 employees**	0.053
7-14 employees**	0.077
15-99 employees**	0.149
100+ employees	1.000
Aware of Part II of the DDA	
No	1.000
Yes**	1.388

Base: 1835 respondents (unweighted). Significant differences: * = $P < 0.05$,
 ** = $P < 0.01$

Reference group: private sector, no policy for disabled employees, single-site workplace, workplace size of 100 or more employees, not aware of Part II of the DDA, not sought external advice.

Logistic regression: dependent variable – employed disabled staff (=1), not employed disabled staff (=0)

Logistic regression modelling allows us to explore factors associated with workplaces where disabled staff have ever been employed. Overall, 37 per cent of employers stated that there had been a disabled employee at their workplace.

The log odds of having employed disabled staff were two and a half times as high in the voluntary sector as in the private sector. Workplaces located within the public sector were also more likely to have employed disabled staff, although this was to a lesser degree (1.520).

At workplaces where overall awareness of Part II of the DDA was reported there was a higher likelihood of employing disabled staff compared to workplaces unaware of Part II of the Act (1.388). Additionally workplaces with an employment policy had an increased likelihood of employing disabled staff (1.475).

There was a significant association between workplace size and incidence likelihood of employing disabled staff. Compared to workplaces with 100+ employees, those with up to six (0.053), seven to 14 (0.077) and 15 to 99 employees (0.149) had less than half the odds of employing disabled staff.

There was no significant association between the likelihood of disabled staff being employed at multi-site workplaces compared with single-site.

Table B.2 Awareness of DDA: Part II

	Odds
Sector	
Private	1.000
Public	1.254
Voluntary	1.580
Missing	0.754
Policy covering disabled employees/applicants	
No	1.000
Yes**	1.807
Don't know	0.877
Workplace type	
Single-site workplace	1.000
Multi-site	1.149
Workplace size	
0-6 employees**	0.185
7-14 employees**	0.221
15-99 employees**	0.250
100+ employees	1.000
Whether employ disabled staff	
Never	1.000
Currently**	1.490
Previously	1.104
Don't know	0.666

Base: 1865 respondents (unweighted). Significant differences: * = $P < 0.05$, ** = $P < 0.01$

Reference group: private sector, no policy for disabled employees, single-site workplace, workplace size of 100 or more employees, never employed disabled staff.

Logistic regression: dependent variable – aware of DDA Part II (=1), unaware of DDA Part II (=0)

Logistic regression modelling allows us to explore factors associated with overall awareness of the Disability Discrimination Act. Overall, 62 per cent of employers were aware of the DDA (spontaneous and prompted).

Compared to workplaces where disabled staff have never been employed, establishments which currently have disabled employees have a significantly higher likelihood (1.490) of being aware of Part II of the DDA.

Workplace size was also found to be influential. Compared to the largest workplace with 100+ employees, awareness levels were significantly lower in workplaces with 15-99 (0.250), 7-14 (0.221) and especially six or less employees (0.185).

Having a policy covering the rights of disabled employees and applicants is associated with an increased likelihood of having awareness Part II of the DDA (1.807).

There was no significant association between awareness of Part II of the DDA and workplace sector, although the likelihood of awareness of Part II of the DDA was highest in the voluntary sector (with a log odds of 1.58 compared to the reference category of the private sector).

Table B.3 Awareness of DDA: Part III

	Odds
Sector	
Private	1.000
Public**	1.864
Voluntary**	2.441
Missing	0.635
Policy covering disabled employees/applicants	
No	1.000
Yes*	1.431
Don't know	1.228
Policy covering disabled customers	
No	1.000
Yes**	1.888
Don't know	0.382
Workplace type	
Single-site workplace	1.000
Multi-site	1.012

Continued

Table B.3 Continued

	Odds
Workplace size	
0-6 employees	0.535
7-14 employees	0.767
15-99 employees	0.954
100+ employees	1.000
Whether employ disabled staff	
Never	1.000
Currently	1.197
Previously*	1.391
Don't know	1.510
Place of business	
On and off premises	1.377
Off premises only	1.000

Base: 1475 respondents (unweighted). Significant differences: * = $P < 0.05$, ** = $P < 0.01$

Reference group: private sector, no policy for disabled employees, no policy for disabled customers, single site workplace, workplace size of 100 or more employees, never employed disabled staff, business takes place off premises only.

Logistic regression: dependent variable – aware of DDA Part III (=1), unaware of DDA Part III (=0)

Logistic modelling was used to identify the characteristics that showed independent associations with overall awareness of Part III of the DDA. Overall, 33 per cent of service providers were aware of Part III of the DDA (spontaneous and prompted).

Compared with workplaces in the private sector, those in the voluntary sector have more than twice the odds of being aware of Part III of the DDA (2.441). Public sector workplaces also have a significantly higher likelihood of being aware than those located in the private sector (1.864).

Having a policy for disabled customers and clients is associated with increased likelihood of awareness of Part III of the DDA (1.888). Furthermore, having a policy for disabled employee and applicants is also associated with an increased likelihood (although to a lesser degree) of being aware of Part II of the DDA (1.431).

Compared to workplaces who have never employed disabled staff, those who have previously have a significantly higher likelihood of awareness (1.391). Those who are currently employing disabled staff also have a slightly higher (although statistically non-significant) likelihood.

There is no significant effect of size of workplace on awareness of Part III of the DDA. Additionally, no significant association was observed according to whether the workplace was a part of a multi-site as opposed to single-site.

Table B.4 Adjustments in place and/or planned – Employers

	Odds
Sector	
Private	1.000
Public	2.116
Voluntary*	4.514
Missing	0.501
Policy covering disabled employees/applicants	
No	1.000
Yes	1.516
Don't know	1.537
Workplace type	
Single-site workplace	1.000
Multi-site	1.417
Workplace size	
0-6 employees	0.063
7-14 employees	0.056
15-99 employees	0.128
100+ employees	1.000
Whether currently employ disabled staff	
No	1.000
Yes	1.240
Aware of Part II of the DDA	
No	1.000
Yes	1.214
Sought external advice about employing disabled person	
No	1.000
Yes**	3.006

Base: 797 respondents (unweighted). Significant differences: * = $P < 0.05$, ** = $P < 0.01$

Reference group: private sector, no policy for disabled employees, single-site workplace, workplace size of 100 or more employees, do not currently employ disabled staff, not aware of Part II of the DDA, had not sought advice about employing disabled person.

Logistic regression: dependent variable – adjustments in place and/or planned (=1), no adjustments in place and/or planned (=0)

This analysis was carried out by amalgamating any mention of the seven adjustments as being in place or planned into a new variable:

- transferring people or jobs to other premises to assist disabled employees;
- adapted work environment to help disabled employees;
- flexible work organisation;
- flexible working time, or varying hours for disabled employees;
- providing appropriate physical assistance;
- allowing working from home for disabled employees;
- providing car parking spaces for disabled employees.

Logistic modelling was used to identify the characteristics which showed independent associations with having adjustments in place and or planned to help disabled employees in workplaces who have ever had disabled employees.

Compared with workplaces which were part of the private sector, the log odds of workplaces in the voluntary sector were more than four times as high (4.514). Public sector workplaces also had a higher (although statistically non-significant) likelihood of having adjustments in place or planned than the private sector.

Workplaces who have sought information about employing a disabled person had over three times higher odds of having adjustments in place or planned for disabled employees (3.006).

Although it is not statistically significant, compared to workplaces with 100 or more employees, workplaces with up to six, seven to 14 and 15 to 99 employees had less than half the odds of having an adjustment in place or planned.

Table B.5 Adjustments in place and/or planned - Service providers

	Odds
Sector	
Private	1.000
Public	1.551
Voluntary	2.112
Missing	1.097
Policy covering disabled employees/applicants	
No	1.000
Yes*	1.456
Don't know	0.870
Policy covering disabled customers	
No	1.000
Yes**	2.834
Don't know	0.964

Continued

Table B.5 Continued

	Odds
Workplace type	
Single-site workplace	1.000
Multi-site**	1.519
Workplace size	
0-6 employees	0.492
7-14 employees	0.734
15-99 employees	1.108
100+ employees	1.000
Whether employ disabled staff	
Never	1.000
Currently	1.403
Previously	1.299
Don't know	1.271
Place of business	
On and off premises**	2.927
Off premises only	1.000
Aware of Part II of the DDA	
No	1.000
Yes*	1.408
Aware of Part III of the DDA	
No	1.000
Yes**	2.016
Sought external advice about employing disabled person	
No	1.000
Yes*	1.614
Level of agreement with 'Taking on a disabled person is a major risk for the employer'	
Agree	1.000
Disagree**	1.657
Don't know	1.376

Base: 1465 respondents (unweighted). Significant differences: * = $P < 0.05$, ** = $P < 0.01$

Reference group: private sector, no policy for disabled employees, no policy for disabled customers, single-site workplace, workplace size of 100 or more employees, never employed disabled staff, business takes place off premises only, not aware of Part II of the DDA, not aware of Part III of the DDA, not sought external advice, agree that taking on a disabled person is a major risk for the employer.

Logistic regression: dependent variable – adjustments in place and/or planned (=1), no adjustments in place and/or planned (=0)

This analysis was carried out by amalgamating any mention of the four adjustments as being in place or planned into a new variable:

- changes to physical accessibility;
- improvement to communication;
- staff training in disability issues;
- changes to the way service is provided.

An examination of each of these two-way associations helps to show particular factors which appear associated with either having adjustments in place or planned or not.

However, as many of the characteristics are inter-related logistic modelling was used to identify characteristics that showed independent associations with having adjustments in place and/or planned for disabled customers.

Workplaces with a policy covering the rights of disabled customers and clients have over twice the odds of having adjustments in place or planned (2.834). Furthermore, having a policy covering the rights of disabled employees and applicants is significantly associated with an increased likelihood of having adjustments in place or planned for disabled customers (1.456).

Compared to single-site organisations, being part of a multi-site increase the likelihood of adjustments being in place or planned for disabled customers (1.519).

As might be expected, in workplaces where at least some business takes place on the premises the log odds of adjustments being in place or planned are nearly three times as high as in workplaces where business only occurs off the premises (2.927).

Workplaces which had sought information regarding employing disabled staff had a higher likelihood of having adjustments in place or planned for disabled customers (1.614).

Awareness of Part III of the DDA results in twice the odds of having adjustments in place and/or planned for disabled customers (2.016). Awareness of Part II of the DDA also increases the likelihood of having adjustments for disabled customers in place or planned (1.408).

The attitude statement 'taking on a disabled person is a major risk for the employer' was included in the model as it could potentially be an indicator of the employer's attitude to employing disabled staff. Workplaces who disagreed with the attitude statement that 'taking on a disabled person is a major risk for the employer' had a higher likelihood of adjustments being in place or planned (1.657).

Appendix C

Survey questionnaire and case study topic guide

Case study topic guide

Section A: Background

A1 Explain aims of the research.

Emphasise that is **not** to scrutinise performance in the employment of people with disabilities, rather to explore issues surrounding the employment of (and provision of services to) people with disabilities from the employers' point of view in the context of the DDA. Commissioned by DWP, conducted by independent research orgs,

A2 Explain purpose of visit and interview procedure. Assert confidentiality of the research.

A3 Explain that we may be talking to others and that consent has been given to contact them.

A3 Confirm organisation address, number of employees, sector, whether provide services. How are services provided (e.g. face to face, by telephone)?

A4 Confirm position (if any) of branch in organisation.

A5 Record names and job titles of all interviewees.

NB – where interview to cover employer and SP aspect – BEGIN with section G SP questions

Employers

Section B: Awareness of the Act

B1 Awareness of legislation covering the employment of disabled people.

If aware of the legislation:

- When and where first heard?
- Main provisions of the legislation.
- Probe how disability is defined in the Act.
- Whether believes firm/establishment is covered by, or exempt from, the employer provisions of the Act.
- Have they heard of the term 'reasonable adjustments'? If so what does the term mean to them in the context of their business?

If covered, ask Topic B2, if not covered ask Topic B3.

B2 If covered, understanding of the obligations of business under the act'.

B3 For employers below the 15 threshold). Awareness that the threshold for employers is to be removed in October 2004? How will this affect the business? What will be your likely response to the removal of this threshold?

(Ask All)

B4 Where does the business/workplace get information about disability legislation? Also, where would it like to get information if it has not sought info. already?

B5 What sort of information or advice is sought? Why sought? From whom? Which sources are helpful, and which less so? Why? What advice was lacking?

B6 What practical steps could be taken to raise awareness of the Act amongst businesses? By whom? What sort of information would the workplace/ business like to receive?

Section C: Policies and practices

- C1 Does the firm have a formal written policy on recruitment and employment of disabled people? *(If so, ask for a copy)*. This may include an Equal Opportunities policy.

If yes, ask Topics C2-11. If no, go to Topic C12

- C2 How long has a formal policy been in place?
- C3 Who sets the policy/how is the policy decided?
- C4 What does the policy cover? Probe for recruitment, employment, retention if necessary. How disability is defined within their policy
- C5 Why was your policy developed? Was the DDA a factor?
- C6 When was your policy developed? Have any changes been made?
- C7 How are staff made aware of the policy?
- C8 Are local variations allowed?
- C9 How is the policy put into practice? Who is responsible for implementation? Any training of those involved?
- C10 How are the policies monitored? Is this formal? Who is involved in the procedures (e.g. management, trade unions, disabled employees themselves, external advisers)?
- C11 Perceived effectiveness. What aids/limits effectiveness?

Go to Section D.

- C12 If no formal policy, why not and are there any plans/thoughts of setting one up?
- C13 Is there an informal policy?

If "yes", ask Topics C3-C11

Section D: Recruitment and selection

D1 (*Workplace interviews – local level, H/O interviews – general level.*)

Has the firm recruited a disabled employee? How many? Check when – recently/in past. (Does this include part-time, contract workers etc., or just full-time staff? Work placements/experience) What type of disability? Then check using CARDS showing DDA definition of disability and different types).

D2 Do you get many applications from people with disabilities? Has this changed in recent years? Views on why.

D3 Has the business made any changes to staff recruitment and selection processes recently? What?

If Yes

D4 Why have these changes been made? Have these changes been made in response to the DDA?

D5 What is the process for recruiting and selecting employees?

(Prompts: use press adverts, recruitment agencies/consultants, assessment centres, formal sifting and selection procedures, carry out health screening of applicants?) (To get overview of process).

- Is anything included about the employment of people with disabilities in your press adverts?
- On application forms?
- Whether carry out health screening of applicants? Why? How does this work – at what stage is this used and how influential is it?
- Whether any form of test procedures are used? Would any allowances made for people with a disability?

D6 If, at interview, a candidate has declared they have an impairment or long-term illness would staff ask about any changes to the workplace or working practices that might be made interviewees ever fail to disclose relevant medical information? How is this handled if so?

D7 How does information about health affect the decision about a person's suitability for a job? Would you say that a disabled person is less likely to be employed even if they have the skills to do the job? To what extent does this depend on the type of job?

D8 What has worked well and what less well in terms of the recruitment and selection policy and procedures in relation to people with disabilities? Why? Have there been any significant problems?

Section E: Employment of disabled people

- E1 (Workplace interviews – local level, H/O interviews – general level.) Differentiate from QD1 which covered recruitment.

Estimated number of disabled employees? (Does this include part-time, contract workers etc., or just full-time staff? Work placements/experience?)

- E2 What sort/range of disabilities do the firm's disabled employees have? (can remind of types using card)
- E3 In what occupations?
- E4 Why does the business/workplace (not) employ disabled people?
- E5 Is it easy for the business/organisation to employ someone with any type of disability?' (show card). If it is hard to employ, ask for explanation – why would it be hard? e.g. what do they mean by not able to do a job?
- E6 What are the benefits and costs of employing disabled people?

Section F: Adjustments for disabled employees

- F1 Have any changes been made to the workplace to assist disabled people? What? What criteria determine whether action is taken? (Point out to respondents that changes can be to workplaces (e.g. physical) and working practices.)

Where adjustments have not been made go to Topic F7:

- F2 Were they made at request of the employee/trade unions/health and safety requirements/others? In response to/anticipation of the DDA?
- F3 Would the firm have made the changes without the DDA?
- F4 Did changes cost anything? How much?
- F5 What have been the benefits and costs?
- F6 How well are the arrangements working in practice?

Where adjustments have not been made ask Topic F 7:

Establish whether aids/adaptations were needed but not made.

- F7 Why have changes not been made?
- F8 What changes would the firm have been prepared to make (if they had been necessary) at up to what cost? Would these have included flexible working hours/working from home?

(Ask All)

F9 What changes are/would be easy/difficult to make to support disabled employees and why? Check for different types of disability.

Are there any constraints to what the business is able to do? How important is cost in determining what action is taken and why? (For those businesses without disabled employees ask 'If you did have a disabled employee, what changes would be easy/difficult to make and why? How important is cost in determining what action is taken and why?

F10 Has any staff training been provided to raise general awareness of working with disabled colleagues? To whom? Was this formal or informal? What sort of issues did it cover? Has it proved useful?

F11 How do they consult disabled employees about their needs?

F12 If so, what was feedback? How was it dealt with?

Service providers

Section G: Awareness of the Act

G1 Awareness of any laws giving rights to customers with disabilities?

G2 Awareness of the main provisions of any laws ?

G3 Whether workplace/business is covered by/exempt from these laws? Why?

G4 Awareness of when the final part of the customer service provision of the DDA comes into force and what it requires.

G5 *(If not already asked of respondent ask G5, G6 and G7)* Where does the firm get its information about disability legislation?

G6 What sort of information or advice is sought? Why sought? From whom? Which sources are helpful, and which less so? Why? What advice was lacking? Where would workplace/business like to get information?

G7 What practical steps could be taken? By whom? What sort of information would the firm like to receive?

Section H: Policies and practice

H1 Does the firm have a formal written policy on the provision of goods and services to disabled people?

(If "Yes", ask for a copy). If "no" go to Topic H5.

- When produced?
- Who sets the policy? How is the policy decided?
- Main provisions?
- Why was this policy developed?
- Was the DDA a factor?
- How often is the policy reviewed and by who?
- What changes have been made to the policy recently? Why made?
- Are local variations allowed? *(Where relevant)*.

H2 How is the policy put into practice? Who is responsible? How are staff made aware? Any staff training?

H3 How well has the policy worked in practice?

H4 How are the policies monitored? Is this formal? Who is involved in the procedures?

If formal policy go to I 1

H5 If no formal policy, why not and are there any plans/thoughts of setting one up?

H6 Is there an informal policy?

If "Yes", ask Topics H 2- H 4

Section I: Effect of Act on establishment

I1 Do you think you have disabled customers? Do you have an idea of how many?

What type of disability? Then check using CARDS showing DDA definition of disability and different types).

I2 What arrangements are made for disabled people/customers? Is there any difference for different types of disability?

(Remind respondents that we are asking about changes to services as well as those to the physical environment).

I3 Have you heard of the term 'reasonable adjustment'? What does the term mean in the context of the business?

I4 What has the business/workplace done in response to the act?

If answer is 'positive' i.e. have done something, then ask Topics I 5- I 10

If answer 'negative' i.e. have not made any changes then ask Topic I 11

I5 How decided what changes to make. Where customers consulted? Did they seek advice from any other bodies? If so, which ones?

I6 How easy or difficult was it to make these changes? Were there any problems? Was cost an issue?

I7 Did you get any financial help from public sector or voluntary bodies towards the costs of changes?

I8 Perceived benefits of the adjustments? Benefits to disabled customers/other customer groups? Benefits to business?

I9 What staff training has been carried out? Who received the training?

I10 What future staff training is planned? Covering what aspects? For whom? When might this training be carried out?

Ask Topic 11 to those who said that they have not made any changes

I11 Reasons for not making/planning changes. What is seen as reasonable?

(Ask All)

I12 How will the workplace/business respond to the requirements that will come into effect in October 2004'.

These will need explaining to respondents at this point. (SEE CARD – DDA outline)

I13 Do you think these changes will be easy or difficult to make? What are the issues for the business? What kind of information would be help the business decide what they need to do/whether they need to do anything?

Ask Topics I 14 and 15, if answer to Topic I 12 is "none"

I14 Do you think that the business meets the provisions of the Act?

I15 Have all physical barriers that prevent a customer with a disability from accessing services been altered to a reasonable extent? Is there anything else you think could be done?

(Ask All)

- I16 Have you received any feedback from staff about dealing with disabled customers? Do they feel able to deal with the needs of disabled customers?

Section J: Linkages between the Parts of the Act

Alter order of employer/SP depending on emphasis of interview.

- J1 Did the fact that the firm made adjustments as an employer/lead it to make adjustments as a service provider (or vice versa)? Why or why not?
- J2 What made the firm think that the Act might have implications for other aspects of its business? Who had the responsibility for finding out? How find out more?
- J3 Which aspect of the Act has impacted the most on the business up till now – as an employer or service provider? Why? Which will have the greatest impact in the future? Why?
- J4 Has the Act raised understanding of the difficulties faced by disabled people? Why? In what way? What does your organisation do differently as a result of this?
- J5 *(For employers below the 15 threshold)*. Even though the firm is presently exempt as an employer, did you consider whether you were covered as a service provider, or was it assumed that the firm was exempt from the other Parts also? How did you find out?

(Ask All)

- J6 To what extent have changes made benefited both employees and customers and has this had implications for obtaining funding.
- J7 Have employees or customers received priority for funding changes?

Annex A

Show card : Types of Disability

Have you ever had an employee/customer (as appropriate)

- with a difficulty getting around or moving from place to place
- who has difficulties lifting or carrying everyday objects or with using their hands
- with a severe disfigurement, such as a malformed limb or a facial scar or skin disease
- with a hearing difficulty
- who has difficulty seeing, so that they find it hard to read, even with glasses
- with a mental illness, such as depression or schizophrenia
- with a learning difficulty which affects their ability to cope with unfamiliar situations (this includes people who used to be known as 'mentally handicapped').
- who has a speech impairment which affects their ability to participate in a spoken conversation
- with a long-standing condition such as diabetes, epilepsy or a heart condition
- with a progressive illness such as cancer, multiple sclerosis or Alzheimer's disease
- who had a disability or long-standing illness in the past but who has now recovered

SURVEY QUESTIONNAIRE

Good morning/afternoon, my name is _____ calling from BMRB Social Research on behalf of the Department of Work and Pensions and we are conducting a survey about disability issues amongst businesses. Can I speak to someone at this workplace who has the responsibility for the recruitment or management of employees? IF YES THEN ATTEMPT TO INTERVIEW.

WHEN SPEAKING TO PERSON RESPONSIBLE FOR RECRUITMENT AT THE WORKPLACE.

IF DIFFERENT PERSON FROM INITIAL CONTACT REPEAT INTRODUCTION:

Would you be able to spare some time to speak to us?. Please be assured that everything you say will be treated in the strictest confidence. (If asked; The interview should take 15-20 minutes.). If unable to take part in interview at present time, arrange a more suitable time. Date_____Time_____

Some of the information we need will require you to estimate numbers. Please answer as best you can as even an estimate will help us.

Q.1. Firstly, could tell me what your position or job title is?

General/duty manager	1 (271)
Assistant manager	2
Human resources/Personnel manager	3
Supervisor	4
Owner/proprietor	5
Don't Know	Y
Refused	Z
Other	0

Other specify...

(272 - 275)

Q.2. Is this workplace.....?

READ OUT

One of a number of workplaces belonging to the same organisation	1	(276)
A single independent workplace not belonging to any other organisation	2	
Don't Know	Y	
Refused	Z	

IF Q.2 = One of a number of workplaces belonging to the same organisation

Most of the questions I will ask you are about your particular workplace, i.e. the premises that you are based in and the employees that are based there even if they work from home or spend a lot of their working time travelling. Some questions will refer to your business/organisation as a whole, I will make this clear at the appropriate questions.

End of Filter ibig

Q.3. Can you tell me how many people are currently employed at this workplace, including part-time and temporary staff and those who are on long-term sick leave?

IF RESPONDENT IS NOT SURE ASK THEM TO ESTIMATE
REMEMBER TO INCLUDE RESPONDENT IN TOTAL

(277 - 280)

Numeric Range	_____	
Don't Know		Y (277)
Refused		Z

Permitted Range
0 TO 9999 (Numeric Range)

z1

IF Q3 One of a number of workplaces belonging to the same organisation - Termination with data (Quit)

I'm sorry we only need to speak to people at workplaces with 3 or more employees. Thank you for your time

IF Q.2 = One of a number of workplaces belonging to the same organisation THEN ASK: Q.4

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

IF RESPONDENT IS NOT SURE ASK THEM TO ESTIMATE

(308 - 312)

Numeric Range _____

Don't Know Y (308)

Permitted Range

0 TO 99999 (Numeric Range)

z2

IF Q4 < 3 - Termination with data (Quit)

I'm sorry we only need to speak to people at businesses with 3 or more employees. Thank you for your time

Q.5. Can I just check, is this workplace.....?

READ OUT

A branch	1 (313)
A division/subsidiary	2
An area/regional office	3
The head office	4
A franchised organisation	5
Don't Know	Y
Something else (specify)	0

Other specify...

(314 - 317)

End of Filter ibig2

Q.6. Would you say that this workplace was part of the?

READ OUT

Private sector	1 (318)
Public sector	2
Voluntary sector	3
Don't Know	Y

Q.7. What service do you provide?

IF NECESSARY: What is the nature of your business?

PROBE

(319 - 322)

Don't Know	Y (319)
None of these	X

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

Q.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. IF KNOW NAME AND IT IS NOT DISABILITY DISCRIMINATION ACT, CHOOSE OTHER AND ENTER NAME THERE

Yes - Disability Discrimination Act	1 (323)
Yes - don't know name	2
No	3
Don't Know	Y
Yes - other specify	0

Other specify...

(324 - 327)

IF Q.8 <> Yes - Disability Discrimination Act OR

THEN ASK: Q.9

Q.9. The Disability Discrimination Act of 1995 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?

Yes	1 (328)
No	2
Don't Know	Y

End of Filter inodda

IF Q.8 = Yes - Disability Discrimination Act OR Q.9 = Yes

End of Filter isv1

IF (Q.8 = Yes - don't know name OR Q.8 = Yes - other specify) AND (Q.9 <> Yes)

End of Filter isv1a

IF Q.8 = Yes - Disability Discrimination Act OR Q.9 = Yes
THEN ASK: Q.10

Q.10. How did you first hear of the Disability Discrimination Act?

DO NOT PROMPT.

Head office/HR manager	1
(329)	
Work colleague	2
Employee	3
Job applicant	4
Friend/relative	5
Professional/trade press	6
Media (e.g. TV, newspapers etc.)	7
Leaflet	8
Internet/website	9
Trade Union	0 (330)
Training	1
Disability Rights Commission	2
Disability charity/organisation	3
Accountant	4
Legal adviser	5
Chamber of commerce/business link	6
Don't Know	Y (329)
Other	0

Other specify...

(331 - 334)

End of Filter iddayes

**IF Q.8 = Yes - Disability Discrimination Act OR Q.8 = Yes - don't know name
OR Q.8 = Yes - other specify OR Q.9 = Yes**

THEN ASK: Q.11, Q.12

Q.11. Can you tell me what you believe the main provisions of the Disability Discrimination Act are regarding employment? Just tell me in your own words.

DO NOT PROMPT. PROBE FULLY

Don't Know	Y (335)
Refused	Z
	(335 - 338)

Q.12. Did you know that businesses with less than a certain number of employees are exempt from the employment and recruitment section of the Disability Discrimination Act? I mean a business as a whole not just an individual workplace

INTERVIEWER NOTE - EMPHASISE THAT WE ARE TALKING ABOUT THE BUSINESS RATHER THAN JUST THE WORKPLACE

Yes	1 (339)
No	2
Don't Know	Y
Refused	Z

IF Q.12 = Yes

THEN ASK: Q.13, Q.14

Q.13. Could you tell me what you understand to be the maximum number of employees a business can have for it to be exempt from the employment and recruitment section of the Disability Discrimination Act?

IF RESPONDENT NOT CERTAIN ASK THEM TO GIVE A ROUGH ESTIMATE

(340 - 343)

Numeric Range _____

Don't Know Y (340)

Permitted Range

0 TO 9999 (Numeric Range)

Q.14. Are you aware that this exemption is due to be removed?

Yes 1 (344)

No 2

Don't Know Y

Refused Z

IF Q.14 = Yes

THEN ASK: Q.15, Q.16

Q.15. How did you become aware of this?

DO NOT PROMPT. CODE ALL THAT APPLY

Head office/HR manager	1	(345)
Work colleague	2	
Employee	3	
Job applicant	4	
Friend/relative	5	
Professional/trade press	6	
Media (e.g. TV, newspapers etc.)	7	
Leaflet	8	
Internet/website	9	
Trade Union	0	(346)
Training	1	
Disability Rights Commission	2	
Disability charity/organisation	3	
Accountant	4	
Legal adviser	5	
Chamber of commerce/business link	6	
Don't Know	Y	(345)

Q.16. In which year do you think this exemption will be removed?

(347 - 350)

Numeric Range _____
Don't Know Y (347)

Permitted Range
2000 TO 2199 (Numeric Range)

End of Filter iawaex

End of Filter ismall

End of Filter iaware

Now I am going to ask you whether you consider people with certain conditions as being disabled.

Q.17. Do you consider a person with ... to be disabled?		
Yes	1	(351)
No	2	
Don't Know	Y	

This question is repeated for the following loop values:

- Mobility problems - difficulty getting around or moving from place to place
- Lifting/dexterity problems - difficulties using their hands to lift or carry everyday objects
- Facial or skin disfigurement
- Hearing impairment - which affects their ability to take part in spoken conversation
- Visual impairment - Not corrected by glasses
- A mental illness
- A learning difficulty - used to be called a mental handicap
- A speech impairment - which affects their ability to take part in spoken conversation
- A progressive illness - such as cancer or Parkinson's disease

A total of 9 iterations occupying columns (351) to (359)

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

The next few questions are about the employment of disabled people

Q.18. As far as you are aware, in the last 10 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?

Yes	1 (360)
No	2
Don't Know	Y
Refused	Z

IF Q.18 = Yes

THEN ASK: Q.19, Q.20, Q.21

Q.19. To your knowledge were any of these employees known to have a disability before they started working at this workplace?

Yes	1 (361)
No	2
Don't Know	Y
Refused	Z

Q.20. Did any of these employees develop their disabilities or long-term health problems after they had started working at this workplace?

Yes	1 (362)
No	2
Don't Know	Y
Refused	Z

Q.21. How many disabled employees are currently employed at this workplace?

IF RESPONDENT IS UNSURE ASK THEM TO ESTIMATE
YOU CAN NOW CODE ZERO EMPLOYEES

(363 - 365)

Numeric Range _____
Don't Know Y (363)

Permitted Range
0 TO 999 (Numeric Range)

End of Filter idisev

Q.22. Does your business have a policy that covers the rights of disabled employees and applicants?

INTERVIEWER NOTE - EMPHASISE THAT WE ARE TALKING ABOUT THE BUSINESS RATHER THAN JUST THE WORKPLACE

Yes	1 (366)
No	2
Don't Know	Y
Refused	Z

Q.23. I am now going to read out some statements about your workplace, can you tell me whether you agree or disagree with each one.

...

Strongly agree	1 (367)
Slightly agree	2
Slightly disagree	3
Strongly disagree	4
Don't Know	Y
Refused	Z

This question is repeated for the following loop values:

- This workplace has good practices towards disabled employees
- This workplace would find it difficult to keep on employees who became disabled
- This workplace does not have flexible procedures that would allow it to employ disabled people
- This workplace has equal opportunities for disabled employees

A total of 4 iterations occupying columns (367) to (370)

I would now like to ask you some questions about your recruitment practices

Q.24. Are vacancies at your workplace ever advertised externally? This includes jobs that are posted with Jobcentres or recruitment services

Don't Know	Y
Refused	Z

IF Q.24 = Yes

Q.25. When vacancies are advertised is any reference made to.....?

...

Yes	1 (372)
No	2
Don't Know	Y

This question is repeated for the following loop values:

- The rights of disabled applicants
- An equal opportunities policy
- The Two Ticks disability symbol

A total of 3 iterations occupying columns (372) to (374)

End of Filter ijobad

Q.26. Are applicants to your workplace required to give information about their health and disabilities, at any stage in the application process?

Yes	1 (375)
Sometimes	2
No	3
Don't Know	Y

IF Q.26 = Yes OR Q.26 = Sometimes

THEN ASK: Q.27

Q.27. Is the information about health and disabilities used to.....?

READ OUT. CODE ALL THAT APPLY

Assess suitability for the job	1 (376)
Assess whether the workplace would be suitable for the applicant	2
Help make practical arrangements to allow the employee to do their job effectively	3
Monitor the composition of the workforce	4
Don't Know	Y
None of these	X
Other	0

Other specify...

(377 - 380)

End of Filter ihequ

Q.28. How easy would it be for your workplace to.....?

...

READ OUT

Very easy	1 (408)
Quite easy	2
Quite difficult	3
Very difficult	4
Impossible	5
Don't Know	Y

This question is repeated for the following loop values:

- Provide application forms in alternative formats
- Provide disability awareness information for staff involved in recruitment
- Provide help with communication (e.g. sign language interpreter)
- Check at interview if applicant would need any adjustments or adaptations if appointed
- Guarantee disabled applicants an interview

A total of 5 iterations occupying columns (408) to (412)

Q.29. Have you ever sought advice on any aspect of employing disabled people?
This includes advice on adapting workplaces or any legal requirements the workplace may have

Yes	1 (413)
No	2
Don't Know	Y

IF Q.29 = Yes

THEN ASK: Q.30

Q.30. From where did you seek this advice?

CODE ALL THAT APPLY

Head office	1	(414)
Colleagues at workplace	2	
Internet	3	
Specialist consultant	4	
Solicitor/legal advice	5	
Job centre/employment service	6	
Acas	7	
Trade Union	8	
Trade/employer organisation	9	
Another business	0	(415)
Landlord	1	
Local/planning authority	2	
Disability Rights Commission	3	
Disability charity/organisation	4	
Citizens Advice Bureau	5	
DTI	6	
Don't Know	Y	(414)
Refused	Z	
Other	0	

Other specify...	(416 - 419)
------------------	-------------

End of Filter iadvyes

Q.31. How easy would it be for this workplace to employ someone?

...

READ OUT

Very easy	1 (420)
Quite easy	2
Quite difficult	3
Very difficult	4
Impossible	5
Don't Know	Y

This question is repeated for the following loop values:

- Who needs to use a wheelchair
- Who has arthritis which can fluctuate and at times severely limit their physical capacity
- Who has severe facial scarring which cannot be completely masked
- Who is profoundly deaf (not helped by hearing aid)
- With severely impaired vision who needed to use Braille and other such aids
- Who is dyslexic
- Who has learning difficulties (used to be called a mental handicap)
- Who suffers from clinical depression
- Who has Schizophrenia
- Who has a severe stammer and finds it hard to communicate verbally
- With Parkinson's disease
- With epilepsy

A total of 12 iterations occupying columns (420) to (431)

IF Q.18 = Yes

THEN ASK: Q.33

Which of the following are currently in place or planned at this workplace to assist disabled employees.

Q.32.

...

Currently in place	1 (432)
Planned	2
Neither	3
Don't Know	Y

This question is repeated for the following loop values:

- Transferring people or jobs to other premises to assist disabled employees
- Adapted work environment to help disabled employees (e.g. adapting premises, furniture, lighting)
- Flexible work organisation (e.g. transferring disabled people to other jobs, rearranging work duties)
- Flexible working time, or varying hours for disabled employees
- Providing appropriate physical assistance (e.g. interpreters for a person who is deaf)
- Allowing working from home for disabled employees
- Providing car parking space for disabled employees

A total of 7 iterations occupying columns (432) to (438)

Q.33. Has anything else been done at this workplace to help disabled employees?

Don't Know	Y (439)
None of these	X
	(439 - 442)

IF Q.32(1) = Planned OR Q.32(2) = Planned OR Q.32(3) = Planned OR Q.32(4) = Planned OR Q.32(5) = Planned OR Q.32(6) = Planned OR Q.32(7) = Planned THEN ASK: Q.34

Q.34. You said that there were adjustments planned for this workplace that have not yet been made, when would these changes be completed?

READ OUT

Within the next 6 months	1 (443)
Over 6 months but within 1 year	2
Over 1 year but within 2 years	3
Over 2 years but within 5 years	4
Over 5 years but within 10 years	5
Over 10 years	6
Don't Know	Y

End of Filter iplan

Q.35. Have you actually had to make any changes to the workplace or working practices for your disabled employees?

Yes	1 (444)
No	2
Don't Know	Y

IF Q.35 = Yes

THEN ASK: Q.36, Q.37

Q.36. Generally how easy was it to make these adjustments?

READ OUT

Very easy	1 (445)
Quite easy	2
Neither easy or difficult	3
Quite difficult	4
Very difficult	5
Don't Know	Y

Q.37. Which of these applies to why you went ahead with these adjustments?

READ OUT. CODE ALL THAT APPLY.

The costs were small	1	(446)
Adjustments were made as part of a general refurbishment	2	
We assumed the benefits would exceed the cost	3	
It was the right thing to do for the disabled employee(s)	4	
Company policy required us to make changes	5	
In response to a request from an employee	6	
The change had wider benefits for employees at the workplace	7	
The law required us to make the change	8	
Don't Know	Y	
None of these	X	

IF Q.37 = None of these

THEN ASK: Q.38

Q.38. What was the reason you went ahead with the adjustments?

PROBE

Don't Know	Y	(447)
		(447 - 450)

End of Filter icosre2

IF Q.37 = The law required us to make the change

THEN ASK: Q.39

Q.39. Would you have made these changes without the legislation?

READ OUT

Yes - all of them	1	(451)
Yes - some of them	2	
No	3	
Don't Know	Y	

End of Filter ilawem

Q.40. Did any of the adjustments made have a direct financial cost for the workplace?

Yes	1 (452)
No	2
Don't Know	Y
Refused	Z

IF Q.40 = Yes

THEN ASK: Q.41

Q.41. Approximately how much in total, excluding grants or other income from 3rd parties, has it cost this workplace in the last 12 months for adjustments made to help disabled employees? This includes costs incurred by changes to working patterns and practices

READ OUT

£1 - £99	1 (453)
£100 - £499	2
£500 - £999	3
£1,000 - £4,999	4
£5,000 - £9,999	5
£10,000 and over	6
Don't Know	Y
Refused	Z
None of these	X

End of Filter iadjco1

IF Q.40 = No

THEN ASK: Q.42

Q.42. Why was there no direct financial cost from the adjustments made?

DO NOT PROMPT. CODE ALL THAT APPLY

Adjustment was part of general refurbishment to facilities	1 (454)
Adjustment was in response to company policy	2
Adjustment was just a change in practice	3
Landlord paid	4
No costs were incurred	5
Costs were funded by an external agency	6
Don't Know	Y
Other	0

Other specify...

(455 - 458)

End of Filter iadcono

End of Filter idischa

IF Q.35 = No

THEN ASK: Q.43

Q.43. Why has this workplace not had to make any adjustments to jobs, the working environment or working conditions to enable you to employ or continue to employ disabled people?

CODE ALL THAT APPLY

Never had any disabled employees	1 (459)
Changes are planned but have not been completed	2
Necessary facilities/arrangements at the workplace were already in place	3
Premises are rented	4
Disabled employees did not require adjustments at the workplace	5
Adjustments to the workplace are planned but are not yet completed	6
Will be done but not a priority to date	7
We could not afford to make necessary adjustments	8
Don't Know	Y
Refused	Z
Other	0

Other specify...

(460 - 463)

End of Filter idisnad

End of Filter idisem

IF Q.18 <> Yes

Q.44. How easy would it be for this workplace to make these changes to enable it to employ or continue to employ disabled people?

...

Very easy	1 (464)
Quite easy	2
Quite difficult	3
Very difficult	4
Impossible	5
Don't Know	Y

This question is repeated for the following loop values:

- Transferring people or jobs to other premises to assist disabled employees
- Adapted work environment to help disabled employees (e.g. adapting premises, furniture, lighting)
- Flexible work organisation (e.g. transferring disabled people to other jobs, rearranging work duties)
- Flexible working time, or varying hours for disabled employees
- Providing appropriate physical assistance (e.g. interpreters for a person who is deaf)
- Allowing working from home for disabled employees
- Providing car parking space for disabled employees

A total of 7 iterations occupying columns (464) to (470)

End of Filter inodiem

People's views on the employment and retention of disabled people can vary. Here are some things employers have said, can you tell us how much you agree or disagree that the following statements apply to your enterprise?

Q.45. ...

READ OUT

Strongly agree	1 (471)
Slightly agree	2
Slightly disagree	3
Strongly disagree	4
Don't Know	Y
Refused	Z

This question is repeated for the following loop values:

- Taking on a disabled person is a major risk for the employer
- We always seek to recruit the best person for the job, irrespective of whether they have a disability or not
- Adjustment(s) for an employee who becomes disabled usually costs less than recruiting a new one
- Taking on a person who had a disability or severe illness in the past but has now recovered would be a risk for this business
- People with disabilities tend to be less productive than other employees
- It's very rare that we have a disabled person apply for a job

A total of 6 iterations occupying columns (471) to (476)

I would now like to ask some questions about your customers or clients.

Q.46. Firstly, are your workplace's customers.....?

READ OUT

Other businesses or organisations only	1 (477)
Members of the public only	2
A mixture of the general public and other businesses or organisations	3
Don't Know	Y

IF Q.46 = Members of the public only OR Q.46 = A mixture of the general public and other businesses or organisations

IF Q.3 > 100

THEN ASK: Q.47

Q.47. Are you the appropriate person who can answer some questions about your customers?

Yes	1 (478)
No	2
Don't Know	Y

IF Q.47 = No

THEN ASK: Q.48

Q.48. Would you be able to give us the name and telephone number of the person who would be most appropriate to answer some questions about your customers?

Yes	1 (479)
No	2
Don't Know	Y

IF Q.48 <> Yes

QUANCEPT ITEM:

End of Filter Ino

IF Q.48 = Yes

THEN ASK: Q.49, Q.50, Q.51

Q.49. What is their name please?

(508 - 511)

Don't Know

Y (508)

Q.50. And their contact number?

INTERVIEWER: IT IS IMPERATIVE THAT THERE ARE NO BRACKETS OR SPACES
WITHIN THE TELEPHONE NUMBER, IT SHOULD BE ONE LONG STRING OF
DIGITS.

(512 - 515)

Don't Know

Y (512)

Q.51. Are they available now?

Yes

1 (516)

No

2

Don't Know

Y

IF Q.51 <> Yes

**That's the last of the questions I have to ask you. Thank you for your help in
completing this survey.**

Can I just make an appointment to speak to ...?

QUANCEPT ITEM:

QUANCEPT ITEM:

End of Filter Inot

IF Q.51 = Yes

THEN ASK: Q.52

Could I speak to them please?

WHEN SPEAKING TO THE CORRECT PERSON: PRESS RETURN

Q.52. Good afternoon/evening, my name is _____ calling from BMRB Social Research on behalf of the Department of Work and Pensions and we are conducting a survey about disability issues amongst businesses.

Would you be able to spare some time to speak to us?. Please be assured that everything you say will be treated in the strictest confidence. (If asked; The interview should take no longer than xx minutes.). If unable to take part in interview at present time, arrange a more suitable time.

Date_____Time_____

Yes - Proceed	1 (517)
Yes - Appointment	2
No	3
Don't Know	Y

QUANCEPT ITEM:

End of Filter lyes

End of Filter lappt

Q.53. Firstly, could tell me what your position or job title is?

General/duty manager	1 (518)
Assistant manager	2
Human resources/Personnel manager	3
Supervisor	4
Owner/proprietor	5
Don't Know	Y
Refused	Z
Other	0

Other specify...

(519 - 522)

End of Filter inoper

End of Filter ibig3

Q.54. When your customers or clients obtain goods or services from your workplace, or use any facilities on it, does this occur.....?

READ OUT

Entirely on your premises	1 (523)
Entirely off your premises	2
Both on and off your premises	3
Don't Know	Y

Q.55. In which of these ways do you deal with your clients and customers.....?

READ OUT. CODE ALL THAT APPLY

By mail	1 (524)
By telephone	2
In person	3
Electronically (e.g. internet, email, kiosks)	4
Don't Know	Y
Other	0

Other specify...

(525 - 528)

Q.56. Does this business have a policy that covers the provision of goods and services to disabled people?

INTERVIEWER NOTE - EMPHASISE THAT WE ARE TALKING ABOUT THE BUSINESS RATHER THAN JUST THE WORKPLACE

Yes	1 (529)
No	2
Don't Know	Y

IF Q.47 <> No

We've talked about legislation relating to the employment of disabled employees. Now thinking about your customers...

End of Filter inewp

Q.57. Are you aware of any laws giving rights to clients/customers with long-term health problems or disabilities?

IF YES, PROBE FOR NAME. IF KNOW NAME AND IT IS NOT DDA, CHOOSE OTHER AND ENTER NAME THERE

Yes - Disability Discrimination Act	1 (530)
Yes - don't know name	2
No	3
Don't Know	Y
Yes - other specify	0

Other specify...

(531 - 534)

IF Q.57 <> Yes - Disability Discrimination Act

THEN ASK: Q.58

Q.58. The Disability Discrimination Act of 1995 introduced rights for customers/ clients with long term health problems or disabilities. Prior to this survey, were you aware of this?

Yes	1 (535)
No	2
Don't Know	Y

End of Filter icusno

IF Q.57 = Yes - Disability Discrimination Act OR Q.58 = Yes

End of Filter itva2

IF (Q.47 = No) AND (Q.57 = Yes - Disability Discrimination Act OR Q.58 = Yes)

THEN ASK: Q.59

Q.59. How did you first hear of this?

DO NOT PROMPT.

Head office/HR manager	1 (536)
Work colleague	2
Employee	3
Job applicant	4
Friend/relative	5
Professional/trade press	6
Media (e.g. TV, newspapers etc.)	7
Leaflet	8
Internet/website	9
Trade Union	0 (537)
Training	1
Disability Rights Commission	2
Disability charity/organisation	3
Accountant	4
Legal adviser	5
Chamber of commerce/business link	6
Don't Know	Y (536)
Other	0

Other specify...

(538 - 541)

End of Filter icusa2

**IF Q.57 = Yes - Disability Discrimination Act OR Q.57 = Yes - don't know name
OR Q.57 = Yes - other specify OR Q.58 = Yes**

THEN ASK: Q.60, Q.61, Q.62

Q.60. Can you tell me what you believe the main provisions of the Disability Discrimination Act are in relation to disabled customers/clients? Just tell me in your own words.

DO NOT PROMPT. PROBE FULLY.

	(542 - 545)
Don't Know	Y (542)
None of these	X

Q.61. New duties under the Disability Discrimination Act are effective from October 2004 when businesses must take reasonable steps to remove or alter physical barriers which make it unreasonably difficult for a disabled person to use a service. Alternatively they must provide a reasonable means for disabled customers to avoid such barriers. Before today were you aware that these duties will come into force in 2004?

Yes	1 (546)
No	2
Don't Know	Y

Q.62. What effect will this requirement have on your business?

READ OUT

Major effect	1 (547)
Minor effect	2
No effect	3
Don't Know	Y
Refused	Z

IF Q.62 = Major effect OR Q.62 = Minor effect

THEN ASK: Q.63

Q.63. In what way?

PROBE

	(548 - 551)
Don't Know	Y (548)

End of Filter iysig

IF Q.62 = No effect

THEN ASK: Q.64

Q.64. Do you say no effect because.....?

READ OUT. CODE ALL THAT APPLY

There are no physical barriers on the premises	1 (552)
The necessary changes have already been made to remove, alter or avoid physical barriers	2
The legislation is not relevant to the service provided at this establishment	3
Don't Know	Y
Some other reason	0

Other specify...

(553 - 556)

End of Filter ignot

End of Filter icusawa

Which of these practices or adaptations to your workplace are currently in place, or planned, to help customers with disabilities?

Q.65. ...

PROBE: Have you made this change or are you planning to make it?

Currently in place	1 (557)
Planned	2
Neither	3
Don't Know	Y

This question is repeated for the following loop values:

- Changes to physical accessibility (e.g. improved access, ramps, disabled toilets, disabled parking spaces etc.)
- Improvements to communication (e.g. Braille, large print, subtitles, special phone system etc.)
- Staff training in disability issues
- Changes to way service is provided (e.g. home delivery)

A total of 4 iterations occupying columns (557) to (560)

Q.66. Is there anything else this workplace does to help customers with disabilities use or access any of its services or facilities?

PROBE

	(561 - 564)
Don't Know	Y (561)
None of these	X

Q.67. Have you had to make any changes to your workplace or practices for disabled customers?

Yes	1 (565)
No	2
Don't Know	Y

IF Q.67 = Yes

THEN ASK: Q.68, Q.69

Q.68. What, if any, would you say were the main difficulties or problems in making these changes?

DO NOT PROMPT. CODE ALL THAT APPLY

No problems/difficulties	1 (566)
Space constraints	2
Planning constraints or problems	3
The age of the building	4
Problems getting head office to agree	5
Premises difficult to alter	6
Problems with Health and Safety	7
High cost of changes	8
Difficulties relating to staff attitudes/training	9
Lack of knowledge about changes	0 (567)
Don't Know	Y (566)
Other	0

Other specify...

(568 - 571)

Q.69. Did any of the adjustments made for customers have an additional direct cost for the workplace?

Yes	1	(572)
No	2	
Don't Know	Y	
Refused	Z	

IF Q.69 = No

THEN ASK: Q.70

Q.70. Why was there no direct financial cost from the adjustments made?

DO NOT PROMPT. CODE ALL THAT APPLY

Adjustment was part of general refurbishment to facilities	1	(573)
Adjustment was in response to company policy	2	
Adjustment was just a change in practice	3	
Landlord paid	4	
No costs were incurred	5	
Costs were funded by an external agency	6	
Don't Know	Y	

End of Filter icosno

IF Q.69 = Yes

THEN ASK: Q.71

Q.71. Approximately how much in total, excluding grants or other income from 3rd parties, has it cost this workplace for the necessary adjustments in the last 12 months?

DO NOT READ OUT.

£1 - £99	1 (574)
£100 - £499	2
£500 - £999	3
£1,000 - £4,999	4
£5,000 - £9,999	5
£10,000 and over	6
Don't Know	Y
Refused	Z
None of these	X

End of Filter icosyes

Q.72. Which of these applies to why you went ahead with these adjustments?

READ OUT. CODE ALL THAT APPLY.

The costs were negligible	1 (575)
Benefits outweighed the costs	2
We just knew we had to pay regardless of costs	3
It was the right thing to do for disabled customers/clients	4
Company policy required us to make changes	5
In response to a request from a customer	6
The law required us to make the change	7
Don't Know	Y
None of these	X

IF Q.72 = None of these

THEN ASK: Q.73

Q.73. What was the reason why you went ahead with the adjustments?

	(576 - 579)
Don't Know	Y (576)

End of Filter iwhypay

IF Q.72 = The law required us to make the change

THEN ASK: Q.74

Q.74. Would you have made these changes without the legislation?

READ OUT

Yes - all of them	1	(580)
Yes - some of them	2	
No	3	
Don't Know	Y	

End of Filter ilaw

End of Filter icusch

IF Q.67 = No

THEN ASK: Q.75

Q.75. Some businesses tell us that there are reasons why they have not had to make any changes for disabled customers, which of these apply to you?

READ OUT. CODE ALL THAT APPLY

Changes are planned but have not yet been made	1	(608)
Service already accessible to disabled customers	2	
Premises are rented	3	
Unclear of requirements of legislation	4	
Cost	5	
Planning constraints	6	
Too few disabled customers	7	
Don't Know	Y	
Other	0	

Other specify...

(609 - 612)

End of Filter inowt

Q.76. Thinking now about staff at your workplace who have direct contact with customers or clients. Have any of these staff undertaken any training in issues related to dealing with disabled customers?

Yes	1 (613)
No	2
Don't Know	Y
Refused	Z

IF Q.76 = Yes

THEN ASK: Q.77

Q.77. Was this.....?

READ OUT

Specific training related to disability	1 (614)
As part of equal opportunities training	2
As part of induction training	3
Part of ongoing customer care training	4
Don't Know	Y
Other training	0

Other specify...

(615 - 618)

End of Filter itrain

End of Filter ipubfa

That's the last of the questions I have to ask you. Thank you for your help in completing this survey.