

Department for Work and Pensions

Research Report No 317

Attitudes to making adjustments to common parts of rented and leased residential premises

Mark Stephens and Karen Croucher

A report of research carried out by the Centre for Housing Policy, University of York and QA Research for the Department for Work and Pensions

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First Published 2006.

ISBN 1 84123 957 7

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Printed by Corporate Document Services.

Contents

Acknowledgements	vii
The Authors	viii
Glossary	ix
Summary	1
1 Introduction	3
1.1 Background	3
1.2 Aims and objectives	3
1.3 Methodology	4
1.3.1 <i>Stage 1: Telephone survey</i>	4
1.3.2 <i>Stage 2: Focus groups/interviews</i>	6
1.4 Topics covered in discussion	6
2 Survey findings	7
2.1 The sample	7
2.2 Attitudes to adaptations	8
2.3 Do attitudes vary between tenures?	11
2.4 Reasons for support for/opposition to adaptations	13
2.5 Who should pay for adaptations?	14
2.6 Properties and adaptations	14
2.6.1 <i>Property characteristics</i>	14
2.6.2 <i>Prevalence of adaptations</i>	15
2.6.3 <i>Attitudes to adaptations</i>	15
3 Focus groups/in-depth interviews	17
3.1 The sample	17
3.1.1 <i>Social tenants</i>	17
3.1.2 <i>Leaseholders</i>	17

3.1.3	<i>Private tenants</i>	18
3.1.4	<i>Disabled people</i>	18
3.2	Topics covered in discussion	18
3.3	Attitudes towards adaptations in communal areas of shared dwellings	19
3.4	Attitudes towards funding adaptations in communal areas of shared dwellings	24
4	Conclusions	29
Appendix A	Tables	31
Appendix B	Topic guides	51
Appendix C	Questionnaire	55

List of tables

Table 2.1	Attitudes to adaptations when not expected to pay	8
Table 2.2	Attitudes to adaptations when expected to pay	10
Table 2.3	Attitudes to adaptations by tenure (non-disabled category)	12
Table 2.4	Attitudes to adaptations by tenure (disabled category)	12
Table 2.5	Reasons for supporting or opposing adaptations	13
Table 2.6	Who should pay for adaptations?	14
Table A.1	Tenure (non-disabled respondents)	31
Table A.2	Household type by tenure (non-disabled respondents)	32
Table A.3	Adaptations to improve access for people who need to use wheelchairs (non-disabled respondents/not expected to pay) ...	33
Table A.4	Adaptations to improve access for people who have difficulty getting about, but don't need a wheelchair (non-disabled respondents/not expected to pay)	33
Table A.5	Adaptations to help people who have difficulty seeing (non-disabled respondents/ not expected to pay)	34
Table A.6	Adaptations for people with difficulty hearing (non-disabled respondents/not expected to pay)	34
Table A.7	Adaptations for people with learning difficulties (non-disabled respondents/not expected to pay)	35
Table A.8	Reasons for supporting/opposing adaptations (non-disabled respondents/not expected to pay)	35
Table A.9	Adaptations to improve access for people who need to use wheelchair (non-disabled respondents/expected to contribute)	36
Table A.10	Adaptations to improve access for people who have difficulty getting about, but don't need a wheelchair (non-disabled respondents/expected to contribute)	36
Table A.11	Adaptations to help people who have difficulty seeing (non-disabled respondents/expected to contribute)	37

Table A.12	Adaptations for people with difficulty hearing (non-disabled respondents/expected to contribute)	37
Table A.13	Adaptations for people with learning difficulties (non-disabled respondents/expected to contribute)	38
Table A.14	Reasons for support/opposition for adaptations (non-disabled respondents/expected to contribute)	38
Table A.15	Who should pay for adaptations? (all non-disabled respondents)	39
Table A.16	Tenure (respondents who are or live with someone who is disabled)	39
Table A.17	Household type by tenure (respondents who are or live with someone who is disabled)	40
Table A.18	Adaptations to improve access for people who need to use wheelchairs (respondents who are or live with someone who is disabled/not expected to pay)	41
Table A.19	Adaptations to improve access for people who have difficulty in getting about, but don't need a wheelchair (respondents who are or live with someone who is disabled/not expected to pay)	41
Table A.20	Adaptations to help people who have difficulty seeing (respondents who are or live with someone who is disabled/not expected to pay)	42
Table A.21	Adaptations for people with difficulty hearing (respondents who are or live with someone who is disabled/not expected to pay)	42
Table A.22	Adaptations for people with learning difficulties (respondents who are or live with someone who is disabled/not expected to pay)	43
Table A.23	Reasons for support/opposition for adaptations (respondents who are or live with someone who is disabled/not expected to pay)	43
Table A.24	Adaptations to improve access for people who need to use wheelchairs (respondents who are or live with someone who is disabled/expected to contribute)	44
Table A.25	Adaptations to improve access for people who have difficulty in getting about, but don't need a wheelchair (respondents who are or live with someone who is disabled/expected to contribute)	44
Table A.26	Adaptations to help people who have difficulty seeing (respondents who are or live with someone who is disabled/expected to contribute)	45
Table A.27	Adaptations for people with difficulty hearing (respondents who are or live with someone who is disabled/expected to contribute)	45

Table A.28	Adaptations for people with learning difficulties (respondents who are or live with someone who is disabled/expected to contribute)	46
Table A.29	Reasons for supporting/opposing adaptations (respondents who are or live with someone who is disabled/expected to contribute)	46
Table A.30	Who should pay for adaptations (respondents who are or live with someone who is disabled)	47
Table A.31	Type of property	47
Table A.32	Numbers of households living in properties	48
Table A.33	Prevalence of shared common parts	49
Table A.34	Prevalence of adaptations	49
Table A.35	Utility of adaptations	50
Table A.36	Paying for adaptations made since respondent moved in (social rented sector)	50
Table A.37	Satisfaction with adaptations made since respondent moved in (all tenures).....	50

List of figures

Figure 2.1	Attitudes to adaptations by whether expected to pay.....	9
Figure 2.2	Fall in support for/rise in opposition to adaptations when expected to pay:	10

Acknowledgements

This work was commissioned by the Department for Work and Pensions.

The authors would like to thank James Pool and his colleagues at the Department for Work and Pensions for their input into this work, including discussing the contents of the telephone survey and the subsequent analysis. Dr Nicky Burns of Strathclyde University provided valuable advice on the questionnaire design and comments on the draft report. The authors are grateful to Tom Archer and his colleagues at QA Research for conducting the survey and specified analysis and for recruiting the focus groups. They are also grateful to the administrative and secretarial support of Jane Allen, Margaret Johnson and Lynne Lonsdale.

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Glossary

Social rented housing

Housing owned and managed by local authorities or housing associations.

Disabled category households

Households where either the respondent or another member of the household is disabled.

Non-disabled category households

Households where no member is disabled.

Summary

The aim of this project was to explore the views of tenants to the making of disability-related adjustments to the common parts of rented and leased residential premises.

The research was conducted in two stages:

Stage 1: a telephone survey was conducted of 118 non-disabled category households and 83 disabled category households. Disabled category households were defined as those households where the respondent or a member of their household was disabled.

Stage 2: three focus groups and four in-depth telephone interviews were conducted in order to establish a greater insight into respondents' views.

Due to the relatively small sample size, especially when groups are broken down by tenure, the findings should be treated as being indicative rather than fully representative.

The key findings of the research were:

- Most households in all tenures and regardless of whether a member of a household had a disability supported adaptations, on the assumption that they did not have to pay. Nonetheless, support was strongest among disabled category households. (Section 2.2)
- More households objected to adaptations than supported them if they were expected to pay for them. This finding held for each tenure and regardless of disability status. (Section 2.3)
- Support for adaptations appears to be strengthened by the usefulness of adaptations to households or neighbours, with consideration also given to their simplicity and durability. (Sections 2.4 and 3.3)
- Cost appears to be the principal reason for opposing adaptations. Affordability was cited as a problem in focus groups, combined with concerns about the anticipated low quality of work conducted by local authorities and the value for money where other priorities existed for improving buildings. (Sections 2.4 and 3.4)

- Most respondents believed that either central or local government should pay for adaptations. (Sections 2.5 and 3.4)
- The impact of adaptations on the value or marketability of property did not register as a significant or consistent reason for opposing adaptations in the survey, although it did feature in the leaseholder focus group. Local authority tenants in a focus group pointed to the vulnerability of adaptations to vandalism, the difficulty in maintaining them and the impact that measures designed to improve access might have on the security of a building. Some leaseholders suggested that adaptations might be impractical in older buildings and might affect their character. (Sections 2.4 and 3.3)
- Where adaptations had been carried out they commanded a high degree of satisfaction in both disabled and non-disabled categories. Overall, among council tenants, costs appear to have been borne primarily by the landlord, but with a significant contribution from direct beneficiaries. (Section 2.6.3)

The main conclusions are:

- there is strong support in principle for adaptations;
- however, support is extremely price sensitive: it collapses if households are expected to pay;
- adaptations are most likely to command support if they are of practical use, simple and durable;
- adaptations are least likely to command support if they are vulnerable to vandalism, unsuited to a dwelling or reduce its security;
- where adaptations have taken place they command a high degree of satisfaction among both disabled and non-disabled category households.

1 Introduction

1.1 Background

The Disability Discrimination Act (DDA) 1995 requires landlords and managers of all rented and leased premises not to treat any disabled person less favourably than others for reasons related to their disability without justification. More recently, the DDA 2005 imposed further duties of 'reasonable adjustment' on landlords and managers of rented premises. These new duties will come in to force in December 2006. Under these duties, landlords or managers of rented residential premises may have to change a policy, practice or procedure or term of letting which makes it unreasonably difficult for a disabled person to enjoy the premises or make use of associated benefits or facilities. Landlords may also have to provide auxiliary aids or services in certain circumstances. These new duties do not, however, include the removal or alteration of physical features of the premises, although the landlord/manager cannot withhold consent unreasonably when the tenant wishes to make a disability-related improvement to facilitate a disabled person's enjoyment of the premises. In terms of costs, any such improvement must be paid for by the tenant, although some grants may be available.

However, rights to improve common areas were not enacted in the DDA 2005, as a number of difficulties were perceived, including how any disability-related adjustments to common areas should be paid for, perceived impacts on the value of properties, and questions over the rights of tenants generally to make adjustments to common areas.

This report was commissioned by the Department for Work and Pensions (DWP) to assist the Review Group on Common Parts.

1.2 Aims and objectives

The overall aim of this project is to explore the views of tenants to the making of disability-related adjustments to the common parts of rented and leased residential premises.

The two main objectives of the project are to:

- highlight general issues and views held by tenants/leaseholders on the making of disability-related adjustments to the common part of rented and leased residential premises; and
- elicit respondents' views on the making of disability-related adjustments to the common parts of their shared residency in respect of real and/or hypothetical adjustments.

1.3 Methodology

The methodologies adopted were based on several hypotheses:

First, that the views of respondents who were disabled or who lived with people who were disabled (disabled category respondents) would be more inclined to support adaptations than non-disabled category respondents. For this reason the two groups were surveyed separately. It was left to respondents to decide whether they were disabled, although a standard definition was available for anyone who asked for guidance (see question 9a, Appendix C).

Second, that attitudes towards adaptations might vary according to the tenure of the respondent. In particular, it was assumed that leaseholders would be more sensitive to the impact of adaptations on the value of a property than tenants. In standard tenure characterisations, leaseholders are described as 'owner-occupiers' because their lease is tradeable on the open market. It was also thought that the views of private tenants and tenants of local authorities or housing associations ('social tenants') might differ due to the differing objectives of landlords. For example, the profit-orientation of private landlords might evoke a different view of responsibility for payment than the not-for-profit orientation of social landlords.

Third, that attitudes to different types of adaptations would vary, as attributes such as cost, maintenance and visibility differ considerably.

Fourth, that attitudes would vary depending on whether the respondent was expected to pay for the adaptations.

A standard two-stage approach was adopted of a telephone questionnaire followed by focus groups and in-depth interviews.

1.3.1 Stage 1: Telephone survey

The first stage consisted of a telephone questionnaire of 118 non-disabled category and 83 disabled category households living in the Leeds and York areas. This was conducted by QA Research. The target was to interview 200 households, which was achieved. Due to time and budget constraints a larger sample was not possible, and it should be stressed that the relatively small sample size, especially when groups are broken down by tenure, means the findings should be treated as indicative rather than fully representative.

Respondents were obtained randomly from a database supplied by Neil Whelpton Associates. This allowed the survey company to obtain contact details to build an appropriate sample for the interviews. This provided the survey company with the details of 2,000 private sector tenants, housing association tenants, local authority tenants and owner-occupiers living in Leeds or York. The survey company's Computer Aided Telephone Interviewing (CATI) systems managed the sample as the interviews were conducted.

The location was chosen because participants in focus groups (see below) were recruited from the people who participated in the telephone survey, and the research team was based in this area. Given time and budget constraints this was a practical consideration. However, the different tenures are well represented in the region and there is no reason to believe that responses from this region should be untypical.

The questionnaire (reproduced in Appendix C) was designed by the Centre for Housing Policy (CHP) in consultation with the DWP and the survey company, QA Research, which carried it out and provided analysis (cross-tabs) on the instruction of CHP.

Before interviewing commenced, the interview script (in its CATI form) was piloted and tested by the project manager at QA Research to ensure that the routing and question structure was sound. All interviewers involved in this research were briefed on the aims and objectives of the project prior to conducting the interviews. At the briefing session, information was provided regarding the client and who should be contacted should any issues arise as a result of the work.

Respondents were asked for their attitudes towards five types of adaptation:

- access (wheelchair);
- access (non-wheelchair);
- visual;
- hearing; and
- learning difficulty.

It was intended initially that the questionnaire would refer to the adaptation rather than the disability to which it was addressed, so as to elicit views about adaptations rather than particular disabilities. However, in expressing the questions in language that would be understood easily, reference to the disability in question was judged to be necessary.

Five possible responses were offered, ranging from 'Strongly oppose' to 'Strongly support'.

The same questions were asked twice: first on the assumption that the respondent would not be expected to pay for the adaptation, and second on the assumption

that they would. The first set of responses was designed to highlight 'in principle' support or opposition to adaptations; the second to establish the degree of price sensitivity.

The questionnaire also attempted to establish the reasons for respondents' support or opposition to adaptations, under both assumptions (i.e. payment and non-payment), and asked respondents who they thought should pay for adaptations.

The questionnaire attempted to establish the prevalence of different types of adaptations, and respondents' use and level of satisfaction with them. It also tried to establish how these adaptations had been paid for.

1.3.2 Stage 2: Focus groups/interviews

In the second stage of the project, three focus groups, recruited randomly from the respondents to the questionnaire were held. Recruitment was undertaken by QA Research and the focus groups were conducted in central Leeds by the CHP. The objective of the focus groups was to explore respondents' views in more depth than is possible in a questionnaire consisting of closed questions.

The focus groups were organised on a tenure basis (seven social tenants; six leaseholders and six private tenants – although in the event, this group contained some social tenants, see Section 3.1.3). Respondents were offered a small financial incentive (£20) to participate, and their travel expenses were covered.

In addition, four in-depth semi-structured telephone interviews were conducted with disabled people. It had been intended to hold a focus group for disabled respondents, but this proved to be impractical due to mobility and access problems. Respondents were offered a small financial incentive (£10) to participate.

1.4 Topics covered in discussion

In all three groups the same themes were introduced: Participants were asked about where they lived and the suitability of shared spaces and communal areas generally for people with disabilities, and any difficulties they themselves experienced. They were asked whether they would consent to adaptations for disabled people being made to the communal areas where they lived, and more generally whether, in principle they felt that adaptations should be made to shared and communal areas of shared dwellings. Finally the participants were asked how any such adaptations should be paid for. Throughout the groups and interviews the facilitator stressed that all types of disabilities and a range of aids and adaptations were up for discussion.

The topic guides adopted for the groups and telephone interviews are presented in Appendix B.

2 Survey findings

2.1 The sample

The telephone survey was conducted by QA Research in October 2005 in Leeds and York.

The survey was divided into two cohorts:

Non-disabled respondents: The total sample was 118. Of these, 59 per cent were female and 42 per cent male. Some 60 per cent of respondents lived in either local authority or housing association properties (collectively known as the social rented sector – see Table A.1). About one in ten were private tenants and just over one-quarter were leaseholders (Table A.1). The overwhelming majority of respondents were White British (96 per cent). Within the tenures the highest proportion of minority ethnic respondents was private tenants (17 per cent), but the numbers in the sample were still very low. None of the leaseholder respondents were from minority ethnic groups. Most households were retired (60 per cent). The greatest concentration of retired households was found in leasehold properties (69 per cent compared to 63 per cent in the social rented sector – See Table A.2).

Disabled respondents or people who live with people who are disabled ('disabled category'): The total sample was 83, split evenly between the genders. The concentration of respondents living in social rented housing was higher than in the non-disabled category (82 per cent – See Table A.16). The overwhelming majority (98 per cent) were White British. An even higher proportion of respondents were retired (65 per cent – see Table A.17). Again, the highest proportion of retired respondents was found in the leasehold sector (89 per cent of the leaseholder respondents were over retirement age compared to 62 per cent of tenants in the social rented sector).

The size of the sample, especially when broken down into sub-groups, means that the results are merely suggestive.

2.2 Attitudes to adaptations

Respondents were asked their views on five types of adaptations to common parts of buildings under two conditions. The first was on the assumption that they would not be expected to make a financial contribution to the adaptations. This question was intended to identify, 'in principle', views on adaptations.

Table 2.1 shows that a clear majority of both sets of respondents support or strongly support adaptations. This is true of all of the types of adaptations included in the questionnaire. Support is stronger among respondents who are disabled or live with someone who is disabled. There appears to be very little opposition to adaptations in principle.

The one proviso is that one-third of non-disabled and almost 30 per cent of respondents who are, or live with someone who is, disabled indicated that they neither supported nor opposed adaptations. While views generally vary little between adaptations, it is notable that strong support for adaptations designed to help people with learning disabilities is much lower among 'disabled category' respondents and the neutral response much higher. It is possible that the neutral category might hide some 'reluctant' opponents, i.e. people who feel embarrassed about voicing their opposition to adaptations.

Table 2.1 Attitudes to adaptations when not expected to pay

	<i>Row percentages</i>				
	Strongly oppose	Oppose	Neither	Support	Strongly support
Non-disabled category					
<i>(Base= 118)</i>					
Access/wheelchair	2	8	29	41	22
Mobility/non-wheelchair	1	5	32	42	20
Vision	1	5	36	48	11
Hearing	0	3	33	45	19
Learning disability	0	6	38	42	15
All	1	5	33	43	17
	Total opposition	6		Total support	61
Disabled category					
<i>Base = 83</i>					
Access/wheelchair	0	4	21	53	22
Mobility/non-wheelchair	0	1	27	51	22
Vision	0	5	29	53	13
Hearing	0	1	29	52	18
Learning disability	0	2	39	49	10
All	0	3	29	52	17
	Total opposition	3		Total support	69

Derived from Tables A.3-A.7 and A.18-A.22.

The second condition asked respondents to assume that they would be expected to pay for the adaptations. This was intended to test the price sensitivity of attitudes to adaptations.

Figure 2.1 Attitudes to adaptations by whether expected to pay

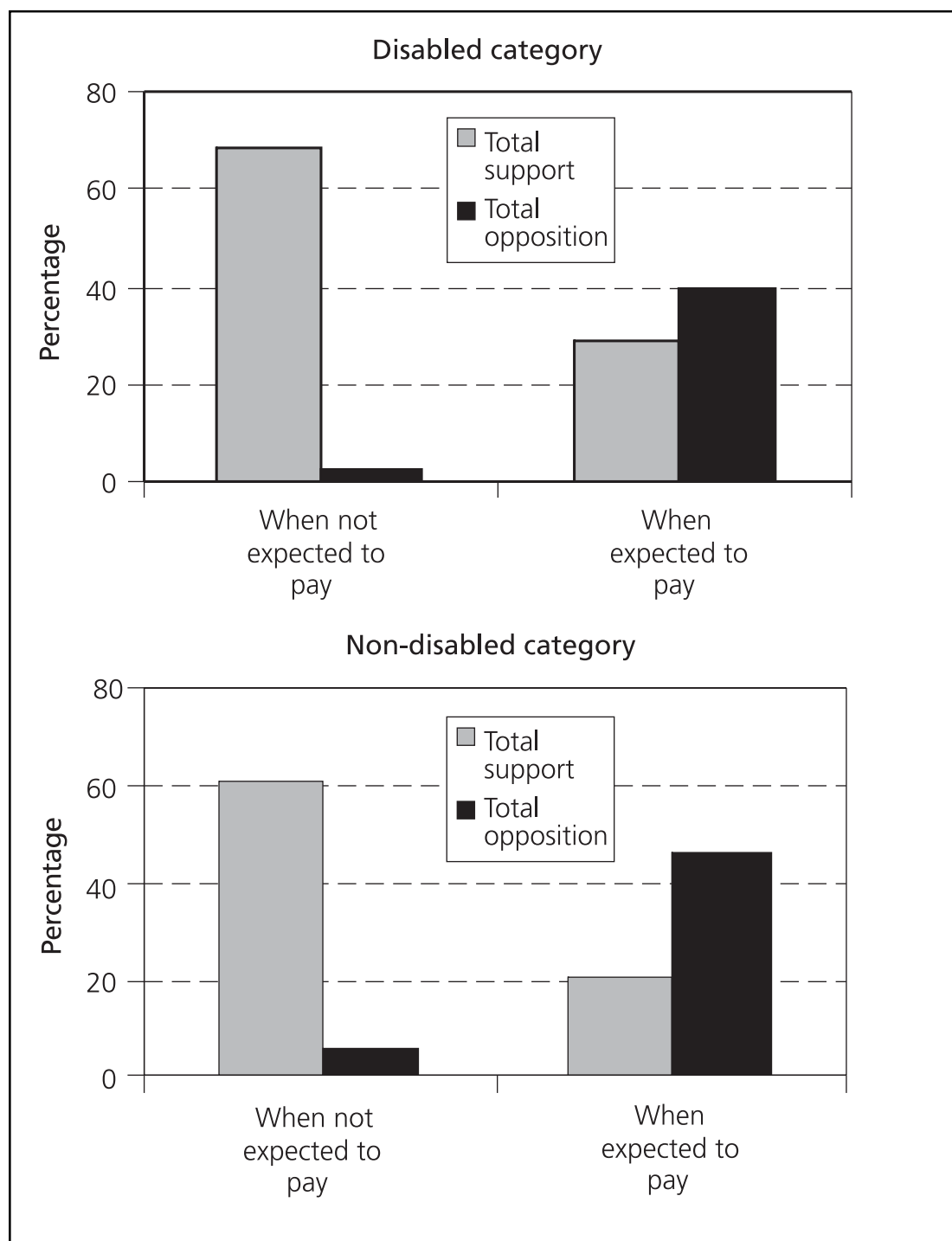


Figure 2.2 Fall in support for/rise in opposition to adaptations when expected to pay

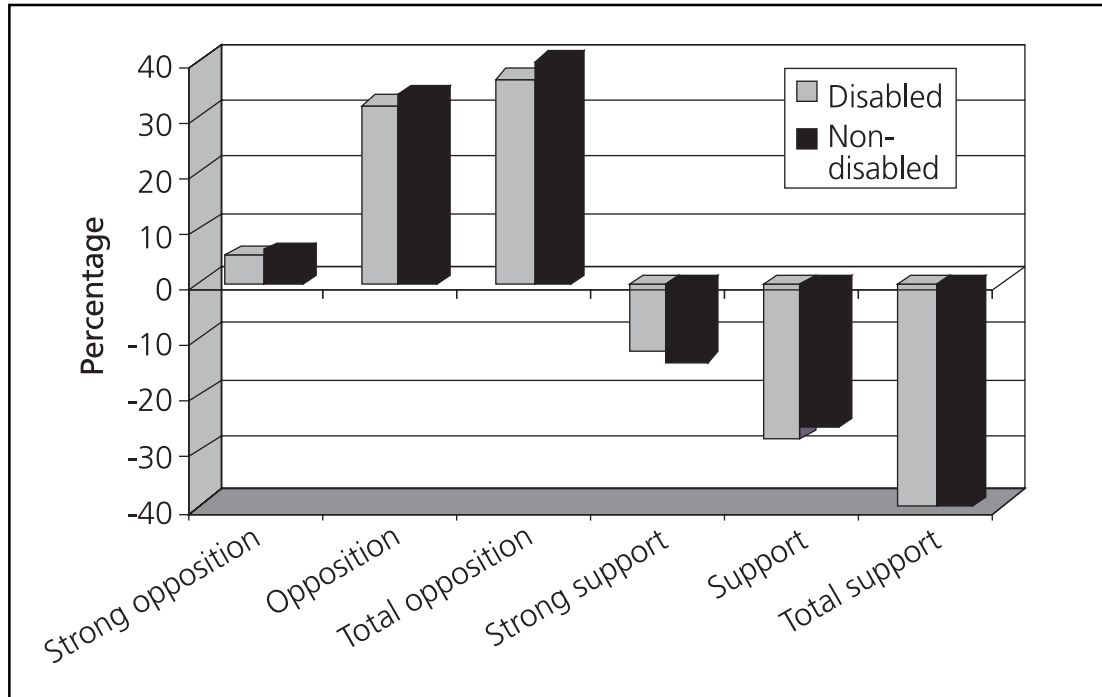


Table 2.2 Attitudes to adaptations when expected to pay

	<i>Row percentages</i>					
	Strongly oppose	Oppose	Neither	Support	Strongly support	
Non-disabled category						
Access/wheelchair	8	42	29	17	4	
Mobility/non-wheelchair	6	40	32	18	4	
Vision	9	39	35	16	2	
Hearing	7	36	32	22	3	
Learning disability	7	38	37	15	3	
All	7	39	33	18	3	
	Total opposition		46	Total support		21
Rise in opposition (pp*)	6	34	Fall in support (pp)		26	14
	Rise in total opposition (pp)		40	Fall in total support (pp)		40

Base = 118

Continued

Table 2.2 Continued

	<i>Row percentages</i>				
	Strongly oppose	Oppose	Neither	Support	Strongly support
Disabled category					
Access/wheelchair	5	41	23	22	10
Mobility/non-wheelchair	6	35	25	29	7
Vision	5	37	35	18	4
Hearing	5	30	34	27	5
Learning disability	5	31	37	24	2
All	5	35	31	24	6
	Total opposition	40		Total support	29
Rise in opposition (pp*)	5	32	Fall in support (pp)	28	12
	Rise in total opposition (pp)	37	Fall in total support (pp)	40	

Base = 83

* percentage point

Derived from Tables A.9-A.13 and A.24-A.28.

Table 2.2 and Figure 2.1 indicate much lower levels of support and higher levels of opposition to adaptations when respondents are asked to contribute towards their costs among both non-disabled and disabled category respondents. The rise in total opposition was slightly higher among non-disabled category respondents (40 per cent compared to 37 per cent in the disabled category), but falls in total support were almost identical between both groups (40 per cent) (Table 2.2; Figure 2.2). The proportion of neutral responses remained much the same (although this probably disguises a shift as respondents moved towards the less favourable responses when asked to pay).

2.3 Do attitudes vary between tenures?

Attitudes towards adaptations might be expected to vary between tenures, as these imply differing interests and responsibilities towards properties. These are summarised in Tables 2.3 and 2.4.

Table 2.3 Attitudes to adaptations by tenure (non-disabled category)

	<i>Row percentages</i>				
	Strongly oppose	Oppose	Neither	Support	Strongly support
Not expected to pay					
Social rented sector	1	5	34	41	20
Private rented sector	0	2	25	52	22
Leasehold	1	9	34	46	11
Expected to pay					
Social rented sector	6	42	32	18	3
Private rented sector	10	30	39	22	0
Leasehold	10	41	28	17	4

Base = 118

Derived from Tables A.3-A.7 and A.9-A.13.

Among the non-disabled respondents, support for adaptations appears to be slightly weaker among leaseholders and opposition, slightly stronger, compared to social and private tenants, at least when there is an assumption that the respondent does not have to contribute towards the cost. No such difference can be detected when the assumption is that the respondent will contribute towards the cost of adaptations.

Table 2.4 Attitudes to adaptations by tenure (disabled category)

	<i>Row percentages</i>				
	Strongly oppose	Oppose	Neither	Support	Strongly support
Not expected to pay					
Social rented sector	0	3	31	49	18
Private rented sector	0	0	36	44	20
Leasehold	0	0	16	71	13
Expected to pay					
Social rented sector	6	36	30	23	5
Private rented sector	0	32	40	28	0
Leasehold	0	38	33	18	11

Base = 83

Derived from Tables A.18-A.25 and A.24-A.28.

The most notable feature of Table 2.4 which indicates the attitudes of respondents in the disabled category by tenure, is the general fall in support for adaptations. The greatest reduction in total support for adaptations is among leaseholders once the assumption of payment is introduced (from 84 per cent to 29 per cent). Whether this

group is especially price sensitive cannot be established with the low numbers of leaseholders involved (nine).

2.4 Reasons for support for/opposition to adaptations

Respondents were asked why they opposed or supported adaptations under the two assumptions of not being expected to pay and being expected to pay. The results are summarised in Table 2.5.

Table 2.5 Reasons for supporting or opposing adaptations

Number of times cited	Non-disabled/ do not pay	Non-disabled/ pay	Disabled category/ do not pay	Disabled category/ pay
Reasons for opposing				
Spoil look	16	4	0	1
Reduce value	25	1	0	1
Disruptive when fitted	26	0	0	5
Maintenance	33	2	0	1
No use	18	99	1	30
Other	14	178	10	134
Total	132	284	11	172
Reasons for supporting				
Helps me/my family	49	16	10	42
Helps person who visits me	70	11	54	30
Helps neighbours	221	49	191	85
Makes more attractive for potential residents	104	42	55	24
Increases value	19	11	181	120
Other	78	46	37	10
Total	541	175	528	311

Base = 118

Base = 83

Derived from: Tables A8, A14, A23 and A29.

The only category of respondent that agreed with the suggested reasons for opposing adaptations in any number was non-disabled respondents who were not expected to pay. When expected to pay the fact that the adaptations would be of no use to them became far more important, and the 'other' category swelled. Very few disabled respondents operating under the no-payment assumption opposed adaptations, so few could cite reasons for opposition. But again the 'no use' and 'other' categories grew once the payment assumption was applied. Given the large swing in opinion once the payment assumption is introduced, it is presumably the cost that is the most powerful 'other' reason for opposing adaptations.

The utility of adaptations either to the household or to neighbours or visitors appears to be the key reason for supporting adaptations. Interestingly, quite large numbers of non-disabled category respondents cited use to themselves or their family as a reason for supporting adaptations – perhaps because of their possible future use. An interesting feature of the disabled category respondents was their view that adaptations would increase the value of the property. Notably reduction in property value is not cited especially often by opponents of adaptations and some suggest that values would be enhanced by them.

2.5 Who should pay for adaptations?

Given the apparent price sensitivity of respondents' attitudes towards adaptations, it is perhaps unsurprising that a majority (55 and 58 per cent) of respondents (from both disabled and non-disabled categories respectively) believe that central or local government should pay for adaptations (Table 2.6).

Table 2.6 Who should pay for adaptations?

	<i>Row percentages</i>						
	Direct beneficiaries	Landlord	All residents	Govt.	Local authority	Combination	Don't know
Non-disabled	4	10	7	17	39	18	5
<i>Base=118</i>							
Disabled category	5	11	0	33	22	11	0
<i>Base=83</i>							

Derived from Tables A15 and A30.

Similar proportions of both disabled and non-disabled respondents (five per cent or fewer) thought that only the direct beneficiaries of adaptations should pay for them, although there was not much support for sharing the costs between all residents either.

2.6 Properties and adaptations

In this section we examine the nature of the properties lived in by the respondents – the property type, the number of households sharing the building, and the type of common parts that exist – and go on to establish the extent to which adaptations have already been introduced and residents' experience of and attitudes to them.

2.6.1 Property characteristics

Almost 75 per cent of both non-disabled and disabled category respondents lived in purpose-built flats (Table A.31). This was the most common form of housing for all groups other than non-disabled category private tenants who were more likely to live in converted houses or blocks. Sheltered housing was the preserve of disabled

category households in the social rented sector, where almost nine percent of this sub-sample lived. In contrast, 13 per cent of non-disabled category respondents lived in sheltered accommodation either in the private rented sector, or as leaseholders.

More than 70 per cent of non-disabled category respondents lived in buildings with 20 or fewer homes, and more than 30 per cent with five or fewer, although almost one-quarter shared buildings with between 21 and 100 households (Table A.32). Disabled category respondents were somewhat more likely to live in buildings shared by more households. More than 30 per cent lived in properties with between 21 and 100 households. However, more than 60 per cent lived in properties with 20 or fewer households and a higher proportion (37 per cent) lived in properties with five or fewer households. In both groups leaseholders with no share in the freehold were most likely to live in buildings with more than 100 households. Private tenants were most likely to live in properties with five or fewer properties.

Almost all households in the sample share at least some common parts (Table A.33). Street entrances bin/refuse areas, gardens or yards, and staircases were among the most frequently shared parts. Walkways, drives and lifts were rather less frequently shared.

2.6.2 Prevalence of adaptations

Adaptations to help disabled people gain access to the building had been carried out in around half of all properties in both disabled and non-disabled categories (Table A.34). Among the non-disabled category households grab rails, door entry systems, ramps/level access and better lighting were the most frequently cited adaptations. Among the disabled category respondents grab rails, door entry systems, ramps/level access, easy to use door handles and widened doorways were the most frequently cited adaptations. Unsurprisingly a higher proportion of disabled category respondents found that adaptations were of occasional or frequent use to them or other members of their household (Table A.35).

2.6.3 Attitudes to adaptations

One in five disabled category respondents (in the social rented sector) and 22 per cent of non-disabled category households reported that adaptations had been carried out to common parts to improve access to the building since they moved in. A rather higher proportion of non-disabled category respondents believed that the landlord had paid for the adaptations, perhaps because they were ignorant of the contributions from the direct beneficiaries cited more frequently by disabled category respondents (Table A.36).

A high level of satisfaction with these adaptations was reported by both groups (all tenures). Nearly all disabled category households indicated that they were fairly (24 per cent) or very satisfied (71 per cent) with the adaptations. None expressed dissatisfaction. Around two-thirds of non-disabled category expressed satisfaction

with the adaptations, with just over ten per cent expressing dissatisfaction. Due to the small numbers involved with this sub-sample, a breakdown by tenure is not appropriate.

3 Focus groups/in-depth interviews

3.1 The sample

In order to explore attitudes towards adaptations in communal areas in more depth, three focus groups and a small number of telephone interviews with disabled people were undertaken. Participants were recruited from those who took part in the telephone survey from each of the tenures. Telephone interviews with disabled people were undertaken as it had proved difficult to recruit disabled people to take part in a focus group. However, during the focus group discussions it emerged that many of the older focus group participants were also experiencing a range of impairments (primarily physical impairments) and health problems, although they would not have described themselves as disabled.

All focus group were held in an accessible location in the centre of Leeds. All discussions were recorded with the permission of the participants, and subsequently transcribed.

3.1.1 Social tenants

There were seven participants in the first focus group, all tenants of Leeds City Council (two males, five females; age range 55 to 82). Five of the group lived in flats in high-rise blocks. Two of the older participants lived in warden controlled sheltered accommodation.

3.1.2 Leaseholders

The second group was composed of six leaseholders (three males, three females; age range 24 to 72). All owned their own flats in a range of different types of property including a converted Victorian house, relatively new purpose-built flats, and purpose-built private sheltered accommodation.

3.1.3 Private tenants

Six people (one male, five females; age range 26 to 70) participated in the third group which included people renting from private landlords, housing associations and the city council and living in a range of different types of properties including large houses converted into flats, high rise block, and warden supported sheltered accommodation¹.

3.1.4 Disabled people

The focus groups were followed by four in-depth telephone interviews with disabled people (three males, one female). All were aged over 55 (age range 57 to 77). One participant owned her flat, the others were renting from the city council. Three were living alone. They were experiencing a complex range of health problems and all had problems with mobility (although none were wheelchair users); three had impaired vision. It is acknowledged that this is small sub-sample, however, as noted already, many of the older focus group participants were also experiencing various impairments, although they did not describe themselves as disabled².

3.2 Topics covered in discussion

In all three groups the same themes were introduced: Participants were asked about where they lived and the suitability of shared spaces and communal areas generally for people with disabilities, and any difficulties they themselves experienced. They were asked whether they would consent to adaptations for disabled people being made to the communal areas where they lived, and more generally whether, in principle, they felt that adaptations should be made to shared and communal areas of shared dwellings. Finally, the participants were asked how any such adaptations should be paid for. Throughout the groups and interviews the facilitator stressed that all types of disabilities and a range of aids and adaptations were up for discussion.

The topic guides adopted for the groups and telephone interviews are presented in Appendix B.

¹ The focus group was selected on the basis of the data-set that indicated that participants were private tenants. However, some appear to have classified themselves as, or moved into, other rented tenures.

² In a larger study it might be desirable to recruit a greater number of disabled participants. We did experience difficulties in recruiting disabled participants within the time frame of the study, despite offers of assistance with travel costs, and selecting a venue – the central city library – that was accessible for disabled people. It is difficult to say whether or not a larger sample would have made a significant difference to the findings of this element of the study.

3.3 Attitudes towards adaptations in communal areas of shared dwellings

In principle, there was consistent support for the installation of adaptations and other aids for disabled people in communal areas. Participants, often due to their own experience of poor health or disability, or the experience of disabled neighbours, friends and relatives, appeared very aware of the difficulties disabled people experienced:

'Anything that could assist anyone who is in anyway disabled should be done, even if it's only a white line on the steps.'

(Housing association tenant, Focus Group 3)

'People in our block in a wheelchair need a pusher and a doorman'.

(City council tenant, Focus Group 1)

'Yes they should [make adaptations in communal areas] – there is people that's disabled, more disabled than me, walking disabled shall I say, and sometimes it's very, very difficult for them...'

(Telephone interview with disabled respondent)

'As you get a bit older you start to think about things a bit more as they start to affect you.'

(City council tenant, Focus Group 1)

'Having spent time pushing a child around in a buggy, I mean it brought it home to me, and I thought, God, this is going to be over for me in a couple of years, but if you're in a wheelchair, it's for ever, you know.'

(Private rented sector tenant, Focus Group 3)

Although the majority of participants were generally supportive of adaptations to assist disabled people, the strength of feeling varied between individuals and between groups. In the third group (private and social tenants) some participants felt very strongly that adaptations to communal areas should be a priority:

'I think it should be a priority – I mean we're an affluent society, our affluence has made life complicated for people, we need more of a philosophy of communal responsibility towards each other...anything that could be done should be a priority.'

(Private rented sector tenant, Focus Group 3)

It was clear from the discussion that the participants' own life and work experiences had given them considerable insights into both the difficulties disabled people

experience, and the general lack of awareness among non-disabled people of the needs of disabled people³.

Participants in the first group (tenants of the city council) were more circumspect: They were, in general, in agreement that adaptations should be made to assist disabled people, but were more concerned about wider issues, notably security, vandalism, general maintenance and repair, and egress in case of fire. They felt that if some basic problems were addressed in the first instance it would improve life for everyone, including disabled people. Examples given included: the provision of bigger lifts, and effective lift maintenance, removal of rubbish and cleaning of shared stair cases and pathways, better lighting, and, most importantly, security both within the blocks where they lived and in the surrounding areas. Security was clearly a major concern for the participants and almost all had disturbing anecdotes about crime and anti-social behaviour that they had experienced. They would not support any adaptations that compromised their security. There were particular concerns about access to the blocks where they lived, and concerns too about the council's letting policy. Anti-social behaviour and vandalism did not just come from the outside, but were often attributed by participants to other tenants living in the same blocks. In particular, participants objected strongly to the allocation of flats in sheltered accommodation to younger tenants with drug and alcohol problems, whose behaviour was threatening and disruptive. Generally, this group questioned how long any kind of equipment that was installed or improvements that were made would last:

'If the people on that floor or that block, if they were the only people with access, the majority of people would say yes, but if access is allowed to the general public, then you start thinking vandalism. It wouldn't last overnight. It's who's got access to what is basically our properties. Before they start doing adaptations they need to make it safe for everybody.'

(City council tenant, Focus Group 1)

The issue of vandalism generated a new line of discussion on general maintenance services and the response to requests for repairs. On the whole the group's experiences were not positive, and they felt that any equipment or installations that needed regular maintenance or repair would soon fall into disuse. In general they felt that simpler things would be the most useful and durable. Examples given here included ramps to make easier access, bigger lifts to allow space for wheelchairs and mobility scooters to manoeuvre, better lighting, fire alarm systems that flashed as well as rang, and doors that had to be 'pushed' to be opened rather than 'pulled'.

³ The participants in the social tenants group included: the Chairperson of a residents' association that had been proactive in 'pushing' their landlord, a housing association, to make adaptations for disabled people: a retired care worker; a single mother with a young child living in a second floor flat; a young person employed as a guide for students with visual impairment; and a woman who was the principal carer for an elderly parent.

They questioned whether it would be the best use of resources to spend money on major adaptations in old blocks that were generally in a poor state of repair and built when little thought had been given to disability, and where the costs of adaptation would be considerable. Given the requirements for general maintenance and improvements to services generally, adaptations for disabled people in communal areas were one of a number of priorities. Participants also noted that the areas around the flats were also unsuitable for disabled people, so even if improvements were made to the communal areas of the blocks, disabled people would still experience difficulties once they were outside. Participants also questioned whether disabled people should be offered tenancies in flats or blocks that were so clearly unsuitable for their needs:

[Participant 1]: *'I live in an old block, 50 years old like I said, it wasn't designed for the disabled, and any money you throw at it to make it for the disabled is just cosmetic. You want to pull it down and start afresh. It's a waste of time doing anything major, simple things yes, but it's a waste of time and money to convert something that is too old. I'm sorry to say this but it's the truth – just pull them down and start again.'*

[Participant 2]: *'It's just good money after bad.'*

(City council tenants, Focus Group 1.)

Opinions in the group of leaseholders were more diverse: Again in principle most of the leaseholder participants felt it would be hard to disagree with the installation of adaptations for disabled people in communal areas, however some participants felt that there would be a number of very practical difficulties that would, in reality, make the process highly problematic. The first difficulty would be getting agreement from all the owners in any one block to allow installation of adaptations. In their experience management companies or resident management committees struggled to get agreement over any changes, as '100 per cent agreement' was required, and getting agreement on any issue was extremely difficult. Any issue that involved increases in service charges were usually hotly disputed. Moreover, people felt there was a general reluctance to be 'associated with disability', or to appear to be living in a 'ghetto'. Participants felt it would be highly unlikely that owners collectively would agree to the installation of more obvious and visible disability adaptations (as opposed to more simple less obtrusive adaptations) as these might create the appearance of a medicalised or 'special needs' living environment rather than just general housing⁴. This reluctance to be associated with disability was illustrated by one participant who spoke about the private retirement flats where she lived and the refusal of some owners to allow a fellow resident to install a stair lift (even though the person who needed the lift was prepared to meet the costs herself) on the grounds that they 'had not come to live in a nursing home'. The management

⁴ No-one in either of the two other groups raised an objection to adaptations on the ground that they were visually unattractive or changed the character of the building.

company had, therefore, refused to give permission to install the stair lift because 100 per cent agreement from other residents could not be achieved:

'We have about two or three meetings a year, and it's a small development. But it is a major conquest getting agreement about anything...'

(Leaseholder, Focus Group 2)

'The management [company] want 100 per cent agreement, and they're never going to get 100 per cent agreement, so we're never going to have stair lifts.'

(Leaseholder, private sheltered housing, Focus Group 2)

A second and related point from the leaseholder group regards the impact of disability adaptations on the resale of the property. One participant, drawing on her experience of working in an estate agents, was convinced that properties that have disability facilities installed are difficult to sell, and consequently, would be reluctant herself to see adaptations made to the block of flats where she lived. Although she was not sure why adaptations put buyers off, she felt that their appearance might be one reason. Other participants felt however that this may be the case with certain types of 'aspirational' properties, but not necessarily so with all properties. They also acknowledged that society is ageing, and thus in future there may be more demand for easily accessible properties, and also that non-disabled people have disabled friends and relatives who may want to visit them.

Finally, a further difficulty highlighted by some participants would be the nature and type of the building. Older buildings – both larger buildings (an example given was a former mill converted into flats), and old houses converted into flats, could not easily take major adaptations, and the costs would be prohibitive. They questioned whether it was desirable to spend money on adaptations, particularly adaptations that were costly to install, in all types of buildings containing flats especially when only a very few people might benefit:

'In terms of practicality, with minor alterations I can see it would work, with major alterations it wouldn't work with some structures.'

(Leaseholder, Focus Group 2)

'I wouldn't expect everything to be altered just for me, and I think a lot of them do, and I've no time for them. They spent a lot of money in [city] library on a disabled toilet, and I'm sure not one person used it. People said the money would have been better spent on books.'

(Leaseholder, private sheltered accommodation, Focus Group 2)

'There comes a point where you'd have to accept that you couldn't live in a structure like that, you'd have to move somewhere else.'

(Leaseholder, Focus Group 2)

These concerns echo those of the group of city council tenants who also questioned whether or not it was sensible to spend considerable sums of money on adaptations that might only benefit small numbers of disabled people when there were other priorities (security and maintenance in the case of the city council tenants) that needed to be addressed and would improve life for everyone in the flats.

Simple adaptations appear to be more acceptable and more major adaptations likely to be questioned, possibly even resented, by tenants and leaseholders alike because the costs of installation seem disproportionate to the benefits that such installations would bring to the wider resident group.

In all the groups, participants were asked whether disability adaptations would affect them in any way. Generally, people felt that the effects would be positive. For example, bigger lifts, better lighting, ramps, better signing would be helpful for everyone, particularly older people and mothers with small children. In terms of negative effects, some people noted the possibility of additional noise both from any mechanical equipment, talking lifts, etc, the possibility of noise and disruption arising from installation work, and maybe some reduction in the size of shared spaces. These were thought to be more likely to cause irritation rather than any major difficulty and something people would learn to live with, although some participants highlighted that any reduction in shared space might be problematic in some properties:

'That's just something you'd have to learn to live with, it's not all that bad if you've got a smaller stair case...'

(Housing association tenant, Focus Group 3)

'It would be a question of weighing it up. In my property the stair case is very narrow so if you put a stair lift in it would take up a lot of room, and say if you were moving a new bed up the stairs it would cause a lot of difficulty, but there again, if you weigh up how much of a difference that's going to make to someone's life, for me it's weighing it up....'

(Leaseholder, Focus Group 2)

In all the groups, participants expressed concerns about fire safety and exit for disabled people in case of emergencies. People spoke about the heavy fire doors that were difficult to open, and automatically closed, sometimes too quickly to allow the less mobile to get through. There were discussions about fire regulations and notices and whether or not people can see or read them, and whether people with hearing loss can hear fire alarms. It was felt, particularly by those living in high-rise blocks, that even if access for disabled people was improved, it would still be extremely difficult for disabled people to evacuate a building quickly in emergencies.

The disabled people who were interviewed by telephone were also supportive of better access and adaptations for disabled people, although none of the interviewees had any particular problems with the communal areas where they lived. Security was a concern for three of the interviewees, and they also acknowledged the challenges

in making access easier for disabled people but not compromising security. An example given here was the speed with which doors to the block automatically closed, catching people who were slower or using mobility scooters. If the doors were set to close more slowly it would allow time for people to sneak in behind residents and legitimate visitors, creating a security risk.

One telephone interviewee, a tenant of the city council, lived in a high-rise block that was undergoing extensive refurbishment as part of a wider regeneration programme for the whole estate. He was also a member of the local residents' association. Disability access and facilities had been significantly improved in his block following requests from the residents' association. All the tenants had been consulted about the installation of ramps and other disability facilities and no one had complained or raised concerns. Similar improvements were now being made to all the blocks of the estate as part of the regeneration programme. Further thought was now being given to improvements to assist people with sensory impairments. Being part of the residents' association had led him to be more aware of different types of disability, and how things might be improved.

This interview raised a number of useful points: First, it highlighted the role of residents' associations in promoting awareness of the needs of disabled people, and providing consultation mechanisms that assisted negotiation between landlords and the wider resident group. Second, the respondent was eager to point out, perhaps in contrast to the experiences reported by some of the city council's tenants in Focus Group 1, that there had been many improvements to the estate where he lived and the local area generally. Improvements for disabled people were embedded in a wider programme that was benefiting the whole community, thus, there appeared to be no concerns that the needs of a small group of individuals were being prioritised over the needs of the wider community.

3.4 Attitudes towards funding adaptations in communal areas of shared dwellings

Although the majority were supportive of disability adaptations, very few of our participants expressed a willingness to contribute towards the cost of installing or making adaptations. From the discussions this unwillingness is not a simple question of people not wanting to pay from their own pockets, but more related to the ability to pay (and many of our participants, particularly those renting their homes, older people and disabled people said they simply would not be able to afford to contribute towards the costs of adaptations) and the difficulties of suddenly being confronted with unexpected bills or costs, a lack of faith in the ability of local authorities to carry out good quality work in an efficient way and, thus, waste people's contributions, as well as general issues of fairness and the wider community's responsibility to support disabled people:

'If we were suddenly faced with a lot of bills – no way – we can hardly afford to pay what we're paying already.'

(Leaseholder, Focus Group 2)

'Surely if you're buying a flat, what you've got to pay out should be told to you before you actually buy so you know exactly what you're paying and what you're getting, you should be told, not stuck with a bill.'

(Leaseholder, Focus Group 2)

'I'm not against any improvements to things as such, but I don't trust the council's way of doing things, the way they don't think things through... when they do something it's never been done efficiently, it's never been done properly and they don't think things out. It's not so much the money spent as the money wasted.'

(City council tenant, Focus Group 1)

There was a broad consensus across the groups that central government or local authorities should provide the money to meet the costs of adaptations.

Participants acknowledged that government or local authority funds came either from general taxes or council taxes and, thus, people would be contributing in one way or another however the costs were met, but it seemed fairer to spread the costs rather than simply expect some individuals to pay. People felt that if costs of adaptations were to be met by increases in rent or service charges, this too would be an unfair burden on people who happened to live in a particular place:

'I'd say put a penny on income tax, this is a cost we pay to everybody, and I think costs should be shared out.'

(Private rented sector tenant, Focus Group 3)

Some felt that both at central and local government levels, there were plenty of examples of wastage and inefficiency, or other less worthy projects or initiatives that were currently being funded, thus finding the funding for adaptations should not be that problematic. Other participants felt that if the government or local authorities were to impose legislation then they should find the funds to support the putting of the legislation into practice:

'If we can afford to bomb Iraq we can afford to do this.'

(Private rented sector tenants, Focus Group 3)

'As a general principle I believe that whoever takes the decision that something should be done should have the responsibility for raising the cash. So if for instance central government said certain actions should be taken to give disabled people ease of access, then central government must somehow find the cash. I don't think it's fair to divorce payment from the decision itself.'

(Leaseholder, Focus Group 2)

In Group 3 (private and social tenants) there was also some discussion among tenants in the private rented sector about the contribution that private sector landlords could or should make. One tenant felt that her landlady, although

probably supportive in principle, would not be able to afford to make major adaptations. Others, however, felt that private sector landlords should contribute. Another participant felt it would not be fair to expect landlords to pay for adaptations if there was no commercial gain to be had, although there were examples – energy efficiency measures being one – where landlords were expected to comply with legislation with no particular commercial gain:

'Even on top of that [increase in tax] landlords should contribute, but maybe that's because my landlady is so unbelievably rich, and so unbelievably tight.'

(Private rented sector tenant, Focus Group 3)

'If they [private sector landlords] own a property they're not doing it for fun, they're doing it for a profit, so they should pay a proportion. It's a business to them.'

(Housing association tenant, Focus Group 3)

'If government is imposing a duty on a landlord, with the best will in the world a landlord can't be expected to pay out, unless there is some commercial return for him.'

(Leaseholder, Focus Group 2)

When asked whether disabled people themselves should contribute, at least in part, towards the cost of adaptations, there were mixed views. A small number, including people who were disabled, felt that disabled people who had the means to contribute should pay at least something towards the costs of any adaptations:

'I always believe if you've got it, pay for it if you really want it.'

(Telephone interview with disabled respondent)

'If someone has bought their own flat, then I believe that they should be able to get a grant towards doing their own property, but for tenants it should be government and local authorities. As a tenant you are more temporary, you might pay for something and not be around very long – either move away or die – plus most disabled people couldn't afford it [to contribute] anyway.'

(Telephone interview with disabled respondent)

The majority, however, felt that disabled people should not have to contribute towards the cost of adaptations in communal areas. It was pointed out that most disabled people would not be able to afford to pay for adaptations, and as a general principle they should be assisted and not penalised for being disabled:

'I don't think that in communal areas any individual should pay.'

(Leaseholder, Focus Group 2)

Broadly, the focus group discussions and telephone interviews are consistent with the findings of the telephone survey. However, the qualitative research does provide additional information that is valuable when considering the question of adaptations. Most importantly, it suggests that adaptations must be sensitive to a wider context, which means more than the physical suitability of a building. Questions of the security of the building being undermined by adaptations such as automatic doors and the vulnerability of adaptations to vandalism cannot be ignored. Moreover, more subtle views of costs and benefits were raised – not only in the sense that adaptations command more support if they are widely used, but also the expenditure is judged against uses unconnected with access for disabled people, such as the general maintenance of the building. This is especially pertinent in the light of the widespread belief that either local or central government should meet the cost of adaptations.

4 Conclusions

The key findings of the research can be summarised as:

- Most households in all tenures and regardless of whether a member of a household had a disability supported adaptations, on the assumption that they did not have to pay. Nonetheless, support was strongest among disabled category households.
- More households objected to adaptations than supported them if they were expected to pay for them. This finding held for each tenure and regardless of disability status.
- Support for adaptations appears to be strengthened by the usefulness of adaptations to households or neighbours, with consideration also given to their simplicity and durability.
- Cost appears to be the principal reason for opposing adaptations. Affordability was cited as a problem in focus groups, combined with concerns about the anticipated low quality of work conducted by local authorities and the value for money where other priorities existed for improving buildings.
- Most respondent believed that either central or local government should pay for adaptations.
- The impact of adaptations on the value or marketability of property did not register as a significant or consistent reason for opposing adaptations in the survey, although it did feature in the leaseholder focus group. Local authority tenants in a focus group pointed to the vulnerability of adaptations to vandalism, the difficulty in maintaining them and the impact that measures designed to improve access might have on the security of a building. Some leaseholders suggested that adaptations might be impractical in older buildings and might affect their character.
- Where adaptations had been carried out they commanded a high degree of satisfaction in both disabled and non-disabled categories. Overall, among council tenants, costs appear to have been borne primarily by the landlord, but with a significant contribution from direct beneficiaries.

The findings point to five main conclusions:

- there is strong support in principle for adaptations;
- however, support is extremely price sensitive: it collapses if households are expected to pay;
- adaptations are most likely to command support if they are of practical use, simple and durable;
- adaptations are least likely to command support if they are vulnerable to vandalism, unsuited to a dwelling or reduce its security;
- where adaptations have taken place, they command a high degree of satisfaction among both disabled and non-disabled category households.

Appendix A

Tables

Table A.1 Tenure (non-disabled respondents)

	Number	Column percentage
A. Local authority	55	46.6
B. Housing association	16	13.6
C. Social rented (A+B)	71	60.2
D. Private rented	12	10.2
E. Leasehold – no share in freehold	20	16.9
F. Leasehold – some share in freehold	10	8.5
G. Leasehold – owns freehold	2	1.7
H. All leasehold (E+F+G)	32	27.1
I. Other	3	2.5
All (C+D+H+I)	118	100

Table A.2 Household type by tenure (non-disabled respondents)

	Single (working age) (under 18)	Single (working age) with child(ren) (under 18)	Couple (both working age)	Couple (both working age) with child(ren) (under 18)	Retired single (60+ female/ 65+ male)	Retired couple (at least one over retirement age)	Other/ refused/ unknown	Base
A. Local authority	16.9	3.6	7.3	3.6	50.9	9.1	9.1	55
B. Housing association	18.8	0.0	6.3	0.0	66.8	6.3	0.0	16
C. Social rented (A+B)	16.9	2.8	7.0	2.9	55.7	8.6	7.0	71
D. Private rented	16.7	16.7	33.3	0.0	25.0	8.3	0.0	12
E. Leasehold – no share in freehold	25.0	0.0	10.0	0.0	25.0	35.0	5.0	20
F. Leasehold – some share in freehold	10.0	0.0	0.0	10.0	50.0	30.0	0.0	10
G. Leasehold – owns freehold	0.0	0.0	0.0	0.0	50.0	50.0	0.0	2
H. All leasehold (E+F+G)	18.8	0.0	6.3	3.1	34.4	34.4	3.1	32
All (C+D+H+O*)	16.9	3.4	9.3	2.5	44.9	15.3	7.6	118

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.3 Adaptations to improve access for people who need to use wheelchairs (non-disabled respondents/not expected to pay)

Disability to be addressed: access/wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	1.8	10.9	29.1	34.5	23.6	55
B. Housing association	0.0	6.3	31.3	43.8	18.8	16
C. Social rented (A+B)	1.4	9.9	29.6	36.6	22.5	71
D. Private rented	0.0	0.0	16.7	50.0	33.3	12
E. Leasehold – no share in freehold	5.0	10.0	25.0	55.0	5.0	20
F. Leasehold – some share in freehold	0.0	0.0	40.0	40.0	20.0	10
G. Leasehold – owns freehold	0.0	0.0	50.0	0.0	50.0	2
H. All leasehold (E+F+G)	3.1	6.3	31.3	46.9	12.5	32
All (C+D+H+ O)	1.7	7.6	28.8	40.7	21.2	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.4 Adaptations to improve access for people who have difficulty getting about, but don't need a wheelchair (non-disabled respondents/not expected to pay)

Disability to be addressed: access non-wheelchair	Strongly oppose	Oppose	Neither oppose nor support	Support	Strongly support	Base
A. Local authority	1.8	3.6	34.5	41.8	18.2	55
B. Housing association	0.0	6.3	43.8	25.0	25.0	16
C. Social rented (A+B)	1.4	4.2	36.6	38.0	19.7	71
D. Private rented	0.0	0.0	16.7	50.0	33.3	12
E. Leasehold – no share in freehold	0.0	15	25.0	50.0	10.0	20
F. Leasehold – some share in freehold	0.0	0.0	30.0	50.0	20.0	10
G. Leasehold – owns freehold	0.0	0.0	50.0	0.0	50.0	2
H. All leasehold (E+F+G)	0.0	9.4	28.1	46.9	15.6	32
All (C+D+H+ O)	0.8	5.1	32.2	42.4	19.5	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.5 Adaptations to help people who have difficulty seeing (non-disabled respondents/not expected to pay)

Disability to be addressed: visual	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	1.8	0.0	32.7	49.1	16.4	55
B. Housing association	0.0	12.5	31.3	43.8	12.5	16
C. Social rented (A+B)	1.4	2.8	32.4	47.9	15.5	71
D. Private rented	0.0	0.0	33.3	58.3	8.3	12
E. Leasehold – no share in freehold	0.0	15.0	40.0	45.0	0.0	20
F. Leasehold – some share in freehold	0.0	10.0	40.0	40.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	50	50.0	0.0	2
H. All leasehold (E+F+G)	0.0	12.5	40.6	43.8	3.1	32
All (C+D+H+ O)	0.8	5.1	35.6	47.5	11.0	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.6 Adaptations for people with difficulty hearing (non-disabled respondents/not expected to pay)

Disability to be addressed: hearing	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	1.8	29.1	43.6	25.5	55
B. Housing association	0.0	6.3	37.5	37.5	18.8	16
C. Social rented (A+B)	0.0	2.8	31.0	42.3	23.9	71
D. Private rented	0.0	0.0	33.3	50.0	16.7	12
E. Leasehold – no share in freehold	0.0	10.0	30.0	50.0	10.0	20
F. Leasehold – some share in freehold	0.0	0.0	40.0	50.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	50.0	50.0	0.0	2
H. All leasehold (E+F+G)	0.0	6.3	34.4	50.0	9.4	32
All (C+D+H+ O)	0.0	3.4	33.1	44.9	18.6	118*

Row percentages (O)

* 3 'other' tenure included in 'All'.

**Table A.7 Adaptations for people with learning difficulties
(non-disabled respondents/not expected to pay)**

Disability to be addressed: learning difficulty	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	1.8	36.4	43.6	18.2	55
B. Housing association	0.0	12.5	43.8	31.3	12.5	16
C. Social rented (A+B)	0.0	4.2	38.0	40.8	16.9	71
D. Private rented	0.0	8.3	25.0	50.0	16.7	12
E. Leasehold – no share in freehold	0.0	10.0	35.0	40.0	15.0	20
F. Leasehold – some share in freehold	0.0	10.0	30.0	50.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	100.0	0.0	0.0	2
H. All leasehold (E+F+G)	0.0	9.4	37.5	40.6	12.5	32
All (C+D+H+ O)	0.0	5.9	37.3	41.5	15.3	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

**Table A.8 Reasons for supporting/opposing adaptations
(non-disabled respondents/not expected to pay)**

Reasons for opposing/ supporting (number of times cited)	Wheelchair	Other mobility	Visual	Hearing	Learning difficulty	Total
Opposing						
Spoil look	1	2	2	4	7	16
Reduce value	0	7	7	4	7	25
Disruptive when fitted	1	7	7	4	7	26
Maintenance	11	7	7	1	7	33
No use	5	2	4	3	4	18
Other	4	3	3	1	3	14
Total opposing	22	28	30	17	35	132
Supporting						
Helps me/my family	8	17	8	10	6	49
Helps person who visits me	19	16	12	13	10	70
Helps neighbours	46	44	45	48	38	221
Makes more attractive for potential residents	22	20	19	21	22	104
Increases value	4	2	4	5	4	19
Other	14	12	15	18	19	78
Total supporting	113	111	103	115	99	541

Base = 118

Table A.9 Adaptations to improve access for people who need to use wheelchair (non-disabled respondents/expected to contribute)

Disability to be addressed: access/ wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	40.0	25.5	21.8	5.5	55
B. Housing association	0.0	50.0	43.8	6.3	0.0	16
C. Social rented (A+B)	5.6	42.3	29.6	18.3	4.2	71
D. Private rented	8.3	41.7	33.3	16.7	0.0	12
E. Leasehold – no share in freehold	15.0	55.0	20.0	10.0	0.0	20
F. Leasehold – some share in freehold	10.0	40.0	10.0	30.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	50.0	50.0	0.0	2
H. All leasehold (E+F+G)	12.5	46.9	18.8	15.6	6.3	32
All (C+D+H+ O)	7.6	42.4	28.8	16.9	4.2	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.10 Adaptations to improve access for people who have difficulty getting about, but don't need a wheelchair (non-disabled respondents/expected to contribute)

Disability to be addressed: access/ non-wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	5.5	41.8	23.6	23.6	5.5	55
B. Housing association	0.0	43.8	56.3	0.0	0.0	16
C. Social rented (A+B)	4.2	42.3	31.0	18.3	4.2	71
D. Private rented	8.3	33.9	41.7	16.7	0.0	12
E. Leasehold – no share in freehold	10.0	50.0	25.0	15.0	0.0	20
F. Leasehold – some share in freehold	10.0	30.0	20.0	30.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	50.0	0.0	50.0	2
H. All leasehold (E+F+G)	9.4	40.6	25.0	18.8	6.3	32
All (C+D+H+ O)	5.9	39.8	32.2	17.8	4.2	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.11 Adaptations to help people who have difficulty seeing (non-disabled respondents/expected to contribute)

Disability to be addressed: visual	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	9.1	41.8	25.5	21.8	1.8	55
B. Housing association	0.0	43.8	56.3	0.0	0.0	16
C. Social rented (A+B)	7.0	42.3	32.4	16.9	1.4	71
D. Private rented	16.7	25.0	41.7	16.7	0.0	12
E. Leasehold – no share in freehold	10.0	50.0	30.0	10.0	0.0	20
F. Leasehold – some share in freehold	10.0	30.0	20.0	30.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	100.0	0.0	0.0	2
H. All leasehold (E+F+G)	9.4	40.6	31.3	15.6	3.1	32
All (C+D+H+ O)	8.5	39.0	34.7	16.1	1.7	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.12 Adaptations for people with difficulty hearing (non-disabled respondents/expected to contribute)

Disability to be addressed: hearing	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	41.8	21.8	25.5	3.6	55
B. Housing association	0.0	37.5	56.3	6.3	0.0	16
C. Social rented (A+B)	5.6	40.8	29.6	21.1	2.8	71
D. Private rented	8.3	25.0	33.3	33.3	0.0	12
E. Leasehold – no share in freehold	10.0	45.0	25.0	20.0	0.0	20
F. Leasehold – some share in freehold	10.0	20.0	30.0	30.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	100.0	0.0	0.0	2
H. All leasehold (E+F+G)	9.4	34.4	31.3	21.9	3.1	32
All (C+D+H+ O)	6.8	36.4	32.2	22.0	2.5	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

**Table A.13 Adaptations for people with learning difficulties
(non-disabled respondents/expected to contribute)**

Disability to be addressed: access/wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	40.0	30.9	18.2	3.6	55
B. Housing association	0.0	43.8	56.3	0.0	0.0	16
C. Social rented (A+B)	5.6	40.8	36.6	14.1	2.8	71
D. Private rented	8.3	25.0	41.7	25.0	0.0	12
E. Leasehold – no share in freehold	10.0	50.0	30.0	10.0	0.0	20
F. Leasehold – some share in freehold	10.0	30.0	20.0	30.0	10.0	10
G. Leasehold – owns freehold	0.0	0.0	100.0	0.0	0.0	2
H. All leasehold (E+F+G)	9.4	40.6	31.3	15.6	3.1	32
All (C+D+H+ O)	6.8	38.1	37.3	15.3	2.5	118*

Row percentages

(O) * 3 'other' tenure included in 'All'.

**Table A.14 Reasons for support/opposition for adaptations
(non-disabled respondents/expected to contribute)**

Reasons for opposing/ supporting adaptations (number of times cited)	Wheelchair	Other mobility	Visual	Hearing	Learning difficulty	Total
Opposing						
Spoil look	0	1	1	1	1	4
Reduce value	1	0	0	0	0	1
Disruptive when fitted	0	0	0	0	0	0
Maintenance	0	0	0	1	1	2
No use	21	19	21	18	20	99
Other	41	36	35	31	35	178
Total	63	56	57	51	57	284
Supporting						
Helps me/my family	4	5	1	4	2	16
Helps person who visits me	3	3	1	2	2	11
Helps neighbours	11	11	8	11	8	49
Makes more attractive for potential residents	9	9	7	9	8	42
Increases value	3	2	1	3	2	11
Other	9	9	8	12	8	46
Total	39	39	26	41	30	175

Table A.15 Who should pay for adaptations? (all non-disabled respondents)

Per cent of non-disabled respondents	Direct beneficiaries	Landlord	All residents	Govt. authority	Local authority	Combination	DK	Base
A. Local authority	0.0	5.5	5.5	12.7	61.8	10.9	3.6	55
B. Housing association	6.3	25.0	0.0	43.8	25.0	0.0	0.0	16
C. Social rented (A+B)	1.4	9.9	4.2	19.7	53.5	8.4	2.8	71
D. Private rented	0.0	33.3	0.0	8.3	8.3	25.0	25.0	12
E. Leasehold – no share in freehold	15.0	0.0	10.0	15.0	35.0	20.0	5.0	20
F. Leasehold – some share in freehold	10.0	0.0	20.0	20.0	0.0	50.0	0.0	10
G. Leasehold – owns freehold	0.0	0.0	0.0	0.0	0.0	100.0	0.0	2
H. All leasehold (E+F+G)	12.5	0.0	12.5	15.6	21.9	34.4	3.1	32
All (C+D+H+ O)	4.2	10.2	6.8	16.9	39.0	17.8	5.1	118

Row percentages

(O) * 3 'other' tenure included in 'All'.

Table A.16 Tenure (respondents who are or live with someone who is disabled)

	Number	Column percentage
A. Local authority	55	66.3
B. Housing association	13	15.7
C. Social rented (A+B)	68	81.9
D. Private rented	5	6.0
E. Leasehold – no share in freehold	7	8.4
F. Leasehold – some share in freehold	2	2.4
G. Leasehold – owns freehold	0	0.0
H. All leasehold (E+F+G)	9	10.8
I. Other	1	1.2
All (C+D+H+I)	83	99.9

Table A.17 Household type by tenure (respondents who are or live with someone who is disabled)

	Single (working age) (under 18)	Single (working age) with child(ren) (under 18)	Couple (both working age)	Couple (both working age) with child(ren) (under 18)	Retired single (60+ female/ 65+ male)	Retired couple (at least one over retirement age)	Other/ refused/ unknown	Base
A. Local authority	27.3	0.0	3.6	0.0	38.2	21.8	9.1	55
B. Housing association	7.7	0.0	15.4	0.0	38.5	30.8	7.7	13
C. Social rented (A+B)	23.5	0.0	5.9	0.0	38.2	23.5	8.8	68
D. Private rented	40.0	0.0	0.0	0.0	60.0	0.0	0.0	5
E. Leasehold – no share in freehold	0.0	0.0	0.0	0.0	28.6	57.1	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	0.0	0.0	0.0	100.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	–	–	–
H. All leasehold (E+F+G)	0	0.0	0.0	0.0	22.2	66.7	11.1	9
All (C+D+H+0*)	21.7	0.0	4.8	0.0	37.3	27.7	8.4	83

Row percentages

(0) * 1 'other' tenure included in 'All'.

Table A.18 Adaptations to improve access for people who need to use wheelchairs (respondents who are or live with someone who is disabled/not expected to pay)

Disability to be addressed: access/wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	5.5	14.5	50.9	29.1	55
B. Housing association	0.0	0.0	46.2	46.2	7.7	13
C. Social rented (A+B)	0.0	4.4	23.5	47.1	25.0	68
D. Private rented	0.0	0.0	20.0	60.0	20.0	5
E. Leasehold – no share in freehold	0.0	0.0	14.3	71.4	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	50.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	0.0	22.2	66.7	11.1	9
All (C+D+H+O)	0.0	3.6	20.5	53.0	22.9	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

Table A.19 Adaptations to improve access for people who have difficulty in getting about, but don't need a wheelchair (respondents who are or live with someone who is disabled/not expected to pay)

Disability to be addressed: access non-wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	1.8	25.5	47.3	25.5	55
B. Housing association	0.0	0.0	38.5	46.2	15.4	13
C. Social rented (A+B)	0.0	1.5	27.9	47.1	23.5	68
D. Private rented	0.0	0.0	40.0	40.0	20.0	5
E. Leasehold – no share in freehold	0.0	0.0	14.3	71.4	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	0.0	100.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	0.0	11.1	77.8	11.1	9
All (C+D+H+O)	0.0	1.2	26.5	50.6	21.7	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

Table A.20 Adaptations to help people who have difficulty seeing (respondents who are or live with someone who is disabled/not expected to pay)

Disability to be addressed: visual	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	5.5	27.3	52.7	14.5	55
B. Housing association	0.0	7.7	38.5	46.2	7.7	13
C. Social rented (A+B)	0.0	5.8	29.4	51.5	13.2	68
D. Private rented	0.0	0.0	40.0	40.0	20.0	5
E. Leasehold – no share in freehold	0.0	0.0	14.3	71.4	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	50.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	0.0	22.2	66.7	11.1	9
All (C+D+H+O)	0.0	4.8	28.9	53.0	13.3	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

Table A.21 Adaptations for people with difficulty hearing (respondents who are or live with someone who is disabled/not expected to pay)

Disability to be addressed: hearing	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	1.8	27.3	49.1	21.8	55
B. Housing association	0.0	0.0	46.2	53.8	0	13
C. Social rented (A+B)	0.0	1.5	30.9	50.0	17.6	68
D. Private rented	0.0	0.0	40.0	40.0	20.0	5
E. Leasehold – no share in freehold	0.0	0.0	14.3	71.4	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	0.0	50.0	50.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	0.0	11.1	66.7	22.2	9
All (C+D+H+O)	0.0	1.2	28.9	51.8	18.1	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

**Table A.22 Adaptations for people with learning difficulties
(respondents who are or live with someone who is disabled/not expected to pay)**

Disability to be addressed: learning difficulty	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	0.0	3.6	40.0	45.5	10.9	55
B. Housing association	0.0	0.0	46.2	53.8	0.0	13
C. Social rented (A+B)	0.0	2.9	41.2	47.1	8.8	68
D. Private rented	0.0	0.0	40.0	40.0	20.0	5
E. Leasehold – no share in freehold	0.0	0.0	14.3	71.4	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	0.0	100.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	0.0	11.1	77.7	11.1	9
All (C+D+H+O)	0.0	2.4	38.6	49.4	9.6	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

**Table A.23 Reasons for support/opposition for adaptations
(respondents who are or live with someone who is disabled/not expected to pay)**

Reasons for opposing/ supporting adaptations (number of times cited)	Wheelchair	Other mobility	Visual	Hearing	Learning difficulty	Total
Opposing						
Spoil look	0	0	0	0	0	0
Reduce value	0	0	0	0	0	0
Disruptive when fitted	0	0	0	0	0	0
Maintenance	0	0	0	0	0	0
No use	0	0	1	0	0	1
Other	3	1	3	1	2	10
Total opposing	3	1	4	1	2	11
Supporting						
Helps me/my family	30	37	9	17	13	6
Helps person who visits me	16	13	10	8	7	54
Helps neighbours	35	39	41	40	36	191
Makes more attractive for potential residents	11	10	12	12	10	55
Increases value	63	60	55	1	2	181
Other	8	4	8	10	7	37
Total supporting	163	163	135	88	75	624

Table A.24 Adaptations to improve access for people who need to use wheelchairs (respondents who are or live with someone who is disabled/expected to contribute)

Disability to be addressed: access/wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	38.2	18.2	25.5	10.9	55
B. Housing association	0.0	30.8	38.8	15.4	7.7	13
C. Social rented (A+B)	5.9	39.7	20.6	23.5	10.3	68
D. Private rented	0.0	40.0	40.0	20.0	0.0	5
E. Leasehold – no share in freehold	0.0	71.4	14.3	0.0	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	100.0	0.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	55.5	33.3	0.0	11.1	9
All (C+D+H+O)	4.8	41.0	22.9	21.7	9.6	83*

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

Table A.25 Adaptations to improve access for people who have difficulty in getting about, but don't need a wheelchair (respondents who are or live with someone who is disabled/expected to contribute)

Disability to be addressed: mobility – non-wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	9.1	32.7	20.0	29.1	9.1	55
B. Housing association	0.0	46.2	38.5	15.4	0.0	13
C. Social rented (A+B)	7.4	35.2	23.5	26.5	7.4	68
D. Private rented	0.0	40.0	40.0	20.0	0.0	5
E. Leasehold – no share in freehold	0.0	42.9	28.6	14.3	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	50.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	33.3	33.3	22.2	11.1	9
All (C+D+H+O)	6.0	34.9	25.3	26.5	7.2	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

Table A.26 Adaptations to help people who have difficulty seeing (respondents who are or live with someone who is disabled/expected to contribute)

Disability to be addressed: access/wheelchair	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	36.4	36.4	16.4	3.6	55
B. Housing association	0.0	46.2	38.5	15.4	0.0	13
C. Social rented (A+B)	5.9	38.2	36.8	16.2	2.9	68
D. Private rented	0.0	40.0	40.0	20.0	0.0	5
E. Leasehold – no share in freehold	0.0	57.1	14.3	14.3	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	50.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	44.4	22.2	22.2	11.1	9
All (C+D+H+O)	4.8	38.6	34.9	18.1	3.6	83

Base = 83

Row percentages

(O) 1 'Other' tenure included in all.

Table A.27 Adaptations for people with difficulty hearing (respondents who are or live with someone who is disabled/expected to contribute)

Disability to be addressed: hearing	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	27.3	32.7	27.3	5.5	55
B. Housing association	0.0	46.2	38.5	15.4	0.0	13
C. Social rented (A+B)	5.9	30.9	33.8	25.0	4.4	68
D. Private rented	0.0	20.0	40.0	40.0	0.0	5
E. Leasehold – no share in freehold	0.0	42.9	28.6	14.3	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	50.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All leasehold (E+F+G)	0.0	33.3	33.3	22.2	11.1	9
All (C+D+H+O)	4.8	30.1	33.7	26.5	4.8	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

**Table A.28 Adaptations for people with learning difficulties
(respondents who are or live with someone who is disabled/expected to contribute)**

Disability to be addressed: Learning difficulties	Strongly oppose	Oppose	Neither oppose or support	Support	Strongly support	Base
A. Local authority	7.3	32.7	34.5	23.6	1.8	55
B. Housing Association	0.0	38.5	38.5	23.1	0.0	13
C. Social rented (A+B)	5.9	33.8	35.3	23.5	1.5	68
D. Private rented	0.0	20.0	40.0	40.0	0.0	5
E. Leasehold – no share in freehold	0.0	28.6	42.9	14.3	14.3	7
F. Leasehold – some share in freehold	0.0	0.0	50.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	0
H. All Leasehold (E+F+G)	0.0	22.2	44.4	22.2	11.1	9
All (C+D+H+O)	4.8	31.3	37.3	24.1	2.4	83

Base = 83

Row percentages

(O) 1 'other' tenure included in 'All'.

**Table A.29 Reasons for supporting/opposing adaptations
(respondents who are or live with someone who is disabled/expected to contribute)**

Reasons for opposing/ supporting adaptations (number of times cited)	Wheelchair	Other mobility	Visual	Hearing	Learning difficulty	Total
Opposing						
Spoil look	0	0	1	0	0	1
Reduce value	0	0	1	0	0	1
Disruptive when fitted	1	1	1	1	1	5
Maintenance	0	0	0	1	0	1
No use	7	4	8	5	6	30
Other	31	29	28	23	23	134
Total	39	34	39	30	30	172
Supporting						
Helps me/my family	10	17	5	6	4	42
Helps person who visits me	8	9	4	5	4	30
Helps neighbours	18	20	14	17	16	85
Makes more attractive for potential residents	7	6	2	5	4	24
Increases value	26	28	18	26	22	120
Other	2	2	2	1	3	10
Total	71	82	45	60	53	311

Table A.30 Who should pay for adaptations (respondents who are or live with someone who is disabled)

Per cent of disabled respondents	Direct beneficiaries	Landlord	All residents	Govt.	Local authority	Combination	DK	Base
A. Local authority	3.8	9.1	1.8	20.0	43.8	20.0	1.8	55
B. Housing association	0.0	23.1	0.0	23.1	23.1	7.7	23.1	13
C. Social rented (A+B)	2.9	11.8	1.5	20.6	39.7	17.6	5.9	68
D. Private rented	0.0	20.0	20.0	0.0	20.0	40.0	0.0	5
E. Leasehold – no share in freehold	28.6	14.3	0.0	28.6	28.6	0.0	0.0	7
F. Leasehold – some share in freehold	0.0	0.0	0.0	50.0	0.0	50.0	0.0	2
G. Leasehold – owns freehold	–	–	–	–	–	–	–	0
H. All leasehold (E+F+G)	22.2	11.1	0.0	33.3	22.2	11.1	0.0	9
All (C+D+H+ O)	4.9	12.2	2.4	20.7	36.6	18.2	4.9	83

Row percentages

(O) 1 'other' tenure included in 'All'.

Table A.31 Type of property

Per cent non-disabled category	Converted house/block	Purpose built flat	Warehouse/ other conversion premises	Flat over shop/other commercial accommodation	Sheltered/ other supported	Other	Base
Social rented	21.1	78.9	0.0	0.0	0.0	0.0	71
Private rented	58.3	25.0	8.3	0.0	8.3	0.0	12
Leasehold – no share in freehold	10.0	85.0	0.0	0.0	5.0	0.0	20
Leasehold – some share in freehold	20.0	70.0	0.0	0.0	0.0	10.0	10
Leasehold – owns freehold	0.0	100.0	0.0	0.0	0.0	0.0	2
All	22.0	73.7	0.8	0.8	1.7	0.8	118

(inc. 3 'other')

Continued

Table A.31 Continued

	Converted house/ block	Purpose built flat	Warehouse/ other conversion premises	Flat over shop/other commercial accommodation	Sheltered/ other supported	Other	Base
Per cent disabled category							
Social rented	17.6	72.1	0.0	0.0	8.8	1.5	68
Private rented	0.0	100.0	0.0	0.0	0.0	0.0	5
Leasehold – no share in freehold	28.6	71.4	0.0	0.0	0.0	0.0	7
Leasehold – some share in freehold	0.0	100.0	0.0	0.0	0.0	0.0	2
Leasehold – owns freehold	–	–	–	–	–	–	0
All	16.9	74.7	0.0	0.0	7.2	1.2	83 (inc. 1 'other')

Row percentages.

Table A.32 Numbers of households living in properties

	0-5	6-20	21-40	40-100	More than 100	Base
Per cent non-disabled category						
Social rented	29.6	38.0	5.6	22.5	4.2	71
Private rented	50.0	33.3	0.0	16.7	0.0	12
Leasehold – no share in freehold	35.0	40.0	5.0	10.0	10.0	20
Leasehold – some share in freehold	20.0	60.0	10.0	10.0	0.0	10
Leasehold – owns freehold	0.0	50.0	0.0	50.0	0.0	2
All	31.4	40.7	5.1	18.6	4.2	118 (inc. 3 'other')
Per cent disabled category						
Social rented	39.7	29.4	4.4	22.1	4.4	68
Private rented	40.0	0.0	40.0	20.0	0.0	5
Leasehold – no share in freehold	28.6	14.3	14.3	28.6	14.3	7
Leasehold – some share in freehold	0.0	0.0	100.0	0.0	0.0	2
Leasehold – owns freehold	–	–	–	–	–	0
All	37.3	25.3	9.6	21.7	6.0	83 (inc. 1 'other')

Row percentages.

Table A.33 Prevalence of shared common parts

Type of common part (multiple responses)	Prevalence: Non-disabled (base = 118) per cent	Prevalence: disabled category (base = 83) per cent
Street entrance	72.0	60.2
Garden/yard entrance	49.2	39.8
Garden/yard	63.6	48.2
Staircase	61.9	53.0
Corridor	40.7	37.3
Landing	52.5	47.0
Walkway	18.6	19.3
Lift	24.6	36.1
Washing/drying area	43.2	65.1
Bin/refuse area	78.0	69.9
Drive	24.6	24.1
Parking	55.9	55.4
Other	33.3	0.0
None	2.5	4.8

Table A.34 Prevalence of adaptations

Multiple responses	Non-disabled category (base = 118) per cent	Disabled category (base = 83) per cent
Contrasting paint	2.5	1.2
Rough edges	0.8	1.2
Signs you can feel	0.8	2.4
Better lighting	10.2	8.4
Ramps/level access	19.5	20.5
Automatic doors	5.1	4.4
Door entry systems	16.9	18.1
Low-pile carpeting	1.7	2.4
Stair lift	1.7	3.6
Grab rails	21.2	37.3
Door handles	4.2	12.0
Widened doorways	9.3	14.5
Lower light switches	5.1	6.0
Flashing fire alarm	8.5	3.6
Flashing door entry	0.0	1.2
Clearer signs	3.4	1.2
None	54.2	49.4

Table A.35 Utility of adaptations

	No use	Occasional use	Frequent use
Non-disabled category	76.3	10.2	13.6
<i>Base = 118</i>			
Disabled category	54.2	15.7	30.1
<i>Base = 83</i>			

Row percentages.

Table A.36 Paying for adaptations made since respondent moved in (social rented sector)

	Landlord	Direct beneficiaries	Combination	Don't know
Non-disabled category	86.3	4.6	0.0	9.1
<i>Base = 22</i>				
Disabled category	64.7	17.6	5.9	11.8
<i>Base = 15</i>				

Row percentages.

Table A.37 Satisfaction with adaptations made since respondent moved in (all tenures)

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Other
Non-disabled category	46.2	19.2	11.5	7.7	3.8	11.5
<i>Base = 26</i>						
Disabled category	70.6	23.5	0.0	0.0	0.0	5.9
<i>Base = 17</i>						

Row percentages.

Non-disabled category: social rented sector = 22; other = 4.

Disabled category: social rented sector = 15; other = 2.

Appendix B

Topic guides

DWP: Attitudes towards adaptations for disabled people in communal areas of shared dwellings

Topic guide for focus groups

Introduction by facilitator

This work was commissioned by central Government, specifically the Department for Work and Pensions. The Disability Discrimination Act 2005 (which comes into force this year), includes a new duty that allows tenants, in certain circumstances, to make changes to the physical features of their individual dwellings if they, or a legal occupier, are disabled. During the passage of the Act it was suggested that tenants should also have the right to be able to improve access to the common parts of their residential premises for themselves or any legal occupiers, if they are disabled. This reflected concerns that although a disabled tenant or occupier might be able to make their own accommodation fully accessible, they do not have the right to make the communal areas (e.g. gardens, storage facilities, and washing areas) of the building accessible and, therefore, they might effectively be ‘imprisoned’ in their own homes.

Aims of the session: to explore the views of people who live in flats (whether as tenants or leaseholders) towards making adjustments for disabled people to the shared or common areas.

Explain: ‘disability-related adjustments’, and give range of examples: stair lifts, tactile signing, talking lifts, etc.

Stress that: this concerns a range of disabilities and is focused on shared areas of residential premises.

Stress confidentiality

Ask permission to record session.

Ask participants to introduce themselves say something about where they live.

1) How well can the shared or communal areas (for example, entry halls, staircases, lifts, bin stores, gardens, and parking spaces) in the place where you live now be used by disabled people?

Prompt: is there a lift, good lighting, stair edges painted white, ramp up to front door, etc. Do they or other people in the flats have difficulties – what kinds of things do they have difficulties with?

2) Do you think that as a general rule communal areas should be made more accessible for disabled people?

Prompt: as a matter of course or in specific circumstances if someone moves in who is disabled...

3) Would you agree to the installation of disability-related adjustments in the place where you live?

Prompt: why do you feel adaptations should/should not be made.

4) What kinds of things do you think would be the most useful adjustments?

Prompt: simple technologies, tactile marking on stair edges, to more complex, and obvious adjustments such as stair lifts.

5) Are there any kinds of adjustments that you would feel less happy about?

Prompt for reasons why

4) If disability-related adjustments were installed how would they affect you..?

Prompt: positive ways - make life easier for you/visitors; negative ways: make the place less attractive, take up too much space etc...

5) What influences their views?

Prompt: experience of disability, the perceived cost of adjustments, perceived benefits and disadvantages of disability-adjustment on them as individuals, on non-disabled people, on-disabled people.

6) Who should pay for such adjustments?

Prompt: government, local authorities, contribution from disabled people, and contribution from fellow residents.

Thank participants

DWP: Attitudes towards adaptations for disabled people in communal areas of shared dwellings

Topic guide for telephone interviews with disabled people

Introduction by facilitator

This work was commissioned by central Government, specifically the Department for Work and Pensions. The Disability Discrimination Act 2005 (which comes into force this year), includes a new duty that allows tenants, in certain circumstances, to make changes to the physical features of their individual dwellings if they, or a legal occupier, are disabled. During the passage of the Act it was suggested that tenants should also have the right to be able to improve access to the common parts of their residential premises for themselves or any legal occupiers, if they are disabled. This reflected concerns that although a disabled tenant or occupier might be able to make their own accommodation fully accessible, they do not have the right to make the communal areas (e.g. gardens, storage facilities, and washing areas) of the building accessible and, therefore, they might effectively be 'imprisoned' in their own homes.

Aims of the session: to explore the views of people who live in flats (whether as tenants or leaseholders) towards making adjustments for disabled people to the shared or common areas.

Explain: 'disability-related adjustments', and give range of examples: stair lifts, tactile signing, talking lifts, etc.

Stress that: this concerns a range of disabilities and is focused on shared areas of residential premises.

Stress confidentiality

1) Could you tell me a bit about yourself and where you live?

2) How well do the communal areas and parts of the block where you live work for you?

Prompt: particular areas of difficulty, installation of any particular equipment, or any changes made?

3) Is there any way that the communal areas could be made to work better for you?

Prompt: what kind of things would make a difference

4) Generally – do you think that communal areas should be designed and provided to make access easier for disabled people?

Prompt: as a matter of course, of in specific circumstances if someone moves in who is disabled...

5) What kinds of things do you think would be most useful?

Prompt: Prompt: simple technologies, tactile marking on stair edges, to more complex, and obvious adjustments such as stair lifts.

6) How would these things affect you?

7) Who do you think should pay for adaptations and adjustments to communal areas?

Prompt: government, local authorities, contribution from disabled people, contribution from fellow residents.

8) Would you be willing to pay something towards adaptations in communal areas?

Thank you

Appendix C

Questionnaire

Good morning/afternoon/evening, my name is [agent name] and I'm calling from QA Research, an independent research agency, on behalf of the Department for Work and Pensions. We have been commissioned to conduct a survey of people's attitudes to making adjustments to communal spaces in rented or leased properties.

Before we begin the questionnaire we need to know whether you consent to participating in this research. This research is entirely voluntary. You can decline to answer a question, stop the survey at any time or not participate. You will remain anonymous and we will comply with data protection legislation. You will only be contacted again if you agree to further research. Our results will form part of a report to the Department for Work and Pensions. The interview will take around 15 minutes, on average.

Would you mind taking part?

This call may be monitored for quality assurance.

Frontsheet**Title****Forename****Surname****Telephone**

If True, set 'Now' to question 'StartTime'
If True, set 'Now' to question 'SurveyTime'

QUESTIONS

Q1 Are you male or female?

- Male
- Female

Q2 How would you describe your ethnic group

Prompt from list if necessary

- White British
- Any other white background
- Caribbean
- African
- Asian
- Any other mixed background
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- Black Caribbean
- Black African
- Any other Black background
- Chinese
- Any other

If <> 2, 6, 10, 13, 15, do not ask 'Q2b'

Please specify

Q3 What are the ages of the people who live in the household? [Including yourself]

(1 maximum responses)

- Refused

If = 1, do not ask 'Ages'

Ages

.

.

.

any others

Q4 Which of the following best describes your housing situation? Are you

- The tenant of a local authority
- The tenant of a housing association
- The tenant of a private landlord
- The owner of the leasehold of a flat with no share in the freehold
- The owner of the leasehold of a flat who also has a share in the freehold
- The owner of the leasehold of a flat who also owns the freehold of the building
- Other (specify)

Q5 Which of the following best describes the type of property?

- Converted house or block
- Purpose-built flat
- Warehouse or other conversion
- Flat over shop or other commercial premises
- Sheltered or other supported accommodation
- Other

Q6 How many households are there in the building?

- 0-5
- 6-20
- 21-40
- 40-100
- 100+

Q7 Which of the following amenities and spaces do you share with other households?
(14 maximum responses)

- entrance to street
- entrance to garden or yard
- garden or yard
- staircase

- corridor
- landing
- walkway
- lift
- washing/ drying areas
- bin/ refuse areas
- drive
- parking
- other
- none

Q8 How many households share these facilities?

Q9a Do you consider yourself to be disabled?

[Prompt if needed:

By disabled I mean being effected by a physical or mental impairment, which has a substantial effect on your ability to carry out day to day activities and which is long term, having troubled you, or is likely to trouble you, for a period of a least 12 months]

- Yes
- No

If <> 1, do not ask 'Q9b'

Q9b How would you describe the disability that you experience?

(7 maximum responses)

- problems with eyesight, not corrected by glasses or contact lenses
- need to use a wheelchair to get about
- difficulty getting about, but don't need wheelchair
- difficulty hearing
- learning disability
- mental health
- other

Q10a Do you consider anyone else in your household to be disabled?

[Prompt if needed:

By disabled I mean being effected by a physical or mental impairment, which has a substantial effect on their ability to carry out day to day activities and which is long term, having troubled them, or is likely to trouble them, for a period of a least 12 months]

 Yes No*If <> 1, do not ask 'Q10b'***Q10b How would you describe the disability that other members of your household experience?**

(7 maximum responses)

- problems with eyesight, not corrected by glasses or contact lenses
- need to use a wheelchair to get about
- difficulty getting about, but don't need wheelchair
- difficulty hearing
- learning disability
- mental health
- other

Q11 Are you aware of any of the following alterations having been made to the shared spaces of your property to improve access for disabled people after you moved into it?

(17 maximum responses)

- contrasting paint scheme to highlight doorways
- rough edges put on stairs so you can feel them
- signs you can feel
- better lighting
- ramps or level access
- automatic doors
- low-pile carpeting
- stair lift
- grab rails
- easy to use door handles
- widened doorways
- lowered light switches
- door entry systems
- fire alarms that flash
- visual door entry systems that flash
- clearer signs for example indicating the fire exit
- none of the above
- other (specify)

Alterations been made

Q12 Are any of these alterations helpful to you or other people in your household?

- No
- Occasionally
- Frequently

Q13 Were any of the alterations to improve access to the building made after you moved into the property?

- Yes
- No

If <> 1, do not ask 'NewAdpatations'

New Adaptations

Q14 Do you remember who paid for the alterations? Was the cost:

- met by the landlord*
- shared by all tenants/leaseholders*
- met by the tenants/leaseholders benefitting directly from the alterations*
- a combination of these*
- don't know*

Q15 Thinking about the alterations, in general were you satisfied with the end result?

- very satisfied*
- fairly satisfied*
- neither satisfied nor dissatisfied*
- dissatisfied*
- very unsatisfied*
- Other (specify)*

Q16 Assuming that you would not have to pay for the installation of alterations, what would your view be if any of the following alterations were made to the common parts of the property in which you live? PTO

**Q17 If you were expected to pay for the installation of alterations, what would your view be if any of the following alterations were going to be installed in your building?
PTO**

Q17a Would you oppose or support: PROBE

	Strongly Oppose	Oppose	Neither oppose nor support	Support	Strongly Support	spoil the look of the property	lower the value of the property	cause disruption when fitted	need to be maintained	be of no use to my household	Other (specify)	help someone in your household	help someone who visits you in the property	help your neighbours	make the building more attractive for future residents	increase the value of the property	Other (specify)
Alterations such as widened doorways, ramps, level access and stair lifts that are designed, for example, to help wheelchair users gaining access to the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alterations such as grab rails and easy to use handrails that are designed to help people who don't use a wheelchair but have difficult getting about using the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alterations such as contrasting paint schemes and rough edges to stairs so you can feel them to help people with seeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alterations such as fire alarms that flash as well as ring to help people with difficulty hearing to use the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alterations such as clearer signs and video entry systems that are designed to help people with learning disabilities to use the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 In your view which of these would be the fairest way of meeting the costs of alterations? Should they be

- Met by the people who benefit from them directly
- Met by the landlord
- Shared by all tenants / leaseholders
- Met by the government
- From local authority funding
- A combination of the above
- Don't know

Q19 We are organising a Focus Group about people's attitudes to alterations being made to communal amenities and spaces in their building and we have a £20 voucher for everybody who takes part. Would you be interested in taking part in this Focus Group?

- Yes
- No

Conclusion

Validation As part of our quality control procedures we routinely check 10% of our work. May I confirm your name and telephone number for this purpose please?

Note to interviewer: If asked, validation means that a supervisor may call to check a random selection of answers. If the respondent volunteers this information it will not be used for any other purpose nor given to any 3rd parties unless consent has been previously sought.

- Yes
 No

*If ??Q19?? = 1 and ??Validation?? = 2, set '2' to question 'VerifyBlurb' else set '1'
If ??Q19?? = 2 and ??Validation?? = 2, do not ask 'VerifyDetails'*

Verify blurb**Title****Forename****Surname****Telephone**

Backsheet**Address 1****Address 2****Address 3****Address 4****Address 5****Postcode****Email**

If Not (IsEmail(??Email??)) and ??Email?? <> "", Prompt interviewee with message 'This does not appear to be a valid email address.'

Would you be willing to be involved with any future research for XYZ as a result of this survey?

- Yes
 No

Would you be happy for your details to be passed BACK/ON TO XYZ?

- Yes
 No

Would you be happy for your specific comments to be passed on to XYZ (i.e. no anonymity)?

- Yes
 No

Finally, have you been happy with the way this interview has been conducted?

- Yes
 No

If = 1, 2, do not ask 'NotInTarget'

Comments

RECORD THE FOLLOWING DETAILS:

Start time of interview

If True, set 'Now' to question 'FinishTime'

Interview finish time (time when you arrive at this screen)

Duration of Interview (minutes)

GO BACK

Do you want to go back to the start?

[If yes, tick "Yes", then continue to next page.

If no, tick "no", then continue to next page].

Yes

No

If = 1, goto 'Intro'

