

**OFFICE FOR DISABILITY ISSUES  
EXPERIENCES & EXPECTATIONS OF DISABLED PEOPLE  
Qualitative Focus Groups & Depths**

**Objectives**

- To build on evidence from the ethnographic interviews in exploring people's lives and everyday experiences
- To investigate further people's experience of and attitudes towards discrimination
- To investigate further people's awareness and perceptions of the DDA
- To inform the topics and question areas for inclusion in the subsequent quantitative stage

***Moderator: please ensure that short breaks are taken as and when appropriate***

**1. INTRODUCTION 15 mins**

*(Aim: to explain purpose of research, introduce moderator and respondents)*

**Moderator**

- Thank interviewee for taking part in the research.
- Introduce self, GfK NOP
  - > Focus group will last 2 hours
  - > Interview will last 1½ hours
- Explain purpose of research
  - > *We would like to talk to you about your life in general and the things that are important to you at the moment. We would also like to explore issues relating to disability in order to get your views and opinions on these, and ask about your attitudes to discrimination. This discussion is an opportunity for you to have a say about how you feel about things at present.*
- Reassure re: confidentiality – nothing you say will be linked to your name, recording and MRS Code of Conduct.
- Explain importance of interviewee saying what they think, only answering questions that they feel comfortable doing so, there are no right or wrong answers, all opinions valid and helpful.
- Check interviewee is comfortable with interview format and subject matter. Any questions?

## **Respondent**

- Please tell me a bit about yourself
  - > Where you live, who with
  - > Occupation, hobbies, interests
  - > Thinking about your life at the moment, what are the things that make you happy/ unhappy?
  - > Thinking about life at the moment, what would you say are the most important things to you?
    - *Prompt: these could be people, items, events, issues etc.*
    - *Moderator to hand out pens and paper to respondents and get them to individually list the three most important things*

## **2. INVESTIGATING KEY ISSUES, THEMES & EXPERIENCES**

**35 mins**

*(Aim: to explore the key issues, themes and experiences affecting respondents' lives)*

### **Spontaneous areas of importance**

- I would like to spend some time discussing the things you feel are important in your life
  - > *Moderator to get respondents to read out and discuss the items on their list*
    - Why do you mention these things?
    - Why are they important?
    - How do they affect you?
    - To what extent are these influenced/ related to your impairment?
    - Are you happy / unhappy about these things at the moment?
      - How could they be improved?
  - > Where appropriate:
    - Do you feel you have been treated fairly / unfairly in regard to this issue?
    - Do you feel you have experienced any discrimination in relation to this issue?
      - *Moderator: briefly explore any examples of discrimination related to disability – these will be fully explored in section 4*
    - What could be done to improve the situation?

### **Prompted areas of importance**

*Moderator: allow the discussion to follow the areas of importance outlined below as spontaneously raised by respondents. If necessary prompt on specific areas.*

- Prompt on each of the following areas (drawn from the ethnographic work in Stage 1), investigating new issues and situations as they are raised:

**Moderator: throughout please explore how respondents' impairment impacts on/ influences their experiences across the different areas below.**

- **Where appropriate explore impact of fluctuating impairments**

<p><b>Money &amp; Income</b></p> <p><i>NB. Ensure respondents that they do not have to share information about their monetary situation if they do not want to</i></p>	<ul style="list-style-type: none"> <li>• Sources of income: <ul style="list-style-type: none"> <li>&gt;From work</li> <li>&gt;Benefits</li> <li>&gt;Other – savings, insurance, loans, donations, etc.</li> </ul> </li> <li>• Explore experiences relating to this area <ul style="list-style-type: none"> <li>&gt;Fairness / unfairness of treatment</li> <li>&gt;Positive experiences <ul style="list-style-type: none"> <li>▪ Examples of when have felt satisfied</li> </ul> </li> <li>&gt;Negative experiences <ul style="list-style-type: none"> <li>▪ Examples of barriers</li> <li>▪ Perceptions of any discrimination suffered</li> </ul> </li> </ul> </li> <li>• Overall, how could this be improved?</li> </ul>
<p><b>Health</b></p> <p><i>NB. Health issues related to the person's disability</i></p>	<ul style="list-style-type: none"> <li>• Discuss health status and effect on daily life</li> <li>• Probe on the following: <ul style="list-style-type: none"> <li>&gt;Provision of information and advice</li> <li>&gt;Quality of healthcare provision</li> <li>&gt;Access to services</li> <li>&gt;Funding and cost of treatment / medicine</li> <li>&gt;Choice and control over services/ treatment</li> </ul> </li> <li>• Explore experiences relating to this area <ul style="list-style-type: none"> <li>&gt;Fairness / unfairness of treatment</li> <li>&gt;Positive experiences <ul style="list-style-type: none"> <li>▪ Examples of when have felt satisfied</li> </ul> </li> <li>&gt;Negative experiences <ul style="list-style-type: none"> <li>▪ Examples of barriers</li> </ul> </li> <li>&gt;Perceptions of any discrimination suffered</li> </ul> </li> <li>• Overall, how could this be improved?</li> </ul>

<p><b>Relationships &amp; Support</b></p>	<ul style="list-style-type: none"> <li>• Who are the important people in your life? Probe: <ul style="list-style-type: none"> <li>&gt;Family – proximity and level of contact</li> <li>&gt;Friends – proximity and level of contact</li> <li>&gt;Neighbours – level of contact</li> <li>&gt;Others – who?</li> </ul> </li> <li>• Provision of support and assistance, probe: <ul style="list-style-type: none"> <li>&gt;Role of state – Jobcentre, social services, local authority, transport services, etc.</li> <li>&gt;Community organisations – spiritual life (church, faith)</li> <li>&gt;Other service providers – medical, utilities, service industry, etc.</li> <li>&gt;How has provision of support/ assistance changed over time (school, work etc)</li> </ul> </li> <li>• Explore experiences relating to this area <ul style="list-style-type: none"> <li>&gt;Effect of relationships on independence</li> <li>&gt;Fairness / unfairness of treatment</li> <li>&gt;Positive experiences <ul style="list-style-type: none"> <li>▪ Examples of when have felt satisfied</li> </ul> </li> <li>&gt;Negative experiences <ul style="list-style-type: none"> <li>▪ Examples of barriers</li> </ul> </li> <li>&gt;Perceptions of any discrimination suffered</li> </ul> </li> <li>• Overall, how could this be improved?</li> </ul>
<p><b>Day-to-day life</b></p>	<ul style="list-style-type: none"> <li>• Level of mobility, independence and ease of access: <ul style="list-style-type: none"> <li>&gt;In the home <ul style="list-style-type: none"> <li>▪ Explore cooking, paying bills, reading and other leisure interests, use of appliances, etc.</li> </ul> </li> <li>&gt;Out the home <ul style="list-style-type: none"> <li>▪ Explore walking, use of car, use of public transport, access to facilities</li> </ul> </li> </ul> </li> <li>• Explore experiences relating to this area <ul style="list-style-type: none"> <li>&gt;Degree of independence</li> <li>&gt;Fairness / unfairness of treatment</li> <li>&gt;Positive experiences <ul style="list-style-type: none"> <li>▪ Examples of when have felt satisfied</li> </ul> </li> <li>&gt;Negative experiences <ul style="list-style-type: none"> <li>▪ Examples of barriers</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>&gt;Perceptions of any discrimination suffered</li> <li>• Overall, how could this be improved?</li> </ul>
<b>Social Activities &amp; Amenities</b>	<ul style="list-style-type: none"> <li>• Engagement in social activities <ul style="list-style-type: none"> <li>&gt;Sports, exercise, learning, volunteering (civic, political), leisure, pub, bingo, etc.</li> </ul> </li> <li>• Use of social amenities <ul style="list-style-type: none"> <li>&gt;Access, proximity, travel, etc.</li> </ul> </li> <li>• Internet / computer use <ul style="list-style-type: none"> <li>&gt;Social networking, email, information, enjoyment, etc.</li> <li>&gt;Effect on independence</li> </ul> </li> <li>• Explore experiences relating to this area <ul style="list-style-type: none"> <li>&gt;Degree of independence <ul style="list-style-type: none"> <li>&gt;Fairness / unfairness of treatment</li> <li>&gt;Positive experiences <ul style="list-style-type: none"> <li>▪ Examples of when have felt satisfied</li> </ul> </li> <li>&gt;Negative experiences <ul style="list-style-type: none"> <li>▪ Examples of barriers</li> </ul> </li> </ul> </li> <li>&gt;Perceptions of any discrimination suffered</li> </ul> </li> <li>• Overall, how could this be improved?</li> </ul>

### 3. Disability **15 mins**

*(Aim: to investigate and understand in more depth how interviewees see themselves in relation to disability)*

- What does 'disability' mean to you?
- What do you think 'disability' means to other disabled people or people with impairments?
- To what extent do you see yourself as someone who has an impairment, or health condition/ illness?
  - > Why is this?
  - > How does this make you feel?
- How do you think **other disabled people or people with impairments** see themselves?

- > Positive / negative
- > Why is this?
- > How does this make you feel?
- > Probe for different disability types if necessary
- How do you think **non-disabled people** see disabled people or people with impairments?
  - > Positive / negative
  - > Why is this?
  - > How does this make you feel?
  - > Probe for different disability types if necessary
- How do you think **other people** see you personally?
  - > Positive / negative
  - > Why is this?
  - > How does this make you feel?
- How do you think the **media** represent disabled people or people with impairments these days?
  - > Positive / negative
  - > Why is this?
  - > How does this make you feel?
- To what extent have each of these views changed over time?
  - > How?
  - > Why do you think this is?
  - > To what extent do you feel changes to the law have effected the current situation?
    - Which ones?
    - Why?
- To what extent has each of these different perspectives affected your view of yourself?
  - > How do they make you feel?
  - > Positive / negative
- Now I'd like to look at a definition of disability
  - > [Show show card A](#)
    - What are your thoughts about this definition?
    - How would you change it?

#### 4. **DISCRIMINATION** **20 mins**

*(Aim: to explore awareness of, experience of and attitudes to discrimination)*

*Moderator: please reiterate to respondents that they do not have to answer any questions that they feel uncomfortable doing so*

- Moderator, split group into two teams
  - > Both teams to consider and discuss the following three questions, write down answers and present back to full group in 10 minutes:
    - **What is discrimination?**
    - **What causes discrimination?**
    - **Who does discrimination effect?**
  - > For depth interview, continue verbal discussion
- Report and discuss team answers
- Show definition of discrimination – show card B
  - > How is this different/ similar to your thoughts about discrimination?
- **Do you feel you experience or have ever experienced discrimination – When? Why?**
- Focus on instances of perceived discrimination
  - > When was this?
  - > What was/ is the situation?
  - > What led you to believe it was/ is an incident of discrimination?
  - > To what extent was/ is disability a factor in this incident?
  - > Did you/ are you planning on taking any action as a result?
    - Why? What was this/ will this be?
    - Why not?
  - > How did/ does the incident make you feel?
  - > How did/ does it affect you / what impact did/ does it have on your life?
  - > How would you deal with it if it occurred now / again?
  - > Do you feel you personally have any power to tackle discrimination?
    - Why / Why not?
    - How would you go about this?

## **5. DISABILITY DISCRIMINATION ACT **25 mins****

*(Aim: to explore awareness and perceptions of the DDA)*

- Moderator, split group into two teams again
  - > **What is the Disability Discrimination Act and what does it do?**
  - > Both teams to consider, discuss and write down everything they know or have heard about the DDA, to present back to full group in 10 minutes.
    - Think about: who is covered by the DDA and what situations are covered by the DDA
  - > For depth interview, continue verbal discussion

- Discuss responses in full group
- **Show definition of the DDA – show card C**
- Overall what do you think of the DDA?
  - > Helpful / unhelpful – why?
  - > Effective / ineffective – why?
- Can you think of instances in which the DDA may have helped / supported you in your life?
- To what extent have things improved for disabled people or people with impairments since 1995? Why is this?
  - > Spontaneous, then prompt:
    - In the workplace
    - In education
    - With access to services (goods, facilities and property)
    - In buying or renting land or property
- Thinking about equality, what does equality mean to you?
  - > In 5 years time do you think disabled people will have more / less equality than they have today?
    - Why?
    - In which areas of life?
- In 5 years time, what do you hope your life will be like?
  - > Spontaneous, prompt if necessary (building on issues and experiences from section 2):
    - Money and income
    - Health
    - Relationships & support
    - Getting around
    - Social activities & amenities

## **6. SUMMARY & CONCLUSION 10 mins**

*(Aim: to examine key areas for the quantitative questionnaire, to review and close the discussion)*

- Moderator, explain that following this discussion, GfK NOP will be carrying out a large scale survey investigating the issues we have talked about tonight
  - > From what we have discussed, what are the key topics or questions that should be addressed in the survey?
  - > Brainstorm questions on flipchart
  - > For depth interview, continue verbal discussion, noting key topics / questions

- Any questions?
- Re-confirm that respondents are happy for the recordings to be used for the purposes of analysis.

THANK & CLOSE