

## Kirklees Your Place, Your Say Survey 2011: Disabled people

### Summary of key findings for disabled respondents

- Just under two-thirds (63%) of disabled respondents are **aged 55 or above**, three-fifths (60%) are **currently not working or retired**, and three-quarters (74%) have an **annual household income of £20,000 or below**.
- Disabled respondents are less likely than non-disabled respondents to feel that their local area is a place where people of different ages get on well together. However, disabled respondents had **marginally more positive views than non-disabled respondents about other community cohesion issues** such as whether local people trust each other.
- Disabled respondents are more likely than non-disabled respondents to **rate a range of anti-social behaviour issues as a big problem in their local area**, particularly people using or dealing drugs and vandalism and graffiti.
- Disabled respondents are **less likely than non-disabled respondents to feel safe in their local areas and in their local town centre**, both during the day and at night. Disabled respondents are **less likely to be satisfied with their local town centre** and are more likely to feel it had got worse over the last three years.
- Among those rating their home as unsuitable for the needs of their household, disabled respondents are more likely than non-disabled respondents to cite **their home being too expensive to heat, being in badly need of repairs and being unsuitable because of a health condition or illness** as reasons for their household being unsuitable.
- Disabled respondents are **less likely than non-disabled respondents to feel that there is a good range of arts and creative opportunities in Kirklees**, and are less likely to have attended an arts or cultural event and to have actually carried out arts and creative activities in the previous 12 months.
- Disabled respondents are **more likely than non-disabled respondents to be satisfied with household refuse collection, doorstep recycling and social care services**.
- **Letter and face-to-face contact** with the council are more prevalent among disabled respondents compared to non-disabled respondents. Disabled respondents have **less positive experiences of customer contact with the council**, particularly in relation to feeling whether the person they contacted explained honestly what was realistic.
- Disabled respondents are **less likely to have used the council website** to have contacted the council in the previous 12 months, and are less likely to have cited the website as their preferred way of finding out about the council.
- Disabled respondents are **less likely than non-disabled respondents to have volunteered for a local club, group or organisation in the previous 12 months**, and had less positive views about opportunities to get involved and whether their involvement could make a difference.
- Disabled respondents gave **lower subjective well-being ratings** compared to non-disabled respondents.
- Disabled respondents consider **life goals relating to skills, learning, working and enterprise, health, and personal and family life** as either less important to them personally than non-disabled respondents or are less likely to already do or plan to do these life goals over the next 5 years.

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Details of the survey method and response rate for disabled respondents are included as Appendix A

*Please note: for analysis purposes, data has been weighted by geographical area, age and gender and ethnicity. All analysis is based on weighted data unless otherwise stated.*

## Characteristics of disabled respondents

Demographic and socio-economic information about disabled respondents are included as these may have important influences on differences between disabled and non-disabled respondents – which should be kept in mind when comparing differences (e.g. age or income may be significant causes of differences in responses between disabled and non-disabled respondents).

### Demographic characteristics

- 48% are male, 52% are female
- 63% are aged 55 or above
- 29% give support to family members, friends, neighbours or others, compared to 22% of non-disabled respondents
- 88% are White, and 12% are from a BME background
- 69% are Christians, compared to 56% of non-disabled respondents
- 40% live in a single-person household, compared to 23% of non-disabled respondents
- 37% live in a two-person household, compared to 34% of non-disabled respondents.

### Socio-economic characteristics

- 31% have no qualifications, compared to 11% of non-disabled respondents
- 74% have an annual household income of £20,000 or below, compared to 39% of non-disabled respondents
- 20% of disabled respondents are currently working, compared to 62% of non-disabled respondents
- 60% of disabled respondents currently not in work are retired, and 26% are long-term sick or disabled.

## Summary of Your Place, Your Say Findings for disabled respondents

The table overleaf summarises some key Your Place, Your Say findings for disabled and non-disabled respondents. The red and green shading related to comparisons between disabled and non-disabled respondents. The Kirklees average is shown for comparison purposes. Boxes without shading are for variables where it is not appropriate to make a judgement about whether differences between responses are 'better' or 'worse'.

### Key:

	significantly* better
	significantly* worse
	No significant difference

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\*significant at 95% level of confidence, using z testing for all indicators apart from well-being mean scores, for which significant differences have been highlighted based on the confidence intervals of the mean values (at 95% level of confidence).

The table below compares data for disabled and non-disabled respondents to seven key survey questions.

Your Place, Your Say Question	Kirklees Average (%)	Disabled (%)	Non-Disabled (%)
<b>Key Survey Indicators</b>			
% satisfied with local area as a place to live	76%	74%	76%
% agreeing that local area is a place where people treat each other with respect and consideration	51%	52%	50%
% feeling safe when outside in their local area during the day	86%	81%	88%
% agreeing that Kirklees Council provides value for money	33%	33%	32%
% satisfied with the way Kirklees Council runs things	39%	40%	39%
% agreeing that when people like them get involved in their local community they really can change the way their area is run	35%	31%	37%
Mean life satisfaction score (out of 10)	6.83	6.03	7.11

The table below compares data for disabled and non-disabled respondents to selected questions from the survey where there were notable differences in responses.

Your Place, Your Say Question	Kirklees Average (%)	Disabled (%)	Non-Disabled (%)
<b>Community Cohesion, Crime and Community Safety</b>			
% agreeing that local area is a place where people of different ages get on well together	64%	59%	65%
% agreeing that local area is a place where people of different needs and abilities get on well together	47%	50%	47%
% agreeing that local area is a place where people trust each other	38%	41%	37%
% agreeing that local area is a place where people pull together to improve things	38%	40%	38%
% feeling that noisy neighbours or loud parties are a big problem in their local area	16%	21%	15%

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Your Place, Your Say Question	Kirklees Average (%)	Disabled (%)	Non-Disabled (%)
% feeling that vandalism and graffiti are a big problem in their local area	24%	31%	22%
% feeling that people using or dealing drugs are a big problem in their local area	43%	49%	41%
% feeling people being drunk or rowdy in public places are a big problem in their local area	28%	35%	26%
% feeling that rubbish and litter are a big problem in their local area	42%	47%	40%
% feeling rats and pests are a big problem in their local area	18%	23%	17%
% feeling safe in local area after dark	50%	41%	54%
% feeling safe in local town centre after dark	35%	26%	38%
% feeling safe in local town centre during the day	78%	71%	81%
<b>Area and Home Satisfaction, Work and Leisure</b>			
% satisfied with local town centre	53%	49%	55%
% feeling that local town centre has got worse over the last three years	42%	47%	40%
% feeling the current home is suitable for needs of household	85%	80%	87%
% citing household being too expensive to heat as reason for current home being unsuitable (among those feeling their home is unsuitable)	32%	37%	29%
% citing household being badly in need of repairs as reason for current household being unsuitable (among those feeling their home is unsuitable)	28%	33%	25%
% citing household being unsuitable because of a physical or mental health condition or illness as reason for current household being unsuitable (among those feeling their home is unsuitable)	12%	31%	2%
% satisfied with their home as a place to live	87%	84%	88%
% feeling there is a good range of arts and creative opportunities in Kirklees	53%	49%	54%
% <u>not</u> attending any arts or creative events in Kirklees in the last 12 months	44%	50%	42%
% spent time doing arts and creative activities in previous 12 months	20%	17%	22%
<b>Service and Council Satisfaction</b>			
% satisfied with household refuse collection	79%	82%	77%
% satisfied with doorstep recycling	65%	67%	64%
% satisfied with social care services	31%	39%	27%
<b>Customer Contact with the Council</b>			

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Your Place, Your Say Question	Kirklees Average (%)	Disabled (%)	Non-Disabled (%)
% contacting the council in previous 12 months	54%	57%	53%
% contacting the council via letter	36%	40%	34%
% contacting the council in person	17%	24%	14%
% feeling they were taken seriously when they contacted the council	80%	77%	82%
% feeling that person in contact with at council took responsibility for sorting out issue or request	76%	72%	77%
% feeling that person in contact with at council explained honestly what was realistic	75%	68%	78%
% feeling that person in contact with at council agreed a timescale for getting back to customer	65%	61%	67%
% feeling that person in contact with at council did what they said they would do	74%	69%	76%
<b>Information</b>			
% using Kirklees Together to find out about council in previous 12 months	44%	48%	43%
% using local newspapers to find out about the council in previous 12 months	41%	44%	41%
% using telephone to find out about council in previous 12 months	33%	40%	30%
% using council website to find out about council in previous 12 months	60%	37%	69%
% citing council website as preferred way of getting information about the council	51%	28%	59%
% citing telephone as preferred way of getting information about the council	15%	21%	13%
% feeling well informed about how their council tax is spent	53%	57%	51%
<b>Civic Participation, Volunteering and Involvement</b>			
% giving any help to local clubs, groups and organisations over the previous 12 months	43%	40%	45%
% feeling they can get involved locally if they want to	42%	39%	43%
% saying they would like to be more involved in local decision-making	36%	34%	37%
<b>Well-being</b>			
<b>To what extent do you feel that the things you do in your life are worthwhile? (on a scale of 0 to 10)</b>			
% giving a score of 10 - i.e. <i>completely worthwhile</i>	13%	11%	13%
Mean feeling things done in life are worthwhile score (out of 10)	7.07	6.32	7.34
<b>How happy did you feel yesterday? (on a scale of 0 to 10)</b>			
% giving a score of 10 - i.e. <i>completely happy</i>	14%	13%	15%

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Your Place, Your Say Question	Kirklees Average (%)	Disabled (%)	Non-Disabled (%)
Mean happiness score for yesterday (out of 10)	6.86	6.10	7.14
<b>How anxious did you feel yesterday? (on a scale of 0 to 10)</b>			
% giving a score of 0 - i.e. <i>not at all anxious</i>	21%	19%	22%
Mean anxiety score for yesterday (out of 10)	3.48	3.85	3.34
<b>How optimistic do you feel about the future? (on a scale of 0 to 10)</b>			
% giving a score of 10 - i.e. <i>completely optimistic</i>	9%	7%	9%
Mean optimism for the future score (out of 10)	5.91	5.00	6.25
<b>Aspirations</b>			
% rating getting a paid job/changing job as an important life goal for them	79%	62%	83%
% rating getting involved to help provide public services and improve the area for communities as important life goals for them	37%	44%	35%

### Priorities for Local Area and Prioritisation of Services

The document online on the council's website at [http://www.kirklees.gov.uk/you-kmc/kmcbudget/budgetplans2012\\_13.shtml](http://www.kirklees.gov.uk/you-kmc/kmcbudget/budgetplans2012_13.shtml) called 'priorities and value for money' summarises how disabled respondents rate various things as being important in making somewhere a good place to live, what needs improving in their local area and which services are most important to them personally. In summary:

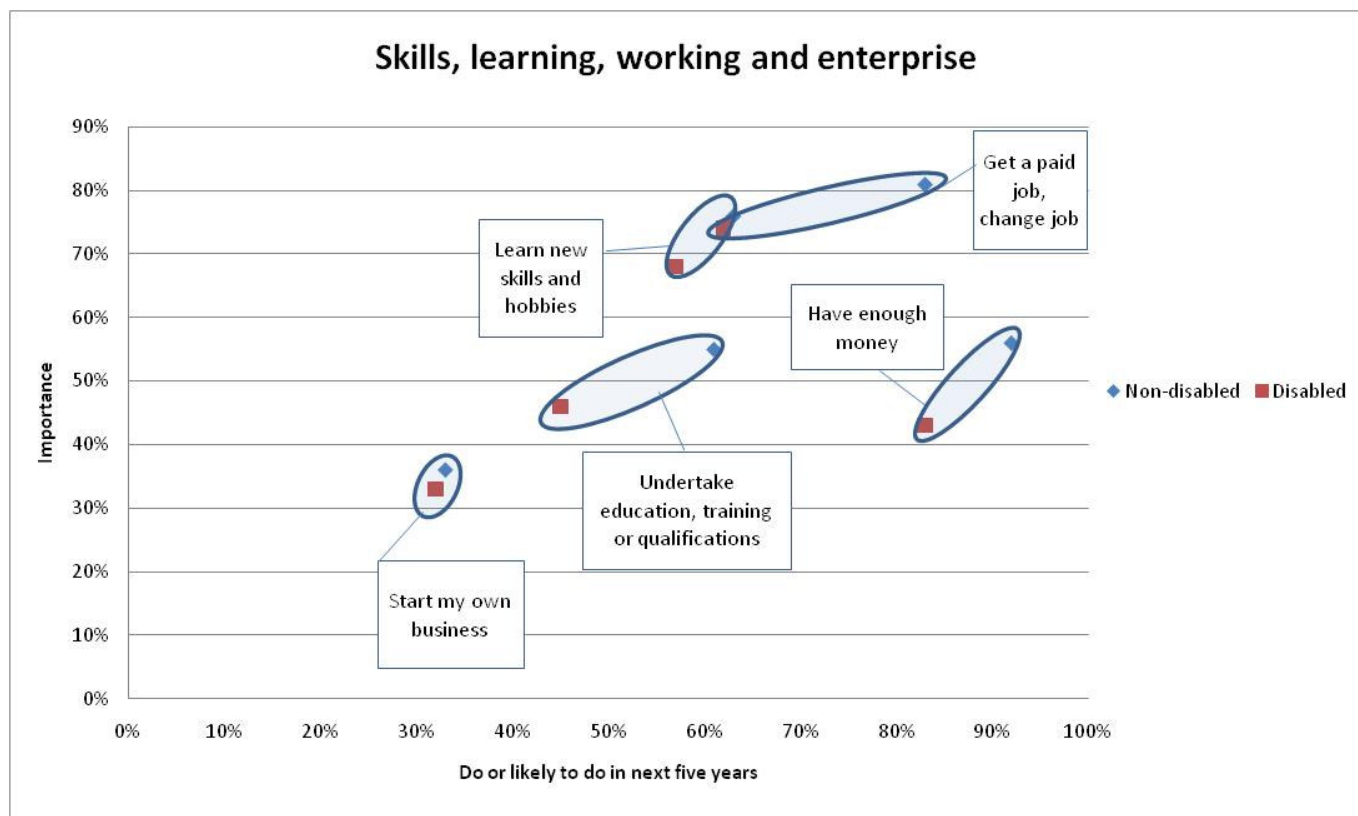
- **Good public transport links, access to shopping facilities, community facilities and support for vulnerable people and families** are more important to disabled residents - as well as being seen as more in need of improvement.
- **Social care services and customer service centres /LICs** are more important to disabled residents. **Local schools, parks and open spaces and sport and active recreation facilities** are more important to non-disabled residents.

### Aspirations and Life Goals

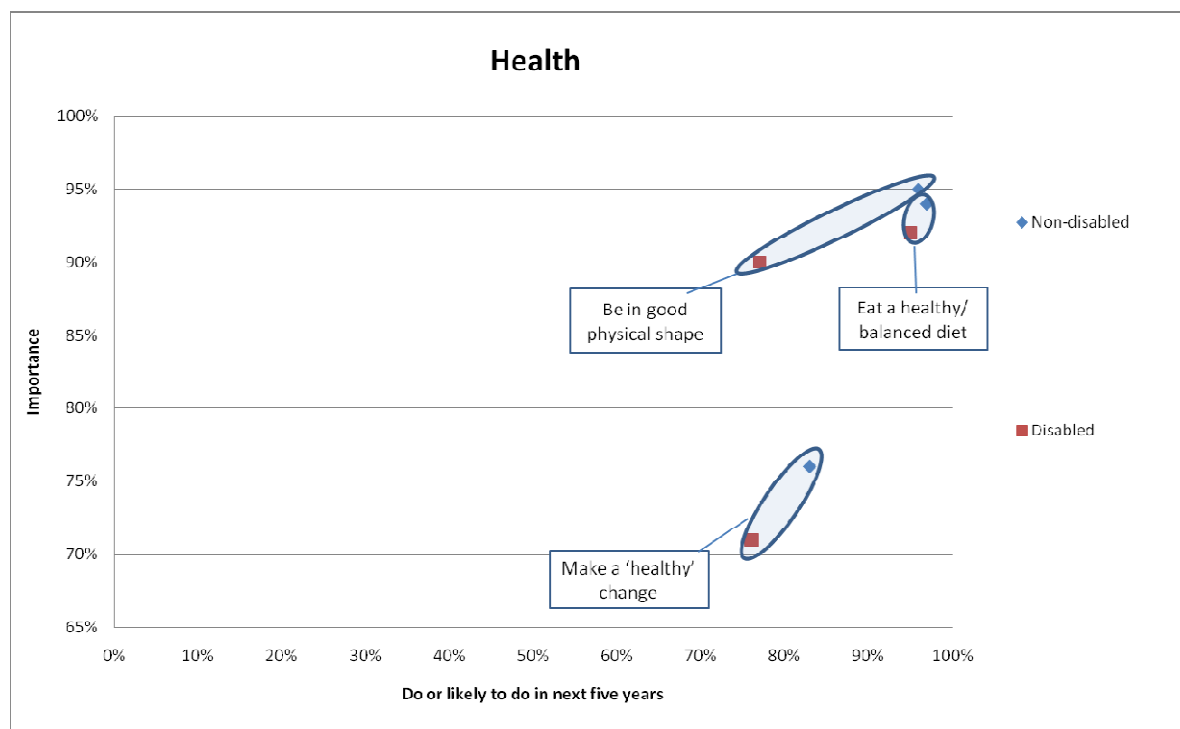
Respondents rated how important a number of life goals are to them, and whether they are already carrying out these activities or likely to carry them out in the next five years. The graphs below compare the responses of disabled and non-disabled respondents.

For life goals relating to **skills, learning, working and enterprise**, the graph below shows that disabled respondents are less likely than non-disabled respondents to do or plan to do and to rate as important these type of life goals, particularly for getting a paid job or changing job and undertaking education, training and qualifications. These findings may relate to the age profile of disabled respondents (more likely than non-disabled respondents to be older and retired from work).

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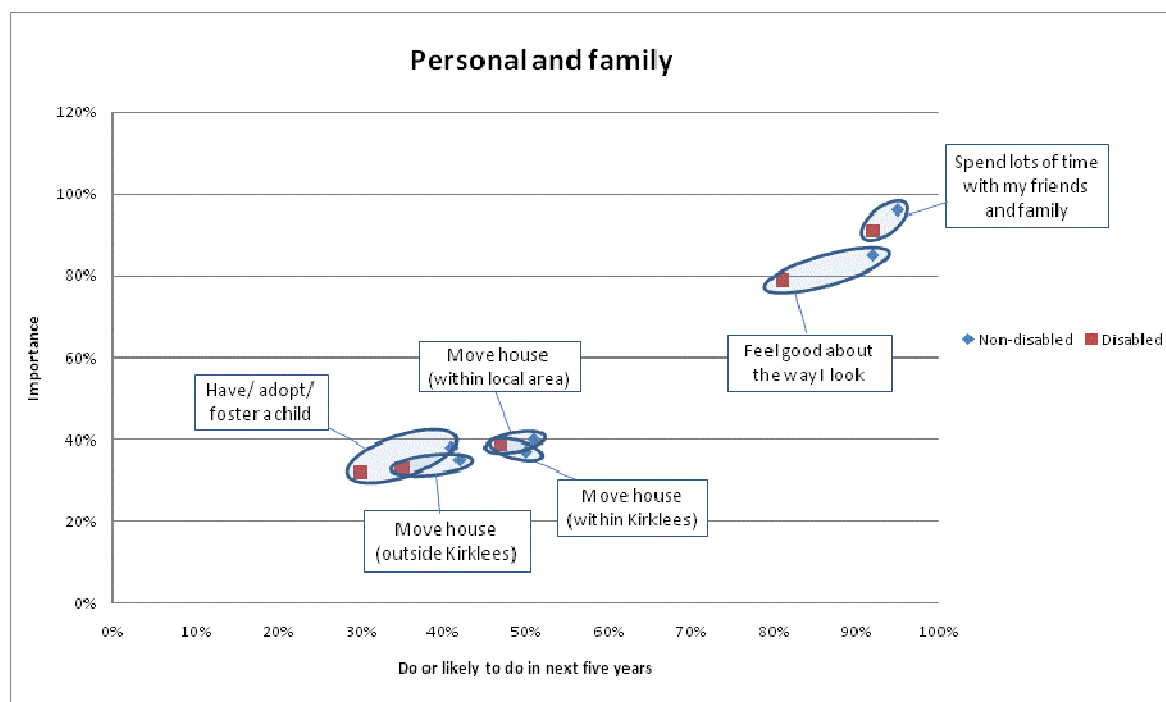
For life goals relating to **health**, the graph below shows that disabled respondents are less likely than non-disabled respondents to rate being in good physical shape and making a healthy change as important to them and as things they already do or plan to do in the next five years.



For life goals relating to **personal and family life**, the graph below shows that disabled respondents are less likely than non-disabled respondents to already do or plan to do a

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range of these life goals in the next five years, particularly feeling good about the way they look and having, adopting or fostering a child.



### APPENDIX A – Your Place, Your Say Methodology and Response Rate

**About the Your Place, Your Say survey:** Was a household postal survey carried out in Kirklees between October-December 2011. A random sample of 35,000 households were sent a postal survey, and additional activity such as an online version of the survey, booster sampling and engagement with voluntary and community organisations were undertaken to boost responses from groups traditionally less likely to respond to postal surveys.

**The survey sample:** 8,244 responses were received to the random postal survey. This document summarises data from the random element of the sample only. Data from the non-random approaches will be used for more detailed exploration of community of interest responses, following this initial analysis of random survey data. Data based on 8,244 responses is subject to +/- 1 percentage point margin of error. Responses to the survey have been weighted by geographical area, age and gender and ethnicity to ensure that survey responses are representative of the Kirklees district.

### Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Question 29 of the survey asked respondents about their disability status: 'Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?'

- 7,862 people responded to this question:



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<b>Disability Status</b>	<b>Frequency</b>	<b>%</b>
Yes – limited a lot	1,283	16
Yes – limited a little	1,650	21
No	4,929	63

*(Unweighted totals)*

- 382 people (5%) of all respondents to the survey did not respond to this question.
- Overall, of those stating whether they had a disability or not, 37% were disabled and 63% were non-disabled.