

CAPABILITY SCOTLAND

NORTH POLL

FINAL REPORT

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Scotinform Ltd

Market Research • Market Intelligence

26 Great King Street, Edinburgh EH3 6QH

Telephone: 0131 557 2467 e-mail: research@scotinform.co.uk

www.scotinform.co.uk



INVESTOR IN PEOPLE

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INTRODUCTION

This report describes the results of the North Poll surveys of voters and local authority polling day staff. The surveys formed part of the Disability Access Review carried out by Capability Scotland on behalf of the Electoral Commission during the 2003 Scottish election

The surveys were commissioned by Capability Scotland and conducted by Scotinform Ltd.

The overall aim of the research was to assess the accessibility of the 2003 elections for disabled people. Specific research objectives were to conduct surveys that would identify the following issues:

- Access to voting
- Awareness of accessibility measures
- Difficulties in voting
- Difficulties in accessing information
- Effectiveness of training of Presiding Officers and polling clerks

METHODOLOGY AND SAMPLE

Survey of Electors

A self-completion questionnaire was distributed to a sample of disabled voters and their carers. The questionnaire (see Appendix One) was distributed to Capability Scotland 1 in 4 panel, Vote 2003 participants and Capability Scotland centres. It was also available through Capability Scotland's website.

A total of 1,700 questionnaires were mailed to voters, with 426 completed questionnaires returned (a 25% response rate) following the election. Returned questionnaires were from voters in 70 constituencies across Scotland.

Just over a third of respondents had a disability or long term medical condition or illness and the majority were aged between 35 -64 years old.

The profile of elector respondents is shown in Table One

Table One: Profile of Electors	No of respondents	%
Type of respondent:		
Disabled/medical condition	145	34
Parent/carer	216	50
Not specified	65	15
Age:		
18-24 years old	35	8
25-34 years old	52	12
35-44 years old	93	22
45-54 years old	113	27
55-64 years old	62	15
Over 65 years old	22	5
Not stated	49	12

Electors: Qualitative Research

In addition to the quantitative, self completion survey, two focus groups were held in order to explore, in depth, views of electors. The groups were held in Perth (mini-group) and Paisley (focus group) and consisted of members of the 1 in 4 Panel who had voted in person at the election and indicated their willingness to take part in further research.

Participants were a mix of disabled people and carers and represented a range of ages from 30 – mid 70 year olds.

Survey of Polling Day Staff

Self-completion questionnaires were sent to local authorities who had agreed to participated in a survey of polling day staff. The thirteen local authorities involved in the survey were:

- Aberdeen City
- Angus
- Argyll and Bute
- Dundee City
- East Ayrshire
- East Renfrewshire
- Edinburgh
- Highlands

- North Lanarkshire
- Renfrewshire
- Shetland Islands
- South Lanarkshire
- West Lothian

Each local authority specified the number of questionnaires it required and was responsible for the distribution of the questionnaires. A total of 4,147 questionnaires were sent to the participating authorities, and 956 were returned.

The Table below shows that the completion and return rate for each local authority varied greatly. The percentage of completed questionnaires returned for each of the local authority areas varied from 0.2% in North Lanarkshire to 65% in Shetland.

Table Two: Breakdown of Local Authority Questionnaires

Local Authority Area	Questionnaires Sent	Questionnaires Received	Response rate %
Aberdeen City	200	25	13
Angus	100	29	29
Argyll and Bute*	*	71	
Dundee City	80	37	46
East Ayrshire	77	6	8
East Renfrewshire	100	52	52
Edinburgh	550	16	3
Highlands	350	165	47
North Lanarkshire	500	1	0.2
Renfrewshire	550	10	1.8
Shetland	40	26	65
South Lanarkshire	2000	465	23
West Lothian	150	53	35
Total	4,147	956	21**

*Number of questionnaires distributed is not known as the local authority copied the questionnaire

** Excluding returns from Argyll and Bute

The report on the results includes the returns from East Ayrshire and North Lanarkshire in the total figures, but these local authorities have not been included in the analysis on the local authority areas.

The majority of respondents were Presiding Officers, with only 34% of questionnaires returned by other staff.

Table Three: Respondents from the Local Authorities
Base: all respondents

	Presiding Officer	Polling Clerk	Not Stated
	%	%	%
Aberdeen City	76	20	4
Angus	100	0	0
Argyll Bute	99	1	0
Dundee City	100	0	0
East Renfrewshire	96	4	0
Edinburgh	81	19	0
Highlands	99	0	1
Renfrewshire	100	0	0
Shetland	85	12	0
South Lanark	34	66	0
West Lothian	96	4	0
Total	66	34	0

Please note that * denotes less than 1%. Not all totals will add up to 100% due to rounding up/down or non-responses.

Throughout the report the term 'respondent' is used to refer to the results of the two surveys, and 'participant' is used to refer to the results from the focus groups.

RESEARCH RESULTS

This section of the report describes the results of both surveys, comparing the data where appropriate. Separate tables show the results for each local authority area that participated in the survey of polling staff.

Please note that the results for the individual local authorities relating to the survey of polling day staff should be treated with caution due to the small sample sizes for some local authorities.

Views on Poll Card

78% of electors recalled receiving a poll card and 94% of those who received it found the information on the card clear and easy to read.

The fifteen respondents who said they did not find the information clear and easy to read gave the following reasons:

- print too small (9 respondents)
- too much information (4)
- not a language/wording that I understand (4)
- not in plain language (2)

Just under half of those who received a poll card (47%) said that they were aware that there was a number to telephone on the card if they needed help.

Comments by participants in the focus groups were also positive.

"I got my polling card through the post, took a note of where they were voting as some of the voting places have changed, then left things alone until it was nearer voting time." Disabled voter

Method of Voting

90% of respondents in the electors survey had voted in person, with 8% voting by post. Respondents with a disability or long term medical condition/illness were more likely than average to have voted by post: 13% had voted by post compared with 4% of parents/carers. Respondents aged over 55 years old were also much more likely than average to have voted by post (15% had a postal vote).

Table Four: Method of voting
Base = all electors

	Disabled %	Carers %	Total %
In person	84	96	90
By post	13	4	8
By proxy	1	0	*

Participants in the focus groups had all voted in person. Two had switched to this method after voting by post in the previous election.

“This year I rang up about three weeks before the election to ask for a postal vote and I said that the reason I was asking for a postal vote is because our village hall is not wheelchair accessible. The person on the other end said ‘it will be on the day’, so I voted personally this time.” Disabled voter

“I did a postal vote last time. Somebody said to me this year that it is quite easy to go and vote.” Disabled voter

Voting by Post

5% of those who voted by post said that they had not found the information on the application form clear and easy to read. This only represents two respondents, one of whom said that the print was too small on the form and the other had relied on their parents to help them complete the form.

Just over 80% of those who voted by post had got information about voting in a format that suited their needs. The formats that respondents had received were:

- easy read (11 respondents)
- normal size (10)
- large print (3)
- Braille (1)
- audio tape (1)

Respondents who had voted by post had generally found the process easy, with only 3 respondents mentioning difficulties relating to postal voting. Comments related to the print being too small and problems with finding a witness to sign the declaration.

78% of postal voters said they would vote in same way in future elections. All disabled people who had a postal vote said that they would do so again.

Location of Polling Station

The results of both surveys showed that the two main types of buildings used for polling stations were schools and community centres or halls. Approximately half of the polling stations were in schools, just over a third were in community centres and around one in ten were in Church halls.

Table Five: Polling Station Locations

Base = all respondents

	Electors	Polling staff
No of respondents	426	975
	%	%
School	46	48
Community Centre/Hall	34	38
Church hall	10	8
Other*	4	6
Not stated	3	*

* Other answers include: library, council offices, art centre/gallery, sports/leisure centre, Portakabin/caravan, Town Hall, Resource Centre, College

The breakdown by local authority area in the Table on the next page shows the differences in the types of building across each of the local authority areas. This indicates that some of the more rural areas used a high proportion of community halls as polling stations (Argyll and Bute, Highland and Shetland).

Table Six: Breakdown of location of polling stations by local authority area
Base = all polling staff respondents

	School %	Community Hall %	Church Hall %
Aberdeen City	40	40	20
Angus	55	28	17
Argyll and Bute	14	62	14
Dundee City	41	32	8
East Renfrewshire	50	33	17
Edinburgh	56	13	31
Highland	21	64	4
Renfrewshire	30	60	10
Shetland	4	92	0
South Lanarkshire	65	25	5
West Lothian	36	38	17
Total	48	38	8

Voting in Person

15% of electors who had voted in person said that they could only get into the polling station with assistance. This compares with only 4% of polling day staff saying that voters needed assistance. In both surveys polling stations in church halls and community centres were less easily accessed than schools.

2% of voters were unable to get into their polling station. This was confirmed by the results of the survey of polling staff. Those that were unable to get into their polling stations (9 respondents) were in 7 different constituencies and the majority were disabled.

Table Seven: Whether or not all voters could get into the polling station to vote
Base = electors who voted in person/all polling staff respondents

	Electors	Polling staff
No of respondents	384	975
	%	%
Yes	79	93
Yes, but only with assistance	15	4
No	2	2
Not stated	3	2

Table Eight shows that staff in only one local authority, Shetland, felt that their polling stations were accessible to all voters.

Table Eight: Local authority breakdown of access to polling stations

Base: all polling staff respondents

	Yes	Yes, but only with assistance	No	Not Stated
	%	%	%	%
Aberdeen City	92	8	0	0
Angus	93	7	0	0
Argyll Bute	94	4	1	0
Dundee City	84	8	8	0
East Renfrewshire	94	4	0	2
Edinburgh	94	0	0	6
Highlands	87	9	2	2
Renfrewshire	90	0	10	0
Shetland	100	0	0	0
South Lanarkshire	95	2	1	2
West Lothian	91	2	2	6

Five of the nine respondents in the electors survey who had not been able to get into the polling station had been able to vote. The survey of polling staff showed that a number of arrangements had been made to assist people who could not get into the station. The most common method was to take ballot papers out to voters' cars (most likely in the Highlands), though others had set up a separate polling booth or brought the paperwork to the doorway.

The measures taken by polling staff to ensure that those who did not vote in a polling station voted in secret consisted of giving them privacy in their cars, turning their backs and setting up a separate table or booth outside.

82% of those who voted in person had cast their vote in secret, with 3% (13 respondents) saying they had not got the opportunity to cast their vote in secret. The 13 respondents were all in different constituencies. The remainder of respondents did not state whether or not they had the opportunity to vote in secret.

Awareness of Measures Available Outside Polling Stations

The measures that both electors and polling staff said were most likely to be available at polling stations were: large clear signs to the polling station; level access from the entrance to the polling station room (church halls were least likely to have level access); large print Notice for Voters; ramp into the building (least likely in community centres); and front doors propped open/easy to go through (least likely in community centres and church halls).

Disabled parking, handrails and disabled access signs were the measures that both surveys identified as least likely to be in place. The main difference between the types of polling stations was that church halls were less likely than other buildings to have disabled parking.

Table Nine: Awareness of measures outside polling stations (prompted)

Base = electors who voted in person/all polling staff respondents

	Electors	Polling staff
Base	384	975
	%	%
Large, clear signs to polling station	82	91
Level access from entrance to the polling station room	76	86
Large print Notices for Voters	68	89
A ramp into the building	66	73
Front doors propped open/easy to go through	63	82
Disabled access signs (if separate disabled entrance)	38	43
Handrails	35	45
Disabled parking	35	59
Not stated	6	4

The breakdown by local authority of the measures available is shown in the next Table.

Table Ten: Local authority breakdown of measures available

Base: All polling staff respondents

	Aberdeen City	Angus	Argyll and Bute	Dundee City	East Renfrew -shire	Edin- burgh	High lands	Renfrew -shire	Shet- land	South Lanark- shire	West Lothian
	%	%	%	%	%	%	%	%	%	%	%
Large, clear signs to the polling place	92	97	94	97	88	81	94	100	96	88	91
Disabled access signs (if separate disabled entrance)	48	31	18	16	38	75	13	50	85	57	30
Disabled Parking	76	69	46	46	52	56	49	60	73	63	64
A ramp into the building	76	90	63	70	81	88	61	100	69	77	57
Handrails	32	52	38	51	63	50	39	70	46	45	36
Front doors propped open - easy to go through	76	86	92	84	85	75	80	100	92	82	72
Large print notices for voters	100	93	90	95	77	81	90	90	92	88	83
Level access from entrance to the polling station rooms	88	86	85	86	81	69	85	90	96	86	89
Not stated	0	0	1	3	4	0	4	0	0	5	6

Usage of Measures Outside Polling Stations

The extent to which the measures were used was assessed by asking electors which they had used and asking polling staff their perceptions of usage. Polling staff perceived a much greater level of usage than was shown in the electors survey. This may be a reflection of staff's belief in how useful the measures were to voters rather than actual usage levels.

Usage by electors correlates to levels of awareness shown in Table Nine, with signage, level access and accessibly front doors the main measures used.

Table Eleven: Usage of measures outside polling stations (prompted)
Base = electors who voted in person/all polling staff respondents

	Electors	Polling staff
Base	384 %	975 %
Large, clear signs to polling station	29	56
Level access from entrance to the polling station room	27	56
Front doors propped open/easy to go through	23	50
Large print Notices for Voters	18	53
A ramp into the building	16	47
Disabled access signs (if separate disabled entrance)	8	25
Handrails	5	28
Disabled parking	5	33
Not stated	53	31

Although levels of awareness of the measures were similar across disabled people and carers, the analysis shows that disabled electors were much more likely than carers to have used the measures available.

Table Twelve: Usage of measures by disabled electors
 Base = all electors who voted in person

	Disabled electors	All electors
	122	384
	%	%
Large, clear signs to polling station	37	29
Level access from entrance to the polling station room	53	27
Front doors propped open/easy to go through	43	23
Large print Notices for Voters	30	18
A ramp into the building	37	16
Disabled access signs (if separate disabled entrance)	20	8
Handrails	10	5
Disabled parking	11	5
Not stated	23	53

The key issues for participants in the focus groups were the availability of parking, ramps and the entrance to the polling stations.

Two participants had voted at a polling station (in a school) with no ramp, and had found entry to the building extremely difficult. In addition to the ramp not being available, the doors for the disabled entrance opened outwards at the top of steps, and were very difficult to open as a result. The problem was compounded by the fact that there was no way of obtaining help from polling station staff who were inside the building.

“I thought ours would have a ramp, but it hadn’t arrived in time. There are steps at the back door going in, I went in on my sticks and they came to help me when I got in, but there was no way of attracting attention to get up the two steps.” Disabled voter

The problem with doors included internal doors being shut, and participants had found it awkward to open internal doors in narrow passages.

“The internal doors were quite awkward, they weren’t propped open. When I asked about the doors being open, he said all the main front doors were open and that was all that is required.” Disabled voter

One of the participants who had looked at access to several polling stations as part of Capability Scotland's Vote 2003 survey had experience of examples of poor access.

"They had a sign post for disabled parking and disabled entrance. There was loads of parking and 4 or 5 doors, so we tried them all and none of them opened. The girl inside didn't have a clue which door it was either – she'd never been told." Disabled voter

Disabled parking was also a problem for participants, either because it was not available or because of the surface of the car park.

"I probably could have got parked in the car park, but the car park is very uneven, hard core stuff and it also has a lot of humps and bumps and slopes in it. I wouldn't have been able to unload the wheelchair." Disabled voter

One participant commented on the fact that it was the polling station staff who had parked in the disabled parking, despite the fact that parking was freely available in the street outside the polling station.

"Parking was a problem, in the sense that the officials and janitors who were officiating were taking up all the parking places." Disabled voter and carer

According to participants, signs to the polling stations were clear, but some participants had noted that signs for disabled parking were not always clear.

"From the road there were no signs, you go up a drive way, it's a good 100 yards, and at the end of the drive there was a sign saying Disabled Parking. The back door was the disabled entrance, but there was no real sign to it." Disabled voter

Awareness of Measures Inside Polling Stations

The measures that electors were most likely to be aware of inside the polling stations were accessible polling booths and low level ballot boxes. There was also reasonably high awareness of seats to rest and large print versions of the ballot paper. They were much less likely to be aware of the Portable Induction Loop, the tactile voting device and information on voting in different formats. Disabled voters were less likely than average to be aware of the measures available inside the polling stations

The responses from polling staff show that none of the measures were universally available at polling stations. The majority of these measures were available to voters at 80% or more of polling stations, but only 7% of polling staff said their station had a Portable Induction Loop and 43% had information in different formats.

Table Thirteen: Awareness of measures inside polling stations (prompted)
 Base = electors who voted in person/all polling staff respondents

	Electors	Polling staff
Base	384	975
	%	%
Accessible polling booth	71	87
Low level ballot boxes with slots clearly marked	62	82
Seats to rest	48	87
Large print version of ballot papers	43	74
Tactile voting device	37	90
Instructions on how to use tactile voting device	32	86
Information about voting in different formats	23	43
Portable Induction Loop	3	7
Not stated	15	4

Table Twelve: Local authority breakdown of measures available
Base: All polling staff respondents

	Aberdeen City	Angus	Argyll Bute	Dundee City	East Renfrewshire	Edinburgh	Highlands	Renfrewshire	Shetland	South Lanarkshire	West Lothian
	%	%	%	%	%	%	%	%	%	%	%
Large print version of ballot papers	72	76	76	86	50	69	75	70	65	78	66
Accessible polling booth	100	90	75	97	90	88	81	90	85	89	91
Tactile voting device	92	97	94	95	88	94	97	90	100	86	92
Instructions on how to use tactile voting device	88	97	92	89	77	75	97	70	96	83	75
Seats to rest	88	90	93	95	90	94	92	80	100	83	81
Portable induction loop	0	7	4	5	8	6	2	10	0	11	4
Information about voting in different forms	44	45	44	30	38	25	41	20	50	46	28
Low level ballot boxes with slots clearly marked	96	90	68	95	88	81	81	90	88	81	77
Not Stated	0	0	3	3	4	0	2	0	0	6	4

Usage of Measures Inside Polling Stations

Just under a third of electors in the survey had not used any of the measures at the Polling Stations. The highest levels of usage were of the accessible polling booths and low level ballot boxes.

Table Fifteen: Usage of measures inside polling stations (prompted)
Base = electors who voted in person/all polling staff respondents

	Electors	Polling staff
Base	384	975
	%	%
Accessible polling booth	22	56
Low level ballot boxes with slots clearly marked	22	53
Seats to rest	4	46
Large print version of ballot papers	4	39
Tactile voting device	1	13
Instructions on how to use tactile voting device	1	11
Information about voting in different formats	3	14
Portable Induction Loop	0	2
Not stated	70	33

60% of disabled electors used one of the measures provided inside the polling stations, a much higher proportion than for the overall sample. The most used measures were the accessible polling booths and low level ballot boxes both of which were used by nearly half the disabled voters.

Table Sixteen: Usage of measures by disabled electors
Base = all electors who voted in person

	Disabled electors	All electors
Base	122	384
	%	%
Accessible polling booth	48	22
Low level ballot boxes with slots clearly marked	46	22
Seats to rest	8	4
Large print version of ballot papers	6	4
Tactile voting device	4	1
Instructions on how to use tactile voting device	2	1
Information about voting in different formats	6	3
Portable Induction Loop	0	0
Not stated	39	70

All participants had voted in polling stations with accessible booths and felt that this was a good idea.

"I was quite surprised that the station had the disabled stands, one or two set at different heights." Disabled voter

One participant had experience of the tactile voting device, and pointed out that it was difficult to use on your own.

"There was a lady who got hold of me who couldn't do the tactile voting on her own because there was only the numbers. She needed someone in there to tell her 'so and so is number 1, etc' but by the time they'd got to the bottom she had forgotten the ones at the top." Disabled voter

Although seating was available to all participants, some had found that schools were using children's seats that were too low to be comfortable.

"In our polling station it was a kiddie's seat. They (the polling staff) had big seats and I asked for a seat, but the only seat I could have was a child's seat." Disabled voter

A fifth (21%) of disabled voters had been able to get around the polling station with some help and 4% had found it hard to get around. Schools were the type of building that disabled people were most likely to need help getting around. The reasons (each mentioned by one respondent) for finding it hard were:

- too many obstacles
- nowhere to rest
- inner doors closed and passage too narrow
- distance from main entrance to polling station
- chairs too low
- had to go all the way around the street to get access
- wheelchair access not available
- badly fitted carpet
- small corridors
- narrow access ramp

Just under 90% of electors thought that the polling station was well lit, but only three quarters felt that the flooring was suitable for disabled people. Flooring in church halls and community centres was least likely to be perceived as suitable.

Assistance Available

The results suggest that there were low levels of awareness amongst electors that disabled voters could take someone or get the Presiding Officer to help them vote. Only 40% of voters were aware of this, although this rose to 46% of disabled voters. The survey of polling staff confirmed this, with only 69% of polling staff believing that disabled voters were aware of this measure.

Table Seventeen: Awareness of right to take someone to help

Base = electors who voted in person/all polling staff respondents

	Electors	Polling staff
Base	384	975
	%	%
Yes	40	69
No	34	9
Not stated	26	22

Participants were generally unaware of the right to take someone with them, and felt that this could have been more widely publicised.

“If it was the polling card that you were entitled to help if you can’t manage alone, then it would make such a difference.” Disabled voter

The discussion highlighted, however, that those who were unable to vote for themselves were unlikely to be able to get to the polling station, and the real need was for assistance in getting to the polling station.

“They should make it plain on the card that you are entitled to ask for help, then our warden might be willing to go with them and help.” Disabled voter

Table Eighteen: Local authority breakdown of awareness of right to take someone to help
Base: all polling staff respondents

	Yes	No	Not Stated
	%	%	%
Aberdeen City	72	4	24
Angus	62	7	31
Argyll Bute	70	7	23
Dundee City	65	11	24
East Renfrewshire	46	12	42
Edinburgh	88	6	6
Highlands	72	9	19
Renfrewshire	100	0	0
Shetland	62	8	31
South Lanarkshire	68	10	22
West Lothian	77	9	13

Voters said that the main sources of information on the right to assistance was Capability Scotland's Vote 2003 campaign (48%), followed by a friend or relative (24%) or the Electoral Commission (18%). Only 9% had heard about it through their council.

One in three disabled voters had taken someone with them to assist them to vote in person and 2% asked the Presiding Officer to help. 66% of disabled voters did not do either or did not state what they did. This compares with responses by polling staff, where 32% of staff said that disabled people did not have assistance (see Table Nineteen).

Just over half (55%) of those who took someone to help them vote said they would not have voted in person if they had not been able to do so.

Table Nineteen: Local authority breakdown of disabled voters having assistance
 Base: those with disabled voters that were aware that they could either take someone with them or get the Presiding Officer to help them vote in person

	Yes, took someone	Yes, asked Presiding Officer	No, did not do either	Not Stated
	%	%	%	%
Aberdeen City	67	17	28	0
Angus	72	17	17	0
Argyll Bute	42	30	36	2
Dundee City	50	46	13	8
East Renfrewshire	58	25	29	4
Edinburgh	57	29	14	7
Highlands	55	22	35	3
Renfrewshire	60	60	0	10
Shetland	50	6	50	0
South Lanarkshire	63	27	25	4
West Lothian	49	20	32	2

Understanding of Ballot Papers

78% of electors found the three ballot papers clear and easy to understand, with disabled electors as likely as carers to say that they understood the ballot papers.

Participants confirmed that the ballot papers were seen as clear and easy to understand, and commented positively on the use of symbols for the parties.

“I thought the ballot papers were clear this time. I took somebody along who asked me to go with her because she is dyslexic and the symbols were really big this time so she didn’t need my help.” Disabled voter

“The name of the person and the party they represented was clear enough.” Carer

Comments from participants suggested that there was a perception that there had been very little information about the ballot papers before the election. A few participants had received information from Capability Scotland and felt that this type of explanation should have been more widely available.

“I think there was something in the Herald, either on the day or the day before, but it wasn’t far enough in advance. I remember thinking the only place I had seen any sensible information was in the Capability magazine.” Carer

One disabled participant was resident in a Centre which had been visited by the Vote 2003 officer, and he had found the explanation provided extremely useful.

“Grant, the Vote 2003 Officer, came round and said ‘this is what you’ll get’ and you put your cross here, here and here.” Disabled voter

The survey of polling staff showed a different picture, with 49% of staff saying that they felt voters had difficulties in understanding the three ballot papers. The table below shows the responses for each local authority area.

Table Twenty: Perception of voters having difficulty in understanding ballot papers
Base: all polling staff respondents

	Yes	No	Not Stated
	%	%	%
Aberdeen City	40	56	4
Angus	55	34	10
Argyll Bute	42	54	4
Dundee City	43	51	5
East Renfrewshire	25	52	23
Edinburgh	63	38	0
Highlands	54	44	2
Renfrewshire	60	40	0
Shetland	50	42	8
South Lanarkshire	49	44	6
West Lothian	45	53	2
Total	49	46	6

The main problems with the ballot papers related to the amount of information and the print being too small. Election staff had also noticed that voters were confused by the List ballot paper, mainly due to its length.

Table Twenty-one: Problems with information on ballot papers

Base = those who did not find papers clear and easy to understand

	Electors	Polling staff
Base	55 %	473 %
Print too small	33	12
Too much information	31	60
Not in plain language	15	7
Not a language/wording that I understood	13	5
Poor colour contrast	7	1
Unclear which paper was for which vote	5	2
Confused about three ballot papers	2	8
Didn't understand regional/List vote	0	10
General confusion	0	5
Too many choices/List vote too long	0	5

Views on Experience of Voting

Just under a fifth of voters (both disabled people and carers) felt that the experience of voting was easier than last time. One in ten disabled people felt that it was more difficult, with people aged over 55 years old and those voting in church halls most likely to say it was more difficult.

Table Twenty-two: Views on experience of voting

Base = all electors

	Disabled electors	All electors
Base	145 %	426 %
Easier than last time	19	18
Same as last time	60	49
Harder than last time	11	6
First time I voted	3	3
Not stated	7	24

Participants had mixed views about whether or not voting was easier than last time, but felt that it had improved over the years that they had voted.

“If you are comparing it to past years, then yes it has improved. There used to be a long wait, that has been improved.” Carer

“There was a lot more help this time, a lot more people present. Staff better trained.” Disabled voter

70% of disabled electors felt that their experience of voting was the same as other voters. 19% felt that it was not the same.

Table Twenty-three: Views on whether experience of voting was the same as all other voters
Base = all electors

	Disabled electors	All electors
Base	145	426
	%	%
Yes	70	62
No	19	11
Not stated	12	27

91% of disabled voters thought that the polling staff were helpful, with only 5% saying that they were not helpful.

Table Twenty-four: Views on whether or not polling station staff were helpful
Base = all electors who voted in person

	Disabled electors	All electors
Base	122	384
	%	%
Yes	91	78
No	5	3
Not stated	4	20

Participants had been very impressed with the helpfulness of staff in the polling station.

“I was just asked if I could manage OK, and asked very nicely. They were intent in making sure that you could manage.” Disabled voter

“When I saw the queues I said I couldn’t stand very long and she brought me a chair over and I sat there and filled them up. Then she folded them up for me and put them into the appropriate box.” Disabled voter

“I think they would have helped, because they took one of those paper things at a time and made sure Jane could read it.” Disabled voter and carer

For most participants the issue was not with the help available inside the polling station, but the lack of help available to help them get into the building.

“I find it amazing how many people assume that because you’re in a wheelchair you are going to have somebody with you. 99.9% of the time I’m actually alone. They said, when I got inside, ‘oh, but you only had to ask for help and we would have come and helped you’, but if you can’t get into the building there’s no way of asking for help.” Disabled voter

“The school we voted at, there is no way of calling anybody to the door. You have to go into the building to get someone to come out and help. As soon as I got in the door and they saw I was on sticks, they were over to help.” Disabled voter

Disabled people perceived polling staff as very helpful, there were concerns about the training they had been given in lifting and handling disabled people.

“The man said to me ‘we would have managed to lift you down the stairs’ and I wouldn’t trust him to lift me. I think there are health and safety issues here.” Disabled voter

“I wouldn’t let somebody lift the chair because the last time 3 guys tried to lift me up 3 steps, they tipped me out of the chair and broke my arm.” Disabled voter

Participants were aware of some of the difficulties experienced by other disabled people, particularly if their disability was not obvious to polling staff.

“I heard from one elderly lady in the village who can’t see what is straight ahead of her, and she said that the people who were handing out the ballot papers and the instructions on where to go were right down the far end and she couldn’t see them. Nobody realised that she had a problem until one of her friends happened to come in

a minute or two behind her and pointed out where she was meant to go.” Disabled voter

Awareness of problems faced by people with disabilities relating to hearing or sight, led to participants suggesting the need for a member of staff in the polling station to stand at the door and ‘greet’ people as they come in.

“When you go in a chair or sticks, people tend to offer to help, but there is not anything to say who it is you ask. You don’t actually know who is who in there, especially when it’s busy.” Disabled voter

“In really busy places it would be difficult to get assistance.” Disabled voter

Just over a half of disabled electors thought that the measures to support disabled people helped them vote and a third said that they had not helped. The measures appear to have had greatest impact on electors aged over 45 years old: this age group were more likely than average to think that the measures had helped them.

Table Twenty-five: Views on whether or not measures helped respondent to vote
Base = all disabled electors (145)

	%
Yes	52
No	33
Not stated	15

Election Staff Training

86% of election staff had received training on access and disability issues prior to election day. Just over one in ten staff (11%) said they had not received any training, with polling clerks (14%) less likely than Presiding Officers (10%) to have received training.

Table Twenty-six: Receipt of training on access and disability issues
Base: all polling staff

	Yes	No	Not Stated
	%	%	%
Aberdeen City	92	8	0
Angus	83	7	10
Argyll Bute	89	10	1
Dundee City	92	5	0
East Renfrewshire	81	19	0
Edinburgh	88	13	3
Highlands	92	8	0
Renfrewshire	90	10	0
Shetland	92	8	0
South Lanarkshire	82	13	5
West Lothian	94	6	0
Total	86	11	3

Electoral staff perceived the access and disability training as very or quite useful, with the mean scores ranging from 4.64 to 4.22 illustrating that there was little variation across the areas. The mean score is based on 1 = not at all useful and 5 = very useful.

Table Twenty-seven: Usefulness of training

Base: Those who received training on access and disability prior to Election Day

	Very useful	Quite useful	Made no difference	Not very useful	Not at all useful	Not stated	Mean score
	%	%	%	%	%	%	
Edinburgh	64	36	0	0	0	0	4.64
Argyll Bute	57	38	3	0	0	2	4.55
Aberdeen City	52	39	4	0	0	4	4.5
Shetland	54	38	8	0	0	0	4.46
West Lothian	50	42	6	0	0	2	4.45
East Renfrewshire	38	55	0	0	0	1	4.41
Dundee City	38	56	6	0	0	0	4.32
South Lanarkshire	41	50	7	1	0	1	4.32
Angus	33	63	4	0	0	0	4.29
Highland	40	49	10	1	0	1	4.29
Renfrewshire	44	44	0	11	0	0	4.22
Total	44	48	7	1	0	1	4.36

The main reasons for polling staff saying that the training was not useful were:

- just common sense (15 respondents)
- same as previous elections/previous experience (10)
- already aware through work (7)
- didn't have to use it/no disabled voters turned up (7)
- already aware (unspec) (3)
- all three sessions in one room – difficult to concentrate (3 – all in South Lanarkshire)
- no access problems in building (2)
- information was in handbook (2)
- everyone has different needs (2)
- used to dealing with disabled people (2)

Guidance Manual and Pocket Guide

Awareness of the Electoral Commission's Guidance Manual and Pocket Guide was very high, with only 3% of respondents saying that they were not aware of it.

Table Twenty-eight: Awareness of Guidance Manual and Pocket Guide
Base: all polling staff

	Yes	No	Not Stated
Aberdeen City	100	0	0
Angus	97	3	0
Argyll Bute	96	3	1
Dundee City	95	0	5
East Renfrewshire	92	6	2
Edinburgh	100	0	0
Highlands	97	1	2
Renfrewshire	100	0	0
Shetland	100	0	0
South Lanarkshire	91	5	4
West Lothian	94	4	2
Total	94	3	3

Views on the helpfulness of the Manual and Pocket Guide were very positive: 55% of polling staff found the publication very helpful and a further 39% found it quite helpful. Presiding Officers were more likely than Polling Clerks to say that it was very helpful: 58% of Presiding Officers said it was very helpful, compared with 49% of Polling Clerks.

Table Twenty-nine: Helpfulness of Guidance Manual and Pocket Guide?
Base: respondents aware of the Manual/Guide (916)

	Very helpful	Quite helpful	No opinion	Not very helpful	Not at all helpful	Not stated	<i>mean score</i>
	%	%	%	%	%	%	
Aberdeen City	52	28	16	4	0	0	4.28
Angus	61	29	11	0	0	0	4.50
Argyll Bute	66	31	1	0	0	1	4.66
Dundee City	40	49	9	0	0	3	4.32
East Renfrewshire	67	31	2	0	0	0	4.65
Edinburgh	56	44	0	0	0	0	4.56
Highlands	55	40	0	1	0	4	4.55
Renfrewshire	40	60	0	0	0	0	4.40
Shetland	50	50	0	0	0	0	4.50
South Lanarkshire	52	42	4	0	0	2	4.49
West Lothian	68	32	0	0	0	0	4.68
Total	55	39	3	*	0	2	4.52

Eleven polling staff commented on why they felt that the Manual and Guide had made no difference or was not helpful. The reasons given are shown below, these comments were made by one respondent unless otherwise stated.

- no disabled voters on the day (2 respondents)
- not exact enough on procedures
- the 3-4 disabled people had no problems
- not read
- no feedback
- just common sense
- too much jargon for voters to understand
- repeat of previous information
- stated the obvious
- local authority used some systems which differed from the manual (confusing)
- not something read about, learnt from course
- technical information inadequate eg on tactile voting device and induction loop

Polling Day Staff: Other Comments

The final question asked polling staff for any additional comments about access issues or problems encountered by disabled voters. 10% of staff commented on a range of issues. The key areas of comment related to;

Ramps: polling stations with no ramps or unsuitable ramps (too steep)

Parking: no disabled parking available/car park became muddy/gravel surface caused problems

Ballot papers: colour blind could not tell ballot papers apart/ colours different from colours on ballot box

Steps/stairs: too high

Doors: difficult to open/ disabled entrance needed to be staffed

Polling Booths: too high for wheelchairs, not enough low level booths available

APPENDIX ONE: QUESTIONNAIRE FOR VOTERS



CAPABILITY SCOTLAND

T U R N I N G D I S A B I L I T Y I N T O A B I L I T Y



NORTH POLL SURVEY

The North Poll survey is part of the Vote2003 project being run by Capability Scotland. It follows on from research into access to voting. Following the 2001 General Election, our survey found that there were access problems at over 60% of polling stations. New measures are now in place to improve access and to support disabled people to vote. The aim of North Poll is to find out how accessible the 2003 Scottish elections are for disabled people.

Vote2003 has been working hard with local authorities to improve access to polling stations, but we know that some disabled people will still find it hard to vote in person. This questionnaire asks you about your experience of voting. Please take this questionnaire with you when you go to vote and fill it in either at the polling station or when you get back home. You can also go to www.vote.org.uk and fill in the questionnaire on-line and send it to us.

Once you have voted, please answer all the relevant questions in the survey. We want to test all the access improvements in these elections – the ones you did not use as well as the ones that you used.

How to answer the questionnaire

Please answer the questions either by ticking the box/es or writing in your answer. Before you start, read each question and all the possible answers carefully. Most questions ask you to tick the box or boxes which apply to you. At some questions, more than one answer may apply to you, so tick all those boxes.

If you need this questionnaire in a different format or if you would like more copies of this questionnaire, please contact Janet Sylvester at Scotinform Ltd at the freepost address at the bottom of the questionnaire or by telephoning 0131 557 2467.

If you have any queries about the survey you can contact Kate Higgins on 0131 337 9876 or at 22 Corstorphine Road, Edinburgh, EH12 6HP or at kate.higgins@capability-scotland.org.uk.

Please complete the enclosed questionnaire and return it to Scotinform by Friday, 9th May, 2003 in the freepost envelope attached.

Thank you and happy voting!

SECTION ONE: PERSONAL INFORMATION

Q1 Would you describe yourself as someone with a disability or with a long term medical condition or illness? Please tick one box.

Yes	<input type="checkbox"/>	Please skip to Q2
No	<input type="checkbox"/>	Please answer Q1a

Q1a Would you describe yourself as someone with experience of disability issues, eg as a parent of carer of someone with a disability? Please tick one box.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Q2 What age are you? Please tick one box.

18-24	<input type="checkbox"/>	45-54	<input type="checkbox"/>
25-34	<input type="checkbox"/>	55-64	<input type="checkbox"/>
35-44	<input type="checkbox"/>	Over 65	<input type="checkbox"/>

Q3 Please write in your post code. This will only be used by Scotinform to work out the local authority area you live in and will be entirely confidential.

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SECTION TWO: INFORMATION ABOUT VOTING

Q4 Please write in you parliamentary constituency. This is on your poll card or ballot paper.

Q5 Please tick one box to indicate which type of building your polling station was in.

School	<input type="checkbox"/>
Community centre/hall	<input type="checkbox"/>
Church hall	<input type="checkbox"/>
Library	<input type="checkbox"/>
Other Please state	<input type="checkbox"/>

Q6 Did you receive a poll card?

Yes	<input type="checkbox"/>	Please answer Q7
No	<input type="checkbox"/>	Please skip to Section Three

Q7 Was the information on the poll card clear and easy to read?

Yes	<input type="checkbox"/>	Please skip to Section Three
No	<input type="checkbox"/>	Please answer Q8a

Q8a What were the main problems with the information? Please tick the boxes or write in your answer

Print too small	<input type="checkbox"/>
Not in plain language	<input type="checkbox"/>
Too much information	<input type="checkbox"/>
Not a language/wording that I understood easily	<input type="checkbox"/>
Other Please write in	<input type="checkbox"/>

Q8b Was there a number to telephone on the card if you needed help?

Yes
No
Can't remember

SECTION THREE: HOW YOU VOTED

Q9 Please tick one box to indicate how you voted.
By post Please answer Q10
By proxy Please answer Q10
In person Please skip to Q17

PLEASE ANSWER Q10 – Q16 IF YOU VOTED BY POST OR BY PROXY

Q10 Was the information on the application form for your postal/proxy vote clear and easy to read?
Yes Please skip to Q12
No Please answer Q11

Q11 What were the main problems with the information? Please tick the boxes or write in your answer
Print too small
Not in plain language
Too much information
Not a language/wording that I understood easily
Other Please write in
.....

Q12 Could you get information about voting in a format that suited your needs?
Yes Please answer Q13
No Please skip to Q14

Q13 What format did you use?
Braille
Large print
Audio tape
Alternative language
Easy read
Other Please write in
.....

Q14 Did you find it easy to vote?
Yes Please skip to Q16
No Please answer Q15

Q15 What was the main problem?
.....

Q16 Would you vote in the same way in future elections?
Yes Now go to Section Four
No Now go to Section Four

PLEASE ANSWER Q17 IF YOU VOTED IN PERSON

Q17 Could you get into your polling station to vote?
Yes Please skip to Q19
Yes, but only with assistance Please skip to Q19
No Please answer Q18

Q18 If you could not get into the polling station, were you able to vote?
Yes
No

Q19 Did you get the opportunity to cast your vote in secret?

Yes

No

<input type="checkbox"/>
<input type="checkbox"/>

Q20 Did the Polling Station have any of the measures listed below? PLEASE PUT A TICK IN THE FIRST COLUMN TO INDICATE WHICH MEASURES IT HAD

Q21 Did you use any of the measures? PLEASE TICK THE SECOND COLUMN TO INDICATE WHICH MEASURES YOU USED.

	Q20 Available	Q21 Used
Large, clear signs to polling station	<input type="checkbox"/>	<input type="checkbox"/>
Disabled access signs (if separate disabled entrance)	<input type="checkbox"/>	<input type="checkbox"/>
Disabled parking	<input type="checkbox"/>	<input type="checkbox"/>
A ramp into the building	<input type="checkbox"/>	<input type="checkbox"/>
Handrails	<input type="checkbox"/>	<input type="checkbox"/>
Front doors propped open/easy to go through	<input type="checkbox"/>	<input type="checkbox"/>
Large print Notices for Voters	<input type="checkbox"/>	<input type="checkbox"/>
Level access from entrance to the polling station room	<input type="checkbox"/>	<input type="checkbox"/>

Q22 Inside the Polling Station, were there any of these measures to help disabled people? PLEASE PUT A TICK IN THE FIRST COLUMN TO INDICATE WHICH MEASURES IT HAD

Q23 Did you use any of the measures? PLEASE TICK THE SECOND COLUMN TO INDICATE WHICH MEASURES YOU USED.

	Q22 Available	Q23 Used
Large print version of ballot papers	<input type="checkbox"/>	<input type="checkbox"/>
Accessible polling booth	<input type="checkbox"/>	<input type="checkbox"/>
Tactile voting device	<input type="checkbox"/>	<input type="checkbox"/>
Instructions on how to use tactile voting device	<input type="checkbox"/>	<input type="checkbox"/>
Seats to rest	<input type="checkbox"/>	<input type="checkbox"/>
Portable Induction Loop	<input type="checkbox"/>	<input type="checkbox"/>
Information about voting in different formats	<input type="checkbox"/>	<input type="checkbox"/>
Low level ballot boxes with slots clearly marked	<input type="checkbox"/>	<input type="checkbox"/>

Q24 How easy or hard was it for you to get around inside the building and the polling station?

Easy	<input type="checkbox"/>
OK, with some help if necessary	<input type="checkbox"/>
Hard	<input type="checkbox"/>

If you found it hard, please write in why it was hard

Q25 Was the polling station well lit?

Q26 Was the flooring suitable for disabled people (eg not slippery or bumpy)?

	Q25	Q26
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Were you aware that disabled voters could either take someone or get the Presiding Officer to help them vote in person?

Yes	<input type="checkbox"/>	Please answer Q28
No	<input type="checkbox"/>	Please skip to Q29

Q28 How did you hear that disabled voters could either take someone or get the Presiding Officer to help them vote in person?

Local council	<input type="checkbox"/>
Electoral Commission	<input type="checkbox"/>
Capability Scotland/Vote 2003	<input type="checkbox"/>
From relative/friend/support worker	<input type="checkbox"/>
Other – please state	<input type="checkbox"/>

Q29 Did you take someone with you or ask the Presiding Officer to help you vote?

Yes, took someone	<input type="checkbox"/>	Please answer Q30
Yes, asked Presiding Officer	<input type="checkbox"/>	Please answer Q30
No, did not do either	<input type="checkbox"/>	Please skip to Q31

Q30 Would you have voted in person if you had not been able to take someone or get the Presiding Officer to help you vote?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

SECTION FOUR: THE EXPERIENCE OF VOTING

Q31 At the elections there were three ballot papers to vote on. Was the information on the ballot papers clear and easy to understand?

- Yes Please skip to Q33
- No Please answer Q32

Q32 What were the main problems with the information? Please tick the boxes or write in your answer

- Print too small
- Not in plain language
- Too much information
- Not a language/wording that I understood easily
- Other Please write in

.....

Q33 Please tick one box to indicate your experience of voting at these elections.

- It was easier than last time
- It was the same as last time
- It was harder than last time
- This was the first time I had voted

Q34 Do you feel that your experience of voting was the same as all other voters?

- Yes
- No

Q35 Did you find polling station staff helpful?

- Yes
- No

Q36 Did the measures to support disabled people help you to vote?

- Yes
- No

Thank you for completing this questionnaire
Please return the questionnaire by Friday, 9th May 2003 in the
freepost envelope provided. NO STAMP IS REQUIRED

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EH3 OBR

APPENDIX TWO: POLLING STAFF QUESTIONNAIRE



CAPABILITY SCOTLAND

TURNING DISABILITY INTO ABILITY



NORTH POLL SURVEY

The North Poll survey is part of the Vote2003 project being run by Capability Scotland. It follows on from research into access to voting. Following the 2001 General Election, our survey found that there were access problems at over 60% of polling stations. New measures are now in place to improve access and to support disabled people to vote. The aim of North Poll is to find out how accessible the 2003 Scottish elections are for disabled people.

Vote2003 has been working hard with local authorities to improve access to voting and your local authority wishes to test access at all the polling places in its area. This survey asks about any problems disabled voters might have encountered and what measures were used by disabled voters to help them vote. We are also keen to hear your views on how well support measures for disabled voters work and your views on training provided to help meet the needs of disabled voters.

We would be grateful if you would complete and return the questionnaire as requested. If you are returning the form individually there is a freepost envelope provided.

How to answer the questionnaire

Please answer the questions either by ticking the box/es or writing in your answer. Before you start, read each question and all the possible answers carefully. Most questions ask you to tick the box or boxes which apply to you. At some questions, more than one answer may apply to you, so tick all those boxes.

If you need this questionnaire in a different format or if you would like more copies of this questionnaire, please contact Janet Sylvester at Scotinform Ltd at the freepost address at the bottom of the questionnaire or by telephoning 0131 557 2467.

If you have any queries about the survey you can contact Kate Higgins on 0131 337 9876 or at 22 Corstorphine Road, Edinburgh, EH12 6HP or at kate.higgins@capability-scotland.org.uk.

Please complete the enclosed questionnaire and return it to Scotinform by Friday, 9th May, 2003 in the freepost envelope attached or as requested by your election office.

Thank you for your assistance in this matter!

SECTION ONE: GENERAL

Q1 Please write in your local authority area

.....

Q2 Please write in the name of your polling place, its polling district and ward

.....

Q3 Are you a ..?

Presiding Officer
Polling Clerk
Other member of election office staff

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

SECTION TWO: INFORMATION ABOUT VOTING

Q4 Please tick one box to indicate which type of building your polling place is in.

School
 Community centre/hall
 Church hall
 Library
 Other Please state

.....

Q5 Could all voters get into your polling station to vote?

Yes
 Yes, but only with assistance
 No

	Please skip to Q8
	Please skip to Q8
	Please answer Q6a

Q6a If some voters could not get into the polling place, were they able to vote?

Yes Please answer Q6b
 No Please skip to Q8

Q6b Please state what arrangements were made to enable people to vote who could not access the polling place.

.....

Q7a Did they get the opportunity to cast their vote in secret?

Yes Please answer Q7b
 No Please skip to Q8

Q7b Please state what arrangements were made to enable people to vote in secret outside of a polling booth

.....

Q8 Did your polling place have the measures listed below?

PLEASE PUT A TICK IN THE FIRST COLUMN TO INDICATE WHICH MEASURES IT HAD

Q9 Did disabled voters use any of the measures?

PLEASE TICK THE SECOND COLUMN TO INDICATE WHICH MEASURES YOU USED.

	Q8 Available	Q9 Used
Large, clear signs to polling place	<input type="checkbox"/>	<input type="checkbox"/>
Disabled access signs (if separate disabled entrance)	<input type="checkbox"/>	<input type="checkbox"/>
Disabled parking	<input type="checkbox"/>	<input type="checkbox"/>
A ramp into the building	<input type="checkbox"/>	<input type="checkbox"/>
Handrails	<input type="checkbox"/>	<input type="checkbox"/>
Front doors propped open/easy to go through	<input type="checkbox"/>	<input type="checkbox"/>
Large print Notices for Voters	<input type="checkbox"/>	<input type="checkbox"/>
Level access from entrance to the polling station rooms	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Inside the Polling Stations, were there any of these measures to help disabled people? PLEASE PUT A TICK IN THE FIRST COLUMN TO INDICATE WHICH MEASURES IT HAD

Q11 Did disabled voters use any of the measures? PLEASE TICK THE SECOND COLUMN TO INDICATE WHICH MEASURES YOU USED.

	Q10 Available	Q11 Used
Large print version of ballot papers	<input type="checkbox"/>	<input type="checkbox"/>
Accessible polling booth	<input type="checkbox"/>	<input type="checkbox"/>
Tactile voting device	<input type="checkbox"/>	<input type="checkbox"/>
Instructions on how to use tactile voting device	<input type="checkbox"/>	<input type="checkbox"/>
Seats to rest	<input type="checkbox"/>	<input type="checkbox"/>
Portable Induction Loop	<input type="checkbox"/>	<input type="checkbox"/>
Information about voting in different formats	<input type="checkbox"/>	<input type="checkbox"/>

Low level ballot boxes with slots clearly marked

Q12 Were any disabled voters aware that they could either take someone or get the Presiding Officer to help them vote in person?

Yes
No

Please answer Q13
Please skip to Section Three

Q13 Did any disabled voters have a companion with them or ask the Presiding Officer to help them vote?

Yes, took someone
Yes, asked Presiding Officer
No, did not do either

SECTION THREE: THE EXPERIENCE OF VOTING

Q14 Did any voters have difficulty understanding the information on the three ballot papers and how to vote three times?

Yes
No

Please answer Q15
Please skip to Section Four

Q15 What were the main problems with the information? Please tick the boxes or write in your answer

Print too small
Not in plain language
Too much information
Not a language/wording that I understood easily
Other Please write in

.....

SECTION FOUR: TRAINING

Q16 Did you receive training on access and disability issues in relation to voting prior to election day?

Yes
No

Please answer Q17a
Please skip to Q18

Q17a How useful was the training?

Very useful
Quite useful
Made no difference
Not very useful
Not at all useful

Q17b If you thought the training made no difference or was not useful, please state why

.....
.....

Q18 Have you seen the Guidance Manual and Pocket Guide issued by the Electoral Commission? It had information about access issues and measures to support disabled people to vote.

Yes
No

Please answer Q19a
Please skip to Q20

Q19a How helpful did you find the Electoral Commission's Manual and Guide?

Very helpful
Quite helpful
No opinion
Not very helpful
Not at all helpful

Q19b If you thought it made no difference or was not helpful, please state why.

.....

.....

Q20 Are there any other access issues or problems encountered by disabled voters not already mentioned above? If yes, please tell us about them

.....

.....

Thank you for completing this questionnaire
Please return the questionnaire by Friday, 9th May 2003 in the
freepost envelope provided. NO STAMP IS REQUIRED

Or return as requested by the election office in your area.

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