



Checking a Public Service for Accessibility



Your Rights and the Public Sector Duty

How to use this questionnaire



To check a public service for the Public Sector Duty ask the manager the questions and tick the yes or no box when they answer.



For some questions, you might want to ask the manager to give more information or examples and write it in the comments page at the back of this booklet.

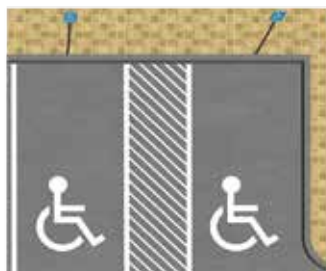


It may be helpful to have a support person with you to take notes about this extra information.



The booklet on the Public Sector Duty and your rights will help you to prepare for your meeting with the manager.

Part 1 Accessibility



1. Is there disabled parking outside your building?


☐

YES


☐

NO



2. Can people using a wheelchair access your building?


☐

YES


☐

NO



3. Is it easy to move around in your building if you are using a wheelchair?


☐

YES


☐

NO



4. Are the signs in your building easy for people to read and understand?


☐

YES


☐

NO



5. Is it easy to move around if your sight is not good?


☐

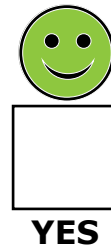
YES


☐

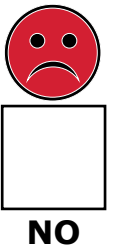
NO



6. Have you trained your staff to talk to people in Plain English?



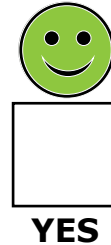
YES



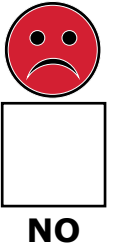
NO



7. Is the information about your service written in "easy to read"?



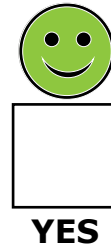
YES



NO



8. Did any of your staff get training on how to make information easy to read?



YES



NO



9. Is your feedback and complaints policy easy to read and easy to use?



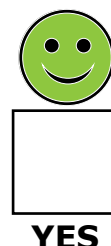
YES



NO



10. Do you check your complaints to see if people with disabilities find it hard to use your service?



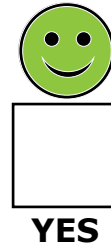
YES



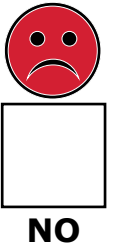
NO



11. Do you have public toilets that are easy to use for people with disabilities?



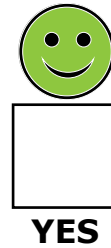
YES



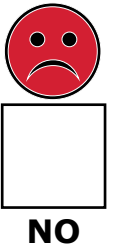
NO



12. Do your staff know that people have a right to be treated with dignity and respect?



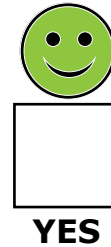
YES



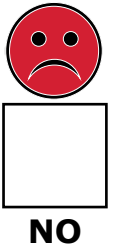
NO



13. Have you checked your service this year to see how easy it is for people with disabilities to use it?



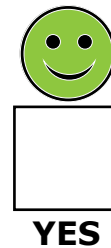
YES



NO



14. Do you have a list of changes that need to be made to your service?



YES



NO

End of Part 1

Part 2 Public Sector Duty



15. Are there people with disabilities working in your service?

☐

YES

☐

NO



16. Does the number of people with disabilities working in your service meet the target of 6%?

☐

YES

☐

NO



17. Do you train your staff about the Public Sector Duty?

☐

YES

☐

NO



18. Do any of your staff have the job of putting the Public Sector Duty into place in your service?

☐

YES

☐

NO

Committee



19. Do you have a committee that checks your service for the Public Sector Duty?

☐

YES

☐

NO



20. Are there people with disabilities on this committee?

☐

YES

☐

NO



21. Do you ask people with disabilities to check your service to see how easy it is for them to use?

☐

YES

☐

NO



22. Do you write down information about problems that people with disabilities have when they try to use your service.

☐

YES

☐

NO



23. Do you make changes so that it is easier for people with disabilities to use your service?

☐

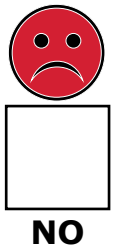
YES

☐

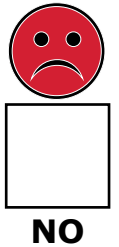
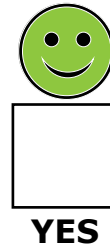
NO



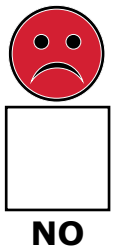
24. Have you written these changes down in a plan?



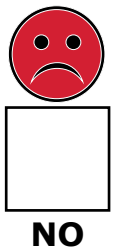
25. Would you like to involve people with disabilities in checking your service?



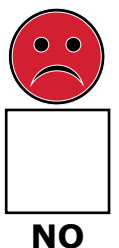
26. Do you think you need more changes to make it easier for people with disabilities to use your service?



27. Do you have policies on making your service easier to use for people with disabilities?

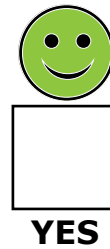


28. Are your plans and policies easy to read and understand?

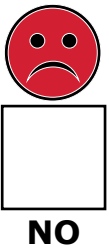




29. Do you put your plans and policies in braille?



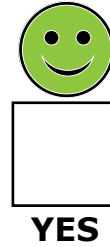
YES



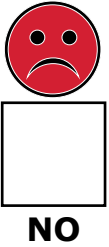
NO



30. Can people listen to your plans and policies?



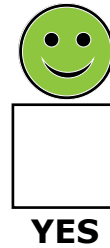
YES



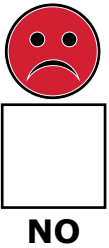
NO



31. Do you have an action plan on the Public Sector Duty?



YES



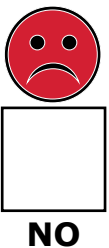
NO



32. Do you write a report every year on the changes that you need to make because of the Public Sector Duty.



YES



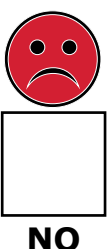
NO



33. Are there any changes to your service that you would like to make after meeting me today?



YES



NO

Follow up steps



1. The person who supported you by taking notes, can help you write up a report about the problems and changes you talked about at the meeting.



2. You can send this report to the manager or person you interviewed in the public service.



3. You can write a "Thank you" letter to the person for doing the interview with you.



4. You can ask to be invited to any consultation or working groups.

Comments Page

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This Easy to Read guide was proof-read for its accessibility by people with disabilities.



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