



Accessibility around Darlington Questionnaire

The purpose of this questionnaire is to help understand the problems that disabled people and their Carers have in accessing public buildings, including shops, social venues such as pubs, restaurants and Health clubs. This also includes services such as food banks and churches.

1. What is your age group?

Under 18	18-25	25-30	30-40	40-50	50-60	60-70	70-80	80-90	90+
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2. Are you a disabled person?

Yes No

Is this a physical disability? If so, please select

Wheelchair user	Y	N	Do you use crutches, a stick?	Y	N
Do you use a Rollator?	Y	N	Do you use another walking aid	Y	N
Do you have a missing limb (s)?	Y	N	Do you have a Guide Dog?	Y	N
Do you have a hearing dog for the deaf?	Y	N	Do you have a medical alert dog?	Y	N

3. Do you have a long-term health condition?

Yes No

Is it any one of the following? If so, please select which applies to you

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|----------------|--------------------------|---|--------------------------|
| Mental Health | <input type="checkbox"/> | Asthma | <input type="checkbox"/> |
| Heart Disease | <input type="checkbox"/> | Visual Impairment | <input type="checkbox"/> |
| Immune Disease | <input type="checkbox"/> | Deafness | <input type="checkbox"/> |
| Diabetes | <input type="checkbox"/> | Neurodiverse | <input type="checkbox"/> |
| Lung Disease | <input type="checkbox"/> | Dyslexia:Dyspraxia (DCD) | |
| | | Attention Deficit Hyperactivity Disorder (ADHD) | |
| | | Autism Spectrum Condition (ASC) | |

4: When you are out in the town for shopping or leisure what are the main accessibility issues you face? Please tick all that apply

Stepped entry		Tables and extra display stands blocking safe navigation around the floor space	
Door way too narrow		Items catching on wheelchairs, rollators and sticks	
Doors too heavy		Items too high to safely reach	
If the door is the split kind is one side locked or blocked		Some parts of the building are not accessible, due to parts of the shop being upstairs and lifts not available or too small	
Shops too full of shelving or racks to safely navigate around		Entry to some areas are blocked with goods	
Aisles in shops blocked with additional boxes, baskets etc.		Shops are too loud for hearing impaired/ sight impaired or for those with neurodiverse needs	
Aisles too narrow		Not enough space to get close enough to tills or self service	
Tills are blocked with extra goods		Tills too high for self service	
Self service card machines too high and fixed		Unwelcoming staff	

Please use this space to identify any other areas you find to be problematic

5. Do you find drop kerbs or lack of them or poor design of them an issue?

Yes No

This can be a drop kerb that is at one end of a street and not at another end. Or do drop kerbs cause your wheelchair to tip or to make you feel unsafe.

If yes please explain and give examples if possible

6. Are you are carer?

Yes No

What are the main accessibility issues you face when assisting the person you care for? For example, this could be getting into premises.

If yes please explain and give examples if possible

7. Do you feel isolated and excluded within the community due to accessibility issues?

Yes No

If yes please explain and give examples if possible

8. Do you have any comments in relation to accessibility in Darlington town centre?

If yes, please include your comments here

Your responses may be used as part of the Q&A section within our Accessibility report of Darlington Town Centre.

Would you please return your completed questionnaire either by email to:

researchandcampaigns@citizensadvisedrc.org.uk

or return your copy to Citizens Advice Darlington, Redcar and Cleveland, The Core, Church Row, Darlington DL1 5QD

Thank you for taking part in this study and for your time