

Discussion Guide for Participants with Hearing Loss

1 At the start of the route (before commencing the journey)

Understanding participant perception

- Can I just check what level of speech you have?
[Interviewer: If they have speech then ask them to give a running commentary of the journey. If they have no speech then it will be necessary to stop at regular intervals along the route to discuss their experience via sign language]
- Can I just check do you have multiple disabilities? [If yes, please specify]
- [If partial hearing] Tell me what you can hear?
- Tell me what you can see?
- Is there anything that you have immediately noticed that may have an effect on how you make your journey?
- [READ OUT if they have speech] We'll now start the journey. As we move along the route I'd like you to give me a running commentary of what you're thinking about, what you're experiencing, how you're feeling including any particular emotions you may experience and anything else that may come to mind. Let me know how well or not you are coping, or how comfortable/uncomfortable, safe/unsafe you feel, etc.
- [READ OUT if they have **no** speech] We'll now start the journey. As we move along the route we will stop at regular intervals and I will ask you what you were thinking as we passed along that section, what you were experiencing, how you were feeling including any particular emotions you may have experienced and anything else that may come to mind. Let me know how well or not you are coping, or how comfortable/uncomfortable, safe/unsafe you feel, etc.

2 During the journey (Where applicable, ask each section in both the Shared Space and the control area)

General navigation questions

- What are you aware of?
 - [If partial hearing] What can you hear?
 - What you can see?
 - What does that tell you?
 - Are you experiencing anything else?
 - What do you think the purpose of this street is? (eg who might use it/ what for)

[Interviewer: After the participant has said what they think the purpose of the street is, give them an explanation of the actual street purpose eg shopping street, so that they can understand the environment]
- Why are you positioning yourself where you are?

- How do you feel as we travel through this street? (eg comfortable/ safe/ at ease/ scared/ nervous/ cautious/ etc)

[For each emotion identified, ask:]

- On scale of 1-5 (where 1 is very 'emotion' and 5 is very 'opposite emotion'), to what extent do you feel 'emotion'/'opposite emotion' travelling through this street?
- Are you enjoying/not enjoying being in this street environment?
 - On scale of 1-5 (where 1 is very enjoyable and 5 is very un-enjoyable), to what extent do you enjoy/not enjoy travelling through this street?
- Would you like to spend time in this street, pass through it or avoid it?
 - Do you think you might like to visit this street again or would you prefer not to?

Navigating Kerbs

- What are you aware of here?

[Interviewer: if they do not notice the kerb, point it out before asking:]
- Do you think you would have noticed it if it were half the height it is?
- What does the kerb tell you?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- Do you like or dislike having a kerb here?
 - Do you view it as a safety feature or as a hazard?
- Do you think this street would look nicer with or without a kerb?

Navigating Flush Paving

- Did you notice any change in surfaces just now?
 - [If yes] On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to see this change in surface?
- Where are you now in relation to everything else?

[Interviewer: if participant does not know that they have walked into the road, explain the situation before asking the following:]

 - On scale of 1-5 (where 1 is very comfortable and 5 is very uncomfortable), to what extent did you feel comfortable/uncomfortable while navigating this change in surface?
- What are you going to do next?
 - How?
 - Why?
- Do you like or dislike not having a kerb here?
 - Do you view it as a safety feature or as a hazard?

- Do you think this street would look nicer with or without a kerb?

Navigating Obstacles (eg bollards/ A-boards/ lampposts/ bins/ etc)

[Interviewer: after they have passed the obstacle ask;]

- Why have you chosen to go that way around that [obstacle]?
- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate that [obstacle]?
- Does this [obstacle] indicate anything to you?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
 - Do you consider this feature to be a hazard or a safety aid? (Or neither)
- Do you like or dislike having [obstacles] here?
- Do you think this street would look nicer with or without [obstacles]?

Navigating Vehicles (eg moving/ parked vehicles/ moving cyclist / cycle racks/ loading bays)

[Interviewer: if applicable, once the moving vehicle/cyclist has passed, ask:]

- Were you aware of that vehicle/cyclist just then?
 - On a scale of 1-5 (where 1 is very aware and 5 is very unaware) how aware/unaware of it were you?
 - How are you feeling?

[Interviewer; for loading bays/parking/cycle racks ask:]

- Does this [obstacle] indicate anything to you?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
 - Do you consider this feature to be a hazard or a safety aid? (Or neither)
- Do you like or dislike having [obstacles] here?
- Do you think this street would look nicer with or without [obstacles]?

Navigating Tonal contrast

- Did you notice anything just then?

[Interviewer: If participant did not notice, point out the colour/tone contrast to them]

- What do you think it means?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- How are you using it to help you?
 - Did the change in colour/ tone make you act any differently?

- How?
- Why?
- Do you like or dislike having different colours/tones here?
- Do you think this street would look nicer with or without this contrast?

Navigating tactile paving

- Did you notice anything just then?
[Interviewer: If participant did not notice, point out the tactile paving to them]
- What does the tactile paving mean to you?
 - Do you know what the tactile pattern is supposed to indicate?
[Interviewer: If participant does not know what it indicates/gives the wrong answer, then tell them what it indicates before asking the next questions]
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- How do you feel when you walk over the tactile paving?
 - Did the change in texture make you act any differently?
 - How?
 - Why?
 - Do you consider this feature to be a hazard or a safety aid? (Or neither)
 - On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to navigate the tactile paving?
- Do you like or dislike having tactile paving here?
- Do you think this street would look nicer with or without this tactile paving?

Crossing the road

- How did you feel while crossing the road?
 - Probe for emotions, and for each:
 - Ask to rate on a 5 point scale (where 1 is very 'emotion' and 5 is very 'opposite emotion')
 - On scale of 1-5 (where 1 is very comfortable and 5 is very uncomfortable), to what extent did you feel comfortable/uncomfortable crossing the road?
- [If applicable] Why did you stop/ slow down/ wait before crossing?
- Why did you cross the road at the place you did?
- Would you have preferred to cross somewhere else?
 - Where?
 - Why?
- Does anything make it easier or harder for you to cross the road?

- What?
- Why?

3 At the end of the route

Corduroy awareness test

[Interviewer: When you reach the end of the route, explain to the participant that we want them to do one more task before going back to the café. Position them facing the corduroy paving before asking them the following:]

- Have you ever noticed that pattern on the ground before?
- Do you know what it is called?
- Do you know why it is there?
 - Why do you think it is there?
 - What is the purpose of it?
 - What does it mean/ indicate to you?
- How do you feel when you walk over the corduroy tactile paving?
 - Did the change in texture make you act any differently?
- Would you prefer it if it was wider than this or narrower than this? (Or not there at all)

[Interviewer note down the actual width of the corduroy _____]