

Discussion Guide for Participants with Learning Difficulties

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

Understanding participant perception

- Can I just check do you have multiple disabilities? [If yes, please specify]
- Tell me what you can see?
- Can you read that road sign?
 - Do you know what it means?
- Can you turn to 3 o'clock?
- Tell me what you can hear?
- Is there anything that you have immediately noticed that may have an effect on how you make your journey?
- [READ OUT] We'll now start the journey. As we move along the route I'd like you to tell me 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.

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?
 - What you can see?
 - What can you hear?
 - What does that tell you?
 - Are you experiencing anything else?
 - What do you think the purpose of this street is?/ What's happening around you? (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]
 - Do you think you're allowed to walk here?
 - [If applicable] Do you think that car is allowed to park/drive there?
 - How do you think other people should behave in this street?
- 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

[Interviewer: point to kerb and ask:]

- Do you know what that is?

[Interviewer: if not, explain]

- Do you think you would have noticed it if it were half the height it is?
- What does the kerb tell you?
 - What does a kerb mean?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless is a kerb to you?
- How are you using the kerb?
 - Do you follow the kerb?
- Do you like or dislike having a kerb here?

Navigating Flush Paving

[Interviewer: if participant has walked into the road, make sure they are safe before asking the following:]

- 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?
- Do you think cars are allowed here?
 - Why?

[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 do you feel comfortable/uncomfortable right now?
- What are you going to do next?
 - How?
 - Why?

- Do you like or dislike not having a kerb here?

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

- Why did you choose 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 get around that [obstacle]?
- Does this [obstacle] indicate anything to you?
 - What does it mean?
 - 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?

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

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to get past that [obstacle]?
- [For loading bays/parking] Does this [obstacle] indicate anything to you?
 - What does it mean?
 - 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)
 - Are people allowed here?
- Do you like or dislike having [obstacles] here?

Navigating Tonal contrast

- Did you notice the colour/tone contrast there?
[Interviewer: If participant did not notice, point it out 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?
 - Did the change in colour/ tone make you act any differently?
 - How?
 - Why?
- Do you like or dislike having different colours/tones here?

Navigating tactile paving

[Interviewer: after they pass it, ask:]

- Were you aware of anything just there?
 - What do you think it is?
 - What is it for?
 - Do you know why it is there?

[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?
- Did you use tactile paving to help you?
 - 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 both or neither)
- Do you like or dislike having tactile paving here?

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?

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?
 - 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 _____]