

**Disability Access for All, “Have Your Say” Survey 2023**

To continue to provide and improve services, facilities, buildings and infrastructure which are accessible for all, Wexford County Council wants to hear your views, especially;

1. person(s) with disabilities
2. carers
3. the elderly
4. persons with a buggy, stroller or walking aid etc.; and
5. anybody whose daily life is impacted by not having ease of access to the services, facilities, outdoor areas, buildings and infrastructure of Wexford County Council.

**The goal of this survey,** “There is always room for improvement” and we strive to continuously improve and develop access for all to the services we provide. To do this your feedback is essential and will be invaluable in assisting us to identify and promote accessibility, universal design and address disability-related access issues to our services.

The Access Section will continue to focus on opportunities, possibilities and develop initiatives, where practicable, to improve access for all. Improvements that are real, relevant and that improve living and working in County Wexford for you.

**To have your say and to shape change please take a few moments to complete this survey.**

**The survey is available in many formats and at many locations.**

* **It can be filled out online at the following link -** <https://consult.wexfordcoco.ie/en/content/access-office-survey>
* **Available for collection and return at Bunclody, Enniscorthy, Gorey, New Ross and Wexford library reception(s) and at County Hall and Municipal District main reception(s)**
* **alternatively completed versions of the surveys can be scanned and returned via email to** [**accessoffice@wexfordcoco.ie**](mailto:accessoffice@wexfordcoco.ie) **or paper versions returned by post directly to:**

The Access Section,

Wexford County Council,

Carricklawn,

Wexford

Y35 WY93

**Email:** [accessoffice@wexfordcoco.ie](mailto:accessoffice@wexfordcoco.ie)

**Note: The deadline for receipt of completed surveys is 15th December 2023.**

1. **What Townsland / Village / Town do you live in?**
2. **Age Group:** 1-18 19-25 26-64 65-79 80+
3. **Which of the following applies to you? (Please indicate all that apply)**

|  |  |
| --- | --- |
| **You are a:** |  |
| A Carer |  |
| Person who is blind or has low vision |  |
| Person who is Deaf or has hearing loss |  |
| Person who uses a wheelchair |  |
| Person with a young child or children |  |
| Person with mental health challenges |  |
| Person with reduced mobility |  |
| Autistic Person |  |
| Neurodiverse Person |  |
| Person who uses a mobility aid/ stroller/ buggy |  |
| Other |  |

1. **Communication, Information and Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **a) How would you contact us?**  **Please rate your experience** | **Very Good** | **Good** | **Poor** | **If poor, please let us know why** |
| By phone |  |  |  |  |
| By letter |  |  |  |  |
| By email |  |  |  |  |
| Via social media |  |  |  |  |
| Visiting our offices |  |  |  |  |
| Other, please tell us |  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **b) Where do you get disability-related information from**  **(Please mark all that apply)** | **Often** | **Sometimes** | **Never** |
| Radio |  |  |  |
| Local Newspaper |  |  |  |
| Church Newsletter |  |  |  |
| Community Notice Board |  |  |  |
| Social Media (Facebook, WhatsApp) |  |  |  |
| Websites |  |  |  |
| Libraries |  |  |  |
| Local Citizens Information Office |  |  |  |
| Family / Friends |  |  |  |

**c) Have you ever used the Wexford County Council website? Yes No**

**If yes, please answer the next 2 questions**

1. **Was it easy to find the information you were looking for? Yes No**

**If No, please tell us why:**

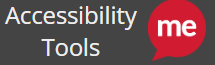
1. **Did you ever complete an online form on our Website? Yes No**

**If No, would you consider doing so in the future? Yes  No** 

**If No, please tell us why?**

**d)** **Do you find it easy to complete our forms in paper format? Yes  No** 

**If No, please tell us why?**

**e) Are you aware of this accessibility tool,**  **we have available to help access our services on the website? Yes  No **

**If No, would you consider using this or similar tools in the future** **Yes  No **

1. **Buildings, Infrastructure and Amenities (Please indicate all that apply)**

**a) What is your experience of visiting our offices? (Please rate your experience)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Municipal District (MD) Public Offices** | **Good** | **Poor** | **If poor, please tell us why** |
| **County Hall –**  Carricklawn, Wexford |  |  |  |
| **Borough District of Wexford** –  The Bullring |  |  |  |
| **Enniscorthy MD** –  Market Square, Enniscorthy |  |  |  |
| **Gorey MD** –  Civic Square, The Avenue, Gorey |  |  |  |
| **New Ross MD** –  The Tholsel, New Ross |  |  |  |
| **Rosslare MD** –  County Hall, Carricklawn, Wexford |  |  |  |

**b) What is your experience of visiting the libraries? (Please rate your experience)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Branch Libraries and Mobile Library Service** | **Good** | **Poor** | **If poor, please tell us why** |
| **Bunclody** - Millwood, Carrigduff, Bunclody |  |  |  |
| **Enniscorthy** - Lymington Road, Enniscorthy |  |  |  |
| **Gorey** - Civic Square, The Avenue, Gorey |  |  |  |
| **New Ross** - Barrack Lane, New Ross |  |  |  |
| **Wexford** - Mallin Street, Wexford |  |  |  |
| **Mobile Library Service (Van)** |  |  |  |

**c) What is your experience of visiting any of the following? (Please rate your experience)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Amenities** | **(Please tell us where)** | **Good** | **Poor** | **If poor, please tell us why** |
| Public Toilets |  |  |  |  |
| Heritage Sites |  |  |  |  |
| Parks/Green Areas |  |  |  |  |
| Playgrounds |  |  |  |  |
| Beaches |  |  |  |  |
| Walking Trails/Greenways |  |  |  |  |
| Other |  |  |  |  |

**d) Are you aware we operate a free Beach Wheelchair service at seven beaches around County Wexford during the summer season?** Yes No

1. **Footpaths in your area - please highlight any issue(s)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Common issues** | **Yes** | **No** | **(Please tell us where)** |
| **Are dropped kerbs an issue** |  |  |  |
| **Are crossings points needed** |  |  |  |
| **Is public lighting an issue** |  |  |  |
| **Is there overgrown or overhanging foliage** |  |  |  |
| **Other, provide details** |  |  |  |

1. **Transport and Connectivity**

**Do you find public transport easy to use in your area?** Yes No

**If no, why?**

No public transport/accessible buses available. **Location:**

Issue with footpaths on route to the train station/bus stop. **Location :**  \_\_\_\_\_

Other, please tell us: \_\_\_\_\_

1. **Suggestions**

**What, in your opinion, can we improve and how?**

For example it might be: information, our forms, public toilets/accessible public toilets/changing places facilities, access to and use of amenity areas/heritage sites/playgrounds or recreational, sports/art programmes

|  |  |
| --- | --- |
| **What we can improve** | **How we can improve it** |
|  |  |