

Mencap Survey

Fieldwork : June 2nd-4th 2006

Absolutes/col percents

Table 1

Q.1 People sometimes complain that they receive documents that are hard to understand because they are not clear. I am going to read a list of organisations - please can you tell me up to three that have sent you unclear documents?

Base: All respondents

	Sex			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	North-ern Ire-land
Unweighted base	1026	451	575	96	167	204	200	178	181	312	245	170	299	273	260	249	144	100
Weighted base	1026	499	527	112	200	195	175	135	209	238	281	224	283	291	282	273	150	29
Government departments like benefits or tax offices	487 47%	210 42%	277 52%	53 47%	94 47%	107 55%	91 52%	68 51%	74 35%	115 48%	129 46%	112 50%	131 46%	124 43%	136 48%	143 52%	73 49%	11 37%
Insurance companies	367 36%	172 34%	195 37%	28 25%	65 32%	76 39%	68 39%	58 43%	72 34%	93 39%	107 38%	90 40%	77 27%	103 35%	96 34%	109 40%	50 33%	9 30%
Banks	298 29%	169 34%	129 25%	37 33%	66 33%	62 32%	59 34%	32 24%	42 20%	77 32%	75 27%	78 35%	69 24%	83 28%	84 30%	79 29%	41 27%	12 40%
Telephone and mobile phone companies	213 21%	101 20%	112 21%	32 29%	41 21%	48 24%	35 20%	25 19%	32 16%	53 22%	53 19%	57 25%	50 18%	72 25%	60 21%	53 19%	22 15%	6 21%
Gas, electricity and water companies	211 21%	91 18%	120 23%	18 16%	55 28%	47 24%	35 20%	23 17%	34 16%	44 19%	64 23%	37 16%	66 23%	52 18%	48 17%	77 28%	31 21%	3 9%
Local authorities	187 18%	97 19%	90 17%	23 21%	29 15%	31 16%	34 19%	34 25%	36 17%	43 18%	56 20%	39 17%	49 17%	52 18%	52 19%	52 19%	28 19%	3 9%
Internet service providers	120 12%	65 13%	56 11%	19 17%	24 12%	23 12%	25 14%	18 13%	12 6%	36 15%	45 16%	21 10%	18 6%	43 15%	24 8%	33 12%	18 12%	3 9%
Doctors' surgeries and hospitals	83 8%	45 9%	38 7%	16 14%	13 6%	16 8%	8 4%	11 8%	20 10%	18 8%	16 6%	20 9%	29 10%	33 11%	16 6%	21 8%	12 8%	2 6%
None of these	208 20%	111 22%	98 18%	21 19%	43 21%	32 16%	28 16%	22 16%	63 30%	48 20%	52 19%	36 16%	72 25%	65 22%	61 22%	38 14%	34 23%	9 33%
Don't know	15 1%	3 1%	13 2%	* *	2 1%	- -	2 1%	2 2%	9 4%	2 1%	4 1%	3 1%	6 2%	1 *	3 1%	8 3%	3 2%	1 3%

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Q.1 People sometimes complain that they receive documents that are hard to understand because they are not clear. I am going to read a list of organisations - please can you tell me up to three that have sent you unclear documents?

Base: All respondents

	Total	Region										
		North East	Yorks & Humb.	East Midlands	East-ern	South East	London	South West	Wales	West Midlands	North West	Northern Ireland
Unweighted base	1026	48	88	74	96	144	129	92	52	90	113	100
Weighted base	1026	49	95	79	103	153	138	95	56	100	129	29
Government departments like benefits or tax offices	487 47%	22 45%	49 51%	40 50%	47 45%	66 43%	58 42%	44 46%	29 52%	49 49%	72 56%	11 37%
Insurance companies	367 36%	18 37%	33 35%	22 27%	40 39%	51 33%	53 38%	28 30%	22 39%	35 35%	57 44%	9 30%
Banks	298 29%	12 25%	26 28%	14 18%	30 29%	47 31%	36 26%	28 30%	13 24%	40 40%	40 31%	12 40%
Telephone and mobile phone companies	213 21%	14 28%	14 14%	17 21%	23 23%	42 28%	30 22%	13 14%	9 16%	20 20%	25 20%	6 21%
Gas, electricity and water companies	211 21%	20 40%	26 27%	20 25%	13 13%	31 20%	22 16%	20 21%	12 21%	14 14%	32 25%	3 9%
Local authorities	187 18%	11 23%	20 21%	14 18%	24 23%	26 17%	26 19%	20 21%	8 14%	15 15%	21 16%	3 9%
Internet service providers	120 12%	5 11%	6 7%	4 4%	9 9%	23 15%	20 14%	15 16%	3 6%	12 12%	21 17%	3 9%
Doctors' surgeries and hospitals	83 8%	4 7%	3 3%	6 8%	1 1%	18 12%	14 10%	6 6%	6 11%	9 9%	15 11%	2 6%
None of these	208 20%	4 9%	17 17%	18 22%	23 23%	34 22%	31 23%	24 26%	10 18%	20 20%	17 13%	9 33%
Don't know	15 1%	1 2%	4 4%	* 1%	1 1%	- -	1 1%	1 1%	1 2%	1 1%	4 3%	1 3%

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Table 2

Q.2 Have you or someone you know had any problems because of unclear documents, such as missed appointments or losing out financially?

Base: All respondents

	Sex		Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	North-ern Ire-land
Unweighted base	1026	451	575	96	167	204	200	178	181	312	245	170	299	273	260	249	144	100
Weighted base	1026	499	527	112	200	195	175	135	209	238	281	224	283	291	282	273	150	29
Yes	249 24%	123 25%	126 24%	34 31%	69 34%	50 26%	48 28%	30 22%	17 8%	71 30%	67 24%	66 29%	45 16%	78 27%	67 24%	65 24%	34 23%	4 14%
No	771 75%	371 74%	400 76%	78 69%	132 66%	145 74%	127 72%	102 76%	188 90%	167 70%	214 76%	157 70%	233 82%	212 73%	214 76%	205 75%	114 76%	25 86%
Don't know	6 1%	5 1%	2 *	- -	- -	- -	- -	2 2%	4 2%	- -	- -	1 *	5 2%	1 *	1 *	2 1%	2 1%	- -

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Q.2 Have you or someone you know had any problems because of unclear documents, such as missed appointments or losing out financially?

Base: All respondents

	Region											
	Total	North East	Yorks & Humb.	East Midlands	East-ern	South East	London	South West	Wales	West Midlands	North West	Northern Ireland
Unweighted base	1026	48	88	74	96	144	129	92	52	90	113	100
Weighted base	1026	49	95	79	103	153	138	95	56	100	129	29
Yes	249 24%	11 23%	20 21%	21 27%	22 22%	38 24%	41 29%	21 23%	13 23%	23 23%	34 26%	4 14%
No	771 75%	38 77%	74 78%	57 71%	81 78%	115 75%	97 71%	73 77%	41 74%	77 77%	94 73%	25 86%
Don't know	6 1%	-	1 1%	1 2%	-	1 *	-	-	2 3%	-	1 1%	-

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Table 3

Q.3 I am going to read a list of different types of documents. Please can you tell me two that you think are most often hard to understand because they are not clear?

Base: All respondents

	Sex		Age						Social Class				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	North-ern Ire-land
Unweighted base	1026	451	575	96	167	204	200	178	181	312	245	170	299	273	260	249	144	100
Weighted base	1026	499	527	112	200	195	175	135	209	238	281	224	283	291	282	273	150	29
The "small print" on contracts and agreements	706 69%	330 66%	376 71%	70 62%	143 71%	146 75%	126 72%	102 76%	119 57%	172 72%	194 69%	162 72%	179 63%	197 68%	211 75%	186 68%	94 62%	19 65%
Instructions for putting together furniture or operating electrical goods	422 41%	164 33%	258 49%	42 37%	85 43%	84 43%	66 38%	60 45%	85 41%	95 40%	129 46%	82 37%	117 41%	114 39%	108 38%	119 43%	67 45%	14 47%
Information about your money, like bills and statements	324 32%	174 35%	150 28%	48 43%	78 39%	63 32%	58 33%	32 24%	44 21%	76 32%	99 35%	77 34%	72 25%	94 32%	85 30%	84 31%	51 34%	10 35%
Bus or train timetables or maps	212 21%	99 20%	112 21%	19 17%	26 13%	38 19%	41 24%	32 24%	55 26%	47 20%	49 17%	49 22%	67 24%	55 19%	52 19%	58 21%	41 27%	5 18%
None of these	94 9%	55 11%	39 7%	8 7%	17 8%	12 6%	15 8%	10 7%	32 16%	21 9%	19 7%	17 8%	37 13%	32 11%	25 9%	22 8%	11 8%	3 12%
Don't know	16 2%	7 1%	10 2%	1 1%	1 1%	* *	- -	3 2%	11 5%	1 1%	2 1%	2 1%	11 4%	6 2%	4 1%	7 3%	- -	* 1%

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Base: All respondents

	Total	Region										
		North East	Yorks & Humb.	East Midlands	East-ern	South East	London	South West	Wales	West Midlands	North West	Northern Ireland
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Weighted base	1026	49	95	79	103	153	138	95	56	100	129	29
The "small print" on contracts and agreements	706 69%	37 76%	59 62%	57 72%	76 74%	102 66%	95 69%	58 61%	36 65%	78 78%	89 69%	19 65%
Instructions for putting together furniture or operating electrical goods	422 41%	21 44%	40 42%	30 38%	36 35%	65 42%	50 36%	46 49%	21 38%	42 42%	57 44%	14 47%
Information about your money, like bills and statements	324 32%	15 30%	26 28%	17 21%	35 34%	52 34%	42 31%	37 39%	14 25%	33 33%	43 34%	10 35%
Bus or train timetables or maps	212 21%	15 30%	15 16%	14 17%	22 22%	30 20%	25 18%	23 25%	18 32%	17 17%	27 21%	5 18%
None of these	94 9%	3 5%	11 11%	11 13%	4 4%	18 12%	14 10%	6 6%	6 10%	10 10%	9 7%	3 12%
Don't know	16 2%	-	6 6%	1 2%	2 2%	3 2%	3 2%	-	-	-	1 1%	* 1%

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Table 4

Q.4 Which of the following do you think most often makes documents unclear or hard to understand?**Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	North-ern Ire-land
Unweighted base	1026	451	575	96	167	204	200	178	181	312	245	170	299	273	260	249	144	100
Weighted base	1026	499	527	112	200	195	175	135	209	238	281	224	283	291	282	273	150	29
Badly presented information, such as very small print or too many words on the page	376 37%	187 38%	188 36%	46 41%	62 31%	72 37%	60 34%	55 41%	80 38%	84 35%	88 31%	97 43%	107 38%	123 42%	89 32%	98 36%	52 35%	13 44%
Statements that seem to contradict each other	281 27%	128 26%	152 29%	38 34%	68 34%	52 26%	50 29%	28 21%	44 21%	69 29%	78 28%	57 25%	77 27%	77 26%	68 24%	85 31%	44 29%	7 25%
Using jargon instead of everyday words	263 26%	130 26%	133 25%	17 15%	53 26%	59 30%	46 26%	38 28%	51 24%	63 26%	88 31%	53 24%	59 21%	65 22%	94 33%	59 22%	40 27%	5 18%
Pictures or diagrams that are unclear	49 5%	23 5%	27 5%	5 4%	11 5%	8 4%	12 7%	3 2%	10 5%	15 6%	15 5%	6 3%	14 5%	13 5%	14 5%	17 6%	5 3%	1 3%
None of these	38 4%	22 4%	16 3%	6 6%	4 2%	4 2%	4 2%	7 5%	13 6%	7 3%	8 3%	7 3%	17 6%	10 3%	10 3%	8 3%	7 5%	3 9%
Don't know	19 2%	8 2%	11 2%	- -	2 1%	* *	2 1%	3 2%	11 5%	1 *	4 1%	5 2%	10 3%	3 1%	9 3%	6 2%	1 1%	* 1%

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Weighted base	1026	49	95	79	103	153	138	95	56	100	129	29
Badly presented information, such as very small print or too many words on the page	376 37%	22 44%	34 35%	31 39%	31 30%	66 43%	57 42%	36 38%	16 29%	27 27%	43 33%	13 44%
Statements that seem to contradict each other	281 27%	16 33%	30 32%	14 18%	33 32%	45 29%	32 23%	27 28%	18 32%	21 21%	39 30%	7 25%
Using jargon instead of everyday words	263 26%	11 22%	19 20%	21 26%	31 30%	31 21%	34 24%	23 24%	17 31%	42 42%	30 23%	5 18%
Pictures or diagrams that are unclear	49 5%	-	5 5%	8 10%	3 3%	5 3%	9 6%	3 3%	2 3%	3 3%	12 9%	1 3%
None of these	38 4%	* 1%	6 6%	4 6%	-	5 3%	5 4%	5 5%	2 4%	5 5%	2 1%	3 9%
Don't know	19 2%	-	2 2%	1 2%	5 5%	1 1%	1 1%	1 1%	1 1%	2 2%	4 3%	* 1%