



'We are all human beings'

Understanding the effects of the voucher scheme on 'Section 4' claimants in Sheffield

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Introduction

The number of destitute asylum seekers in the UK is growing, as is the number of people claiming 'Section 4' support. 'Section 4' support includes accommodation and benefits and is available to failed asylum seekers who remain in the UK and meet one or more of five specific criteria.

One feature of this support is that benefits are provided in vouchers or supermarket gift cards rather than in cash. 'Section 4' support is a scheme which was originally intended to be a short term solution for a very small number of 'hard cases' however since 2003 there has been a '15 fold increase in claimants'.¹

As this situation develops so does the debate surrounding it, recent reports from organisations such as Amnesty International, the Refugee Council, Refugee Action and the Citizens Advice Bureau have investigated the issue at a national level.

It is in light of the escalating nature of this problem and attendant debate that the Northern Refugee Centre has undertaken this research. The project will focus on the voucher scheme as it affects 'Section 4' claimants living in the Sheffield area with the overall aim of adding depth and quality to the evidence base underpinning the debate in this region.

The Research Team

Ben Wild – Has post graduate training in social research and has previously worked on social research projects with MORI and Amnesty International. He has worked with refugees and asylum seekers in Thailand, Australia and the UK.

Kawakib Sakher – Previously worked for the United Nations and the World Health Organisation in Baghdad and she holds degrees in English, Linguistics and Communication from the University of Baghdad. She speaks English, Kurdish and Arabic and has personal experience of living on 'Section 4' support.

Stuart Crosthwaite – Has extensive experience of working with the Kurdish community in Sheffield.

1 Citizens Advice Bureau, CAB evidence briefing: Shaming Destitution, June 2006

Executive Summary

Background

Since 2005 failed asylum seekers who are unable to leave the UK have been eligible to apply for 'Section 4' support. This support includes accommodation and £35 per week in the form of vouchers or gift cards. In Sheffield there are currently 369¹ people in receipt of 'Section 4' support the majority of these have their accommodation and vouchers/gift cards provided by either the private company 'M&Q' or the Refugee Care Association.

Summary of aims and methods

The central aim of this project is to assess the experience 'Section 4' claimants have using vouchers and gift cards in Sheffield. The project will seek to establish whether the problems with vouchers/gift cards reported in national reports are also experienced in Sheffield. In addition it will look at whether 'Section 4' claimants experience any other regionally specific problems.

In line with best practice (in recent national reports on destitution among asylum seekers in the UK) the Northern Refugee Centre (NRC) decided to interview 30 'Section 4' recipients in the Sheffield area. The sample group was sourced via the services the NRC provides to the refugee and asylum seeker community, these include drop in advice sessions and conversation clubs. In addition, in agreement with M&Q, researchers from NRC interviewed people after they had collected their vouchers/gift cards from the M&Q office in Page Hall on Friday mornings.

The interview consisted of a questionnaire built from a variety of open and closed questions. The interviews were conducted in a variety of languages as appropriate to the interviewee and the respondents were guaranteed confidentiality and anonymity.

In the end we achieved a sample of 33 interviews which represents 9% of the 369 'Section 4' claimants living in the Sheffield area.

Summary of findings

Transport

- Having no cash means that 'Section 4' recipients are unable to use public transport. 36% of those interviewed reported having to travel for between 1 -2 hours to buy food using Asda and Tesco gift cards. One respondent commented:
'I have two babies, yesterday I ran out of milk, I had to go all the way to Asda, it was two hours before I could feed them'.
- Similar problems affect people when collecting vouchers. Many respondents living in the London Rd, Abbeydale Road and Norfolk Park areas, in the south of the city,

1 Figures provided by IND to NRC, December 2006.

cited the difficulties of having to walk to the M&Q office in Page Hall, 5 miles north of the city center, every Friday morning.

Using vouchers/gift cards

- 58% of the 33 respondents reported some degree of discomfort, disrespect or harassment experienced when using vouchers/gift cards in shops. Comments included:

'they don't respect those people using vouchers because they know they are asylum seekers'

Isolation

- Respondents are not able to 'top up' their mobile phones using vouchers or gift cards or use pay phones or internet cafés. This meant respondents were unable to contact friends and family resulting in mental and emotional distress. One respondent from Nigeria said:

'I can't contact my friends because I can't top up my mobile, I can't go to London and see them either, I feel lonely and depressed'.

- Due to lack of access to communication respondents said they were unable to check on the progress of new asylum applications and applications for the renewal of 'Section 4' support.

Expense

- Respondents noted that the shops they were forced to buy food in, typically Asda and Tesco were expensive. Inexpensive alternatives in which respondents said they would prefer to shop included: Aldi, Lidl and local shops in Page Hall.

'Many shops are cheaper than Asda, the market, or lots of other shops'

- 'Section 4' recipients reported that they often lost money as they don't receive any change when spending vouchers.
- Respondents reported that in order to access cash (usually for bus fare) they had to sell their vouchers. In this exchange people were losing between 20% and 30% of their 'Section 4' benefit.

Health

- One respondent was diabetic and being unable to buy the foods he needed in Tesco was suffering increasingly ill health. He said that as his health grew worse he was having to make more frequent trips to the doctor, however with no cash for the bus he had to walk or simply couldn't go. He stated:

'If I had cash I could shop near my house and get the right foods, my health would be better'

Limited products and services

- 58% of the respondents reported not being able to buy everything they needed using vouchers and gift cards. People mention not being able to buy Halal meat, Maize meal, African foods, a drink when they were thirsty, mobile phone credit, a

haircut and clothes. Comments included:

'I can't cut my hair or buy clothes, I'm still wearing the clothes I brought from my country a long time ago'

'We need money to wash our clothes outside because we have no washing machine'.

Summary of conclusion and recommendations:

In addition to the many practical problems and hardships people face as a result of the voucher system what was clear in the research were the psychological implications. People felt angry, isolated and as though they were being victimised and punished. People felt that their accommodation provider and the people exchanging vouchers for cash were exploiting and profiting from them. People had little understanding of why the voucher system was in place for 'Section 4' recipients. Comments included:

'We are human and have a right to live'

'We are all human beings'

'With vouchers we are helpless, sometimes you need money for transport and then you have no money for shopping. So please, please help us'.

Ideally the gift card/voucher scheme would be replaced with cash support. This would immediately and simply resolve all the problems created by the 'Section 4' voucher scheme. Providing cash support to 'Section 4' recipients would require legislative change, interim measures to address the difficulties faced by 'Section 4' recipients might include:

- The introduction of a Visa gift card (such as the 'Mint card').
- Offering bus passes as part of 'Section 4' support.
- Allowing people to choose a mixture of vouchers and gift cards in which to take their 'Section 4' support.
- Delivery of vouchers or multiple collection points.

Background

In April 2000 as part of the creation of the National Asylum Support Service (NASS) the government implemented a scheme whereby social security benefits previously paid in cash were replaced by a voucher scheme.¹ This scheme was heavily criticised and in 2002 was phased out in favour of regular cash support for asylum seekers.²

However in April 2005 the voucher scheme was reintroduced as part of 'Section 4' support for so called 'hard cases'. These cases are defined as those whose claim to asylum has been rejected and who are unable to repatriate for one of the following reasons:

- Medical issues prevent travel
- There is no safe route of return to the persons country of origin
- An inability to obtain travel documents
- Accommodation is necessary to avoid a breach of the persons human rights (under the Human Rights Act 1998)
- An application is in front of the High Court for Judicial Review.³

As noted initially this policy was envisioned for a small number of people. However in the years since it's inception the numbers of failed asylum seekers in the UK and consequently the number applying for 'Section 4' support has grown rapidly. As of December 2005 there were 5,180 people in receipt of 'Section 4' support nationally⁴, in 2006 this figure has grown to over 7000.⁵

With up to 283,500 rejected asylum applicants awaiting removal from the UK, many of whom may be eligible for 'Section 4' support it is likely that the number of people receiving this type of benefit will continue to grow.⁶

1 Home Office Research, Development and Statistics Directorate

, Asylum seekers' experience of the voucher scheme in the UK, March 2002.

2 Refugee Council, Parliamentary Briefing: Immigration, Asylum & Nationality Bill Clause 43 – Asylum Support (Vouchers), March 2006.

3 Ibid

4 Heath, T et al, Home Office Statistical Bulletin: Asylum Statistics United Kingdom 2005, 22 August 2006

5 Mr Neil Gerrard MP, Parliamentary debate on Clause 43 of the Immigration, Nationality and Asylum Bill, 29th March 2006:Column 917, http://www.publications.parliament.uk/pa/cm200506/cmhansrd/cm060329/debtext/60329-23.htm#60329-23_spnew1

6 National Audit Office, 'The return of failed asylum seekers', July 2005.

Aims

Previous studies conducted nationally have reported various problems and difficulties that failed asylum seekers receiving 'Section 4' support have had obtaining and using vouchers.¹ These include:

- Difficulties travelling to the office of the accommodation provider to collect vouchers due to lack of cash for transport costs.
- Difficulties travelling to supermarkets where the voucher can be used due to distance and lack of cash to pay for transport.
- That no change is given for vouchers results in value being lost to supermarket.
- Having been forced by the circumstances of the voucher system to exchange vouchers for cash on the black market, value is lost in the transaction.
- Inability to buy certain items with vouchers, including: toiletries, sanitary products, baby products, Halal meat, other culturally specific products.
- Having to shop in supermarkets means people can't seek the cheapest, most cost effective food and products.
- Having to shop in supermarkets means people cannot fully engage with the local community or be part of the local economy.
- People experience discomfort and disrespect when collecting and using vouchers.
- Insufficient, unavailable or inaccessible information explaining the voucher scheme provided by accommodation provider and/or NASS

The central aim of this project is to take these issues with the 'Section 4' voucher scheme identified in national reports and assess them within the context of Sheffield. In addition the project will seek to identify any issues specific to the area of study not previously reported.

¹Home Office Research, Development and Statistics Directorate
, Asylum seekers' experience of the voucher scheme in the UK, March 2002.

Methods and Sampling

The research tool used for data collection in this project was a qualitative survey using a mixture of closed and open questions.

Nationally over 7000 people are in receipt of 'Section 4' support, of these 369 are in the Sheffield region. This project interviewed a sample of 33 respondents 9% of the total population of 'Section 4' claimants in the Sheffield area.

Examples of sampling practice in this area include:

- The 2002 National Home Office report on the use of vouchers where **23 Asylum Seekers were interviewed in depth** and **205 self-completed questionnaires**.¹
- The October 2006 Refugee Action report 'The Destitution Trap', a national report excluding London, where **125 people were interviewed**.²
- The November 2006 Amnesty International Report 'Down and Out in London: The road to destitution for failed asylum seekers' which focused on London, where **60 people were interviewed**.³
- The April 2006 Refugee Media Action Group report 'Seeking Asylum: A report on the living conditions of asylum seekers in London' which focused on London, where **50 people were interviewed**.⁴

In contrast to the above studies this project has limited regional scope and is focused solely upon the voucher scheme as opposed to looking more widely at destitution among asylum seekers. In light of this a sample size of 33 respondents is comparable with these examples of good practise in this field of study.

The sample was realised from the following resources:

- 'Section 4' recipients attending the NRC run advice drop in sessions on Tuesdays and Thursdays at Sheffield Advise Link and the multi agency drop in on Wednesdays at the Methodist Church, Victoria Hall.
- 'Section 4' recipients sourced from the NRC case work database

1 Home Office Research, Development and Statistics Directorate, 'Asylum seekers' experience of the voucher scheme in the UK, March 2002.

2 Refugee Action, 'The Destitution Trap: Research into destitution among refused asylum seekers in the UK', October 2006.

3 Amnesty International, 'Down and Out in London: The road to destitution for rejected asylum seekers, November 2006.

4 Refugee Media Action Group, 'Seeking Asylum: A report on the living conditions of asylum seekers in London', April 2006

- 'Section 4' recipients participating at the NRCs 'Women's Conversation Clubs'
- The M&Q office from which vouchers are distributed

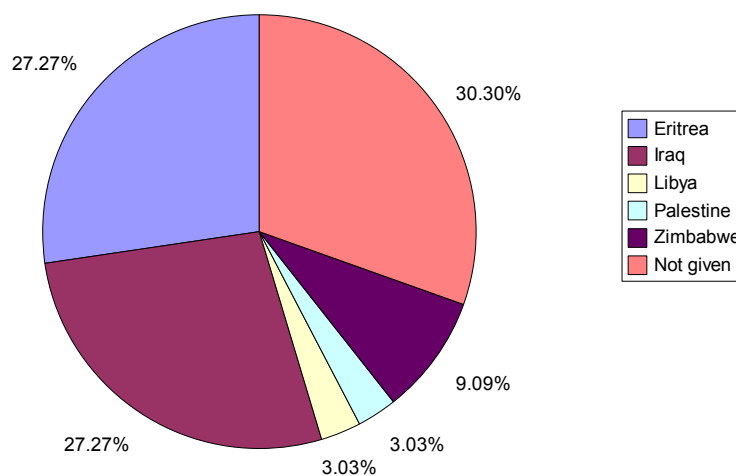
Sample diversity

The experience of the voucher scheme differs across several demographic categories, particularly men/women, young/old, those with dependent children/those without dependant children. To ensure that all these groups were represented we followed sampling rules and as a result achieved the following sample diversity:

- **55% of the sample were women**
- **18% of the sample considered themselves to be disabled**
- **36% of the sample were non-English speakers**
- **24% of the sample had dependents in the UK**
- **12% of the sample were under the age of 25**
- **6% of the sample were over the age of 60**

The breakdown of respondents countries of origin was as follows:

Country of Origin



Challenges in achieving the sample

'Section 4' recipients have no access to cash and as a result no access to transport. As a result people who are disabled or have impaired access to mobility are frequently unable to either collect or use vouchers or gift cards. Instead they rely on the support of friends, family and other carers. This means that they were a hard group to reach from the point of view of this project.

We succeeded in interviewing six people with disabilities, all six however had sufficient mobility to collect and use vouchers walking or using the bus. In the course of the research our interviewers were told by 'Section 4' claimants that they helped friends and family members who were unable to walk to the supermarket and had no cash to catch the bus. This group are likely to suffer even greater hardship as a result of the voucher system but are not represented in this report.

Respondents were often uncomfortable answering the questions regarding the sale of vouchers. Whilst 'Section 4' claimants often have little option but to sell their vouchers, losing much of their value, such action is perceived as illegitimate. As a result it is likely that this research underestimates the number of 'Section 4' claimants selling their vouchers.

Language was also a barrier, whilst we had researchers who could speak several of the common languages in our target group, including: Arabic and Kurdish none of our researchers spoke either Mandarin Chinese or Cantonese. This prevented us from undertaking several interviews with Chinese members of the community in Sheffield.

A large number of the interviews were carried out in the M&Q office in Page Hall. Whilst this didn't seem to inhibit respondents from airing their views on the voucher system we are aware that the situation was not ideal and may have discouraged some respondents from feeling completely free to express their views.

Findings

Information

- 55% of the respondents said they received no information regarding how to collect and use vouchers/gift cards. Only one third of the sample group mentioned receiving any information from either NASS or their accommodation Provider.

It is clear that initially 'Section 4' respondents must have received some information in order to know from where to collect their vouchers. However the response to this question shows that the majority of people feel under or ill informed.

Transport

- 36% of those interviewed reported having to travel for between 1 -2 hours to buy food using Asda and Tesco gift cards. People reported that this was particularly difficult because on the return journey they were carrying shopping and with the onset of winter the walk often takes place in the cold, wet and dark.

People making a journey like this to buy food included one woman from Nigeria with a 2 year old daughter and a man from Eritrea in his sixties who was suffering with impaired eyesight and mobility. One respondent commented:

'I have two babies, yesterday I ran out of milk, I had to go all the way to Asda, it was two hours before I could feed them'.

A woman from Zimbabwe told us:

'I have to walk from Page Hall where I live to Tesco, it takes me 50 minutes each way. I have my baby and this is a long way, especially with the weather changing to winter'

- Similar problems affect people when collecting vouchers. Many respondents living in the London Rd, Abbeydale Road and Norfolk Park areas (in the south of the city) cited the difficulties of having to walk to the M&Q office in Page Hall (approx 5 miles north of the city center) every Friday morning.

Using vouchers/gift cards

- 58% of the 33 respondents reported some degree of discomfort, disrespect or harassment experienced when using vouchers/gift cards in shops. Comments included:

'they [shop assistants] always look on us as less than them'

'they need to check our information [identification] sometimes when they check the vouchers'

'they don't respect those people using vouchers because they know they'

are asylum seekers'

'Because of their situation they [asylum seekers] get angry in shops, but people don't understand their situation and think they are bad people'.

One respondent from Iraq recalled one time shopping at Asda:

'I waited a long time while the voucher was examined, many people were behind me in the queue, they looked at me as though I was different and I felt ashamed'.

Collecting vouchers/gift cards

- Respondents who collected their vouchers from the M&Q office reported difficulties (due to their lack of access to transport) in reaching the office within the three hour window available.
- Respondents who collected their vouchers from the M&Q office reported that whilst the office was meant to be open from 9am to 12 noon, sometimes it opened late or closed early.
- In the event of failing to collect their vouchers respondents were left without support for that week and were unable to collect the vouchers they missed the following Friday.
- That there is only one office for collecting vouchers from M&Q, in Page Hall, caused access problems for respondents who lived on the other side of Sheffield. People reported having to walk 1 – 2 hours to get to the office and then 1 – 2 hours to get home.

Isolation

- Respondents are not able to 'top up' their mobile phones using vouchers or gift cards or use pay phones or internet cafés. This meant respondents were unable to contact friends and family resulting in mental and emotional distress. A 69 year old man from Zimbabwe said:

'Sometimes I want to see friend in Doncaster and Rotherham but it is very expensive and I have no money for buses'.

One respondent from Nigeria said:

'I can't contact my friends because I can't top up my mobile, I can't go to London and see them either, I feel lonely and depressed'.

- Some respondents noted that as they couldn't use phones or the internet they were unable to contact the Home Office or their solicitors and supporters to check on the progress of new asylum applications and applications for the renewal of 'Section 4' support.

Expense

- Respondents noted that the shops they were forced to buy food in, typically Asda and Tesco were expensive. Inexpensive alternatives in which respondents said they would prefer to shop included: Aldi, Lidl, Castle Market and local shops in Page Hall.

'Many shops are cheaper than Asda, the market, or lots of other shops'

- 'Section 4' recipients reported that they often lost money as they don't receive any change when spending vouchers.
- Respondents reported that in order to access cash they had to sell their vouchers usually to provide bus fares. The rate people received varied between £25 - £28 for £35 of vouchers. Thus people were losing between 20% and 30% of their 'Section 4' benefit.

Health

- One respondent was diabetic and being unable to buy the foods he needed in Tesco was suffering increasingly ill health. He said that as his health grew worse he was having to make more frequent trips to the doctor, however with no cash for the bus he had to walk or simply couldn't go. He stated:

'If I had cash I could shop near my house and get the right foods, my health would be better'

Other respondents told us:

'I am sick (kidney problem) and I go walking to collect my voucher because I have no money to use the bus'

'We can't buy flexible medicine from anywhere by voucher'

Limited products and services

- 58% of the respondents reported not being able to buy everything they needed using vouchers and gift cards. People mention not being able to buy Halal meat, Maize meal, African foods, a drink when they were thirsty, mobile phone credit, a haircut and clothes. Comments included:

'Vouchers are not enough to support our lives. We need money for spending on ourselves, the barber or a drink'

'I can't cut my hair or buy clothes, I'm still wearing the clothes I brought from my country a long time ago'

'We need money to wash our clothes outside because we have no washing machine'.

- 91% of respondents said there were shops they would like to use but can't as they

don't accept vouchers. The shops people mentioned included those which had economic appeal such as Netto, Lidl, Castle Market and Aldi, those which were close to where people lived particularly the local shops in Page Hall and on Abbeydale Rd and shops with Halal products.

Conclusion and recommendations

People who come to the UK seeking asylum are likely to have suffered trauma and loss in their home countries. In the UK there is the possibility of protection and security. However the reality many face is one of insecurity, bureaucracy, poverty and vilification.

Those who are eligible for 'Section 4' support are by definition in a state of limbo. They have been refused asylum in the UK, yet they are unable to travel to their home countries due to war, sickness or legal proceedings. Their future is unsure and frightening and the voucher system adds a new layer of day to day hardship to this worry.

We found that all the problems identified in national studies were reported by 'Section 4' recipients in Sheffield. People can't buy the foods they need, they can't buy clothes or wash those they already have, they can't see or talk to friends or family, they have to walk for many hours to buy food and they are impeded in caring for their children and their health.

Understandably in light of this 'Section 4' recipients feel angry, isolated, victimised and punished. They feel that they are being exploited and profited from by their accommodation providers and the people exchanging vouchers for cash. They have little understanding of why the voucher system was put in place. Comments included:

'We are human and have a right to live'

'We are all human beings'

'With vouchers we are helpless, sometimes you need money for transport and then you have no money for shopping. So please, please help us'.

Ideally the voucher system would be replaced with cash support. This would immediately and simply resolve most of the problems highlighted in this report. However providing cash support to 'Section 4' recipients would require legislative change, interim measures to address the difficulties faced by 'Section 4' recipients might include:

- The introduction of a Visa gift card (such as the 'Mint card'). These gift cards have existed in the UK since 2005 and can be used in any shop which accepts Visa. Switching to a Visa gift card would allow people to shop in nearer and/or cheaper supermarkets. It would also potentially allow people to shop in local businesses and would afford people the chance to top up their mobile and travel outside Sheffield.
- Offering bus passes as part of 'Section 4' support would go some way to addressing the central problem of lack of access to transport. However it's likely that currently available bus passes allowing unlimited travel would be too expensive for 'Section 4' recipients. Ideally a multi-trip ticket would be offered, particularly on 'Stagecoach' buses which are up to 50% cheaper than 'First'.
- Allowing people to choose a mixture of vouchers and gift cards in which to take their 'Section 4' support would increase the range of shops people could use but not

preventing them buying non-food items.

- Accommodation providers could either deliver vouchers/gift cards to people in their accommodation or they should ensure they provide collection points within a reasonable distance (1 mile) of the accommodation they provide.

Appendix 1: Sample questionnaire

Questionnaire No: _____	Interviewer Name: _____
Date: _____	Location: _____

I work for the Northern Refugee Centre, a charity set up to help refugees and asylum seekers. We're interested in your experience of the vouchers you receive from the National Asylum Support Service (NASS). We intend to use this information to help us in our work to provide support and advise to asylum seekers in Sheffield. All the information you provide is COMPLETELY CONFIDENTIAL, we may use your answers for a later report but your name and any other personal details will never be published or given to any other organisation. You don't have to answer any questions you don't want to and you can stop at any time.

Part 1 – Vouchers

1. Do you receive 'Section 4' support from the National Asylum Support Service?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
2. What form does this support take? (tick all that apply)	Vouchers			<input type="checkbox"/>
	Supermarket gift card			<input type="checkbox"/>
	Accommodation			<input type="checkbox"/>
	Other (Specify: _____)			<input type="checkbox"/>
3. Who is your accommodation provider? (prompt – read list and tick one box)	M & Q			<input type="checkbox"/>
	Safehaven			<input type="checkbox"/>
	Priority Properties			<input type="checkbox"/>
	Refugee Care Association			<input type="checkbox"/>
	Angel Group			<input type="checkbox"/>
	UPM			<input type="checkbox"/>
	Don't know			<input type="checkbox"/>
Other (Specify: _____)			<input type="checkbox"/>	

4. Did you receive any help or information about how to collect and use your vouchers/gift cards?
(prompt – read list and tick all that apply)

What kind of information did you receive? e.g. Printed sheet, verbal information

From NASS

Yes

No

From Sodhexo

Yes

No

From Refugee Organisation (Specify: _____)

Yes

No

From accommodation provider

Yes

No

From friends and family

Yes

No

Other (Specify: _____)

Yes

No

5. Did you receive enough information?

6. Was the information useful? (e.g. In the right language, Clear, up to date)

7. How/where do you collect your vouchers/gift cards?

Post Office

Accommodation Provider Office

Delivered by case worker

Other (Specify: _____)

8. Have you had a difficulties in collecting your vouchers/gift cards?

9. Do you ever change any of your vouchers/gift cards for cash? Yes No

If the answer to 9. is Yes then ask 10. and 11. If not then skip to 12.

10. How much cash do you usually receive for your vouchers/gift cards?

11. Why do you change your vouchers/gift cards for cash?

12. Which shop(s) do you use your vouchers/gift cards in?

How do you get there?

How long does it take?

Asda

Yes

No

Sainsburys

Yes

No

Iceland

Yes

No

Morrisons

Yes

No

Tesco

Yes

No

Boots

Yes

No

KFC

Yes

No

Other (Specify: _____)

Yes

No

13. Is it easy to spend your vouchers/gift cards in the shops?

Yes

No

If 'No' then prompt – What are the difficulties you have in spending your vouchers/gift cards?

14. Are you treated well in the shops when you spend your vouchers/gift cards?

Yes

No

If 'No' then prompt – How are you treated badly in shops when spending your vouchers/gift cards?

Part 2 – Personal Details

In order to make sure we speak to a broad range of people I'd like to ask a few personal questions. As I said before these details are completely confidential and won't be published or passed to any other organisation.

18. What is your name?	_____		
19. What country are you from?	_____		
20. Do you speak English	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
21. Do you consider yourself to be disabled?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
22. What is your age?	_____		
23. Do you have any dependants with you here in the UK?	_____		
24. What sex are you?	Male	<input type="checkbox"/>	Female <input type="checkbox"/>
25. How long have you been using vouchers/gift cards?	_____		
26. Are you the person who collects the vouchers/gift cards?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Thank you very much for your time and your help