



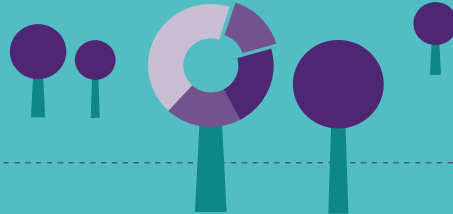
GUIDE

EUAN'S

ACCESS  
SURVEY



Supported by: Motability  
Operations Ltd



# RESTRICTIONS ARE LIFTING BUT NOT FOR EVERYONE.

Conversations daily seem to touch on various aspects of returning to 'normal' following the lifting of lockdown restrictions. The 2021 Euan's Guide Access Survey takes a closer look at how disabled access has changed as a result of the pandemic. We asked how disabled people are feeling about going out and about again, what concerns they have, and what the positives might be to come out of this tumultuous period of change. Euan's Guide is the award-winning disabled access charity. The survey is in its seventh year and is designed to provide insight into everyday disabled access, including visiting shops and restaurants, visitor attractions and cultural events.

This year's survey gathered the views of over 2,400 disabled people and their families, friends, carers and health and social care professionals, making it the largest survey of its kind in the UK. It is perhaps unsurprising that the vast majority of respondents (59%) believe that COVID has made disabled access worse, with only 8% of respondents venturing that access is better.

The clear picture emerging from the data is one where changes made, to try to mitigate against COVID-risks, were often made at the expense of accessibility. Examples given include, accessible parking bays removed, accessible toilets locked, layouts and queuing systems imposed with little or no thought given to the needs of disabled users. The reality for some disabled people, is that lockdown still feels very much in place.

**"ISOLATION, INVISIBILITY, ABANDONMENT AND FORGOTTEN. THESE ARE THE WORDS WE FREQUENTLY HEAR."**

Jenny Miller, CEO of PAMIS, supports those with profound and multiple learning disabilities, she explained what's happened in lockdown, "The community we support was held in lockdown far longer than any other part of the population. They saw services withdrawn overnight. Day services remain closed, or are offering a fraction of what the person had before COVID. Some families

are now having to consider residential care for their loved one because they just can't cope any more. Isolation, invisibility, abandonment and forgotten. These are the words we frequently hear."

There are, however, some positives to take from the results. Remote working and studying opportunities are greater than ever, home shopping is slicker than ever, prescriptions are widely available as a home delivery and the world of online culture is stronger and more vivid than ever.

As we re-emerge from this muddled state of play, we now all have lived experience of what it feels to have restrictions imposed upon us. To feel uncertainty around trips, facilities and even transport options. The hope for the future has to be that having felt that loss of autonomy, greater thought and focus can now be given to improving accessibility for all.

2455

survey participants.

8%

of respondents venturing that access is better.

59%

believe that COVID has made disabled access worse.



"Whilst much of this survey talks about life with COVID restrictions, many disabled people saw these as precautions or protections. As these restrictions are reduced or removed we find that once again disabled people are having to remap their landscape, relearn what's possible and face the challenges of discovering something new. For many people the times that we live in now involve balancing risks, taking precautions and yet trying to be part of their communities. Threaded through the results is an intense nervousness on the part of disabled people and we understand this nervousness and anxiety will remain for a long time to come. It's not "it's all fine now and we can come back out and play!"

PAUL J RALPH FRSA

Access & Inclusion Director, Euan's Guide.



“It is key for tourism businesses to see accessibility as part of the solution as they rebuild their business. Detailed and accurate information, disability-aware staff and accessible facilities and services will all help to drive footfall and in turn revenue, now and into the future. Businesses and attractions have worked flat-out to welcome customers back, adapting and innovating to meet new ways of working and still providing a great visitor experience. As the industry builds back and continues on its road to recovery, we also have a valuable opportunity to improve accessibility for disabled people.”

ROSS CALLADINE

**Head of Business Support at the national tourism agency VisitEngland and was appointed by the UK Government as the Disability and Access Ambassador for Tourism in January 2022.**



“It seems like access regulations have been thrown to the wind in the name of expediency and revenue due to the pandemic. Previously shops, restaurants and entertainment venues in general tried to do the right thing when it came to access. They didn’t always get it right, but by and large, they were at least trying. The pandemic has changed all that. It’s tougher than ever to make a pound, so if cutting corners on accessibility is a casualty then so be it...that’s how it feels from a wheelchair user’s point of view. The worst impact is feeling like we don’t matter. We’re just a nice ‘extra’ to help only when the circumstances are right, rather than being an equal.”

DR ELIZABETH FERRIS BEM

**Full-time wheelchair user as a result of a Spinal Cord Injury. Founder and Chairperson of the Dundee Dragon Wheelchair Sports Club and a Junior Doctor in NHS Tayside.**



"For the group of people we support with profound learning and multiple disabilities access has certainly been worse since COVID. While the rest of the population was able to go back to some form of normal living, we found our community was still locked away"

JENNY MILLER

**CEO PAMIS\*, Member of the Scottish Government Leadership Group for policy for people with a learning disability, Co-Chair of the UK Changing Places Toilet Consortium and RSA Fellow.**

\*Promoting a More Inclusive Society



"We spend our lives facing choices that are lessened and limited by external forces and having to live with this. With the whole of our society suddenly facing the same lack of choice I saw it as a learning experience for all. Sadly, this is not what has happened. Instead disabled people have seen their lives lessened. How often have you heard, "Most of the people who died had underlying health conditions." as if that was ok? Elements of access that were in place have been removed in the name of social distancing. We've become acceptable losses at every turn. Coming out of COVID we are going to have to re-fight so many battles we thought we had already won."

MIK SCARLET,

**Broadcaster and Journalist.**

# POST-LOCKDOWN CONCERNS REMAIN.

The survey reveals real concerns around social distancing post lockdown (75%), and people no longer wearing masks (68%). It's easy to see why, when you consider how many people within the disabled community have underlying health conditions. The Euan's Guide Access Survey is the largest of its kind in the UK and in this sample, 63% of respondents reported being on the Government list of 'vulnerable people', with a further 23% saying they are living with someone who is shielding, or shielding themselves.

One respondent summed up their nervousness going out: "People don't respect personal space when you're in a wheelchair,

"PEOPLE DON'T RESPECT PERSONAL SPACE WHEN YOU'RE IN A WHEELCHAIR, AND EVEN WITH COVID, PEOPLE LEAN OVER ME IN MY CHAIR OR STAND RIGHT NEXT TO ME."

and even with COVID, people lean over me in my chair or stand right next to me." Another commented, "I've been clambered over multiple times in theatres by non-mask wearers."

The results highlight that while the relaxing of measures is likely to be met with a huge cheer by some, it's not a return to normality for everyone.

## Changes to the physical environment

Changes to the physical environment as a result of lockdown measures have been widespread. Dr Elizabeth Ferris is a full-time wheelchair user and Junior Doctor, she summed up the situation: "Everywhere we look pavements are being used for outside dining and parking spaces are being recommissioned to increase capacity of stores and restaurants. All these changes have occurred for obvious reasons, but they've happened without thought for the

needs of disabled people. The loss of such precious resources has a huge impact on how wheelchair users interact with their local towns and cities, making it harder and in some cases totally impossible."

It's a view that is borne out by the survey results, with 68% being concerned about venue and public toilets being shut, the increase in queuing or waiting time (55%), and the removal of accessible seating and chairs used for rest stops (52%). One respondent explained why it's a barrier, "There are not enough seating areas now, it just makes everything so much harder, I worry about feeling bad then having nowhere to sit and catch a breath or take

some medication." This extends to attitudes towards travel and getting around, 36% felt that there was a focus on cycling and walking, yet that is something not everyone can do.

### **Making it easier and safer for disabled visitors**

We asked people to tell us what would make it easier and safer for them to visit venues, places and spaces. Loud and clear the answer was accessible parking bays (81%). This was an important point made in our 2020 COVID survey (66%) and clearly remains an even bigger issue post-lockdown. Other suggestions include clear markings encouraging people to respect distance (61%),

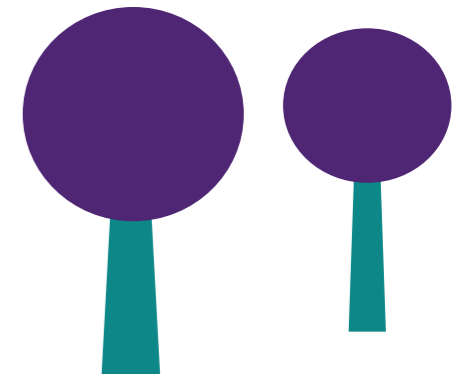
touch-free doors (59%), and the provision of an accessible route that disabled people can navigate independently without having to ask for help (67%). There are even 'quick wins' like making sure hand sanitisers are accessible.

"Many venues provide hand sanitiser stations which are operated by a foot pump - no good to wheelchair users!"

Ross Calladine is Head of Business Support at VisitEngland and the Government Disability and Access Ambassador for Tourism, he believes that while tourism and hospitality businesses were amongst the first and hardest hit by the COVID-19 pandemic, "As the industry builds back

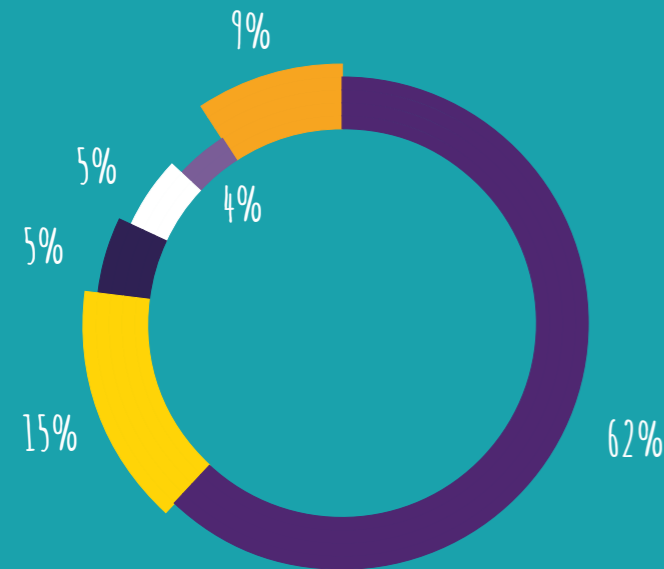
and continues on the road to recovery we have a valuable opportunity to improve accessibility for disabled people. Detailed and accurate information, disability-aware staff and accessible facilities and services will all help to drive footfall and in turn revenue. VisitEngland is committed to the UK Government's ambition to become the most accessible destination in Europe."

**"AS THE INDUSTRY BUILDS BACK AND CONTINUES ON THE ROAD TO RECOVERY WE HAVE A VALUABLE OPPORTUNITY TO IMPROVE ACCESSIBILITY FOR DISABLED PEOPLE. DETAILED AND ACCURATE INFORMATION, DISABILITY-AWARE STAFF AND ACCESSIBLE FACILITIES AND SERVICES WILL ALL HELP TO DRIVE FOOTFALL AND IN TURN REVENUE."**





## What is your main mode of transport?



- Car - owned or leased
- Car - lifts from friends or family
- Powerchair or scooter
- Bus or Tram
- Taxi
- Other entries

## Going on holidays and trips away:

18%

are more likely to stay local (within 30 miles)

79%

are likely to visit somewhere in the UK

8%

more likely to travel abroad

## Considerations for those still shielding

Another popular answer (62%) was for venues, places and spaces to consider quieter or dedicated opening times. This would be particularly helpful to those who are still shielding, and/or are concerned about visiting public spaces. Over half (53%) of respondents asked for the number of people allowed in lifts to be restricted, reflective of the fact that many disabled people are still nervous about entering confined spaces with other people.

## Getting out and about again

A telling take-out is the numbers of respondents who expressed a reluctance to participate in indoor activities post-lockdown; with 57% less likely to attend entertainment venues like theatres and cinemas, 61% less likely to attend predominantly indoor or covered attractions, and 38% less likely to use overnight accommodation. However, on an encouraging note, 73% are more likely

to attend health appointments (with 13% less likely) and 55% are more likely to go to outdoor areas such as beaches, parks and trails. A further positive is that 56% of people said they would be more likely than normal to visit restaurants, cafes and bars.

One survey respondent described their experience, "Because tables have to be further apart, getting into and out of cafes and bars and restaurants is easier. However, because these places now have more outdoor seating it makes passing these places harder due to the amount of pavement they take up."

In a world of uncertainty around how the environment might have changed, 54% surveyed said they would be less likely to visit new places, 33% said they would be just as likely to visit new places, with only 6% saying they would still be keen to try new places. Having reliable and up-to-date information on facilities has always been important, now more so than ever to reverse the caution many people feel.



## Finding information before a visit

When planning a trip, 81% of our survey respondents said they'd check the company's website, or search the internet (47%), including checking out reviews on Euan's Guide (27%), while 35% would contact the venue directly (down 15% from 2020). Hence, the importance of having up to date accessibility information on their websites.

## Is the new contactless world a better one?

By and large, respondents agreed that contactless payments made life easier (59%) with 31% saying it made no significant change. However, 10% of respondents said it had made things harder for them. One respondent commented, "Some places won't even take cash. This is a particular worry for people with learning disabilities and memory problems who cannot use technology to pay, or do not have a debit card as they need to use cash to be able to budget."

## A richer, fuller online world

The pandemic forced organisations of all kinds, from church groups to theatres, to find ways of either improving their digital offering, or finding new ways to engage online. We asked the disabled community which of these types of opportunities they would like to see continue?

A very welcome positive to come out of the pandemic was the ability to work remotely (23%) or study remotely (23%), having greater flexibility here is something the disabled community has been pushing to see for a long time. Dr Elizabeth Ferris agrees, "Normal' previously was to never really have access to Work from Home opportunities and now employers can't make those same arguments as they might have prior to the pandemic; that can only be a positive thing for disabled people."

Being able to access cultural events was seen as a huge bonus too. The most popular being; movie releases (38%), stage performances (32%), festivals and events (18%), virtual museum tours or cultural events (27%) and virtual social events (34%). Many people noted that supermarket shopping became easier, and greater provision of prescription delivery was welcomed too.

Many of these activities encouraged a sense of community, allowing people to keep in touch or stay engaged. Broadcaster and journalist Mik Scarlet agrees, "The arts world has embraced the online experience and this has opened up the arts to many disabled people who could never engage before....I've been struck at how much the online world

has opened up a national and global disabled community to so many of us. I've seen people from all over supporting each other and sharing knowledge and experience. I hope this will continue."

One respondent commented, "It's been amazing having so many things online. I feel the world has actually opened up for me rather than shut down in lockdown. I hope places consider keeping more online." However, while there have been big pluses in the digital sphere, Jenny Miller, CEO of PAMIS makes the important point that, "Digital support and solutions are not an option for many of the families and people we support. Digital exclusion is an issue, and we need to remember that."

"IT'S BEEN AMAZING HAVING SO MANY THINGS ONLINE. I FEEL THE WORLD HAS ACTUALLY OPENED UP FOR ME RATHER THAN SHUT DOWN IN LOCKDOWN. I HOPE PLACES CONSIDER KEEPING MORE ONLINE."



## ACCESSIBLE TOILET PROVISION MADE WORSE BY COVID.

The simple reality is that due to restrictions, many public toilets shut with some remaining closed. It was common to find standard toilet facilities closed, and the accessible loo repurposed as a sole toilet for everyone to use. Unsurprisingly, 68% of respondents said they were concerned about the closure of toilets, with 71% saying they believed COVID had made access to toilets worse.

One respondent summed up the frustration of many when they said, "The closure of toilets is a particular concern to me, given my medical issues. If public toilets are closed, and if supermarket toilets are closed, it makes it difficult for me to go out."

Jenny Miller, CEO of PAMIS agrees, "COVID put a spotlight on issues our community face every day, the public suddenly realised what it was like to have to plan your trips out via the toilets that were or weren't open. The Pamiloo - mobile changing places toilet was a part of a solution to enable families safe access to outdoor events. Families

highlighted that the activities and support were a lifeline."

The vast majority of our survey respondents (70%) said that they had come across an accessible toilet they were unable to use. Given that the majority of disabled people consider an accessible toilet as among their top three requirements when visiting somewhere new, this is a disappointingly high statistic. Other factors that inspire confidence when visiting new places include; accessible parking (81%) and accurate disabled access information (75%).

### **Lack of accessible toilets is a hindrance to adventure**

The survey asked whether people ever avoided going somewhere new because of a lack of accessible toilet facilities. The stark reality is that 73% said yes. A further 42% said that if they could not find information about accessible toilet facilities they would avoid going.

"THEY ARE OFTEN USED AS A STORAGE SPACE IN INDIVIDUAL VENUES, ESPECIALLY HOSPITALITY. I HAVE WITNESSED PEOPLE USING THEM BECAUSE THEY THINK THEY ARE CLEANER THAN THE NORMAL TOILETS. THIS CAUSES DELAYS FOR THOSE OF US THAT RELY ON THEM. LESS TOILETS SEEM TO BE LOCKED ON THE RADAR SCHEME THESE DAYS."

We know from Euan's Guide reviews that there are hundreds of venues out there doing an excellent job. The key it would seem is to make sure information about facilities is made available and kept up to date. Signage showing whether the loo is right hand transfer or left hand transfer is especially useful, as is having a full length mirror and having everything within reach e.g hand towels, without having to move from the sink.

### Accessible toilets - it's surprising what you find there

The most common problems with accessible toilets when they are available is that they are often dirty (68%), or there is not enough space (46%). Space issues can be to do with layout. Other times the problem can be solved simply by hanging doors the other way, or removing items such as bins, hoovers, highchairs, and cleaning supplies that are obstructing the turning space available.

Here are some of the items our respondents found in accessible toilets being used as 'overflow' storage areas:

- surf boards
- Christmas tree and decorations
- road closed sign
- mini electric organ
- a couple behaving inappropriately
- wardrobe
- desk and chair

- a half-eaten roast chicken
- fruit machine
- lawn mower
- bicycles
- tins of tomatoes

### Red Emergency Cords

For the over 14 million disabled people in the UK, a red cord in an accessible toilet is their call for help in an emergency.

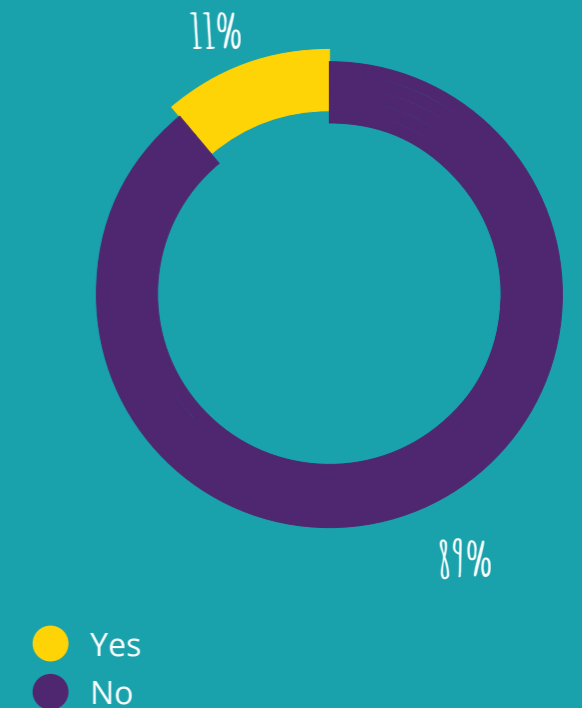
We asked 'How often do you see a red emergency cord that is potentially dangerous in an accessible bathroom?' (This could include not having an emergency cord, or having a cord that has been cut too short, tied up or put out of the way so that it could not be reached by someone lying on the ground.) With 11% of respondents saying they have had to use the cord, it is worrying that 14% of our survey said they see a potentially dangerous cord a few times a month and 23% saying they see it a few times a year.

The results support our Safer Toilets work, where we tackle this problem by printing Red Cord Cards for our volunteers to attach to red emergency cords, encouraging people to untie the cords and let them hang free. Red Cord Cards can stop vulnerable people in the UK being stuck in a dangerous situation and give disabled people a sense of comfort that a venue takes their welfare seriously.

For more information on our Safer Toilets Work campaign visit:

[www.euansguide.com/safertoilets](http://www.euansguide.com/safertoilets)

### Have you ever had to pull the emergency cord to call for help?



# DISABLED ACCESS.

One of the most important questions in the Access Survey each year is to gauge whether or not there have been any improvements to the overall levels of access. It won't come as a surprise to learn that very few improvements to access have been made during the last 12 months, with 54% saying access has worsened.

In 2019, 64% of people thought access had stayed the same, this year that figure dropped sharply to 40%, which would suggest that people believe access is declining.

More people are very unconfident about visiting new places (23% compared to 19% in 2019), and fewer people are moderately confident to visit new places (19% compared to 25% in 2019). The same percentage (2%) are still very confident.

## Improving visitor confidence

The good news for venues keen to know how to make their business, space or place more inviting to disabled customers, is that the answer was resounding - accessible parking (81%), accessible toilets (80%) and accurate disabled access information (75%). Almost all respondents (92%) will try to find disabled access information before they go.

The more specific the access information, the better, as one respondent noted, "I frequently find that it is a generic statement. I was looking at an offer a hotel had on. I tried to find out how accessible it was....I don't need everywhere to be accessible, but I need to know the details so that I can make proper decisions. Ramps, toilets etc should be a minimum expectation." Disappointingly, 73% of respondents reported having found information on a venue's website to be misleading, confusing or inaccurate.

Alongside finding relevant access information (75%), another top influencing factor was feeling welcomed by staff, or feeling the venue cares about accessibility (67%).

The default position for many visitors (56%) seems to be that if a venue doesn't advertise their accessible facilities, it's because they don't have any - which is obviously not always the case. It's essential that venues,

spaces and places explain what they have on offer so that disabled visitors can decide for themselves how well a visit will work.

Reviews from other disabled people are trusted as being useful (55%), often because they are more up to date, and credible as a peer review. Being able to see pictures and read what others have said beforehand is considered important (58%).

*"I FREQUENTLY FIND THAT IT IS A GENERIC STATEMENT. I WAS LOOKING AT AN OFFER A HOTEL HAD ON. I TRIED TO FIND OUT HOW ACCESSIBLE IT WAS... I DON'T NEED EVERYWHERE TO BE ACCESSIBLE, BUT I NEED TO KNOW THE DETAILS SO THAT I CAN MAKE PROPER DECISIONS. RAMPS, TOILETS ETC SHOULD BE A MINIMUM EXPECTATION."*



**73% of respondents told us that they have found information on a venue's website to be misleading, confusing or inaccurate.**



**75% of respondents say that accurate disabled access information will make it easier for them to visit places.**



**81% of respondents say that Accessible Toilets will make it safer and easier for them to visit places.**



**81% of respondents say that Accessible Parking will make it safer and easier for them to visit places**



**92% of respondents look for disabled access information before visiting somewhere new.**



**73% of respondents have experienced a disappointing trip or had to change plans because of poor accessibility**

# SETTING THE STANDARD FOR ACCESSIBILITY.



## HOSPITALS AND HEALTHCARE

Hospitals and Healthcare settings topped this year's survey as the most highly rated places for good or excellent accessibility). More people rated them good or excellent (67% up from 57% in 2019) and less people rated them poor or very poor (10% down from 16% in 2019).



## PUBS & BARS

More people rated Pubs & Bars good or excellent (28% up from 23% in 2019) and less people rated them poor or very poor (20% down from 36% in 2019).



## CAFES & RESTAURANTS

More people rated Cafes & Restaurants good or excellent (37% up from 28% in 2019) and less people rated them poor or very poor (17% down from 36% in 2019).



## CINEMAS & THEATRES

Less people rate Cinemas & Theatres good or excellent accessibility (34% down from 54% in 2019), but people rating them poor or very poor decreased to 11% (down from 16% in 2019).



## HISTORIC ATTRACTIONS

Less people rate Historic Attractions as good or excellent (21% down from 29% in 2019) but less people also rate them as poor or very poor with 21% (down from 38% in 2019).



## MUSEUMS & GALLERIES

Less people rate Museums & Galleries good or excellent (41% down from 69% in 2019) and there is an increase in people rating them poor or very poor (21% up from 10% in 2019).



## CONCERT HALLS & MUSIC VENUES

Less people rate Concert Halls & Music Venues good or excellent (21% down from 46% in 2019), but people rating them poor or very poor also dropped to 12% (down from 22% in 2019).



## EVENTS & FESTIVALS

Less people rate Events & Festivals as good or excellent (12% down from 24% in 2019) but only 12% of respondents continue to rate them poor or very poor (12% from 42% in 2019).



 SHOPS

More people rated Shops good or excellent (37% up from 27% in 2019) and less people rated them poor or very poor (21% down from 28% in 2019).

 HOTELS

Less people rated Hotels dropped for good or excellent to (38% down from 40% in 2019), yet less people rated them poor or very poor (11% down from 22% in 2019).

 TRANSPORT HUBS

Less people rated Transport Hubs good or excellent (25% down from 33% in 2019) but less people also rated them poor or very poor (19% down from 33% in 2019).

 SPORTING STADIUMS

Less people rated Sporting Stadiums good or excellent (15% down from 43% in 2019), but less people also rated them poor or very poor (8% down from 25% in 2019).

 VISITOR ATTRACTIONS

Less people rate Visitor Attractions good or excellent (27% down from 45% in 2019), whilst people rating them poor or very poor has increased to 21% (up from 17% in 2019).

 OUTDOOR VENUES

More people rated Outdoor Venues good or excellent (29% up from 24% in 2019) and less rated them poor or very poor (21% down from 37% in 2019).

 LEISURE & SPORTS CENTRES

Less people rated Leisure & Sports Centres good or excellent (21% down from 45% in 2019), with poor or very poor also dropping to 10% (down from 22% in 2019).

 PUBLIC & COUNCIL BUILDINGS

Less people rated Public & Council Buildings good or excellent (29% down from 41% in 2019) and less people also rated them poor or very poor (15% down from 22% in 2019).





# THE SAMPLE.

The 2021 Access Survey was completed by 2,455 respondents, making it the largest disabled access survey of its kind in the UK.

- Are you or (someone you live with) on the Government list of 'vulnerable people' (63%)
- Are you or (someone you live with) shielding (23%)
- Neither (28%)

## Where do you live?

- England (78%)
- Scotland (13%)
- Wales (6%)
- Northern Ireland (2%)

## When 'out & about', most of the time you are..

- With friends or family (69%)
- With an unpaid or family carer (26%)
- With a carer or PA (10%)
- With a club or group (2%)
- By myself (25%)

## Are you...

- A disabled person (97%)
- Family member or friend of a disabled person (10%)
- Unpaid or family carer (7%)
- Carer or PA (1%)
- Of retirement age (13%)
- Teacher, Social Worker or Healthcare Professional (2%)
- I'd rather not say (1%)

## Do you use or have experience of:

- Wheelchair (55%)
- Powerchair (20%)
- Mobility Scooter (40%)
- Walking Aid (65%)
- Symbol Cane (3%)
- Long Cane (5%)
- Assistance Dog - Visual Impairment (1%)
- Assistance Dog - Other (3%)
- Sign Language (3%)
- Hearing Aid or Cochlear Implant (13%)
- AAC (1%)
- Hidden Impairment (18%)

- Speech Impairment (4%)
- PMLD (1%)
- Autism (9%)
- Dementia (4%)
- Learning Disability (9%)
- Changing Places Toilet (7%)

## What device do you usually use when using the internet?

- Desktop or Laptop Computer (54%)
- Mobile Phone (61%)
- Tablet (42%)

## What is your main mode of transport?

- Car - owned or leased (89%)
- Car - lifts from friends or family (7%)
- Bus or Tram (7%)
- Taxi (6%)
- Train or Underground (4%)
- Bicycle (1%)
- E-Bike (1%)
- Powerchair or scooter (21%)
- Walking (4%)

# EUAN'S GUIDE IS THE AWARD-WINNING DISABLED ACCESS CHARITY.

Euan's Guide is the award-winning disabled access charity. We're best known for EuansGuide.com, a go-to website where disabled people, their families, friends and carers can find and share disabled access information. We often get told that one review from someone with similar access requirements can give someone else enough confidence to visit somewhere new.

We make tens of thousands of toilers safer, run the UK's largest and longest running Access Survey, and increase the confidence and life skills of disabled people through our volunteering programme. We also provide on and offline communities where disabled people share peer advice, support and information.

Euan MacDonald, co-founder of Euan's Guide said: "We started the Access Survey to find out what disabled people thought about disabled access in the UK, and with the support of Motability Operations this has enabled us to amplify the voice of disabled

people. The pandemic has had a massive impact on everyone, but especially disabled people. The majority of respondents thought disabled access got worse due to COVID, we have heard and continue to hear concerns from our community about social distancing, mask wearing and access to accessible toilets. However, there have also been things that have changed for the better, such as remote working and studying becoming the accepted norm and online screenings meaning that events and performances can be more accessible to many disabled people. These results emphasise that we at Euan's Guide still have a lot of work to do. We can't do it alone though, we need your help. If you are a disabled person, friend or family member, please share your disabled access experiences so more people can find accessible places to go. Likewise, if you own, run or work with a venue please ensure that you are promoting your welcome to disabled visitors."

# THE MOTABILITY SCHEME.

## About Motability Operations and the Motability Scheme:

- The Motability Scheme is the UK's leading car scheme for disabled people and has been providing affordable, convenient, worry-free motoring for over 40 years.
- The Motability Scheme enables people to get mobile by exchanging their mobility allowance to lease a new car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair.
- When leasing a Motability Scheme car, insurance for three named drivers, servicing and maintenance, full RAC breakdown assistance, tyre and windscreen replacement and 60,000 mileage allowance over three years are all included in the cost of the lease. A range of popular car adaptations are also available at no additional cost.
- When leasing a scooter or powered wheelchair, insurance, breakdown assistance, servicing, maintenance and repairs and tyre and battery replacement are all included in the cost of the lease. Pricing is standard nationwide.

- A wide range of 'green' vehicles with emissions of 100g of CO2 per km or less are available through the Scheme.
- Motability is a Registered Charity in England and Wales (number 299745) and is authorised and regulated by the Financial Conduct Authority (reference number 736309). Motability provides a range of grants to individuals and organisations, including Scheme customers, who would otherwise be unable to afford the mobility solution they need.

## Lisa Thomas, Chief Marketing Officer at Motability Operations, said:

"AT MOTABILITY OPERATIONS WE'RE PASSIONATE ABOUT PROVIDING WORRY-FREE MOBILITY, FOR DISABLED PEOPLE, THROUGH THE MOTABILITY SCHEME. WE WERE DELIGHTED TO SUPPORT THE EVAN'S GUIDE ACCESS SURVEY THIS YEAR AND WHILE THERE ARE POSITIVES IN THE RESULTS, SOME FINDINGS ARE A BIT DISAPPOINTING. WE KNOW FROM OUR CUSTOMERS THAT THE BENEFITS OF BEING ABLE TO GET OUT AND ABOUT AND ENJOY FREEDOM, CANNOT BE UNDERSTATED AND PARTICULARLY AFTER THE LAST TWO YEARS OF COVID LOCKDOWNS. WE HOPE THAT THE RESULTS OF THIS SURVEY HELP TO HIGHLIGHT WHERE IMPROVEMENTS NEED TO BE MADE AND DRIVE REAL CHANGE."



ACCESS  
SURVEY



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