The Access Survey.

We asked…

Have you ever tried to find disabled access information about a venue before you visited it?

Yes 95% No 5%

Have you ever found accessibility information on a venue’s website to be misleading or inaccurate?

Yes 87% No 13%

Have you ever had a trip ruined by inaccurate accessibility information?

Yes 73% No 27%

Are you generally satisfied with the level of accessibility provision you find at venues?

Yes 24% No 76%

In your experience, which of the following would you rate as having ‘poor’ or ‘good’ accessibility?

Pubs & bars Poor 69% Good 11%

Cinemas & theatres Poor 19% Good 57%

Hotels Poor 43% Good 28%

Museums and art galleries Poor 15% Good 57%

Concert halls and live music venues Poor 22% Good 40%

Hospitals and healthcare Poor 14% Good 64%

Restaurants Poor 60% Good 10%

Cafes and coffee shops Poor 75% Good 7%

Shops Poor 83% Good 14%

Private businesses Poor 53% Good 2%

Public and council buildings Poor 21% Good 45%

Sport and leisure venues Poor 18% Good 26%

Airports and stations Poor 15% Good 44%

How likely are you to return to venues that have good accessibility?

Very likely 78%

Likely 18%

Not sure 3%

Not relevant to me 3%

When ‘out and about’, most of the time I am...

With friends & family 75%

With a carer or PA 13%

By myself 14%

How can venues improve their accessibility?

Environmental changes 87%

Staff training 76%

Provision of information 67%

Signage 50%

What factors influence your decision to visit somewhere?

Knowing you can get into and around the venue 86%

Knowing that there is an accessible toilet 72%

Knowing that you can park nearby 64%

Knowing that you can get there on public   
and community transport 18%

Knowing that information is available in a

format you can use 16%

Knowing that staff are helpful and friendly 63%

How do you find out the information you need to plan a visit?

Word of mouth 50%

Telephoning the venue directly 52%

The venue’s website 67%

Internet search 57%

Social media 27%

Newspapers and TV 1%

Community groups and clubs 8%

Are you...

A disabled person 65%

Family member of a disabled person 22%

Friend of a disabled person 12%

Carer or PA 5%

Teacher, Social Worker or Healthcare Professional 3%

I’d rather not say 1%

Other things you told us...

* More than anything I want staff in all these places to be trained in Disability Awareness and personally in Deaf Awareness
* Your guide is a great idea , public awareness of disability must be raised. My life is restricted by lack of disabled access and provision. It takes a lot of research to arrange a trip out with mobility scooter.
* All listings for hotels, restaurants, bars etc should have access information as a requirement.
* Some places have a strange perception of what accessibility actually means! Things like not enough space to manoeuvre a wheelchair through the obstacle course of a shop, accessible toilets you can’t actually turn a wheelchair in which are without any grab rails...just a bit more thought would make accessibility a reality!
* The sort of things people miss is in the nitty gritty of getting around e.g. lifts where there is little or no room to turnaround or where the width or depth does not take into account handles etc.
* As part of a band often 20-30 of us are gigging and look for a pub/restaurant to visit afterwards, to accommodate my needs the while group choses somewhere accessible every time.
* Asking disabled people themselves!! I visited a venue with a lovely ramp but a door that opened outwards and blocked said ramp so they had tried but access was impossible!

About Euan’s Guide

* Euan’s Guide is the disabled access review website & app
* Reviews are written by disabled people, their families, friends and carers
* The site was founded by Euan MacDonald, himself a powerchair user
* The site went live on 1 November 2013 and so far has over 1300 places on the site in more than 350 towns & cities
* Euan’s Guide is endorsed by Professor Stephen Hawking and JK Rowling and has been featured by the BBC, The Guardian, The Independent and The Times Magazine
* After winning their Infinity Lab People’s Choice competition, Euan’s Guide are also being supported by BT

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About Disabled Access Day

* The first Disabled Access Day is taking place on 17 January 2015
* We are asking disabled people and your friends and families to visit somewhere that you’ve never been before
* Whether local or further afield, whether a cinema, coffee shop, sports centre or anywhere else, take some family or friends or make a day of it and get a group together to discover somewhere new!

[www.DisabledAccessDay.com](http://www.DisabledAccessDay.com)

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