# The Access Survey 2016

We asked:

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

Yes 93% No 7%

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

Yes 82% No 18%

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

Yes 68% No 32%

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

Yes 35% No 65%

## Has a lack of an accessible toilet ever stopped you from going to a venue?

Yes 66% No 34%

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

Pubs & bars

Good 12% Poor 77%

Cinemas & theatres

Good 52% Poor 27%

Hotels

Good 42% Poor 34%

Museums and art galleries

Good 57% Poor 17%

Concert halls and live music venues

Good 28% Poor 32%

Hospitals and healthcare

Good 67% Poor 8%

Restaurants

Good 15% Poor 54%

Cafes and coffee shops

Good 15% Poor 69%

Shops

Good 23% Poor 79%

Private businesses

Good 3% Poor 54%

Public and council buildings

Good 52% Poor 12%

Sport and leisure venues

Good 32% Poor 20%

Airports and stations

Good 43% Poor 22%

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

Very likely

82%

Likely

14%

Not sure

1%

Not relevant to me

3%

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

With friends & family

78%

With a carer or PA

25%

By myself

25%

## How can venues improve their accessibility?

Environmental changes

86%

Staff training

78%

Provision of information

68%

Signage

50%

## What factors influence your decision to visit somewhere?

Knowing you can get into and around the venue

87%

Knowing that there is an accessible toilet

72%

Knowing that you can park nearby

56%

Knowing that you can get there on public and community transport

31%

Knowing that information is available in a format you can use

29%

Knowing that staff are helpful and friendly

57%

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

Word of mouth

49%

Telephoning the venue directly

50%

The venue’s website

90%

Internet search

61%

Euan’s Guide

57%

Social media

25%

Newspapers and TV

3%

Community groups and clubs

17%

## The Access Survey 2016 was completed by respondents who self identified as:

A disabled person

85%

Family member of a disabled person

21%

Friend of a disabled person

8%

Carer or PA

3%

Teacher, Social Worker or Healthcare Professional

1%

I’d rather not say

13%

## Other things you told us...

* Accessibility and information relating to it is definitely improving.
* Often the problem is just lack of thought or understanding e.g. putting a table too close to the disabled toilet door so you can’t get in, or putting an advertising board or product display in just the wrong place - really simple things to sort out that don’t cost a penny.
* I almost never use public transport because it’s inaccessible and the promised toilets aren’t reliably there.
* I find a lot of websites say to call for information about access, or if you’re going to the theatre/cinema you have to call to book, but I don’t really like using the phone so I can’t buy wheelchair tickets when only a phone number is provided.
* Venues need training in how to write access information and make it easily available. That way visitors can make decisions about visiting without having to track down the information.
* I believe that environmental changes only take the access improvements so far. It’s the knowledge and attitude of the staff involved that allows every visitor to have an equal experience. For example, things like knowing how to work the lifts, knowing where the accessible toilets are and knowing how to work the hearing loop are essential.
* Access statements are ok, but more needs to be done to raise awareness amongst disabled people that they exist.
* A general statement like ‘we have disabled access’ isn’t very helpful, one size doesn’t fit all.

## About Euan’s Guide

* Euan’s Guide is the disabled access review website and app
* Reviews are written by disabled people, their families, friends and carers
* The site was founded by Euan MacDonald and his sister Kiki
* Euan is a powerchair user and wanted to hear from other disabled people about accessible places to go
* The site went live on 1 November 2013 and now has thousands of disabled access reviews and listings in towns and cities across the UK and beyond
* 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

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## About Disabled Access Day

* The next Disabled Access Day is taking place on 10-12th March 2017
* Disabled Access Day is all about ‘you and somewhere new’
* Events include BSL interpreted talks, sensory trails, accessible boating, audio described tours and more
* Whether local or further afield, 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 celebrate accessibility on Disabled Access Day!

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

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