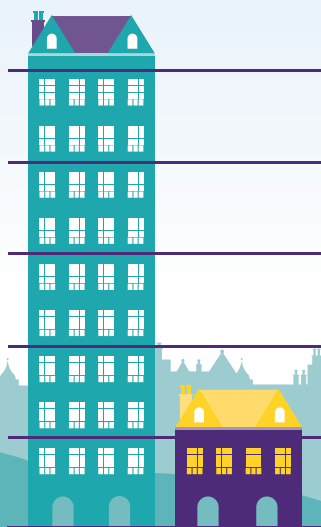


Euan's Guide Access Survey 2023

Supported by Motability Operations

Published February 2024



GUIDE
EUAN'S

ACCESS
SURVEY

Supported by:



Motability
Operations



Hello, and welcome!

2023 was the ninth annual Access Survey by the award-winning disabled access charity Euan's Guide, and the third year that the survey was supported by Motability Operations, the company behind the Motability Scheme.

Our partnership means we've been able to reach over 6,000 people who took part in the survey this year, reinforcing the Euan's Guide Access Survey as the largest of its kind in the UK.

The cost of living crisis was a key element of the survey for a second year, showing that our community of disabled people, their families, friends and carers, are still being disproportionately affected. In response to the Access Survey, 61% said they are cutting back on their energy usage and 50% said they are concerned about their energy usage.

The full results of the Access Survey, including cost of living and disabled access, have been published and are available at <https://www.EuansGuide.com/AccessSurvey>. Key findings are included in this document.

The focus of the Access Survey continues to be to give people with experience of disabled access an opportunity to share their views. The 2023 Access Survey results found that:

- 91% of respondents said they try to find disabled access information before visiting a new place, yet 76% said they've found the information on a venue's website to be misleading, confusing or inaccurate.
- 86% said they check a venue's website before visiting a new place, yet 79% said they'd experienced a disappointing trip or had to change their plans because of poor accessibility.
- 59% said that if a venue has not shared its disabled access information they avoid going because they assume it is inaccessible.

Euan's Guide was set up to combat the problem of poor or unavailable disabled access information. The website, www.EuansGuide.com, is a place for disabled people to find and share disabled access information.

We're grateful to everyone who took part in this year's Access Survey – thank you!

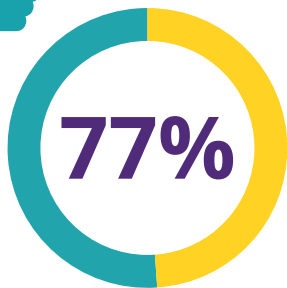
The Access Survey



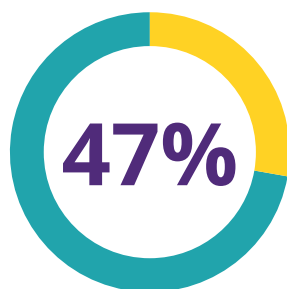
- 76% found accessibility information on a venue's website to be misleading, confusing or inaccurate
- 79% have experienced a disappointing trip or having had to change plans due to poor accessibility.



- 91% try to find disabled access information before visiting a new place
- 59% avoid going to a venue if it has not shared its disabled access information because they assume it's inaccessible.



- 77% are more likely to visit somewhere new if they can find relevant access information
- 76% said accurate disabled access information improves confidence when visiting somewhere new



- 62% are more likely to visit somewhere new if they can see what others have said beforehand
- 47% are very likely to share their experiences of disabled access with others

6000+
RESPONDENTS

98%
DISABLED PEOPLE

- The Euan's Guide Access Survey supported by Motability Operations Ltd was conducted in Autumn 2023.
- There were over 6,000 respondents and 98% respondents self identified as a disabled person.

Full Results

Cost of Living

How have rising costs impacted you on a daily basis?

They have not impacted me on daily basis	11%
I have started to make different choices when buying things	76%
I have a bigger debt	14%
I'm in debt for the first time	10%

Please tell us about your energy bills

I am not concerned about my energy bills	5%
I am concerned about my energy bills	50%
I am cutting back on my energy usage	61%
I am using the same amount of energy	10%
I am using more energy	7%
Not applicable to me	2%

Please tell us about your grocery bills?

I am not concerned about my grocery bills	6%
I am concerned about my grocery bills	51%
I am cutting back on groceries spending	61%
I am buying the same amount of groceries	12%
I am buying more groceries	1%
Not applicable to me	1%

Please tell us about your vehicle costs?

I am not concerned about my vehicle costs	17%
I am concerned about my vehicle costs	37%
I am cutting back on vehicle costs	28%
I am spending the same on my vehicle costs	15%
I am spending more on my vehicle costs	18%
Not applicable to me	9%

Please tell us about your participation in leisure and recreation activities?

I am doing more than I was before	3%
I am doing as much as I was before	11%
I am doing less than I was before	50%
I am spending more on leisure and recreation	6%
I am spending the same on leisure and recreation	7%
I am spending less on leisure and recreation	36%

COVID

In terms of Covid..

You (or someone you live with) were shielding	60%
You (or someone you live with) are currently shielding?	4%
You (or someone you live with) are currently taking Covid precautions when out and about	31%
None of the above	26%

In terms of Covid..

I am less likely to visit new places	57%
I am just as likely to visit new places	38%
I am more likely to visit new places	4%

Disabled Access

In the past year, do you feel that there has been any change to overall levels of access for disabled people in the UK?

Access has improved	7%
Access has stayed the same	59%
Access has got worse	34%

Thinking about accessibility, how confident are you about visiting new places?

Very confident	2%
Moderately confident	17%
Neither confident nor unconfident	23%
Moderately unconfident	34%
Very unconfident	23%

What would help improve your confidence when visiting new places?

Accurate disabled access information	76%
Easily available disabled access information	68%
Local disabled access information when out and about	54%
Recommendations from friends or family	28%
Reviews from other disabled people	51%
Easy and accessible transport links	34%
Accessible parking	75%
Accessible toilets	76%
Changing Places toilet	17%

When visiting a new place, do you try to find disabled access information about it beforehand?

Yes	91%
No	9%

If yes, how do you find this information?

I contact the venue directly	43%
I check their website	86%
I ask friends, community groups or other people	20%
I use Euan's Guide	13%
I search the internet	56%

If you have used a venue's website to check disabled access before visiting, have you ever found the information to be misleading, confusing or inaccurate?

Yes	76%
No	24%

Have you ever experienced a disappointing trip or had to change your plans because of poor accessibility?

Yes	79%
No	21%

What are the barriers to access that you commonly find when out and about?

I couldn't get into the venue (e.g. lack of automatic doors, ramp or directions)	46%
I couldn't get around the venue (e.g. lack of lifts, narrow corridors, too little space or poor layout)	63%
I was not able to participate in the same way as others (e.g. can't take part in the activity)	49%
The environment made me uncomfortable (e.g. too loud, bright or overstimulating)	27%
The facilities weren't what I expected (e.g. lack of hoist, faulty equipment, broken lift)	38%
There were no alternative formats to suit my requirements	19%
There was no access to a toilet that suits my requirements	41%
Staff attitudes or not getting the required assistance from staff	40%
Staff being unsure how to work equipment (e.g. such as portable ramps, hearing loops)	17%
A lack of accessible transport options to the venue	23%
A lack of appropriate parking available	67%

I am more likely to visit somewhere new if...

I can find relevant access information about the venue	77%
I feel welcomed by staff or the venue appears to care about accessibility	62%
It has been recommended to me by someone with similar requirements	56%
I can see pictures and read what others have said beforehand	62%

If a venue has not shared its disabled access information I...

Avoid going because I assume it is inaccessible	59%
Phone or email the venue to check accessibility	46%
Check Euan's Guide to see if it has been reviewed	14%
Take a chance and go anyway	13%

How likely are you to share your experiences of disabled access with others?

Very likely	47%
Moderately likely	28%
Neither likely nor unlikely	17%
Moderately unlikely	4%
Very unlikely	4%

When somewhere has good accessibility do you...

Tell the venue	51%
Tell others about it	67%
Make a return visit	54%
Review it on Euan's Guide	6%
Share it on social media	26%

When somewhere has bad accessibility do you...

Tell the venue	67%
Tell others about it	71%
Review it on Euan's Guide	6%
Share it on social media	30%

What is your main mode of transport?

Car – owned or leased	94%
Car – lifts from friends or family	15%
Bus or Tram	14%
Taxi	13%
Train or Underground	11%
Bicycle	0%
E-Bike	0%
Powerchair or scooter – Powerchair	14%
Scooter	25%
Walking	10%

In your experience, how would you rate the accessibility of the following types of places?

Most are	Excellent	Good	Average	Poor	Very Poor	Don't know
Pubs and bars	3%	23%	37%	16%	5%	15%
Cafes and restaurants	4%	29%	45%	15%	4%	4%
Shops	5%	31%	40%	16%	5%	2%
Museums and art galleries	9%	33%	19%	5%	2%	33%
Historic attractions	3%	18%	26%	18%	8%	28%
Visitor attractions	3%	26%	35%	11%	3%	22%
Cinemas and theatres	8%	32%	25%	9%	4%	21%
Concert halls and music venues	5%	22%	22%	10%	5%	35%
Events and festivals	2%	10%	18%	14%	8%	48%
Hotels	6%	34%	33%	10%	3%	14%
Sporting stadiums	3%	12%	14%	7%	3%	60%
Leisure and sports centres	5%	20%	20%	7%	3%	45%
Transport hubs	5%	24%	26%	14%	7%	25%
Outdoor	3%	21%	32%	19%	8%	17%
Hospital and healthcare venues	24%	45%	22%	6%	3%	1%
Public and council buildings	7%	32%	31%	10%	4%	16%
Banks and Building Societies	7%	32%	31%	10%	4%	16%

Accessible Toilets

Have you ever come across an accessible toilet that you were unable to use?

Yes	71%
No	29%

What are the most common problems you encounter with accessible toilets?

Not enough space	42%
The layout	32%
Wheelchair transfer space obstructed	24%
Too many things in the way making it difficult to manoeuvre	35%
Dirty	67%
Not having the right equipment or it has not been installed correctly	13%
Confusing signage	7%
Lack of visual contrast	4%
No tactile guidance	4%
Getting in and out	31%
No Changing Places facilities	11%
Don't know	4%

Have you ever avoided going somewhere because...

You knew it didn't have an accessible toilet	76%
You couldn't find information about an accessible toilet	49%
You knew it didn't have a Changing Places toilet	10%
You couldn't find any information about a Changing Places toilet	14%

Have you ever had to use an emergency cord to call for help?

Yes	11%
No	89%

About you

Where do you live?

England	78%
Scotland	13%
Wales	6%
Northern Ireland	3%

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

With friends or family	74%
With an unpaid or family carer	28%
With a carer or PA	11%
By myself	28%
With a club or group	3%

Are you...

A disabled person	98%
Family member or friend of a disabled person	11%
Unpaid or family carer	7%
Carer or PA	1%
Of retirement age	16%
Teacher, Social Worker or Healthcare Professional	1%
I'd rather not say	1%

Do you use or have experience of:

Wheelchair	57%
Powerchair	21%
Mobility Scooter	42%
Walking Aid	66%
Symbol Cane	2%
Long Cane	5%
Assistance Dog - Visual Impairment	1%
Assistance Dog - Other	3%
Sign Language	3%
Hearing Aid or Cochlear Implant	12%
AAC	1%
Hidden Impairment	16%
Speech Impairment	4%
PMLD	0%
Autism	11%
Dementia	4%
Learning Disability	10%
Changing Places Toilet	8%

Euan's Guide

Euan MacDonald, founder of Euan's Guide, said:

"It's really saddening to see that disabled people are still being disproportionately affected by the cost of living crisis, with some even being forced to sell their homes to be able to survive.

"The survey results also tell us that disabled people need more disabled access information and that businesses don't appreciate the importance of sharing their disabled access information. Businesses are undervaluing disabled people, in both social inclusion and spending power.

"We're delighted to be working with Motability Operations for a third year. We're proud to be amplifying the voices and experiences of disabled people through the Access Survey, which is vital in establishing how disabled people feel about disabled access and the cost of living crisis."

About us

Euan's Guide is the award-winning disabled access charity. We're best known for EuansGuide.com, the disabled access review website, and we make tens of thousands of accessible toilets safer as well as running the UK's largest Access Survey – and lots more!

The charity was founded in 2013 by Euan MacDonald MBE, a powerchair user, and his sister Kiki after Euan was diagnosed with Motor Neuron Disease. They discovered how the lack of disabled access information made everyday experiences stressful and Euan's Guide was born after discovering that other disabled people experienced the same challenges.

We're a small but mighty charity and we believe in making the world more accessible one review at a time. We're often told that just one review can give someone else enough confidence to visit somewhere new.

Euan's Guide is opening doors for disabled people to find great places to go. By breaking down barriers of exclusion, it gives everyone the freedom to explore.



@EuansGuide

Motability Operations

Andrew Miller, CEO of Motability Operations, said:

“Motability Operations is a proud supporter of the Euan’s Guide Access Survey. It’s great so many of our customers took part in the survey and made their voices heard, and we look forward to our continued work with the organisation.”

About Motability Operations and the Motability Scheme

- We are the commercial company that delivers the Motability Scheme to over 700,000 disabled people and their families, helping them access independent mobility.
- Since we began running the Motability Scheme 45 years ago, we have helped more than 5 million people get moving. People who receive higher or enhanced mobility allowance can join the scheme. They decide to use their allowance to choose from a wide range of cars, wheelchair accessible vehicles, powered wheelchairs or scooter.
- Our scale and relationship with manufacturers makes sure we provide the very best technology and design.
- Customers lease their vehicle for 3-5 years in a worry-free package that includes insurance, servicing, tyres and breakdown cover. At the end of the lease they can choose a brand-new vehicle and we remarket their old vehicle at the best possible price. We are the largest supplier of used cars in the UK.
- We don’t pay shareholder dividends and the money we make is invested back into benefitting our customers and disabled mobility.
- We pride ourselves on knowing and understanding our customers and have exceptional customer service at the heart of everything we do. We have an average of 9.6/10 customer satisfaction rating.