



The Access Survey

2017

EUAN'S ^{GUIDE}



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Euan's Guide is the review website where disabled people, friends, family and carers find and share information on disabled access around the world.

Introduction

In the autumn of 2017, we launched The Access Survey 2017 to find out what disabled people think about accessibility in public places. The survey was created for anybody who has ever had to consider disabled access before going somewhere, whether that be a cafe, museum, hotel or anywhere else. The responses revealed the good and the bad situations that arise when visiting places as a disabled person.

While many of the responses suggested areas for improvement, there were an encouraging number of people sharing their experiences of excellent accessibility.

We hope that the findings of this survey will help to raise awareness of the importance of accessibility and disabled access information. Thank you to everybody who took part in The Access Survey 2017!

Euan and the team

Key Findings

95%

Try to find disabled access information about somewhere before visiting for the first time.

92%

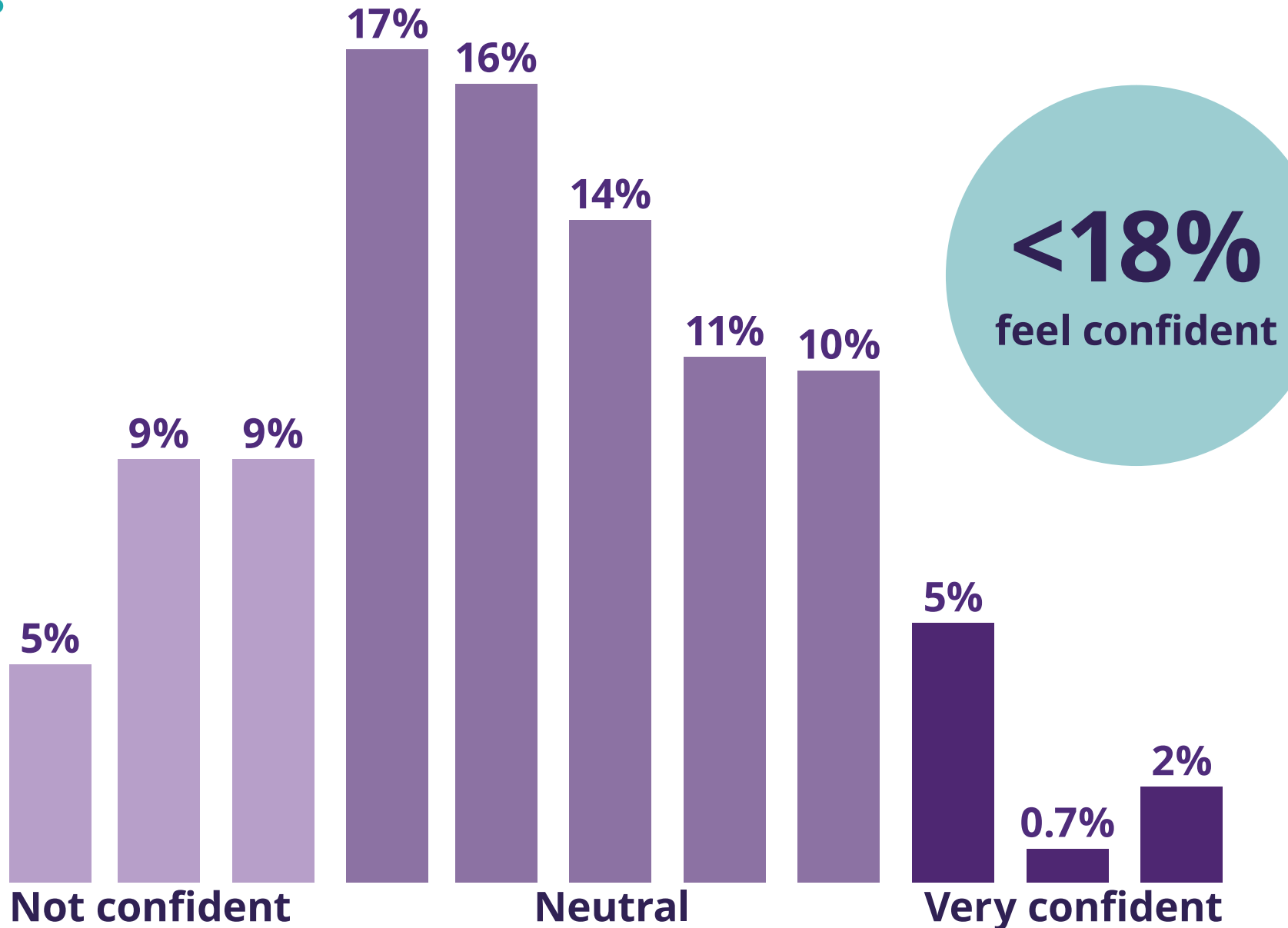
When thinking about accessibility, say that they do not feel very confident about visiting new places.

83%

Have experienced a disappointing trip or had to change plans last minute because of poor accessibility.

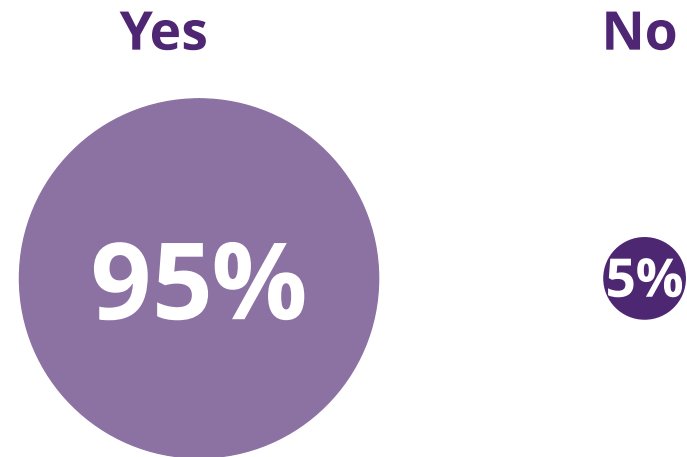
We asked...

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



We asked...

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



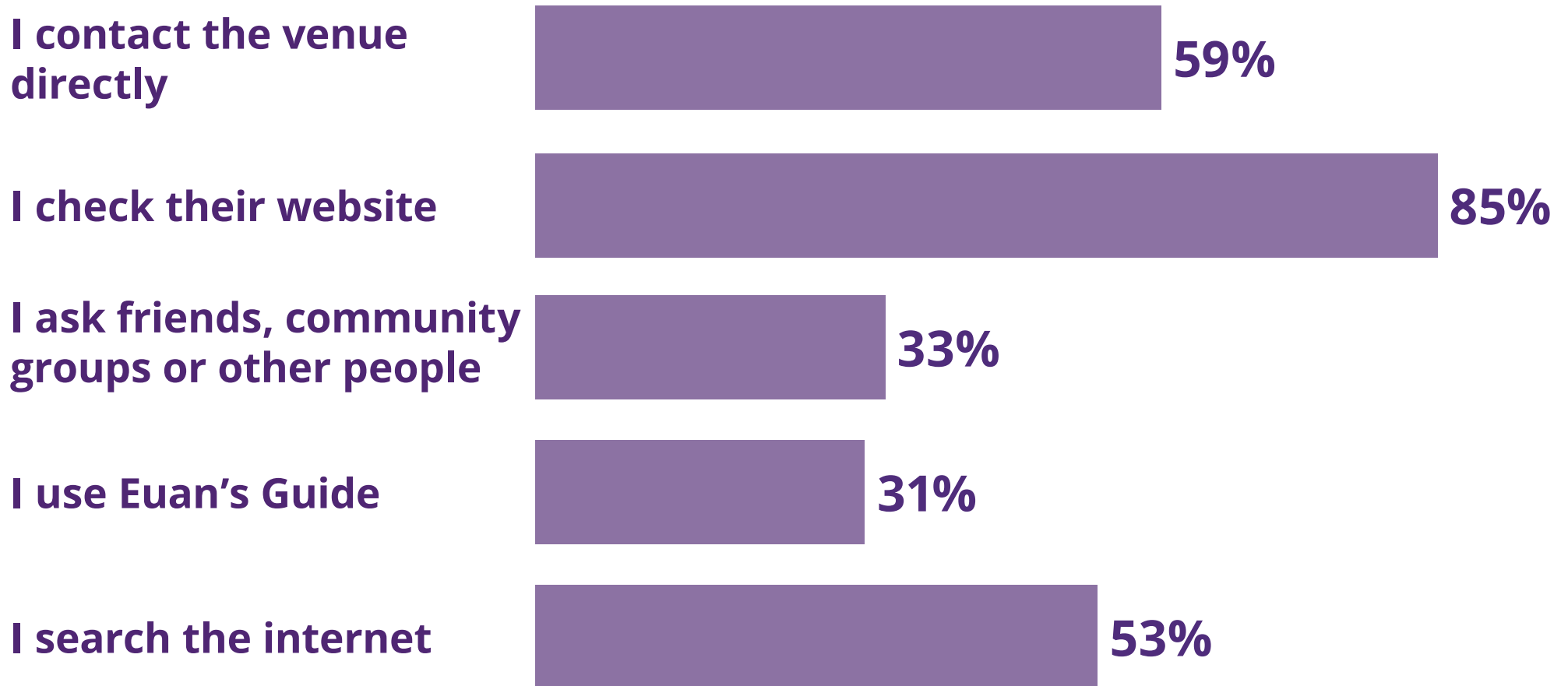
If you have used a venue's website to check disabled access before visiting, have you ever found the information to be misleading, confusing or inaccurate?



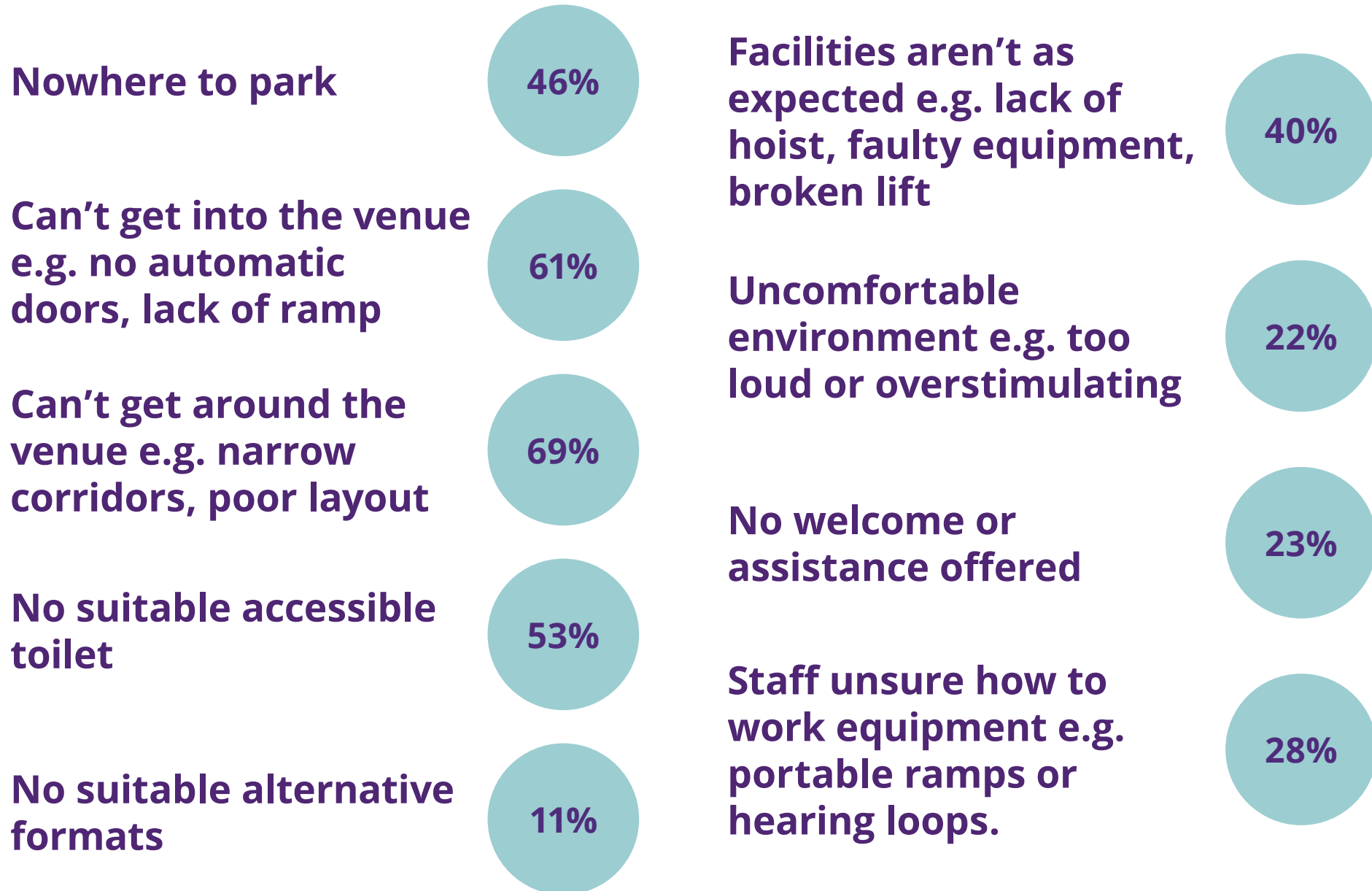
Have you ever experienced a disappointing trip or had to change your plans last minute because of poor accessibility?



How do you find information about disabled access before visiting somewhere?



What makes places difficult to access?



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

I can find relevant access information about the venue



I feel welcomed by staff or the venue appears to care about accessibility



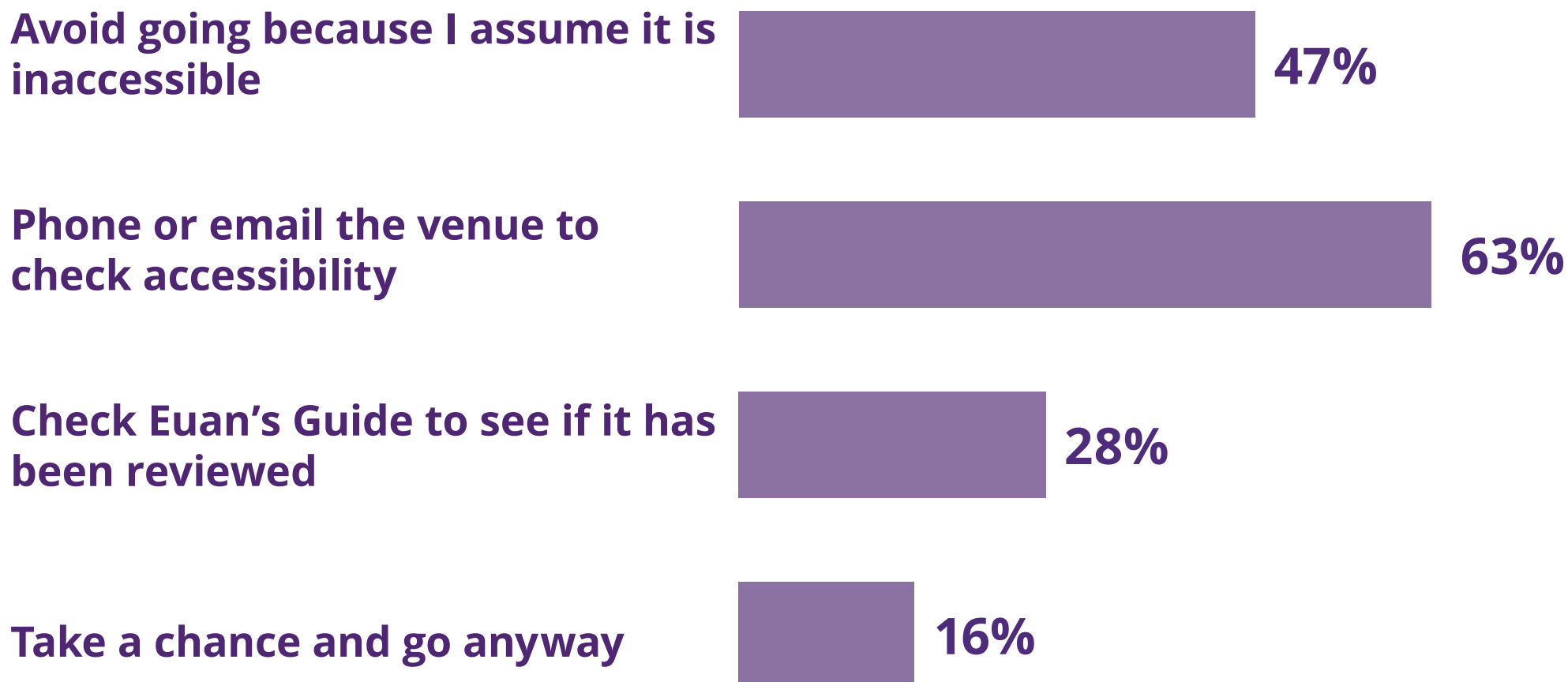
It has been recommended to me by someone with similar requirements



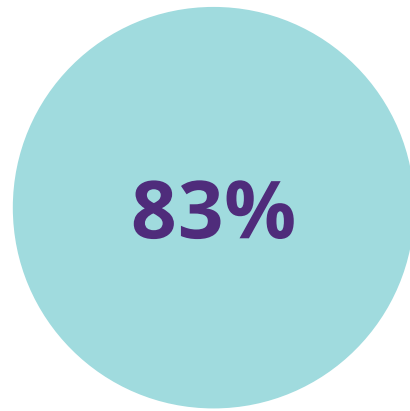
I can see pictures and read what others have said beforehand



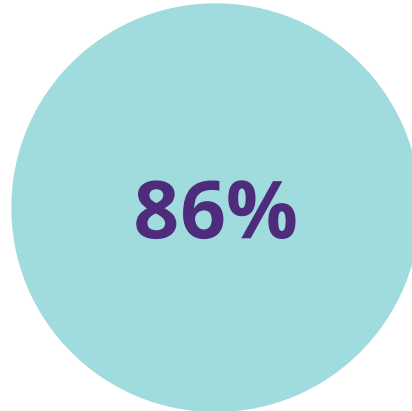
If a venue has not shared its disabled access information I...



When somewhere has good accessibility I...



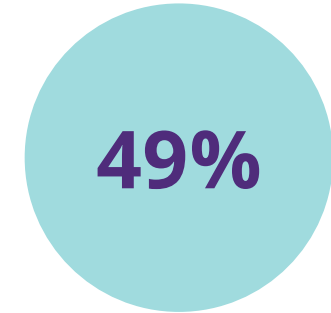
**Tell others
about it**



**Make a
return visit**

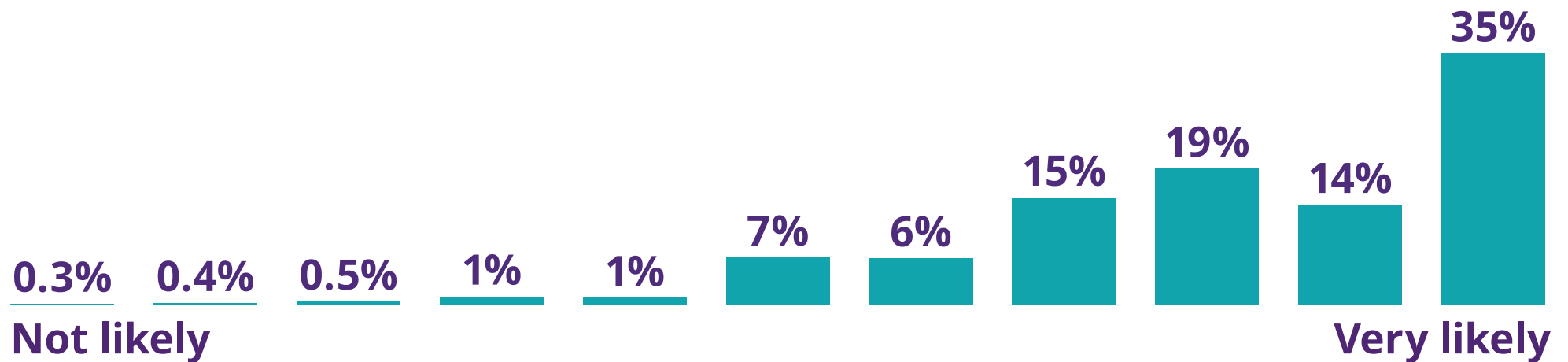


**Review it on
Euan's Guide**

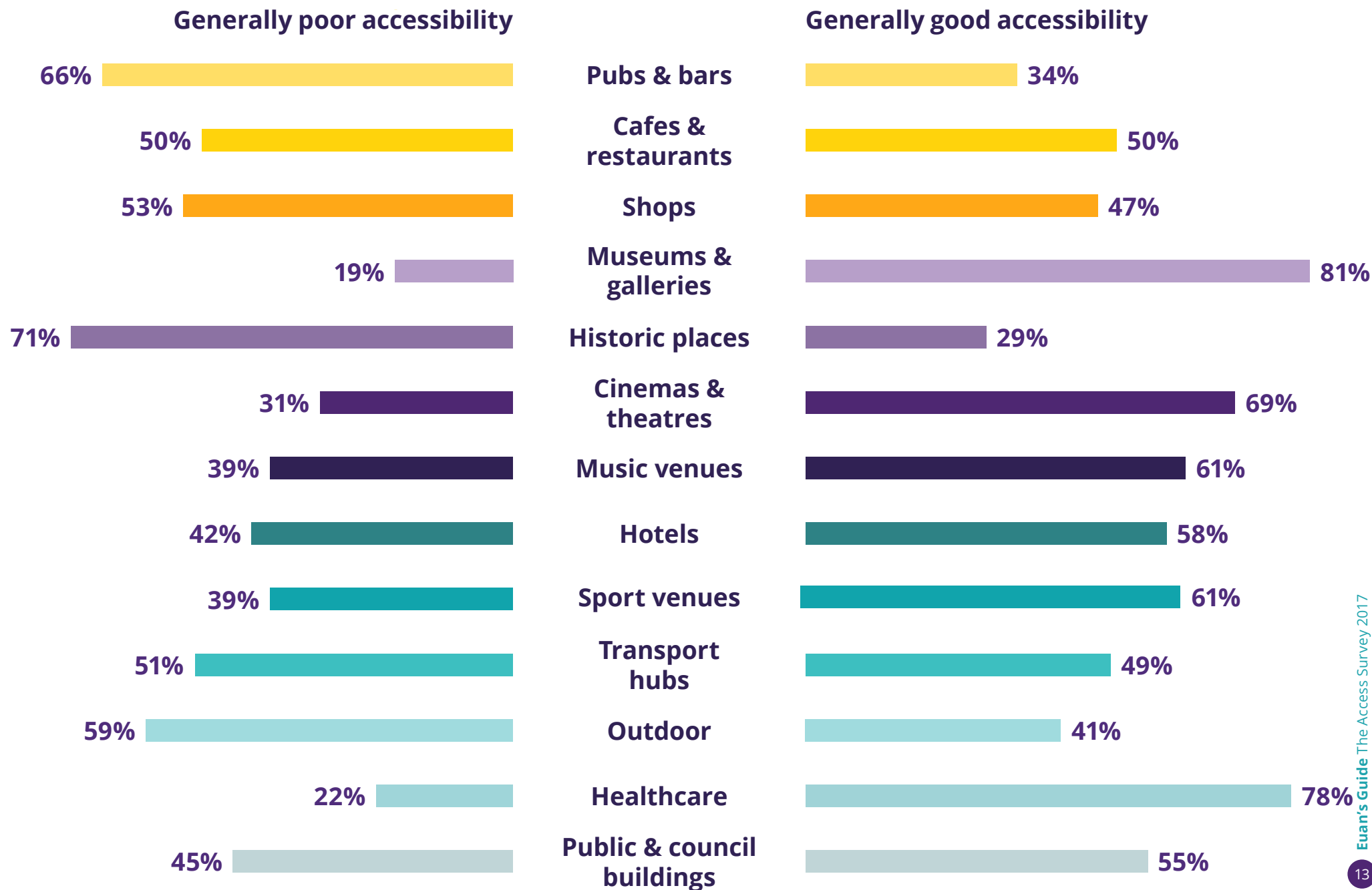


**Share it on
social media**

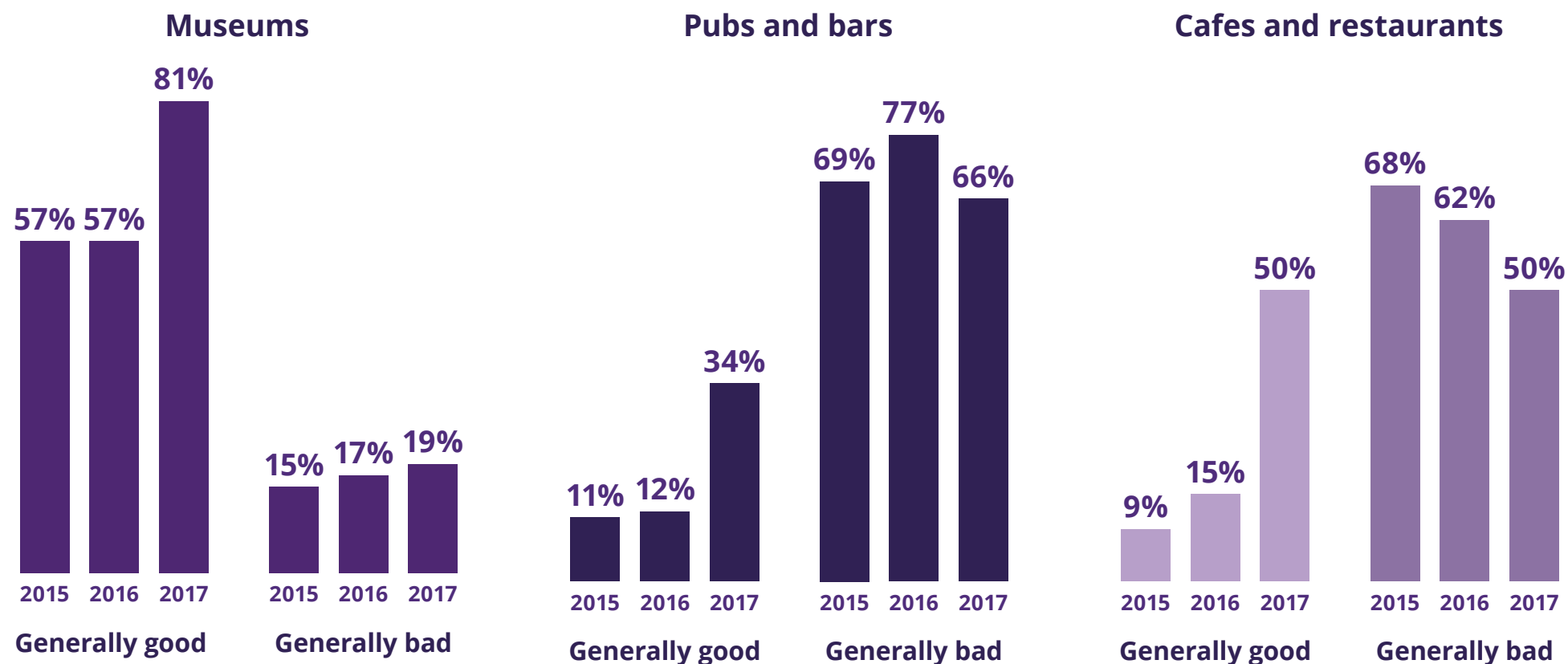
How likely are you to share your experiences of disabled access with others?



How do different places compare?



Have opinions changed?



- More people think access in museums is generally good.
- Pubs are viewed as generally more accessible than they have been in previous years.
- Cafes and restaurants are improving, but opinions are more divided than in previous years.
- Opinions are most divided about transport, hotels and music venues.
- Consistency is lacking between venues, and this makes it difficult for disabled people to know what to expect when visiting somewhere new for the first time.

Around the country...

Participants in Northern Ireland are more likely to research somewhere's accessibility before visiting*.







Confidence about visiting new places is lowest in Wales when thinking about accessibility.

People in Scotland are more likely to share their experiences of disabled access with others.

Staff welcome was more important to participants in England than elsewhere in the UK.

*There was a small sample size for Northern Ireland.

You also told us...

-  "My main issue is that disabled toilets are often full of junk and sometimes people have to be moved to allow access to the toilet. It's embarrassing and makes you feel like a second class citizen."
-  "Websites which don't include information about accessibility make me assume they are inaccessible."
-  "I live in a small village and most of the local pubs and restaurants are not accessible."
-  "Even if access is not great, the places we return to are the ones that listen and try to improve things."
-  "Museums are leading the way we find, followed by theatres and cinemas."
-  "Biggest obstacle is heavy doors on the outside or inside of buildings - even in an otherwise accessible venue."



“Even when there are disabled parking spaces, the venue often doesn’t understand what is needed.”



“My local nature parks used to be accessible, but they’ve changed some of the gates and now I can’t get access.”



“I think that generally things are improving for disabled people. There is still a long way to go but it is getting better. We are heading in the right direction.”



“I’m autistic, so it really helps me to see photos, floor plans, detailed information and reviews of places before I go there.”



“Places need to realise that accessibility is far more than just ramps and lifts and accessible toilets. Those things can be great, but a place can still be completely inaccessible to me due to lighting, sound, the expectation for quiet or silence, different formats not being adequate.”

About Euan's Guide

- Euan's Guide is the disabled access review website.
- Reviews are written by disabled people, their families, friends and carers.
- The site was founded by Euan MacDonald MBE 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 in November 2013 and now has over 6,000 disabled access reviews and listings for places in the UK and beyond.
- Euan's Guide is endorsed by Professor Stephen Hawking and JK Rowling.



The Access Survey 2017 was carried out by Euan's Guide between October and December 2017. A total of 712 disabled people, their families and friends shared their opinions in this survey.

Euan's Guide also published a report into accessible toilets in 2017.
Read it at www.euansguide.com/toilet-survey.

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