# **The Euan's Guide Access Survey 2019**

Every year The Access Survey reveals what disabled people, their friends and families think about the standard of disabled access today.

When completing the survey we ask that you think specifically about the experiences you have had in 2019.

The survey may take over 15 minutes to complete but the information you provide is extremely useful and you can skip any question that you do not feel is relevant to you.

**Please edit this word document to show your responses to the survey questions.**

1. In the past year do you feel that there has been any change to overall levels of access for disabled people in the UK?
2. Access has improved
3. Access has stayed the same
4. Access has got worse
5. Other
6. Would you like to tell us more about the overall levels of access?

Can you explain why you have chosen that answer? Is there a specific example that comes to mind?

1. Thinking about accessibility, how confident are you about visiting new places
2. Very confident
3. Moderately confident
4. Neither confident nor unconfident
5. Moderately unconfident
6. Very unconfident
7. When visiting a new place, do you try to find disabled access information about it beforehand?
8. Yes
9. No
10. If yes, how do you find this information?

Choose as many as you like

1. I contact the venue directly
2. I check their website
3. I ask friends, community groups or other people
4. I use Euan's Guide
5. I search the internet
6. Other
7. 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?
8. Yes
9. No
10. Would you like to tell us more about your experience on venues’ websites?

What made the information misleading, confusing or inaccurate? Is there a specific example that comes to mind?

1. Have you ever experienced a disappointing trip or had to change your plans because of poor accessibility?
2. Yes
3. No
4. Would you like to tell us more about being disappointed or having to change your plans?
5. What are the main barriers to access that you face when out and about?

Choose as many as you like

1. I couldn’t get into the venue (e.g. lack of automatic doors, ramp or directions)
2. I couldn’t get around the venue (e.g. lack of lifts, narrow corridors, too little space or poor layout)
3. I was not able to participate in the same way as others (e.g. can't take part in the activity)
4. The environment made me uncomfortable (e.g. too loud, bright or overstimulating)
5. The facilities weren’t what I expected (e.g. lack of hoist, faulty equipment, broken lift)
6. There were no alternative formats to suit my requirements
7. There was no access to a toilet that suits my requirements
8. Staff attitudes or not getting the required assistance from staff
9. Staff being unsure how to work equipment (e.g. such as portable ramps, hearing loops)
10. A lack of accessible transport options to the venue
11. A lack of appropriate parking available
12. Other
13. Would you like to tell us more about the barriers to access that you face?
14. I am more likely to visit somewhere new if ...

Choose as many as you like

1. I can find relevant access information about the venue
2. I feel welcomed by staff or the venue appears to care about accessibility
3. It has been recommended to me by someone with similar requirements
4. I can see pictures and read what others have said beforehand
5. Other
6. If a venue has not shared its disabled access information I ...

Choose as many as you like

1. Avoid going because I assume it is inaccessible
2. Phone or email the venue to check accessibility
3. Check Euan's Guide to see if it has been reviewed
4. Take a chance and go anyway
5. Other
6. How likely are you to share your experiences of disabled access with others?
7. Very likely
8. Moderately likely
9. Neither likely nor unlikely
10. Moderately unlikely
11. Very unlikely
12. Would you like to tell us more about sharing your experiences?
13. When somewhere has good accessibility do you ...

Choose as many as you like

1. Tell the venue
2. Tell others about it
3. Make a return visit
4. Review it on Euan’s Guide
5. Share it on social media
6. Other
7. When somewhere has bad accessibility do you ...

Choose as many as you like

1. Tell the venue
2. Tell others about it
3. Review it on Euan’s Guide
4. Share it on social media
5. Other

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

In your answers consider what the accessibility has been like when you have visited these places in 2019. Please only complete those that apply to you (where you have visited this type of venue in the past year).

1. Pubs and bars
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Cafes and restaurants
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Shops
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Museums and art galleries
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Historic attractions
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know
8. Visitor attractions
9. Most are excellent
10. Most are good
11. Most are average
12. Most are poor
13. Most are very poor
14. Don’t know

1. Cinemas and theatres
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Concert halls and music venues
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know
8. Events and festivals
9. Most are excellent
10. Most are good
11. Most are average
12. Most are poor
13. Most are very poor
14. Don’t know

1. Hotels
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Sporting stadiums
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know
8. Leisure and sports centres
9. Most are excellent
10. Most are good
11. Most are average
12. Most are poor
13. Most are very poor
14. Don’t know

1. Transport hubs ( e.g. airports and train stations)
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Outdoor (e.g. parks, trails and nature reserves)
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Hospitals and healthcare venues
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Public and council buildings
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

1. Is there anything else you would like to add about specific types of places?
2. Most are excellent
3. Most are good
4. Most are average
5. Most are poor
6. Most are very poor
7. Don’t know

**Euan’s Guide will be selecting one National Venue of the Year as well as awarding Regional Venues of the Year. Are there any venues that you feel have gone above and beyond this year in terms of their accessibility?**

1. Please give the name and location of the venue you would like to nominate for National Venue of the Year 2019 as well as your reason for the nomination.
2. Please give the name and location of the venue you would like to nominate for Regional Venue of the Year 2019 as well as your reason for the nomination.

**We would now like to ask some questions about your experiences in accessible toilets**

1. Have you ever come across an accessible toilet that you were unable to enter?
2. Yes
3. No
4. What are the most common problems you encounter with accessible toilets?

Choose as many as you like

1. Not enough space
2. The layout
3. Too many things in the way making it difficult to manoeuvre
4. Dirty
5. Not having the right equipment or it has not been installed correctly
6. Confusing signage
7. Lack of visual contrast
8. No tactile guidance
9. Getting in and out
10. No Changing Places facilities
11. Don’t know
12. Other
13. Have you ever avoided going somewhere because you knew it didn’t have an accessible toilet?
14. Yes
15. No
16. Have you ever had to use an emergency cord to call for help?
17. Yes
18. No
19. 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)

1. Every day
2. Most days
3. Once a week
4. A few times a month
5. Once a month
6. A few times a year
7. Once a year
8. Less than once a year
9. Never
10. Other
11. What is the strangest thing you have ever found in an accessible toilet?

**You're almost done! We just have a few questions about you.**

We would appreciate if you could let us know where you live so that we can map what access is like across the county.

1. Where do you live?
2. England
3. Scotland
4. Wales
5. Northern Ireland
6. Republic of Ireland
7. Other
8. If you live in England, Scotland, Wales or Northern Ireland, please can you tell us which county you live in

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

Choose as many as you like

1. With friends or family
2. With a carer or P.A.
3. By myself
4. With a club or group
5. Other
6. Are you ...

Choose as many as you like

1. A disabled person
2. Family member or friend of a disabled person
3. Carer or PA
4. Teacher, Social Worker or Healthcare Professional
5. I’d rather not say
6. Other
7. What change would make the biggest difference to you getting out and about more easily?

1. Do you have anything else you would like to tell us?

1. I would like to:

Choose as many as you like

1. To be entered into the £25 Amazon voucher draw
2. To receive newsletters from Euan's Guide
3. To receive newsletters from Disabled Access Day
4. To receive a copy of the survey results
5. None of the above

1. Please enter your email address

(Leaving an email address is optional. If you do not provide a valid email address then we will be unable to enter you into the prize draw.)

1. This survey is being carried out by Euan's Guide and Disabled Access Day. The Access Survey is an annual survey which asks disabled people and those around them their views of disabled access provision. The results of this survey will be published in the 2019 Access Report and used online and in print. By clicking ‘I accept’ you agree that Euan's Guide and Disabled Access Day can anonymously publish any comments you have shared in this report. As the report is publicly available, these comments may also be shared by third parties.
2. I accept
3. I do not accept

# **End of survey Questions**

Please send your responses to [hello@euansguide.com](mailto:hello@euansguide.com) or post them to the following address:

Euan's Guide

CodeBase

38 Castle Terrace

Edinburgh

EH3 9DZ