2021 Euan’s Guide Access Survey
Large Print

Every year the Euan's Guide Access Survey reveals what disabled people and those closest to them think about the standard of disabled access today.

This survey is bigger than ever before - there is so much that has changed and so much that we would like you to tell us about!

The survey will take around 15-20 minutes to complete but the information you provide is extremely useful and you can skip any questions that you do not feel are relevant to you.

There are 6 sections:

Covid Concerns and Precautions

Disabled Access

Accessible Toilets

About Euan's Guide

About the Motability Scheme

About You

Everyone completing the survey gets entered into a draw to win one of five £25 Amazon vouchers.

Thank you so much for taking part in this year's Euan's Guide Access Survey supported by Motability Operations.

#

# Section 1 of 6 - Covid Concerns and Precautions

## What concerns do you have about visiting venues, places & spaces post lockdown? This includes visiting shops, food outlets, leisure centres, transport hubs, attractions, overnight accommodation and more. Check all that apply.

[ ] Social Distancing - other people not respecting distances

[ ] Social Distancing - not being able to see, understand or fit in defined spaces

[ ] Masks - people not wearing masks

[ ] Masks - being able to communicate while wearing masks

[ ] Toilets - venue toilets and public toilets being shut

[ ] Toilets - cleanliness

[ ] Cleanliness - regular cleaning of public places

[ ] Doors - having to touch doors that other people have touched

[ ] Lifts - having to share lifts with other people

[ ] Queuing or waiting - particularly in bad weather

[ ] Public Transport - how to get there safely

[ ] Focus on Cycling and Walking - not everyone can walk or cycle

[ ] Special Assistance - more people are going to need it

[ ] Accessible Seating - danger of venues removing chairs and rest stops

[ ] Instructions - lack of clear instructions or inaccessibility of instructions

[ ] Other – please write your answer in the space below

## Would you like to tell us more about any concerns you have?Please write your answer in the space below.

## What will make it easier and safer for you to visit venues, places and spaces post lockdown? Check all that apply.

[ ] Social Distancing - clear markings to encourage people to keep distance

[ ] Social Distancing - one way systems

[ ] Social Distancing - providing an accessible route that disabled people can navigate independently

[ ] Queuing - providing seating or shelter for queuing

[ ] Opening Times - providing 'quiet' or 'priority' opening times

[ ] Number of People - limiting the number of visitors at any one time

[ ] Masks - educate people that you still need to maintain distance even with a mask

[ ] Masks - requirement for staff and visitors to be wearing masks

[ ] Information - tell people what Covid precautions you have made before they visit

[ ] Access Information - including information on Covid precautions in their access information e.g. in their access guide or on their Euan's Guide listing

[ ] Temperature Checks - check temperature on arrival

[ ] Accessible Parking - making sure there is access to enough accessible parking bays

[ ] Doors - touch free doors

[ ] Sanitising Stations - with hand sanitiser and wipes - must be at an accessible height

[ ] Screens - screens at tills and information points

[ ] Food & Drink - contactless orders e.g. through an app

[ ] Food & Drink - reintroduce disposable cups and straws

[ ] Contactless - payments

[ ] Cordoned Off Areas - for visitors needing more space

[ ] Toilets - visible cleaning rotate and improved cleanliness

[ ] Accommodation - guarantee that it has been cleaned properly

[ ] Accommodation - guaranteed period between bookings

[ ] Staff - extra staff to provide Special Assistance / Access Buddy system

[ ] Staff - extra staff to restrict visitors in different areas

[ ] Lifts - restrict number of people

[ ] Easy way to request help

[ ] Order or Reserve in Advance - a way to do this

[ ] Other - please write your answer in the space below

## Would you like to tell us more about any precautions you would like venues to consider?

[ ] Which, if any, of these types of places / activities are you more likely than normal to visit or do?

[ ] Outdoor Areas (e.g. beaches, trails etc.)

[ ] Outdoor Leisure or Sports Activities (e.g. walking, cycling, swimming etc.)

[ ] Predominantly Outdoor Attractions (e.g. zoos, theme parks, playgrounds etc.)

[ ] Predominantly Outdoor Events (e.g. festivals, stadium matches etc.)

[ ] Predominantly Indoor or Covered Events (e.g. concerts etc.)

[ ] Predominantly Indoor or Covered Attractions (e.g. museums, cathedrals etc.)

[ ] Entertainment (e.g. theatre, cinema etc.)

[ ] Food and Drink (e.g. restaurants, cafes, bars etc.)

[ ] Health and Wellbeing Activities (e.g. spa/ beauty, retreat or meditation, indoor swimming)

[ ] Health Appointments (e.g. medical practice, hospitals)

[ ] Overnight Accommodation (e.g. hotels, self-catering etc.)

[ ] Other – please write your answer in the space below

## Which, if any, of these types of places / activities are you less likely than normal to visit or do?

[ ] Outdoor Areas (e.g. beaches, trails etc.)

[ ] Outdoor Leisure or Sports Activities (e.g. walking, cycling, swimming etc.)

[ ] Predominantly Outdoor Attractions (e.g. zoos, theme parks, playgrounds etc.)

[ ] Predominantly Outdoor Events (e.g. festivals, stadium matches etc.)

[ ] Predominantly Indoor or Covered Attractions (e.g. museums, cathedrals etc.)

[ ] Predominantly Indoor or Covered Events (e.g. concerts etc.)

[ ] Entertainment (e.g. theatre, cinema etc.)

[ ] Food and Drink (e.g. restaurants, cafes, bars etc.)

[ ] Health and Wellbeing Activities (e.g. spa/ beauty, retreat or meditation, indoor swimming)

[ ] Health Appointments (e.g. medical practice, hospitals)

[ ] Overnight Accommodation (e.g. hotels, self-catering etc.)

[ ] Other – please write your answer in the space below.

## How will you travel and what would you need to make it safer and easier for you to travel? Let us know what your main form of transport will be and if there are any precautions that would make you feel safer using this form of transport.Please write your answer in the space below.

## How will you find Covid information before you decide to visit?

[ ] I will contact the venue directly

[ ] I will check their website

[ ] I will ask friends, community groups or other people

[ ] I will use Euan's Guide

[ ] I will search the internet

[ ] Other – please write your answer in the space below

## Which of the following activities would you still like the opportunity to participate in virtually or online? Check all that apply.

[ ] Working Remotely

[ ] Studying and Completing Educational Courses

[ ] Watching Stage or Concert Performances

[ ] Watching Movie Releases

[ ] Taking Part in Festivals and Events (e.g. live stream of performances and talks)

[ ] Cultural Activities (e.g. virtual tours of attractions and museums and online collections)

[ ] Social Events (e.g. virtual meet ups and discussions)

[ ] None of the above

[ ] Other – please write your answer in the space below

##  If you are planning on an overnight stay, are you...

[ ] More likely to stay local (within 30 miles)

[ ] More likely to visit somewhere within the UK

[ ] More likely to travel abroad

[ ] Other – please write your answer in the space below

##  With the move to contactless payments, has this...

[ ] Made things easier for you

[ ] Made things harder for you

[ ] No significant change

[ ] Other – please write your answer in the space below

## Post lockdown, how important is it that you visit somewhere already known to you and that you trust?

[ ] I am less likely to visit new places

[ ] I am just as likely to visit new places

[ ] I am more likely to visit new places

[ ] Other – please write your answer in the space below.

## On a scale of 1 to 5, has Covid made disabled access better or worse?

Please enter a number between 1 and 5
(1 is Worse, 5 is Better)

[ ]

## On a scale of 1 to 5, has Covid made access to toilets better or worse?

Please enter a number between 1 and 5
(1 is Worse, 5 is Better)

[ ]

## In terms of Covid...

[ ] Are you or (someone you live with) on the Government list of “vulnerable people”

[ ] Are you (or someone you live with) shielding

[ ] Neither

[ ] Other – please write your answer in the space below.

Is there anything else you would like to tell us relating to Covid and disabled access?
Please write your answer in the space below.

# Section 2 of 6 - Disabled Access

In this section, we're asking for your thoughts on disabled access in general.

## What is your main mode of transport?

[ ] Car – owned or leased

[ ] Car – lifts from friends or family

[ ] Bus or Tram

[ ] Taxi

[ ] Train or Underground

[ ] Bicycle

[ ] E-Bike

[ ] Powerchair or scooter

[ ] Walking

[ ] Other – please write your answer in the space below

## 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

[ ] Access has stayed the same

[ ] Access has got worse

[ ] Other – please write your answer in the space below

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

[ ] Very confident

[ ] Moderately confident

[ ] Neither confident nor unconfident

[ ] Moderately unconfident

[ ] Very unconfident

## What would help improve your confidence when visiting new places?

[ ] Accurate disabled access information

[ ] Easily available disabled access information

[ ] Recommendations from friends or family

[ ] Reviews from other disabled people

[ ] Easy and accessible transport links

[ ] Accessible parking

[ ] Accessible toilets

[ ] Changing Places toilet

[ ] Other – please write your answer in the space below

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

[ ] Yes

[ ] No

## If yes, how do you find this information?

[ ] I contact the venue directly

[ ] I check their website

[ ] I ask friends, community groups or other people

[ ] I use Euan's Guide

[ ] I search the internet

[ ] Other – please write your answer in the space below

## 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

[ ] No

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

[ ] Yes

[ ] No

## 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)

[ ] I couldn’t get around the venue (e.g. lack of lifts, narrow corridors, too little space or poor layout)

[ ] I was not able to participate in the same way as others (e.g. can't take part in the activity)

[ ] The environment made me uncomfortable (e.g. too loud, bright or overstimulating)

[ ] The facilities weren’t what I expected (e.g. lack of hoist, faulty equipment, broken lift)

[ ] There were no alternative formats to suit my requirements

[ ] There was no access to a toilet that suits my requirements

[ ] Staff attitudes or not getting the required assistance from staff

[ ] Staff being unsure how to work equipment (e.g. such as portable ramps, hearing loops)

[ ] A lack of accessible transport options to the venue

[ ] A lack of appropriate parking available

[ ] Other – please write your answer in the space below

Please tell us more about any misleading access information, disappointing trips or barriers that you commonly find when out and about.
Please write your answer in the space below.

## 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

[ ] Other – please write your answer in the space below

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

[ ] Avoid going because I assume it is inaccessible

[ ] Phone or email the venue to check accessibility

[ ] Check Euan's Guide to see if it has been reviewed

[ ] Take a chance and go anyway

[ ] Other – please write your answer in the space below

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

[ ] Very likely

[ ] Moderately likely

[ ] Neither likely nor unlikely

[ ] Moderately unlikely

[ ] Very unlikely

[ ] Other – please write your answer in the space below

## Would you like to tell us more about finding information or sharing your experiences?Please write your answer in the space below.

##  When somewhere has good accessibility do you...

[ ] Tell the venue

[ ] Tell others about it

[ ] Make a return visit

[ ] Review it on Euan’s Guide

[ ] Share it on social media

[ ] Other – please write your answer in the space below

##  When somewhere has bad accessibility do you...

[ ] Tell the venue

[ ] Tell others about it

[ ] Review it on Euan’s Guide

[ ] Share it on social media

[ ] Other – please write your answer in the space below

## 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 2021. Please only complete those that apply to you (where you have visited this type of venue in the past year).

## Pubs and bars

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Cafes and Restaurants

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Shops

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Museums and art galleries

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Historic attractions

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Visitor attractions

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Cinemas and theatres

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Concert halls and music venues

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Events and Festivals

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Hotels

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Sporting Stadiums

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Leisure and Sports Centres

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Transport hubs (e.g. airports and train stations)

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Outdoor (e.g. parks, trails and nature reserves)

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Hospitals and healthcare venues

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Public and council buildings

[ ] Most are excellent

[ ] Most are good

[ ] Most are average

[ ] Most are poor

[ ] Most are very poor

[ ] Don't know

## Is there anything you'd like to tell us about access at different types of venues?

## Please write your answer in the space below.

## 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?

[ ] Nominate Venues

[ ] Skip this section

##

## Please give the name and location of the venue you would like to nominate for National Venue of the Year 2021 as well as your reason for the nomination.Please write your answer in the space below.

## Please give the name and location of the venue you would like to nominate for Regional Venue of the Year 2021 as well as your reason for the nomination.

## Please write your answer in the space below.

# Section 3 of 6 - Accessible Toilets

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

[ ] Yes

[ ] No

[ ] Other – please write your answer in the space below

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

[ ] Not enough space

[ ] The layout

[ ] Wheelchair transfer space obstructed

[ ] Too many things in the way making it difficult to manoeuvre

[ ] Dirty

[ ] Not having the right equipment or it has not been installed correctly

[ ] Confusing signage

[ ] Lack of visual contrast

[ ] No tactile guidance

[ ] Getting in and out

[ ] No Changing Places facilities

[ ] Don’t know

[ ] Other – please write your answer in the space below

## Have you ever avoided going somewhere because...

[ ] You knew it didn't have an accessible toilet

[ ] You couldn't find information about an accessible toilet

[ ] You knew it didn't have a Changing Places toilet

[ ] You couldn't find any information about a Changing Places toilet

[ ] Other – please write your answer in the space below.

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

[ ] Yes

[ ] No

## 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)

[ ] Every day

[ ] Most days

[ ] Once a week

[ ] A few times a month

[ ] Once a month

[ ] A few times a year

[ ] Once a year

[ ] Less than once a year

[ ] Never

[ ] Other – please write your answer in the space below

## What is the strangest thing you have ever found in an accessible toilet?Please write your answer in the space below

## Is there anything else you wish to tell us about accessible toilets?Please write your answer in the space below

# Section 4 of 6 - About Euan's Guide

Euan's Guide is the award-winning disabled access charity. We're best known for our disabled access review website where disabled people, their family, friends and carers can find and share reviews on the accessibility of venues around the UK and beyond.

Each year we run the Euan’s Guide Access Survey, the UK’s largest and longest running survey of its kind. We also make tens of thousands of accessible toilets safer through our Red Cord Cards.

## Have you heard of Euan's Guide before taking the Access Survey today?

[ ] Yes - I have written a disabled access review

[ ] Yes - Searched the website for disabled access information

[ ] Yes - Read the Euan's Guide blog

[ ] Yes - I have submitted my venue's disabled access information

[ ] Yes - I've seen your Red Cord Cards in accessible toilets

[ ] Yes - I've made accessible toilets safer using your Red Cord Cards

[ ] Yes - Read the Euan's Guide newsletter

[ ] Yes - Followed Euan's Guide on social media

[ ] Yes - I have heard of it but not used it

[ ] No

## That's great! Can you tell us what motivates you to write reviews on Euan's Guide?

## Please write your answer in the space below

## Have you ever visited somewhere new after reading a review on Euan's Guide?

[ ] Yes

[ ] No

##  What types of places interest you on Euan's Guide?

[ ] Attractions

[ ] Museums and art galleries

[ ] Cinemas and theatres

[ ] Places to stay

[ ] Places to eat

[ ] Places to drink

[ ] Nightclubs

[ ] Events

[ ] Shops

[ ] Toilets

[ ] Offices

[ ] Parks and open spaces

[ ] Sport and leisure

[ ] Transport

[ ] Other – please write your answer in the space below

What are the things you like and don't like about Euan's Guide?
Please write your answer in the space below

## Do you agree with the following statements? (Please tick all that apply to you and leave any unticked that you do not agree with)

[ ] Euan's Guide is a trusted source of access information

[ ] Euan's Guide is a place for disabled people to share their thoughts on disabled access

[ ] Euan's Guide information gives me the confidence to try visiting somewhere new

[ ] Covid information on Euan's Guide is helpful and reassuring

Have you got a story about how Euan's Guide has helped you?
Please write your answer in the space below

## Would you be interested in supporting Euan's Guide by

[ ] Attending events organised by Euan's Guide or where Euan's Guide will be present

[ ] Helping people get started reviewing

[ ] Get involved with partner projects designed to improve accessibility

[ ] Help support venues who would like more feedback on their accessibility

[ ] Take part in media opportunities

[ ] Other – please write your answer in the space below

## Euan's Guide is a registered charity (Charity Number SC045492). Would you be interested in finding out more about our work as a charity and how you can support us?

[ ] Yes and I would like to give a donation

[ ] Yes but I am not in a position to be able to donate

[ ] No but I would like to make a one-off donation

[ ] No and I would not like to donate

## Is there anything else you would like to tell us about Euan's Guide?

## Please write your answer in the space below

# Section 5 of 6 - The Motability Scheme

The 2021 Euan’s Guide Access Survey is being supported by Motability Operations, the company behind the Motability Scheme, for the first time.

Through the Motability Scheme those in receipt of an eligible allowance (HRMC of DLA; ERMC of PIP; WPMS or AFIP) can achieve greater independence and everyday freedom by exchanging the qualifying mobility allowance to lease a new affordable car, Wheelchair Accessible Vehicle, scooter or powered wheelchair.

##  Are you aware of the Motability Scheme

[ ] Yes

[ ] No

## How did you come to hear about the Motability Scheme?

[ ] DWP / allowance letter

[ ] Word of mouth / recommendation from friends and family

[ ] GP or healthcare professional

[ ] Advertisement on TV or radio

[ ] Internet search or advert

[ ] Social media

[ ] Dealership

[ ] Other – please write your answer in the space below

## Do you currently lease a vehicle through the Motability Scheme?

[ ] Yes I lease a car

[ ] Yes I lease an adapted car

[ ] Yes I lease a scooter

[ ] Yes I lease a Powered Wheelchair

[ ] Yes I lease a Wheelchair Accessible Vehicle (WAV)

[ ] No I am not currently a customer, but I have been previously

[ ] No I am not a customer

## If you have a car, how important is it in enabling you to enjoy accessible days out?

Please enter a number between 1 and 5
(1 is Worse, 5 is Better)

[ ]

## How important is it to have a car to help make unplanned journeys?

Please enter a number between 1 and 5
(1 is Worse, 5 is Better)

[ ]

# Section 6 of 6 - About you

You're almost done! We just have a few questions about you. Remember these are all optional.

Don't forget to enter your email address if you wish to be entered into a draw for one of five £25 Amazon vouchers.

##  Where do you live?

[ ] England

[ ] Scotland

[ ] Wales

[ ] Northern Ireland

[ ] Other – please write your answer in the space below

Please can you enter the first half of your postcode, so we can map concerns across the country.
Please write your answer in the space below

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

[ ] With friends or family

[ ] With an unpaid or family carer

[ ] With a carer or PA

[ ] By myself

[ ] With a club or group

[ ] Other – please write your answer in the space below

## Are you...

[ ] A disabled person

[ ] Family member or friend of a disabled person

[ ] Unpaid or family carer

[ ] Carer or PA

[ ] Of retirement age

[ ] Teacher, Social Worker or Healthcare Professional

[ ] I’d rather not say

[ ] Other – please write your answer in the space below

## Do you use or have experience of:

[ ] Wheelchair

[ ] Powerchair

[ ] Mobility Scooter

[ ] Walking Aid

[ ] Symbol Cane

[ ] Long Cane

[ ] Assistance Dog - Visual Impairment

[ ] Assistance Dog - Other

[ ] Sign Language

[ ] Hearing Aid or Cochlear Implant

[ ] AAC

[ ] Hidden Impairment

[ ] Speech Impairment

[ ] PMLD

[ ] Autism

[ ] Dementia

[ ] Learning Disability

[ ] Changing Places Toilet

[ ] Other – please write your answer in the space below

## What device do you usually use when using the internet?

[ ] Desktop or Laptop Computer

[ ] Mobile Phone

[ ] Tablet

[ ] Other – please write your answer in the space below

## Do you use any assistive technology to use the internet?

[ ] I do not use Assistive Technology

[ ] Screen reader

[ ] Screen magnification

[ ] Braille output

[ ] Screen filter

[ ] Speech input

[ ] Eye tracking

[ ] Head pointer

[ ] Motion tracking

[ ] Alternative keyboard

[ ] Switch entry

[ ] Other – please write your answer in the space below

## Where did you hear about the Euan's Guide Access Survey supported by Motability Operations?

[ ] I've previously taken part

[ ] Euan's Guide Website

[ ] Euan's Guide Email

[ ] Euan's Guide Social Media

[ ] Euan's Guide Red Cord Card

[ ] Euan's Guide Event

[ ] Motability Scheme Big Event

[ ] Motability Scheme Website

[ ] Motability Scheme Email

[ ] Motability Scheme Social Media

[ ] Motability Scheme Lifestyle Magazine

[ ] Other – please write your answer in the space below

Do you have any feedback on the survey or anything else you wish to tell us?
Please write your answer in the space below

##  I would like to:

[ ] To be entered into the £25 Amazon voucher draw

[ ] To receive a copy of the survey results

[ ] To receive information from Euan's Guide

[ ] To receive information about the Motability Scheme

[ ] None of the above

## Please enter your email address – please write your answer in the space below

example@example.com (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.)

Thank you very much for your time!

Euan and the Euan's Guide Team

Please send your responses to hello@euansguide.com or post them to the following address:

Euan’s Guide

CodeBase

Argyle House

3 Lady Lawson Street

Edinburgh

EH3 9DZ

Please contact hello@euansguide.com if you have any questions about completing this survey.