

EUAN'S

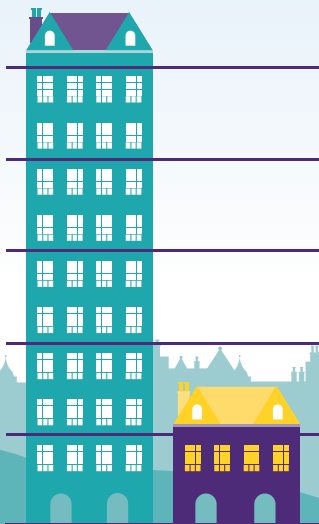
GUIDE

ACCESS
SURVEY



Supported by:

**Motability
Operations**



Euan's Guide Access Survey 2022
Supported by Motability Operations
Results published March 2023



Hello, and welcome!

2022 was the eighth Access Survey by the award-winning disabled access charity Euan's Guide, and the second year that the survey has been supported by Motability Operations, the company behind the Motability Scheme.

Our partnership means we've been able to reach more people than ever before with over 7,500 people taking part, reinforcing our survey as the largest of its kind in the UK.

The Cost of Living Crisis was a key element of the 2022 Access Survey, as even when we were planning the survey back in Summer 2022 we knew that it was already having a disproportionate impact on our community of disabled people, friends, families and carers.

Key findings related to the Cost of Living Crisis have been published and are available at <https://www.euansguide.com/cost-of-living-crisis/>. The full results are included in the Access Survey results which follow.

The main focus of our annual Access Survey continues to be giving those with experience of disabled access an opportunity to share their views. The 2022 Access Survey results found that disabled people are being excluded from everyday activities because of a lack of disabled access information.

Our research shows that 72% of respondents have found accessibility information on a venue's website to be misleading, confusing or inaccurate, with a further 74% of participants also reported having experienced a disappointing trip or having had to change plans due to poor accessibility.

Euan's Guide was set up to combat this problem. Our website, EuansGuide.com, is a place for disabled people to find and share disabled access information. It's clear that first-hand experiences and peer-to-peer reviews are a trusted source of information for disabled people, with 51% of survey respondents reporting that reviews from other disabled people improve their confidence when visiting new places, and 46% said they've visited somewhere new after reading a review on EuansGuide.com.

Information continues to be key, with a huge 91% of respondents telling us they try to find disabled access information about a new place before visiting, with 58% saying they avoid going to a venue if it has not shared its disabled access information because they assume it's inaccessible.

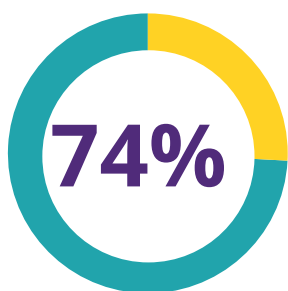
Respondents continue to tell us that the top accessible facilities they need to improve their confidence to visit new places were accessible parking (80%) and accessible toilets (76%).

Thank you to everyone who took part and shared their experiences!

www.euansguide.com | hello@euansguide.com | +44 (0)131 510 5106
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Euan's Guide is a charity registered in Scotland (SCO45492)



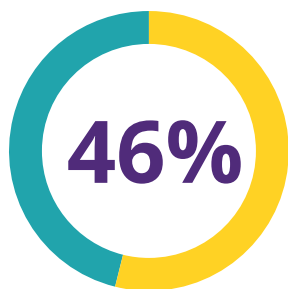
The Access Survey



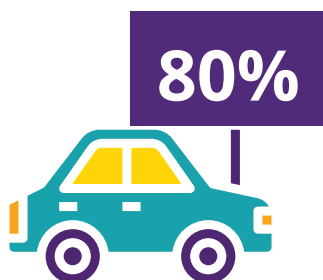
- 72% found accessibility information on a venue's website to be misleading, confusing or inaccurate
- 74% have experienced a disappointing trip or having had to change plans due to poor accessibility.



- 91% try to find disabled access information before visiting a new place
- 58% avoid going to a venue if it has not shared its disabled access information because they assume it's inaccessible.



- 51% said reviews from other disabled people improve their confidence when visiting new places
- 46% have visited somewhere new after reading a review on EuansGuide.com



- Top accessible facilities needed to improve confidence when visiting new places were accessible parking (80%) and accessible toilets (76%).

7500+
RESPONDENTS

98%
DISABLED PEOPLE

- The Euan's Guide Access Survey supported by Motability Operations Ltd was conducted in Autumn 2022.
- There were over 7,500 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	9%
I have started to make different choices when buying things	81%
I have a bigger debt	16%
I'm in debt for the first time	7%

Please tell us about your energy bills

I am not concerned about my energy bills	3%
I am concerned about my energy bills	57%
I am cutting back on my energy usage	68%
I am using the same amount of energy	7%
I am using more energy	5%
Not applicable to me	1%

Please tell us about your grocery bills?

I am not concerned about my grocery bills	5%
I am concerned about my grocery bills	55%
I am cutting back on groceries spending	65%
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	12%
I am concerned about my vehicle costs	44%
I am cutting back on vehicle costs	34%
I am spending the same on my vehicle costs	12%
I am spending more on my vehicle costs	19%
Not applicable to me	6%

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

I am doing more than I was before	2%
I am doing as much as I was before	16%
I am doing less than I was before	55%
I am spending more on leisure and recreation	5%
I am spending the same on leisure and recreation	6%
I am spending less on leisure and recreation	34%

COVID

In terms of Covid..

You (or someone you live with) were shielding	50%
You (or someone you live with) are currently shielding?	6%
You (or someone you live with) are currently taking Covid precautions when out and about	44%
None of the above	24%

In terms of Covid..

I am less likely to visit new places	59%
I am just as likely to visit new places	37%
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	5%
Access has stayed the same	56%
Access has got worse	36%

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

Very confident	2%
Moderately confident	18%
Neither confident nor unconfident	24%
Moderately unconfident	33%
Very unconfident	22%

What would help improve your confidence when visiting new places?

Accurate disabled access information	72%
Easily available disabled access information	65%
Local disabled access information when out and about	52%
Recommendations from friends or family	25%
Reviews from other disabled people	51%
Easy and accessible transport links	33%
Accessible parking	80%
Accessible toilets	76%
Changing Places toilet	15%

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

Yes	91%
No	8%

If yes, how do you find this information?

I contact the venue directly	41%
I check their website	85%
I ask friends, community groups or other people	19%
I use Euan's Guide	9%
I search the internet	51%

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	72%
No	28%

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

Yes	74%
No	26%

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)	41%
I couldn't get around the venue (e.g. lack of lifts, narrow corridors, too little space or poor layout)	57%
I was not able to participate in the same way as others (e.g. can't take part in the activity)	47%
The environment made me uncomfortable (e.g. too loud, bright or overstimulating)	25%
The facilities weren't what I expected (e.g. lack of hoist, faulty equipment, broken lift)	34%
There were no alternative formats to suit my requirements	18%
There was no access to a toilet that suits my requirements	37%
Staff attitudes or not getting the required assistance from staff	36%
Staff being unsure how to work equipment (e.g. such as portable ramps, hearing loops)	16%
A lack of accessible transport options to the venue	21%
A lack of appropriate parking available	61%

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

I can find relevant access information about the venue	73%
I feel welcomed by staff or the venue appears to care about accessibility	65%
It has been recommended to me by someone with similar requirements	54%
I can see pictures and read what others have said beforehand	58%

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

Avoid going because I assume it is inaccessible	58%
Phone or email the venue to check accessibility	47%
Check Euan's Guide to see if it has been reviewed	10%
Take a chance and go anyway	12%

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	66%
Make a return visit	72%
Review it on Euan's Guide	5%
Share it on social media	24%

When somewhere has bad accessibility do you...

Tell the venue	51%
Tell others about it	66%
Review it on Euan's Guide	5%
Share it on social media	24%

What is your main mode of transport?

Car – owned or leased	94%
Car – lifts from friends or family	13%
Bus or Tram	11%
Taxi	13%
Train or Underground	10%
Bicycle	0%
E-Bike	1%
Powerchair or scooter – Powerchair	13%
Scooter	26%
Walking	9%

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	4%	25%	36%	15%	4%	16%
Cafes and restaurants	4%	31%	43%	14%	3%	5%
Shops	6%	35%	38%	15%	4%	2%
Museums and art galleries	10%	32%	20%	5%	1%	33%
Historic attractions	3%	19%	27%	17%	6%	28%
Visitor attractions	4%	26%	35%	10%	3%	23%
Cinemas and theatres	9%	33%	24%	10%	3%	21%
Concert halls and music venues	5%	22%	23%	11%	4%	36%
Events and festivals	2%	11%	15%	14%	6%	48%
Hotels	7%	34%	32%	10%	2%	15%
Sporting stadiums	4%	14%	15%	7%	3%	57%
Leisure and sports centres	4%	21%	15%	7%	3%	57%
Transport hubs	6%	26%	25%	13%	6%	25%
Outdoor	4%	23%	32%	18%	7%	18%
Hospital and healthcare venues	21%	46%	23%	6%	2%	2%
Public and council buildings	6%	31%	32%	9%	3%	19%

Accessible Toilets

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

Yes	65%
No	33%

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

Not enough space	41%
The layout	30%
Wheelchair transfer space obstructed	22%
Too many things in the way making it difficult to manoeuvre	31%
Dirty	64%
Not having the right equipment or it has not been installed correctly	11%
Confusing signage	6%
Lack of visual contrast	4%
No tactile guidance	3%
Getting in and out	15%
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	72%
You couldn't find information about an accessible toilet	47%
You knew it didn't have a Changing Places toilet	9%
You couldn't find any information about a Changing Places toilet	13

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

Yes	10%
No	90%

About you

Where do you live?

England	79%
Scotland	11%
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	29%
With a carer or PA	12%
By myself	26%
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	2%
Of retirement age	17%
Teacher, Social Worker or Healthcare Professional	1%
I'd rather not say	0%

Do you use or have experience of:

Wheelchair	67%
Powerchair	19%
Mobility Scooter	42%
Walking Aid	67%
Symbol Cane	2%
Long Cane	5%
Assistance Dog - Visual Impairment	1%
Assistance Dog – Other	2%
Sign Language	%
Hearing Aid or Cochlear Implant	12%
AAC	1%
Hidden Impairment	15%
Speech Impairment	5%
PMLD	1%
Autism	9%
Dementia	4%
Learning Disability	9%
Changing Places Toilet	8%

Euan's Guide

Euan MacDonald, founder of Euan's Guide, said: "We're delighted to be working with Motability Operations for a second year to amplify the voices and experiences of disabled people with the Access Survey, which is vital in establishing how disabled people feel about disabled access. This year the survey results inform us on how much work there is still to be done around communication and information sharing.

"Sadly, the data gathered has shown that businesses don't fully appreciate how important it is to share their disabled access information. Businesses are undervaluing disabled people both in terms of social inclusion and spending power.

"We encourage disabled people to review the places they visit on EuansGuide.com and use the website to find first-hand experiences of disabled access at venues across the UK and beyond. Likewise, if you work at a venue, please promote your disabled access information in your own communications and by listing on EuansGuide.com for free."

Euan's Guide is the award-winning disabled access charity. We're best known for EuansGuide.com, the disabled access review website with thousands of reviews written by disabled people for disabled people. The website is the go to tool for disabled people, their family, friends and carers to find and share disabled access information around the UK and beyond. We are a small but mighty charity who also make tens of thousands of accessible toilets safer through our Red Cord Card scheme and amplify our community's voices by running the UK's largest and longest running Access Survey.

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 and a lack of disabled access made everyday experiences stressful. Having access to good quality disabled access information inspires confidence and removes the fear of the unknown. It breaks down the barriers of exclusion and makes it easier for disabled people to find great places to go.



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Motability Operations and the Motability Scheme

Andrew Miller, CEO at Motability Operations, said: “Providing freedom and independence for disabled people is right at the heart of what we do at Motability Operations.

“We believe no disabled person should be left behind, so we’re pleased to support the Euan’s Guide access survey again this year and it’s great to see so many Motability Scheme customers have completed the survey. The insights that Euan’s Guide have shared are vital, and we hope that venues and other organisations take note and use them to improve disabled access across the country.”

- The Motability Scheme is the UK’s leading car scheme for disabled people. It provides affordable, convenient, worry-free motoring to over 650,000 disabled customers and their families. Scooters and powered wheelchairs can also be leased through the Motability Scheme.
- The Scheme is available to anyone who receives the Higher Rate Mobility Component of the Disability Living Allowance, the Enhanced Rate of the Mobility Component of Personal Independence Payment, Enhanced rate mobility part of Adult Disability Payment (Scotland), Higher rate mobility component of Child Disability Payment (Scotland), the War Pensioners’ Mobility Supplement or the Armed Forces Independence Payment. Customers transfer their mobility allowance to Motability Operations Ltd to lease a car, scooter or powered wheelchair.
- The Motability Scheme is operated by Motability Operations Ltd, for over 40 years Motability Operations Ltd has worked to provide accessibility for millions of customers.
- By leveraging its purchasing power, Motability Operations Ltd ensures its customers benefit from affordable prices. Vehicle leases available on the scheme are 45% cheaper on average than alternate leasing options.
- Any profits generated by the Scheme are invested for the benefit of disabled people. This includes donations to Motability, the Charity so it can provide additional support such as grants to disabled people.
- When leasing a Motability Scheme car, customers enjoy insurance for three named drivers, servicing and maintenance, full RAC breakdown assistance, tyre and windscreen replacement and 60,000 mileage allowance over three years all included in the cost of the lease. A range of popular car adaptations are also available at no additional cost.
- When leasing a scooter or powered wheelchair, insurance, breakdown assistance, servicing, maintenance and repairs and tyre and battery replacement are all included in the cost of the lease. Pricing is standard nationwide.
- Motability Operations Ltd is authorised and regulated by the Financial Conduct Authority under reference number 735390.
- Motability is a Registered Charity in England and Wales (number 299745) and a Registered Charity in Scotland number SC050642, and is authorised and regulated by the Financial Conduct Authority (reference number 736309). Motability provides a range of scheme- related grants to individuals, who would otherwise be unable to afford the mobility solution they need.