# The Access Survey 2015

We asked:

## Have you ever tried to find disabled access information about a venue before you visited it?

Yes 95% No 5%

## Have you ever found accessibility information on a venue’s website to be misleading or inaccurate?

Yes 84% No 16%

## Are you generally satisfied with the level of accessibility provision you find at venues?

Yes 22% No 78%

## In your experience, which of the following would you rate as having ‘poor’ or ‘good’ accessibility?

Pubs & bars

Good 14% Poor 74%

Cinemas & theatres

Good 55% Poor 22%

Hotels

Good 23% Poor 47%

Museums and art galleries

Good 59% Poor 17%

Concert halls and live music venues

Good 29% Poor 26%

Hospitals and healthcare

Good 59% Poor 9%

Restaurants

Good 14% Poor 53%

Cafes and coffee shops

Good 11% Poor 67%

Shops

Good 21% Poor 77%

Private businesses

Good 1% Poor 48%

Public and council buildings

Good 49% Poor 15%

Sport and leisure venues

Good 24% Poor 18%

Airports and stations

Good 32% Poor 17%

## When visiting somewhere new, which of the following do you agree with?

I avoid going to new places if I can’t find relevant access information

54%

I often go to the same places because it is easy to get in and there is a decent accessible loo

71%

I am more likely to go somewhere new if it has been recommended by someone with similar requirements

70%

I am more likely to visit somewhere new if I can see pictures and read what others have said

71%

## How likely are you to return to venues that have good accessibility?

Very likely

86%

Likely

12%

Not sure

1%

Not relevant to me

1%

## When ‘out and about’, most of the time I am...

With friends & family

69%

With a carer or PA

24%

By myself

20%

## How can venues improve their accessibility?

Environmental changes

89%

Staff training

77%

Provision of information

71%

Signage

59%

## What factors influence your decision to visit somewhere?

Knowing you can get into and around the venue

90%

Knowing that there is an accessible toilet

80%

Knowing that you can park nearby

66%

Knowing that you can get there on public and community transport

27%

Knowing that information is available in a format you can use

23%

Knowing that staff are helpful and friendly

70%

## How do you find out the information you need to plan a visit?

Word of mouth

56%

Telephoning the venue directly

56%

The venue’s website

82%

Internet search

49%

Social media

27%

Newspapers and TV

3%

Community groups and clubs

17%

## The Access Survey 2015 was completed by 203 respondents who self identified as:

A disabled person

52%

Family member of a disabled person

36%

Friend of a disabled person

19%

Carer or PA

9%

Teacher, Social Worker or Healthcare Professional

4%

I’d rather not say

0%

## Other things you told us...

* Physical access is not such an important issue for me as welcome and inclusion. However, I am very aware with other friends and colleagues how important this is. Getting this information easily and in advance makes a big difference.
* I distrust information so often these days. I have often phoned venues to be told oh yes, there’s access for a powerchair..only to find there isn’t and I have made a wasted journey and effort for nothing.
* If a key venue/attraction is accessible, it still can not be great as other things around said attraction may be not accessible..so if I’m out with a group of people, we visit the main attraction..then we go off nearby to eat etc..and hey, no access etc starts to loom large yet again.
* I’m lucky - we go on holiday 3 times a year and have weekends away too. I’m unlucky - I have to do all the research for these trips!
* Helpful and well informed staff is the most important aspect. Even if the venue isn’t great, if the staff are helpful then all is well!
* Access is improving but still chronic in independent shops, cafes etc. you get the feeling unless they have to comply with the law they don’t.
* We are often put off visiting a venue if there is no information on their website - should be a legal requirement for accurate information about accessibility.

## About Euan’s Guide

* Euan’s Guide is the award winning review website & app featuring disabled access reviews written by disabled people, their families, friends and carers
* Our mission is to share the world’s disabled access information
* The site was founded by Euan MacDonald - adventurer, sports fan and powerchair user
* The site went live on 1 November 2013 and so far has over 3000 places on the site in more than 900 towns & cities
* Euan’s Guide is endorsed by Professor Stephen Hawking and JK Rowling and has been featured by the BBC, The Guardian, The Independent and The Times Magazine

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## About Disabled Access Day

* Disabled Access Day will be taking place on Saturday 12 March 2016
* We are asking disabled people and their friends and families to visit somewhere that you’ve never been before
* Whether local or further afield, whether a cinema, coffee shop, sports centre or anywhere else, take some family or friends or make a day of it and get a group together to discover somewhere new!

[www.DisabledAccessDay.com](http://www.DisabledAccessDay.com)

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