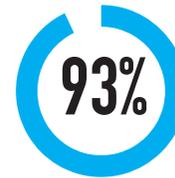


The Access Survey 2016. We asked...

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

Yes

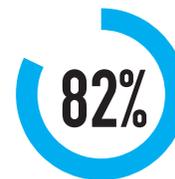


No



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

Yes

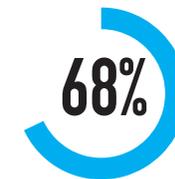


No



Have you ever had a trip ruined by inaccurate accessibility information?

Yes

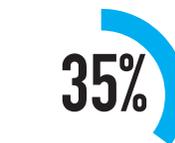


No



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

Yes

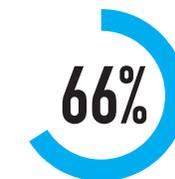


No



Has a lack of an accessible toilet ever stopped you from going to a venue?

Yes



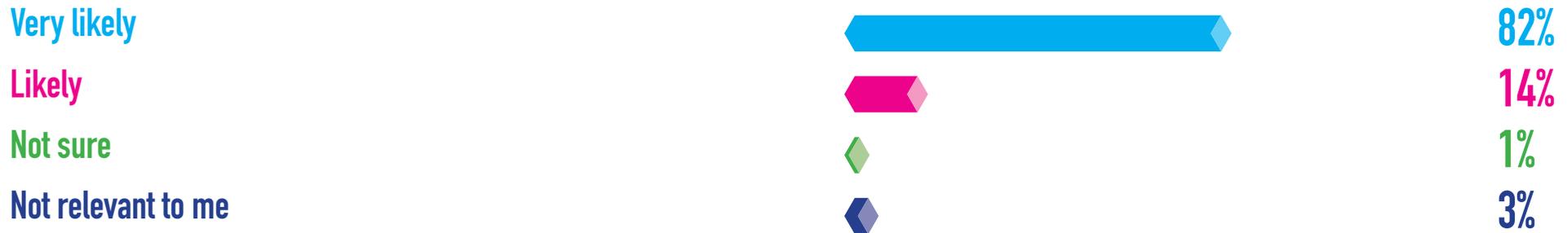
No



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



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



When 'out and about', most of the time I am...



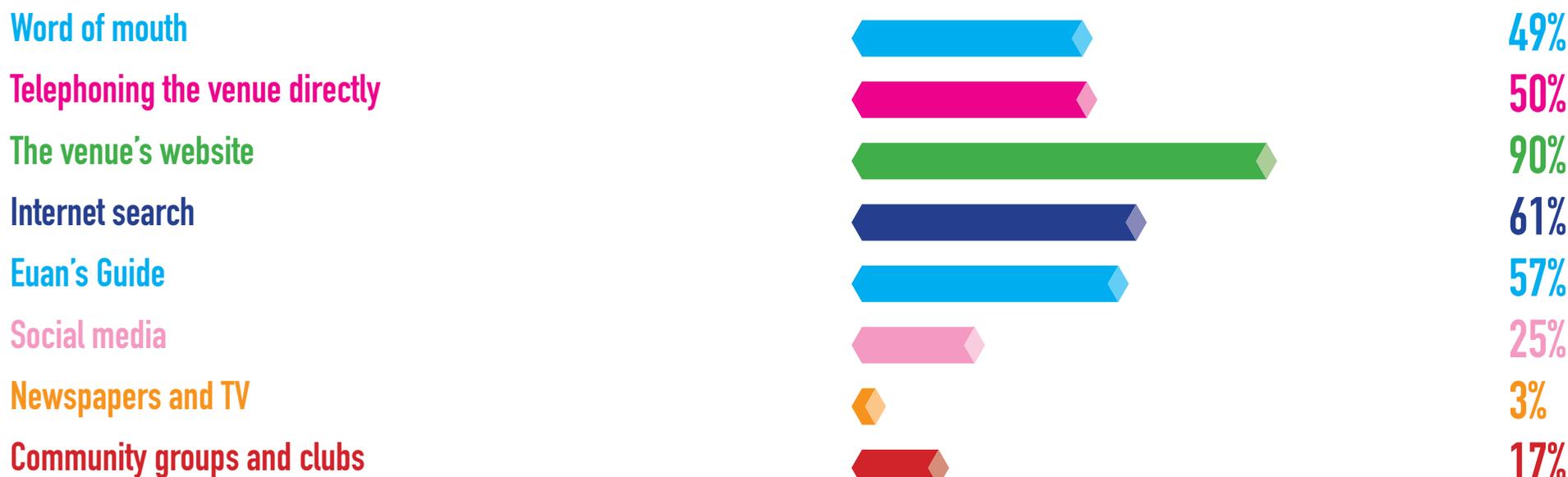
How can venues improve their accessibility?



What factors influence your decision to visit somewhere?



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



Are you...



Other things you told us...

- **Accessibility and information relating to it is definitely improving.**
- **Often the problem is just lack of thought or understanding e.g. putting a table too close to the disabled toilet door so you can't get in, or putting an advertising board or product display in just the wrong place – really simple things to sort out that don't cost a penny.**
- **I almost never use public transport because it's inaccessible and the promised toilets aren't reliably there.**
- **I find a lot of websites say to call for information about access, or if you're going to the theatre/cinema you have to call to book, but I don't really like using the phone so I can't buy wheelchair tickets when only a phone number is provided.**
- **Venues need training in how to write access information and make it easily available. That way visitors can make decisions about visiting without having to track down the information.**
- **I believe that environmental changes only take the access improvements so far. It's the knowledge and attitude of the staff involved that allows every visitor to have an equal experience. For example, things like knowing how to work the lifts, knowing where the accessible toilets are and knowing how to work the hearing loop are essential.**
- **Access statements are ok, but more needs to be done to raise awareness amongst disabled people that they exist.**
- **A general statement like 'we have disabled access' isn't very helpful, one size doesn't fit all.**

About Euan's Guide

- Euan's Guide is the disabled access review website and app
- Reviews are written by disabled people, their families, friends and carers
- The site was founded by Euan MacDonald 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 on 1 November 2013 and now has thousands of disabled access reviews and listings in towns and cities across the UK and beyond
- 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

www.EuansGuide.com | hello@euansguide.com | 0131 510 5106 | Euan's Guide, 29 Constitution Street, Edinburgh, EH6 7BS

About Disabled Access Day

- The next Disabled Access Day is taking place on 10–12th March 2017
- Disabled Access Day is all about 'you and somewhere new'
- Events include BSL interpreted talks, sensory trails, accessible boating, audio described tours and more
- Whether local or further afield, 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 celebrate accessibility on Disabled Access Day!

www.DisabledAccessDay.com | takepart@disabledaccessday.com



For more information please visit www.EuansGuide.com or www.DisabledAccessDay.com
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