2023 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 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 7 sections:

# Cost of Living

# Covid and Disabled Access

# 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 7 – Cost of Living

We are keen to hear from disabled people about the impact of the increase in the cost of living in the last 18 months. We are particularly interested in whether the cost of living increase is impacting on your ability or willingness to get out and about.

## How have rising costs impacted you on a daily basis? (please select all that apply)

[ ] They have not impacted me on daily basis

[ ] I have started to make different choices when buying things

[ ] I'm in debt for the first time

[ ] I have a bigger debt

## Please tell us about your energy bills: (please select all that apply)

[ ] I am not concerned about my energy bills

[ ] I am concerned about my energy bills

[ ] I am cutting back on my energy usage

[ ] I am using the same amount of energy

[ ] I am using more energy

[ ] Not applicable to me 

## Please tell us about your grocery bills: (please select all that apply)

[ ] I am not concerned about my grocery bills

[ ] I am concerned about my grocery bills

[ ] I am cutting back on groceries spending

[ ] I am buying the same amount of groceries

[ ] I am buying more groceries

[ ] Not applicable to me 

## Please tell us about your vehicle costs: (please select all that apply)

[ ] I am not concerned about my vehicle costs

[ ] I am concerned about my vehicle costs

[ ] I am cutting back on vehicle costs

[ ] I am spending the same on my vehicle costs

[ ] I am spending more on my vehicle costs

[ ] Not applicable to me 

## Please tell us about your participation in leisure and recreation activities: (please select all that apply)

[ ] I am doing more than I was before

[ ] I am doing as much as I was before

[ ] I am doing less than I was before

[ ] I am spending more on leisure and recreation

[ ] I am spending the same on leisure and recreation

[ ] I am spending less on leisure and recreation 

## If you have paid Carers, Support Workers or PA's please tell us about how you find and recruit them:

[ ] I find it easier to find or recruit Carers

[ ] I find it just as easy to find or recruit Carers

[ ] I find it harder to find or recruit Carers

[ ] Not applicable to me

## Is there anything else you would like to tell us relating to increase in the Cost of Living?

## Please write your answer in the space below.

# Section 2 of 7 – Covid and Disabled Access

In this section, we're asking for your thoughts on how Covid has affected disabled access.

## In terms of Covid... (please select all that apply)

[ ] You (or someone you live with) were shielding at any point

[ ] You (or someone you live with) are currently shielding?

[ ] You (or someone you live with) are currently taking Covid precautions when out and about

[ ] None of the above

## How important is it that you visit somewhere already known to you and that you trust? (please select all that apply)

[ ] 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

**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 3 of 7 - Disabled Access

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

## 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

## 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

**If a business had a recognised logo showing an accessibility accreditation, would this make you more likely to visit?**

[ ] Yes

[ ] No

## 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

**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

## 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

## 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

## 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

## 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

## 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

## With the trend toward electric vehicles, would you consider having an electric vehicle?

[ ] I already have an electric vehicle

[ ] Yes

[ ] No

[ ] Don't Know

[ ] Not Applicable 

If you have experience of public electric vehicle charging points, how would you rate their accessibility?

[ ] Very Good

[ ] Good

[ ] Satisfactory

[ ] Bad

[ ] Very Bad

[ ] Not Applicable 

**If you have experience of public electric vehicle charging points, have you experienced any of the following issues? (please select all that apply)**

[ ] Charger inaccessible due to being on a raised plinth or pavement

[ ] Screen too high or too difficult to read

[ ] Payment or card mechanism too high or too difficult to use

[ ] Size and layout of the bay not suitable for Wheelchair Accessible Vehicles (WAV's)

[ ] Size and layout of the bay not suitable for my access requirements

[ ] Fixed charging cables too heavy, not long enough or otherwise not suitable

[ ] Surrounding pavements and environment lacking dropped kerbs

## Is there anything else you want to tell us about travel, transport or electric vehicles?

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 2023. 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

## Banks and Building Societies

[ ] 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.

## Please let us know any venues that you recommend with brilliant disabled access.

Please write your answer in the space below.

## 

# Section 4 of 7 - Accessible Toilets

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

[ ] Yes

[ ] No

## 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

## 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

## 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)

[ ] Most days

[ ] Once a week

[ ] Once a month

[ ] Once a year

[ ] Never

## What is the strangest thing you have ever found in an accessible toilet?

Please write your answer in the space below

## What are the most helpful things you find in accessible toilets?

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 5 of 7 - 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

## If you have written a review, please can you tell us what motivates you to write reviews on Euan's Guide?

Please write your answer in the space below

## I use Euan's Guide... (please select all that apply)

[ ] On my desktop or laptop computer

[ ] On my tablet eg iPad

[ ] On my phone

[ ] With assistive hardware technology

[ ] With assistive software technology

[ ] For planning trips in advance

[ ] To find information when out and about

[ ] Other

## Would you use a Euan's Guide app on a mobile device to find disabled access information?

[ ] Yes

[ ] No

[ ] Not Sure

[ ] Not Applicable

## 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

[ ] Everyday Essentials (e.g. Supermarkets,   
 Post Offices etc.)

**What are the things you like and don't like about Euan's Guide?**

Please write your answer in the space below

## Euan's Guide gives me greater choice of accessible places to go and things to do

[ ] Yes

[ ] No

## I have visited somewhere new because of Euan's Guide

[ ] Yes

[ ] No

## Euan's Guide gives me more confidence to visit new places or try new things

[ ] Yes

[ ] No

## Euan's Guide gives me a place to share my experiences of disabled access

[ ] Yes

[ ] No

## Euan's Guide helps me find and access safer accessible toilets

[ ] Yes

[ ] No

## I have more awareness of the challenges disabled people experience because of Euan's Guide

[ ] Yes

[ ] No

## Euan's Guide gives me access to a trusted source of disabled access information

[ ] Yes

[ ] No

## Have you got a story about how Euan's Guide has helped you?

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 the disabled access charity?

[ ] Yes I would like to hear more

[ ] No I would not like to hear more

## 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

## 

## Would you be interested in supporting our work with a donation?

[ ] Yes I would like to give a donation

[ ] No I am not interested in donating to your work

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

Please write your answer in the space below

# Section 6 of 7 - The Motability Scheme

The 2023 Euan’s Guide Access Survey is once again being supported by Motability Operations, the company behind the Motability Scheme.

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, I’m a Motability Scheme customer

[ ] Yes, I’ve heard about them but I’m not currently on the Motability Scheme

[ ] No, I've never heard about the Motability Scheme before

**In which of these ways have you seen, heard or read anything about the Motability Scheme over the past few months? (please select all that apply)**

[ ] A poster/leaflet in GP survey

[ ] An advert on TV

[ ] An advert online

[ ] An advert on the radio

[ ] A poster/billboard outside

[ ] An advert in a magazine/newspaper

[ ] An advert on social media (e.g. Facebook, Instagram, Twitter)

[ ] Within a letter/communication from the Department of Work and Pensions

[ ] In a car dealership

[ ] In an article/advertorial

[ ] One Big Day event

[ ] Don’t know/can’t remember

[ ] I haven’t seen or heard any advertising for the Motability Scheme

## 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 7 of 7 - 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 nearest town or city, 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

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

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

email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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](mailto:hello@euansguide.com) or post them to the following Freepost address:

Freepost Euan’s Guide

Please contact [hello@euansguide.com](mailto:hello@euansguide.com) if you have any questions about completing this survey.