



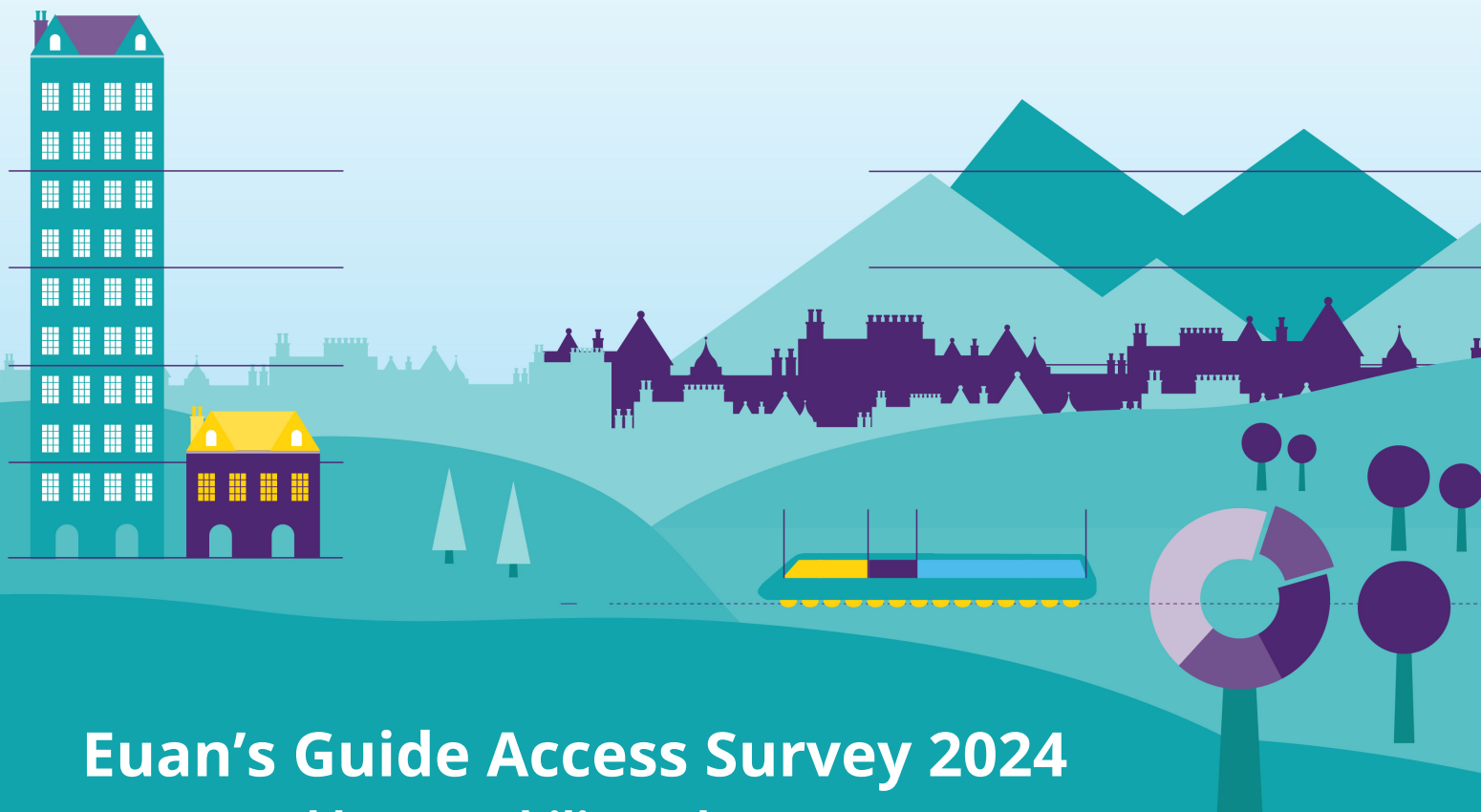
EUAN'S

GUIDE

ACCESS
SURVEY



Supported by:



Euan's Guide Access Survey 2024

Supported by Motability Scheme

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2024 Euan's Guide Access Survey: The Reality of Accessibility Today

Introduction

Access matters. It's the difference between inclusion and exclusion. Every year, Euan's Guide, the UK's leading disabled access charity, asks disabled people, their friends, families, and carers to share their real experiences of accessibility in the Euan's Guide Access Survey Supported by the Motability Scheme. In 2024, over 6,500 people took part in the survey, making it the UK's largest and longest-running of its kind.

70% of respondents said the lack of disabled access has directly affected their goals, plans or aspirations, and 78% are not confident about visiting new places when thinking about accessibility.

"It contributes in part to why I am so isolated and so restricted in what I can achieve. Employment does not cater to how and where I would need to work and the adaptations that would have been required for me to stay in my job would have seemed highly unreasonable so I ended up having to retire and losing my career and all that goes with that including the sense of purpose. Then trying to get out and about in a world which just doesn't recognise your type of disability is extremely difficult."

"The lack of access has a daily impact on us socially and in our work. It has prevented us from doing many of the things we'd like to do and often has put a barrier into our work and progression in our career, stopping us from taking part and being at the same tables! It has made us nervous to try new places and leads to frustration and upset that can have lasting effects as well as making us feel MORE disabled and LESS empowered."

Now in its tenth year, the Euan's Guide Access Survey, supported by the Motability Scheme, highlights what's working — and what's failing. It exposes real-world barriers, tracks progress, and reveals the impact of policies, attitudes, and design choices.

The 2024 survey has included representation and attitudes for the first time, revealing that **57% of respondents felt that disabled people are not fairly represented across the media** (TV, advertising, film and books).

From transport to entertainment and dining, barriers for disabled people remain in 2025.

Disabled Access Information

Unnecessary stress and anxiety are caused by poor or non-existent disabled access information and can lead to isolation. Before heading out to meet a friend for coffee, go to the supermarket, or get to a hospital appointment, disabled people have to ask further questions: Will there be a ramp? Is the toilet usable? Will I be turned away at the door? Should I just not bother?

As well as creating stress and anxiety, this forces many disabled people to avoid places altogether. It's not just about convenience; it's about inclusion. When access information is missing or unclear, it stops disabled people from enjoying the same experiences as everyone else.

The 2024 Access Survey shows that there's still a long way to go – **62% of respondents will avoid going to a venue if it has not shared its disabled access information and 77% of respondents have found a venue's website to be misleading, confusing or inaccurate when checking before a visit.**

“The lack of ready information has impacted my quality of life. I choose to stay at home rather than chance a difficult and painful journey or outing which makes me feel unable to maintain my independence and dignity.”

Travel and Transport

Transport is essential for disabled people to work, socialise, and be part of their communities. Yet, many still face major barriers when trying to get from A to B. From broken lifts at train stations to buses without working ramps, unreliable transport can turn a simple journey into a stressful ordeal.

The survey respondents reported that **a lack of disabled access has had a negative impact on Travel and Transport (81%).**

They also said that **attitudes towards disabled people affect respondents negatively and make travel harder (43%).**

When asked if a lack of disabled access on public transport has negatively impacted them:

- Commuting – 41% said yes
- Going on holiday - 59% said yes
- Work / Volunteering - 22% said yes
- Training / Education - 15% said yes
- Socialising - 72% said yes

“I had an experience on the train where I needed help getting on, which was fine. But then there were two unexpected changes. No one came to assist me with the first, and another passenger had to help. For the second, I was directed outside to a bus with no support. At that point, I was in tears and asked to be put on the next train back home.”

Accessible Toilets

At Euan's Guide, we hear time and time again that finding a safe and accessible toilet can make or break a day out. Yet, too often, disabled people encounter toilets that are locked, poorly maintained, or simply not fit for purpose.

A good accessible toilet isn't just about a wide door and grab rails — it's about space, cleanliness, red emergency cords that reach the floor, and Changing Places toilets. Without these, many disabled people are forced to cut trips short or avoid places altogether.

Accessible toilets aren't a luxury — they're a basic right.

73% of survey respondents said they have come across an accessible toilet that they've been unable to use, and 77% of respondents have avoided going somewhere because they couldn't find information about an accessible toilet.

"Changing Place toilets are so hard to find. For example where I live the closest one is 45 minutes away. I'm going to be getting a mobility care next year that has a hoist and changing place in it. This going to change so much for me. I'm going to feel so much better going out because 99% of the time I go out i can't go to the toilet I just have to hope I don't have an accident. I am incontinence but obviously pads don't last all day and do leak. Me and my family went to Birmingham once. There was only 1 changing toilet which we had to walk ages to find and when we got there it was out of order. So I wasn't able to have my pad changed and had the same one on from morning to night. I obviously had an accident. It's awful because if every human couldn't go to a toilet all day there would be mayhem, people would go mad. It's a basic human need."

Why we do what we do

This report is more than just data — it's a call to action for businesses, policymakers, and communities to do better. Disabled people deserve more than just promises, they deserve action and inclusion.

Conclusion

The 2024 Euan's Guide Access Survey has made one thing clear: a lack of access information is shutting disabled people out of everyday life. Finding reliable details about accessibility shouldn't be a challenge in 2025, but for too many, it still is. Euan's Guide is calling on the public, businesses, policymakers, and local authorities to take immediate steps to improve disabled access information. Disabled people deserve better access — and they need it now.

Change is possible, and everyone has a role to play. Euan's Guide has already helped tens of thousands of disabled people find accessible places, but more needs to be done. You can be part of the solution:

- Submit a review on [EuansGuide.com](https://euansguide.com)—whether it's a café, park, or theatre, sharing your experience helps others.
- Encourage businesses to list their venues for free on Euan's Guide, so more people can plan their visits with confidence.

The time to act is now. Every review and listed venue bring us one step closer to a world where disabled people can go out without barriers.

Real stories, real struggles

These powerful comments received in the 2024 Euan's Guide Access Survey reveal the harsh reality of life for many disabled people. They highlight the frustration, exclusion, and daily battles faced when trying to access public spaces, transport, and essential facilities. From being ignored and judged because of hidden disabilities to feeling like a second-class citizen, these voices tell a clear story: disabled access is still failing disabled people.

For some, the barriers are so overwhelming that they choose to stay at home rather than face discrimination and inaccessibility. These experiences are not rare — they are the reality for thousands across the UK.

"It sucks, people look at you and think you're a waste of space."

"I feel like a second-class citizen. People don't see why I might need to use an accessible toilet urgently, then maybe clean it first."

"It's easier to just not go out."

"I had tickets to an event but was told the venue was only accessible for certain events – not the one I had tickets for."

"I avoid public transport as I've been left behind too many times because the assistance I booked never turned up."

Full Results

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	9%
Access has stayed the same	68%
Access has got worse	23%

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

Very confident	2%
Moderately confident	20%
Neither confident nor unconfident	24%
Moderately unconfident	36%
Very unconfident	18%

What would help improve your confidence when visiting new places?

Accurate disabled access information	77%
Easily available disabled access information	67%
Local disabled access information when out and about	54%
Recommendations from friends or family	20%
Reviews from other disabled people	48%
Easy and accessible transport links	38%
Accessible parking	80%
Accessible toilets	77%
Changing Places toilet	20%

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

Yes	94%
No	6%

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

Yes	90%
No	10%

If yes, how do you find this information?

I contact the venue directly	42%
I check their website	86%
I ask friends, community groups or other people	16%
I use Euan's Guide	11%
I search the internet	59%

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	77%
No	23%

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

Yes	81%
No	20%

How is finding disabled access information before you visit a new place or destination?

Easy	5%
Neither Easy or Difficult	40%
Difficult	48%
Not Sure	7%

Can you easily find disabled access information whilst you are out and about?

Yes	10%
No	90%

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)	50%
I couldn't get around the venue (e.g. lack of lifts, narrow corridors, too little space or poor layout)	63%
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)	40%
There were no alternative formats to suit my requirements	20%
There was no access to a toilet that suits my requirements	43%
Staff attitudes or not getting the required assistance from staff	41%
Staff being unsure how to work equipment (e.g. such as portable ramps, hearing loops)	20%
A lack of accessible transport options to the venue	27%
A lack of appropriate parking available	70%

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

I can find relevant access information about the venue	78%
I feel welcomed by staff or the venue appears to care about accessibility	70%
It has been recommended to me by someone with similar requirements	54%
I can see pictures and read what others have said beforehand	62%

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

Avoid going because I assume it is inaccessible	62%
Phone or email the venue to check accessibility	45%
Check Euan's Guide to see if it has been reviewed	13%
Take a chance and go anyway	15%

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

Very likely	44%
Moderately likely	28%
Neither likely nor unlikely	19%
Moderately unlikely	5%
Very unlikely	4%

When somewhere has good accessibility do you...

Tell the venue	52%
Tell others about it	68%
Make a return visit	76%
Review it on Euan's Guide	6%
Share it on social media	25%

When somewhere has bad accessibility do you...

Tell the venue	68%
Tell others about it	71%
Review it on Euan's Guide	6%
Share it on social media	28%

Do you feel the lack of disabled access has directly affected your goals, plans or aspirations?

Yes	70%
No	30%

Do you feel the lack of disabled access has had a negative impact on any of the following:

Travel and Transport	81%
Learning and Education	0%
Work and Volunteering	31%
Shopping and Everyday Essentials	74%
Finance and Banking	19%
Healthcare and Wellbeing	42%
Tourism and Hospitality	64%
Leisure and Recreation	67%

Accessible Toilets

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

Yes	73%
No	22%
Not Sure	5%

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

Not enough space	44%
The layout	33%
Wheelchair transfer space obstructed	24%
Too many things in the way making it difficult to manoeuvre	36%
Dirty	69%
It is locked	65%
Not having the right equipment or it has not been installed correctly	14%
Confusing signage	9%
Lack of visual contrast	4%
No tactile guidance	4%
Getting in and out	32%
Red emergency cord tied up or absent	28%
No Changing Places facilities	12%

Have you ever avoided going somewhere because...

You knew it didn't have an accessible toilet	11%
You couldn't find information about an accessible toilet	77%
You knew it didn't have a Changing Places toilet	52%
You couldn't find any information about a Changing Places toilet	15%

Have you ever visited somewhere and had to leave early because the accessible toilet is not as accessible as you need it to be?

Yes	56%
No	33%
Not Sure	10%

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

Yes	8%
No	92%

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	15%
Once a week	11%
Once a month	23%
Once a year	19%
Never	34%

Changing Places Toilets

Changing Places Toilets are accessible toilets at least 12 square metres in size and includes an adult sized, height adjustable changing bench, a peninsular toilet and a ceiling hoist.

Are you, or a member of your family or group, a Changing Places toilet user?

Yes	16%
No	84%

Do you find Changing Places toilets easy to find?

Yes	22%
No	79%

Do you find Changing Places toilets easy to access and get in?

Yes	48%
No	52%

Do you find equipment within Changing Places toilets is ready to use and working?

Yes	46%
No	54%

Transport

What are your main modes of transport?

Car – owned or leased	94%
Car – lifts from friends or family	19%
Bus or Tram	16%
Taxi	18%
Train or Underground	13%
Bicycle	0%
E-Bike	0%
Adapted Cycle	0%
Wheelchair	27%
Powerchair	16%
Mobility Scooter	26%
Walking	12%

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

I already have an electric vehicle	17%
Yes	20%
No	42%
Don't Know	16%
Not Applicable	4%

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

Very Good	2%
Good	3%
Satisfactory	9%
Bad	10%
Very Bad	10%
Not Applicable	66%

If you have experience of public electric vehicle charging points, have you experienced any of the following issues?

Charger inaccessible due to being on a raised plinth or pavement	48%
Screen too high or too difficult to read	42%
Payment or card mechanism too high or too difficult to use	42%
Size and layout of the bay not suitable for Wheelchair Accessible Vehicles (WAV's)	42%
Size and layout of the bay not suitable for my access requirements	37%
Fixed charging cables too heavy, not long enough or otherwise not suitable	49%
Surrounding pavements and environment lacking dropped kerbs	62%

Did you know that there is a BS Standard that exists for accessible Electric Vehicle charging points?

Yes	12%
No	88%

Public Transport - please tell us if you feel safe and / or confident when using the following types of public transport:

I feel:	Yes - I feel safe	Yes - I feel confident	No - I do not feel safe	No - I do not feel confident	Not Sure
Planes	19%	17%	10%	34%	19%
Trains	15%	16%	15%	36%	18%
Buses	11%	13%	19%	37%	19%
Trams	6%	8%	10%	25%	51%
Ferries	13%	17%	8%	19%	42%
Taxis	22%	28%	10%	19%	20%
Private Hire - including Minicabs and Uber	16%	21%	11%	20%	33%

Do you think public transport lacks accessibility?

Yes	74%
No	8%
Not Sure	17%

Has lack of disabled access on public transport negatively impacted you on the following:

Commuting	41%
Going on holiday	59%
Work / Volunteering	22%
Training / Education	15%
Socialising	72%

Has lack of disabled access on planes impacted your ability to travel?

Yes	42%
No	37%
Not Sure	20%

Do you use a Passenger Assistance service to make journeys

Yes	55%
No	34%
Not Sure	11%

Do you feel public transport staff are well informed and/or well trained in relation to disabled access on public transport?

Yes	15%
No	56%
Not Sure	29%

Technology

What device do you usually use when using the internet?

Desktop or Laptop	57%
Mobile	60%
Phone	33%
Tablet	46%
Other	1%

Do you use any assistive technology to use the internet?

I do not use Assistive Technology	79%
AAC	1%
Screen reader	4%
Screen magnification	9%
Braille output	0%
Screen filter	3%
Speech input	6%
Speech output	4%
Eye tracking	1%
Head pointer	0%
Motion tracking	0%
Alternative keyboard	3%
Switch entry	0%
Other	5%

Is Artificial Intelligence (AI), for example, artificial imagery, auto-generated articles, etc) something that you:

Know nothing about it	35%
Have heard about it	28%
Know a little bit about it	27%
Use a little bit	7%
Use a lot	2%

Do you have fears or concerns about the increasing use of artificial intelligence?

Yes	67%
No	33%

Representation and Attitudes

Do you feel that disabled people are fairly represented across the media, for example in TV, advertising, film, books?

Yes	22%
No	57%
Not Sure	20%

Do you feel that the representation of disabled people in the media is getting better or worse?

Better	34%
Worse	19%
The Same	36%
Not Sure	11%

How do you feel the public's attitude to disabled people is changing?

Better	19%
Worse	32%
The Same	41%
Not Sure	8%

Do attitudes towards disabled people affect your experience in any of the following?

Travel and Transport

Attitudes affect me positively and make travel easier	11%
Attitudes affect me neither positively or negatively	28%
Attitudes affect me negatively and make travel harder	43%
Not Sure	18%

Learning and Education

Attitudes affect me positively and make learning and education easier	8%
Attitudes affect me neither positively or negatively	29%
Attitudes affect me negatively and make learning and education harder	18%
Not Sure	46%

Work and Volunteering

Attitudes affect me positively and make work and volunteering easier	9%
Attitudes affect me neither positively or negatively	23%
Attitudes affect me negatively and make work and volunteering harder	24%
Not Sure	44%

Shopping and Everyday Essentials

Attitudes affect me positively and make shopping and everyday essentials easier	15%
Attitudes affect me neither positively or negatively	33%
Attitudes affect me negatively and make shopping and everyday essential harder	42%
Not Sure	10%

Finance and Banking

Attitudes affect me positively and make finance and banking easier	13%
Attitudes affect me neither positively or negatively	39%
Attitudes affect me negatively and make finance and banking harder	19%
Not Sure	29%

Healthcare and Wellbeing

Attitudes affect me positively and make healthcare and wellbeing easier	21%
Attitudes affect me neither positively or negatively	30%
Attitudes affect me negatively and make healthcare and wellbeing harder	35%
Not Sure	13%

Tourism and Hospitality

Attitudes affect me positively and make tourism and hospitality easier	13%
Attitudes affect me neither positively or negatively	29%
Attitudes affect me negatively and make tourism and hospitality harder	39%
Not Sure	19%

Leisure and Recreation

Attitudes affect me positively and make leisure and recreation easier	11%
Attitudes affect me neither positively or negatively	29%
Attitudes affect me negatively and make leisure and recreation harder	38%
Not Sure	22%

Our new UK Government

How are you feeling about the new UK Government's attitude towards disabled people?

Positive	7%
Neutral	35%
Negative	57%

Rank the following areas in order of importance to you (1 Least Important to 5 Most Important)

	1	2	3	4	5
Welfare Benefit Reform	7%	5%	18%	18%	53%
Accessible and Social Housing	10%	6%	16%	17%	51%
Public Transport and Improving Accessibility	5%	4%	16%	22%	53%
Employability and Education for Disabled Adults	9%	6%	20%	21%	44%
Access to Education and Special Educational Needs	9%	6%	18%	18%	49%
Healthcare	2%	1%	4%	10%	82%

About you

Where do you live?

England	78%
Scotland	12%
Wales	7%
Northern Ireland	4%

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

With friends or family	75%
With an unpaid or family carer	27%
With a carer or PA	11%
By myself	31%
With a club or group	3%

Are you...

A disabled person	68%
Family member or friend of a disabled person	3%
Unpaid or family carer	7%
Carer or PA	2%
Of retirement age	18%
Teacher, Social Worker or Healthcare Professional	2%
I'd rather not say	1%

Do you use or have experience of:

Wheelchair	54%
Powerchair	21%
Mobility Scooter	41%
Walking Aid	68%
Symbol Cane	2%
Long Cane	5%
Assistance Dog - Visual Impairment	1%
Assistance Dog - Other	3%
Sign Language	3%
Hearing Aid or Cochlear Implant	13%
AAC	1%
Hidden Impairment	16%
Speech Impairment	1%
PMLD	0%
Autism	11%
Dementia	4%
Learning Disability	10%
Changing Places Toilet	9%

About Euan's Guide

Euan's Guide is the award-winning disabled access charity best known for EuansGuide.com, the disabled access review website with thousands of reviews written by disabled people for disabled people.

Euan's Guide also makes tens of thousands of accessible toilets safer through the Red Cord Card scheme and amplifies the voices of disabled people by running the UK's largest and longest-running Access Survey.

Euan was diagnosed with Motor Neuron Disease in 2003 and became a powerchair user in 2013. When he discovered how stressful everyday activities could be due to a lack of disabled access information, EuansGuide.com was born.

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.

Kiki MacDonald, co-founder of Euan's Guide, said:

"The results of the 2024 Access Survey paint a frustrating but familiar picture. Disabled people are still having to fight for disabled access information and access to everyday places.

Whether it's arriving at a 'wheelchair-accessible' restaurant only to find a step and no ramp or being stranded at a train station with no assistance, these experiences are unacceptable.

Accessibility should be a right, not a privilege."

Euan's Guide is on social media @EuansGuide

About the Motability Scheme

- We support people with disabilities to achieve greater independence, by giving them access to affordable, worry-free mobility.
- We lease cars, Wheelchair Accessible Vehicles (WAVs), scooters and powered wheelchairs in exchange for customer's mobility allowance.
- We're passionate about improving the lives of over 815,000 customers and their families, and focus on meeting their needs.
- We aim to offer unbeatable value, and provide our customers with award-winning customer service.
- All of our profits are reinvested into the Motability Scheme for the benefit of customers.

Thank You

The Euan's Guide Access Survey supported by Motability Operations Ltd was conducted in Autumn 2024. There were 6,665 respondents.

Thank you to everyone that took part.



Wood Mackenzie is the leading global data and analytics solutions provider for renewables, energy and natural resources. Driven by the broadest and deepest data, expert thought leaders and AI-powered analytic technology, they give you the power to understand your world with incredible clarity – and invest with absolute confidence.

We are grateful to Wood Mackenzie for their support with the data analysis of this survey.

Euan's Guide is proud to be supported by:



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