

The Euan's Guide Access Survey 2024

## Supported by the Motability Scheme

# The Reality of Accessibility Today

## Large Print Version

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## 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 incontinent but obviously pads don't last all day and do leak. Me and my family went to Birmingham once. There was only one 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—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.

## Real stories, real struggles

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

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.”

The Euan’s Guide Access Survey

supported by Motability Scheme

was conducted in Autumn 2024.

**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? (please select all that apply)**

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:**

Planes:

Yes - I feel safe 19%

Yes - I feel confident 17%

No - I do not feel safe 10%

No - I do not feel confident 34%

Not sure 19%

Trains:

Yes - I feel safe 15%

Yes - I feel confident 16%

No - I do not feel safe 15%

No - I do not feel confident 36%

Not sure 18%

Buses:

Yes - I feel safe 11%

Yes - I feel confident 13%

No - I do not feel safe 19%

No - I do not feel confident 37%

Not sure 19%

Trams:

Yes - I feel safe 6%

Yes - I feel confident 8%

No - I do not feel safe 10%

No - I do not feel confident 25%

Not sure 51%

Ferries:

Yes - I feel safe 13%

Yes - I feel confident 17%

No - I do not feel safe 8%

No - I do not feel confident 19%

Not sure 42%

Taxis:

Yes - I feel safe 22%

Yes - I feel confident 28%

No - I do not feel safe 10%

No - I do not feel confident 19%

Not sure 20%

Private Hire - including Minicabs and Uber

Yes - I feel safe 16%

Yes - I feel confident 21%

No - I do not feel safe 11%

No - I do not feel confident 20%

Not sure 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%

**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)**

Welfare Benefit Reform:

1: 7%

2: 5%

3: 18%

4: 18%

5: 53%

Accessible and Social Housing:

1: 10%

2: 6%

3: 16%

4: 17%

5: 51%

Public Transport and Improving Accessibility:

1: 5%

2: 4%

3: 16%

4: 22%

5: 53%

Employability and Education for Disabled Adults:

1: 9%

2: 6%

3: 20%

4: 21%

5: 44%

Access to Education and Special Educational Needs:

1: 9%

2: 6%

3: 18%

4: 18%

5: 49%

Healthcare:

1: 2%

2: 1%

3: 4%

4: 10%

5: 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.

Euan’s Guide would like to thank:

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