# The Access Survey. We asked...

Have you ever tried to find disabled access information about a venue before you visited it?	Yes	95%	No	<b>5</b> %
Have you ever found accessibility information on a venue's website to be misleading or inaccurate?	Yes	87%	No	13%
Have you ever had a trip ruined by inaccurate accessibility information?	Yes	73%	No	27%
Are you generally satisfied with the level of accessibility provision you find at venues?	Yes	24%	No	76%





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

Poor Accessibility		Good A	Accessibility
69%	Pubs & bars		11%
19%	Cinemas & theatres		<b>57</b> %
43%	Hotels		28%
15%	Museums and art galleries		<b>57</b> %
22%	Concert halls and live music venues		40%
14%	Hospitals and healthcare		64%
60%	Restaurants		10%
<b>75</b> %	Cafes and coffee shops		<b>7</b> %
83%	Shops		14%
<b>53</b> %	Private businesses	<b>♦</b>	2%
21%	Public and council buildings		<b>45</b> %
18%	Sport and leisure venues		26%
15%	Airports and stations		44%





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

Very likely Likely Not sure Not relevant to me	78% 18% 3% 3%
When 'out and about', most of the time I am	
With friends & family	<b>75</b> %
With a carer or PA	13%
By myself	14%
How can venues improve their accessibility?	
Environmental changes	87%
Staff training	<b>76</b> %
Provision of information	<b>67</b> %
Signage	<b>50</b> %





## What factors influence your decision to visit somewhere?

86%
<b>72</b> %
64%
18%
16%
63%

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

Word of mouth		50%
Telephoning the venue directly		<b>52</b> %
The venue's website		67%
Internet search		57%
Social media		<b>27</b> %
Newspapers and TV	<b>♦</b>	1%
Community groups and clubs		8%





### Are you...

A disabled person		<b>65</b> %
Family member of a disabled person		22%
Friend of a disabled person		<b>12</b> %
Carer or PA		<b>5</b> %
Teacher, Social Worker or Healthcare Professional		3%
I'd rather not say	<b>♦</b>	1%





## Other things you told us...

- More than anything I want staff in all these places to be trained in Disability Awareness and personally in Deaf Awareness
- Your guide is a great idea, public awareness of disability must be raised. My life is restricted by lack of disabled access and provision. It takes a lot of research to arrange a trip out with mobility scooter.
- All listings for hotels, restaurants, bars etc should have access information as a requirement.
- Some places have a strange perception of what accessibility actually means! Things like not enough space to manoeuvre a wheelchair through the obstacle course of a shop, accessible toilets you can't actually turn a wheelchair in which are without any grab rails...just a bit more thought would make accessibility a reality!
- The sort of things people miss is in the nitty gritty of getting around e.g. lifts where there is little or no room to turnaround or where the width or depth does not take into account handles etc.
- As part of a band often 20-30 of us are gigging and look for a pub/restaurant to visit afterwards, to accommodate my needs the while group choses somewhere accessible every time.
- Asking disabled people themselves!! I visited a venue with a lovely ramp but a door that opened outwards and blocked said ramp so
  they had tried but access was impossible!





#### **About Euan's Guide**

- Euan's Guide is a disabled access review website & app
- Reviews are written by disabled people, their families, friends and carers
- The site was founded by Euan MacDonald, himself a powerchair user
- The site went live on 1 November 2013 and so far has over 1300 places on the site in more than 350 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
- After winning their Infinity Lab People's Choice competition, Euan's Guide are also being supported by BT
   www.EuansGuide.com | hello@euansguide.com | 0131 510 5106 | Euan's Guide, 10 Constitution Street, Edinburgh, EH6 7BT

## **About Disabled Access Day**

- The first Disabled Access Day is taking place on 17 January 2015
- We are asking disabled people and your 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 | takepart@disabledaccessday.com



