2024 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 year marks a decade since the Access Survey began and this year's 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 is a long one. It will take around 25 minutes to complete but the information you provide is extremely useful. The majority of questions are multiple choice and you can skip any questions that you do not feel are relevant to you.

We want to provide an opportunity for you to have your say - your experiences and thoughts matter, and we want to do our best to support our community in amplifying your voices. Getting as much data as possible will allow us to do this to the best of our ability.

There are 9 sections:

* 1. Disabled Access
  2. Accessible Toilets and Changing Places Toilets
  3. Transport
  4. Technology
  5. Representation and Attitudes
  6. The new UK Government
  7. About Euan's Guide
  8. The Motability Scheme
  9. 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 9 - 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

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

## [ ] Yes

## [ ] No

## [ ] Not

## [ ] Sure

## Do you feel the lack of disabled access has had a negative impact on any of the following (please select all that apply):

## [ ] Travel and Transport

## [ ] Learning and Education

## [ ] Work and Volunteering

## [ ] Shopping and Everyday Essentials

## [ ] Finance and Banking

## [ ] Healthcare and Wellbeing

## [ ] Tourism and Hospitality

## [ ] Leisure and Recreation

## Please tell us anything else about any barriers or impacts the lack of disabled access has for you

# Section 2 of 9 - 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

**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

No

Do you find Changing Places toilets easy to find?

Yes

No

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

Yes

No

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

Yes

No

**Is there anything else you’d like to tell us about Changing Places toilets?**

## Section 3 of 9 – Transport

## 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.

**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

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

Trains

[ ] Yes - I feel safe

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

Buses

[ ] Yes - I feel safe

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

Trams

[ ] Yes - I feel safe

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

Ferries

[ ] Yes - I feel safe

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

Taxis

[ ] Yes - I feel safe

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

**Private Hire - including Minicabs and Uber**

[ ] Yes - I feel safe

[ ] Yes - I feel confident

[ ] No - I do not feel safe

[ ] No - I do not feel confident

[ ] Not Sure

**Do you think public transport lacks accessibility?**

[ ] Yes

[ ] No

[ ] Not Sure

Has lack of disabled access on public transport negatively impacted you on the following (please select all that apply):

[ ] Commuting

[ ] Going on holiday

[ ] Work / Volunteering

[ ] Training / Education

[ ] Socialising

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

[ ] Yes

[ ] No

[ ] Not Sure

**Do you use a Passenger Assistance service to make journeys**?

[ ] Yes

[ ] No

[ ] Not Sure

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

[ ] Yes

[ ] No

[ ] Not Sure

**Is there anything else you want to tell us on the accessibility of public transport (for example airports, train stations, ferry terminals etc)**

## 

# Section 4 of 9 - Technology

## 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

# Section 5 of 9 – Representation and Attitudes

In this section, we're asking for your thoughts on Representation and Attitudes towards disabled people.

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

[ ] Better

[ ] Worse

[ ] Not Sure

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

[ ] Better

[ ] Worse

[ ] Not Sure

**Please tell us anything else about representation of disabled people in the media.**

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

[ ] Better

[ ] Worse

[ ] The Same

[ ] Not Sure

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

**Travel and Transport**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Learning and Education**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Work and Volunteering**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Shopping and Everyday Essentials**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Finance and Banking**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Healthcare and Wellbeing**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Tourism and Hospitality**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Leisure and Recreation**

[ ] Attitudes affect me positively

[ ] Attitudes affect me neither positively or negatively

[ ] Attitudes affect me negatively

[ ] Not Sure

**Please tell us anything else about attitudes towards disabled people.**

# Section 6 of 9 – Government

If you're UK based, we are keen to hear from what you think about the new Labour government.

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

[ ] Positive

[ ] Neutral

[ ] Negative

Please rank the following areas in order of importance to you

Welfare Benefit Reform

Please enter a number between 1 and 5   
(1 is Worse, 5 is Better)

[ ]

Accessible and Social Housing

Please enter a number between 1 and 5   
(1 is Worse, 5 is Better)

[ ]

Public Transport and Improving Accessibility

Please enter a number between 1 and 5   
(1 is Worse, 5 is Better)

[ ]

Employability and Education for Disabled Adults

Please enter a number between 1 and 5   
(1 is Worse, 5 is Better)

[ ]

Access to Education and Special Educational Needs

Please enter a number between 1 and 5   
(1 is Worse, 5 is Better)

[ ]

Healthcare

Please enter a number between 1 and 5   
(1 is Worse, 5 is Better)

[ ]

Are there any other areas that you think are a priority; or do you have any other thoughts on what the new government needs to focus on to support disabled people?

# Section 7 of 9 - 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 8 of 9 - The Motability Scheme

The 2024 Euan’s Guide Access Survey is supported by Motability Operations, the company that  runs the Motability Scheme.

People who receive a qualifying mobility allowance (higher rate mobility component of Disability Living Allowance, enhanced rate mobility component of Personal Independence Payment, War Pensioner’s Mobility Supplement, Armed Forces Independence Payment, higher rate mobility component of Child Disability Payment or enhanced rate mobility part of Adult Disability Payment) can discover greater freedom on the Scheme. They simply exchange their allowance for a brand-new car, electric vehicle (EV), Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair. They get the Motability Scheme’s full package too.

## 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 9 of 9 - 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 your postcode 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

## 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.