

DISABLED ACCESS DAY

2017 : The Review

#AccessDay @access_day DisabledAccessDay

Powered by Euan's Guide

Foreward



Photo: Paul Ralph at Disabled Access Day event in Barclays, Albion Street, Leeds

In March 2017, we celebrated the third Disabled Access Day with events up and down the country and beyond. People and places came together to celebrate great access and inclusion by putting on events, opening their doors and offering a warm welcome. Asked what I felt about Disabled Access Day 2017, I struggled to find the words to sum up so much activity, excitement and fun.

This year saw more people out and about than previous years and more venues, places and organisations lending their support. When Disabled Access Day started in 2015 I would never have imagined how a simple idea could turn into such a meaningful opportunity for people to try something new.

So many stories, so many photos, so many lives touched! Just how it should be… People can laugh, smile, enjoy… be part of something meaningful, be part of the creation of a legacy for change. That is very much the spirit of Disabled Access Day.

From the excitement of hearing about Lily-May and her first meeting with a horse, through to the nautical activities of Belfast Lough Sailability, and the amazing drumming workshop in Whitstable, there were so many things to do, try, to see or simply soak up the atmosphere. Too many to mention them all! I hope this review will offer people a glimpse of the range, diversity and excitement that Disabled Access Day 2017 offered and hope that people, places and organisations can come together again to celebrate Disabled Access Day in March 2019.

Paul Ralph, Founder, Disabled Access Day.

What is Disabled Access Day?

Disabled Access Day is all about visiting somewhere that you've never been to before and trying something new in an atmosphere of cooperation, safety and fun. It's about places helping to create opportunities, experiences and a warm welcome.

We have some key messages we ask people to think about during Disabled Access Day and into the future.

Try something new

We encourage people to try something new. It may be visiting somewhere, trying out something new, watching, listening or simply being there.

Encourage places

We encourage places to create opportunities for disabled visitors to feel confident in exploring somewhere new in a safe, unhurried and welcoming environment.

Raise awareness

We aim to raise awareness about the importance of disabled access and encourage conversations between disabled people, businesses and venues.

Showcasing

We provide an opportunity for places that have great accessibility to showcase the services and facilities they provide.

Sometimes people say that it should be every day. We know it would be fantastic if #AccessDay was every day and society was barrier-free for all. We are not there yet, and until that day comes, Disabled Access Day hopes that with a positive message we can one day achieve that! Sometimes activities take some extra arranging with additional dedicated time and Disabled Access Day provides an opportunity to do this.



Photo: Paul Ralph at Disabled Access Day event in Barclays, Albion Street, Leeds

Highlights!



Photo: Disabled Access Day event at Belfast Lough Sailability

Sailing on the waters of Belfast Lough

"An eye opening and exhilarating sailing experience. Excitement grew on the pontoon where we split up into different boats. Anyone who wanted to stay with their wheelchair easily boarded a sea-rover at the stern by a mechanical ramp. A hoist is also available and supportive cushions could be used to assist balance and keep you upright. Sailing gives you an appetite and a well-timed barbecue rounded off a fabulous experience."

Meeting the horses

Rebecca Earp visited The Riding for the Disabled Association at Rossington Hall with her daughter Lily-May. She shared her story:

"We visited this morning for your open day. I just want to say thank you so much for taking the time to talk to us and allow Lily-May the opportunity to touch, smell and see the gorgeous horses. This was the first time she had willingly touched a horse, here she is leaning onto the horse's head and closing her eyes.

She was given the opportunity to ride round and managed one lap of the arena. I was so proud I was in tears. so once again thank you for allowing us this opportunity."

We later learnt that Lily-May has started weekly riding sessions!



Whizz Kidz lift off at Gatwick Airport!

"We were delighted to be a part of Gatwick's Disabled Access Day activities. We were taken on an exclusive tour through the airport, from check-in desk to gate room, finishing with a drive around the airfield in a new state of the art Bulmor.

The staff were so friendly and couldn't have been more accommodating, answering all our questions and taking us through every detail of the whole airport experience. It was great to be a part of the day, we learnt so much about how Gatwick cater for all disabilities to make travel as easy as possible for all, we hope to be able to pass on the tips learnt on the day to the young people and families we support."

Megan Treharne from Whizz Kidz who attended the Gatwick event.



Photo: Disabled Access Day event at Gatwick Airport


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Pictures:

1. Ryan and friends at Belfast Lough's Sailability event 'Festival of the Sea!'
2. Edinburgh's 'Adapt-A-Tool' workshop with Edinburgh Tool Library and Crossing Countries.
3. William Merritt Disabled Living Centre staff and volunteers celebrating #AccessDay with the Lord Mayor of Leeds.
4. The Edinburgh Signing Choir giving a performance at the Scottish Parliament.
5. Members of the Bevern Trust visiting Brighton's Duke of York's theatre.
6. Jurgen trying out umami paste at Borough Market's BSL demonstration kitchen.
7. Attendees trying out tennis lessons at the National Tennis Centre.
8. Whizz Kidz Ambassadors club day in York.
9. Demo boxing at the University of East Anglia's Sports Park.
10. Sense Cymru visiting The National Assembly for Wales.

Edinburgh and Glasgow

What happened in Edinburgh

Edinburgh is where we are based and many of the places that we know and love took part this year. It was fantastic to see so many local faces taking part and celebrating the weekend with us.

Juliana Capes led a descriptive art tour starting at Dovecot, then onto Talbot Rice Gallery and Stills before ending at The Fruitmarket Gallery. Juliana took the tour through detailed descriptions at each venue, which brought these creative environments to life.

Elsewhere in the city people could enjoy accessible screenings at both the Cameo and Filmhouse cinema, try out the new Majestic Bus at the Royal Botanic Garden Edinburgh, enjoy free dance classes at Dance Base or enjoy tours at the Scottish Parliament with a performance from Edinburgh Signing Choir. These are only a handful of brilliant events that happened in the city!

What happened in Glasgow

Disabled Access Day created a real buzz in Glasgow this year, with lots of interesting places taking part and really getting in to the spirit of the event! Here is a flavour of the Glasgow venues that took part during Disabled Access Day.

Glasgow's Centre for Contemporary Arts hosted several different events, which included exhibitions, screenings and discussions.

For the sightseers amongst us, the Lighthouse on Glasgow's Mitchell Lane was the place to be. The building is fully accessible for wheelchair users and has several exhibitions throughout its six floors. Arguably the most impressive floor is number six, the viewing platform, which offers wonderful views over the City.

Connor went go-karting at 'The Experience' for the first time and he was thrilled that he could go. The day got even better when he discovered that the karts had hand controls. No sitting on the side-lines here as he could take part! He told us:

"I was able to do six laps of the main track after having a brief warm-up in the beginners' track. The track is a lot of fun and has a good balance of left and right turns, hairpins and even an elevated section.

The staff are well trained at helping to set up the kart for your needs."

Pictures:

1. Euan MacDonald and friends on a Majestic Bus at the Royal Botanic Garden Edinburgh.
2. Young visitor enjoying Glasgow Science Centre.
3. Connor go-karting at 'The Experience' in Glasgow.


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#AccessDay
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London and elsewhere

What happened in London

In London, the city was a hive of activity with nearly 40 events taking part. MaMoMi organised a Sensory Trail which explored the newly opened Design Museum in Kensington. The tour provided tactile experiences and created opportunities and accommodations for blind and partially sighted visitors to enjoy the touch, sounds and scents of the exhibition.

Elsewhere the Piccadilly Theatre used the day to give their staff presentations on accessibility and sign language, plus a back stage tour for visitors. Borough Market again put on another fantastic BSL cooking demonstration. In Hackney, the Hackney Museum hosted an art exhibition and interactive workshop curated by the We Are Artists museum art group. Other places that took part were the Barbican Centre, Kennington Palace, Wellcome Collection, The National Theatre and so many more!

"I feel Disabled Access Day provides a great way of trying or visiting something new in a safe, stress free environment. It also allows places that take part to showcase what they provide for disabled people. There are many cases of good practice that places fail to publicise when I feel they should be proud to be shouting from the rooftops!" Gary Smith, Euan's Guide reviewer.

...and elsewhere

The weekend saw loads of events right up and down the country, here is a small sample!

Brighton and Hove Buses with Metrobus gave pass holders free travel on all their services to a travelling companion of concessionary disabled travel passes for all of the weekend. They also joined up with Brighton Dome supporting their access event with other organisations and had an information point.

The Welsh Assembly put on an autism friendly tour of the Senedd that a group from Sense based Crymu thoroughly enjoyed! In Sandbach, Cheshire Disabled People's 1nclu5ive put on events at the town market hall, in a local community centre and a local nature reserve.

The Newcastle Disability Forum put on an open day at Newcastle Central Station to showcase the work that the do with partner organisations to promote disabled access. Local hero and former England Captain Alan Shearer joined in with the fun!

Disabled Access Day founder Paul Ralph went somewhere new, to The Beamish Museum and said:

"When we arrived we were stunned to see so many cars in the accessible parking area, and folk walking and wheeling to the main entrance. The various 'in costume' characters and guides were welcoming, friendly and loved to chat, as did we! We loved it and plan to go back."

Pictures:

1. Paul Ralph visting the Beamish Museum.
2. Facebook post from Gary Smith trying out somewhere new in London.
3. Disabled Access Day foyer display at Playhouse Theatre, London.



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Gary Smith with **Antonia Lee-Bapty**.

4 hrs ·

The moment you realise suggesting going on the London Eye wasn't the best idea when you're terrified of height!!
#AccessDay
#YouAndSomethingNew

You, Kiki MacDonald and 33 others 6 comments

02 Like Comment Share



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What the venues said

Leeds City Museum:

“We are committed to being an accessible museum, and we think Disabled Access Day is a great idea, that helps us make connections and find out ways to work with people to be more accessible. We hosted a multi-sensory morning for under 5s. We already host weekly crafts for under 5s on Fridays, and wanted to try out a sensory room with bubble tube and dark tents additional to the crafts.

Due to popularity, we will be hosting a multi-sensory morning once a quarter. The busy nature of the morning would not suit all visitors, so we will also run ‘limited number’ of calmer sensory events in school holidays.”

Filmhouse Cinema in Edinburgh:

“Accessibility is something we are working to improve in our venue, and we appreciated the chance to make more people aware of what our venue has to offer in terms of accessibility.

We increased the amount of captioned screenings, and screened a short about wheelchair access to public transport called Buggy Off. We had additional staff to support as needed. We also had more large print brochures, information about how to sign up to have Braille or large print brochures mailed out, and how to sign up for an email with all the accessible screenings showing that month.

We had a large board created for permanent display that explains everything we do to make our venue more accessible.”

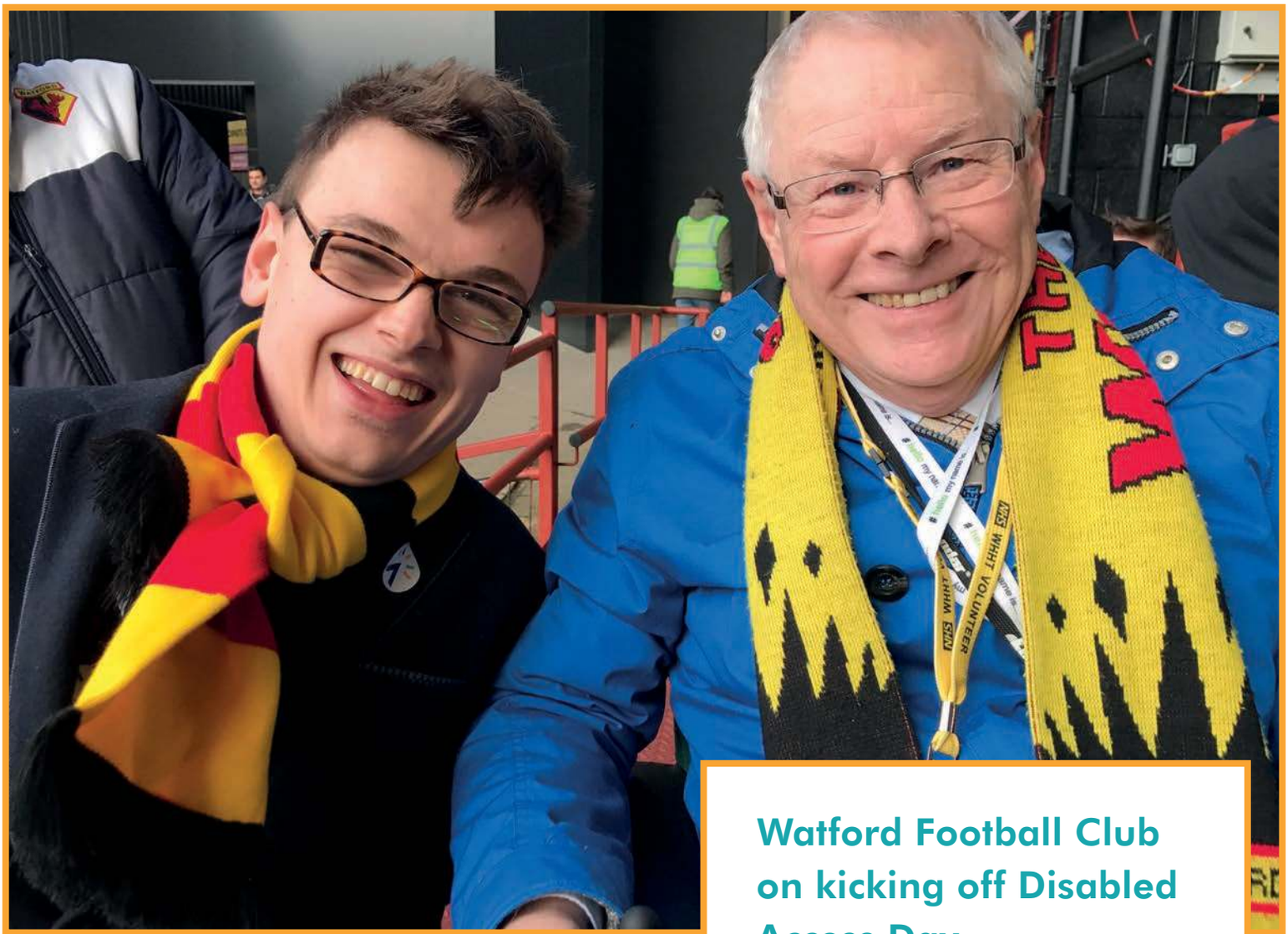
The Shakespeare Birthplace Trust:

“We delivered activities across all three days at four of our properties. We had family activities, Tudor music, Tudor food and drink, memory boxes, handling items and free entry to our disabled visitors and their carers.

The impact of being involved in Disabled Access Day meant that it increased access awareness amongst the public, and different parts of our organisation, of the work that we do. We are planning to increase the number of captioned screenings we do, and we have made available the information about how to sign up to large print or Braille programmes.”

Pictures:

1. George Fielding and friend on match day.
2. Watford Football Club midfielder Sebastian Prödl.



Watford Football Club on kicking off Disabled Access Day

"Our involvement with Disabled Access Day was hugely positive. During the week leading up to the match we fielded a far higher number of enquiries than usual and finished with 5 new attendees at the match, with others having booked for future games. We also received our first review on Euan's Guide.

Our highlight was certainly the half-time interview with George Fielding and David Butler which drew a generous round of applause from supporters in all 4 corners of the ground. We look forward to repeating the day and building on this success."

Dave Messenger, Watford FC



Partner

BARCLAYS

As headline supporter of this year's Disabled Access Day, Barclays really embraced the opportunity to showcase their commitment to inclusivity across all areas of their business.

Going to a bank might not have been top of your list of places to visit when you were planning where to go for Access Day, but if you consider that almost every bus trip, every museum entry and every mid-morning café treat means using your finances – you can see why Barclays are so passionate about the ethos of Access Day.

Over 200 participating branches threw open their doors for members of the public to come and see their accessible banking displays; showing all the interesting and innovative ways that banking can be made easier or more accessible.

Visitors were encouraged to try out many of the accessible services, including the 'high vis' debit cards and their famous 'Talking ATM'. Barclaycard were also supporting the event, and handed out hundreds of free bPay contactless wearable devices to the public.

Three flagship branches Edinburgh, Leeds and Piccadilly Circus went even further and turned themselves into Access Day epicentres; playing host to a variety of performers, charity partners and Disabled Access Day ambassador, Sophie Christiansen CBE!

Elaine Draper, Director of Accessibility and Inclusion at Barclays said:

> Barclays is a proud champion of Disabled Access Day and is honoured to be this year's headline supporter. We had over 100 events taking place across the country with activities including Flash mobs, Paralympian meet and greets and accessible coding events to name just a few. Disabled Access Day is a fantastic way for businesses to raise awareness of inclusive services and for us all to come together to celebrate accessibility.

www.barclays.co.uk/accessibility

Pictures:

1. Tweet from Molly Watt Talks attending the Leeds Barclays branch event.
2. Staff celebrating at the Dundee branch.
3. Staff in Leeds explaining bPay at stall.
4. Tweet with Euan and staff enjoying the day at the Edinburgh Branch.
5. Tweet from Emma at Barclays Leeds.
6. Staff at the Piccadilly Circus event with Disabled Access Day Ambassador, Sophie Christiansen CBE.

Barclays Access Retweeted

Molly Watt Talks @MollyWattTalks · Mar 10

Unis figured she should take time out from her retirement 2 attend today's #AccessDay 2day in Leeds. Fab to meet the teams. @BarclaysAccess



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Barclays Access Retweeted

Euan's Guide @EuansGuide · Mar 10

Euan and Ryan are with the team at @BarclaysUK Princes Street in #Edinburgh for #AccessDay this afternoon!



Barclays Access and bPay

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Barclays Access Retweeted

emma horsfall @emmahorsfall1 · Mar 11

Had some amazing visitors today at #AccessDay leeds and helped with @bPay_UK devices . Days like this make me love my job @BarclaysAccess



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Supporters

QUEST 88®

On the Saturday Quest 88 invited Disabled Access Day participants to join the Accessible Pedal in the Park at the Inclusive Cycling Hub. There were a number of special cycles, tandems, handcycles and tricycles available to try out and ride in Shrewsbury's town park, together with some coaching, bags of encouragement and complimentary refreshments at the neighbouring Stop Café.

Robert Henshaw, Managing Director at Quest 88 told us:

> As providers of specialist cycles and equipment for disabled children and adults, Quest 88 was thrilled about its involvement in this year's Disabled Access Day and the opportunity for people to see and try new things.

On the day Quest 88 hosted over 50 participants which ranged from groups of disabled children through to pensioners. The day had a wonderful inclusive feel about it, enabling people to cycle who haven't cycled before as well as opening the eyes of the general public as to the kinds of equipment available to help people cycle. Quest 88 were assisted by members of Cycling 4 All Shropshire and Charlotte's Tandems.

YOUR LONDON AIRPORT Gatwick

On the Friday guests at London Gatwick were taken on an exclusive tour through the airport, from check-in desk to gate room which included experiencing the dedicated family and assistance lane. This was followed by a drive around the airfield in a new state of the art Bulmor. The range of services and facilities for passengers requiring special assistance was explained throughout. The tour was rounded off with lunch at The Grain Store who offer a bespoke special assistance service menu.

And on the Saturday afternoon the PRM service (assistance service for disabled travellers) were on hand sharing information about the experience of travelling through Gatwick Airport. Those attending received a £5 Gatwick voucher for use within the Terminal for refreshments that day or on a return journey airside.

Pictures:

1. Participant enjoying an Accessible Pedal in the Park held by Quest 88.
2. Participant enjoying an Accessible Pedal in the Park held by Quest 88.
3. Disabled Access Day posters at accessible seating area, Gatwick Airport.
4. Participant getting a tour of Gatwick Airport.


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You and somewhere new.
#AccessDay
You and somewhere new.
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You and somewhere new.
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DISABLED ACCESS DAY
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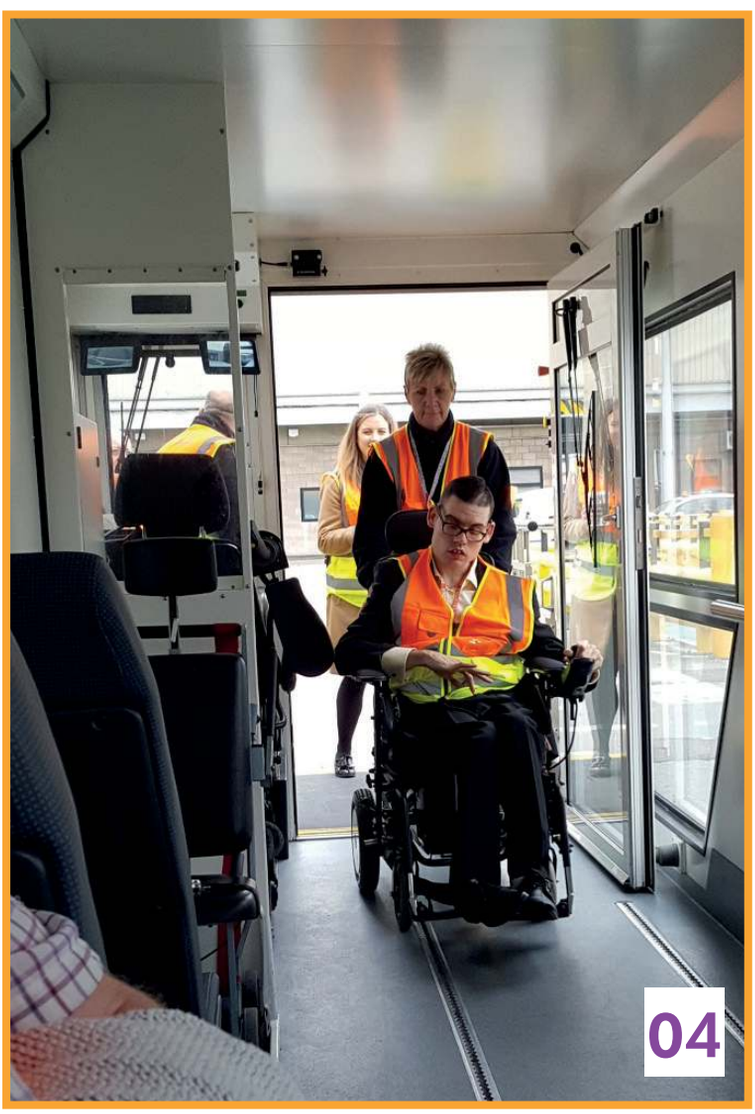
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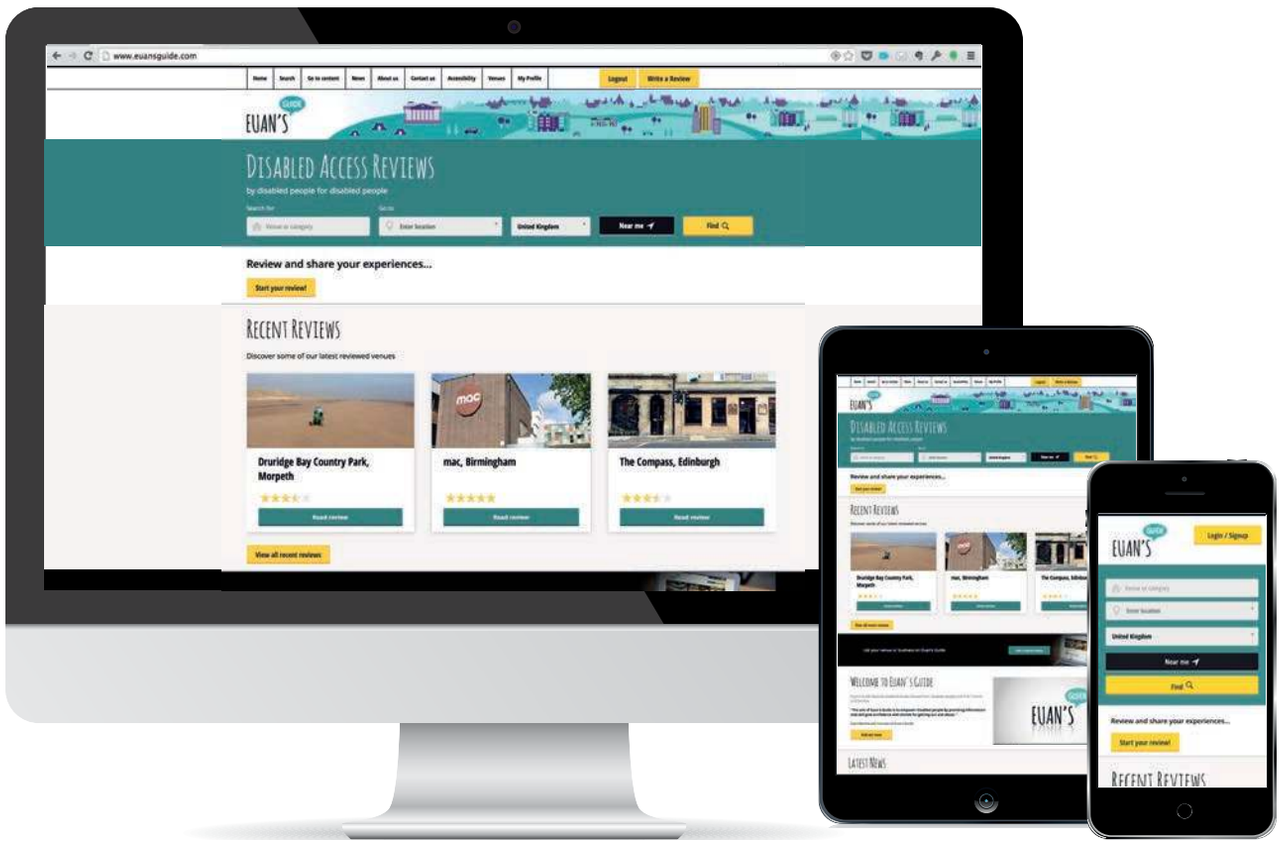
Euan's Guide



Disabled Access Day is powered by Euan's Guide.

Euan's Guide is the disabled access review website that helps to share information about the world's accessible places with disabled people, their friends and family. The charity was founded in 2013 by Euan MacDonald, a powerchair user, and his sister Kiki.

People use Euan's Guide to submit photos and reviews about their experiences of disabled access at places they have visited. Disabled people, their friends and families can then use the website to search for listings and reviews of thousands of venues across the UK and beyond.

Representatives of venues such as shops, hotels, attractions and more are encouraged to list on the website to share their own information about accessibility such as toilets, wheelchair access and hearing loops. The award-winning charity has been endorsed by Professor Stephen Hawking and JK Rowling among others.

www.euansguide.com

The Numbers

1,090
places took part

11,293
people took part

220k
social media impressions

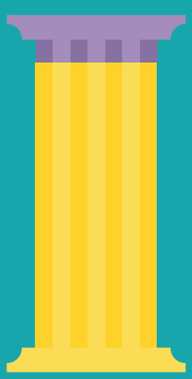
Survey Results



75%
said that this was their first time taking part in Disabled Access Day.



100%
of individuals said that they would take part again



98%
of venues said they would get involved again

Impact



It allowed places to reflect

"It made us look at what we do and what can we do in the future, particularly when making interior or structural changes."

Sammy Miller Motorcycle Museum – took part for the first time this year.

Places could make lasting connections

"The impact meant we have now connected with other local organisations such as Brighton and Hove buses as they hosted stalls in our Foyer during the open day."

Brighton Dome and Festival Limited – took part for the first time this year.

Feedback was confidently given about a sensitive topic, as the weekend was all about accessibility

"Very rewarding day or collecting feedback and speaking to people. We have had a few emails from customers asking us about our provisions who may not have got in contact before they read online that we were accessible."

Bristol Old Vic Limited – took part for the first time this year.

It made places think about the services that they may or not currently provide for disabled people

"It was great to network with so many relevant organisations that can refer service users to us. As our placements are not purely a service for disabled people, it was important to be seen in this setting to highlight our targeted opportunities."

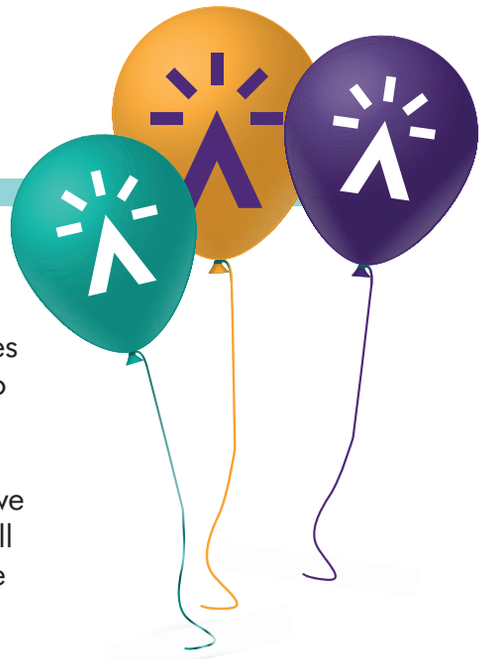
Cannock Leisure Centre / Newlife Charity – took part for the first time this year.

Places were exposed to new audiences, allowing for everyone involved to gain more experience

"It helped open up our collections to new visitors, many of whom had never visited the museum before. Built our staff experience and capacity at engaging with new audiences."

Oriental Museum, Durham University – first took part in 2016.

Future plans



Disabled Access Day has gone from strength to strength over the three years that it has been taking place. Hand in hand with that success comes the challenge of maintaining the momentum and finding the resources to make it all happen.

After some degree of soul searching, consultation and much discussion we have decided to make the event biannual. It gives us, participants, and all those involved time to plan and gather together the resources to continue making Disabled Access Day the amazing event that it has become.

We are delighted to announce the next Disabled Access Day will take place in March 2019. We look forward to sharing the fun, excitement and celebration that comes with it with everyone.



March 2019 !!!

Making next time even better

We asked you what we could do to make the event better for you next year, these were the common requests that came back!

1. More cool stuff... And earlier

You loved our arrows, banners, balloons and posters, you just want them a bit earlier!

2. More ideas on how to get involved

You wanted to make friends with other so you can make connections and perhaps put on joint events. We will share details of places taking part within their local area and nationally.

3. More promotion and marketing

We're trying - but we need your help! We're a small team and we need your help to spread the word.

4. More events at more venues

You'd like to see more venues taking part and more variety too. Please keep your recommendations coming in!

5. Everyday should be #AccessDay

Of course it should be. But, currently it's not. Disabled Access Day has been set up so that places can raise awareness of accessibly and inclusion in a positive, fun way by encouraging disabled people to try something new.

How to get involved



Photo: Disabled Access Day event at the Dovecot Studios in Edinburgh

Disabled Access Day is all about trying something new. Whether you're an individual, charity, community group, business or organisation. There are lots of different ways that you can get involved. Check out some of our suggestions below. If you have more ideas, we'd love to hear them!

Individuals

Please help us spread the word! Whether that's by sharing information on your social media channels, putting us in touch with people, organisations and venues locally or sharing your ideas for a successful event. It would be great if you could get in touch with your local elected representative or council by encouraging them to take part too. As a small team, we really appreciate all the help we can get to spread the word to help make sure even more people know about the event!

On the day we'd love you to join us and choose a new place to visit. It can be absolutely anywhere... Coffee with friends... Cinema with the kids... Try a new activity... Visit a new town... Join others taking part... The list is endless.

Groups and Charities

There are several different ways you can be involved:

- Tell your own members and supporters about us.
- We have a range of materials that we can send you to help you spread the word about Disabled Access Day 2019!
- Organise a group outing to visit somewhere new.
- Open up your own facilities to disabled people.
- Offer activities that participants can try for the first time.
- Work with a local venue to put on an event or activity for 2019!
- This list is endless too... The key is to get as many people as possible participating, so whichever way suits you, suits us!



Photo: Disabled Access Day event at The Experience in Glasgow

Places

If you're a venue owner, manager or member of staff we'd love to work with you to highlight your venue's accessibility, raise the profile of your venue and help you engage with new customers.

Our recent Access Survey revealed that 96% of visitors are 'very likely' or 'likely' to return to a venue with good access, so it's the perfect day to increase awareness about your venues accessibility and engage with new, potentially loyal, customers.

You can get involved in a number of ways:

- Could you hold an event on the day?
- Or if you charge people entry could you discount this for the day?
- And if you're not able to offer a deal then how about a good old fashioned welcome?

Just let disabled people know that they are welcome and that your venue is accessible!

Contact us

Email takepart@disabledaccessday.com
Phone +44 (0)131 510 5106
Post c/o Euan's Guide, 29 Constitution Street, Edinburgh, EH6 7BS, UK

Visit us at
www.disabledaccessday.com

Follow us on
twitter.com/access_day

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fb.com/DisabledAccessDay

Alternative formats

Please visit the Disabled Access Day website for information in alternative formats.

www.disabledaccessday.com/altformats/

Thank you

A massive thank you to our partners and supporters in 2017:

BARCLAYS

YOUR LONDON AIRPORT Gatwick

QUEST 88®

GUIDE EUAN'S

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