

DISABLED ACCESS DAY

2019 : The Review

#AccessDay @access_day DisabledAccessDay

Powered by Euan's Guide

Foreword



Photo: Paul Ralph at Waverley Station, Edinburgh

Disabled Access Day 2019 had a different flavour this year as we invited participating venues to think about Changing Places Toilets when making their plans. With only 1,200 of these across the entire UK and 250,000 users there so much to be done to make events, activities, leisure and daily life inclusive for everyone.

I was delighted that on the day we say 154 places throwing open their doors, putting on events and most importantly offering a warm welcome to all their visitors. It was a day with some challenges as the weather threw everything at us, from snow in Edinburgh through to high winds and choppy seas on the Solent. Not put off by cold, wet and breezy conditions over 13,000 disabled people and their friends and families ventured out on the mission of #YouAndSomewhereNew

For those who haven't heard the story, Disabled Access Day came about when I wanted to try out my new powerchair on a bus. This was not something I'd done before so the challenge of where do you sit, how do you get on, how do tickets work and how to get off stopped me having a try. That is until, visiting an open day at the local bus depot, I got to test out getting my wheelchair on the bus, and off the bus, and on the bus, and off the bus, you get the picture. I described this as a very liberating experience.

From one experience came the thought of what if we could create more opportunities where people were finding it difficult to try things out in the hustle and bustle of daily life?

Disabled Access Day 2019 saw all sorts of places and spaces take part. Castles, a canal boat, horse riding centres, museums, galleries, a palace, an airport, a water park, trams, buses, places to stay and even hovercraft joined forces to create opportunities for people to try new things and have new experiences.

Disabled people and their friends and family took up the challenge and visited locations across the country. Visiting amazing events like those in Blackpool, Leeds, Eastbourne, Edinburgh and so many more.

Lovers of gardens and open spaces visited the Royal Botanic Gardens in Edinburgh, Kew Gardens and the Eden Project. If history was more your thing the castles of Edinburgh, St Andrews, and Stirling held events as did the majestic Hereford Cathedral and the National Trust's Tredegar House and many more.

London was alive with events at Westminster Abbey, St. Paul's Cathedral, Tower Bridge, Kew Gardens, the National Army Museum, Donmar Warehouse, Hampton Court Palace, the Tate and the unbelievable buzz at the Barbican.

It was amazing to see communities together to do wonderful things. We loved hearing about the Umbrella Cafe in Whitstable and the SENsational choir, the people of Perth and their information events at the museum and gallery, with so much by so many it's hard to list all the events as we loved them all!

Using the hashtags #YouAndSomewhereNew and #AccessDay folk shared their pictures and stories across social media. Pictures flooded in from so many places and spaces we couldn't begin to list them all. We enjoyed seeing all of them, and many brought a smile as we laughed and shared people's enjoyment and fun.

I hope Disabled Access Day leaves a legacy for others to follow. I encourage people to write about their adventures and share a photo or two on Euan's Guide - www.euansguide.com - If people can share their something new with a review, people can follow in their footsteps.

And finally, the question people are asking just now - "When is the next Disabled Access Day?". Plans have started for the next Disabled Access Day in 2021 and you can sign up to receive all the news at www. disabledaccessday.com

Happy exploring and thanks to everyone for their tremendous support and participation.



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.

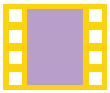
Encourage places

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.



Inclusivity

We want Disabled Access Day to be as inclusive as possible. To this end we ask that venues either have, be close to or should actively support the Changing Places Toilet campaign.

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.

However 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 visiting Barclays Bank in Edinburgh

Changing Places Toilets



Photo: Photo of a Changing Places bathroom (Image credit: PAMIS)

Disabled Access Day 2019 has seen a major change in what we ask of venues taking part. We now ask that venues should either have or be close to a Changing Places facility if they are taking part in Disabled Access Day. This is to make sure that people who use Changing Places facilities have the option of going to any #AccessDay activity they would like without worrying about whether there will be a suitable toilet or bathroom on-site.

For more than 250,000 people across the UK, standard accessible toilets do not have the equipment they need to be able to use the toilet safely and comfortably. Without the adequate changing facilities, ceiling hoists and sufficient space to manoeuvre that a Changing Places toilet offers, thousands of people cannot safely take part in activities the majority of the population takes for granted.

When a Changing Places toilet is available, people who need them can enjoy going out. Whether they want to enjoy a day out with their friends, go to the cinema with their family or go to the shops, a Changing Places facility makes that day out a safe, stress-free, fun experience.

This is why we want more Changing Places toilets in the UK, and this is why we want everyone to know how vital Changing Places toilets are for thousands of people nationwide by making it a requirement for venues taking part in Disabled Access Day. We want people to try something new and have a great day out wherever they go!

Highlights!





















Pictures:

1. Visitors trying adapted bicycles at Island Riding Centre, Isle of Wight
2. A visitor trying object handling at St. Paul's Cathedral, London
3. Riding experiences at Happy Hooves Riding Centre
4. The SENsational choir's premiere performance at Umbrella Cafe, Whitstable
5. Changing Places toilets at a Transport for Wales station
6. Safe spaces at Brighton Dome
7. Exploring a hovercraft at a Hovertravel open day.
8. Animal handling at Brickhouse Cottages, Blackpool
9. Trying out new tech at the William Merritt Centre, Leeds.
10. Archery practice at SportScotland National Centre, Inverclyde.

#AccessDay in England

London

Some of London's most popular attractions took part in Disabled Access Day again this year - with household names like Tower Bridge, Tate London, Tate Modern and more! The Barbican ran a whole day of interactive music and film performances where audiences and artists came together to celebrate accessible music technology and the work of disabled artists. St. Paul's Cathedral joined the celebrations this year with arts and crafts workshops, accessible tours and showcased their exciting plans for making the Cathedral even more accessible.

Newcastle

Newcastle's most popular museums put on accessible tours showcasing their collections and their accessibility.

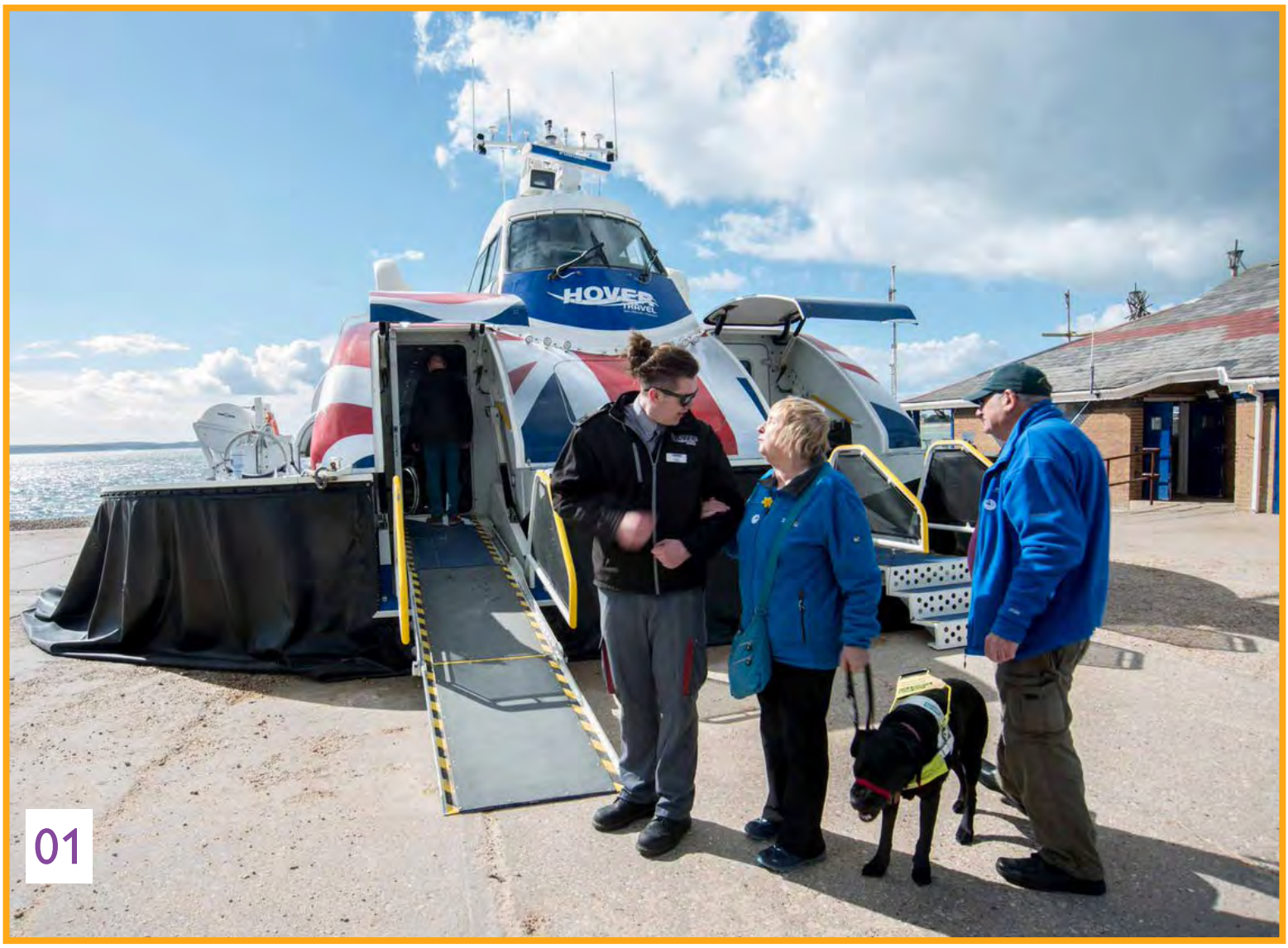
"I would wholeheartedly recommend the Discovery Museum to anyone! It's free, in the heart of the city, suitable for all ages, you can lose a whole day there and best of all they have invested in a Changing Places toilet and they are Accessible!"
- Dean, Euan's Guide reviewer.

Isle of Wight

There were plenty of new things to try on the Isle of Wight even with the weather! Whether you wanted to explore a hovercraft, try accessible archery, horseriding or adapted bicycles, there was something new for everyone on the day!

Pictures:

1. Accessible Hovercraft on display at a Hovertravel terminal on the Solent.
2. Steve Varden performing at The Barbican Centre, London.
3. Trying out horseriding at the Island Riding Centre.



01



02



03

#AccessDay in Scotland

Edinburgh

In Edinburgh, celebrations focused on storytelling and sharing history – with sensory storytelling events at the National Gallery, Storytelling Centre and accessible tours at the Castle, National Museum of Scotland and Royal Yacht Britannia. Lothian Buses also took Disabled Access Day back to its roots with a try-a-bus event featuring the newest bus in the Lothian fleet!

Ayr

Scotland's premier accessible sports facility – the sportScotland National Centre at Inverclyde – celebrated Disabled Access Day by opening their doors to disabled people wanting to try accessible sports and see what the centre has to offer. sportScotland Inverclyde serves both as a sports centre and as a residential training camp with room for 120 people

Glasgow

This year, Disabled Access Day coincided with Glasgow Short Film Festival – with accessible screenings and discussions at both Glasgow Film Theatre and the Centre for Contemporary Art. Museums and galleries including the Hunterian and the Mackintosh house also celebrated the day by showcasing how accessible 19th-century buildings can be while the Science Centre ran an all-day 'access all areas' event.

Stirling

For the first time ever, Stirling Castle hired a mobile Changing Places facility for Disabled Access Day in a further step to make the castle a more inclusive and accessible venue. Euan's Guide ambassador and blogger Emma Muldoon braved the snowy weather to visit and had this to say: "I was close to turning into an ice cube but it was worth it – the scenery was beautiful. The castle and the view were lovely covered in snow."

Pictures:

1. Trying out accessible archery at SportScotland National Centre, Inverclyde.
2. Emma Muldoon exploring Stirling Castle.
3. The new Changing Places unit at the National Gallery of Modern Art, Edinburgh.


01


02


Changing Places
Toilet
nationalgalleries.c
03

#AccessDay in Focus: Blackpool

Sandcastle Waterpark

Sandcastle Waterpark are a headline sponsor of Disabled Access Day. This year, they marked the day with a sold-out accessible family evening with over 450 people celebrating #AccessDay at Sandcastle!

Sandcastle Waterpark also played a pivotal role in bringing together top Blackpool attractions to celebrate Disabled Access Day through the #AccessBlackpool campaign. They brought together household names like Blackpool Tower, Madame Tussauds as well as other Blackpool institutions like Blackpool Zoo, SEAlife Blackpool and Ascent Trampoline Park.

Blackpool Transport

The team at Starr Gate Team Depot took Disabled Access Day back to its roots with a try-a-bus and try-a-tram event! Visitors could try boarding vehicles at the depot using a wheelchair and stay on board as trams went through the tram wash!

Hundreds of people visited to try out accessible public transport, including people who had never used a wheelchair on a bus.

Brickhouse Cottages

Further out of town, Brickhouse Cottages laid on a host of events for #AccessDay – from open house events at their cottages to animal handling sessions and face-painting. Even with the weather dozens of people came to enjoy a day out and to try some of the food on offer!

Pictures:

1. Bunting and #AccessDay decorations at Sandcastle Waterpark.
2. Sandcastle Waterpark's mascot, Bling visiting the Blackpool Transport Starr Gate Open Day.
3. Euan and a millipede at Brickhouse Cottages, Blackpool.



01


SN67 WZW
455

02


facepaint
creative face art
PROFESSIONAL FACE PAINTING
OFFERING ICONIC AND CURRENT DESIGNS

03

#AccessDay in Focus: Eastbourne

#AccessEastbourne at the Beacon Shopping Centre

Eastbourne Access Group brought together over 18 local charities, businesses, transport operators and the local police for a 'try something new' day at The Beacon Shopping Centre in the heart of Eastbourne.

Participating organisations included the local police, transport providers, local charities and disabled peoples' organisations as well as stores in the shopping centre keen to show off their accessibility!

With opportunities to try everything from accessible sports, testing out an adapted car and seeing local charities showcasing their work the day was popular with visitors and businesses alike – with the #AccessEastbourne event credited with bringing thousands more people to the centre on the day!

Barclays Eastbourne and Stagecoach Buses

There was more happening outside the shopping centre as well! Barclays Bank hosted an #AccessDay event at their Terminus Road branch, showcasing the latest in accessible banking technology that makes banking safer and more convenient.

Stagecoach joined in the celebrations by opening an accessible bus up to the public for people to try boarding with wheelchairs and mobility aids, showcasing the accessibility of the modern buses in their fleet!

Pictures:

1. Bunting and #AccessDay decorations at Sandcastle Waterpark.
2. Sandcastle Waterpark's mascot, Bling visiting the Blackpool Transport Starr Gate Open Day.
3. An accessible Stagecoach bus parked outside the Beacon Centre.


EASTBOURNE ACCESS GROUP
DiG
A voice for disabled people in Eastbourne
You and somewhere new.
#AccessDay
01


Free Wi-Fi
02


Possability People
DISABLED ACCESS DAY
Reminiscence Box 2
A VISIT
03

#AccessDay in Focus: Leeds

John Charles Centre for Sport

There was lots happening at the John Charles Centre on #AccessDay – hundreds of people took up the chance to try wheelchair basketball, adapted bicycles, boccia and more!

The 'try a disability sport' event let people try sports in a fun, relaxed and accessible setting and even led to local sports teams getting new recruits – including George who went from never having tried wheelchair basketball to being in the team!

Leeds Accessible Transport Exhibition

A fleet of buses, taxis and adapted vehicles were parked on the Briggate in the heart of Leeds for the public to board and learn about on Disabled Access Day – the event proved popular not just with the public but with operators who were keen to hear visitors perspectives on accessibility. Some of Leeds' newest accessible taxis were on show, too!

William Merritt Centre

The William Merritt Centre for Independent Living joined the celebrations again this year after a fantastic event in 2017. This year, the focus of the event was on accessible travel technology – the centre let people come and try gadgets designed to make getting from A to B easier and more comfortable whether that's in the air, on the road or in a wheelchair.

Pictures:

1. Visitors trying wheelchair basketball at the John Charles Centre.
2. A wheelchair-accessible taxi on display at the Briggate Transport Exhibition.
3. Barclays Bank and Cafe Leep working together on Disabled Access Day.



01



02



03

Partner

BARCLAYS

Barclays were back again this year as headline supporters of Disabled Access Day, with a range of campaigns and events taking place across the UK to share the #AccessDay message.

Whether paying for your entry or buying an ice-cream, money weaves its way into most days out – and that's something Barclays understands, which is why they aim to make banking and payments as accessible as possible. This focus on inclusion is something they take very seriously, and are keen to shout about – which is what makes them a great partner for Disabled Access Day.

Over 20 flagship branches hosted awareness events where branch staff offered demoes of the many accessible services they offer; including Talking ATM, high visibility debit cards and contactless wearables. Eagle Labs, Barclays new innovation spaces, also joined the action this year, with five labs holding events. Aimed at encouraging other businesses to think about their accessibility, Barclays Corporate Bank launched an online campaign around Inclusive Tourism and the Purple Pound.

Kathryn Townsend, Head of Customer Accessibility at Barclays said:

> "Enjoying a fun day out is something everyone should have access to, which is why Barclays is very keen to champion the aims and ambitions of Disabled Access Day. Our frontline teams like to bring that same passion for accessibility into their service for disabled customers and were thrilled to get involved once again for this year's event. We hope that customers will consider that every day is an #AccessDay at Barclays and we encourage conversations about what we offer to help make banking easier."

www.barclays.co.uk/accessibility

Pictures:

1. Staff at the Middlesborough Branch
2. Staff celebrating at the Canary Wharf branch.
3. Staff displaying accessible banking technology at a branch in York.
4. Tweet from the Digital Eagles team.
5. Tweet from Alison, a visitor who loved the event she visited!
6. Staff at a branch in Cambridge.







Digital Eagles

Digital Eagles @Digit... · 11/03/2019

Data from Office for National Statistics show 20% of disabled adults haven't used the internet.

We want to change that, that's why we run Tea and Teach sessions to support everyone on their digital journey.

barclays.co.uk/digital-confid...

#LetsGoForward #AccessDay



7 23

04

Alison @AlisonLeanneC · 15/03/2019

Look what I spotted when I went into **Barclays** today 👍

Plus the staff member was wearing an #AccessForAll lanyard so I didn't feel hesitant or embarrassed to ask to sit down whilst he did his iPad thing.

#AccessDay @BarclaysAccess



2 4 35

05



Partner

Sandcastle Waterpark

"You and somewhere new" was the message behind this years Disabled Access Day which took place on Saturday 16th March at a variety of venues in Blackpool. The event, designed to encourage Disabled people, their families and friends to get and and about and experience a new activity or day out was sponsored by Barclays and Sandcastle Waterpark was, for the first time, an official partner in the event.

John Child, Sandcastle Waterpark Managing Director and Access Fylde Coast Director commented:

> Disabled Access Day gave us a great platform to showcase some of the fantastic, Accessible facilities that we have in Blackpool. I am delighted that so many of our resort colleagues joined with us to encourage disabled people and their families to get out and about and try something new, a great range of events and offers were there for people to enjoy.
>
> It was also a great opportunity for our team and the team at Access Fylde Coast to get out and about over the weekend and visit some of the fantastic businesses that have supported Disabled Access Day this year. This weekend has laid some great foundations on which to build and develop levels of Accessibility for the future.

Pictures:

1. Sandcastle Waterpark's mascot, Bling.
2. Visitors and staff at the balloon drop at the end of Disabled Access Day at Sandcastle Waterpark.
3. Kiki, Euan, John Child and friends celebrating #AccessDay at Sandcastle Waterpark.


DISABLED
ACCESS
DAY
#AccessBlackpool #AccessDay

01

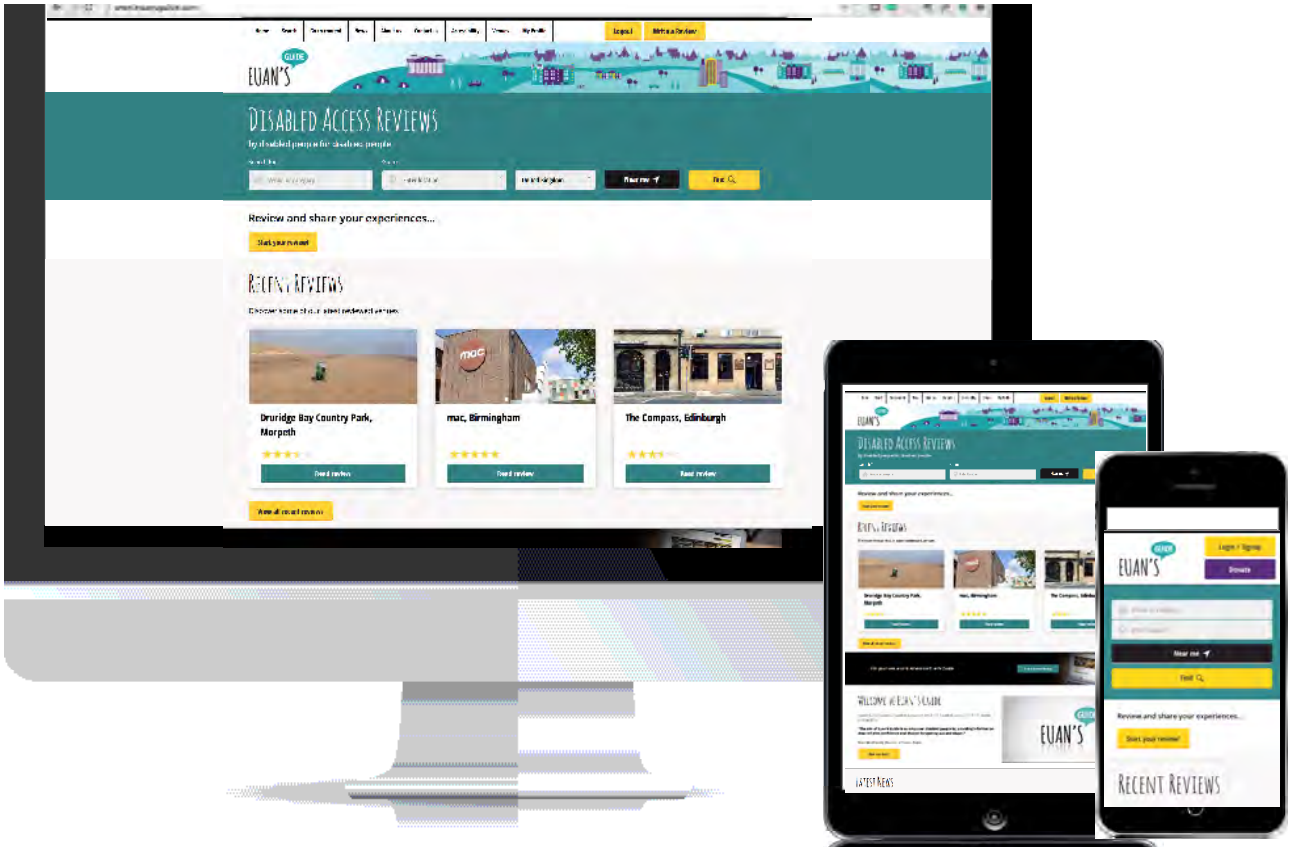

NO NON SWIMMERS
OR FLOATS BEYOND
THIS POINT
1.1m
DEEP
NO DIVING

02


DISABLED
ACCESS
DAY
WATER
PARK

03

Euan's Guide



Disabled Access Day is powered by Euan's Guide.

Euansguide.com is a disabled access review website. It allows disabled people, their family, friends and carers to find and share honest reviews of the accessibility of venues around the UK and beyond. It's an invaluable tool for everything from planning somewhere to take the kids at the weekend to picking a last-minute place for lunch. We all want to get out there and enjoy life, and having good quality disabled access information inspires confidence and removes fear of the unknown.

The charity was founded in 2013 by Euan MacDonald MBE, a powerchair user and his sister Kiki after Euan was diagnosed with Motor Neurone Disease and a lack of disabled access made everyday experiences stressful. By breaking down the barriers of exclusion with the help of other people in the same situation, Euan's Guide hopes to give everyone the freedom to explore with confidence.

www.euansguide.com

The Numbers

153
places took part

13,034
people took part

136k
social media impressions

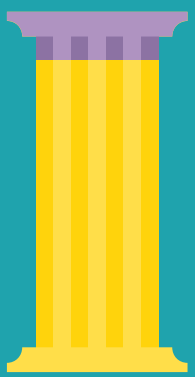
Survey Results



64%
said that this was their first time taking part in Disabled Access Day.



84%
of individuals said that they would take part again



95%
of venues said they would get involved again

What did people think?



Photo: Having a fun day out at the Island Riding Centre.

Visitors said:

"I was super pleased to visit Stirling Castle on Disabled Access Day. Much like my visit to Edinburgh Castle, I was surprised by how much of the Castle I was able to access in my wheelchair." – Emma

"Today I enjoyed a wonderful #AudioDescribed #TouchTour at St. Paul's Cathedral, as part of the Disabled Access Day #YouAndSomewhereNew event.
It's the first time I've ever been in there and it's absolutely beautiful. I know we only scratched the surface of the delights it holds as well, so it would be lovely to go back and explore further." – Glen

Venues said:

"This is the best turn-out we've had for these tours so far, so I'm delighted that [we have] been successful in getting the word out!"
– Sally, Historic Environment Scotland

"It was lovely to meet so many interested in our services. I also appreciated the feedback as to how we can further enhance our services. Such a great afternoon. […] Looking forward to the next one!"
– Neil, Hovertravel

"I do hope you take stock and feel proud of yourself. How brilliant it is that venues can shout about their accessibility in the hope of giving people confidence to venture out and visit new places!"
– Erica, Brickhouse Cottages









1. Tweet from @BlondeHistorian at St. Paul's Cathedral.
2. Shane from Blackpool Transport embracing the spirit of #AccessDay.
3. The SENsational Choir on Instagram.
4. Tweet from Leeds DPO members racing each other at the John Charles Centre for Sport.

How to get involved

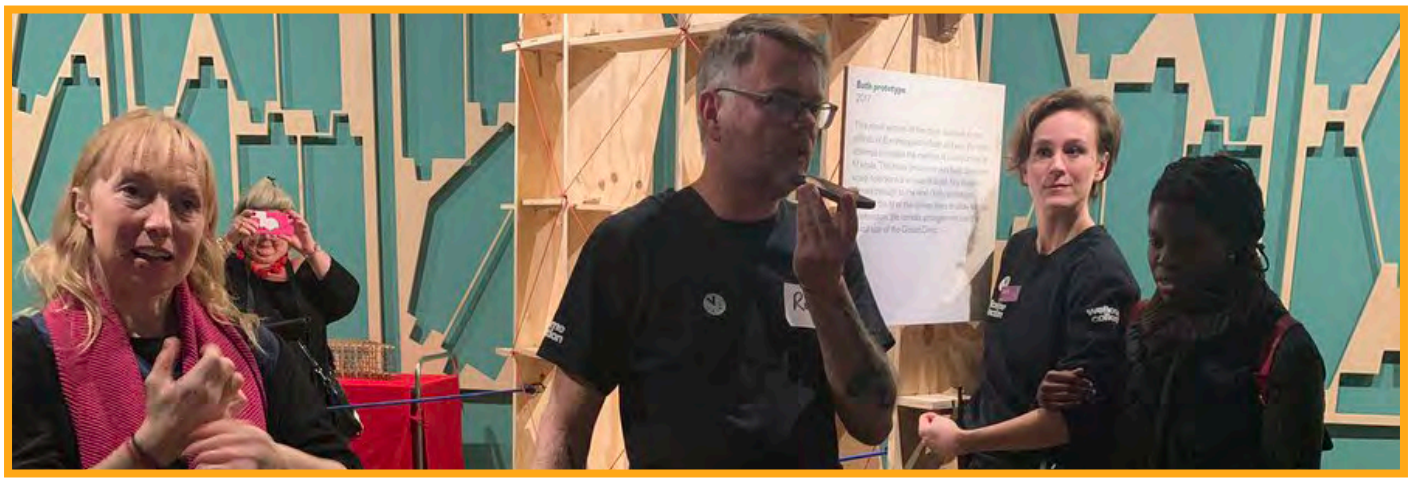


Photo: Speech to text and BSL interpretation at the Wellcome Collection.

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.

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

- 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 Briggate, Leeds.

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 98% 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.

If you would like to take part, please follow our five steps to a successful Disabled Access Day:

- Organise an event or experience that would not normally be within your day to day work that is inclusive for your target audience
- Your venue location must be listed on Euan's Guide with the relevant access information completed so that people can decide to visit
- Your venue must have a Changing Places Toilet or be in close proximity to one. If your organisation is not one where visitors come along you must be actively supporting the Changing Places movement
- The event or experience you plan to offer on Disabled Access Day must be listed on Euan's Guide so that people can find the details and for you to benefit from wider publicity
- On the day you should help people to leave a legacy so that others can visit too! This may be by encouraging reviews on Euan's Guide or by using social media to share their experiences.

If you would like to take part or if you have any questions, we're looking forward to hearing from you!

Contact us

Email takepart@disabledaccessday.com
Phone +44 (0)131 510 5106
Post c/o Euan's Guide, CodeBase, 38 Castle Terrace, Edinburgh, EH3 9DR, UK

Visit us at www.disabledaccessday.com

Follow us on twitter.com/access_day

Like us on 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 2019:

Disabled Access Day is powered by Euan's Guide, the disabled access review website. Euan's Guide is a charity registered in Scotland (SC045492) www.euansguide.com
© All Rights Reserved Euan's Guide 2017