Accessibility - Are You In or Out?
AccessAble UK Survey 2018
Key Findings

Two thirds of respondents had experienced discrimination due to a lack of accessibility and poor staff awareness.

76% of disabled people would not visit a place if it did not have accessibility information.

77% were forced to leave a venue where accessibility was less than expected.

Source – Accessibility and You Survey 2018
In the summer of 2018, 845 people responded to the ‘Accessibility and You’ survey. This is one of the largest and most comprehensive accessibility surveys in recent years.

The survey was completed online and took, on average, 20 minutes to complete.

The survey results are both fascinating and shocking.
Access Begins Online

4 out of 5 people...
...check access information before going to a new place.

81%...
...of these people will check the venue's own website first.

Only...
14%...
...find what they need!

And of those that do find information via that website...

80%...
...of info provided is inaccurate leading to misinterpretation and a poor experience, highlighting the importance of detail and objectivity with access information.

Source – Accessibility and You Survey 2018
Accessibility Impact

We are more likely to visit if access information is available. 98%

We would not visit a place if it did not have access information. 76%

We feel anxious about visiting a place for the first time. 9 out of 10

Source – Accessibility and You Survey 2018
Accessibility Experience

77% of disabled people left places where accessibility was not what they expected.

67% of respondents had experienced discrimination due to a lack of accessibility.

36% had experienced good staff awareness.

Source – Accessibility and You Survey 2018
Accessibility – Are You In or Out?

It is clear from the AccessAble 2018 Survey that many organisations are paying lip service to the accessibility needs of around 20 million people and, at worst, have their heads in the sand over the potential ROI of attracting the Purple Pound...
AccessAble is the UK’s most popular and trusted source of access information – providing a gateway to a new audience for our partners.

Tell me what to expect and you can expect me to come.

+125,000 venues
Surveyed (so far...)

+1.5 million Unique Users

+350 partners
Public & Private Sector Clients

If I don’t know, I don’t go.

It's 2018, I want access information available 24/7 at my fingertips.
AccessAble is a ‘not-for-profit’ organisation that takes the chance out of going out. Giving you the detailed information you need, to decide if a place is going to be accessible to you.

AccessAble, originally called DisabledGo, was set up in 2000 by Dr. Gregory Burke as a result of his own experiences as a wheelchair user and disabled walker.

Our detailed Accessibility Guides tell you all about a venue’s access. They are 100% facts, figures and photographs. We know everyone’s accessibility needs are different, which is why there is clear rationale for providing the detail that people need in order to manage expectations and support greater choice. It’s why we send our trained surveyors to check out every single place in person and why the information we collect has all been decided by our user community.
If you would like AccessAble to assist you in fulfilling your accessibility ambitions, please contact -

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