

Muscular
Dystrophy
Campaign

50
years of
support

V
inspiring a new
generation of
young volunteers

TRAILBLAZERS

Part of the Young Campaigners' Network

CALLING TIME



THE TRAILBLAZERS' LEISURE REPORT

Report 3 of the **Inclusion Now** series
December 2009

“There is so much out there for able-bodied people to indulge in, with regards to sport, dance and leisure facilities, yet nothing of the same nature for us. It appears, in my experience, that people seem to think that just because we can’t get up, run around and chase a ball, we don’t want to. Of course we do!

Our bodies may be different but our minds are not! We are not useless: we can join in and most importantly, we want to. So why not plan new developments, leisure centres, clubs and activities with us in mind as well!”

Carrie Aimes, Worcester

This report has been researched, compiled and written by *Trailblazers* Ambassadors:

Judith Merry – National Ambassador
Laura Merry – National Ambassador

Craig Everest – East of England
Hannah-Lou Blackall – East of England

Mathy Selvakumaran – East Midlands
Harry Watson – East Midlands

Aminder Virdee – London
Sulaiman Khan – London
Tanvi Vyas – London

David Gale – North East
Jennifer Gallacher – North East
Carrie – Ann Fleming – North East

Jessica Berry – North West
Colin Rabbich – North West

Carrie Aimes – West Midlands
Jagdeep Kaur Sehmbi – West Midlands

Lewis Mayo – South East
Stephen Liney – South East
Michael Moorwood – South East
Zoe Hallam – South East

Matt Smith – South West
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Rebecca Unsworth – Yorkshire and Humberside
James Skelton – Yorkshire and Humberside

Michaela Hollywood – Northern Ireland
Katherine White – Northern Ireland
Conor O’Kane – Northern Ireland

Richard McDermott – Scotland
Hayleigh Barclay – Scotland

Jonathan Bishop – Wales
Lauren West – Wales

ABOUT TRAILBLAZERS

Trailblazers is a nationwide organisation of 190 young disabled and non-disabled campaigners. We are part of the Muscular Dystrophy Campaign, the leading UK charity focusing on all muscle disease. We aim to fight the social injustices experienced by young people living with muscle disease and ensure we can gain access to the services we need.



Caz Bean, Cath McNicol and Ashok Kumar MP

ABOUT THE

MUSCULAR DYSTROPHY CAMPAIGN

The Muscular Dystrophy Campaign is the leading UK charity focusing on muscle disease. It is dedicated to improving the lives of babies, children and adults who are affected.

- It provides free **practical and emotional support** to families.
- It funds world-class **research** to find effective treatments and cures.
- It **campaigns** with its supporters to raise awareness and bring about change.
- It **awards grants** towards the cost of specialist equipment, such as powered wheelchairs.

INTRODUCTION

Since 2 December 1996 it has been unlawful for service providers to treat disabled people less favourably for a reason related to disability. Disability discrimination legislation was extended in both 1999 and 2004 so that service providers have to make reasonable adjustments in relation to the physical features of their premises and provide extra help to ensure their services are accessible to disabled people.

We wanted to assess the picture today. How accessible is the leisure industry? Do disabled young people feel they have the same access to leisure opportunities as their non disabled peers? Uncover examples of particularly good and bad practice.

Ultimately, how stressful is relaxing?

Over one hundred *Trailblazers* from across the UK have spent two months researching and collating evidence on the problems faced by young disabled people when they try to use leisure facilities such as pubs, clubs, cinemas, theatres, sports facilities and museums.

The *Trailblazers* found that although there are many excellent examples of ever-improving practice in entertainment, sport, retail and catering, many providers of leisure activities are failing to deliver a good or even 'reasonable' service for their disabled customers.

METHOD

The evidence in this report comes from a wide range of primary quantitative and qualitative sources. More than one hundred young disabled people filled out questionnaires on their experiences and perceptions of using leisure facilities. Eighty leisure venues were surveyed on accessibility by the *Trailblazers*. Interviews, blogs and film reports were also conducted.

We also used secondary evidence from various sources including The Equalities and Human Rights Commission, The Cinema Exhibitor's Association, The National Association of Disabled Supporters and Tourism for All UK.

KEY FINDINGS

- Four out of five young disabled people do not feel confident that they can pursue a leisure activity spontaneously.
- Four out of five young disabled people have experienced difficulties using a leisure facility because they are a disabled person.
- Four out of five thought that the accessibility of leisure facilities in their area was average, poor or very poor.
- Two out of five young disabled people perceived the accessibility of leisure facilities in their area as poor or very poor.
- Four out of five young disabled people surveyed felt that most people who work for leisure pursuit organisations did not understand the issues disabled people face.

(See Appendix 2 for questions asked)

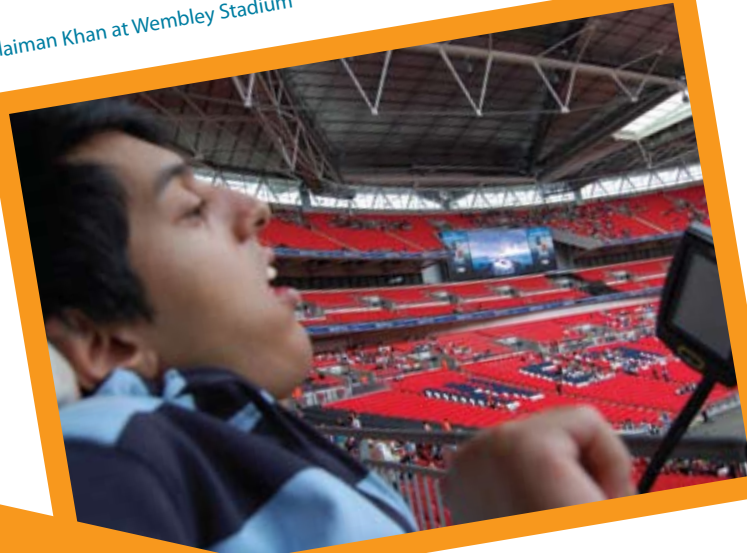
SURVEYED VENUES

The *Trailblazers* surveyed 80 leisure venues and found:

- almost one in three leisure venues were not accessible;
- more than half of the venue's accessibility was rated as 'poor' or 'very poor';
- in only half of the venues could the *Trailblazer* get to all areas of the building that they wanted to;
- in seven out of ten venues there were insufficient disabled parking spaces;
- four out of ten venues had 'poor', 'very poor' or no disabled toilets.

(See Appendix 3 for questions asked)

Sulaiman Khan at Wembley Stadium



Four out of five thought that the accessibility of leisure facilities in their area was average, poor or very poor.



Trailblazers at the Muscular Dystrophy Campaign
Microscope Ball

Trailblazers paintballing



Mathy Selvakumaran at Worksop Clumberfest Festival

FOCUSSING IN

PUBS AND

RESTAURANTS

The *Trailblazers*' investigation highlighted a number of issues that disabled people regularly face when visiting a pub or restaurant. Access to buildings was sometimes impossible, especially in cases where a pub or restaurant was in a building with one sole entrance and step-only access. Expecting a disabled person to use a side entrance or service lift is not providing an equal service or experience.

The *Trailblazers* reported poor standards of disability awareness among staff and highlighted the difficulties someone with mobility difficulties can face in venues with small sets of steps between areas within a bar or restaurant. It was however noted that physical accessibility was especially good in buildings built since the introduction of part 3 of the Disability Discrimination Act 1995, when reasonable adjustments to physical features became law.

The group also recognised that sometimes adaptations can be costly for an independent pub or restaurant and therefore recommend that proprietors encourage disabled people to provide ideas and solutions to the access problems they face.

Common concerns include:

- Almost seven out of ten *Trailblazers* said that they thought pubs and restaurants were particularly inaccessible for disabled people.
- Pubs and restaurants that only have step access and cannot cater for wheelchair users or people with mobility difficulties.
- Toilets being located on different floors and are only accessible by staircase.
- The lack of or poor maintenance of accessible toilets.
- Poor disability awareness training and paying customers being made to feel like a nuisance because of access needs.
- The height of a pub bar is often too high for a wheelchair user to be seen by bar staff.
- Lack of parking spaces for disabled people.

"I was in a pub in Glasgow and wanted to use the disabled toilet. When I found the toilet I could not get in as it was being used as a storage cupboard."

Richard McDermott, Glasgow

"I've been in situations where bouncers query my right to use a disabled toilet because I don't use a wheelchair. They also accuse me of being drunk because of the way I walk. Disability awareness is very important and I wish more people working in the leisure industry understood that."

Stephen Liney, Aylesbury

Action needed:

We are calling on the Government, local authorities, pubs and restaurants to ensure that:

- all small businesses in the restaurant and pub industry have access to funding and expert advice from young disabled people, so they are able to make adjustments that will make their buildings fully accessible;
- paying disabled customers are able to use facilities within a pub or restaurant that are available to non-disabled persons in a way that does not humiliate them;
- a proper accessibility audit is carried out on all venues that apply for alcohol and catering licenses, and applications are rejected if a venue cannot provide disabled customers with a fully accessible service;
- all members of staff are given relevant disability awareness training.

"I always have to call up the pubs and bars I want to visit to see if they have disabled access. On lots of occasions I have been told that there is wheelchair access and then when I arrive there isn't."

Jessica Berry, Macclesfield

"I've been to many restaurants where people are willing to help, offer alternatives, are polite and anticipate future needs. Pizza Express, Las Iguanas and Dim T are just three."

Tanvi Vyas, London

"I was pleasantly surprised to be in a restaurant where they had installed a lift to enable disabled people to get to the floor where the accessible toilet was. The staff were helpful in pointing the way. Another time I was in a pub and they had a disabled toilet but the facilities were not up to scratch. I brought the issue up with the staff and they renovated the toilet. Although it should have been done anyway, I am pleased that they valued me as a customer and actually did something about it."

Trailblazers Ambassador

"At a busy restaurant the manager repeatedly suggested that my friends and I move to another table, away from everyone else, because of my wheelchair."

Michael Moorwood, Woking



Zoe Hallam (third left) and friends dine out

"I am often told that I have to use the back door to enter a building when all my friends go in through the front door. Even once I am inside there is not always a disabled toilet and even when there is they are usually not big enough to fit my wheelchair inside."

Rebecca Unsworth, Huddersfield

CINEMAS AND

THEATRES

Cinemas and theatres are popular places for young people to spend their leisure time. Many *Trailblazers* however feel that as a disabled customer you often fail to receive the same service as a non-disabled person.

In many cinemas and theatres only certain auditoriums are accessible to people with mobility difficulties. This has the effect of leaving disabled people with fewer options and facing discrimination. Disabled people often also have to call cinemas and theatres in advance to find out where performances are taking place which means they cannot make spontaneous choices.

Trailblazers reported that wheelchair users often have no other option but to sit at the front of the auditorium or stage. This means that they have to lean back to watch the screen or stage - a position that can prove tiring and painful for someone with a muscle-wasting condition - rather than straight ahead as a person seated further back in the auditorium would. Wheelchair users who are unable to tip their head back are left with a view of the bottom of the screen or the actors' ankles.

"On lots of trips to the cinema I have been told that I can't go with my friends to see the film that I want to because there is no disabled seating in the screen showing that film."

Craig Everest, East of England

Trailblazers also told of being labelled a 'fire risk' by staff members at cinemas, when they transfer from their wheelchairs into a cinema or theatre chair to avoid sitting in an area of the auditorium that causes discomfort.

It is also common for wheelchair users to be refused entry to theatres unless they are joined by a non-wheelchair user and then seated in an expensive area. Thus being forced to buy a ticket that can be as much as £30 more expensive than the standing area (although receiving a concession for the PA/carer).

One particular area where the cinema industry should be commended though is the use of the Cinema Exhibitors Association card (CEA) which gives concessionary tickets for carers and personal assistants across the cinema industry.

"We have to ring up to see which screen the film is going to be shown in and typically it's the one I can't get in to."

Lewis Mayo, East Grinstead

"When I arrived at the theatre I was told I couldn't go in and see the play because there were only a very limited number of wheelchair spaces available, even though I had booked disabled seats."

Jagdeep Kaur Sehmbi, Birmingham

"I was very pleased with the services at Birmingham Hippodrome - good accessibility, good options of wheelchair spaces, helpful staff, and spacious accessible toilets."

Jagdeep Kaur Sehmbi, Birmingham

"The Vue cinema in Carlisle is great - it has lift access and the wheelchair section is at mid-level so no one has to suffer sitting at the front."

Dave Gale, Carlisle

Common concerns include:

- One in three *Trailblazers* said that they thought cinemas and theatres were not accessible and didn't provide a good service.
- Problems with seating arrangements for disabled people at cinemas and theatres including wheelchair users being branded a 'fire risk' by staff.
- Wheelchair users are often forced to pay more for tickets than non-disabled people as accessible areas can be located in the upper ring where seats are more expensive.
- Wheelchair users being refused entry unless they are accompanied by a non-wheelchair user.
- Lifts not working and only certain auditoriums being available to disabled customers, reducing the options available to people with mobility difficulties.
- Disabled people having to contact cinemas and theatres in advance, to check if the auditorium where their chosen film or play is being shown is accessible.
- Wheelchair users having to sit at the front in cinemas (where few customers would choose to sit) making the film an uncomfortable viewing experience as well as causing fatigue and pain.
- Poorly maintained accessible toilets.
- Staff members being unaware of the Cinema Exhibitors' Association (CEA) discount card for disabled people and carers.

Action needed:

We are calling on the Government, local authorities, cinemas and theatres to ensure that:

- all cinemas promote and advertise the Cinema Exhibitors Association card which gives the opportunity for anyone in receipt of the Disability Living Allowance or Attendance Allowance, the unrestricted right to one free ticket for a personal assistant or carer, and ensure all frontline staff members are aware of it;
- accessibility and user comfort is at the heart of all future designs for cinemas and theatres;
- all cinemas provide ramps and lifts so people with mobility difficulties are able to watch a performance from areas other than the front of the auditorium;
- all employees receive relevant and practical disability awareness training to ensure that wheelchair users who want to transfer from their wheelchair into an auditorium seat are allowed to do so;
- a wider range of seating is available to wheelchair users;
- where no other solution can be found cinemas should ensure that all films they show are presented in an accessible screen on a regular basis and advertise when this will be done.

"I'm so pleased that I can use my Cinema Exhibitors Association card in the cinema to get a ticket free for the person with me. Everyone should know about this."

Trailblazers Ambassador

SPORTS STADIUMS

Over the past 20 years most football clubs have made changes to their stadiums and in some cases rebuilt and relocated their home ground to fit in with new laws.

According to the National Association of Disabled Supporters (NADS) there are more than 30,000 disabled football supporters who regularly attend matches in England alone. Yet, *Trailblazers* reported that in their experience many sports stadiums fail to put accessibility at the heart of their planning. The *Trailblazers* highlighted that they regularly face problems with steep stairs, steps and ramps, which for a non-wheelchair user could be alleviated by the simple introduction of banisters. Other problems highlighted include wheelchair accessible areas being located in uncovered sections of the ground, leaving disabled supporters wet when it rains as well as a lack of accessible toilets and poor visibility in some stadiums.

Common concerns include:

- Only half of the *Trailblazers* felt that sports grounds and leisure centres provided a good service for them and were accessible.
- Insufficient accessible toilets for disabled supporters.
- The lack of banisters and handrails on stairways and steps in the seating areas of sports stadiums.
- Seating areas for disabled supporters can be located in areas of the ground with poor shelter and visibility.
- Poor disability awareness among some stewards and ground officials.
- Poor sign posting of facilities for disabled supporters.

"Wembley stadium is very good for wheelchair users."

Lewis Mayo, East Grinstead

"Cheltenham Town play at Whaddon Road and have a small modest stadium which I find really friendly. I had no trouble negotiating the couple of steps to the stand and there were also banisters to all seats in the stand which impressed me."

Dave Gale, Carlisle

Dave Gale investigates facilities at Newcastle United's St James' Park





Conor O’Kane at Old Trafford



Sulaiman and Sarah Khan
outside Wembley Stadium

Action needed:

We are calling on Government, sports associations and clubs to ensure that:

- small clubs with older stadiums are able to secure funding to improve their facilities for disabled spectators;
- accessibility and comfort for disabled people is at the heart of all future developments at sporting venues;
- disabled supporters are given the same opportunities to enjoy a sporting occasion as a non-disabled supporter;
- sections of stadiums for disabled supporters are not hidden away in undesirable areas of grounds;
- clubs work with disabled fans to improve accessibility around grounds, including increasing the number of banisters and hand rails, and avoiding steep stairways where possible;
- there are accessible toilets in every section of a stadium so disabled fans don’t have to negotiate long distances to use a toilet.

MUSIC VENUES

AND CLUBS

Most young people have an interest in some form of music and want to see their favourite musicians perform live or visit a club to dance and socialise.

The *Trailblazers* reported that as young disabled people there are still many barriers that make accessing a music venue far from straightforward, leaving them with a significantly poorer service than is the case for non-disabled peers.

There is no doubt that many venues have made significant improvements in their services and facilities for disabled customers, but issues around booking tickets, accessing buildings, poor viewing areas and planning continue to leave large numbers of *Trailblazers* with a negative perception of live music venues and clubs.

It is also common for wheelchair users to be refused entry to music venues unless they are joined by a non-wheelchair user and then seated in the upper circle area where tickets are more expensive (although receiving a concession for the PA/carer).

Common concerns include:

- Two thirds of *Trailblazers* felt that most live music venues and clubs did not provide a good service for disabled customers.
- Wheelchair users are often forced to pay more for tickets than non-disabled people as accessible areas are often in the upper ring where tickets are more expensive.
- Disabled people often have to call ahead to see what kind of disability provisions a venue has before they go.
- The ticketing process for gigs can be much harder for disabled people. It is rare to be able to book tickets online and there is often only one telephone booking line for disabled fans, which is oversubscribed and leads to extremely long waiting times.
- Poor planning regarding locations for accessible viewing platforms.
- A lack of accessible seating area spaces for wheelchair users and non-wheelchair users.
- Stairs and a lack of ramps in clubs and concert venues.
- A lack of bars close to accessible seating areas.
- A lack of accessible toilets.

“There are extremely poor services at my local arena. I have repeatedly been refused accommodation on the ground floor and instead, because I am in a wheelchair, put at the back of the arena upstairs. I have tried to complain about the poor services for disabled people several times but they are rude to me.”

Michaela Hollywood, Northern Ireland

Action needed:

We are calling on Government, owners of music venues and clubs to ensure that:

- all small independent live music venues and clubs have access to funding and expert advice from young disabled people so they are able to make their buildings fully accessible and user friendly for people with mobility difficulties;
- the creation of an online booking option for all disabled music fans at live venues;
- a proper accessibility audit to be carried out on all live music venues that apply for alcohol or entertainment licenses, and applications refused if a venue cannot cater for disabled customers.



Jennifer Gallagher on a night out with Take That

"I struggled to get information about disabled access at rock venues in Nottingham. The Sheffield O2 Arena advertises a disabled area but when I arrived I found a stool behind a ribbon so far back from the stage, and not raised, that I couldn't see anything."

Mathy Selvakumaran, Worksop

"No wheelchair spaces are made available on the front row in Newcastle Arena and all wheelchair seating spaces are overcrowded. Spaces that are suppose to be for carers accompanying a disabled person are taken by non-disabled people."

Jennifer Gallacher, Middlesbrough

"Access at the O2 is a really good. Everything is flat and easy to get around."

Sulaiman Khan, London

"Manchester Academy - amazing! Call ahead and they pre-register the balcony for you. On arrival, they give you a special wristband to go to the balcony. There's a lift inside too. Ample stools, bar adjacent, etc. All together it was amazing!"

Mathy Selvakumaran, Worksop

"Carcolston in Bristol has a big disabled toilet and now access through the main foyer whereas before it was via the back entrance. Wheelchair users can get to the upper balcony where there are better seats and a better view."

Matt Smith, Bridgewater

OTHER ACTIVITIES

GALLERIES AND MUSEUMS

Common concerns include:

- Some venues have heavy doors or doors that do not open automatically making it hard for many disabled people to enter and exit.
- A lack of lifts or ramps in galleries and museums with exhibitions on different floors.
- A lack of accessible toilets.



Mathy Selvakumaran takes to the town

"When I went to an art gallery for upcoming artists I found most of the exhibition was on a lower floor and that there were no disabled access. The stairs were wide but had gaps in between and one side wasn't even attached to a wall. I found it extremely difficult to get up and down. Luckily, with the support of friends, I was able to."

Aminder Virdee, Hayes

"When I went to Madam Tussauds I received an excellent service from staff. They knew exactly how to accommodate wheelchair users and were very helpful."

Harry Watson, Ashby-de-la-Zouch

"On the whole I feel Tullie House museum in Carlisle is about average for disabled visitors. It does a lot of things well but fails to make all areas accessible to all which is a shame."

David Gale, Carlisle

SHOPS

Common concerns include:

- Steps leading into shops with no ramp or lift.
- Escalators but no lifts between floors in large shops.
- The accessible changing room in clothes shops being used as a storage space.
- Poor disability awareness among staff.

"The women's accessible changing rooms were taken up by rails of clothes and were not offered to be removed when I wanted to try clothes on. In the past I have been told to buy the item and bring it back if needed rather than wait for a changing room to be emptied for me to use"

Jennifer Gallacher, Middlesbrough

"I have trouble accessing shops and when trying to confront managers and staff I find that I am often ignored and they are unwilling to take in to account my needs."

Jonathan Bishop, Wales

Jagdeep Kaur Sehmbi relaxes in a pub garden



LEISURE CENTRES

AND GYMS

Common concerns include:

- A lack of hoists or ramps into the swimming pool.
- Step-only access into buildings.
- Insufficient swimming pools offering hydrotherapy sessions.
- A lack of mixed changing facilities for disabled customers who have a carer or PA of the opposite sex.

"On lots of trips to the cinema I have been told that I can't go with my friends to see the film that I want to because there is no disabled seating in the screen showing that film."

Craig Everest, East of England



Cath McNicol and Helen Starbuck take to the ice

"My local gym was very helpful and willing to adapt their exercise programmes. They knew very little about my condition but were keen to listen and learn more."

Trailblazers Ambassador

"I go to a fully accessible swimming pool from the ground floor by lift to a changing room to a hoist and in to the pool. It's so easy and how it should be."

Trailblazers Ambassador

"There is still no hoist at the community swimming pool so we have to lift our son out of his wheelchair at poolside and onto/off the floor when wet! We have written and complained but still, after six months, there is no sign of a fixed or replaced hoist."

Trailblazers Ambassador

HOTELS

The *Trailblazers* regularly meet and hold events which require overnight stays. However it is uncommon to find hotels with large numbers of accessible rooms which can cause problems for large groups of wheelchair users wanting to stay in one place. This can even be the case in a city as large as London.

Common concerns include:

- A lack of accessible rooms for wheelchair users.
- Hotels advertising rooms as being accessible when in reality they are only slightly larger than standard rooms.

- Unsatisfactory levels of information on websites and ill informed members of staff.
- Extra planning required means disabled people cannot enjoy the same independent holidaying non disabled people enjoy.
- Insufficient wet rooms.
- The rarity of ceiling track hoists in hotel rooms and insufficient space under beds for mobile hoists.

Action needed:

- Hotels should provide photographs and the dimensions of accessible rooms.
- Hotels should provide a list of facilities for disabled guests.

Mathy on a night out in Cambridge



Zoe Hallam takes time out from university



SUMMARY

The *Trailblazers* reported that many leisure services have made significant steps towards making their venues accessible in recent years. Almost every *Trailblazer* interviewed could give examples of a pub, club, stadium, museum or cinema that had made great strides towards creating an equal service for all, and the *Trailblazers* celebrate these establishments and businesses.

However, we also know that young disabled people continue to face discrimination in access to leisure activities – an overwhelming four out of five disabled people said they felt unable to use a leisure facility on the spur of the moment and so denying them the ‘normal’ social life that non-disabled people can enjoy.

In light of this the *Trailblazers* and the Muscular Dystrophy Campaign are calling on decision makers in Government, local authorities and business to enforce the DDA in existing leisure facilities and ensure that new venues comply. We recognise these are not actions that can be completed quickly but are vital to ensure that young people with mobility difficulties can visit a shop, pub, cinema or sports ground without facing barriers that exclude and isolate us from enjoying the same opportunities as other paying customers.

Mathy and friends at Sheffield Carling Academy



Sulaiman and Sarah Khan at the Muscular Dystrophy Campaign Microscope Ball



WHAT NEXT?

- Join *Trailblazers* www.muscular-dystrophy.org/trailblazers
- Tell the world about your findings through the *Trailblazers* website.
- Tell your local parliamentarian about your experiences accessing leisure through the *Trailblazers*' website and your local media.
- Work with the *Trailblazers* to highlight the social exclusion of young disabled people and campaign for a more accessible UK.

For more information visit the *Trailblazers*' website and check out the **Action Now! Campaigns Guide**.



Trailblazers' Leisure Facilities Questionnaire

1. How would you rate the accessibility of the leisure facilities in your area?
2. Have you ever experienced difficulties with leisure or consumer services?
3. If yes, were the problems encountered directly related to your condition/ muscular dystrophy?
4. What were the problems?
5. What kind of leisure facilities do you use most regularly?
6. How many times a week would you say you use a leisure facility?
7. What kind of leisure facility do you find you have most accessibility related problems with?
8. Would you say most cinemas in your experience are accessible and provide a good service for you?
9. Would you say most theatres in your experience are accessible and provide a good service for you?
10. Would you say most pubs/restaurants in your experience are accessible and provide a good service for you?
11. Would you say most leisure centre/sports grounds in your experience are accessible and provide a good service for you?
12. Would you say most museums/galleries in your experience are accessible and provide a good service for you?
13. Would you say most live music venues and clubs in your experience are accessible and provide a good service for you?
14. Do you feel confident that you can go to any leisure pursuit on the spur of the moment?
15. What is the most common type of problem you encounter when at a leisure establishment?
16. Do you believe that most people who work in the leisure facilities understand the issues that disabled people face?
17. What do you think could be done to improve accessibility to and in leisure facilities?
18. Please give at least one example of a time when you have been very pleased with the services for a disabled customer at a leisure facility?
19. Please give at least one example of a time when you have been disappointed with the services for a disabled customer at a leisure facility?

APPENDIX 2

Trailblazers' Leisure Survey

1. Were you able to easily access the venue?
2. Could you access all areas of the venue you wanted?
3. Are there adequate Disabled Parking spaces at the venue?
4. How would you rate the staff at the venue on their knowledge of your requirements:
5. How would you rate the disabled/accessible toilets at venue?
6. On a scale of 1 to 4, how would you rate your experience of the venue?
7. How do you think this venue could be improved?

For a full list of responses to the questionnaire and survey please email trailblazers@muscular-dystrophy.org

USEFUL LINKS

Association of Wheelchair and Ambulant Disabled Supporters

www.awads.co.uk

Features reviews of accessibility at football stadiums.

Attitude is Everything

www.attitudeiseverything.org.uk

A charity that raises awareness of the issues faced by deaf and disabled people at music venues.

Ceiling Hoist Users Club

www.chuc.org.uk/accommodation.htm

Lists and reviews hotels which provide ceiling track hoists.

Cinema Exhibitors Association

www.ceacard.co.uk

Information about the CEA cinema discount card.

Direct Enquiries

www.directenquiries.com

Provides nationwide resources for disabled people.

DisabledGo

www.disabledgo.com

Lists accessible entertainment and retail facilities around the UK.

DirectGov

www.direct.gov.uk

Provides information on Government services.

Disability Sport Northern Ireland

www.dsni.co.uk

Disability Sports NI (DSNI) is Northern Ireland's main disability sports organisation.

Disability Sport Wales

www.disabilitysportwales.org

Disability Sport Wales aims to develop club-based opportunities in as many sports as possible.

English Federation of Disability Sport

www.efds.co.uk

The national body responsible for developing sport for disabled people in England.

Find your Assembly Member

www.assemblywales.org/memhome/member-search.htm

If you live in Wales, search here.

Find your MLA

www.niassembly.gov.uk/members/constmap_res.htm

If you live in Northern Ireland, search here.

Find your MP

www.findyourmp.parliament.uk/commons

Self explanatory!

Find your MSP

www.scottish.parliament.uk/apps2/msp/msphome/default.aspx

If you live in Scotland, search here.

National Association of Disabled Supporters (NADS)

www.nads.org.uk

Promotes an inclusive agenda to ensure an equality of experiences for all fans.

Scottish Disability Sport

www.scottishdisabilitysport.com

The Scottish governing and co-coordinating body of sports for people of all ages and abilities with a physical, sensory or learning disability.

The Equalities and Human Rights Commission

www.equalityhumanrights.com

The home of campaigning for equality in the UK

Tourism for All

www.tourismforall.org.uk

A national charity dedicated to making tourism accessible to all.

GET INVOLVED

Take action, campaign, learn skills, make friends. Interested in becoming a Trailblazer? We always welcome people to join our thriving campaigning community.

Contact Bobby Ancil on **020 7803 4807**, email him at **b.ancil@muscular-dystrophy.org** or visit **www.muscular-dystrophy.org/trailblazers**

To find out more about the Muscular Dystrophy Campaign call **0800 652 6352** (freephone), email **info@muscular-dystrophy.org** or visit **www.muscular-dystrophy.org**

**This report has been researched, compiled
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