



**Heritage Ability** is a project run by local charity, Living Options Devon, which aims to make heritage sites (such as museums, landscapes, parks, historic or cultural places) more accessible for people who have disabilities and Deaf British Sign Language users. Living Options Devon has received funding from the Heritage Lottery Fund to support this work.

**Do you, or someone you are visiting with today, have a disability or are you a Deaf British Sign Language user?** We would really like to hear your feedback on how accessible our site is for you. This will help us to understand how we can improve accessibility at this site. It will also give us an idea of whether the improvements we are making are having a positive impact.

<b>1) Which heritage site did you visit?</b>	
<b>2) Do you consider yourself to have a disability and / or are you a Deaf British Sign Language (BSL) user? Please tick one answer</b>	
	Yes
	No
<b>3) If no, are you visiting the site today with someone who has a disability or is a BSL user? Please tick one answer</b>	
	Yes
	No
<b>4) Please tick the options below which apply to you (or the person you are visiting with) Please tick as many as apply</b>	
	Autism spectrum
	Severely or partially sight impaired
	Deaf (BSL user)
	Hearing impairment (not BSL user )
	Learning disability
	Long term illness or health condition (lasting more than 12 months or terminal)
	Mental health condition
	Limited mobility
	Speech impairment
	Other (please specify)

<b>5) Please rate the accessibility of this heritage site? <i>Please tick one</i></b>	
<input type="checkbox"/>	Fully accessible
<input type="checkbox"/>	Mostly accessible
<input type="checkbox"/>	Mostly not accessible
<input type="checkbox"/>	Totally inaccessible
<input type="checkbox"/>	Not sure
<b>6) Please tell us about any difficulties with access you, or the person you are visiting with, experienced today <i>Please tick as many as apply.</i></b>	
<input type="checkbox"/>	I did not experience any problems accessing the site today
<input type="checkbox"/>	Physical access problems
<input type="checkbox"/>	Lack of disability and / or Deaf awareness amongst staff
<input type="checkbox"/>	Lack of facilities or activities suitable for me
<input type="checkbox"/>	The signs and labels are not accessible to me
<input type="checkbox"/>	Information and guides are not in an accessible format
<input type="checkbox"/>	Communication issues
<input type="checkbox"/>	I did not understand the information and guides
<input type="checkbox"/>	Other. Please explain:
<b>7a) Did you use any of the accessibility provisions (if they were available at this site ) <i>Please tick as many as apply</i></b>	
<input type="checkbox"/>	Large print information/guides
<input type="checkbox"/>	Easy read information/guides
<input type="checkbox"/>	'Visual story' of heritage site
<input type="checkbox"/>	BSL film clips
<input type="checkbox"/>	A tour or activity especially for BSL users
<input type="checkbox"/>	All terrain mobility scooter
<input type="checkbox"/>	Other ( Please tell us about any other accessibility provisions that are available at the site)
<b>7b) If yes, did this help to make your visit more enjoyable and accessible? <i>Please tick one answer</i></b>	
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Not applicable
Comments ( <i>What could be improved? What worked well?</i> ):	

<b>8) Please describe one thing you liked about the accessibility provisions at this heritage site</b>	
<b>9a) Were you able to find any information about accessibility at this heritage site before your visit? <i>Please tick one answer</i></b>	
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I didn't need to.
<b>9b) If yes, where did you find the information about access provisions that you needed? <i>Please tick as many as apply.</i></b>	
<input type="checkbox"/>	Heritage site website
<input type="checkbox"/>	Heritage Ability website
<input type="checkbox"/>	Countryside Mobility website
<input type="checkbox"/>	I telephoned Heritage place
<input type="checkbox"/>	I telephoned Heritage Ability
<input type="checkbox"/>	I telephoned Countryside Mobility
<input type="checkbox"/>	Other (Please state):
<b>10) In your view what would encourage people with disabilities and Deaf people to visit heritage sites more often? <i>Please tick as many as apply</i></b>	
<input type="checkbox"/>	Improved physical access
<input type="checkbox"/>	Information and guides in different formats
<input type="checkbox"/>	Disability and Deaf awareness training for staff
<input type="checkbox"/>	Organised activities and tours
<input type="checkbox"/>	Equipment and facilities for people with disabilities (For example magnification systems, induction loops, tactile models, video of inaccessible areas) Please tell us what would be useful for you:

**11)Do you have any further suggestions or comments about improvements you would like to see across heritage sites in the South West?**

**Thank you for your time. Please return this form in the freepost envelope provided or hand in to heritage place reception.**

**For more information about the project please visit our website**

**<http://www.heritageability.org>**

Alternatively contact: **Maryann Soper**

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Email: **[heritageability@livingoptions.org](mailto:heritageability@livingoptions.org)**

**If you would like this form in an alternative format please contact us**