# LVEP website accessibility information checklist:

# Identifying existing accessible product and travel planning sources

This checklist has been designed to help you identify the existing accessible tourism products your destination already has across the tourism value chain, and third-party travel planning resources, with a view to listing them on the accessibility page of your website.

In addition to using the checklist, you may wish to ask your visitors and local communities about other local sources of information which may be useful, to help visitors make the most of your destination.

This checklist contains two sections:

**Section 1: Identify third party travel planning sources**

This section helps you to identify useful sources of information which visitors can use to plan their travel and itinerary.

**Section 2: Identify accessible tourism products and services**

This section helps you to identify the accessible tourism products and services across your destination.

Remember to also review the accessibility of your website to ensure it conforms to WCAG accessibility guidelines. Further guidance on this is provided in the [Marketing section of the Accessible and Inclusive Tourism Toolkit for Businesses.](https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive-6#ensuring-digital-accessibility)

Please note: this checklist is part of the Accessible & Inclusive Tourism Toolkit for LVEPs. It is strongly recommended that it is used in conjunction with the full guidance available in the main toolkit. Section 1: Identify third-party travel planning resources

Prospective visitors will want to know that accessible transport options are available to get them to, from and around your destination. A lack of suitable information may also impact on the wider region. For example, businesses may question investing in accessibility improvements if their target market is put off by a perceived lack of accessible public transport.

You may have a major local transport provider which is either providing no information about their accessibility or their accessibility information could be enhanced with a more comprehensive accessibility guide. Where possible, work with them to improve this provision and where appropriate make them aware of [AccessAble Detailed Access Guides](https://www.accessable.co.uk/pages/about-accessibility-guides) and the services they can offer to support them.

### Hubs Mobility Advice Service

| **Hubs Mobility Advice Service information** | **Done** |
| --- | --- |
| Provide a link to the [Hubs Mobility Advice Service](https://www.hubsmobilityadvice.com/). This helps visitors find the most up to date local accessible transport guidance, by county or region, either via the website or by contacting a local Hubs service for free, detailed advice.  |  |

### Blue Badge **parking**

| **Blue Badge parking information** | **Done** |
| --- | --- |
| Provide details on the Blue Badge parking locations and rules for your destination, which vary across England. You can find this information from the following sources:* Your local authority website
* The [Blue Badge parking page of Gov.uk](https://www.gov.uk/where-registered-disabled-drivers-can-park)
* [Parkingforbluebadges.com](https://www.parkingforbluebadges.com/map-search/)
* [Bluebadgeparking.com](https://bluebadgeparking.com/view/53.213343%2C-1.676172%2C53.21431%2C-1.672508/road)
* The [Blue Badge Parking App](https://play.google.com/store/apps/details?id=com.nooriginalthought.bluebadgeparking&hl=en_GB&gl=US) on Apple or Google Play
* An internet search for Blue Badge Parking for key towns and popular locations with your destination
 |  |

### National Rail and rail stations

| **National Rail and rail stations accessibility information** | **Done** |
| --- | --- |
| Provide a link to the National Rail [accessible travel and facilities](https://www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities/) information |  |
| Provide a link to the National Rail [passenger assist](https://www.nationalrail.co.uk/help-and-assistance/passenger-assist/) information and [Passenger Assistance App](https://www.nationalrail.co.uk/help-and-assistance/passenger-assistance-app/). This allows visitors to:* Request assistance for their rail journey in advance and up to two hours before they are scheduled to travel
* Manage their customer profile
* View their travel history
* Browse rail journeys via the online journey planner
 |  |
| Provide a link to the National Rail [Find a Station service](https://www.nationalrail.co.uk/find-a-station/). This allows visitors to find the following information for all 2,589 stations served by National Rail:* Travel assistance
* Meeting points
* Step-free access and accessible facilities
* Route planning guidance
* Detailed station map
* A map providing information about onward travel

 |  |
| Provide a link to the National Rail [Interactive Access Map](http://accessmap.nationalrail.co.uk/) |  |

### Train operating companies

| **Train operating companies accessibility information** | **Done** |
| --- | --- |
| Provide a link to the accessibility information provided by the train operating companies that serve your destination:* [Avanti West Coast](https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/assisted-travel)
* [C2C](https://www.c2c-online.co.uk/help-feedback/passenger-assist/)
* [Chiltern Railways](https://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information)
* [Cross Country Trains](https://www.crosscountrytrains.co.uk/customer-service/travel-assistance)
* [EMR – East Midlands Railway](https://www.eastmidlandsrailway.co.uk/trains-stations/assisted-travel)
* [Elizabeth Line - TFL](https://tfl.gov.uk/transport-accessibility/)
* [Eurostar](https://www.eurostar.com/uk-en/travel-info/travel-planning/accessibility)
* [Gatwick Express](https://www.gatwickexpress.com/travel-information/travel-help/assisted-travel)
* [Grand Central](https://www.grandcentralrail.com/help/travel-assistance)
* [Great Northern Rail](https://www.greatnorthernrail.com/travel-information/travel-help/assisted-travel)
* [GWR - Great Western Railway](https://www.gwr.com/travel-information/passenger-assist)
* [Greater Anglia](https://www.greateranglia.co.uk/travel-information/assisted-travel)
* [Heathrow Express](https://www.heathrowexpress.com/the-onboard-experience/accessibility#/)
* [Hull Trains](https://www.hulltrains.co.uk/support-and-contact/assisted-travel)
* [Island Line](https://www.nationalrail.co.uk/stations_destinations/passenger_assistance.aspx)
* [LNER – London North Eastern Railway](https://www.lner.co.uk/the-east-coast-experience/travel-tips/assisted-travel/)
* [London North Western](https://www.londonnorthwesternrailway.co.uk/travel-information/accessible-travel)
* [LUMO](https://www.lumo.co.uk/onboard/assisted-travel)
* [Merseyrail](https://www.merseyrail.org/plan-your-journey/assisted-travel.aspx)
* [Northern](https://northernrailway.force.com/s/article/Assisted-Travel-1)
* [Scotrail](https://www.scotrail.co.uk/plan-your-journey/accessible-travel)
* [South Western Railway](https://www.nationalrail.co.uk/stations_destinations/passenger_assistance.aspx)
* [Southeastern](https://www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel)
* [Southern](https://www.southernrailway.com/travel-information/travel-help/assisted-travel)
* [Stansted Express](https://www.stanstedexpress.com/help/assisted-travel/)
* [ThamesLink](https://www.thameslinkrailway.com/travel-information/travel-help/assisted-travel)
* [TransPennine Express](https://www.tpexpress.co.uk/help/passenger-assist)
* [Transport for Greater Manchester](https://tfgm.com/accessibility/guides)
* [West Midlands Railway](https://www.westmidlandsrailway.co.uk/travel-information/accessible-travel)
 |  |

### Coach operating companies

| **Coach operating companies accessibility information** | **Done** |
| --- | --- |
| Provide a link to the accessibility information provided by the coach operating companies that serve your destination. Examples include [National Express](https://www.nationalexpress.com/en/help/accessibility) and [Megabus](https://www.megabus.co.uk/terms-conditions/passengers-requiring-assistance/).  |  |

### Local bus services

| **Local bus services accessibility information** | **Done** |
| --- | --- |
| Provide a link to the accessibility information provided by the local bus services that serve your destination. Examples include [Arriva](http://www.arrivabus.co.uk/help/customers-with-disabilities), [First Bus](http://www.firstbus.co.uk/bus-accessibility), [Go Northwest](http://www.gonorthwest.co.uk/accessibility/) and [Stagecoach](http://www.stagecoachbus.com/help-and-contact/faqs/im-disabled-how-do-i-find-out-if-i-can-use-the-bus). |  |

### Ferries / Hovercraft

| **Ferries / Hovercraft accessibility information** | **Done** |
| --- | --- |
| Provide a link to the accessibility information provided by any ferry or hovercraft companies that serve your destination: * [Brittany Ferries](https://www.brittany-ferries.co.uk/information/travel-advice/disabled-passengers?error=login_required&state=2393bb6a-25f1-4124-9fbc-e14330c13825)
* [Condor Ferries](https://www.condorferries.co.uk/ferry-routes-ports/plan-your-journey/travel-advice/disabled-facilities)
* [DFDS](https://www.dfds.com/en-gb/passenger-ferries/passenger-information/information-for-disabled-passengers)
* [Hovertravel](https://www.hovertravel.co.uk/)
* [Irish Ferries](https://www.irishferries.com/uk-en/frequently-asked-questions/top-10-faqs/reduced-mobility-and-special-needs/)
* [Isle of Man Steam Packet Company](https://www.steam-packet.com/customer-services/passenger-assistance)
* [Mersey Ferries](https://www.merseyferries.co.uk/about/accessibility-statement-for-mersey-ferries/)
* [Nexus Tyne and Wear](https://www.nexus.org.uk/ferry/safety-and-accessibility)
* [P&O Ferries](https://www.poferries.com/en/accessibility)
* [Red Funnel](https://www.redfunnel.co.uk/en/help/passenger-assistance/)
* [Stena Line](https://www.stenaline.co.uk/customer-service/pre-travel/are-the-ports-and-ferries-accessible-for-reduced-mobility-guests)
* [Wightlink](https://www.wightlink.co.uk/tickets/accessible-travel)
 |  |

### Airports

| **Airports accessibility information** | **Done** |
| --- | --- |
| Provide a link to the accessibility information provided by any airports that serve your destination: * [Birmingham Airport](https://www.birminghamairport.co.uk/assisted-travel/)
* [Bournemouth Airport](https://www.bournemouthairport.com/special-assistance/)
* [Bristol Airport](https://www.bristolairport.co.uk/at-the-airport/special-assistance/)
* [Cornwall Airport Newquay](https://www.cornwallairportnewquay.com/accessibility/)
* [East Midlands Airport](https://www.eastmidlandsairport.com/help/special-assistance/)
* [Exeter Airport](https://exeter-airport.co.uk/special-assistance/)
* [Liverpool John Lennon Airport](https://www.liverpoolairport.com/help-and-advice/assisted-travel/)
* [London City Airport](https://www.londoncityairport.com/at-the-airport/services/assisted-travel)
* [London Gatwick Airport](https://www.gatwickairport.com/passenger-guides/special-assistance.html)
* [London Heathrow Airport](https://www.heathrow.com/at-the-airport/assistance-and-accessibility)
* [London Southend Airport](https://londonsouthendairport.com/at-the-airport/special-assistance/)
* [London Stansted Airport](https://www.stanstedairport.com/help/special-assistance/)
* [Newcastle International Airport](https://www.newcastleairport.com/passenger-assistance/)
* [Southampton Airport](https://www.southamptonairport.com/at-the-airport/special-assistance/)
* [Teeside International Airport](https://www.teessideinternational.com/at-the-airport/passenger-assistance/)
 |  |

### Accessible toilets

| **Accessible toilets accessibility information** | **Done** |
| --- | --- |
| Provide a link to the [Changing Places toilet finder](https://www.changing-places.org/find)  |  |
| Provide a link to the [Great British Toilet Map](https://www.toiletmap.org.uk/loos/7f4d2b5b607c2cb0f658b53f) |  |
| Provide a link to the [Flush Toilet App on the Apple App Store](https://apps.apple.com/us/app/flush-toilet-finder-map/id955254528) and [Flush Toilet App on Google Play](https://play.google.com/store/apps/details?id=toilet.samruston.com.toilet&hl=en_GB&gl=US&pli=1)  |  |

### Accessibility equipment hire

| **Accessibility equipment hire information** | **Done** |
| --- | --- |
| Provide a link to local companies which offer accessibility equipment hire and repair. Examples include [Health Oxygen](https://healthoxygen.com/oxygen-equipment-rental-information/) and [Clark and Partners](https://clarkshop.co.uk/) |  |
| Provide a link to the [Shopmobility website search facility](https://www.shopmobilityuk.org/find-a-centre/) |  |

### Medical services

| **Medical services information** | **Done** |
| --- | --- |
| Provide information on local medical services. Examples include:* + Late night pharmacies
	+ Medical centres
	+ Hospitals
 |  |

## Section 2: Identify accessible tourism products and services

Information should be provided on a variety of accessible tourism products throughout your destination and the tourism value chain, from accommodation to places to eat and drink.

### General accessible product information

| **General accessible product information sources** | **Checked** | **Added** |
| --- | --- | --- |
| Check to see what local accessible products and services are listed in your destination on [VisitEngland’s Accessible England](https://www.visitengland.com/info-advice/accessible-england)page and [VisitBritain’s Accessible Britain Guide](https://www.visitbritain.com/en/plan-your-trip/accessible-britain). |  |  |
| Identify which of your businesses have anAccessAble Detailed Access Guide by entering a place, town or postcode in the ‘search’ function on the [AccessAble home page](https://www.accessable.co.uk/). If you have a partnership with AccessAble, you can also find guides for local visitor economy businesses on your dedicated LVEP homepage.  |  |  |
| Identify any businesses which are listing the [Key Accessibility Features](https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive-6#key-accessibility-features--3) of their venue. |  |  |
| If you have a local awards competition aligned to the VisitEngland Awards for Excellence, check the applicants to the Accessible and Inclusive Tourism Award category. |  |  |
| Check which venues in your destination have signed up to the [Disability Confident Scheme](https://www.gov.uk/government/publications/disability-confident-employers-that-have-signed-up). Although this scheme is focused on the employment of disabled people, businesses engaged with it are likely to have made accessibility improvements for customers too. |  |  |
| Look for businesses who are part of schemes operated by organisations which support people with accessibility requirements. These include:* + Businesses which have the National Autistic Society ‘Autism Friendly’ Award
	+ Businesses whose staff are ‘Dementia Friends’ trained.
 |  |  |
| Ask users of your website and social media channels for feedback to identify any relevant accessibility information which could be useful in planning a visit and staying in your destination.  |  |  |

There are also a number of websites and social media groups which specialise in accessible tourism, providing information on accessible accommodation, things to do and food and drink. A search on these may yield further information on accessible tourism products in your region.

| **Accessible tourism website and social media information sources** | **Checked** | **Added** |
| --- | --- | --- |
| [Accessible Great Days Out UK](https://access.great-days-out.co.uk/)  |  |  |
| [Disability Horizons 10 wheelchair accessible places to visit in the UK](https://disabilityhorizons.com/2021/05/10-wheelchair-accessible-places-in-the-uk-to-visit-this-summer/) |  |  |
| [Disability Horizons 10 accessible days out across the UK](https://disabilityhorizons.com/2016/08/10-accessible-days-across-uk/) |  |  |
| [Euan's Guide](https://www.euansguide.com/get-involved/access-survey/)  |  |  |
| [National Trust Access For Everyone](https://www.nationaltrust.org.uk/who-we-are/about-us/access-for-everyone)  |  |  |
| [Rough Guide to Accessible Britain](https://www.motability.co.uk/cs/accessible_guide/index.html#page=1)  |  |  |
| [Tourism For All](https://www.tourismforall.co.uk/)  |  |  |
| [Your Local Council](https://www.gov.uk/find-local-council)  |  |  |
| [Accessible Holidays and Day Trips Facebook group](https://www.facebook.com/groups/807465622675204/) |  |  |
| [Disabled Access Holidays UK Facebook group](https://www.facebook.com/groups/853324635376259/) |  |  |
| [Accessible Travel Club Facebook group](https://www.facebook.com/groups/AccessibleTravelClub/) |  |  |
| Check if any bloggers and influencers with accessibility requirements are talking about products in your region. Section 6 of [VisitEngland’s Accessible and Inclusive Tourism Toolkit for Businesses](https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive-6#bloggers-and-influencers-accessibility-requirements) provides a suggested list of relevant bloggers. |  |  |

### Accommodation

There are several third-party websites which offer the ability to help you search for and identify accessible accommodation by region. These include:

| **Accommodation product information sources** | **Checked** | **Added** |
| --- | --- | --- |
| [Accessible Holiday Escapes](https://accessibleholidayescapes.co.uk/) |  |  |
| [Airbnb](https://www.airbnb.co.uk/)  |  |  |
| [Able Magazine Travel Guide](https://ablemagazine.co.uk/articles/travel-guide/)  |  |  |
| [Blue Badge Style](https://bluebadgestyle.com/) |  |  |
| [Ceiling Hoist Users Club](https://www.chuc.org.uk/index.php) |  |  |
| [Cottage Gems](https://www.cottagegems.com/england/disabled) |  |  |
| [Disabled Holidays](https://www.disabledholidays.com/) |  |  |
| [Disabled Holidays](https://www.disabledholidays.com/) |  |  |
| [Disabled Access Holidays](https://www.disabledaccessholidays.com/disabled-holidays/accessible-holidays/UK.asp) |  |  |
| [Handpicked Cottages](https://www.handpickedcottages.co.uk/collections/accessible-cottages) |  |  |
| [Holidaycottages.co.uk](https://www.holidaycottages.co.uk/accessible)  |  |  |
| [Pantou](https://pantou.org/) |  |  |
| [RightRooms](https://rightrooms.co/) |  |  |
| [Parkdean Resorts](https://www.parkdeanresorts.co.uk/holidays/wheelchair-friendly/)  |  |  |
| [Rough Guide to Accessible Britain](https://www.motability.co.uk/news/rough-guide-to-accessible-britain/) |  |  |
| [Tourism for All Travel Planner](https://www.tourismforall.co.uk/accommodation) |  |  |
| [Youth Hostel Association](https://livemore.yha.org.uk/wheelchair-friendly-holidays-uk/). |  |  |

### Things to see and do

The following information sources are specific to particular activities and focus primarily on products with physical adaptations for accessibility. Other accessible things to see and do in your region – such as visitor attractions, pubs and restaurants – can be found through the sources in the General accessible product information sources section.

#### Countryside

| **Countryside product information sources** | **Checked** | **Added** |
| --- | --- | --- |
| [Accessible Countryside for Everyone](http://www.accessiblecountryside.org.uk/east)  |  |  |
| [Countryfile Accessible Days Out](https://www.countryfile.com/go-outdoors/days-out/accessible-britain-guide-to-days-out-wildlife-experiences-and-walks/)  |  |  |
| [National Trust - Top Accessible Walks](https://www.nationaltrust.org.uk/visit/walking/accessible-walks-at-national-trust-places)  |  |  |
| [The Outdoor Guide](https://theoutdoorguide.co.uk/tog-friends/mobility-access-tog/)  |  |  |
| [Wildlife Trusts Accessible Nature Reserves](https://www.wildlifetrusts.org/visit/accessible-nature-reserves#:~:text=Scottish%20Wildlife%20Trust&text=The%20visitor%20centre%20and%20all,the%20visitor%20centre's%20opening%20hours.)  |  |  |

##

#### Surfing, boating and sailing

| **Surfing, boating and sailing product information sources** | **Checked** | **Added** |
| --- | --- | --- |
| [Canal and Riverboats](https://canalrivertrust.org.uk/enjoy-the-waterways/boating/go-boating/boat-holidays-and-trips/accessible-boat-hire-and-trips) boat hire and [map](https://canalrivertrust.org.uk/enjoy-the-waterways/walking/accessibility-map) |  |  |
| [RYA Sailability](https://www.rya.org.uk/start-boating/sailability)  |  |  |
| [Surfability](https://surfabilityukcic.org/) |  |  |
| [Canal and Riverboat Trust accessible boat hire](https://canalrivertrust.org.uk/boating/go-boating/boat-holidays-and-trips/accessible-boat-hire-and-trips) |  |  |
| [Wetwheels Foundation](https://wetwheelsfoundation.org/)  |  |  |

#### Cycling and other outdoor activities

| **Cycling and other outdoor activities product information sources** | **Checked** | **Added** |
| --- | --- | --- |
| [Access Adventures](https://www.accessadventures.co.uk/calendar)  |  |  |
| [Sustrans](https://www.sustrans.org.uk/about-us/paths-for-everyone/accessibility-on-the-national-cycle-network/) |  |  |
| [We Are Cycling](https://www.cyclinguk.org/community-outreach/inclusive-cycling-network)  |  |  |

#### Entertainment and cultural venues

| **Entertainment and cultural venues information sources** | **Checked** | **Added** |
| --- | --- | --- |
| [VocalEyes](https://vocaleyes.co.uk/) |  |  |
| [Accessible Screenings UK](https://accessiblescreeningsuk.co.uk/)  |  |  |
| [Dimensions](https://dimensions-uk.org/get-involved/campaigns/autism-friendly-cinema-screenings/)  |  |  |
| [Access London Theatre](https://officiallondontheatre.com/access/) |  |  |
| [Attitude is Everything](https://attitudeiseverything.org.uk/industry/live-events-access-charter/live-events-access-charter-members/) |  |  |

#### Inclusive guided tours

| **Countryside product information sources** | **Checked** | **Added** |
| --- | --- | --- |
| Any local guided tours which are adapted for accessibility, such as provision of BSL or step-free routes. |  |  |