



Isle of Man
Government

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DisabledGo Public Consultation Report

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Rhyenn Slaynt as Kiarail y Theay

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1 Introduction

Background

In 2003 the Chronically Sick and Disabled Committee (now the Tynwald Advisory Committee for Disabilities) was approached with a recommendation that the Isle of Man should become more accessible for disabled people. The Committee approached the Council of Ministers later that year requesting the Isle of Man Government produce an information guide detailing accessibility. This was agreed by the Council of Ministers.

A cross Government working party of officers in partnership with representatives from third sector organisations was convened. At the time a Disability Discrimination Act was being worked on to be implemented for the Isle of Man, and if in line with the UK DDA then it would have required detailed audits of public and commercial buildings to be carried out to assess their compliance with accessibility criteria.

The brief for the disability access guide covered the following:

- The production of a guide to include public buildings owned or used by Government and Local Authorities.
- The guide would include parks, public transport eg buses, train, tram, airport, sea terminal and commercial premises open to the public.
- The guide would also include measurable indicators such as ramps, signage, hearing loops, whether staff had received disability awareness training etc.
- Groups of disabled people were to be consulted about the guide.
- The guide would consist of a website, compatible with the Government website.
- The guide should contain 1,200 to 1,500 publicly owned/used buildings, open spaces and commercial premises open to the public, along with third sector organisations with disabled members.

Following advice from a UK Local Authority it was decided that the scope of the work was outside the resources available within Government and the work was tendered out. DisabledGo (a third sector organisation based in the UK) were the successful bidder in 2006 and a three year contract was awarded, with an optional one year extension. The optional year extension was taken up and at the end of this period DisabledGo was again awarded the contract. The contract is now in the fourth year of the second contractual period.

It was decided by the working group that a public consultation was required to see what service disabled people want going forward. The sub-group started working towards it in December 2013.

Documentation

The documentation for the public consultation consisted of a main consultation document, a leaflet and two questionnaires. The main consultation document contained the following information – an introduction by the Minister for the Department of Health & Social Care, an executive summary, the format by which the public consultation would be conducted, the consultation period, the websites for both the surveys and DisabledGo, the list of statutory consultees, where comments

or complaints could be addressed to (no complaints were registered), the background and current situation, information on DisabledGo, the purpose of the consultation, and the next steps to be taken.

The leaflet detailed the introduction, the background and current situation, information on DisabledGo, the purpose of the consultation, how the questionnaires could be completed and submitted, and the end date of the consultation period.

The questions included in both surveys can be seen in the Responses section below.

The Subject of the Public Consultation

Approximately 10% of all residents on the Isle of Man are disabled. Depending on the disability in question people may have difficulty in accessing buildings, spaces, commercial premises and different types of services. To help overcome these difficulties a working group made up of representatives from various Government Departments, along with the Douglas Development Partnership and the Access Office at Crossroads Care oversee a contract with DisabledGo. DisabledGo produces internet access guides for over 1,200 venues on the Isle of Man.

There are two types of access guide, the first gives basic information such as addresses, telephone numbers, email addresses, Google Maps and disability logos. The second type provides this information along with more detail on location, car parking, outside and inside access, change of levels, accessible toilets etc. These guides can be used by both residents and visitors to the Island.

Purpose of the Public Consultation

The purpose of the public consultation exercise was to invite comments on the DisabledGo disability access guides for disabled people. It was not a referendum but an information, views and evidence gathering exercise to allow the working group to take an informed decision on what type of service users would like to see provided in future. Particularly in view of the fact that the contract with DisabledGo is due to expire in July 2015.

2 The Consultation Exercise

The documents were drawn up by a sub-group of the DisabledGo Working Group in line with the Government Code of Practice for Consultations.

The paperwork included the main consultation document, a leaflet and two questionnaires, one for individuals, and one for organisations, both of which were available as paper copies and online. The design of the paper versions for both questionnaires was purposefully kept simplistic yet eye-catching, and the font was deliberately chosen to be larger so as not to exclude people with visual impairments. The individual's questionnaire was two sides of A4, whilst the organisations questionnaire was one side of A4. Large print versions of the main consultation document and the leaflet were available on request.

The public consultation period ran from the 2 June to 13 July 2014. The sub-group chose this particular period as it covered race week of the Isle of Man TT, which meant there was the potential for on and off Island members of the public to complete the questionnaire.

The documents were distributed to the following statutory consultees:

- Tynwald Members
- Attorney General
- Chief Officers of Government Departments, Statutory Boards & Offices
- Local Authorities
- Isle of Man Chamber of Commerce
- Isle of Man Trade Union Council
- Isle of Man Law Society
- Isle of Man Constabulary
- Isle of Man Fire & Rescue Service
- Relevant Professional Bodies
- Council of Voluntary Organisations

Sets of the documents were also available at the Tynwald Library, Douglas Town Council, Douglas library, the Douglas Development Partnership and the Sea Terminal for members of the public to pick up.

Copies of the surveys were available at:

<http://www.gov.im/ConsultationDetail.gov?id=441>

The DisabledGo website is at:

<http://www.disabledgo.com/organisations/isle-of-man-government/main>

A press release giving details of the public consultation was sent to the following organisations on 2 June 2014 and a follow-up press release was issued on 9 July.

- Isle of Man Newspapers
- Manx Radio
- BBC Isle of Man
- BBC North West

- ITV Granada
- 3 FM
- Energy FM
- Manx.net
- Manx Telecom TV
- IsleofMan.com
- Family Manx
- My Time
- Peel City Guardian
- Southern Chronicle
- Manx Tails
- Manx Life Magazine
- Money Media Magazine
- Isle of Man Portfolio Magazine
- Gallery Magazine
- Isle News
- Manx Advertiser

3 The Responses

There were 34 responses to the individual's questionnaire and 14 responses to the organisations questionnaire.

Questionnaire for Individuals

It was optional as to whether members of the public gave their names when completing the questionnaire. It was felt that they were more likely to complete the questionnaire if they had this option. In order to maintain anonymity the names of individuals responding to the questionnaires, will not be included in this report.

Have you heard of DisabledGo?

22 (66.67%) respondents had heard of DisabledGo, 12 (33.33%) had not.

Where did you hear about it?

6 (17.659%) heard about the website through the Government website, 7 (20.59%) heard about it via the public consultation, 2 (5.88%) heard via third sector organisations, 1 respondent heard about the website through Nobles Hospital, 1 through work, and 1 through contacts. 16 people skipped this question.

Have you used the DisabledGo website?

19 (57.58%) respondents had used the website, 14 (42.42%) had not and 1 person skipped this question.

If not, why not?

7 had never heard of the website before, 3 commented they haven't had the need to use the website as yet, 1 person said they didn't know it applied to the Island, and 1 person said it doesn't cater for visually impaired people.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Skipped the Question
<i>I have used this website frequently</i>	1 (5%)	5 (25%)	8 (40%)	6 (30%)	14
<i>I found the website easy to navigate</i>	4 (20%)	9 (45%)	3 (15%)	4 (20%)	14

	Yes	No	Skipped the Question
<i>Did you find the information you were looking for on the website?</i>	12 (60%)	8 (40%)	14
<i>Was the information accurate, timely and helpful?</i>	9 (47.37%)	10 (52.63%)	15
<i>Would you recommend the website to others?</i>	11 (57.89%)	8 (42.11%)	15

What information were you not able to find on the website?

Two individuals said they couldn't easily find information on hotels and the ones they did find were mostly in Douglas.

One said they were not able to find any results within 10 miles of Castletown. One couldn't find accessible toilets and another, a cinema in Douglas. One person searched for outdoor spaces but was only able to find one.

One individual said they were not able to find detailed access information, and another commented that there is very little on the website that is helpful.

	Very Hard	Hard	Easy	Very Easy	Skipped the Question
<i>Reading information on the page</i>	2 (10.53%)	2 (10.53%)	10 (52.63%)	5 (26.32%)	15

	Very Confusing	Confusing	Clear	Very Clear	Skipped the Question
<i>Organisation of information</i>	2 (10%)	5 (25%)	11 (55%)	2 (10%)	14
<i>Sequence of pages</i>	2 (10%)	6 (30%)	11 (55%)	1 (5%)	14
<i>Website capabilities</i>	1 (5%)	8 (40%)	10 (50%)	1 (5%)	14

	Yes	No	Skipped the Question
<i>Designed for all levels of users?</i>	7 (35%)	13 (13%)	14
<i>The links on the website are current and working?</i>	14 (70%)	6 (30%)	14
<i>Are you aware you can give feedback on venues/organisations on the DisabledGo website?</i>	8 (38.1%)	13 (61.9%)	13
<i>Have you ever given feedback on the quality of the DisabledGo website?</i>	1 (4.76%)	20 (95.24%)	13

	Strongly Agree	Agree	Disagree	Strongly Disagree	Skipped the Question
<i>This website is visually appealing</i>	2 (10.0%)	12 (60.0%)	5 (25.0%)	1 (5.0%)	14
<i>It is easy to move from one page to another</i>	1 (5.0%)	10 (50.0%)	7 (35.0%)	2 (10.0%)	14
<i>The structure/layout of the DisabledGo website is easy to understand</i>	1 (5.0%)	8 (40.0%)	8 (40.0%)	3 (15.0%)	14
<i>Individual pages are well designed</i>	1 (5.0%)	13 (65.0%)	6 (30.0%)	0 (0.0%)	14
<i>The language used on DisabledGo website is clear</i>	2 (10.0%)	17 (85.0%)	1 (5.0%)	0 (0.0%)	14
<i>The content of the DisabledGo website meets my requirements</i>	3 (15.0%)	8 (40.0%)	4 (20.0%)	5 (25.0%)	14
<i>I would be likely to use this website in future</i>	4 (20.0%)	7 (35.0%)	7 (35.0%)	2 (10.0%)	14

Please tell us any suggestions you have for improving the website:

Suggestions included better search facilities, larger text and better contrast, easy to see content, more information particularly outside of Douglas, wheelchair access and measurements for those with large powerchairs, more detail and better a grading system, a user's forum, and one suggestion was not to use it, but to use the experiences of people in the Isle of Man to do a specific website for the Island.

Please tell us of any other disability access websites you have used:

Two individuals gave website addresses for accessibility sites comparable to DisabledGo - http://www.iknow-northwest.co.uk/isle_of_man/isle_of_man/all_prices/all_types/disabled_access/ and <http://www.directenquiries.com/>. One gave details of on Island websites for specific disabilities. One person suggested <http://worldinawheelchair.com/> and Disability Rights.

Would you prefer the guide to be in a different format, if so please give suggestions:

Suggestions included a paper version of the access guides, better contrast with larger text available for sight impaired users, maps - walking guides including whether there are steps or whether someone can use their wheelchair in a glen etc, and a combination of DisabledGo's website and the IKnow-Northwest website.

	Yes	No	Skipped the Question
<i>Has accessing the website enabled you to visit places or access services you wouldn't have before?</i>	7 (36.84%)	12 (63.16%)	15

Please give an example of somewhere you have visited as a result of accessing the website:

Examples provided were the bowling alley, restaurants and cafes, parks, the library and the NCS.

What venues on the Island would you like to see added to the DisabledGo website?

Suggestions included hotels, attractions, voting stations, public events, charities, libraries, business premises, shops, glens, beaches and parks.

Any additional comments?

- Feel does not cater for local Manx people.
- A good revamp required to make modern and interesting. A lot of photos missing and photos used make our local attractions look dull, would welcome brighter updated photos information and a much better search facility. Also make it more available and local disabled unaware of it even existing. I am a wheelchair user and had not heard of the DisabledGo until I read in news of the survey. I have passed on to other disabled users in organisation I am a member of.
- New places opening up but not all are accessible.
- Just update the website and give a fresh look.
- This is a vital service for the disabled community on the island.
- I find the website to be almost useless for day to day disabled life on the Isle of Man.
- Why spend money on a website and not inform IOM residents that it exists. Is there a clear link to it on the IOM Government web site?
- There needs to be greater publicity of the website.
- As I live in Ramsey and travel to Douglas is too much for me I rely on Ramsey shops as understand as most are small disabled access is impossible for them but more disabled parking spaces are needed as previously said especially at Co-op. As Government are trying to get people to park in Albert Road and avoid main street I can see no reason why more disabled spaces cannot be made available in main street please.
- Being disabled doesn't mean you just want to be indoors, or that you are old and infirm. Young disabled people want to go out just as non-disabled can. If I was here on holiday with my kids I'd like to explore the countryside with them whether in a wheelchair or using a stick.
- I would like the access guide to be done by local disabled people, maybe even an Access Officer with a disability!!!

Questionnaire for Organisations

The sector rather than name of organisations was requested. There were four retailers, six respondents from public sector organisations, two from third sector organisations and one accommodation provider. One respondent decided to skip this question.

How many staff/volunteers does your organisation have?

This ranged between 2 staff and 12 staff along with 250 volunteers.

Are you aware of the DisabledGo website?

In response to this question 11 (78.57%) were aware of the website and 3 (21.43%) were not aware of the website.

Do you know whether your organisation has a webpage on the DisabledGo website?

There were 6 (42.86%) respondents who knew their organisation is on the website, and 8 (57.14%) who did not know whether their organisation is on the website.

If your organisation is on DisabledGo, is the content for your organisation up to date?

Six (54.55%) confirmed their organisation information was up to date, whereas 5 (45.45%) respondents stated their information was not up to date. Three respondents skipped this question.

Have you tried to make your premises/services more accessible to disabled people?

All respondents answered this question. 11 (78.57%) have tried to make their premises/services more accessible, and 3 (21.43%) have not.

Do you know who to approach for information to make your premises/services more accessible?

All respondents answered this question. 11 (78.57%) knew who to approach, and 3 (21.43%) did not.

Can all customers access your goods/services?

9 (64.29%) respondents answered yes to this question, 5 (35.71%) answered no.

Are alternative facilities available if modifications cannot be made to your premises, eg an at-home service or an alternative accessible location?

Again, 9 (64.29%) respondents answered yes to this question, 5 (35.71%) answered no.

What percentage of staff have received disability and equality awareness training from your organisation?

The responses to this question ranged between 0%-100%. 4 stated 0%, 1 stated 30%, 1 stated 52%, 1 stated 75%, 1 stated 79% and 4 stated 100%. 2 respondents skipped this question.

Please give suggestions on how your customers could access information on the DisabledGo website more easily:

6 respondents chose to skip this question, 8 respondents answered it, please see below.

- Make it more like the yellow pages.
- Better search engines/app.
- Make the information more accessible, perhaps as hard copies in a brochure to deliver through residents doors or at the Sea Terminal for visitors.
- We find that our customers can access this information quite easily.
- Route planner doesn't work in the Isle of Man. Listings have spaces for comments and reviews, there are very few comments made. Limited details on many of the listings. Searching and navigating through the website is not user friendly. A search for Isle of Man hospital showed not available, likewise a search for A&E Dept Isle of Man and also Accident and Emergency Department not found. A further search for Nobles hospital also returned a not available alert.
- Some of our users find the webpage difficult to navigate and there is great confusion over the grading system which we have discussed briefly with the DisabledGo administration team in London.

Comments Made Separately to the Questionnaires

Two Parish Commissioners (Marown and Patrick), the Department of Home Affairs and the Chamber of Commerce sent in responses stating they had read the paperwork but had no comments to make on it. The Chamber also kindly forwarded the paperwork to their members.

Please see below the response by the Tynwald Advisory Council for Disabilities (TACD) to the DisabledGo Public Consultation:

'The Tynwald Advisory Council for Disabilities (TACD) initial view of the DisabledGo Online Disability Access Guide service appears to the TACD to be less than inclusive of disabilities other than physical disabilities. The TACD refer to the various bodies that they represent for their comments which you will hopefully receive.

'The TACD are aware of mistakes being made and misinformation by DisabledGo and the disappointment and dissatisfaction that has been experienced hence perhaps the need for such a consultation.

'The star rating on the website is very misleading as it shows each venue has 5 stars in fact they have none. The star has to be filled in to show it has a star.

'It is not obvious to the reader that people can comment on the venue as to how they find it.

'You have to go through the bother of opening an account to be able to make any comments. Who would have the time to do this? The website has been running since January this year and there have been no comments to speak of, so this could mean does anyone actually use this website or do they have difficulty in accessing it.

'The highlight on the web page doesn't highlight all the text to be able to read it.

'A visually impaired person found it very difficult to navigate, you have to know and recognise the icons needed. They needed someone with them to help them when they got into difficulties.

'The Isle of Man web page is very poor. If you click events it runs back to the UK.

'The Isle of Man is introducing a Tiered Award Scheme with the Equality Act coming in. Why should the government need to pay for two schemes when money is already tight?

'The route planner does not work.

'Pictures are generic pictures and not even of the Isle of Man.

'Listings ask for reviews and comments. There are none and I guess that's because of the log in system and the lengthy process involved to register.

'No detail about entry or access on many of the listings.

'Finding the Isle of Man section is difficult – not at all user friendly.

'A search for hospitals in the Isle of Man returned a 'No matched search meets your criteria'. A search for A&E Departments also showed 'No matched search meets your criteria', likewise Accident and Emergency Departments also returned no match.

'Details have not been updated. Changes to original entries have taken a considerable amount of time.

'Finding the IOM section from the home page of the DisabledGo website is certainly difficult.

'On the Search Places to Go page, it is mostly impossible to input information in the boxes to search for a place. However if you click on Northwest you then find IOM Government.

'Information can be scanty/incomplete eg under 'Travel and accommodation', 'Bus Stations' has only 2 listed! Under 'Public Transport' there is only the Sea Terminal/IOM Steam Packet listed. Under 'Disability Organisations' there were only 5 listed.

'The listings appear cluttered and not that easy to follow.

'Some have not been updated.'

Manx Blind Welfare Society (MBWS) sent in the following comments. This organisation has concerns about three areas related to DisabledGo.

- 1 The grading system as it stands shows no organisation on the Island achieving any of the five grades, this appears to be because people don't understand how the grades are achieved (ie through website feedback).
- 2 There are some challenges for Blind website users but these can be overcome with some support and advice to those users... We will be advising our own members that we can support them accordingly.
- 3 We are unsure whether the system will be needed if the tiered award scheme goes live (this could result in a saving to Government) or in fact whether the two will simply complement each other.

Comments were received from Public Transport (DOI):

'Public Transport have reviewed this consultation and we are not convinced that the current website is entirely appropriate. The information provided in relation to public transport contains significant inaccuracies. The whole of the Isle of Man Public Transport bus services are fully accessible to wheelchair users. Manx Electric Railway has a special carriage which can be booked at 24 hours' notice. The steam railway has limited access which we are happy to discuss with the individual traveller. The inherent constraints of running a heritage railway unfortunately present such challenges as to make it impractical to give access to mobility impaired persons on the Snaefell Mountain Railway.

The information on access points only seems to cover Peel and Ramsey and again is not up to date. We have had no contact from this provider to check the accuracy of the information and this is a disappointment.'

The Highways Division of DOI commented as follows:

'Highway Services Division suggests that they put Highways' Customer Service email address infrastructure@gov.im if they are going to advertise the Railway Line as per the link below:

[http://www.disabledgo.com/access-guide/isle-of-man-government/glen-darragh'](http://www.disabledgo.com/access-guide/isle-of-man-government/glen-darragh)

The Director of Estates Shared Services (DOI) said that he finds DisabledGo very useful.

The Director of Disability Networks gave the following feedback:

'I wish to bring to your attention the crucial sentence in the Government Consultation document, "The unique feature of DisabledGo is that every venue is visited by a trained researcher to ensure that information is as accurate as possible." It is vital that any information on access is correct. A trained researcher knows what is important for a full range of disabilities and therefore knows what to record in the

property that they are visiting. This detailed information informs the potential user whether this property is accessible to them personally, as each individual's needs differ. Naturally users will trust this information more than any information given by a service provider that does not visit the property.

'Once users have learnt to trust the site this is a market that tends to stay loyal both to DisabledGo and the facilities that they discover through using the service. This gives organisations and businesses that have gone the extra mile to cater for those with disability access to this growing market. Those present on the site are asked annually to up-date DisabledGo on any changes by email and I can vouch for the fact these emails are sent.

'One criticism I would make of the properties present on the Isle of Man section at present is that there are a surprising number that are quite unsuitable for those with disabilities. Perhaps there could be some weeding out to ensure that hard-pressed carers and sufferers do not have to waste valuable time filtering completely inappropriate venues while gleaning the information required?

'As regards timing, I believe that we have to continue to provide this resource as the Island does not presently have an Equal Opportunities Act in force. There are many inaccessible properties locally. The NAS scheme [National Accessible Scheme] which is in common usage in the UK has only just been introduced to the Island. The uptake has been small but this will grow over time. We are not yet in the right place to remove a fully researched and reputable tool that both residents and visitors trust.'

The proprietors of Smeale Farm Cottages commented as follows:

'We have a direct link from our own website www.manxfarmhols.com to our entry on the DisabledGo website and feedback from our guests has been extremely positive as to the level of information provided.

'We hope very much that DisabledGo will continue to provide their excellent service to our holiday guests.

'The only area where we feel DisabledGo could improve is in highlighting more clearly those buildings or businesses that actually have very little in the way of facilities for the disabled. For example we have received feedback that although there are a good number of hotels on the DisabledGo website, not too many have the expected range of facilities. DisabledGo have done their job correctly in setting out in the detail what is there, but potential guests expected more merely because a hotel appeared on the DisabledGo website. It is a case of how to manage expectations really.

'We trust that our views will be taken into account and hope very much that our partnership with DisabledGo on the Island will be allowed to continue.'

Comments were received from a retired staff member who worked at MBWS when the contract was first awarded to DisabledGo:

'I remember at the time that it seemed a lot of money for the service offered and that DisabledGo had come to the Government with a good sales pitch which had

been accepted. We are now in a very different financial climate and I would just like to implore those who are considering this matter to carefully compare prices and also to consider whether someone on Island could produce the same sort of information.'

A disabled individual submitted the following comments:

'First of all, I am in possession of a disabled badge and, in my opinion, a very important factor in where a disabled person(s) might like to visit/go shopping/be entertained etc is the public disabled toilets.

I have looked at DisabledGo web site and I feel there could be improvement insomuch as not having to scroll through link after link on the web site but have (a) a search facility generally for a list and location of public disabled toilets on the IOM or a particular town (b) a search facility particularly for those public disabled toilets with easy access.'

Issues Raised as a Result of the Surveys

A large percentage of the respondents had not heard of the DisabledGo website which could mean that it has not been publicised enough. One of the suggestions for an alternative to the website was a printed version of the access guides. DisabledGo have offered to produce two PDF guides containing 100 venues, free of charge, which can be printed out. There would be one guide for residents and one guide for visitors to the Island, as their requirements would be quite different. The residents guide could be distributed to the Council of Voluntary Organisations for dissemination to their member organisations, it could also be made available at all Government reception desks, all Island libraries, GPs, dentists, post offices, Commissioners offices etc. The visitors guide could be made available at the Welcome Centre at the Sea Terminal, hotels, B&Bs, tourist attractions etc.

Searching for IOM venues was a problem for the respondents. It appears most of the respondents accessed the DisabledGo website via its main page, rather than using Google and typing in 'DisabledGo IOM', which would bring respondents immediately to the IOM home page. Searching for venues would then be a lot simpler as there are five categories at the bottom of the page within which to search for specific types of venues. Some respondents said they had searched for specific venues and when they couldn't find them came to the conclusion that they were not on the website, eg Braddan Bridge House (Joey Dunlop Foundation accommodation), parks, glens and outdoor spaces. This is not the case. There are 34 hotels, guest houses and self-catering accommodation venues (including Braddan Bridge House) on the website, along with 30 glens, parks and other outdoor spaces.

Following the public consultation DisabledGo have done a lot of work on the website to make searching for venues easier. There is also the ability to change the text, colour contrast and a text-to-speech option for the webpages to be spoken aloud. Another update is that if someone was to hover over the disabled logos an explanation of what that logo represents is provided.

One individual said that a user's forum would be useful, DisabledGo have a Facebook page where comments can be made. Twitter is also available and comments can be seen on the homepage at www.disabledgo.com/. A newsletter available every 2 months will also shortly be reinstated. Steering group meetings are held once a year

in the Barrool Suite, Legislative Buildings, Finch Road, Douglas which are attended by representatives of organisations whose members have disabilities. These meetings are open to anyone who has an interest in disability access. To receive information about attending these meetings please contact Anna Taylor at DisabledGo at anna.taylor@disabledgo.com or on 01438 842710.

It was commented that some of the photos made the venues look dull. DisabledGo during their renewals process this year (visiting the Island to gather up to date information of venues), have taken new photos which will show the venues to their best advantage. It is usual practice by DisabledGo not to have photos of every venue, only those with detailed guides.

The grading system was introduced by DisabledGo in January when it re-launched its website. Users need to set up an account with DisabledGo prior to being able to give their reviews and grades on venues. It was commented by individuals and organisations that more understanding of the grading system is required by users to enable them to give accurate reviews.

Comments were made about particular venues not being available on the website. As was agreed in the contract with DisabledGo 100 new venues or 25 detailed guides, or a combination of the two, can be added each year, this therefore limits what can be put onto the website. The new venues suggested by individuals for inclusion on the website will be included when the next set of new venues are put onto the website this year.

Initially when DisabledGo re-launched their website in January 2014 there were some technical issues with it which they have worked hard to rectify. The renewals process takes place once a year but details, eg telephone number, email address etc for venues can change at any time. DisabledGo will make changes at any time of the year, but they need to be informed of them. When organisations make changes it is doubtful that DisabledGo will be at the forefront of their thinking.

4 **Conclusion**

The views of the respondents seem to be at the extremes of the spectrum. Some consider the website to be difficult to navigate and lacking in information, whilst others see it as an essential tool in their everyday life. Many responses received provide useful and insightful information for the on-going provision of disability access across the Island.

With the Equalities Act being introduced on the Isle of Man, disability will need to be taken much more into account than it has done to date. According to the social model of disability it is not the particular disability a person is living with that makes it more difficult for them to access goods and services, it is the built environment. Knowledge of the built environment on the Island, along with the means to access venues, is required to make disabled people's lives easier. Organisations should be encouraged and supported to make reasonable adjustments to enable disabled people to access their goods and services.

Based on the all comments and responses gathered in this consultation, the working group will determine the most appropriate method of securing an online disability access service for disabled people in the future.

This document was published on 13 October 2014.



Isle of Man
Government

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This document can be provided in large print on request

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