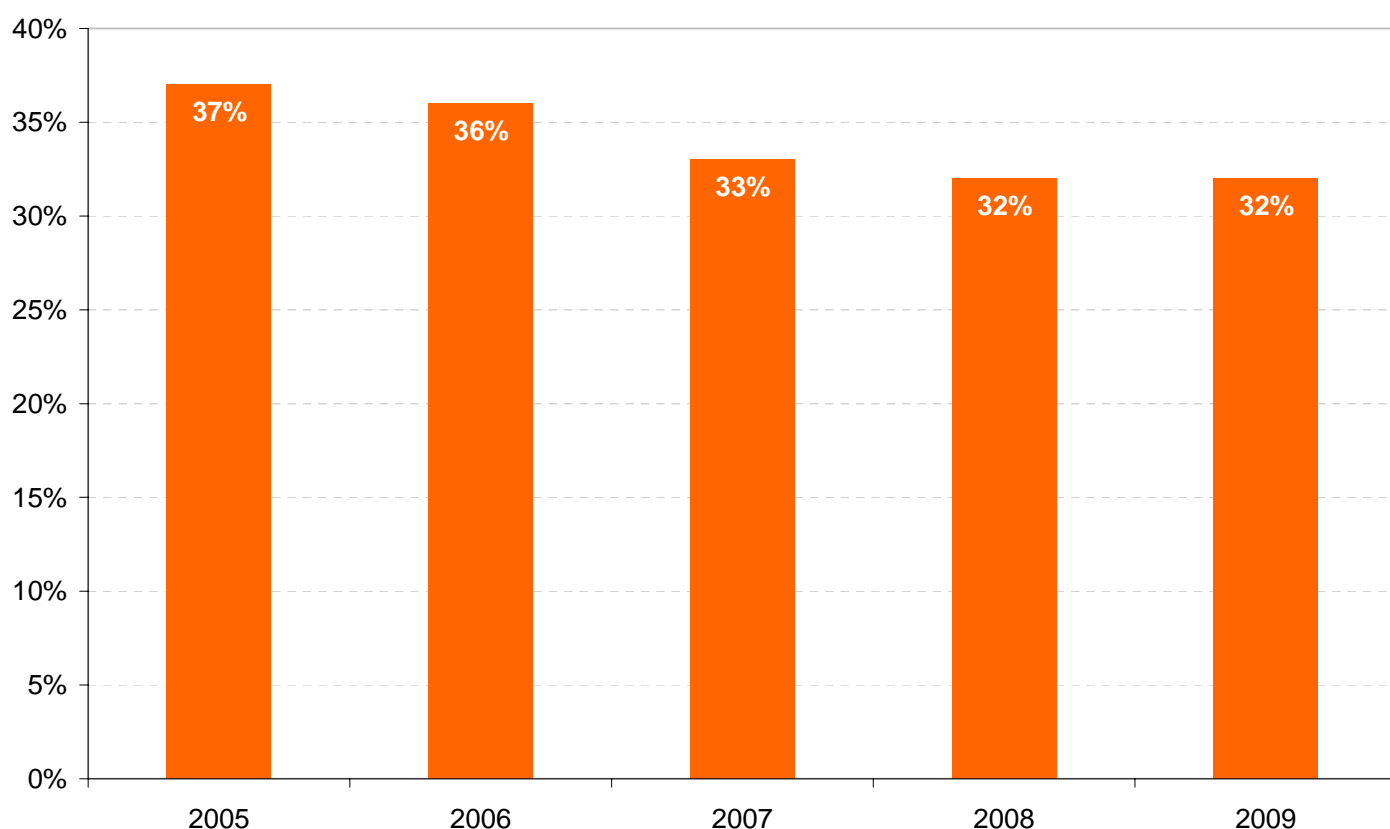


F4 – Difficulties in accessing goods or services

Baseline and Trends: Baseline year - 2005. Figures from 2009 show that disabled people are significantly less likely to report having difficulties accessing goods and services than in 2005. In 2009, 32 per cent of disabled people experience difficulties in accessing goods or services related to their impairment or disability. These figures have significantly decreased since the baseline.

Difficulties in accessing goods or services



Definition: The above figures cover all respondents who have a current disability and would be covered by the Disability Discrimination Act (DDA) who say they have had problems in the last 12 months related to their health problem or disability in accessing facilities at a private club, going to the cinema/theatre/concert, going to the library/art galleries/museums, shopping, pubs/restaurants, sporting events, using public telephone, using websites, using a bank or building society, arranging insurance,

arranging accommodation in a hotel/guest house, accessing health services/Local Authority services, Central Government services, law enforcement services, or other any other leisure, commercial or public good or service. Data is for individuals in private households aged 16 over in Great Britain. Data aggregates the 8 waves of the survey run in each year.

Data Source: ONS Omnibus Survey