

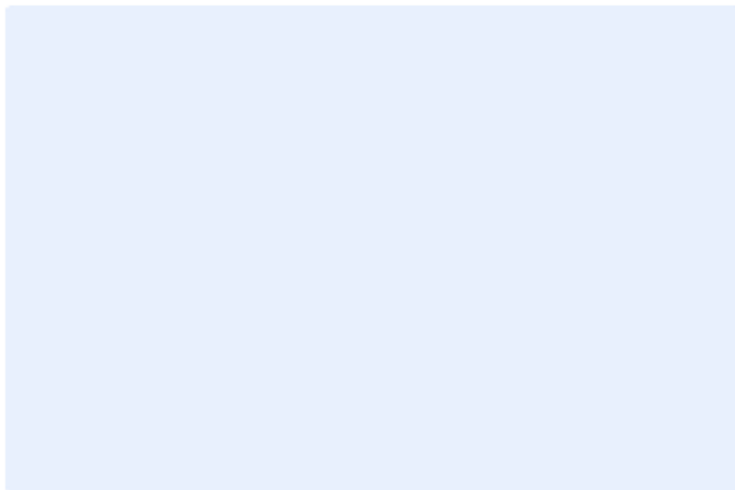


Disability Access to Heritage

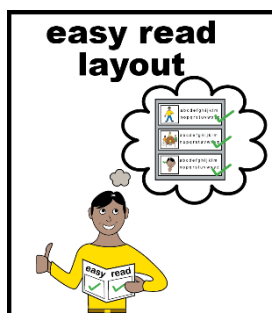
What are the experiences of disabled people in the heritage sector in 2025?

Direct Access

May 2025



Historic England: Disability Access to Heritage
Direct Access research report May 2025

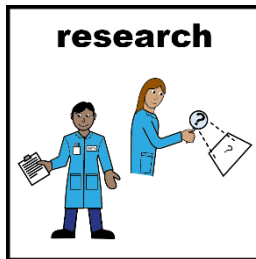


Easy Read

About this document



This document is about the **Historic England Disability Access to Heritage** research.



Research helps us to understand how people **live, work, and enjoy their time**.



Historic England want to make it easier to live, work, and enjoy time in **historic places**.

Historic England looks after **historic places** and helps people to enjoy them.



Historic places are places with lots of history, like castles, train stations, high streets, or old houses.

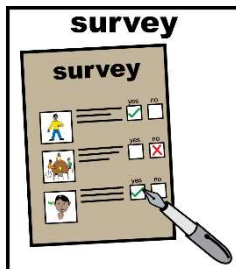
They can also be gardens or parks.



Direct Access are experts in **accessibility** and did some **research** about **historic places**.

Accessibility means making sure everyone can travel and get into places and live, work, and enjoy them.

Direct Access did a **survey** and some **focus groups**.



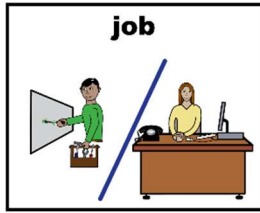
A **survey** is a list of questions that **one** person answers.



A **focus group** is a group of people **answering questions together**.

From this **research**, they found out a lot about how disabled people enjoy **historic places**.

Jobs and working



Some people find it **difficult** to have a job in historic places.

About **20 out of 100** people left their job because of illness or disability.

Disabled people sometimes need **different tools** to help them work.



Access to Work is a way to help pay for these tools. It is a system run by the government **Department for Work and Pensions**.

But not everyone knows about it.

Training in jobs



Training helps people understand disability and support disabled people.

Training is learning in a classroom, on the internet, or reading about new things.

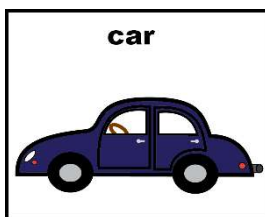
Disability training helps people learn how to understand and help disabled people enjoy historic places.

In the survey, a lot of people said they **did not** have any training.

This means a lot of people don't know how to support disabled people they work with.

People who can't visit historic places

A lot of people said they **can't visit** historic places.



People have to **travel by car** to get to a lot of historic places.

A lot of disabled people **can't drive**. This means they cannot travel to historic places without help.



Disabled people need lots of **information** before they visit a historic place.

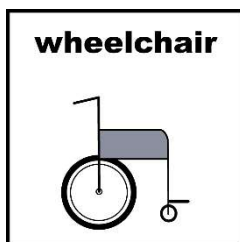
This information helps them **decide** if a place is **safe and easy** for them to visit.



A lot of people said that historic places **do not** have enough information on their **websites**.

This means they **can't decide** if it is safe and easy for them to visit, so they **do not go**.

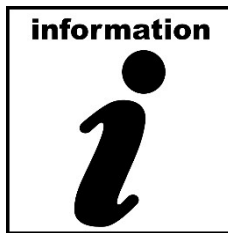
A lot of people said historic places are **very busy**.



This means it is difficult to move around in a **wheelchair**.

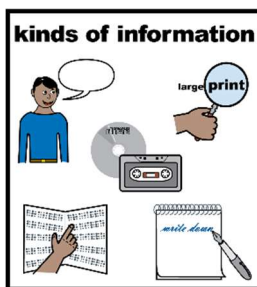
It is also difficult for people who experience the world differently, like people with autism or ADHD.

People who can visit historic places



People said that there is a lot of **information** in **historic places**.

This can be on **signs**, in **displays of objects**, or in **videos**.



This information needs to be shared in **different ways** so lots of people can understand it.



This includes British Sign Language for Deaf people.



Training is important so that people who work at **historic places** can welcome **disabled visitors**.



Training helps people understand how to use **lifts or ramps**.

Training also helps people understand the **support** that different disabled people need.

A lot of people said that **not enough** staff had training.

This means that disabled people **did not** get the support and welcome they needed.

Recommendations



Direct Access made some **recommendations** after doing this research.



Recommendations are words of **advice** on how to make things better.

These **recommendations** are for people who **look after** historic places, or give people **jobs** in historic places.



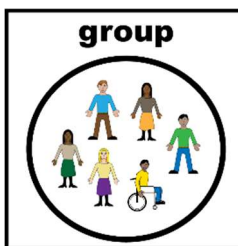
Direct Access said **Access to Work** is important and people should get help to learn about it.

Access to Work is a way to help pay for tools to help disabled people work.



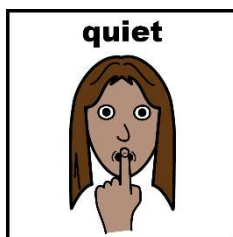
Direct Access said that **training** needs to be **better** and given to **more people**.

Training is important as it means more people **understand** disabled people and their **needs**.



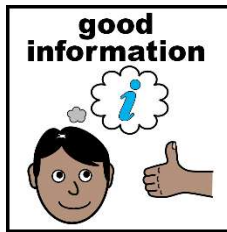
Direct Access said that historic places could use **consultation groups** of disabled people.

A consultation group is a group of people who can give **advice** and are **experts**.



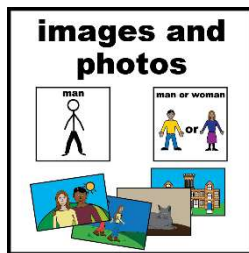
Direct Access said that historic places should have **quiet times**.

Quiet times are good for people who need more space and quiet.

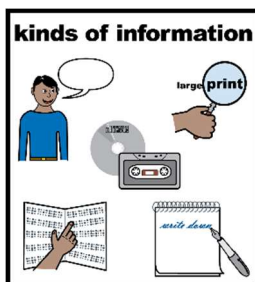


Direct Access said that information about historic places should be better.

Information about a historic place should be **easy to read** and **easy to find**.



Information about historic places should have **pictures** and **lots of details**.



Information about historic places should be given in **different ways** so lots of people can understand it.

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