

Malmesbury Accessibility Survey results 2024

The survey was promoted on the Town Council website, Town Council facebook page (shared to local groups) and the Tourist Information Office where paper copies were available. It ran from 3rd September to 30th September 2024.

26 responses were received of which 75% were from Malmesbury residents and 20% from people who described themselves as regular visitors. With such a small response the data is not statistically robust.

85% of respondents were female. 75% of respondents were under 65 years old. The survey did not ask people to answer based on lived experience or personal access needs.

On average the respondents were female, under 65 years old from Malmesbury.

To the question 'Please tell us what makes places or services difficult to access' the highest response (65%) was for 'stepped access (no ramps)', with 'width of doorways' and 'internal steps' also high responses. 40% of respondents said there were not enough Blue Badge spaces.

No one answering this question responded with 'Lack of induction loop or other aid to communication', which could be interpreted as sufficient provision in town, but can also be due to lack of survey responses from this demographic. 15% of respondents said that lack of BSL/sign language by staff was an issue.

30% of respondents identified lack of accessible toilets as an issue. One respondent claimed there is only 1 accessible toilet in town. The survey doesn't seek to distinguish between public buildings or cafés/bars and additional research could be carried out to map existing provision in town, and publicised.

A section of the survey was dedicated to the position, quality and number of dropped kerbs. 60% of respondents commented in this section, although many of these were generic answers 'Town Centre' or similar. Areas noted included Market Cross, St Dennis Road, Foxley Road and the Gant.

Pavements condition elicited 70% of respondents to comment. In particular Abbey Row, High Street near Coop, the Gant and Oxford Street. Further from the town centre Avenue de Gien, Webb's Way and Bremilham Road were mentioned.

On the question of other accessibility issues the Market Cross pedestrian access was noted as poor and unclear, provision for 'drop off' points during events with road closures and parking on the road near Burnham Court restricting the road width. The Cross Hayes car park and a need for additional road crossings were also reported. Each of these was identified by a single respondent.

The survey was conducted using software outside of our suite of Microsoft digital tools. For future data gathering we would have better analysis if we were able to take the source data and Microsoft Forms would provide this and keep it in house.

Cllr Karen Drake