

# Access to the Everyday

*Disabled people's experiences of daily life in the North East of England*

## Report Summary Difference North East 2026

This summary report shares what disabled people told Difference North East about everyday life. It explains the barriers people face, and what needs to change.

The research took place between January and October 2025 and included:

- Conversations with disabled people
- A survey
- Analysis of shared experiences

### Three Main Themes

From the conversations with disabled people, three main themes emerged:

- Getting from A to B – transport, access and buildings
- Being Respected – attitudes, rights and work
- Getting Better Information – communication and services

### Key Headlines

- 88% of disabled people felt disrespected, judged or dismissed
- 64% faced barriers using public transport
- 68% struggled to get information or support
- 0% felt supported by services

### Getting from A to B

Transport and access are major barriers. People cannot rely on assistance and face unfair travel rules.

Key points:

- 64% of disabled people faced public transport barriers
- 58% struggled with booking systems or apps
- 66% avoided going out due to inaccessible toilets
- 44% encountered new buildings that were not accessible

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### Being Respected

Most disabled people said they are not listened to or believed. This affects healthcare, public services and work.

Key points:

- 88% felt disrespected
- 65% faced barriers at work or finding work
- The biggest barrier was attitudes and discrimination

### Getting Better Information

Many disabled people said dealing with services is exhausting. Systems do not work together and people must repeat their story.

Key points:

- 68% struggled to get support or information
- NHS and social care were hardest to navigate
- 68% felt stressed or anxious
- 0% felt supported by services

### Priorities for Change

Disabled people said decision-makers should focus on:

- Accessible toilets
- Respect
- Transport
- Benefits

### What Happens Next

As one participant of the research said: "Respect starts with believing people when they say what they need." And we agree that disabled people's voices must guide change.

Difference North East will continue to campaign for fairer access, better communication and respect.

Add your voice at:

[www.differencenortheast.org.uk](http://www.differencenortheast.org.uk)

You can read the full report here.