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1. ISLANDS PARTNERSHIP EMAIL

INTRODUCTION

The following email from the Executive Director of the Islands Partnership was received by the Applicant in November 2018, to confirm a demand for dedicated accessible accommodation on the Islands.

Since this email was received, no new accessible accommodation is understood to have been approved or constructed on the islands and as such the current demand is expected to be equal to or in excess of that which existed in November 2018.

Andrew Selleck

From: davidjackson@islandspartnership.co.uk
Sent: 13 November 2018 17:21
To: Andrew Selleck
Subject: Accessible Accommodation

Dear Andrew

Further to your call earlier today, I can confirm that there are indeed very few holidays lets, or guest accommodation on the Isles of Scilly that offer dedicated, specially converted accessible rooms. The accessible room at the Atlantic Inn on St. Mary's is one of the only rooms we are aware of that offers additional, dedicated facilities for mobility impaired, wheelchair bound guests.

We are aware that this is something that mobility impaired visitors do enquire about, so any new facilities of this nature would likely fulfil this latent demand.

I hope this of some help and answers your query.

Kind regards
David

David Jackson
Executive Director
Islands' Partnership

T: 01720 620601

E: davidjackson@islandspartnership.co.uk

W: www.islandspartnership.co.uk

Find us on Twitter: @IOSPartnership



2. LETTING AGENT COMMENTS (EXCERPTS)

INTRODUCTION

The following comments are taken from an email exchange in March 2020 between the Applicant and one of the Islands' leading holiday home letting agents, discussing the need for accessible accommodation on St Marys and how demand for a new accessible unit could be increased over time, leading to the diversification and strengthening of the tourism industry as targeted by the IoS Local Plan:

COMMENTS

"The offer of this type of accommodation can be highlighted to the target market by joining the Visit England 'National Accessible Scheme' (NAS) where you are inspected against a set of criteria and then can apply the relevant logos etc.

The Island Partnership's Destination Management Plan 2018 suggests the aim is to have 'a balanced, diverse mix of quality accommodation that serves changing visitor markets. This is supported by page 4 of the NAS info which states:

Older people

- *By 2025 more than a third of the UK's population will be over 55.*
- *Impairments and disability increase substantially after the age of 45.*
- *Over 1 in 3 (35%) of domestic overnight trips are made by over 55's and this is increasing.*

Disabled people

- *Over 11 million people in England are disabled – that's almost 1 in 5 people.*
- *Attracting the business of a disabled person attracts the spend of their entire party.*
- *11% of domestic overnight trips in England include someone with a health condition or impairment.*
- *Over £2 billion is spent in England by disabled visitors and their companions each year.*
- *Disabled people tend to take longer holiday breaks than average and therefore tend to spend more money per trip.*
- *Once they have found accommodation that suits their needs, they can be loyal customers returning year on year.'*

...the final sentence [underlined] is important as the users who really need this type of accommodation will want to re book year on year. We could [to encourage bookings by those with an accessible need] say that repeat bookings for clients outside of the target market are not guaranteed for the following year (as is the usual practice on Scilly) as anyone with an identified need would take priority for this particular accommodation and we could allow these guests to book further in advance, securing the property for the future. Eventually this client base can be built up but it will be gradual."

End.

