

## Accessibility checklist

**This is a starting point for working out how accessible your premises are. All businesses are different, so it will not cover everything that is relevant in your particular case. Put yourself in the position of a disabled person when you are working out what solutions would be best for your business. For a more detailed assessment, you can speak to an access auditor (see [www.nrac.org.uk](http://www.nrac.org.uk)) or get a copy of *Access audits: a guide and checklists for appraising the accessibility of public buildings* from the Centre for Accessible Environments ([www.cae.org.uk](http://www.cae.org.uk)).**

Checkpoint	Some practical suggestions
<b>A. Approaching and entering</b>	
1. Can disabled people park near your premises?	<ul style="list-style-type: none"> <li>• Have disabled parking bays</li> <li>• Consider making staff spaces available by prior arrangement</li> <li>• Ensure you can inform people where the nearest car park is</li> </ul>
2. Is the entrance easy to find from the street or car park?	<ul style="list-style-type: none"> <li>• Make the door a different colour to adjacent windows</li> <li>• Make the name and number of the premises clearly visible - signs which hang perpendicular to the building can be useful</li> </ul>
3. Is the entrance wide enough for all users?	<ul style="list-style-type: none"> <li>• Consider width for wheelchair users</li> <li>• If doorway cannot be widened, install a doorbell</li> <li>• Have glass panels in front door to see who is outside</li> </ul>
4. Is the front door at street level?	<ul style="list-style-type: none"> <li>• Install a permanent or temporary ramp (alongside steps)</li> <li>• Provide an alternative entrance accessible for all users</li> <li>• Speak to local council about the possibility of raising the street level</li> </ul>
5. Is the door easy to open?	<ul style="list-style-type: none"> <li>• Put door handle at an accessible height for wheelchair users</li> <li>• Use an easy-grip handle in a distinguishable colour</li> <li>• Install a magnetic device which holds doors open</li> <li>• Consider a low-energy automatic door operator</li> </ul>
<b>B. Moving around</b>	
1. Is it easy to get around the premises?	<ul style="list-style-type: none"> <li>• Ensure doormats are flush with the floor and avoid bristle matting</li> <li>• Remove clutter, widen aisles, ensure floors are not slippery</li> <li>• Put handrails each side of stairs and consider use of a ramp or lift</li> </ul>
2. Is signage clear?	<ul style="list-style-type: none"> <li>• Keep simple, short and clear (24pt text for shelf bar labels)</li> <li>• Have good contrast with background (eg. black on white)</li> <li>• Use visual or pictorial symbols in addition to words</li> </ul>
3. Is the lighting as good as it could be?	<ul style="list-style-type: none"> <li>• Keep windows, lamps and blinds clean</li> <li>• Avoid glare by keeping highly reflective surfaces away from signs</li> <li>• Light up faces from the front rather than behind</li> <li>• Use extra lighting to highlight internal steps and safety hazards</li> </ul>
4. Are floors, walls, ceilings and doors easily distinguishable?	<ul style="list-style-type: none"> <li>• Use matt paint in contrasting colours or different tones</li> </ul>
5. Is the alarm system and procedure effective?	<ul style="list-style-type: none"> <li>• Supplement audible alarms with visual alarms</li> <li>• Ensure staff know how to assist disabled people in an emergency</li> </ul>
<b>C. Using facilities</b>	
1. Do your staff know how to serve disabled customers effectively?	<ul style="list-style-type: none"> <li>• Allow more time</li> <li>• Talk directly to the disabled person, not a companion</li> <li>• Have notepads for exchanging notes</li> <li>• Accompany a blind person round the shop</li> <li>• Consider disability awareness training for all staff</li> </ul>
2. Can all customers access goods and services?	<ul style="list-style-type: none"> <li>• Try to provide all key facilities on the main floor</li> <li>• Place popular products on a mid-height shelf</li> <li>• Consider lowering the counter height for wheelchair users: provide a lap tray or clipboard if lower counter section is not available</li> </ul>
3. Is seating available if necessary?	<ul style="list-style-type: none"> <li>• Have somewhere people can sit down while they are waiting to pay</li> <li>• Use flexible seating, with and without armrests, and with space for a wheelchair user to pull up alongside a seated companion</li> </ul>
4. If public WC facilities are necessary, are they accessible to all?	<ul style="list-style-type: none"> <li>• Consider modifying the space to full wheelchair accessible standards, including getting to and from the toilet</li> <li>• If this is not possible, ensure you can tell people where the nearest accessible toilet is</li> </ul>
5. Are alternative facilities available if modifications cannot be made?	<ul style="list-style-type: none"> <li>• Consider providing the service in an alternative, accessible location either by appointment or perhaps on a regular basis</li> <li>• Provide an at-home service and make sure customers know about it</li> </ul>