



The UK's  
accessible  
shopping day

# Site Accessibility Assessment

#PurpleTuesday



With thanks to Purple Tuesday  
partner Landsec



Creating the best experiences for our Customers<sup>4</sup> by creating safe, healthy and secure destinations where everyone is valued, respecting diversity and equality.

The following assessment should be completed with each of the following disabilities in mind:

- Wheelchair
- Ambulant
- Dexterity
- Visual
- Auditory
- Comprehension

### **1. Wheelchair**

A person who is unable to walk through disability, injury or illness, and relies on a wheelchair for their mobility.

### **2. Ambulant**

A person with medical condition, able to walk and not confined to bed.

### **3. Dexterity**

Suffering from the ability to use all motor skills and may include Quadriplegia, Paraplegia, Multiple Sclerosis, Cerebral Palsy, Carpal Tunnel Syndrome, Tendonitis, Arthritis or sciatica.

### **4. Visual**

Visual impairment, also known as vision impairment or vision loss, is a decreased ability to see to a degree that causes problems not fixable by usual means, such as glasses.

### **5. Auditory**

Hearing loss, also known as hearing impairment, is a partial or total inability to hear.

### **6. Comprehension**

A communication disorder is an impairment in the ability to receive, send, process, and comprehend concepts or verbal, nonverbal and graphic symbol systems. A communication disorder may be evident in the processes of hearing, language, and/or speech.

**The assessment is broken down into the following 10 sections, in a logical order of how a visitor would interact with your site:**

**A - PRIOR TO SITE VISIT – WEBSITE**

**B - APPROACH TO THE SITE and CAR PARKING**

**C - ENTRANCES TO THE SITE**

**D - CUSTOMER SERVICES / RECEPTION AREAS**

**E - COMMUNICATION TO VISITORS/CUSTOMERS**

**F - VERTICAL MOVEMENT, LEVEL CHANGES, LIFTS AND ESCALATORS**

**G - TOILETS AND CHANGING FACILITIES**

**H - MEANS OF ESCAPE / EMERGENCY / REFUGE**

**I - CAPABILITY OF OUR PEOPLE / TRAINING / UNDERSTANDING**

**J - PROMOTIONAL EVENTS, TEMPORARY EVENTS AND CHILDREN'S  
PLAY AREAS**

# A - PRIOR TO SITE VISIT – WEBSITE

Consider each question from the perspective of each type of disability:

- Wheelchair
- Ambulant
- Dexterity
- Visual
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- Comprehension

Tick the Y or N column as appropriate and add notes if necessary

A mark in the 'N' column indicates that the element should be given consideration in an Accessibility Plan.

		Y	N	Notes
<b>A1.</b>	Does your website have a section outlining facilities for disabled visitors?			
<b>A2.</b>	Do you feel that your website is easy to navigate, readable and consistent for those users with a disability that affects memory and the ability to learn?			
<b>A3.</b>	Would you say that your website is visually-impaired friendly?			
<b>a.</b>	Are text and images enlargeable so that they can be easily understood by people with poor eyesight?			
<b>A4.</b>	Does your website have clickable links that are underlined and bolded, to aid blindness, poor eyesight and colour blindness?			
<b>A5.</b>	Are there any flashing effects on your website that may cause an issue for people with epilepsy or is there an option to turn off the flashing effects?			
<b>A6.</b>	Does your website publicly state anything about the training of your staff and the level of knowledge currently on site?			

## B - APPROACH TO THE SITE and CAR PARKING

Consider each question from the perspective of each type of disability:

- Wheelchair
- Ambulant
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- Comprehension

Tick the Y or N column as appropriate and add notes if necessary

A mark in the 'N' column indicates that the element should be given consideration in an Accessibility Plan.

	<i>This section should be considered for each car park/ entrance that is managed by yourself as the site operator.</i>	Y	N	Notes
<b>B1.</b>	Is the building within convenient distance of a public highway?			
<b>B2.</b>	Is the building within convenient distance of public transport?			
<b>B3.</b>	Is the building within convenient distance of car parking?			
<b>B4.</b>	Is the route free of kerbs?			
<b>a.</b>	If no, are there 'drop kerbs' conveniently placed?			
<b>B5.</b>	Is the surface smooth and slip resistant?			
<b>B6.</b>	Is the route wide enough for a wheelchair?			
<b>B7.</b>	Is it free of such hazards as bollards, litter bins, outward opening windows and doors or overhanging projections?			
<b>B8.</b>	Is it adequately lit?			
<b>B9.</b>	Is there car parking for people with reduced mobility?			
<b>a.</b>	Is the car parking (if any) clearly marked out, signed, easily found and kept free from misuse?			
<b>b.</b>	Is the car parking as near the entrance as possible?			
<b>c.</b>	Is the car parking area suitably surfaced?			
<b>B10.</b>	Do we provide electric charging points in the car park for mobility scooters or other mobility vehicles?			
<b>B11.</b>	Is the route to the building kept free of snow, ice and fallen leaves?			
<b>B12.</b>	Is the route level? (ie. no gradient steeper than 1:20 and no steps)			
<b>B13.</b>	Is there a suitable ramp to assist access?			
<b>a.</b>	Is the ramp (if any) fixed?			

Add number of spaces and location (proximity to the centre) of disabled spaces in your Car Park(s).

## C - ENTRANCES TO THE SITE

Consider each question from the perspective of each type of disability:

- Wheelchair
- Ambulant
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- Visual
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- Comprehension

Tick the Y or N column as appropriate and add notes if necessary

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	<i>This section should be considered for each entrance that is managed by yourself as the site operator.</i>	Y	N	Notes
<b>C1.</b>	Are the entrance doors clearly distinguishable from the facade?			
<b>C2.</b>	If glass, is it visible when closed?			
<b>C3.</b>	When opened, does it permit passage of a wheelchair or double buggy?			
<b>a.</b>	Does it have a level or flush threshold, and a recessed matwell? (delete those not applicable)			
<b>b.</b>	Is there visibility through the door/way from both sides at standing and seated levels?			
<b>C4.</b>	Can the door furniture be used at both standing and seated height?			
<b>a.</b>	Can it be easily grasped and operated?			
<b>C5.</b>	If the door has a closer mechanism does it have			
<b>a.</b>	delayed closure action?			
<b>b.</b>	slow-action closer?			
<b>c.</b>	minimal closure pressure?			
<b>C6.</b>	If the door is power-operated does it have visual and tactile information?			
<b>C7.</b>	If the door is security-protected is the system suitable for use by and within reach of people with sensory or mobility impairments?			
<b>C8.</b>	If there is a lobby, do the inner and outer doors meet the same criteria?			
<b>C9.</b>	Do lobby layouts enable all users to clear one door before going through the next?			
<b>C10.</b>	Are signs designed and positioned to inform those with visual impairments and wheelchair users with reduced eye-levels?			

Continued overleaf

<b>C11.</b>	Does the lighting installation take account of the needs of visually disabled people?			
<b>C12.</b>	Are floor surfaces:			
<b>a.</b>	slip-resistant, even when wet?			
<b>b.</b>	of a quality that is sympathetic to acoustics – i.e. not so "hard" as to cause acoustic confusion?			
<b>c.</b>	firm for wheelchair manoeuvre?			
<b>C13.</b>	Are junctions between floor surfaces arranged in a way that avoids presenting tripping hazards and causing visual confusion?			
<b>C14.</b>	Is any reception point suitable for approach and use from both sides by people in standing and seated positions?			
<b>C15.</b>	Is it fitted with an induction loop?			
<b>C16.</b>	If public telephone is available, is it, and its instructions:			
<b>a.</b>	at a height suitable for all users?			
<b>b.</b>	equipped with inductive coupling?			
<b>C17.</b>	Do you have dedicated 'help phones'?			
<b>C18.</b>	If yes, are they positioned to be accessible to all those with disability?			
<b>C19.</b>	For those progressing to other parts of the building is information provided by signs, supported by tactile information?			



## D - CUSTOMER SERVICES / RECEPTION AREAS

Consider each question from the perspective of each type of disability:

- Wheelchair
- Ambulant
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Tick the Y or N column as appropriate and add notes if necessary

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		Y	N	Notes
<b>D1.</b>	Is any reception area/customer services desk(s) accessible to all users, including those with hearing impairments?			
<b>D2.</b>	If the building has fixed seating around these areas, are there also associated spaces for wheelchair users?			
<b>D3.</b>	Where there are display stands or information points that are visible/reachable/accessible by people with disabilities?			
<b>D4.</b>	Do you provide a personal shopping facility for disabled visitors should they request it?			

## E - COMMUNICATION TO VISITORS/CUSTOMERS

Consider each question from the perspective of each type of disability:

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Tick the Y or N column as appropriate and add notes if necessary

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		Y	N	Notes
<b>E1.</b>	Is the site equipped to provide hearing assistance?			
<b>E2.</b>	Is it clearly signed as such?			
<b>E3.</b>	Does it include all areas of the building?			
<b>E4.</b>	Does lighting installation of the building take into account the needs of people with visual disabilities?			
<b>E5.</b>	Does any sound system in the building provide good, clear sound with adequate voice levels?			
<b>E6.</b>	Is there 'braille' information available for people with visual disabilities?			
<b>E7.</b>	Are there any guides or information on hand for visitors to show an awareness of mental health conditions or learning difficulties (ie, autism, etc)?			
<b>E8.</b>	Are Cash Machines clearly signed and identifiable to any visitor?			
<b>E9.</b>	Is all signage at an appropriate height for a disabled visitor?			

# F - VERTICAL MOVEMENT, LEVEL CHANGES, LIFTS AND ESCALATORS

Consider each question from the perspective of each type of disability:

- Wheelchair
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Tick the Y or N column as appropriate and add notes if necessary

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		Y	N	Notes
<b>F1.</b>	Is the location of any step/stairs/escalators/lifts clearly indicated by use of sign/colour/contrast/texture/lighting? (delete those not applicable)			
<b>F2.</b>	Does any step/stairs/escalators have a handrail to one/both side(s)?			
<b>F3.</b>	Is any level change clearly lit?			
<b>F4.</b>	Can the step edges be easily viewed by a visitor?			
<b>F5.</b>	Is the pitch (risers & treads) of step/stairs or any ramp consistent, and are nosings painted/covered a different colour/material from the rest of the stairs/mall floor that ensure they are clearly identifiable? Clearly identifiable?			
<b>F6.</b>	If there are landings are they large enough to permit passing and turning manoeuvres, and are they provided in any long flight?			
<b>F7.</b>	Stairlift (delete)			
<b>a)</b>	Are the controls at all levels identifiable, and reachable from sitting and standing levels? (delete)			
<b>b)</b>	Is the platform adequate for wheelchair use and manoeuvre?			
<b>c)</b>	Is approach convenient and safe at all appropriate landings? (delete)			
<b>d)</b>	Does the stairlift have a 'Soft-Start' action?			
<b>e)</b>	When not in use is the platform powered to fold away to avoid obstruction?			
<b>f)</b>	In the event of a power failure does the platform return to lower level?			
<b>g)</b>	Is the equipment maintained and its operation checked regularly?			

Continued overleaf

<b>F8.</b>	Lifts			
<b>a)</b>	Are the lift's locations clearly defined by visual and tactile information?			
<b>b)</b>	Are controls at all floors visible, identifiable and reachable from sitting and standing levels? (delete)			
<b>c)</b>	Is there adequate, unobstructed space at each floor lift entry for wheelchair manoeuvre?			
<b>d)</b>	Do the lift doors open widely enough for wheelchair user access?			
<b>e)</b>	Does door operation allow slow entry and exit?			
<b>f)</b>	Do the lift car internal dimensions allow sufficient space for a wheelchair user and carer? (delete)			
<b>g)</b>	Does the car have appropriate support rails?			
<b>h)</b>	Are the lift car controls, inc. emergency call, located within reach of all users and with visual and tactile information?			
<b>i)</b>	Is there audible floor indication?			
<b>j)</b>	Is the lift an 'Evacuation Lift'?			
<b>k)</b>	Is the lift regularly maintained and its functional operation routinely checked?			
<b>F9.</b>	Escalators			
<b>a)</b>	Are the escalator locations clearly defined by visual and tactile information?			
<b>b)</b>	Is the escalator signage clear to visually impaired visitors (including industry symbols and instructions)?			
<b>c)</b>	Are the steps of the escalator clearly defined (visually)?			
<b>d)</b>	Are the steps of the escalator routinely checked for tread and foot positioning?			

# G - TOILETS AND CHANGING FACILITIES

Consider each question from the perspective of each type of disability:

- Wheelchair
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Tick the Y or N column as appropriate and add notes if necessary

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		Y	N	Notes
<b>G1.</b>	Is WC provision designed for people with disabilities?			
<b>G2.</b>	Do all lavatory areas have slip-resistant floors?			
<b>G3.</b>	Are floors easy to distinguish by colour contrast from walls?			
<b>G4.</b>	Are all fittings readily distinguishable from their background?			
<b>G5.</b>	Are all door fittings/locks easily gripped and operated?			
<b>G6.</b>	Can ambulant disabled people manoeuvre and raise and lower themselves in standard cubicles?			
<b>G7.</b>	Is provision made for wheelchair users? If so:			
<b>a)</b>	Is wheelchair approach free of steps/narrow doors/obstructions, etc? (delete)			
<b>G8.</b>	Is the location clearly signed?			
<b>G9.</b>	Are the words and symbols on this signage easy to read and large enough?			
<b>G10.</b>	Is there sufficient space at entry to the compartment for wheelchair manoeuvre and door opening?			
<b>G11.</b>	Are the door fittings/locks and light switches easily reached and operated?			
<b>G12.</b>	Are there sufficient bars and handles in the disabled toilets?			
<b>G13.</b>	Is there an emergency call system and is someone designated to respond?			
<b>G14.</b>	Can the emergency call system be operated from floor level?			
<b>G15.</b>	Is the wheelchair WC compartment large enough to permit manoeuvre for frontal lateral/angled/backward transfer, with or without assistance? (delete)			

<b>G16.</b>	Are the fittings arranged to facilitate these manoeuvres?			
<b>G17.</b>	Are handwashing and drying facilities within reach of someone seated on the WC?			
<b>G18.</b>	Is the tap appropriate for use by someone with limited dexterity, grip or strength?			
<b>G19.</b>	Are suitable grab rails fitted in all the appropriate positions to facilitate use of the WC?			
<b>G20.</b>	Is the manoeuvring area free of obstruction, eg boxed-in pipework/radiators/cleaner's equipment/disposal bins/ occasional storage, etc., and is any difficulty caused by the activity of service contractors?			
<b>G21.</b>	If there is more than one standard layout WC compartment provided, are they handed to offer a left-sided approach and a right-sided approach?			
<b>G22.</b>	Are there baby changing facilities available in the toilet?			
<b>a)</b>	If so, is it accessible from a wheelchair?			
<b>G23.</b>	Does the site have a Changing Places facility for customers and visitors?			
<b>a)</b>	If so, how many facilities?			

# H - MEANS OF ESCAPE / EMERGENCY / REFUGE

Consider each question from the perspective of each type of disability:

- Wheelchair
- Ambulant
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		Y	N	Notes
<b>H1.</b>	Is there a visible as well as audible fire alarm system?			
<b>H2.</b>	Are final exit routes as accessible to all, including wheelchair users, as are the entry routes?			
<b>H3.</b>	Is evacuation from upper and lower levels possible using an evacuation lift/platform lift with a protected power supply?			
<b>H4.</b>	If people with disabilities cannot evacuate from the building independently are designated and signed refuges available?			
<b>H5.</b>	If refuges are available are they equipped with 'carry chairs'?			
<b>H6.</b>	Is there a 'management evacuation strategy' for all people?			
<b>H7.</b>	Is someone on duty responsible for the evacuation procedure?			
<b>H8.</b>	Is the evacuation strategy checked regularly for its effectiveness?			
<b>H9.</b>	Are evacuation routes checked routinely and regularly for freedom from combustible materials/obstacles/locked doors?			
<b>H10.</b>	Are all fire warning devices and detectors checked routinely and regularly?			

# I - CAPABILITY OF OUR PEOPLE / TRAINING / UNDERSTANDING

Consider each question from the perspective of each type of disability:

- Wheelchair
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- Comprehension

Tick the Y or N column as appropriate and add notes if necessary

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		Y	N	Notes
<b>11.</b>	Is disabled access fundamentally a consideration in your existing Events Management strategy?			
<b>12.</b>	Does your existing Events Management strategy refer to signage that is considerate of visually impaired visitors?			
<b>J1.</b>	Does your site have a children's play area, either internal or external?			
<b>14.</b>	If YES to J12, has the facility been designed with disabled access in mind?			
<b>15.</b>	If YES to J12, is there a regular inspection/assessment regime to ensure that the facility is still meeting the needs of disabled users?			
<b>16.</b>	Do you believe that there is a training and capability requirement in this area, for;			
<b>a.</b>	Your Landsec Management Team?			
<b>b.</b>	Your Service Provider(s) Management Team?			
<b>c.</b>	Your Service Provider(s) Non-Management Team?			
<b>17.</b>	Do you have any disabled staff at the site who are used on strategy direction in this area?			
<b>18.</b>	Do your retail partners have their own policy in relation to disabled visitors?			
<b>a.</b>	If YES, please state the % of retail partners who fall into this category of having a clear disable visitor policy.			
<b>19.</b>	Do you already work with any disabled partners (ie Disabled Go, Purple, etc) as a site?			
<b>a.</b>	If YES, please list the organisations in the box that you already work with (and what form of disability that they cover).			



## J – PROMOTIONAL EVENTS, TEMPORARY EVENTS AND CHILDREN'S PLAY AREAS

Consider each question from the perspective of each type of disability:

- Wheelchair
- Ambulant
- Dexterity
- Visual
- Auditory
- Comprehension

Tick the Y or N column as appropriate and add notes if necessary

A mark in the 'N' column indicates that the element should be given consideration in an Accessibility Plan.

		Y	N	Notes
<b>J1.</b>	Is disabled access fundamentally a consideration in your existing Events Management strategy?			
<b>J2.</b>	Does your existing Events Management strategy refer to signage that is considerate of visually impaired visitors?			
<b>J3.</b>	Does your site have a children's play area, either internal or external?			
<b>J4.</b>	If YES to J3, has the facility been designed with disabled access in mind?			
<b>J5.</b>	If YES to J3, is there a regular inspection/assessment regime to ensure that the facility is still meeting the needs of disabled users?			







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