



The UK's
accessible
shopping day

Site Accessibility Assessment

#PurpleTuesday



With thanks to Purple Tuesday
partner Landsec



Creating the best experiences for our Customers⁴ 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
- 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
A1.	Does your website have a section outlining facilities for disabled visitors?			
A2.	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?			
A3.	Would you say that your website is visually-impaired friendly?			
a.	Are text and images enlargeable so that they can be easily understood by people with poor eyesight?			
A4.	Does your website have clickable links that are underlined and bolded, to aid blindness, poor eyesight and colour blindness?			
A5.	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?			
A6.	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
- 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.

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

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

Continued overleaf

C11.	Does the lighting installation take account of the needs of visually disabled people?			
C12.	Are floor surfaces:			
a.	slip-resistant, even when wet?			
b.	of a quality that is sympathetic to acoustics – i.e. not so "hard" as to cause acoustic confusion?			
c.	firm for wheelchair manoeuvre?			
C13.	Are junctions between floor surfaces arranged in a way that avoids presenting tripping hazards and causing visual confusion?			
C14.	Is any reception point suitable for approach and use from both sides by people in standing and seated positions?			
C15.	Is it fitted with an induction loop?			
C16.	If public telephone is available, is it, and its instructions:			
a.	at a height suitable for all users?			
b.	equipped with inductive coupling?			
C17.	Do you have dedicated 'help phones'?			
C18.	If yes, are they positioned to be accessible to all those with disability?			
C19.	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
- 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
D1.	Is any reception area/customer services desk(s) accessible to all users, including those with hearing impairments?			
D2.	If the building has fixed seating around these areas, are there also associated spaces for wheelchair users?			
D3.	Where there are display stands or information points that are visible/reachable/accessible by people with disabilities?			
D4.	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:

- 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
E1.	Is the site equipped to provide hearing assistance?			
E2.	Is it clearly signed as such?			
E3.	Does it include all areas of the building?			
E4.	Does lighting installation of the building take into account the needs of people with visual disabilities?			
E5.	Does any sound system in the building provide good, clear sound with adequate voice levels?			
E6.	Is there 'braille' information available for people with visual disabilities?			
E7.	Are there any guides or information on hand for visitors to show an awareness of mental health conditions or learning difficulties (ie, autism, etc)?			
E8.	Are Cash Machines clearly signed and identifiable to any visitor?			
E9.	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
- 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
F1.	Is the location of any step/stairs/escalators/lifts clearly indicated by use of sign/colour/contrast/texture/lighting? (delete those not applicable)			
F2.	Does any step/stairs/escalators have a handrail to one/both side(s)?			
F3.	Is any level change clearly lit?			
F4.	Can the step edges be easily viewed by a visitor?			
F5.	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?			
F6.	If there are landings are they large enough to permit passing and turning manoeuvres, and are they provided in any long flight?			
F7.	Stairlift (delete)			
a)	Are the controls at all levels identifiable, and reachable from sitting and standing levels? (delete)			
b)	Is the platform adequate for wheelchair use and manoeuvre?			
c)	Is approach convenient and safe at all appropriate landings? (delete)			
d)	Does the stairlift have a 'Soft-Start' action?			
e)	When not in use is the platform powered to fold away to avoid obstruction?			
f)	In the event of a power failure does the platform return to lower level?			
g)	Is the equipment maintained and its operation checked regularly?			

Continued overleaf

F8.	Lifts			
a)	Are the lift's locations clearly defined by visual and tactile information?			
b)	Are controls at all floors visible, identifiable and reachable from sitting and standing levels? (delete)			
c)	Is there adequate, unobstructed space at each floor lift entry for wheelchair manoeuvre?			
d)	Do the lift doors open widely enough for wheelchair user access?			
e)	Does door operation allow slow entry and exit?			
f)	Do the lift car internal dimensions allow sufficient space for a wheelchair user and carer? (delete)			
g)	Does the car have appropriate support rails?			
h)	Are the lift car controls. inc. emergency call, located within reach of all users and with visual and tactile information?			
i)	Is there audible floor indication?			
j)	Is the lift an 'Evacuation Lift'?			
k)	Is the lift regularly maintained and its functional operation routinely checked?			
F9.	Escalators			
a)	Are the escalator locations clearly defined by visual and tactile information?			
b)	Is the escalator signage clear to visually impaired visitors (including industry symbols and instructions)?			
c)	Are the steps of the escalator clearly defined (visually)?			
d)	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
- 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
G1.	Is WC provision designed for people with disabilities?			
G2.	Do all lavatory areas have slip-resistant floors?			
G3.	Are floors easy to distinguish by colour contrast from walls?			
G4.	Are all fittings readily distinguishable from their background?			
G5.	Are all door fittings/locks easily gripped and operated?			
G6.	Can ambulant disabled people manoeuvre and raise and lower themselves in standard cubicles?			
G7.	Is provision made for wheelchair users? If so:			
a)	Is wheelchair approach free of steps/narrow doors/obstructions, etc? (delete)			
G8.	Is the location clearly signed?			
G9.	Are the words and symbols on this signage easy to read and large enough?			
G10.	Is there sufficient space at entry to the compartment for wheelchair manoeuvre and door opening?			
G11.	Are the door fittings/locks and light switches easily reached and operated?			
G12.	Are there sufficient bars and handles in the disabled toilets?			
G13.	Is there an emergency call system and is someone designated to respond?			
G14.	Can the emergency call system be operated from floor level?			
G15.	Is the wheelchair WC compartment large enough to permit manoeuvre for frontal lateral/angled/backward transfer, with or without assistance? (delete)			

G16.	Are the fittings arranged to facilitate these manoeuvres?			
G17.	Are handwashing and drying facilities within reach of someone seated on the WC?			
G18.	Is the tap appropriate for use by someone with limited dexterity, grip or strength?			
G19.	Are suitable grab rails fitted in all the appropriate positions to facilitate use of the WC?			
G20.	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?			
G21.	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?			
G22.	Are there baby changing facilities available in the toilet?			
a)	If so, is it accessible from a wheelchair?			
G23.	Does the site have a Changing Places facility for customers and visitors?			
a)	If so, how many facilities?			

H - MEANS OF ESCAPE / EMERGENCY / REFUGE

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
H1.	Is there a visible as well as audible fire alarm system?			
H2.	Are final exit routes as accessible to all, including wheelchair users, as are the entry routes?			
H3.	Is evacuation from upper and lower levels possible using an evacuation lift/platform lift with a protected power supply?			
H4.	If people with disabilities cannot evacuate from the building independently are designated and signed refuges available?			
H5.	If refuges are available are they equipped with 'carry chairs'?			
H6.	Is there a 'management evacuation strategy' for all people?			
H7.	Is someone on duty responsible for the evacuation procedure?			
H8.	Is the evacuation strategy checked regularly for its effectiveness?			
H9.	Are evacuation routes checked routinely and regularly for freedom from combustible materials/obstacles/locked doors?			
H10.	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
- 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
11.	Is disabled access fundamentally a consideration in your existing Events Management strategy?			
12.	Does your existing Events Management strategy refer to signage that is considerate of visually impaired visitors?			
J1.	Does your site have a children's play area, either internal or external?			
14.	If YES to J12, has the facility been designed with disabled access in mind?			
15.	If YES to J12, is there a regular inspection/assessment regime to ensure that the facility is still meeting the needs of disabled users?			
16.	Do you believe that there is a training and capability requirement in this area, for;			
a.	Your Landsec Management Team?			
b.	Your Service Provider(s) Management Team?			
c.	Your Service Provider(s) Non-Management Team?			
17.	Do you have any disabled staff at the site who are used on strategy direction in this area?			
18.	Do your retail partners have their own policy in relation to disabled visitors?			
a.	If YES, please state the % of retail partners who fall into this category of having a clear disable visitor policy.			
19.	Do you already work with any disabled partners (ie Disabled Go, Purple, etc) as a site?			
a.	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
J1.	Is disabled access fundamentally a consideration in your existing Events Management strategy?			
J2.	Does your existing Events Management strategy refer to signage that is considerate of visually impaired visitors?			
J3.	Does your site have a children's play area, either internal or external?			
J4.	If YES to J3, has the facility been designed with disabled access in mind?			
J5.	If YES to J3, is there a regular inspection/assessment regime to ensure that the facility is still meeting the needs of disabled users?			



The UK's
accessible
shopping day