

## **There are three tabs at the bottom of this worksheet**

Instructions tab is the one you are reading

### **Title Tab**

TITLE Tab is the front cover page of the Audit

Simply insert your Company Name, Date and Assessor name where indicated  
Print the front cover once you have completed your Audit

Do not enter any data other than Company name, Date and Assessor - the data will copy from the risk assessment details

### **Audit Details Tab**

Read each section and answer the questions

Enter Data ONLY in the white coloured boxes for each question

Enter a score for each question as indicated

If the question or whole section is not applicable score 0 and ignore remaining questions

Enter any comments in the comments box

Once complete simply print off both the Title Page and the Audit Details pages

Note you may need to change your printer settings

You have now completed your Disability Discrimination Act Access Audit

# Health & Safety Disability Discrimination Act 1995 Access Audit

Date

Company Name

Assessor

Section NOT APPLICABLE

Performance Acceptable - no action required

Performance marginal - ongoing action required

Performance not acceptable - urgent action required



Approach to the Site	0
Access to site	0
Parking	0
Route from Car Park	0
External Ramps	0
External Steps	0
Main Entrance	0
Main Entrance Door	0
Disabled Entrance	0
Automatic Door	0
Lobby	0
Reception	0
Corridors	0
Assembly and Waiting areas	0
Internal Ramps	0
Internal Steps	0
Internal Stairs	0
Elevators	0
Platform Lifts	0
Stair Lifts	0
Internal Doors	0
Ambulant WC Provision	0
WC Provision for disabled users	0
Changing / Shower Facilities	0
Bathrooms	0
Counters / Service Desk	0
Front of Counter / General Serving / Retail Area	0
Telephones	0
Kitchens	0
Bedrooms	0
IT Accessibility	0
Information and Controls	0
Means of Escape	0
Building Management	0

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
<b>Approach to the Site</b>					
Is the approach within 100m walking distance of public transport ? If the distance is over 50m from transport facilities, there needs to be rest points – seating provisions and cover from the elements.	3		0		Combine resources with neighbouring businesses and approach the local authority with a request to provide seating and shelter areas
Does the route go across any roads or near the top of external stairs?	3		0		If a pedestrian route, which is intended to be used for people with disabilities, goes across a carriageway on the site, tactile blister warning surfaces need to be provided, or near the top or bottom of external stairs, tactile corduroy warning surfaces need to be provided
Is the route clearly marked indicating the route for disabled people to the disabled entrance?	3		0		
Is the route identified by visual, audible and tactile information?	3		0		Tactile blister warning surfaces is recommended at uncontrolled crossing points. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
Is the route on an incline?	3		0		A request can be made to the local authority to provide seating. Combine resources with neighbouring businesses and approach the local authority with a request to provide seating and shelter areas
Is the route free of kerbs?	3		0		A request can be made to the local authority to provide dropped kerbs. Combine resources with neighbouring businesses and approach the local authority with a request to provide dropped kerbs
Is the route surface smooth and slip resistant?	3		0		It needs to be smooth and slip resistant firm, level, well drained and free from loose stones. Ask the local authority to maintain the car park if it is publicly owned
Is the route wide enough? (measure average width of walkway)	3		0		The route should be at least 1500mm wide, but 1800mm enables passing places involving wheelchairs, which should be every 50m.
Is the route free from hazards such as building features, litter bins,overhanging branches, and sandwich and advertising boards?	3		0		Place advertising boards on the sides of buildings. Remove all obstructions under 2.1m, such as litter bins, which are on the actual route. Try to move required obstacles such as seating to the side of the route If items cannot be moved can colour contrasting rails or guards be fitted or blister paving which can act as a warning Clip back all vegetation

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
Is the route lighting free of shadows?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance is recommended.
Is seating provided along the route if it is in excess of 50m?	3		0		Additional seating is required if the distances between seating facilities are over 50m or on an incline. Combine resources with neighbouring businesses and approach the local authority with a request to provide seating and shelter areas
	<b>33</b>	<b>0</b>	<b>0</b>		
<b>Access to site</b>					
Do the gates / barriers (if any) to the site open automatically?	3		0		
Is there a passenger dropping off and collection area for cars?	3		0		
Is there a passenger dropping off and collection area for minibuses or coaches?	3		0		
	<b>9</b>	<b>0</b>	<b>0</b>		
<b>Parking</b>					
Does the site have a car park? If not enter 0 and proceed to the next section	3		0		Signs identifying the location of the car park should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
Are there at least 3 (or 6% of total capacity whichever is greater) designated car parking spaces for the disabled?	3		0		Ideally there needs to be a Blue / Orange badge scheme in operation the bays need to be well signed
Are the designated spaces slightly larger than standard spaces? (measure width and length)	3		0		The designated parking bays need to be 3.6m x 6m This includes 1.2m access zones for unloading Car doors should have space to open fully in access zones for unloading Car doors should have space to open fully in order to facilitate transfer to a wheelchair, plus there should also be space for tail loading
Are the designated spaces more than 100m from the facilities they serve?	3		0		The facilities need to be within 100m of the car park if there is covered access, or 50m if uncovered. If the distances are greater seating should be provided along the route

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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
Are the designated spaces clearly signposted from the car park entrance?	3	0	0		Signs should be placed so that the top of the sign is no higher than 1600mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
Are the spaces clearly marked as provision for disabled drivers or passengers only?	3	0	0		Blue disabled signs, and painted on the bay floor. There should be at least 3 bays in the car park or 10% whichever is the greater
Is the car park surface smooth, slip resistant, firm, level, well drained and free from loose stones.?	3	0	0		The car park surface needs to be smooth, slip resistant, firm, level, well drained and free from loose stones.
Are the routes from the designated spaces to the building accessible and unobstructed?	3	0	0		Place advertising boards on the sides of buildings or flush with buildings. Free of obstructions to a height of 2.1m There should also be dropped kerbs and appropriate tactile blister warning surfaces is recommended at uncontrolled crossing points.
Is the car park lighting free of shadows?	3	0	0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance is recommended.
Are car park meters, and ticket bay machines accessible to wheelchair users? (measure the height of coin slots and ticket drawers)	3	0	0		
	<b>30</b>	<b>0</b>	<b>0</b>		

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<b>Route from Car Park</b>					
Is the route clearly marked indicating the route for disabled people to the main entrance and the disabled entrance?	3		0		The route from the car park needs to be clearly identified and well lit. There needs to be directional signage displayed at appropriate heights
Is the route identifiable by visual, audible and tactile information?	3		0		Tactile blister warning surfaces is recommended at uncontrolled crossing points. There needs to be signage in braille, pictograms, and contrasting colours
Is the route on an incline?	3		0		
Is the route to the building free from kerbs?	3		0		A request can be made to the local authority to provide dropped kerbs.
5. Is the surface smooth, slip resistant, firm, level, well drained and free from loose stones?	3		0		
6. Is the route wide enough?(measure the average width of the route)	3		0		The route from the car park should be at least 1500mm wide, but 1800mm enables passing places involving wheelchairs, which should be every 50m.
7. Is the route free from hazards such as building features, litter bins, street furniture and overhanging branches, and advertising boards	3		0		
8. Do windows open outwards into an access route at a height of less than 1100mm?	3		0		The recommended height of guarding against doors opening into the path of pedestrians should be sufficiently high 1100mm may be considered a sensible height but a mid rail at 600mm high would help blind persons locate obstacle. For windows that open outwards more than 100mm blister paving may provide a tactile and a visual warning
9. Is the route lighting free of shadows?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance is recommended.
10. Is seating provided along the route if the route is over 50m or on an incline?	3		0		
	<b>30</b>	<b>0</b>	<b>0</b>		
<b>External Ramps</b>					
1. Is there a ramp? If not enter 0 and proceed to the next section	3		0		Ramps are required as an alternative to steps or if the threshold is above
2. Is the ramp fixed?	3		0		

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3. Is the ramp portable?	3	0	0		If portable the ramp should be stored as near as possible to the door. A telecom system maybe required to inform trained staff that the ramp is required by a wheelchair user
4. Is the portable ramp stored nearby and is it easy to access?	3	0	0		
5. Is the ramp accompanied by steps for ambulant disabled persons?	3	0	0		Ramps are not necessarily safe for ambulant disabled people and ideally there should be an alternative method of entry such as steps
6. Does the ramp surface contrast with the paving and landings?	3	0	0		The ramp surface needs to be slip resistant especially when wet and in a visually contrasting colour A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
7. Is the ramp gradient suitable for all users?(measure the height of the steps and also record the number of steps)	3	0	0		Intermediate landings on ramps are required every 10.0m for slopes between 1:20 and 1:15, and every 5.0m for slopes between 1:15 and 1:12 and need to be 1.8m wide at passing places.
8. Are the landings of adequate size for wheelchair users to circulate?	3	0	0		
9. Are adequate handrails provided to both sides?(measure the width of the handrail and the gap between the handrail and the wall)	3	0	0		The handrails should be 45mm-50mm diameter, starting 1000mm from the floor. Handrails should be formed from materials that are not cold to the touch, e.g. nylon coated, and should be easily distinguishable from its background
10. Are the handrails / grab rails fixed to the wall? (measure the height of the rails off the floor)	3	0	0		The distance between the wall and grab bar of the handrail should be 60-75mm
11. Are there side rails to the edge of the ramp for the safety of wheelchairs?	3	0	0		Side rails on the edge of the ramp will prevent the wheelchair rolling off the edge of the ramp of approx 100mm in height
12. Is the ramp lighting free of shadows?	3	0	0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance of 200 lux is recommended.
	<b>36</b>	<b>0</b>	<b>0</b>		

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	Score		% Performance		
<b>External Steps</b>					
1. Are there external steps? If not enter 0 and proceed to the next section	3	0	0		Not everyone is comfortable on steps (and therefore you need to have a permanent ramp or have portable ramps available). In certain circumstances there should be a corduroy hazard warning surface of at least 400mm at the top and bottom of the stairs which will give advance warning of a change in level, contact the a RNIB for details
2. Are the step treads all the same length? (measure)	3		0		The treads of the steps should be 1200mm+ long and of a non slip material especially when wet
3. Are the steps all the same height? (measure)	3		0		The height of the steps should be 170mm or less with a depth of 250mm
4. Are the nosings, which are 2 inch strips painted or attached to the front and top of each step, readily identifiable and unlikely to create trip hazards?	3		0		Nosings to treads and risers should be distinguishable through contrasting brightness and be at least 55mm wide and of a non slip material
5. Are adequate handrails provided to both sides of the ramp? Required if 2 or more risers (measure the width of the handrail and the gap between the handrail and the wall)	3		0		Required if 2 or more risers The maximum length before continuous handrails are needed on both sides of the ramp is 2.0m
6. Are visual and tactile warning signs provided at the top and bottom of the steps on the ground and on the walls?	3		0		Tactile wall signs should be provided to the top and bottom of stairs; they will give extra warning to people with impaired vision set at approx 1000mm above floor level
7. Are the steps lit and free of shadows?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows All the steps need to be well lit artificially to at least 100 lux.
	<b>21</b>	<b>0</b>	<b>0</b>		
<b>Main Entrance</b>					
1. Is the main entrance easy to find?	3		0		
2. Is the entrance distinguishable from the building front?	3		0		The main entrance to the building should be well lit and signed and in contrast to the front façade of the building Signs hanging perpendicular to the façade are recommended
3. Is the entrance well lit and free from shadows?	3		0		
4. Is a porch or covered area provided at the entrance door?	3		0		



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5. Do the entry phones and / or security system allow use by people with sensory and / or mobility impairments? Are they easy to use?(measure height off floor)	3		0		
	15	0	0		
<b>Main Entrance Door</b>					
1. Is the opening of the main entrance door an adequate width? (measure)	3	0	0		The main entrance door width should be 800mm minimum. This allows easy access for all. The use of fully glazed, frameless entrance doors should be avoided
2. Is there clear signage indicating that there is an alternative disabled entrance? (measure height of signage off floor)	3	0	0		Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
3. If fully glazed is the glass on the main entrance door clearly marked especially for the visually impaired ?	3		0		On glazed entrance doors a strip or sign at 900mm to 1500mm and 50-150mm wide needs to be fitted to the glazed unit and should contrast with the glass
4. Can people either side of the door, either seated or standing see each other and be seen?	3		0		Vision panels should be fixed to the door between 900mm and 1,500mm above the internal floor level are required to all entrance doorways in order to ensure people are not at risk when doors are opened
5. Is there space alongside the leading edge of the door for a wheelchair user to pass through easily before negotiating further doors? (measure the space between the leading edge and the nearest fixed obstacle )	3		0		The minimum distance required between an obstruction and the leading edge of an external door to all buildings is 300mm.
6. Is the door handle at an accessible height and is it easy to grip and easy to operate? (measure height off floor)	3		0		Door furniture should be 1000mm above floor level and should contrast with the rest of the door D-shaped handles are the best type for operating doors
7. Is the door closer BS compliant?	3		0		
8. Can the door be opened with ease?	3		0		Ensure minimum efforts are required to open and close doors, especially fire doors. 400 mm bottom kick plates are advised to all doors.
9. Is there a telecom or security entry system in place?	3		0		The security entry system should be set at a height of 1000mm and it should be easy to use for all people with sensory or mobility impairments

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
8A. Is there a sign indicating the position and availability of the intercom?	3		0		The height of entry system equipment should be 1000mm and it should be easy to use for all people with sensory or mobility impairments Signage should state their availability.
9. Is a porch or covered area provided at the entrance?	3		0		A porch area will provide weather protection to people who may have to pause before entering a building, or if the doors are not automatic and are locked or are on a telecom entry system
10. Is the threshold flush or level with the surface flooring?(measure height of the threshold )	3		0		If unavoidable the threshold must only be 15mm maximum in height in order to avoid being a tripping hazard. If the threshold can not be lowered the alternatives are: 1. Contact the local authority to see if the outside pavement can be elevated; 2. Purchase a set of portable ramps(for wheelchair users); 3. Display relative signage stating help is available (utilise with a telecom system)
11. Is the threshold weather mat of firm texture?	3		0		The weather mat should be made of a firm texture and in good condition
12. Is the threshold weather mat flush with the floor?	3		0		If the weather mat is not flush with the floor remove it. It is a trip hazard if it is above 5mm thick
13. Is the main entrance door a fire exit door?	3		0		
	45	0	0		
<b>Disabled Entrance</b>					
1. Is there an alternative disabled entrance? If not enter 0 and proceed to the next section	3		0		
2. If fully glazed is the glass on the disabled entrance door clearly marked so that it can be seen, especially for the visually impaired?	3		0		On glazed entrance doors a strip or sign at 900mm to 1500mm and 50-150mm wide needs to be fitted to the glazed unit and should contrast with the glass
3. Can people either side of the door, either seated or standing see each other and be seen?	3		0		Vision panels should be fixed to the door between 900mm and 1,500mm above the internal floor level are required to all entrance doorways in order to ensure people are not at risk when doors are opened
4. Is there space alongside the leading edge of the door for a wheelchair user to pass through easily before negotiating further doors?	3		0		The minimum distance required between an obstruction and the leading edge of an external door to all buildings is 300mm.

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5. Is the threshold level with the surface flooring?	3		0		If unavoidable the threshold must only be 15mm maximum in height in order to avoid being a tripping hazard. If the threshold can not be lowered the alternatives are: 1.Contact the local authority to see if the outside pavement can be elevated; 2.Purchase a set of portable ramps (for wheelchair users); 3.Display relative signage stating help is available (utilise with a telecom system)
6. Is the door handle at an accessible height and is it easy to grip and easy to operate?	3		0		Door furniture should be 1000mm above floor level and should contrast with the rest of the door D-shaped handles are the best type for operating doors
7. Can the door be opened with ease?	3		0		Ensure minimum efforts are required to open and close doors, especially fire doors. 400 mm bottom kick plates are advised to all doors.
8. Is the alternative door always unlocked during always unlocked during business hours?	3		0		The alternative disabled entrance should be unlocked and should remain unlocked throughout business hours
9. Is the threshold weather mat of firm texture?	3		0		The weather mat should be made of a firm texture and in good condition
10. Is the threshold weather mat flush with the floor?	3		0		If the weather mat is not flush with the floor remove it. It is a trip hazard if it is above 5mm thick
11. Is there an intercom or security entry system in place?	3		0		The security entry system should be set at a height of 1000mm and it should be easy to use for all people with sensory or mobility impairments
12. Is there a sign indicating the position and availability of the position and availability of the intercom?	3		0		The height of entry system equipment should be 1000mm and it should be easy to use for all people with sensory or mobility impairments Signage should state their availability.
13. Is the door locked (e.g. Dor-o-matic - press button to unlock door)	3		0		
	<b>105</b>	<b>0</b>	<b>0</b>		
<b>Automatic Door</b>					
1. Is there an automatic door? If not enter 0 and proceed to the next section	3		0		
2. Is it a sliding automatic door?	3		0		Sliding type automatic doors are preferred instead of the type that open at 90 degrees to the doorway
3. Does the door remain open long enough for a slow moving person to pass through? Time the opening and closing speeds	3		0		Closing delay adjustment or / and presence detector. Time the opening and closing speeds and adjust the pressures as required

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4. Does the door have safety sensors?	3		0		Photo eye sensors or pressure mat. Sensors preferred. Movement sensors can also be fitted
5. Does the door have both visual and tactile warning information?	3		0		Tactile floor surfaces act as a warning. There needs to be signage displayed at 1500mm and 150mm in height and positioned on the door. Markings repeated at 850mm are helpful for smaller persons
6. Is there a revolving door supplemented by a normal door?	3		0		Small revolving doors may not accept wheelchairs therefore an alternative means of entrance will be required.
	<b>18</b>	<b>0</b>	<b>0</b>		

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
<b>Lobby</b>					
2. Does the inner door meet with the same criteria as the entrance door in width ?(measure width of the door space)	3		0		The inner door should be at least 750mm but 800mm wide is the recommended minimum width
3. Is the lobby large enough for a wheelchair user to clear one door before negotiating the second?(measure depth)	3		0		
4. Is there a clear view into the lobby from outside?	3		0		Vision panels should be fixed to the door between 900mm and 1,500mm above internal floor level are required to all entrance doorways.
5. Are signs designated and positioned to inform the visually impaired and wheelchair users with reduced eye level?	3		0		Signs should be placed so that the top of the sign is no higher than 1600mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
6. Does the transitional lighting ensure that people can adjust to different lighting levels?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance of 200 lux is recommended.
7. Are the floor surfaces slip resistant?	3		0		Provide cleaning mats to take moisture off shoes and wheelchair wheels
8. Do hard floor surfaces cause excessive echo?	3		0		Echoes from hard floor surfaces can cause confusion, consider laying short pile carpets if the noise is excessive
9. Are floor surfaces firm for wheelchair maneuver?	3		0		Solid flooring or hard wearing short pile carpets may be needed if difficulties are encountered, but consider the echo problem if laying solid flooring
10. Are junctions between floor surfaces formed to prevent tripping hazards or visual confusion?	3		0		All junctions of flooring materials need to be flush with each other. Bold patterns on carpets should also be avoided as they may cause visual confusion
	27	0	0		

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
<b>Reception</b>					
1. Is there a reception area? If not enter 0 and proceed to the next section	3		0		
2. Is the reception desk easily identified from the entrance doors?	3		0		The route to the reception desk should be easily identified with signage from the entrance doors Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
3. Is the route from the main entrance to the reception desk free of obstacles?	3		0		In the reception area remove any obstructions which are not fixed and which are in a direct line between the door and the desk
4. Is the reception desk / checkout area suitable for approach and use from both a standing and sitting position? (measure height of counter)	3		0		The reception desk should be 700 – 800mm in height with a knee space at least 650mm high and 400mm deep. A drop down counter may provide an alternative and cheaper solution along with a customer care pack which helps guide people who have writing difficulties
5. Can customers fill out forms ,cheques etc.with ease?	3		0		If difficulties are being experienced in filling out forms etc.A drop down counter may provide an alternative and cheaper solution, along with a customer care pack which helps guide people who have writing difficulties. Signage indicating the availability of a customer care kit should be displayed.
6. Is the desk glare free?	3		0		A matt slightly textured finish is recommended with rounded edges
7. Are signs designated and located for visually impaired and wheelchair using customers with reduced eye level? (measure height off floor)	3		0		Signs should be placed so that the top of the sign is no higher than 1600mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
8. Is there an induction loop fitted or other hearing enhancement system?	3		0		An induction loop needs to be indicated by the standard induction loop symbol. This will assist people who have impaired hearing
9. Is there a sliding glass window on the reception desk?	3		0		Sliding glass windows at reception desks should be fully openable to allow audible conversation
10. Does the background noise stop 2 people talking and hearing each other comfortably when stood 2m apart?	3		0		Two people must be able to talk and hear each other comfortably when they are 2m apart
11. Is the lighting free of shadows?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance of 500 lux is recommended in this area

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12. Do floor and wall finishes contrast in colour ?	3		0		A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
13. Is a telephone provided?	3		0		
14. Is the telephone at a height suitable for all users?(measure height off floor)	3		0		
15. Are the telephones fitted with inductive couplings for earring aid users?	3		0		
16. Are all the floor surfaces slip resistant?	3		0		The floor surfaces should be slip resistant when wet or dry. Carpets may be preferred
17. Do hard surface floors cause excessive echo?	3		0		Soft furnishing and soft surfaces will absorb unwanted sounds
18. Are floor surfaces firm for wheelchair maneuver?	3		0		Solid flooring or hard wearing short pile carpets provide a good surface for wheelchair users but consider the echo problem
19. Are junctions between floor surfaces formed to prevent tripping hazards or visual confusion?	3		0		All junctions of flooring materials need to be flush with each other Patterns should not look like steps
20. Is there adequate space for wheelchair users to wait?(measure)	3		0		Turning circle area for wheelchairs is 1500mm
21. Is there adequate space for wheelchair users to sit alongside a seated companion?(measure)	3		0		There should be stable seating which is either fixed or portable with and without arm rests and at various heights
	<b>63</b>	<b>0</b>	<b>0</b>		
<b>Corridors</b>					
1. Are there corridors? If not enter 0 and proceed to the next section	3		0		
2. Are corridors, passageways and aisles wide enough for wheelchair users and others to pass through?(measure the width of the corridor)	3		0		A 1200mm-1800mm width is recommended in corridors, as this means people and wheelchairs can pass each other comfortably
3. Are the corridors free from hazards, fixed or portable, which are obstacles to wheelchair users and people with impaired vision?	3		0		All furniture, files and, cupboards need to be removed from corridors if at all possible.

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score			Comments	Guidance / Action required
	Potential Score	Score	% Performance		
4. If obstructions cannot be removed e.g. radiators, are they guarded?	3		0		Handrails will guide people around obstructions which cannot be removed
5. Is there adequate turning space for wheelchair users?(measure)	3		0		Wheelchairs require a turning area of 1500mm
6. Does both the natural and artificial light avoid reflection, glare, shadows and silhouette?	3		0		Try to avoid light reflective surfaces natural light will help in this area No strong lights or dark shadows. A maintained illuminance of at least 100 lux is recommended
7. Are wall finishes roof finishes and floor finishes all in contrasting colours to avoid visual confusion?	3		0		A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins. Ceilings should be finished in light colours
8. Are there adequate visual signs to avoid disorientation?	3		0		There should be enough signs to maintain a constant stream of information and to help orientation Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
9. Are direction or information signs (including means of escape) clearly visible from both a standing and seated position?	3		0		They need to be accessible to touch; tactile/close viewing signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm
10. Is seating provided along the route?	3		0		If the corridors are wide enough there should be stable seating provided at intervals along long routes or where waiting is likely which is either fixed or portable with and without arm rests and at various heights
11. Do hard floor surfaces cause excessive echo?	3		0		Soft furnishing and soft surfaces will absorb unwanted sounds
12. Are floor surfaces firm for wheelchair maneuver?	3		0		Solid flooring or hard wearing short pile carpets provide a good surface for wheelchair users but consider the echo problem
13. Are junctions between floor surfaces formed to avoid tripping hazards and visual confusion due to bold colours?	3		0		All junctions of flooring materials need to be flush with each other Patterns should not look like steps
	<b>39</b>	<b>0</b>	<b>0</b>		
<b>Assembly and Waiting areas</b>					
1. Is there an assembly area? If not enter 0 and proceed to the next section	3		0		



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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
2. Is the lighting free of shadows?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows. A maintained illuminance of 300-500 lux is recommended
3. Is there sufficient circulation space for wheelchairs?(measure)	3		0		
4. Is the area free from obstructions which are either fixed or portable?	3		0		In assembly areas remove any obstructions, which are not fixed. If the obstruction cannot be moved it will need to be highlighted with background contrasting colours
5. Are there seating arrangements in a variety of styles which are suitable for people with disabilities?	3		0		There should be stable seating provided at intervals along long routes or where waiting is likely which is either fixed or portable with and without arm rests and at various heights
6. Are all areas for assembly fitted with an induction loop?	3		0		The use of induction loops needs to be indicated by the standard induction loop symbol. This will assist people who have impaired hearing. Signs which should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm
7. If use of an induction loop is precluded, is there an infra red system?	3		0		The use of an infrared system needs to be indicated by the standard symbol Signs should be placed so that the top of the sign is no higher than 1600mm, and no lower than 1300 mm, with a clear space in front of 500 mm
8. Are there telephones fitted with induction loop couplers?	3		0		
9. Are text telephones available? For deaf and hard of hearing people?	3		0		
10. Are controls, switches, handles, fixtures and fittings within easy reach for all people including wheelchair users?(measure height off floor)	3		0		All door furniture and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
<b>30</b>	<b>0</b>	<b>0</b>	<b>0</b>		

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
<b>Internal Ramps</b>					
1. Is there an internal ramp? If not enter 0 and proceed to the next section	3		0		
2. Is the ramp portable?	3		0		If portable the ramp should be stored as near as possible to the door. A telecom system maybe required to inform trained staff that the ramp is required by a wheelchair user
3. Is the ramp accompanied by steps for ambulant disabled persons?	3		0		If steps accompany internal ramps the risers must be 170mm or less, and the treads 250mm+ deep and 1000mm+ wide
4. Is the ramp wide enough for wheelchair users and the gradient suitable?(measure height of steps and record the number of steps)	3		0		The gradient of the internal ramp should be: 1:12 minimum, 1:20 preferred
5. Are adequate handrails provided to both sides of the ramp? Required if 2 or more risers (measure the width of the handrail and the gap between the handrail and the wall)	3		0		The handrails should be 50mm diameter, starting 1000mm from floor. Handrails should be formed from materials that are not cold to the touch,e.g. nylon coated, and should be easily distinguishable from its background
6. Is the ramp surface slip resistant?	3		0		The ramp needs to be slip resistant when wet or dry and should have a textured surface in good condition and well maintained
	<b>18</b>	<b>0</b>	<b>0</b>		
<b>Internal Steps</b>					
1. Are there internal steps? If not enter 0 and proceed to the next section	3		0		
2. Are the treads all the same length? (measure)	3		0		The treads of internal steps need to be 250mm minimum depth and at least 1200mm+ wide
3. Are the risers all the same height?(measure)	3		0		The height of each riser needs to be 170mm or less and uniform across the riser
4. Are the nosings, which are 2 inch strips painted or attached to the front and top of each step, readily identifiable and unlikely to create trip hazards?	3		0		Nosings should contrast in brightness and colour with the rest of the stair. This is usually achieved by making the nosings a different colour.The nosing should be in a contrasting colour and be 50-65mm in depth across the entire width of the step
5. Are adequate handrails provided to both sides? Required if 3 or more risers	3		0		The handrails should be 50mm diameter, and should be located 1000mm above the risers. Extending 300mm at the top and bottom of the steps

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
6. Are visual and tactile warning signs situated at the top and bottom of the steps on the ground and on the walls? (measure height of visual signs off floor)	3	0	0		Tactile warning surfaces should be provided if possible to the top and bottom of each flight Tactile wall signs will also give extra warning to people with impaired vision, they should be set at approx 1000mm above floor level
	18	0	0		
<b>Internal Stairs</b>					
1. Are there internal staircases? If not enter 0 and proceed to the next section	3		0		
2. Is the location of the stairs clearly indicated?	3		0		Clearly identified tactile signs on the floor and wall signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
3. Are the treads all the same length? (measure)	3		0		The treads of internal steps need to be 250mm minimum depth and at least 1200mm+ wide
4. Are the risers all the same height? (measure)	3		0		The height of each riser needs to be 170mm or less and uniform across the riser
5. Are the nosings, which are 2 inch strips painted or attached to the front and top of each step, readily identifiable and unlikely to create trip hazards?	3		0		Nosings should contrast in brightness and colour with the rest of the stair. This is usually achieved by making the nosings a different colour. The nosing should be in a contrasting colour and be 50-65mm in depth across the entire width of the step
6. Are adequate handrails provided to both sides? (measure the width of the handrail and the gap between the handrail and the wall)	3		0		The handrails should be 50mm diameter, and should be located 1000mm above the risers. Extending 300mm at the top and bottom of the steps
7. Are visual and tactile warning signs situated at the top and bottom of the staircase?(measure height of visual signs off floor)	3		0		Tactile warning surfaces should be provided if possible to the top and bottom of each flight Tactile wall signs will also give extra warning to people with impaired vision, they should be set at approx 1000mm above floor level
8. Are landings long enough and provided at intermediate levels on long flights?(measure)	3		0		
9. Is the lighting on the stairs free of shadows?	3		0		Adequate lighting is essential for all visitors and staff not just the disabled. Avoid strong lights or heavy shadows A maintained illuminance of 100 lux is recommended.

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
	27	0	0		
<b>Elevators</b>					
1. Are products or services offered on more than one storey in the building?	3		0		
2. Is there a lift? If not enter 0 and proceed to the next section	3		0		
3. Can the lift be used as an "Evacuation Lift"?	3		0		Contact the lift manufacturers or the lift maintenance company for guidance on whether the lift can be used as an evacuation lift
4. Is the location of all lifts clearly defined?	3		0		The location of the lift should be clearly identified A sign at about 1000mm with a tactile floor surface in front of doors of 1500mmx1500mm is required
5. Is the opening of the lift door suitable for wheelchair users?(measure width of door opening)	3		0		The lift doors should open at least 800mm and the floors should be flush with each other. The areas should be free of obstructions with a clear manoeuvring space of 1500mm x 1500mm in front of the lift entrance.
6 Are the car dimensions sufficient to allow use and access by all users?(measure width and depth)	3		0		1500mm turning circle inside is required for wheelchair users The lift should ideally be at least 1200mm x1500mm
7. Are there support rails in the car appropriately designed and situated? (measure height off floor)	3		0		An handrail in the lift at 900mm off floor to 3 sides at 35mm diameter is required
8. Is there a delayed action closing system which can be overridden?	3		0		A Photo eye or infra red device to override door closing in the event of slow moving people is required. See manual or contact the lift manufacturer for guidance
9. Are the controls inside the car (including the Emergency call system) within easy reach of all users?(measure height off floor)	3		0		The lift controls should be 1000mm off the floor and in contrast to their background. The controls should be embossed, tactile, braided and illuminated
10. Are all signs designated using good colour and/or tonal contrast between the lettering and its background?	3		0		There should be good colour and/or tonal contrast between the lettering and its background, and between the signboard and its background.
11. Is lighting in the lift free of shadows?	3		0		Essential for all visitors and staff not just the disabled. Strong lights or shadows can cause disorientation. A maintained illuminance of 100 lux is recommended
12. Is there voice indication of floor reached?	3		0		Audible announcements of the floor reached will help the visually impaired Contact the lift manufacturers for advice. Or use a lift operator

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<b>Question</b> Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	<i>Potential Score</i>	<i>Score</i>	<i>% Performance</i>	<b>Comments</b>	<b>Guidance / Action required</b>
13. Are there call controls and floor indicators at each landing?	3		0		The height of the lift call control panel on each floor should be 1000mm and should be embossed, tactile and brailled
14. Is there adequate and unobstructed entry at each landing and lift entry for wheelchair users?	3		0		The lift needs a clearly identified sign at about 1000mm with an unobstructed tactile floor surface in front of the doors of 1500mm x 1500mm

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
	42	0	0		
<b>Platform Lifts</b>					
1. Is there a platform lift? If not enter 0 and proceed to the next section	3		0		
2. Can the platform/stair lift be safely approached by wheelchair users at both the top and bottom?(free of obstacles)	3		0		The landings should be level with the platform lift and free from obstructions
3. Is the platform of adequate size for wheelchair users?(measure width and breadth)	3		0		The platform lift should be of an adequate size for wheelchair users 1200mm x 1200mm required
4. Are controls clearly identifiable and within convenient reach of standing and seated users?	3		0		The platform lift controls should be 1000mm off the floor. Are they embossed, brailled and illuminated.
5. In the event of power failure or emergency does the platform automatically return to lower level and allow egress?	3		0		Check with manufacturers or the maintenance manual. Disconnect power supply to check
	15	0	0		
<b>Stair Lifts</b>					
1. Is there a stair lift? If not enter 0 and proceed to the next section	3		0		
2. Can the stair lift be safely approached by wheelchair users at both top and bottom? (free of obstacles)	3		0		The landings should be level with the stairlift and free from obstructions
3. Is the platform of adequate size for wheelchair user transfer?	3		0		Wheelchairs cannot normally be used with stairlifts 1200mmx1200mm
4. Is the approach safe at all landings?	3		0		Identify any obstructions individually. No strong lights or dark shadows.
5. In the event of power failure or emergency does the platform automatically return to the lower level and allow egress?	3		0		Check with manufacturers or the maintenance manual. Disconnect power supply to check

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
6. When not in use does the platform automatically revert to folded position to ensure there is no obstruction on the stairs?	3		0		Check that there is sufficient clear stair width with platform folded up
7. Does the stair lift have a "soft start" action?	3		0		
	21	0	0		
<b>Internal Doors</b>					
1. Are all doors absolutely necessary for safety or functional reasons?	3		0		
2. Are the internal doors easily distinguishable from their surroundings?	3		0		Internal doors require a strip or sign at 900mm to 1500mm if they are glazed. A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
3. Are glass doors clearly visible when closed?	3		0		A strip at 900mm to 1500mm should be placed on the door. A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
4. Can people on both sides of the door see each other and be clearly seen?	3		0		Vision panels should be fixed to the door between 900mm and 1,500mm above the internal floor level are required to all entrance doorways.
5. Is the opening of the door a sufficient width for wheelchair users? (measure width of opening)	3		0		A door opening of 750mm minimum is required to all internal doors
6. Is there adequate space alongside the leading edge of the door for a wheelchair user to pass through?(measure space)	3		0		A space of 300 mm should be provided alongside the leading edge of the door to enable wheelchair users to reach the handle
7. Is the door control at a height suitable for both standing and seated users?(measure height off floor)	3		0		All door furniture and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
8. Are the controls clearly distinguishable from the door itself?	3		0		D-shaped handles are recommended A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
9. Are the controls easily gripped and operated? (measure height off floor)	3		0		Switches should be the large touch plate type and the door handles the Dshape variety All door furniture and fittings should be in contrast to the their background

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
10. Are suitable entry phones and security systems provided?	3		0		All entry phone/ security system/ intercom systems should be 1000mm above floor level and should be easy to operate
11. Is the door closer BS compliant?	3		0		
	33	0	0		
<b>Ambulant WC Provision</b>					
1. Is there WC provision for ambulant people with disabilities? If not enter 0 and proceed to the next section	3		0		WC provision should be clearly signed. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
2. Is there adequate space alongside the leading edge of the door for a wheelchair user to pass through? (measure)	3		0		
3. Is the WC door easily negotiated by wheelchair users from either the left or right side?	3		0		The WC door should open outwards and be accessible from both sides 800 to 1000mm opening width of the doorway
4. Is the approach to the cubicle free of steps, narrow corridors and obstructions?	3		0		The approach to the WC area should be checked daily for obstructions which should be removed
5. Is there sufficient space for wheelchair users to maneuver and open doors inside the WC and pass through?(measure leading edge space)	3		0		
6. Are all fittings readily distinguishable from their background?	3		0		A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
7. Are the compartment door controls easily gripped and operated?(measure height off floor)	3		0		All door furniture and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
8. Can ambulant disabled people maneuver and rise and lower themselves in a standard cubicle?	3		0		Grab handles or handrails inside the WC cubicles will enable disabled users to maneuver themselves more easily
9. Do the floors have a slip resistant finish?	3		0		All floor surfaces should be slip resistant when wet or dry



Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
10. Is the travel distance to a WC no greater than for able bodied users?	3		0		
	30	0	0		
<b>WC Provision for disabled users</b>					
1. Is provision made for wheelchair users and is it clearly signed? If not enter 0 and proceed to the next section	3		0		Clearly signed disabled toilets. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
2. Is the approach free of obstructions?	3		0		Does the door open fully and outwards? 800 to 1000mm opening width of the doorway
3. Is the location of the disabled toilets clearly signed using good colour and/or tonal contrast between the lettering and its background, and between the signboard and its background.	3		0		There should be good colour and/or tonal contrast between the lettering and its background, and between the signboard and its background. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm
4. Is the compartment large enough to allow maneuvering of wheelchairs into position for frontal, lateral, angled and backward transfer both unassisted and assisted?(measure dimensions width and breadth)	3		0		The WC cubicle needs to be 1500mmx2000m in order to ensure wheelchairs can maneuver easily
5. Are door fittings and locks, easily reached and operated?(measure height off floor)	3		0		All door furniture and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
6. Is there an emergency call system with someone designated to respond and can it be operated from floor level?	3		0		The WC emergency call system must be within easy reach of the toilet. A pull cord or a switch with large push pads IS recommended and it needs to be signed 'pull in case of emergency'
7. Are hand washing and drying facilities within easy reach of someone seated on the WC?	3		0		A person should be able to wash their hands before transferring back on the wheelchair from the WC. Basin 720-740mm to rim from floor, hand drier 800-1000mm off floor
8. Are all basin fittings suitable for people who cannot grip?	3		0		The wash basin fittings should have sensors on taps or should be of a easy to use lever action More details can be found in BS8300

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score			Comments	Guidance / Action required
	Potential Score	Score	% Performance		
9. Are all fittings readily distinguishable from their background?	3		0		
10. If there is more than one standard layout WC compartment provided, are they able to offer a left-sided approach and a right-sided approach?	3		0		Both left-hand and right-hand transfer layouts should be provided for access to the WC
11. Is there adequate space either side of the WC pan for assisted use for wheelchair users?(measure)	3		0		Approx 400mm of space should be available at each side of the wc in case assistance is required
12. Does the floor have a slip resistant finish?	3		0		All floor surfaces should be slip resistant when wet or dry
13. Is the toilet seat height at an ideal height for transfer from wheelchairs?(measure height)	3		0		The toilet seat should be set at a height of 450mm-500mm
14. Are fire alarms present in the area?	3		0		Visual and audible fire alarms need to be present in the toilet areas
15. Are there plastic coated grab rails and hand rails?	3		0		
	45	0	0		
<b>Changing / Shower Facilities</b>					
1. Are there changing facilities? If not enter 0 and proceed to the next section	3		0		
2. Is a shower compartment provided which is suitable for wheelchair users?(level access)	3		0		Changing rooms in swimming pools or other recreational building need to be provided with Shower compartments and Dressing Cubicles suitable for wheelchair users.
3. Is the height of the shower head variable?	3		0		Investigate and check adjustable control for ease of operation
4. Have a tip-up seat and suitable support rails been provided?	3		0		Seat should not be spring loaded, support rails should be of the wall mounted drop down type
5. Is there a dressing cubicle and does it comply with required size and layout?(measure)	3		0		The dressing cubicle should have seating and rails, plus a large changing bench

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
6. Are lockers easily reached and operated by all users including wheelchair users?	3		0		Lockers should be at varying heights with easy opening
7. Does the floor have a slip resistant finish?	3		0		All floors should be slip resistant when wet or dry
8. Are all fittings readily distinguishable from their background?	3		0		The surface finish of all fittings and grab bars should contrast visually with background wall and floor finishes A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
	<b>24</b>	<b>0</b>	<b>0</b>		
<b>Bathrooms</b>					
1. Is there a bathroom? If not enter 0 and proceed to the next section	3		0		
2. Is the bathroom provided with fittings suitable for use by people with disabilities?	3		0		The surface finish of all fittings and grab bars should contrast visually with the background wall and floor finishes
3. Is the bathroom ensuite?	3		0		
4. Does the bathroom comply with the required size and layout?(measure)	3		0		3000mm x 3000mm
5. Are all fittings easily reached?(measure height off floor)	3		0		All door furniture and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
6. Are all fittings readily distinguishable from their background?	3		0		The surface finish of all fittings and grab bars should contrast visually with background wall and floor finishes A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
7. Does the floor have a slip resistant finish?	3		0		All floors should be slip resistant when wet or dry. Carpet may be preferred
8. Is a hoist provided for use with the bath?	3		0		This would usually only be found in the larger premises with a very profitable turnover Is it serviced and is the SWL displayed
	<b>24</b>	<b>0</b>	<b>0</b>		
<b>Counters / Service Desk</b>					

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score			Comments	Guidance / Action required
	Potential Score	Score	% Performance		
1. Are there counters or service desks? If not enter 0 and proceed to the next section	3		0		
2. Is there provision and room on both sides of the counter or desks for wheelchair users?	3		0		If the counter is not accessible to wheelchair users a drop down counter will provide a cheap solution along with a customer care kit.
3. Are induction loops fitted at counters with glazed screens or where there is background noise?	3		0		
4. Are counters designed or positioned to avoid glare or silhouetting?	3		0		
	12	0	0		
<b>Front of Counter / General Serving / Retail Area</b>					
1. Is the route from the main entrance to the counter free of obstacles?	3		0		Identify and remove any obstructions if possible
2. Is the counter assessable to users with sufficient space to allow documents to be signed?	3		0		
3. Is assistance for the mobility-impaired offered?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered to the mobility impaired
4. Is assistance for the sight-impaired offered?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered
5. Is assistance for the hearing-impaired offered?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered
6. Is assistance for the dexterity-impaired offered?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered
7. Is assistance for the mentally-impaired offered?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered
8. Is assistance for wheelchair-users offered?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered
9. Is staff awareness training provided regarding offering assistance?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered

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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
10. Is disability etiquette training provided to staff?	3		0		Staff disability awareness and disability etiquette training maybe required. Assistance should always be offered
11. Is seating provided?	3		0		There should be stable seating provided at intervals along long routes or where waiting is likely which is either fixed or portable with and without arm rests and at various heights
12. Are the seats provided at intervals along internal routes or where waiting is likely?	3		0		There should be stable seating provided at intervals along long routes or where waiting is likely which is either fixed or portable with and without arm rests and at various heights
13. Are the seats stable, with and without arm rests, and are they provided in a range of heights?	3		0		There should be stable seating provided at intervals along long routes or where waiting is likely which is either fixed or portable with and without arm rests and at various heights
14. Is there sufficient space for wheelchair users to sit alongside a seated companion?(measure)	3		0		Unobstructed spaces between seating of 1500mm should be provided for wheelchair users so that they can sit alongside a companion
15. Do tables allow for wheelchair access?(measure height and knee space)	3		0		A selection of tables should be accessible to wheelchair users and needs to measure 700 – 800mm in height, the knee space needs to be at least 650mm high and 400mm deep.
16. Are the display stands fixed to the floor or walls for security?	3		0		Secure all display stands to the floor or walls. A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects
17. Are all goods on display accessible to all?(measure the height above floor level of the highest item)	3		0		Display all popular items at low levels. Display notices stating help is available if required. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
18. Is the lighting free of shadows?	3		0		
19. Is there sufficient circulation space for wheelchairs?(measure)	3		0		
20. Is the area free from obstructions or hazards to wheelchair users and visually impaired persons?	3		0		Identify and remove any obstructions if this is not possible they should be colour contrasting with the surrounding area A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects

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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
21. Are all areas for assembly fitted with an induction loop?	3		0		Needs to be indicated by the standard induction loop symbol. This will assist people who have impaired hearing. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
22. If use of an induction loop is precluded, is there an infra red system?	3		0		Needs to be indicated by the standard symbol. This will assist people who have impaired hearing. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
23. Is the lighting free of shadows?	3		0		
24. Are the lights positioned where they do not cause glare, reflection, confusing shadows or pools of light & dark?	3		0		Essential for all visitors and staff not just the disabled. Strong lights or heavy shadows can cause disorientation. A maintained illuminance of 500 lux is recommended.
25. Can the occupiers control the lighting?	3		0		
26. Is the lighting in the workspace controllable and adjustable to ensure optimum lighting conditions?	3		0		
27. Is there automatically activated booster lighting for dim conditions?	3		0		
28. Is fluorescent lighting installed only where it is unlikely to cause inconvenience to people with hearing impairments (background noise and electric signals)?	3		0		Fluorescent lighting can create magnetic fields which causes a hum in hearing aids. If there is a problem it can be accessed in the annual maintenance and refurbishment plan
29. Is the environment free of unnecessary noise?	3		0		Soft furnishings absorb sounds
31. Is there a good balance of hard and soft surfaces?	3		0		Soft surfaces and screens are aids which absorb noise. Hard surfaces may cause problems for people with hearing impairments
32. Is table service available?	3		0		Give staff disability awareness training regarding table service
33. Is there a portable induction loop for waiter service?	3		0		

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
34. Are tea, coffee facilities and vending machines accessible and usable by all?(measure height of coin slots etc.)	3		0		Vending machine coin slots need to be at a height of 750mm to 1200mm above ground level
35. In a Restaurant or Bar what proportion of the area where seating is to be provided is accessible to wheelchair users?(Estimate% area)	3		0		At least half of the seating area should be accessible to wheelchair users. Re-arrange tables as best as practicable without losing seating space
36. In a Restaurant or Bar if orders are taken at the bar, what height is the bar?(measure)	3		0		Recommended height of 800mm maximum with rounded exposed edges. It is generally accepted that Building Regulations cannot control the height of a bar. A drop down counter can alleviate any potential problems
37. In a Restaurant or Bar if orders are taken at the bar is an induction loop fitted?	3		0		Needs to be indicated by the standard induction loop symbol. This will assist people who have impaired hearing. Signs should be placed so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
38. Are Braille price lists and menus available?	3		0		A small selection of braille price lists / information sheets should be available on request
39. Are large print price lists and menus available?	3		0		
40. Are all prices clearly displayed at suitable heights?(measure)	3		0		Signs should be placed so that the top of the sign is no higher than 1600mm, and no lower than 1300 mm, with a clear space in front of 500 mm
41. Are all signs designated using colour and tonal contrast?	3		0		Signs should be placed so that the top of the sign is no higher than 1600mm, and no lower than 1300 mm, with a clear space in front of 500 mm The lettering should be in small case and should contrast with the sign board and the sign should have a matt surface Symbols can be used to supplement written signs
42. Do tables allow for wheelchair access?(measure height and knee space)	3		0		A number of tables should be 700 – 800mm in height with a knee space at least 650mm high and 400mm deep to cater for wheelchair users
	<b>123</b>	<b>0</b>	<b>0</b>		
<b>Telephones</b>					
1. Are there public telephones provided? If not enter 0 and proceed to the next section	3		0		

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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
2. Are the telephones fixed at a height that allows easy access by wheelchair users?(measure height off floor to coin slot and receiver)	3		0		1000mm above ground level Need to be indicated. Check location of any public telephones is the route accessible?
3. Is a suitable seat available for people who need to sit down whilst using the phone?(measure height off floor)	3		0		A suitable seat for people to sit on whilst using the telephone should be provided Approx 450mm in height
4. Are the telephones equipped with inductive couplers for hearing aid users?	3		0		Telephones suitable for hearing aid users need to be indicated by the standard ear and 'T' symbol and incorporate an inductive coupler and volume control
5. Is a text phone available?	3		0		Indicated by the standard symbol
	15	0	0		
<b>Kitchens</b>					
1. Is there a Kitchen? If not enter 0 and proceed to the next section. At present the act does not apply to commercial kitchens	3		0		
2. Is the kitchen provided with fittings suitable for use by people with disabilities?(measure height of fittings)	3		0		All the kitchen fittings should be 450 to 1200mm above floor level
3. Is the kitchen of adequate size and layout for use by people with disabilities?(measure to ensure wheelchair turning space)	3		0		Ideally all kitchens will have unobstructed floor space between the work surfaces which all need to be wheelchair accessible 700 – 800mm in height with a knee space at least 650mm high and 400mm deep
4. Are work surfaces adequate for wheelchair users in that there is sufficient kneespace?(measure)	3		0		Work surfaces should be 800mm in height with a knee space at least 650mm high and 400mm deep to cater for wheelchair users
5. Can all fixtures, fittings and appliances including switches and controls be easily reached and operated?(measure height)	3		0		All door furniture and fixtures and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
6. Are all fittings readily distinguishable from their background?	3		0		The surface finish of all fittings and grab bars should contrast visually with background wall and floor finishes A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins



Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
7. Is the kitchen lighting free of shadows and strong lighting?	3		0		
8. Does the floor have a slip resistant finish?	3		0		
	24	0	0		
<b>Bedrooms</b>					
1. Are there Bedrooms? If not enter 0 and proceed to the next section	3		0		
2. Which floor are the disability bedrooms on?	3		0		Disability bedrooms should be on the ground floor if at all possible
3. Are bedrooms provided with fittings that are easy to use and are suitable for use by people with disabilities?	3		0		One in every 20 guest bedrooms in a new hotel or motel need to be designed as 'accessible' for wheelchair users . A combination of colour, tonal and visual contrasts helps people distinguish between surfaces and objects placed on them such as switches and litter bins
4. Are the bedrooms of adequate size and layout for use by people with disabilities?(measure)	3		0		Ensure there are no obstacles in the bedrooms which could be a tripping hazard and wheelchair users can maneuver freely
5. Can all fixtures, fittings, switches and controls be easily reached and operated? (measure heights of all fittings)	3		0		All door furniture and fixtures and fittings should be 1000mm above floor level Switches should be the large touch plate type and the door handles the D-shape variety All door furniture and fittings should be in contrast to the their background
6. Is lighting in the bedroom free of shadows?	3		0		Essential for all visitors and staff not just the disabled. . No strong lights or shadows. A maintained illuminance of 100 - 200 lux is recommended
7. Has provision been made for hearing impaired people in case of emergency evacuation?	3		0		Visual and audible fire alarm required. Are there shake and wake facilities attached to both telephone and alarm systems. An evacuation escort system may be the solution for the visually impaired person
	21	0	0		
<b>IT Accessibility</b>					
1. Do you require staff to use computers?	3		0		If staff use computers they will need to be risk assessed as stated in the health and safety regulations
2. Is the font accessible for visually impaired?	3		0		Computer training on software and hardware needs to be provided to all operators. Font should be minimum 18pts
3. Is screen reader software used?	3		0		A screen reading program will read text on the screen and output it as speech

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score			Comments	Guidance / Action required
	Potential Score	Score	% Performance		
4. Has a risk assessment been carried out on all display screen equipment users?	3		0		This is a legal requirement and must be carried out on all workstations if there are 5 or more employees the risk assessment must be documented
	12	0	0		
<b>Information and Controls</b>					
1. Is the building equipped to provide hearing assistance?	3		0		Induction loops or infra red systems or a React system will provide hearing assistance lettering and its background, and between the signboard and its
2. Are signs positioned in logical areas, visibly identifiable and easy to read?	3		0		
3. Is information also provided in tactile form (such as maps and models, or Braille?)	3		0		The signs need to be accessible to touch; tactile/close viewing signs should be positioned, so that the top of the sign is no higher than 1600 mm, and no lower than 1300 mm, with a clear space in front of 500 mm
	9	0	0		
<b>Means of Escape</b>					
1. Is the audible alarm supplemented by a visual system?	3		0		Visual and audible fire alarms may not be required in the smaller businesses
2. Are ground floor exit routes as accessible as entrance routes?	3		0		Remove any obstructions on escape routes daily Ensure fire doors are in working order and there are no obstructions on the outside
3. Is vertical escape from upper or lower floors possible using a fire protected lift with an independent power supply?	3		0		Contact lift manufacturers or lift maintenance company for guidance on whether the lift can be used as an evacuation lift
4. If people with disabilities cannot completely evacuate the building, can they reach places of safety or refuge?	3		0		Safe places of refuge need to be well sign posted and easy to access. The fire risk assessment should determine if this is the case
5. Are all escape routes capable of accommodating wheelchairs?(1200mm)	3		0		Escape routes need to be at least 1200mm wide to accommodate wheelchairs
6. Is there a personal egress plan prepared for any member of staff who may require assistance in an emergency?	3		0		Personal escape plans for disabled staff should be identified and addressed in the fire risk assessment
7. Are exit routes regularly checked for obstacles?	3		0		An individual should be delegated to ensure all escape routes are free from obstructions. This needs to be done daily

Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score			Comments	Guidance / Action required
	Potential Score	Score	% Performance		
8. Are alarm systems regularly checked by a qualified engineer?	3		0		Contact the relevant fire prevention services
9. Are fire doors regularly checked by a qualified engineer?	3		0		Contact the relevant services to annually service the fire doors
10. Are all fire doors regularly maintained?	3		0		Contact the relevant services to annually service the fire doors
11. Is the escape route clearly signed?	3		0		All emergency escape routes must be clearly indicated with the relevant signage
12. Are staff members trained in helping mobility impaired people evacuate?	3		0		Train staff to assist in evacuation procedures especially in helping the mobility impaired. Awareness training maybe required
13. Have 'buddies' or 'helpers' been nominated to disabled staff members?	3		0		It is wise to appoint buddies to disabled staff during evacuation drills who will also carry out this duty in the event of a real emergency. Awareness training maybe required
14. Are the places of refuge large enough for the projected number of people likely to need them and are evacuation chairs available with trained staff?	3		0		Train staff to assist in evacuation procedures. Awareness training maybe required
15. Has a fire risk assessment been carried out?	3		0		This is a legal requirement, and if there are 5 or more staff the assessment must be documented
	<b>45</b>	<b>0</b>	<b>0</b>		
<b>Building Management</b>					
1. Are external routes (including steps and ramps) kept clear, unobstructed and free from surface water, ice and snow?	3		0		Designate a staff member to check the routes for obstructions daily and also when the weather dictates
2. Are designated car parking spaces only used by disabled drivers and are they kept clear of obstructions?	3		0		Check daily that designated car parking spaces are only used by disabled drivers and are kept clear of obstructions? May need to consider wheel clamping if the spaces are used by able drivers
3. Is all door furniture regularly maintained?	3		0		All door furniture should be serviced annually
4. Are alternative doors to automatic ones kept unlocked?	3		0		If security is an issue regarding alternative entrances consider a telecom system
5. Are lifts, platforms and stair lifts regularly serviced by qualified engineers?	3		0		All lifts, platforms and stairlifts need to be serviced according to the manufacturers instructions

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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
6. Are disabled WC's kept clear and not used for storage?	3		0		Check daily that the disabled WC's are kept clear and are not used for storage? Train staff to avoid this practice
7. Are suitable cleaning products used in order that the cleaning and polishing of slip resistant floors does not render them slippery?	3		0		Ensure all cleaning products used in the cleaning and polishing of floors does not render them slippery? Request advice from manufacturer on their products if there is a problem
8. Are checks made to ensure that junctions between different flooring materials do not become worn presenting a trip hazard?	3		0		Ensure that junctions between different flooring materials do not become worn presenting a trip hazard? Regular visual checks should suffice, but immediate repairs should be implemented should trip hazards arise
9. Are considerations made prior to redecoration to maintain a carefully devised colour scheme?	3		0		If no problems or complaints have occurred with the current decorative colour schemes then use the same scheme when redecoration is required. Asking customers opinions is also advisable
10. Are maps of the building interiors kept up to date?	3		0		Do these annually when the fire risk assessment is carried out. Also when the building is changed structurally
11. Do new signs integrate effectively with current signage?	3		0		If no problems have occurred use similar signage when new signs are required Asking customers opinions is also advisable
12. Are signs replaced after redecoration?	3		0		Instruct decorators to replace all signage after redecorating
13. Are windows, blinds and lamps kept clean and in working order?	3		0		Visually check that all lamps and blinds are clean and working Delegate to cleaners tasks. This will ensure that natural and artificial lighting is maximized
14. Are defective lamps replaced swiftly?	3		0		Visually check that all defective lamps are replaced swiftly
15. Are induction loops and infra red systems advertised and checked regularly?	3		0		Induction loops and infrared systems should be serviced according to the manufacturers instructions
16. Are air conditioning units maintained to reduce noise?	3		0		Air conditioning units need to be serviced according to the manufacturers instructions
17. Are exit routes regularly checked for obstacles?	3		0		Designate a staff member to check the exit routes for obstructions daily. All obstacles should be removed immediately
18. Are alarm systems regularly checked by a qualified engineer?	3		0		All alarm systems need to be serviced according to the manufacturers instructions
19. Are all new staff trained in response procedures?	3		0		Carry out induction training and fire drills to ensure that all staff and especially new staff know response procedures

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Question Make a judgement about your level of compliance against each question. Score 1 for marginal, Score 2 for mostly, score 3 for fully compliant	Potential Score	Score	% Performance	Comments	Guidance / Action required
20. Is there an escape strategy for visitors who require assistance?	3		0		A fire risk assessment will ensure that there is an escape strategy for visitors who require assistance
21. Is there a personal egress plan prepared for any member of staff who may require assistance in an emergency?	3		0		Staff who require assistance during fire drills or emergency evacuations can be given a helper who will escort them off the premises. This will be highlighted in the fire risk assessment
22. Are both the general escape strategy and personal emergency egress plans effective and efficient? i.e. fire drills	3		0		Carry out regular fire drills to ensure that emergency evacuations are effective and efficient
23. Is there an action plan to carry forward information and recommendations from this Access Audit?	3		0		
	<b>69</b>	<b>0</b>	<b>0</b>		