



Local Accessibility Checklist

Use our Local Accessibility Checklist to record practical information on the accessibility of local services. Think about the needs of customers with visual, hearing, cognitive and mobility impairments and bear these in mind when you consider each service.

Local shopping areas

Use these boxes to record what shopping areas are available locally and how accessible these are to disabled customers.

Think about the differing needs of customers with visual, hearing, cognitive and mobility impairments (including wheelchair users, who may, for example, require ramps to access shops, and those with less severe mobility impairments, who might be more concerned with, for example, being able to sit and rest while shopping).

Consider the shopping areas which are available locally, their location and whether they can be reached without transport, the types of shops they include (e.g. fashion, gifts, food) and the facilities and assistance which these areas and shops offer to make them accessible to disabled customers (e.g. unobstructed pavements, drops and textured paving at kerbs, clear signage, toilet facilities, step free access or ramps to shops, Shopmobility services).

Note down details of local shopping areas - their location, how they can be reached and the types of shops they include - and their accessibility for customers with visual impairments, hearing impairments, cognitive impairments and mobility impairments.

Local shopping areas – locations, transport and types of shops

Local shopping areas – accessibility to customers with visual impairments

Local shopping areas – accessibility to customers with hearing impairments

Local shopping areas – accessibility to customers with cognitive impairments

Local shopping areas – accessibility to customers with mobility impairments

Local cafes, bars and restaurants

Use these boxes to record what cafes, bars and restaurants are available locally and how accessible these are to disabled customers.

Think about the differing needs of customers with visual, hearing, cognitive and mobility impairments (including wheelchair users, who may require, for example, ramps or lifts to access premises, and those with less severe mobility impairments, who might be more concerned by, for example, heavy doors or uneven floor surfaces).

Consider the cafes, bars and restaurants which are situated locally, their location and whether they can be reached without transport, the types of food and drink they serve and the facilities and assistance which these areas and establishments offer to make them accessible to disabled customers (e.g. step free access to premises, ramps and lifts, toilet facilities, unobstructed pavements, drops and textured paving at kerbs).

Note down details of local cafes, bars and restaurants - their location, how they can be reached and the types of food and drink they serve - and their accessibility for customers with visual impairments, hearing impairments, cognitive impairments and mobility impairments.

Local cafes, bars and restaurants – locations, transport and types of food and drink

Local cafes, bars and restaurants – accessibility to customers with visual impairments

Local cafes, bars and restaurants – accessibility to customers with hearing impairments

Local cafes, bars and restaurants – accessibility to customers with cognitive impairments

Local cafes, bars and restaurants – accessibility to customers with mobility impairments

Local attractions

Use these boxes to record what attractions are situated locally and how accessible these are to disabled customers.

Think about the differing needs of customers with visual, hearing, cognitive and mobility impairments (including wheelchair users, who may require, for example, ramps or lifts to access premises, and those with less severe mobility impairments, who might be more concerned by, for example, heavy doors or uneven floor surfaces).

Consider the attractions which are situated locally, their location and whether they can be reached without transport, their audience (e.g. children, families, fun, culture) and the facilities and assistance which these attractions and the areas they are in offer to make them accessible to disabled customers (e.g. step free access to premises, ramps and lifts, tactile, audio and visual experiences, toilet facilities, unobstructed pavements, drops and textured paving at kerbs).

Note down details of local attractions - their location, how they can be reached and their audience - and their accessibility for customers with visual impairments, hearing impairments, cognitive impairments and mobility impairments.

Local attractions – locations, types, audiences and transport

Local attractions – accessibility to customers with visual impairments

Local attractions – accessibility to customers with hearing impairments

Local attractions – accessibility to customers with cognitive impairments

Local attractions – accessibility to customers with mobility impairments

Car parking

Use this box to record what car parking facilities are available onsite and locally and how accessible these are to disabled customers.

Think about the differing needs of customers with hearing and mobility impairments (including wheelchair users, who may require, for example, wider parking spaces to enable them to transfer from their vehicle to their wheelchair, and those with less severe mobility impairments, who may be more concerned with, for example, the distance from the parking space to their destination).

If you have parking onsite, ensure that you are aware of parking spaces and bays which, even if they are not marked, would be most suitable for disabled customers. A wheelchair user may take considerably longer than a non-wheelchair user to leave or enter their vehicle, and it will be helpful if there is a designated space or bay, close to the entrance and with sufficient clearance around it and preferably cover from the rain, to make this easier.

If you have no (or limited) parking onsite, think about the car parking facilities which are available locally (e.g. car parks, street parking), their location and the facilities and assistance which these parking facilities and the areas they are in offer to make them accessible to disabled customers (e.g. step free access to parking, ramps and lifts, unobstructed pavements, drops at kerbs, clear signage).

Note down details of accessible parking spaces which are available to customers onsite and locally.

Car parking facilities – locations and accessibility

Toilet facilities

Use these boxes to record what accessible toilet facilities are available locally and what they provide to assist disabled customers.

Think about the differing needs of customers with visual, hearing, cognitive and mobility impairments (including wheelchair users, who might require space to transfer from their wheelchair, and those with less severe mobility impairments, who might be more concerned by, for example, the slipperiness of the floor surfaces).

Consider what accessible toilet facilities are available onsite and locally, where they are located (e.g. dedicated facilities, facilities in shops or restaurants) and what they provide to assist disabled customers (e.g. the dimensions of the facilities, the flexibility to support left or right transfer, whether a RADAR key is required, whether 'Changing Places' facilities are available, whether toilet facilities for assistance dogs are available).

Note down details of the types and locations of the accessible toilet facilities which are available to customers with visual impairments, hearing impairments, cognitive impairments and mobility impairments.

Accessible toilet facilities – types and locations

Accessible toilet facilities - customers with visual impairments

Accessible toilet facilities - customers with hearing impairments

Accessible toilet facilities - customers with cognitive impairments

Accessible toilet facilities - customers with mobility impairments

Local transport

Use these boxes to record what public transport services are available locally and how accessible these are to disabled customers.

Think about the differing needs of customers with visual, hearing, cognitive and mobility impairments (including wheelchair users, who may require ramps or specially adapted vehicles, and those with less severe mobility issues, who might be more concerned with, for example, being able to sit while waiting for a bus or taxi).

Consider the public transport services which are available locally (e.g. bus, train, tram, taxi), the location and accessibility of stops and stations and the facilities and assistance which these services offer to make them accessible to disabled customers (e.g. ramps and wheelchair spaces, visual and audio announcements, wheelchair accessible (WAV) taxis).

Note down details of local transport services, and their locations, and their accessibility for customers with visual impairments, hearing impairments, cognitive impairments and mobility impairments.

Local transport – services and locations

Local transport – accessibility to customers with visual impairments

Local transport – accessibility to customers with hearing impairments

Local transport – accessibility to customers with cognitive impairments

Local transport – accessibility to customers with mobility impairments