

BUSINESS ACCESSIBILITY

# The Complete Accessibility Site Audit Checklist



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## INTRODUCTION

# Why be accessible?

Making sure your business is accessible to customer is crucial. Not only is it important to give people with all disabilities the opportunity to access goods and services, but businesses could win their very own piece of the 'purple pie' - the disabled economy that is now worth over £212 billion a year!

## Accessible Leisure

**3/4** of disabled people have left a shop or business because of accessibility issues



**72%** of disabled adults have experienced at least one barrier when playing sport

of disabled adults have experienced at least one barrier visiting museums



## Common accessibility barriers...

- 44%** narrow stairs, doors & corridors
- 23%** inadequate lifts or escalators
- 22%** lack of ramps or handrails
- 21%** parking problems

## SEE THE INFOGRAPHIC

Find out more stats and reasons to make your business accessible for customers here!



## INTRODUCTION

# Using this checklist

This handy walk-through checklist covers all the main areas of most buildings. When you walk through your premises, consider either using a real wheelchair or making sure that adjust your height and think of things from a wheelchair users perspective. Similarly, consider various situations throughout from the perspective of someone with visual or hearing disabilities to make sure you don't miss anything. Here's what to make a note of in this checklist.



### FEATURE

We've listed all the main features that you might need to check are accessible. Some of these have been broken down into easy categories and we have tried to separate key categories on different pages so you can break your audit down however you like. If you haven't got a feature, just skip it!



### ACCESSIBILITY

If the feature we've listed is accessible as described then you can tick Y for yes and move on! Otherwise circle no and address the accessibility.



### NOTES

If the feature isn't accessible, make some more notes on why it's isn't and any other relevant information to help find a solution.



### SOLUTION

If the solution isn't obvious then you might to do a bit of research, but once you've found one, not it down and use the solutions list a running to-do list to implement accessibility changes.



### SOLUTION ACTIONED

This is so you can check off once you have a solution implemented and can even make a note of the date for future reference and audits.

OUTSIDE

# Parking & Outdoors

FEATURE	ACCESS- IBLE	NOTES	SOLUTION	SOLUTION ACTIONED
Designated parking spots near by	<b>Y / N</b>			/ /
Enough spaces for customers	<b>Y / N</b>			/ /
Outside space for guide dogs to use	<b>Y / N</b>			/ /

OUTSIDE

# Entrance

FEATURE	ACCESS- IBLE	NOTES	SOLUTION	SOLUTION ACTIONED
Easy to recognise - signs & lighting	<b>Y / N</b>			/ /
Step free or ramp accessibility	<b>Y / N</b>			/ /
Steps and other hazards highlighted	<b>Y / N</b>			/ /
Easy to open door, automatic or lightweight	<b>Y / N</b>			/ /

INSIDE

# Entrance

FEATURE	ACCESSIBLE	NOTES	SOLUTION	SOLUTION ACTIONED
<b>Lobby</b>				
Space for wheelchairs to turn	Y / N			/ /
Can wheelchair users move clear one door before another	Y / N			/ /
Lobby doors can all fully open	Y / N			/ /
Lobby doors can all fully open	Y / N			/ /
<b>Reception area</b>				
Bell or minicom to call for assistance	Y / N			/ /
Low reception counters for wheelchair users	Y / N			/ /
Tall reception counter for standing customers	Y / N			/ /
Clear signs with important info	Y / N			/ /
Important information in braille	Y / N			/ /
Additional hearing supports eg. induction loops	Y / N			/ /

INSIDE

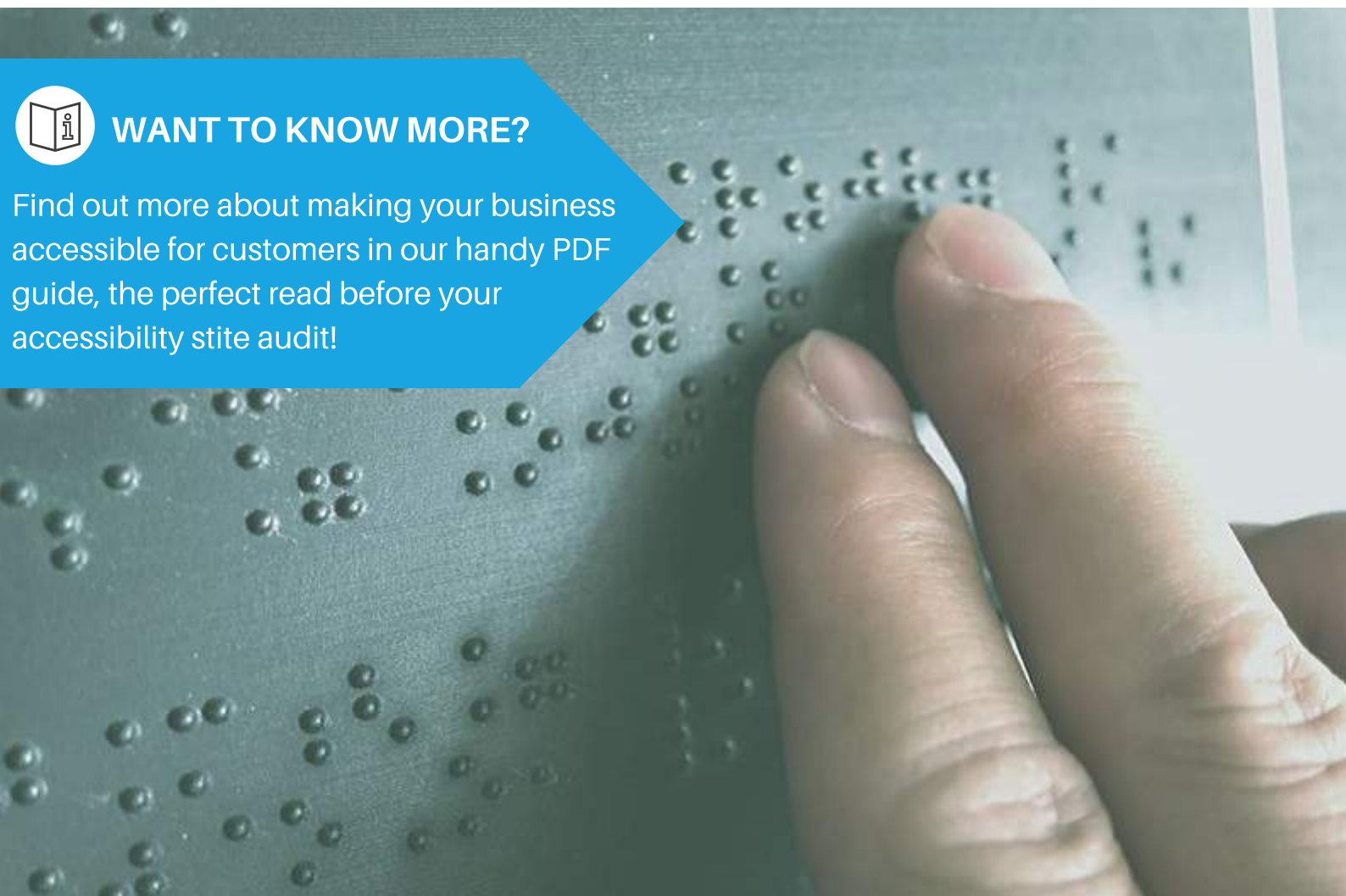
# Entrance cont.

FEATURE	ACCESS- IBLE	NOTES	SOLUTION	SOLUTION ACTIONED
<b>Seating</b>				
Is seating fixed to the floor	<b>Y / N</b>			/ /
Does the seating have armrests	<b>Y / N</b>			/ /
Space for wheelchairs between seats	<b>Y / N</b>			/ /



## WANT TO KNOW MORE?

Find out more about making your business accessible for customers in our handy PDF guide, the perfect read before your accessibility site audit!



INSIDE

# General features

FEATURE	ACCESS- IBLE	NOTES	SOLUTION	SOLUTION ACTIONED
<b>Doors</b>				
Doors and entrance ways are wide (min. 800mm)	<b>Y / N</b>			/ /
Step free or ramped thresholds	<b>Y / N</b>			/ /
Steps or threshold hazards highlighted	<b>Y / N</b>			/ /
Easy to open doors, automatic or lightweight	<b>Y / N</b>			/ /
Doors and entrances signposted	<b>Y / N</b>			/ /
Braille option door signs	<b>Y / N</b>			/ /
<b>Corridors and aisles</b>				
Wheelchairs can turn around (min. width )	<b>Y / N</b>			/ /
Clear of obstacles and obstructions	<b>Y / N</b>			/ /
Additional support eg. handrails	<b>Y / N</b>			/ /



INSIDE

# General features cont.

FEATURE	ACCESS- IBLE	NOTES	SOLUTION	SOLUTION ACTIONED
<b>Obstacles &amp; Hazards</b>				
Unavoidable hazards highlighted	<b>Y / N</b>			/ /
Accessible fixtures - low down and sign posted	<b>Y / N</b>			/ /
<b>Signs</b>				
Signs in an easy to read font eg. Arial	<b>Y / N</b>			/ /
Signs in a large font size	<b>Y / N</b>			/ /
Signs using contrasting colours	<b>Y / N</b>			/ /
<b>Lighting</b>				
Lighting not too bright or dim	<b>Y / N</b>			/ /

INSIDE

# Toilets

FEATURE	ACCESS- IBLE	NOTES	SOLUTION	SOLUTION ACTIONED
Accessible toilet min. 1.5m x 2.2m	<b>Y / N</b>			/ /
Door is wide enough to open fully unobstructed	<b>Y / N</b>			/ /
Step free access with no obstacles	<b>Y / N</b>			/ /
Handle with flip or slide lock, not twist	<b>Y / N</b>			/ /
Low down handle for wheelchair users	<b>Y / N</b>			/ /
Space to turn in toilet unobstructed	<b>Y / N</b>			/ /
Enough space around toilet and sink areas	<b>Y / N</b>			/ /
Sink can be reached from the toilet but not in transfer space	<b>Y / N</b>			/ /
Soap, sink and other features sign posted with braille	<b>Y / N</b>			/ /
Help or assistance button or system	<b>Y / N</b>			/ /

## CONCLUSION

# Common obstacles and solutions

Today there are plenty of accessibility solutions available and many are relatively inexpensive. While the width of doorways and corridors may need to be overcome by reorganising your business or carrying out some construction, we've done some of the hard work for you by listing some of the more common and easily overcome obstacles along with some suggested solutions.

OBSTACLE	SOLUTION
Thresholds and steps	Temporary and portable wheelchair ramps
Stair cases and long steps	Temporary or semi-permanent wheelchair ramps
Heavy doors	Automatic doors or bells for assistance
Long corridors and walkways	Handrails along walls and at critical points for support
Tall counters and table	Install a lower counter or a low table area
Wires, cable and floor obstructions	Cable protector ramps and bridging ramps

## CONCLUSION

# Common obstacles and solutions

OBSTACLE	SOLUTION
Hearing disabilities	Audio loops, written information, clear signs
Visual disabilities	Braille information and signs, audio assistance and support

**MAKE YOUR BUSINESS ACCESSIBLE**

Buy affordable wheelchair ramps including threshold ramps, bridging ramps and even semi-permanent ramps plus cable ramps and protectors for obstructions.

[SHOP NOW >](#)

