

ACCESS VISIT CHECKLIST

Date of visit:

Your name and organisation if relevant:

Description of venue:

Address of venue:

Name and role of contact at venue who will receive feedback and recommended actions:

Parking	Comment
Do information and direction signs clearly identify and locate the building?	
Is the directional signage to the main entrance clear?	
Are there accessible parking facilities?	
Are accessible parking spaces clearly signposted?	
Are dedicated spaces located near the main entrance?	
Entrance	
Is the main entry ramped with handrails on both sides or level access?	
If stepped access, are there handrails on both sides?	
Is the minimum width of the main entrance door 800mm?	
Are doors suitably weighted to facilitate ease of opening?	
Are the doors manual or automatic?	
Reception	
Is the main reception area easily identifiable from the building entrance?	
Do signs use upper case for the first letter and lower case for the rest being large enough to be read at a	

distance?.. 100mm character size.	
Are service counters appropriate heights for seated users? 760mm max from floor	
Is there an induction loop installed at public reception or till points?	
If appointment system is in place, what method is used to alert people?	
What communication systems are in place e.g. text phone/relay?	
Lift	
Is there lift access to all floors?	
Does the lift have adequate clearance for wheelchairs? 2000mm x1400mm recommended min dimensions of a lift car.	
Are there low level call buttons, visually contrasting against the background with raised lettering and Braille?	
Is there visual indication and an audio announcement of the level reached?	
Is there a mirror on the wall opposite the door to aid reversing out of the lift for wheelchair users?	
Accessible Toilets	
Is there an accessible toilet?	
Is the door outward opening, 900mm	

wide minimum with a horizontal pull rail?	
Are the location signs on the doors at eye level between 1400 and 1700 mm from finished floor level?	
<p>Things to look for:</p> <ul style="list-style-type: none">• a hinged drop-down support rail fitted on the open side of the WC• a vertical rail on the open side of the WC next to the drop down rail• a horizontal grab rail located on the side wall• hand rinse basin located on the wall nearest to WC• mixer tap fitted on the side nearest to WC• vertical grab rails fixed each side of the basin• soap dispenser, paper towel/hand dryer wall mounted above basin between vertical grab rails• toilet paper dispenser wall mounted above horizontal grab rail on side wall• sanitary & disposal bins not obstructing the transfer or	

wheelchair turning space • alarm cord full length suspended from ceiling operational from the WC and adjacent floor area	
Wayfinding	
Do customer information signs have large, clear lower case letters in a contrasting colour to the background?	
Is hand held printed information available in large print 16 point min 20 preferred?	
Is audio information available as an alternative to visual print or text?	
Means of Escape/Building Management	
Is there good lighting generally and in particular in the reception area, toilets, corridors and staircases?	
Are internal and external pedestrian routes free from clutter and obstructions?	
What alarm response procedures are in place, and escape strategy for visitors who need assistance?	
Is a personal evacuation and egress plan (PEEP) in place for each disabled member of staff?	
Customer Service	

Are any staff trained in using sign language?	
Is printed material (including menus, bar tariffs maps etc) available in large print and Braille?	
Are staff available to read information for people?	
Do the staff have a friendly and helpful manner e.g. how may I help?	
Is one to one assistance available?	
Are guide/assistance dogs welcome?	
Have staff received any disability awareness training?	
Any other comments or issues?	
Feedback and recommendations for venue	

Signs – indicate which signs are available