

Name of Shop/Business:					
Address:					
Type of Shop/Business:					
Survey completed by:		Date:			
Contact: (Either email/phone or address)					
Section A – Entrance to Shop			Yes	No	N/A
1. Can someone who doesn't see well, find the door?					
2. If there are direction signs, are they easy to understand?					
3. Is it clear from objects, sights, sounds, smells – what type of shop it is?					
4. Is the entrance wide enough for wheelchair users, customers and/or assistive dogs and carers?					
5. If the inside is not on the same level as the pavement, is there:					
a) A ramp suitable for any wheelchair?					
b) Another entrance?					
c) A member of staff <i>readily</i> available to assist?					
6. If there is a close door:					
a) Can its handle be reached by anyone in a wheelchair?					
b) Can it be pushed/pulled open easily?					
c) Can it be avoided when it opens if it does so automatically?					
7. General comments on entrance:					
Section B – Inside the Shop			Yes	No	N/A
1. Does a staff member come to you to offer assistance within 60 seconds?					
2. Is there room for a wheelchair or customer and an assistive dog/carer to move along aisles and round corners?					
3. Can all parts of the shop be reached?					
4. Are all goods and their labels visible (e.g. to people in wheelchairs etc.)?					
5. Are all goods within reach (if appropriate) for everybody?					
6. Are lighting levels adequate?					
7. Are signs clear?					
8. Is it easy to hear what people are saying?					
9. Are counters, racks etc. at a suitable height for everyone?					
10. General comments on inside the shop:					

Section C – Service	Yes	No	N/A
1. Will a staff member take or accompany a customer to any part of the shop?			
2. Will assistants show or describe to a customer the complete range of goods, if requested?			
3. Do members of staff have sufficient knowledge of the goods?			
4. Do the assistants make customers aware of special offers, sell-by dates and other relevant information?			
5. Do staff members understand customers' needs?			
6. Is assistance given in a relaxed and friendly way?			
7. General comments on service:			
Section D – Information	Yes	No	N/A
1. Is information available in:			
a) Plain English?			
b) Other languages?			
c) Pictorial form?			
d) Audible form?			
e) Large print?			
f) Braille?			
2. Is there a hearing loop?			
3. Is there a staff member available to provide information?			
4. General comments on information:			
Section E	Yes	No	N/A
1. Is the procedure for payment accessible?			
2. Has the shop signed up to the Dementia Friendly Communities Project?			
Red Amber Green Assessment (RAG): (please rate as below)			

Red significantly inaccessible, the establishment has ignored or not taken on the requirements of disability access and customer needs

Amber Some attempt has been made to make the establishment accessible but focussed advice is needed to make accessibility a reality

Green Establishment is accessible, following the sections of this survey and is a contender for the Good Access Award Scheme