



**Disability
Discrimination
Act 1995
(Part III)**

**Self Audit
Pack**

3

in
association
with



Self Audit Form

Alternative formats available on request

You are strongly recommended to refer also to the “Disability Discrimination Act 1995, Code Of Practice, Rights of Access, Goods, Facilities, Services and Premises” published by the Stationery Office of the Department For Education And Employment (available from the Publications Centre, P O Box 276, London, SW8 5DT or by ‘phone on 0870 600 5522).

Remember also that the Self-Audit Pack cannot replace proper legal help. If you are in any doubt about a specific requirement of the Act in relation to your business seek professional advice immediately.

Disability Discrimination Act 1995 (Part III) Self Audit Pack

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Volume 3 - Self Audit Form

1.0 Introduction

This volume provides an easy to follow questionnaire format that will enable you to audit the physical features of your own premises. As well as complying with the recommendations for good practice in the **DDA Code of Practice**, this type of self-audit helps you to decide how well you're doing in providing easy access to and full use of your business by a whole host of customers - including disabled people.

The audit process will not only draw your attention to access issues, but also the needs of people with learning difficulties, physical and/or sensory impairments, to those with mental illnesses, all of whom may wish to use Post Office services and your business. The questions posed cover not only the needs of such people, but also those of wheelchair users, people who have visual or hearing impairment, elderly people and parents with small children in pushchairs.

You can use the self-audit form as a springboard to develop an ongoing action plan for your business. By following the questionnaire section through the logical sequence of a visit to your business, entrance into your premises and a trip around them, you will quickly produce a picture of your preparedness to comply with the legislation and establish priorities to deal with the requirements of the Act. All the questions are cross-indexed to the topics covered in Volume 2 so you can refer easily to the text while you answer the questions.

Who should complete the access self-audit form?

The owner / manager should fill in the form him / herself whenever possible. This is because the process will help you to gain direct knowledge of how well your Post Office premises perform in relation to the needs of your customers and potential customers. Don't just do everything yourself, however. The whole process will be greatly improved when you involve your staff, collectively and individually. It's also a very good method of training them in their own responsibilities and duties as far as the DDA legislation is concerned.

What happens if you answer "No" to all the questions?

Don't panic - you still have until 2004 to get things sorted as far as physical access is concerned and, as we have seen in Volumes 1 and 2, there is always an awareness of the need for a "Reasonable" solution in response to the Act. Indeed, many of the positive changes you can make to your business will often have a nil or small cost tag attached to them. Moreover, the spirit of the Act is such that a very large expenditure requirement by a small business would not necessarily be a reasonable solution for all concerned. You should also remember to avoid unnecessary future expense, so, if you are moving premises or undertaking any refurbishments take the opportunity to make reasonable adjustments now. If this is not possible, you would be well advised to have an 'action plan' in place now, which allows you to make necessary alterations before 1st October 2004.

| Self Audit Form | | | | |
|---|---|---|---|---------------------------------------|
| Question Number | Question | Y | N | Comments and Priority for Action Plan |
| Routes to your Post Office | | | | |
| Parking Provisions - See Volume 2 (4.1) | | | | |
| 1 | Are there suitable car parking bays for disabled people within 50 yards of your Post Office? <i>If the answer is 'No' go to question 5</i> | | | |
| 2 | Are they well lit and visible? | | | |
| 3 | Are dropped kerbs provided on the route from the car parking bay to the premises? | | | |
| 4 | If the kerb is dropped, has it been modified with tactile blister paving? | | | |
| Pathways - See Volume 2 (4.2) | | | | |
| 5 | Are the footpaths to your premises well maintained and free of hazards (ie cracked flags)? | | | |
| Paving and Street Furniture - See Volume 2 (4.3) | | | | |
| 6 | Are the footpaths around the Post Office level and in good order? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|---|---|---|---|---------------------------------------|
| 7 | If there are seats, bollards, 'A' frames etc. are they causing an obstruction on the pavement? | | | |
| Drain Covers - See Volume 2 (4.4) | | | | |
| 8 | Are there any drainage covers on the route to your Post Office? <i>If the answer is 'No' go to question 10</i> | | | |
| 9 | Are they in good condition and level with the pavement? | | | |
| Street Lighting - See Volume 2 (4.5) | | | | |
| 10 | Is the approach to and from your premises well lit? | | | |
| External Facilities | | | | |
| Windows/Doors - See Volume 2 (5.1) | | | | |
| 11 | Are windows and doors well positioned to avoid causing an obstruction to passers by when open? | | | |
| Post Boxes - See Volume 2 (9.1) | | | | |
| 12 | Is there an external post box? <i>If the answer is 'No' go to question 18</i> | | | |
| 13 | Is the collection time notice clearly visible? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--|---|---|---|---------------------------------------|
| 14 | Is the collection time notice legible and easy to read? | | | |
| 15 | Can customers who use a wheelchair reach the slot to post their letters? | | | |
| 16 | If disabled customers cannot reach this post box do you offer them assistance? | | | |
| 17 | Is the box situated in a well-lit position? | | | |
| Stamp Machines - See Volume 2 (9.2) | | | | |
| 18 | Have you got an external Stamp Machine? <i>If the answer is 'No' go to question 22</i> | | | |
| 19 | Can all customers reach the stamp machine? | | | |
| 20 | Is the information displayed legible and easy to read? | | | |
| 21 | Is the stamp machine situated in a well-lit position? | | | |
| Buzzers - See Volume 2 (5.2) | | | | |
| 22 | Do you have a buzzer for disabled customers to gain assistance at the door? | | | |
| 23 | Is the buzzer clearly signed with the recognised symbol? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|---|---|---|---|---------------------------------------|
| Signs - See Volume 2 (5.3) | | | | |
| 24 | Do you have a sign at the entrance door to show that you provide services for disabled customers? | | | |
| Getting into the Premises | | | | |
| Steps, Handrails and Ramps - See Volume 2 (6.1 to 6.3) | | | | |
| 25 | Are there steps into your Post Office? <i>If the answer is 'No' go to question 29</i> | | | |
| 26 | Are the steps slip resistant, well maintained, and can the nosings be easily seen? | | | |
| 27 | If you have steps do you have an alternative means of delivering your service to disabled customers? | | | |
| 28 | Are there suitable handrails on each side of the steps into the Post Office? | | | |
| 29 | Is there a ramp at the entrance to the Post Office? <i>If the answer is 'No' go to question 35</i> | | | |
| 30 | Is the gradient of the ramp appropriate for ease of access (better than 1 in 12 gradient)? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|---|---|---|---|---------------------------------------|
| 31 | Does the ramp have an appropriate handrail? | | | |
| 32 | Does the ramp have an appropriate width for ease of access (1000mm)? | | | |
| 33 | Does the ramp have a suitable level landing at the top? | | | |
| 34 | Does the ramp have a suitable raised kerb at the exposed edge? | | | |
| Entrance - See Volume 2 (6.4 to 6.6) | | | | |
| 35 | Is the doorway wide enough for a wheelchair user to go through? | | | |
| 36 | Is the door and its frame colour/tonally contrasted? | | | |
| 37 | Does the door have a suitable vision panel? | | | |
| 38 | Does the doorway have a level threshold? (i.e. no step?) | | | |
| 39 | Are the services you provide (including opening and closing times) clearly displayed? | | | |
| 40 | Is the door hinged? | | | |
| 41 | If the door is hinged can it open wide enough to allow a wheelchair user through? | | | |
| 42 | Is the door light and easy to push? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--------------------------------------|---|---|---|---------------------------------------|
| 43 | Does the door have a lever handle? | | | |
| 44 | Does the door have a push/pull handle? | | | |
| 45 | Is the door automatic? <i>If the answer is 'No' go to question 49</i> | | | |
| 46 | If the door is automatic does it have a clear opening width for a wheelchair user to go through? | | | |
| 47 | If the door is automatic and glazed, does it have a colour/tonal contrasting vision panel to prevent accidents? | | | |
| 48 | If there is a control button for the automatic door, is it at the appropriate height (between 750mm and 1000mm from the floor)? | | | |
| Inside the Premises | | | | |
| Lighting - See Volume 2 (7.1) | | | | |
| 49 | Is the lighting even? | | | |
| 50 | Is the lighting non-glare? | | | |
| 51 | Is the lighting well maintained? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--|--|---|---|---------------------------------------|
| Floors and Finishes - See Volume 2 (7.2) | | | | |
| 52 | Are the floor areas free of clutter such as stock, litter bins etc? | | | |
| 53 | Do you provide recessed foot wipe matting? | | | |
| 54 | Do you have suitable non-drag matting or carpet? | | | |
| 55 | Do you have non patterned carpets on the floor? | | | |
| 56 | Are the floor coverings slip resistant and non reflective? | | | |
| Circulation Space/Queuing System - See Volume 2 (7.3) | | | | |
| 57 | Do you have good circulation space with turning areas? Aisles need a minimum 1000mm width and 1200mm wide turning at the end. | | | |
| 58 | Do you have a specific area for customers to queue? | | | |
| 59 | Does it have a circulation space of 1200mm minimum (best practice is 1500mm) in front of the counter? | | | |
| 60 | Are customers directed to a specific counter when it is their turn to be served? | | | |
| 61 | Do you use a call forward system to direct them? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--|--|---|---|---------------------------------------|
| 62 | If your queuing area is inaccessible for some customers, do you offer an alternative service? | | | |
| 63 | Is the circulation space free from projecting fixtures and fittings such as display stands? | | | |
| Walls, Ceilings, Skirting Boards and Door Frames - See Volume 2 (7.4) | | | | |
| 64 | Are the walls decorated using light matt finishes? | | | |
| 65 | Are the ceilings painted in light colours to enhance the lighting? | | | |
| 66 | Do skirting boards and door frames have contrasting colours? | | | |
| Fixtures & Fittings | | | | |
| Public Telephones - See Volume 2 (8.1) | | | | |
| 67 | Do you have a public telephone? <i>If the answer is 'No' go to question 69</i> | | | |
| 68 | Do you have a telephone that meets the needs of disabled customers? NB If you are unsure if the equipment is suitable, consult with disabled customers and the equipment supplier. | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--|--|---|---|---------------------------------------|
| Internal Post Box - See Volume 2 (8.2) | | | | |
| 69 | Do you have an internal post box? <i>If the answer is 'No' go to question 72</i> | | | |
| 70 | Is your internal post box accessible to all your customers? | | | |
| 71 | Do you provide assistance if the internal post box is not accessible? | | | |
| Internal Stamp Machine - See Volume 2 (8.2) | | | | |
| 72 | Do you have an internal stamp vending machine? <i>If the answer is 'No' go to question 75</i> | | | |
| 73 | Is your stamp machine accessible to all your customers? | | | |
| 74 | Do you provide assistance if your stamp machine is not accessible to all customers? | | | |
| Seating - See Volume 2 (8.3) | | | | |
| 75 | Do you have any seats for customers to use? <i>If the answer is 'No' go to question 78</i> | | | |
| 76 | Do the seats provided have armrests? | | | |
| 77 | Have you left space beside the seats for wheelchair users to sit? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|---|---|---|---|---------------------------------------|
| Vending Machines/Merchandising Etc. - See Volume 2 (8.4) | | | | |
| 78 | Do you have vending machines? <i>If the answer is 'No' go to question 84</i> | | | |
| 79 | Can someone who uses a wheelchair use the vending machine? | | | |
| 80 | If they cannot use the vending equipment without help, do you offer assistance? | | | |
| 81 | Is an alternative service availability clearly displayed on the vending machine or elsewhere within the premises? | | | |
| 82 | Does the vending machine have buttons with lettering that are colour/tonal contrasted or backlit? | | | |
| 83 | Are the instructions easy to read? | | | |
| 84 | If you sell other merchandise is it displayed at an accessible height? | | | |
| 85 | Can wheelchair users reach forms on the public side of the counter? | | | |
| 86 | If not, do you offer assistance? | | | |
| 87 | Do you have a writing shelf at standard height? | | | |
| 88 | Do you provide a lap tray? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--|---|---|---|---------------------------------------|
| 89 | Do you have a low writing shelf for people in wheelchairs or those who have to sit to write? | | | |
| 90 | Are the pens supplied for customer use, on a restraining chain or cord? | | | |
| 91 | Is this chain or cord long enough to be used by someone using wheelchair? | | | |
| 92 | Do you provide pens (i.e. fat grip) for customers with manual dexterity problems to use? | | | |
| Counter/Points of Sale - See Volume 2 (8.7) | | | | |
| 93 | Do you have a wheelchair accessible counter? | | | |
| 94 | Is the counter well lit? | | | |
| 95 | Is it easy for a customer to see the counter clerk without obstructions or reflections in order to lip-read if needed? | | | |
| 96 | Is there appropriate circulation space between the counter and the queue for those customers who have mobility aids or wheelchairs? | | | |
| 97 | Is an induction loop system installed? | | | |
| 98 | Is it regularly tested? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|------------------------------------|---|---|---|---------------------------------------|
| 99 | Are your staff trained and fully conversant with the operation of the loop system? | | | |
| 100 | If a customer cannot use your counter, do you provide assistance? NB You may risk a challenge of discrimination if you are unable to provide services to a disabled customer | | | |
| Other Equipment | | | | |
| Scales - See Volume 2 (9.3) | | | | |
| 101 | Do you have mechanical scales? | | | |
| 102 | Do you have electrical (LCD) scales? | | | |
| 103 | If you have any of the above scales, do you offer assistance to customers experiencing difficulty using them? | | | |
| Clocks - See Volume 2 (9.4) | | | | |
| 104 | Do you have a clock? <i>If the answer is 'No' go to question 106</i> | | | |
| 105 | Does it stand out from its' background and is easy to read? | | | |

| Question | | Y | N | Comments and Priority for Action Plan |
|--|--|---|---|---------------------------------------|
| Signs - See Volume 2 (9.5) | | | | |
| 106 | Do you have a sign that informs customers that staff assistance is available on request? | | | |
| 107 | Are signs clearly visible and at a level for all customers to see? | | | |
| 108 | Do your signs have a matt finish that is non reflective? | | | |
| 109 | Is there a good colour contrast between the sign, signboard and its' background? | | | |
| 110 | Is the text and format of signs consistent in style throughout? | | | |
| 111 | Other than suspended signs, are all other signs positioned at eye level wherever possible? | | | |
| 112 | Do you provide assistance to customers who have difficulty in reading signage? | | | |
| Fire Exits - See Volume 2 (9.6) | | | | |
| 113 | If you have additional exits, are your Fire Exit signs clearly visible? | | | |
| 114 | Are routes to the Fire Exit clear of all obstructions? | | | |
| Fire Alarm - See Volume 2 (9.7) | | | | |
| 115 | Do you have a suitable fire alarm fitted? | | | |

| | Question | Y | N | Comments and Priority for Action Plan |
|-----|---|---|---|---------------------------------------|
| 116 | Do you have an evacuation procedure that is appropriate for all your customers? | | | |

Your Action Plan: measuring progress (1)

| Consultation | | Progress | | | |
|-------------------|-------------|----------|------|------|------|
| Activity | Budget £ | 2001 | 2002 | 2003 | 2004 |
| Self-access audit | | | | | |
| Inform customers | | | | | |
| Annual review | | | | | |
| Other issues | | | | | |

| DDA office policy | | Progress | | | |
|---|-------------|----------|------|------|------|
| Activity | Budget £ | 2001 | 2002 | 2003 | 2004 |
| Establish a disability policy | | | | | |
| Review policy | | | | | |
| Completion of access self-audit | | | | | |
| Review access self-audit | | | | | |
| Review staff DDA training needs and implement | | | | | |
| Ensure customers are aware of DDA policy | | | | | |
| Other issues | | | | | |

Your Action Plan: measuring progress (2)

| Routes/Buildings/Equipment | | Progress | | | |
|--|-------------|----------|------|------|------|
| | Budget £ | 2001 | 2002 | 2003 | 2004 |
| Routes to your Post Office | | | | | |
| Parking provision | | | | | |
| Pathways | | | | | |
| Paving and street furniture | | | | | |
| Drain covers | | | | | |
| External Post Office facilities | | | | | |
| Windows and doors | | | | | |
| Post box/stamp machine | | | | | |
| Buzzers | | | | | |
| Signs | | | | | |
| Steps/handrails/ramps | | | | | |
| Entrance | | | | | |

Your Action Plan: measuring progress (3)

| Routes Buildings/Equipment | | Progress | | | |
|--|-------------|----------|------|------|------|
| | Budget £ | 2001 | 2002 | 2003 | 2004 |
| Inside the premises | | | | | |
| Lighting | | | | | |
| Floors/finishes | | | | | |
| Circulation space queuing system | | | | | |
| Walls, ceilings, skirting boards etc. | | | | | |
| Fixtures and fittings | | | | | |
| Public telephones | | | | | |
| Internal post box/stamp machine | | | | | |
| Seating | | | | | |
| Vending machines/ merchandising | | | | | |
| Writing desk/shelf/pens | | | | | |
| Counter/point of sale | | | | | |
| Other Issues | | | | | |
| Scales | | | | | |
| Clocks | | | | | |
| Signs | | | | | |
| Fire exit | | | | | |
| Fire alarm | | | | | |