

ACCESS ASSESSMENT	RATING (Good, OK, Poor)	COMMENTS	ACTION NEEDED
<p>a Getting there Eg parking, public transport, lighting, signage, etc</p>	<p>Poor</p>	<p>By car - journey from Mitcham fairly easy but getting from the car park to the centre is extremely difficult (very complicated route through shopping centre) or if you get an accessible bay you have to cross a busy road where the dropped curbs are not lined up. There is a pelican crossing but this is not accessible due to poor condition of pavements.</p> <p>By bus - appears relatively easy bus route from Wimbledon.</p> <p>Train - no nearby accessible station which makes the centre inaccessible to without access to a car or who finds buses inaccessible. The TFL Journey</p>	<p>Essential</p> <p>Better signage and/or better instructions to attendees.</p> <p>Desirable</p>

		<p>Planner puts the journey time at 1 hour 55 minutes by train/walking</p> <p>However you travel to the centre once you're in the vicinity the signage is very poor and the centre is very difficult to find once you get close to the centre.</p>	
<p>b Getting in Eg steps, ramps, entrance, reception, etc</p>	Good	<p>Ramped entrance is good. Only difficulty is that the door buzzer to get in situated some way from the door. Automatic doors</p>	<p>Essential</p> <p>Desirable Move door buzzer nearer to the door</p>
<p>c Getting around Eg corridor width, doors, signage, floor surfaces, contrasts, lifts, etc</p>	Good	<p>Spacious waiting areas. Door widths seemed fine for small scooter but may be difficult for people using a larger wheelchair or scooter. Accessible toilet - OK but a little on the small side. There was also issue for 2- or 3-weeks during October/November when the toilet was out of order and people had to go all the way back to the shopping centre to use a toilet in a café – and they had to buy something so that they could use the toilet. It</p>	<p>Essential</p> <p>Desirable Larger toilet</p>

		<p>should be questioned whether a centre should be open without a toilet.</p> <p>Good lighting</p>	
<p>d Using services Eg WC, lighting, acoustics, seating, etc</p>	OK	<p>Better seating may be required by some people who attend</p> <p>Does not appear to be an induction at the reception desk.</p> <p>Water available - on a previous visit tea and coffee were being offered, I think because people had been waiting a long time.</p> <p>Magazines/newspapers available.</p> <p>On another visit when it was very busy they had a staff member 'roving' in the waiting area checking up on people and helping with water etc. which appeared to be very helpful.</p>	<p>Essential Better seating</p> <p>Induction loop for reception desk</p> <p>Policy about whether centres should be open if they do not have a working toilet.</p> <p>Desirable</p>
<p>e Getting out Eg alarms, escape routes, etc</p>	Not clear	<p>Could only assess waiting area - this appeared fine as you are right by the main door.</p> <p>There are visual fire alarms</p>	<p>Essential</p> <p>Desirable</p>

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