

Access for disabled people to shops and business premises

A summary for business

The dimensions outlined here are general standards to enable disabled people to move around freely. Premises will have lots of unique situations and the guidance here may not always seem suitable. Please call to resolve any queries.

Widths for disabled people to be able to pass

General pedestrian footways

Routes must have a 2m clear width, reducing to a minimum of 1.5m for short lengths where obstacles cannot be removed.

Forecourts, beer gardens and outdoor areas

Displays, tables, etc., within areas or on routes between open areas e.g. play areas to a café etc should be at least 1.5m wide rising to 1.8m on busier routes. Again, where obstacles are encountered routes may reduce to 1.2m over short lengths.

Inside shops, or offices and aisles in cafes, etc

Aisles preferably should be at least 1.5m wide but 1.2m is acceptable in smaller premises or where obstacles are encountered.

Manoeuvring space¹

- Generally, a wheelchair user will need an area 1.5m in diameter to turn full circle.
- Someone being guided whether they are an older or a visually impaired person will need a width of 1.2m

Seating and queues

Offer seating for disabled people who may need to wait in queues. It is acceptable irrespective of COVID-19 requirements² to offer to take disabled people and their companions to the front of a queue if they're unable to wait.

Who to contact

Anthony Rylands
North Somerset
Council Access Officer
for Disabled People on
01934 63 4989 or
email:

Anthony.rylands@n-somerset.gov.uk

Narrowing a route will lead to everyone needing space to wait and pass.



¹ See templates on page 3 for more information on reach

² This is a **reasonable adjustment under the Equality Act 2010**

Car parking

Car parking for disabled people should be maintained even if other parking is removed, wherever possible. Disabled people place great reliance on the use of a car either to drive, or as a passenger.

Doors, ramps and steps

If you put in temporary entrances to improve customer flow around your premises or change the use of doors, they should still meet the guidance on doors, ramps and step design and be fully accessible. Try to avoid exceptions to help manage your premises easily.

Signs

Any temporary signs must be written with lettering that clearly contrasts with the background eg black on yellow or black on white. Never use red on blue or green. Make sure they're in line of sight and clear. Use pictograms where possible to help explain something.

Booking tables or appointments

You might ask people to book spaces to help manage access to your premises. Remember not everyone can access a computer or smart phone. Offer a phone number as well.

Customers and staff training

Ensure staff know how to approach and offer support to a visually impaired or Deaf person. If you think there may be social distancing problems, ask how you can help someone if it's safe and secure to do so.

Ensure disabled people know where hand sanitisers are and how to sterilise baskets or trolleys, what they can touch and so on.

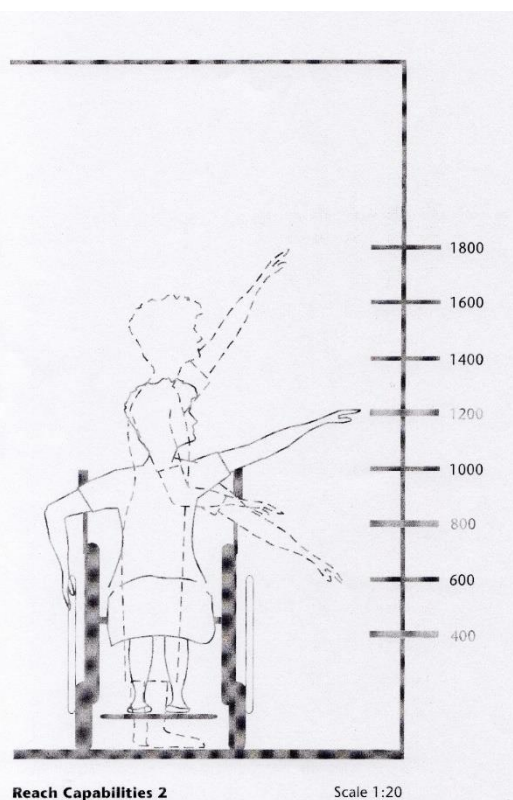
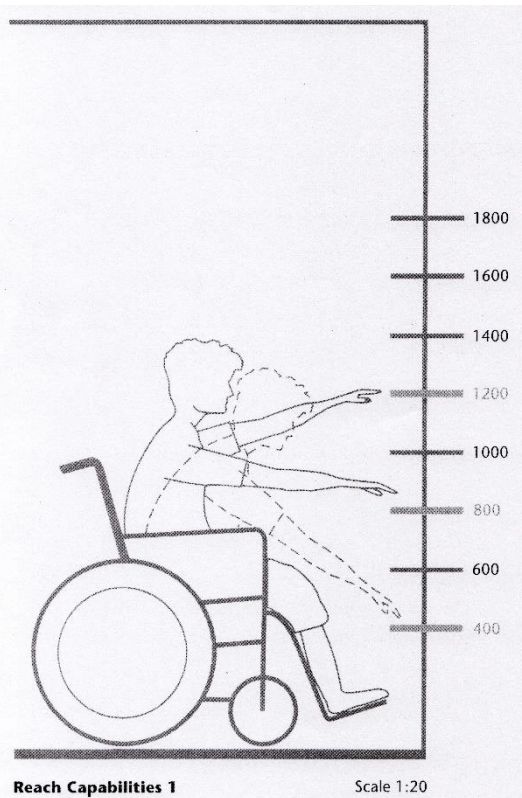
Remember not all disabilities are visible so if someone, anyone, looks unsure just ask if they need help.

Full guidance is available at [TheAccessOfficer/disabilitystandards](#)



Place sanitisers, and anything customers must use in height range of 900mm – 1200mm.

Reach and space templates



These dimensions will give you an indication of where you can place equipment or furniture to make access easy for everyone.