AccessAble
Practical Support for a Return to the ‘New Normal’

Key Questions

How can we capture and share all our social distancing adaptations with the people who want to use our services?

How do we ensure our social distancing measures continue to provide support for disabled people?

How can we mitigate against any risk in respect of ‘reasonable adjustments’?

Top Tips

Changes in Opening Hours
Timetabled slots tend to be singular and first thing in the morning which often isn’t appropriate for some disabled people.

Temporary Signage
Often in block capitals which are difficult for people with visual impairment, dyslexia and learning difficulties to read as they look for the shape of the word.

Structural Changes
As venues make changes - to ensure efficiency, have those designs reviewed through an access consultant to safeguard against costly changes once work is complete.

Parking for Blue Badge Holders
Ensure Blue Badge holders can still park close to the facility they need to access, whilst still being able to practice social distancing.
Increase in A-Frame Noticeboards
Be aware of signs on a route causing obstructions particularly for those with a visual impairment.

Temporary Queuing Systems
Consider whether you are creating hazards in their design, layout or the materials used. Have a clear policy on who should queue and consider resting points.

Control Barriers
With different structures used, many create accessibility challenges in their size, design or the materials used as well as the signage within them.

Face Masks
Some people will find a mask obstructs their hearing or sight, or is anxiety inducing. Consider adjustments for people who lip-read. Remember it may not be possible for everyone to independently use a mask.

Increased use of Technology
People look for those changes before they make the journey to your venue - make use of pictures and video to demonstrate the measures you are making align with existing access information.

Staff Training
Increase your teams knowledge and help them better support disabled people.

Automatic Doors
Avoids physical contact with door handles and improves accessibility.
How We Can Support You

We are working with organisations across all sectors to improve their offer in this next period and to ensure that the social distancing measures employed serve to include, rather than exclude, disabled people.

With 1.7 million people utilising AccessAble’s Access Guides, this is the most natural resource to share how access to your services has changed.

Upgrading Access Guides
with all social distancing measures

Virtual Access Guides
a visual and fully immersive Guide using 360° camera imagery

Individual Consultancy
ensuring social distancing meets accessibility guidelines

Staff Training
enabling disabled people to access services

The Future Ahead

The UK’s population has rarely faced a greater crisis of confidence in visiting new places, there couldn’t be a more important time to get the ‘new normal’ right and ensure that you are supporting and attracting the £249 billion spent by the UK’s 20 million disabled people and carers.

Recovering lost business and attracting new customers will be vital to the survival and future prosperity of most businesses. With an increased focus on the domestic market to achieve this, there has never been a better time to ensure venues are accessible and inclusive to all potential customers.

Contact David.Livermore@AccessAble.co.uk to understand more about how we can support you.