



## **Less Able Mystery Shop Tuesday 16<sup>th</sup> October**

### **M&CO Clothing Store**

#### **Entry**

The doors were both wide open and it was level access from the pavement. Full glass doors clearly marked.

The aisles in the store were easy to negotiate and uncluttered. Fire exit was clearly marked.

#### **Staff**

Although the staff had no formal training in customer service with regards to disabled people, the member of staff spoken to was very receptive to the needs of disabled people. M&Co, themselves, employ a disabled person.

#### **Changes recommended**

We advised the store that perhaps a magnifying glass would help people who have sight issues.

#### **Disabled Friendly?**

**Yes**

### **Shoe Zone Shoe Shop**

#### **Entry**

The doors were both wide open and it was level access from the pavement. Full glass doors clearly marked.

The aisles in the store were mostly easy to navigate however the far end of the store where the children's slippers are displayed was not accessible with a wheelchair. This also posed another problem as the fire exit was right by the slippers. To add to the issue the escape route had steps out to the back so wheelchair users would not be able to go out that way and nor would many other people with mobility issues. The front fire exit is fully accessible.

#### **Staff**

Although the staff had no formal training in customer service with regards to disabled people, the members of staff we spoken to was very receptive to the needs of disabled people.

#### **Changes recommended**

We advised the store that perhaps a magnifying glass would help people who have sight issues and that they might like to inform head office of the need to lay the store out slightly differently to allow access to the back fire exit.

### **Disable Friendly?**

**Yes**, as the front fire exit is fine

## **Claire's Accessories**

## **Ladies accessory shop**

### **Entry**

The shop was level access but to use the internal ramp into the shop a wheelchair user has to turn a sharp right on entry. The ramp then turns left and this turn was hampered by a stool being left on the ramp. The stool was removed once the staff member had her attention drawn to it.

The store had far too many display units. Wheelchair users could not navigate the store. The fire exit at the back was totally inaccessible to wheelchair and mobility aid users. The fire exit door fell short of the recommended width for wheelchair users. The till display was not visible from a wheelchair and the cash desk was very hard to reach over onto to carry out a transaction.

### **Staff**

The member of staff working that day had no training in dealing with disabled customers since she had worked for Claire's Accessories, but had done so in other retail outlets that she had worked. She felt that the company did not take into account the fact that disabled people would like to use the store and but were put off as they could not access the goods in the store

### **Changes recommended**

To make the store more user friendly it would be advisable to 'declutter' the shop floor. Clear the till area and train the staff in Equality and Diversity. To ensure the fire exit met the required measurements. To provide a magnifying glass for the partially sighted.

### **Disabled Friendly?**

**No**

## **Martins**

## **Newsagents**

### **Entry**

Level access and although a small shop the floor space was used wisely and access around the shop was good. The rear fire exit was totally inaccessible to mobility aids and wheelchair users. As with the other stores on this side of the High Street the exit also had steps to the outside.

### **Staff**

The staff advised us that they did not have a magnifying glass for those with poor sight but they could sign instead of entering a pin number. Most people paid cash in the shop. No specific training in Equality and Diversity.

### **Changes recommended**

The only recommendation would be a magnifying glass behind the counter and to be aware that the fire exit at the back was unsuitable for mobility impaired people.

### **Disabled Friendly?**

**Yes**

## **Renaissance**

## **Clothing Store**

### **Entry**

Good level access, plenty of space to move around

### **Staff**

One member of staff who was happy to assist.

### **Changes recommended**

A sign to make people aware that the entry door is also the fire exit.

### **Disabled Friendly?**

**Yes**

## **Rosa Flowers**

## **Florist**

### **Entry**

There are two entry doors one of which is suitable for wheelchair users. Access around the premises is excellent.

### **Staff**

The staff member herself has sight issues and fully understood the needs of disabled people, her mother was disabled.

### **Changes recommended**

A sign to point out the fire exits.

### **Disabled Friendly?**

**Yes**

## **Chomskey's**

## **Café**

### **Entry**

Entry into the premises was not so easy due to the deep drainage gully which runs along the front of the café. Once inside access was adequate.

### **Staff**

The staff were very helpful, but did acknowledge that if they were busy they did not always notice people in chairs struggling to open the door.

### **Changes recommended**

A bell on the outside of the entry door to alert staff to people needing assistance.

### **Disabled friendly?**

**Yes**

## **Able**

## **Charity shop**

### **Entry**

Access was via a ramp and the door was open. The layout was very good and even included a low level reading platform for their catalogue.

### **Staff**

Very helpful and open to any advice. No fire exit sign

### **Changes recommended**

A fire exit sign and a magnifying glass for people with sight issues to use at the till.

### **Disabled Friendly?**

**Yes**

## **Ponden Mill**

## **Home ware shop**

### **Entry**

Level access from the street, however the door was hard to open and need assistance. The shop was not very disable friendly on the day we visited as they had just had a delivery. The rear fire exit was not suitable for wheelchair users.

### **Staff**

There were no aids for disabled people but staff were happy to help on any way they could.

### **Changes recommended**

Entry bell and magnifying glass at the till.

### **Disabled Friendly?**

**No**

## **Halifax**

## **Building Society**

### **Entry**

Level access from the street. The layout inside was good and very user friendly.

### **Staff**

All staff were fully trained in equality and diversity and could not have been more helpful.

### **Changes recommended**

None

### **Disabled friendly**

**Yes**

## **Methodist Church**

### **Entry**

Entry to the premises was not easy as the door was hard to open. Inside the layout was good and there was plenty of room to manoeuvre around. The Mystery shoppers did not go onto the second floor.

### **Staff**

The staff were very helpful and had been given training in evacuation in the case of fire. Emergency exits were clearly marked.

### **Changes recommended**

An entry bell on the outer door to notify staff that people were having trouble getting in.

### **Disabled friendly**

**Yes with minor adjustments.**

## **Clinton Cards**

## **Card shop**

### **Entry**

Level entry from the street and door propped open even in bad weather. Only one area of the store was slightly too narrow for wheelchair users. Fire exits signs clearly visible.

### **Staff**

The staff were very accommodating and friendly, a real 10/10.

### **Changes recommended**

None

### **Disabled friendly**

**Yes**

## **Currys**

## **Electrical Store**

### **Entry**

Level access entry from the street. Manual doors, easy to open were propped open at time of entry. Low level displays which makes it easy for people in wheelchairs/electric chairs to view goods.

### **Staff**

The staff on the day were rather rude and non committal with regards to dealing with disabled people. The store does have a hearing loop and emergency exits were well marked.

### **Changes recommended**

Staff need customer service training especially in dealing with people with disabilities.

### **Disabled Friendly**

The store was but due to the attitude of the staff we have to say **No**

## **Superdrug**

## **Health and Beauty Store**

### **Entry**

Level entry from the street and the doors were propped open, however they are closed in bad weather and are manual doors. Wide aisles with plenty of room for buggy and wheelchairs to manoeuvre. There was a hearing loop at the till.

### **Staff**

The staff were very helpful and accommodating to the needs of disabled customers.

### **Changes recommended**

A bell on the outside of the entry door would help people alert staff on the days the doors were closed.

### **Disabled friendly**

**Yes**

## **Evans**

## **Ladies Clothing Store**

### **Entry**

Level access from the street. At the time of the visit the doors were propped open. It was easy to move around the shop. Emergency exits were clearly marked.

### **Staff**

The staff were well versed in the needs of disabled customers and have a regular client who has hearing issues.

### **Changes recommended**

None

### **Disabled friendly?**

**Yes**