



Less Able Mystery Shop Monday 20th August 2013

Inspected by Margaret Hudson and Molly Barlow

Margaret Johnson

Stationers

Entry

Access was via the backdoor for chair users, however there was not notice. As the door to the shop was open we were able to ask for assistance.

Staff

Staff were helpful and the member of staff spoken to that day has a son in a wheelchair.

Changes recommended

We advised the store that a sign advising that access is at the back for chair users. Install a bell at front door.

Disabled Friendly?

Yes

Junction

Hairdressers

Entry

We had to ask for assistance to open the door. Once inside it was easy to move around. Some beauty products are kept up stairs and not available as there is not a lift. Some treatments can be given downstairs

Staff

The members of staff we spoke to were very receptive to the needs of disabled people. No rear fire exit and door needs to be held open for exit from the building.

Changes recommended

Disabled Friendly?

Yes

In2Pets

Pet Shop

Entry

Entry to the shop was level access and the doors were open. It was tight to negotiate on a mobility scooter but would be easier in a manual chair.

Staff

Staff said that many disabled customers park outside and staff serve them from the door. The staff said they were always willing to help.

Changes recommended

It would be hard to use the emergency exit in a scooter or wheelchair as staff said that they would carry people out it was recommended that they have an Evac chair.

Disabled Friendly?

Yes

Sue Ryder

Charity Shop

Entry

Level access and access around the shop was good.

Staff

Staff on the day were very helpful.

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

Pomodoro

Ladies Clothing Store

Entry

Good level access, plenty of space to move around

Staff

One member of staff who was happy to assist.

Changes recommended

None

Disabled Friendly?

Yes

Newslink

Newsagents

Entry

Level access entry from the street. The shop is having new doors fitted in the next 8 weeks.

Staff

The staff member was very helpful

Changes recommended

None

Disabled Friendly?

Yes

Inspected by Martin Hampshire and Julie Hudson

Debenhams

Departmental Store

Entry

Level access entry into store through automatic doors. Good all round access. Escalator and lift to upper floor but no down escalator.

Staff

Changes recommended

Make signage bigger especially for directions to the lift.

Disabled friendly?

Yes

Marks and Spencer

Departmental Store

Entry

Level access entry through automatic doors. Lift and escalators to upper floor and good all round access

Staff

Well trained and helpful

Changes recommended

None

Disabled Friendly?

Yes

Café Nero

Entry

Level access from the street.

Staff

Helpful

Changes recommended

Consider changing the layout to make access better

Disabled Friendly?

Yes

Café

Dorothy Perkins

Entry

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

Staff

Helpful

Changes recommended

Store is being refurbished

Disabled friendly

Yes

Clothes Shop

New Look

Entry

Level access from the street. The layout inside was good and very user friendly. Lift to upper floor.

Staff

Changes recommended

A sign to lift needed. Fire exit needs to be better signposted as hard to see by people in chairs.

Disabled friendly

Yes

Clothes Shop

Witney

Library

Entry

Level entry from the street and alternative entrance well sign posted.

Staff

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

Changes recommended

None Excellent.

Disabled friendly

Yes

Inspected by Maggie Newton and Yvonne de Burgo

Denshams

Butchers

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

Excellent. Clinton Rudd was very helpful and open to any suggestions with regards to making the shopping experience a pleasant one.

Changes recommended

No changes required. A magnifying glass was suggested and images to accompany the special offers board for people with reading issues.

Disabled Friendly

Yes excellent.

Witney Sewing and Knitting Centre

Entry

Level entry from the street and the doors were propped open, however they are closed in bad weather and are manual doors.

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

The Old Pill Factory

Vintage Shop

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 is a motorised chair user.

Changes recommended

None but suggested a magnifying glass may be of use especially at the till.

Disabled friendly?

Yes

The Entertainer

Toy Shop

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 helpful and the duty manager advised that staff had regular training to ensure they were well equipped to deal with all aspects of good customer service.

Changes recommended

None

Disabled friendly

Yes

Morrisons

Supermarket

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 very helpful and received regular training referred to as 'Hot Service'

Changes recommended

None

Disabled friendly

Yes

Costa

Coffee Shop

Entry

Level access from the street. The door needed to be held open by colleague as staff were busy serving.

Staff

Only spoke to the manager who was very helpful. She showed us a Braille menu that was available and advised that they often had parties of customers with disabilities.

Changes recommended

It was suggested that a bell at the front door may be of help to both staff and customers.

Disabled friendly

Yes

Rawlins

TV shop

Entry

We could not access the shop in the scooter. The manager came out and explained that the access could not be changed due to the age of the building.

Staff

The manager was helpful and disabled shoppers used the shop and he helped in any way he could.

Changes recommended

A bell to the front door to alert the staff that help was needed.

Disabled friendly

No

Jasons Flowers

Florists

Entry

The shop was not accessible to the scooter user.

Staff

The staff were helpful and said that they would bring the flowers out to anyone unable to enter the shop.

Changes recommended

A bell to the front door to alert the staff that help was needed.

Disabled friendly

No