

Mystery Shopping Checklist of Venues Compiled by Hackney Disability Backup Members – this is a Rolling Survey.

You are invited to download the survey form and return to Age UK Hackney, 22 Dalston Lane, E8 3AZ

Venue name	Can you get to the venue by public transport?	How far are public transport stops from the venue?	Can people be dropped off and picked up outside the venue?
Sandringham Rd Post Office	Yes The Post office needs a queue for disabled people	Long distance	No
Salvation Army (Lower Clapton)	Yes	Not far	Yes
Hillman St Service Centre	Yes	5 mins	Yes
CLR James Library	Yes – at the centre of many transport links	Outside or very close	In side street close
Stamford Hill Library	Yes	5 mins one way or outside other direction	Yes
Clissold Baths	Yes	5 mins	Yes
The Picture House, Mare St	Yes – central for Hackney bus routes. 10 mins from Hackney Central	Most buses almost outside both ways	Yes
Madame	Yes	A few minutes away	Yes

Tussauds			
Yum Yums Thai Restaurant	Yes	Outside	Yes (at the back)
Sainsburys Dalston	No	Walking distance	Yes
Hackney Radio One Big Weekender 23/24 June 2012	Yes	Quite near (236,308) outside marshes	Yes (Only under instruction from security).
	Is there parking near the venue?	Are there accessible spaces designated for disabled drivers ? If yes, how many?	Can a person in a wheelchair travel easily from the parking space/s to the venue?
Sandringham Rd Post Office	No	No	No
Salvation Army (Lower Clapton)	No	No	n/a
Hillman St	Yes	6 spaces	Yes

Service Centre			
CLR James Library	No: Behind shopping centre 10 mins away	Yes (see left)	Yes, but pavement one way not good
Stamford Hill Library	Yes	Yes - limited	No
Clissold Baths	Yes	No	Yes
The Picture House, Mare St	Yes	Yes 6 spaces plus Tesco spaces across road	Yes, but only over road over main crossing points
Madame Tussauds	Yes, but limited	Yes – 4 spaces	Fairly easily – major road
Yum Yums Thai Restaurant	Yes, at the back	Yes a few	Yes, reasonably easily
Sainsburys Dalston	Yes	Yes - 2	Yes
Hackney Radio One Big Weekender 23/24 June 2012	Yes- on site, but only by advance request by phone or online.	Yes – but only if requested in advance	Only under the guidance of security stff; otherwise not easy.
	Is wheelchair access via the main entrance? If not, is there a detour for wheelchairs ?	Is the pavement outside free of obstacles such as 'A' signs, tables and chairs, for easy access?	Are all the public spaces in the venue wheelchair accessible?

Sandringham Rd Post Office	Yes	Yes	Yes
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	No – tables and chairs to one side; camber changes badly	Yes
Stamford Hill Library	Yes	No	Yes
Clissold Baths	Yes	Yes	Yes
The Picture	Yes	No – one food board	Yes

House, Mare St			
Madame Tussauds	Yes	No	No – but most are
Yum Yums Thai Restaurant	Yes, via ramp	No	Yes
Sainsburys Dalston	Yes	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	No: This was to the right of the main entrance and if you had not requested disabled access, when many people got there they were denied entry and had to queue for 30-45 minutes, or longer for those in wheelchairs and those who were clearly disabled. Improvements were made on the second day.	No – barriers and security had to move these as needed.	No- some areas were and there was a raised platform for disabled people
	Are colour contrast in the venue used (for example changes in colour to indicate step rises)?	Is there enough room on pathways and ramps for people to move with a companion (recommended 2 metres)?	Do ramps have handrails?
Sandringham Rd	No	Yes	No

Post Office			
Salvation Army (Lower Clapton)	No	Yes	No
Hillman St Service Centre	No	Yes	
CLR James Library	No	Yes	Yes
Clissold Baths	Yes	Yes	
The Picture House, Mare St	Yes	Yes	
Madame Tussauds	Yes	No-not all	Some
Yum Yums Thai Restaurant	Yes	Yes	
Sainsburys Dalston	No	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	Do not recall seeing any, except on platform	No: quite cramped and congested, although security helped	Yes, where raised platform was, opposite main stage
	Do stairs have handrails?	Are the stairs of a standard height?	Is a lift available ?
Sandringham Rd Post Office	n\ a	n\ a	Ground floor only

Salvation Army (Lower Clapton)	No	No	Ground floor only
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	Yes	Yes
Stamford Hill Library	n/a	n/a	n/a
Clissold Baths		Yes	
The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	Yes	Yes	
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	No stairs	n/a	Yes
Hackney Radio One Big Weekender 23/24 June 2012	Yes		No
	Can the lift be used independently by a person in a wheelchair (are	Does the lift have Braille buttons?	Are tactile indicators used (changes in surface that can be felt with a cane, marking on stair rises,

	buttons at a suitable height, is the door a width of 1.1 metres ?)		braille lift buttons) ?
Sandringham Rd Post Office	n/a	n/a	No
Salvation Army (Lower Clapton)	n/a	n/a	No
Hillman St Service Centre	Yes		Some
CLR James Library	-	Yes	Yes
Stamford Hill Library	n/a	n/a	n/a
Clissold Baths	Yes		Yes
The Picture House, Mare St	Yes – All fully accessible		Yes
Madame Tussauds	No- a guide takes you to each floor	No	Yes
Yum Yums Thai Restaurant	Yes		Yes
Sainsburys Dalston	Yes	Yes	Yes
Hackney Radio	n/a	n/a	

One Big Weekender 23/24 June 2012			
	Does the lift have audio announcements?	Are light indicators used to show floors?	Is the lift clearly signposted and easy to find?
Sandringham Rd Post Office	n/a	n/a	n/a
Salvation Army (Lower Clapton)	n/a	n/a	n/a
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	Yes	Yes
Stamford Hill Library	n/a	n/a	n/a
Clissold Baths	Yes	Yes	Yes
The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	Yes	Yes	Yes (A guide is provided to access each floor. Possible short wait, but a very good service. Only 1 st lift can be used on own).
Yum Yums Thai	Yes	Yes	Yes

Restaurant			
Sainsburys Dalston	No	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	-	-	-
	Are doors easy to open?	Are doors wide enough to cater for people in wheelchairs (width of 1.1 metres or larger)?	Are floor surfaces even?
Sandringham Rd Post Office	Yes	Yes	Yes
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	Yes	Yes
Stamford Hill Library	-	Yes (main doors)	Yes
Clissold Baths	Yes	Yes	Yes
The Picture	Yes	Yes	Yes

House, Mare St			
Madame Tussauds	No	No	No
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	Yes	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	-	Yes for accessible toilets	No
Sandringham Rd Post Office	Are floor surfaces easy for a person using a wheelchair to move over?	Is lighting even in the venue?	Are there well-lit areas for people that use sign language or lip read to communicate in?
	Yes	Yes	No
Salvation Army (Lower Clapton)	No	Yes	Yes
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	Yes	Yes
Stamford Hill Library	Yes	Yes	Yes
Clissold Baths	Yes	Yes	Yes

The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	No	Yes	No
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	Yes	-	This could be improved
Hackney Radio One Big Weekender 23/24 June 2012	No	No	Yes in food areas, raised platform area and toilet areas
	Does the venue have accessible toilets?	Are accessible toilets clearly identified?	Is it possible for a person using a wheelchair to close the toilet door easily behind them?
Sandringham Rd Post Office	No	n/a	n/a
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	Yes	Yes
Stamford Hill Library	Yes	Yes	Can ask attendant

Clissold Baths	Yes	Yes	Yes
The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	Yes	Yes	Yes
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	No – some distance	No	-
Hackney Radio One Big Weekender 23/24 June 2012	Some	No - it was necessary to ask staff	Some staff were on hand to help.
	Are there grab rails next to the toilet?	Is there enough room for a person to manoeuvre themselves from a wheelchair to the toilet?	Are toilet buttons easy to reach?
Sandringham Rd Post Office	n/a	n/a	n/a
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St Service Centre	Yes	Yes	Yes

CLR James Library	Yes	Yes	Yes
Stamford Hill Library	Yes	Yes	Yes
Clissold Baths	Yes	Yes	Yes
The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	Yes	Yes	Yes
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	Yes	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	Yes	Yes	Yes
Sandringham Rd Post Office	Are basins (and basin taps) accessible for a person using a wheelchair?	Are hand dryers or towels accessible for a person using a wheelchair?	Is the mirror at the right height for a wheelchair user ?
	n/a	n/a	n/a
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St	Yes	Yes	Yes

Service Centre			
CLR James Library	Yes	Yes	Yes
Stamford Hill Liobrary	Yes	Yes	Yes
Clissold Baths	Yes	Yes	Yes
The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	Yes	Yes	Yes
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	Yes	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	Did not see any taps	Some paper towels	Never saw any
	Is there an alarm button for people to use in an emergency?	If shade and shelter is provided for outdoor areas is this accessible for people using wheelchairs?	Is a hearing augmentation system available in the venue?
Sandringham Rd Post Office	n/a	No	No

		Yes	No
Salvation Army (Lower Clapton)			
Hillman St Service Centre	-	Yes	Yes
CLR James Library	Yes	Not really, only cafe	Yes
Stamford Hill Library	Yes	-	-
Clissold Baths	-	Yes	No – staff announcements on tannoy
The Picture House, Mare St	Yes	n/a	Yes
Madame Tussauds	-	Yes	n/a
Yum Yums Thai Restaurant	-	Reasonably	No
Sainsburys Dalston	-	No	D/K
Hackney Radio One Big Weekender 23/24 June 2012	-	Yes (some tents and marquees)	-
	If yes, what type of system is available (eg infra-red,	Are there signs to indicate the availability of the system and	What areas of the venue or seating areas are linked to the system?

	loop, or wireless) ?	where it is located?	
Sandringham Rd Post Office	n/a	n/a	n/a
Salvation Army (Lower Clapton)	n/a	n/a	n/a
Hillman St Service Centre	Loop (I think)	-	-
CLR James Library	Loop	Yes	Meeting rooms
Stamford Hill Library	-	-	-
Clissold Baths	-	-	-
The Picture House, Mare St	-	-	-
Madame Tussauds	-	-	-
Yum Yums Thai Restaurant	-	-	-
Sainsburys Dalston	-	No. Broken	-
Hackney Radio One Big Weekender	-	-	-

23/24 June 2012			
	Can people use the system without having to book?	Are staff aware of how to use the system?	Is signage clear and legible through the venue?
Sandringham Rd Post Office	n/a	n/a	No
Salvation Army (Lower Clapton)	n/a	n/a	Yes
Hillman St Service Centre	-	-	Yes
CLR James Library	No	Yes	Yes
Stamford Hill Library	-	--	Yes
Clissold Baths	-	-	Yes
The Picture House, Mare St	-	-	Yes
Madame Tussauds	-	-	Yes
Yum Yums Thai Restaurant	-	-	-
Sainsburys Dalston	-	-	Yes

Hackney Radio One Big Weekender 23/24 June 2012	-	-	-
	Is the colour of signs easy to read ?	Is the font and size of signs easy to read ?	Is signage well lit at night?
Sandringham Rd Post Office		Yes	
Salvation Army (Lower Clapton)	Yes	Yes	-
Hillman St Service Centre	Yes	Yes	Yes
CLR James Library	Yes	Yes	n/a
Stamford Hill Library	-	-	-
Clissold Baths	Yes	Yes	-

The Picture House, Mare St	Yes	Yes	Yes
Madame Tussauds	Yes	Yes	Yes
Yum Yums Thai Restaurant	Yes	Yes	Yes
Sainsburys Dalston	Yes	Yes	Yes
Hackney Radio One Big Weekender 23/24 June 2012	-	-	-
	Is free water available for taking medication?	Is seating easy to rise from (not too low to the ground)?	Does seating have armrests?
Sandringham Rd Post Office	No	No	
Salvation Army (Lower Clapton)	Yes	Yes	No
Hillman St Service Centre	On request	No – very poor for disabled people along with	No

		requirement for queuing	
CLR James Library	On request	Most of it	Some
Clissold Baths	In cafe	Yes	Yes
The Picture House, Mare St	On request	-	Yes
Madame Tussauds	-	No seating except in cinema	Yes
Yum Yums Thai Restaurant	On request	Yes	Some
Sainsburys Dalston	No	-	-
Hackney Radio One Big Weekender 23/24 June 2012	Yes	A raised platform was available with chairs on top.	No
	In theatre areas or auditoriums, what areas can people using wheelchairs sit in?	Do wheelchair seating spaces allow people to sit with their companions?	Does seating allow a guide dog to sit underneath a chair?
Sandringham Rd Post Office	n/a	n/a	Yes
Salvation Army (Lower Clapton)	Auditoriums	Yes	Yes

Hillman St Service Centre	Limited space and have to be queues	No	No
CLR James Library	Flexible	Some	Yes
Stamford Hill Library	-	-	-
Clissold Baths	Yes	Yes	-
The Picture House, Mare St	-	-	-
Madame Tussauds	Special staff controlled area	Yes	-
Yum Yums Thai Restaurant	Bar and restaurant	Yes	-
Sainsburys Dalston	-	-	-
Hackney Radio One Big Weekender 23/24 June 2012	Raised platform opposite the main stage	Yes	Yes
	Are service counters (eg. ticketing booths or bars) at a height that can be accessed by a person using a wheelchair?	Is water available for a guide dog?	Are emergency exits accessible to a person using a wheelchair or with limited sight?

Sandringham Rd Post Office	Yes	No	Yes
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St Service Centre	Some	-	Yes
CLR James Library	n/a	Yes	Yes
Stamford Hill Library	-	-	-
Clissold Baths	Some	-	Yes
The Picture House, Mare St	Some are	-	-
Madame Tussauds	Yes	-	Yes
Yum Yums Thai Restaurant	Yes	-	Yes
Sainsburys Dalston	Yes	-	Yes
Hackney Radio One Big Weekender 23/24 June 2012	-	Yes – on request	Yes
	Is information about the venue available in a range	Are both visual and audio warnings provided in an	Was there any evidence of staff with specific skills to assist

	of formats (for example printed material, large print, audio, website)? Which formats are used?	emergency?	disabled people (eg BSL interpreter) ?
Sandringham Rd Post Office	No	No	No
Salvation Army (Lower Clapton)	Yes	Yes	Yes
Hillman St Service Centre	Yes	Yes	No
CLR James Library			No evidence of such
Stamford Hill Library	-	-	-
Clissold Baths	Yes	Yes	No
The Picture House, Mare St	Yes	-	-
Madame Tussauds	Yes – very helpful	Yes	No
Yum Yums Thai Restaurant	Yes	-	-
Sainsburys Dalston	-	-	No
Hackney Radio	Yes – website; printed	D/K – I could only see a lit up	

One Big Weekender 23/24 June 2012	booklet (too small typeface for some)	sign at the entrance.	
	Are staff available to provide assistance to patrons?		
Sandringham Rd Post Office	No	No	No
Salvation Army (Lower Clapton)	Yes		
Hillman St Service Centre	Yes (not always the right information).		
CLR James Library	Yes		
Stamford Hill Library	Yes. Staff available and very helpful	-	-
Clissold Baths	Yes: The swimming and health club areas have special changing cubicles for disabled person or wheelchair users. All facilities in it (toilet, seated shower, locker, spare chair) Also special stepp		

	access to water and hoist.		
The Picture House, Mare St	Lots of them. All very helpful.		
Madame Tussauds			
Yum Yums Thai Restaurant	Yes		
Sainsburys Dalston	No- You have to find them and ask		
Hackney Radio One Big Weekender 23/24 June 2012	Yes – security staff were some help. Hackney host stewards and volunteers were the most helpful. Festival republic sent pregnant and disabled people from the disabled access queues back to the main queues if they had not registwered on-line for entry special services, which caused a lot of distress. People were made to stand in long queues even when they were obviously disabled.		