

Quest MV4 – Accessible Facilities

Guidance Notes



Module Outcomes:
<ul style="list-style-type: none"> • Visibility and accessibility of inclusive programmes • Integration of people with long-term health conditions and disabilities into the programme • Availability and promotion of entry-level or beginner • Evidence of targeted sessions for underrepresented groups (e.g. women and girls, ethnically diverse communities) • Signposting to health and wellbeing programmes.

Mystery Visit					
Challenge:	Yes	Partial	No	N/A	Not Tested
Parking and Cycle Storage					
Are accessible parking bays clearly marked and close to entrances?	Bays are clearly marked and near the entrance. e.g., bright paint, blue badge logo visible.	Bays exist but are faded or far away. e.g., lines worn or used by the wrong cars.	No accessible bays. e.g., only standard parking available.	No parking.	
Are spaces provided for adapted or tandem cycles?	Adapted cycle spaces are clearly marked and easy to reach. e.g., separate wider rack for adapted bikes; or Space available at the end of the rack for an adapted cycle.		No adapted cycle spaces or no racks provided. e.g., only standard racks.		

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Parking and Cycle Storage					
Are cycle storage areas secure, well-lit, sheltered and visible?	Secure, lit, and easy to see. e.g., lockable shelter under light.	Some issues with lighting or shelter. e.g., area dim at night.	Not secure or unsafe.	No cycle storage.	
Entrance & Turnstiles					
Can wheelchair users access all turnstiles and gates, including sports wheelchairs?	Turnstiles and gates are wide and easy for wheelchair users. e.g., a wide gate clearly marked for wheelchair use.	Some gates are narrow or hard to open. e.g., one gate blocked or heavy to push.	Gates cannot be used by wheelchair users. e.g., only narrow turnstiles available.	No gates or turnstiles.	
Are the doors wide enough for wheelchair users?	Doors open wide and are easy to pass through.	Some doors are narrow or awkward. e.g., one door is too tight for a wheelchair.	Doors are all too narrow or blocked.		
Is there clear signage at turnstiles/gates and instructions for support if needed?	Signs and help instructions are easy to find and read. e.g., “Press for assistance” button clearly marked.	Some signs are unclear or small. e.g., a sign partly hidden or text hard to see.	No clear signs or helpful information.	No gates or turnstiles.	

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Circulation and Pathways					
Are hallways wide enough for wheelchairs to move safely?	Hallways are clear and wide.	Some areas are narrow or partly blocked.	Hallways are blocked or too narrow.	No hallways.	
Are pathways firm, smooth, and free of obstacles?	Pathways are smooth and clear. e.g., level floor, no clutter.		Pathways blocked or unsafe.	No pathways.	
Are ramps and drop kerbs accessible and fitted with handrails where needed?	All ramps and kerbs are safe and easy to use.		Ramps or kerbs are not usable. e.g., too steep or no rail.	No ramps or kerbs.	
Signage					
Are braille or tactile signs provided where needed?	Braille/tactile signs in place where needed.	Some areas have tactile signs; others do not. e.g., only the main entrance marked	No braille or tactile signs.		

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Seating and Counters					
Is all seating accessible, with wheelchair spaces clearly identified?	Accessible seating is provided and marked.	Some accessible seating, not all areas covered.	No accessible seating. e.g., all fixed seating with no space for a wheelchair.	No seating areas.	Could not check as the area was closed.
Are counters low enough for wheelchair users to reach?	Counter accessible for wheelchair users. e.g., the low section at reception or the cafe.	Some counters are difficult to use. e.g., low counter at reception but not the café.	Counters are too high or unreachable. e.g., no low desk available.	No counters.	
Lighting and alarms					
Is lighting sufficient throughout the facility?	Bright and even lighting everywhere.	Some dim areas. e.g., the corner near the exit is darker.	The lighting is too poor to move safely.		
Are alarms visual and/or auditory and accessible to all users?	Both visual and sound alarms work well. e.g., flashing and sound alarms.	Only one type of alarm. e.g., sound alarm only.	No accessible alarms.		

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Accessible Toilets and Changing Facilities					
Are some showers accessible with seats or chairs and easy-to-reach controls?	Showers have seats/chairs and reachable controls. e.g., a tip-up seat by the shower.		No accessible shower features. e.g., standing-only showers.	No showers.	Could not check as the area was closed.
Are grab rails in showers and toilets robust and easy to use?	Grab rails are secure and easy to hold. e.g., smooth rail fixed firmly.		No grab rails or unsafe.	No rails needed.	Could not check as the area was closed.
Are the benches in the changing areas stable and easy to use?	Benches are stable and comfortable to use. e.g., firm, level benches.	Some benches are wobbly or too close together. e.g., one bench is unsteady.	No usable benches.	No changing areas.	Could not check as the area was closed.
Do changing areas have hooks at multiple levels?	Hooks are available at various heights (low and high)		Hooks are only available at one height.	No changing areas.	Could not check as the area was closed.
Are emergency cords untied?	Cords are untied.		Cords were tied up.	No changing areas.	Could not check as the area was closed.

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Lifts					
Are lifts working and large enough for wheelchair users?	Lifts are working and easy to use. e.g., the lift fits the wheelchair comfortably.		Lifts not working or unusable (too narrow). e.g., only stairs available.	No lift.	
Swimming Pool					
Is there an accessible pool entry (hoist, ramp, or chair) and steps with rails?	Pool entry is easy, and the equipment works. e.g., working pool hoist available.	The pool set-up is partly accessible. e.g., the pool hoist is in place, but there are no accessible steps in place.	No accessible hoist entry or rails.	No pool.	Could not check as the area was closed.
Gym and Fitness					
Can wheelchair users access the gym and move safely around the equipment?	The gym entrance and layout are fully accessible. e.g., wide paths between machines.	Some areas are cramped or blocked. e.g., limited space between rows.	Not accessible. e.g., steps into the gym area prohibit access.	No gym.	Could not check as the area was closed.
Are some exercise machines accessible or adjustable for people with mobility limitations?	Machines are adjustable or designed for varied users. e.g., one or two adjustable machines.		No accessible or adjustable equipment.	No gym.	Could not check as the area was closed.