



The Accessible Facilities module aims to help facilities to meet their design and operational obligations for different user groups.

The module focuses on a physical audit of the facility from a user's perspective against key inclusive focal points, including the provision of accessible changing rooms, working hearing loops and inclusive fitness equipment. The assessment will be completed by the Quest Assessor on day two of the process. The requirements detailed within the assessment will be scored as Yes or No and then a banding will applied to provide an overall score for the module.

The new Tackling Inequalities (compulsory Day 1 module) and Accessible Facilities (optional Day 2 module) can be completed together, either within or outside of the Quest assessments. Facilities achieving Very Good or above in both modules will be awarded a new Quest Tackling Inequalities in Leisure Standard.

Module Outcome
To help facility managers, building owners and operators review if Management have embedded accessibility across the organisation, including procurement, maintenance, upgrades and refurbishments.
Help identify if equipment selection is well-informed and inclusive of a range of disabled customers.
To help facility managers, building owners and operators meet their design and operational obligations.
To help the Facility and management team meet their obligations under The Equality Act 2010.
Help identify and avoid physical barriers that might otherwise limit the use of the facility by disabled people.
Focal Points - Questions to consider in preparation for your Quest Assessment
All staff have completed disability awareness training.
Have management liaised with local groups/communities to ensure the facility is accessible for their needs?
Have management considered how they communicate/market to people with a disability?
Have people with disabilities been considered within the risk assessment process?
Is your facility accessible and suitable for staff who have a disability?
Does the facility have accessible equipment within their activity areas?



Area	A physical assessment will be done on the day of the assessment. These requirements will be scored as Yes or No and then a banding will be applied.	Guidance to help identify if the answer is Yes, No or NA.
General	Clear identifiable turnstile, signage and gate	<p>Accessible turnstiles and gates have clear signage taking into account colour contrast, lighting and text size.</p> <p>Gate is wide enough for a sports wheelchair, some require a design width of 1.2m.</p> <p>If the gate is not accessible, there should be a clear method to request additional support.</p>
	Circulation areas clear	<p>Circulation areas are wide enough for use by wheelchairs.</p> <p>There is a firm, smooth and clear pathway in place in all circulation areas.</p>
	Doors easy to open	<p>If doors are automatic, they should remain open long enough for slow-moving people to pass through them.</p> <p>If doors are not automatic, they should be easy to open or there should be a clear method to request additional support.</p>
	Signage to facility areas large and clear	<p>Signage has been placed in logical locations.</p> <p>Letter heights within the signage have been adjusted and increased to enable them to be read from a distance.</p> <p>Signage has good colour contrast.</p>
	Are braille or tactile signs in use throughout the facility? <i>Please note tactile signs include raised letters or symbols so can be read by touch.</i>	Yes or No.



Area	A physical assessment will be done on the day of the assessment. These requirements will be scored as Yes or No and then a banding will be applied.	Guidance to help identify if the answer is Yes, No or N/A.
General	Alternative methods to obtain literature, electronic leaflets, and website are available, with information being available in large print upon request.	Yes or No.
	Are assistance dogs welcome within the facility?	Signage and/or information on the website indicate that assistance dogs are welcome within the facility.
	Is access to all seating areas accessible via wheelchair?	The access route to the seating area is clear and unobstructed Designated wheelchair spaces have been identified in seating areas. If doors to seating areas are not automatic, they should be easy to open or there should be a clear method to request additional support.
	Working lift to all facility areas (if out of order an assessment fails)	If the facility has public areas across multiple areas, working lifts should be available and large enough to fit in a sports wheelchair user.
Car Park	Clearly signposted accessible or blue badge holder bays	Yes or No.
	Drop kerbs	Are in place and have smooth edging.
	Ramps into centre and handrails	Is there a ramp? Are there handrails in place?
Cycle Parking	Provision should be made for parking cycles in secure locations away from pedestrian routes.	Is the area well maintained? Is the area well-lit at night? Is the area sheltered? In public view (or covered by CCTV or in a cage with an access code) Closer than, or close to, the nearest available car parking spaces.



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Cycle Parking	Is there space for adapted cycles and tandems?	Adapted or tandem cycles are likely to require a larger space, as such there should be dedicated well-marked slots reserved for adapted cycles.
Entrance	Automatic doors or clearly displayed process for entry	Automatic doors should be in working order. There should be a clear method to request additional support.
	If glass doors, it is obvious you can tell if the door is open or closed.	Vertical lines and glass safety stickers/graphics are in place and located at multiple different eye levels.
Reception	Low-level counter	The typical height of a wheelchair armrest is about 29 inches, a recommended countertop height for a person using a wheelchair is a minimum of 28 inches and should be no higher than 34 inches.
	Hearing loop signage in place and hearing loop working	Yes or No.
	Sufficient lighting	The lighting level is a minimum of 100 lux.
Changing Rooms	Unisex policy, for carers of the opposite sex	Yes or No.
	Clear of rubbish, not used as storage	Yes or No.
	Alarm cord is in place, not tied	Yes or No.
	Doors are not too heavy	Yes or No.
	Clothes hook at the correct level	Accessible clothes hooks are located within the reach range of 1050mm and 1400mm above floor level.



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Changing Rooms	Shower adjustable	A tip-up seat should be available. Shower chairs should be available and located conveniently. Shower controls are easily accessible.
	Grab rails for the shower and toilet	Handrails should be easy to grip, with an outside diameter of 45 - 50 mm. Handrails are robustly fixed to the walls. Handrails should be smooth to the touch.
	Benches in place	Changing benches should be a minimum width of 450mm, with a smooth surface, and set at a height of 480 mm.
	Space for a wheelchair to turn around with the door open and closed	The space required for a smooth U-turn in a standard wheelchair is 1970 mm by 1530 mm.
Toilets	Unisex policy, for carers of the opposite sex	Yes or No.
	Clear of rubbish, not used as storage	Yes or No.
	Alarm cord is in place, not tied	Yes or No.
	Grab rails for the toilet	Handrails should be easy to grip, with an outside diameter of 45 - 50 mm. Handrails are robustly fixed to the walls. Handrails should be smooth to the touch.
	Consumables and drier accessible	Consumable items and driers (if in place) are located in areas accessible to disabled users.
	Clothes hook at the correct level	Accessible clothes hooks are located within the reach range of 1050mm and 1400mm above floor level.
	Space for a wheelchair to turn around with door open and closed	The space required for a smooth U-turn in a standard wheelchair is 1970 mm by 1530 mm.



Area	A physical assessment will be done on the day of the assessment. These requirements will be scored as Yes or No and then a banding will be applied.	Guidance to help identify if the answer is Yes, No or N/A.
Pool (May be N/A)	Hoist, ramp, or chairs to the pool	One of these should be in place, well-maintained and in good working order. (Evidence of service records required)
	Rails for steps (rather than a ladder)	Rails should be firmly secured, smooth to the touch and in good working order.
Café (May be N/A)	Low counter	The typical height of a wheelchair armrest is about 29 inches, a recommended countertop height for a person using a wheelchair is a minimum of 28 inches and should be no higher than 34 inches.