

**“Its just popping to the shop”**



**There is so much more to it..**

# Possible barriers



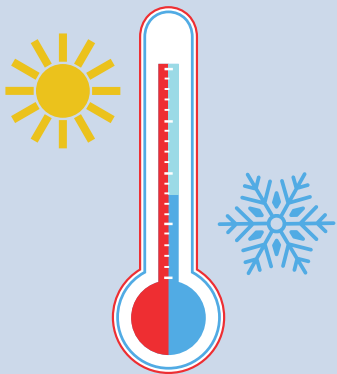
Navigating  
route to shop



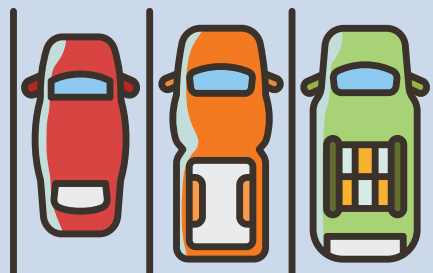
Crowded



Visiting a  
unfamiliar shop



Temperature  
changes



Finding Parking

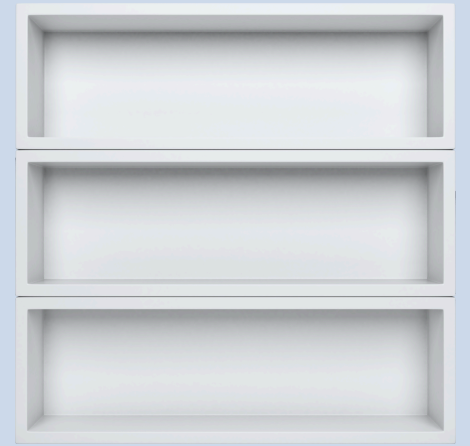


Unknown  
shoppers

# Possible barriers...continued



Product location  
changes



Products out  
of stock



Harsh lighting



Loud  
noises

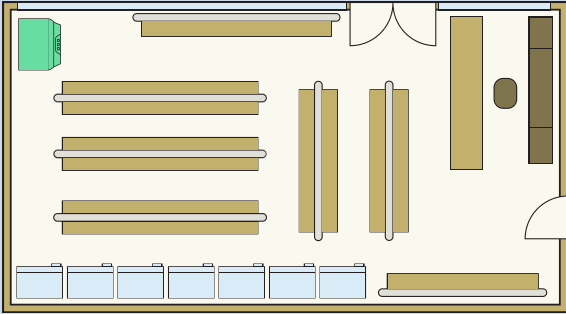


Small talk  
with Cashiers

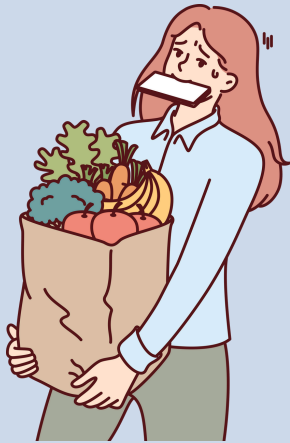


Too much choice

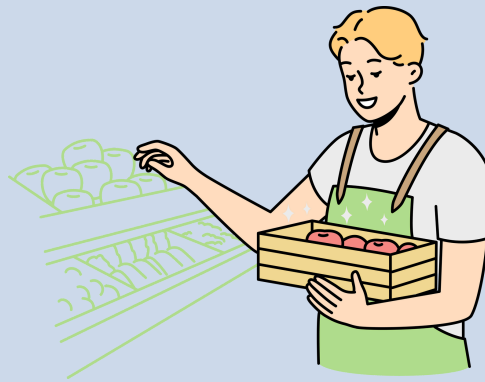
# Possible barriers...continued



**Navigating  
shop layouts**  
(Frequently changing)



**Getting  
shopping home**



**Unfamiliar  
Staff**



**Making  
choices**  
(While overwhelmed)



**Forgetting  
items**



**Having to  
return**

# Alternatives



Click and Collect  
Shopping



Home  
delivery



Same/next day  
essentials deliveries

**“Everyone should be able to pop to the shop at any time they need to, without experiencing sensory distress and overload.**

**Low lighting, low music, no tannoy announcements should be all day, every day.”**

**“Little things like keeping the shop layout the same, rather than frequently changing product categories around, could make a big difference”**

**What do you find difficult  
about going to the shop?**



**What changes would you  
make, for shops to be  
more accessible?**