

# EXAMPLE NEURODIVERSITY ACCESSIBILITY AUDIT RESTAURANT

info@interludo.org | www.interludo.org

## Overview

### Noise

Excess background noise.

Loud music.

No barriers to shield other conversations.

No alternatives or equipment offered for guests who have varying needs.

Laminate flooring very noisy and distracting.

### Lights

No adjustable lighting areas.

One level of brightness for whole restaurant.

Natural light is thrown in a distracting way through slatted blinds.

Red lighting which can cause anxiety.

### Expectations

Limited images of the interior on the website.

No videos or explainer guides available.

Out of date menu on website with old menu items.

Lack of instructive signage in the restaurant.

### Environment

No escape space/sensory room.

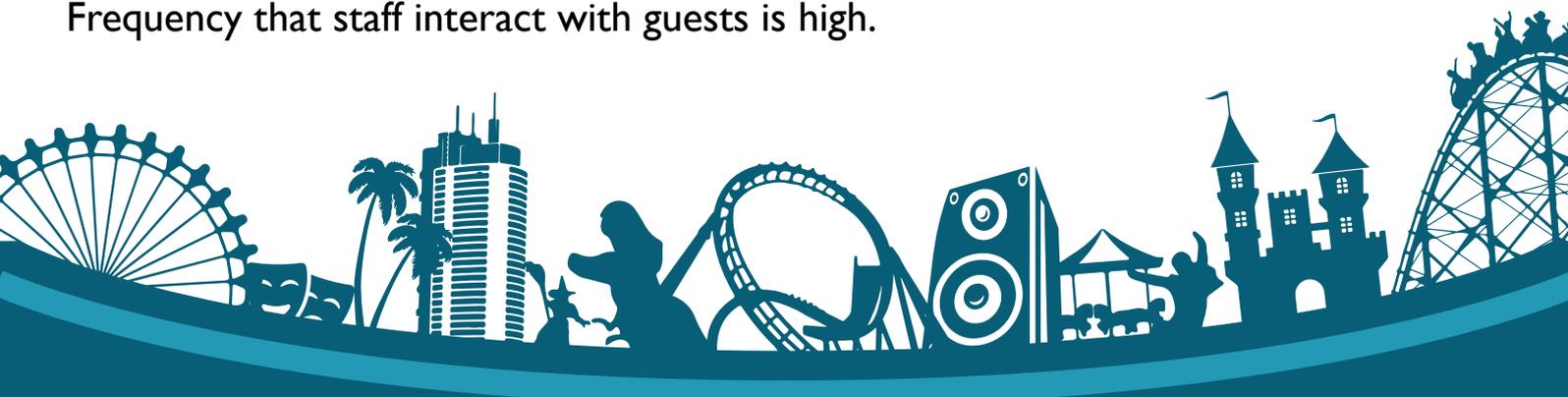
Loud with no sound barriers or booths to offer.

Some areas of high arousal due to lighting choices.

### Support

Staff require training in awareness of neurodiversity and catering for varying needs.

Frequency that staff interact with guests is high.



## Priority Codes

1 Urgent

2 Medium

3 Non Urgent

4 Low

No	Findings	Recommendation	Supporting Image	Priority
1	The walls are a plain and undistracting colour however the lighting in red creates high arousal areas that distract focus and can create anxiety.	Use low arousal colours like pastels, or a feature wall in a bolder contrasting colour. Use cream instead of white or yellow. Change red lighting for something more soothing like a blue colour.		2
2	There is no escape space or sensory areas where people can go if they become over stimulated or need time away from the restaurant environment.	You could utilise the large cloakroom area to create a space with a door that has soft furnishings, lighting on a dimmer switch, carpet and potentially something like a bubble tube.		1
3	Menu Items have some options but all items should be able to be customised. Equally it does not mention that food can be served at the temperature a customer requests.	A note on the menu to inform guests that they can customise each dish will satisfy this requirement.		3
4	The environment can be extremely noisy at peak times with multiple conversations, background music and environmental noise causing great distraction to many and increasing anxiety.	You could create acoustic barriers with the existing furniture, create a few booths. background music should not have words and be lower volume. Purchase some noise cancelling headphones that are available on request		1



## Priority Codes

1 Urgent

2 Medium

3 Non Urgent

4 Low

No	Findings	Recommendation	Supporting Image	Priority
5	Blinds on windows are slatted, this can be very distracting as it breaks up the natural light in an unnatural way.	Removed slatted blinds and replace with either one solid singular blind or potentially curtains if you feel you need any at all.		2
6	Table lighting is not varied, each part of the restaurant has equal lighting setups for evening diners.	Use different lighting intensities in different areas or have dimming switches for some of your lighting at least. Some people enjoy bright light, some people like very low lighting.		3
7	Staff can be a little too attentive and multiple members of staff questioned us on our preparation for ordering. This may seem attentive and like good customer service but it can cause real anxiety and potential 'shutdown'.	Provide training for your staff in neurodiversity, things like autism awareness training from the NAS would be a good start. Potentially offer an app for mobile ordering for people who wish to use it. Have a flag system on tables to show people who are ready or need support.		3
8	Website has no information about what to expect before visiting the venue, there are only 2 pictures of the environment on there, and no guidance. The menu on the site had differences to the one provided as it was out of date.	Ensure the website is kept up to date. Film walkthrough videos of your restaurant and have a staff member explain every interaction and event that an average customer will likely experience. This helps prepare people's expectations.		1

