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Ext:-

Our Ref: PS/DB

14th August 1984

Ms D E Whitaker  
Secretary  
Centre for Voluntary Action  
The St Thomas Centre  
Ardwick Green North  
Manchester M12 6FZ

Dear Ms Whitaker

Thank you very much for your letter of 9 August, concerning parking facilities for disabled people.

You will be pleased to know that where we have jurisdiction over the car parking, it is part of our planning concept for superstores to allocate some three per cent of the spaces to disabled people. These spaces are nearest to the superstore entrances. They are also clearly marked 'Parking for Disabled'. So far as is possible these spaces are 'policed' to ensure that these spaces are used only by disabled people. In this respect I am sure you would share our view that the correct use of these spaces is very much down to attitudes.

In recent years there has been growing pressure - which Tesco completely accepts - for retailers like ourselves to provide reasonable help and facilities for disabled people. However, in some of our older, smaller, stores we are not able to provide the type of service we would like.

A general point is that in planning our new superstores the interests of disabled people are very much borne in mind. It is our policy to encourage the disabled to join the rest of the community in doing their shopping and to enjoy the benefits of choice and price which come with the type of superstore we are currently developing.

I hope you find the above comments useful.

Yours sincerely

Peter Stephens  
Public Affairs

# SAINSBURY'S

J Sainsbury plc  
Stamford House  
Stamford Street  
London SE1 9LL

Switchboard 01-921 6000  
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31st August 1984

Ms Dorothy E Whitaker  
Centre for Voluntary Action  
Greater Manchester Highways & Disability  
Group

The St. Thomas Centre  
Ardwick Green North  
Manchester  
M12 6F2



Dear Ms Whitaker

Thank you for your letter of 9th August which has been passed on to myself as Director of Branch Services from Mr C. J. Leaver.

In answer to your first point it is indeed our policy to designate clearly signed disabled spaces adjacent to the store with a width of 3.5M and 4-6 spaces depending on the size of the car park.

Each store Manager has the discretion to deal with unauthorised use of the designated spaces, as he feels appropriate, although I would certainly expect this to be carried out with tact and diplomacy.

I hope this answers your queries but do not hesitate to contact me again if you would like further information.

Yours sincerely

A handwritten signature in cursive script that reads "J. G. Grindle".

J. G. Grindle  
Director of Branch Services



# SAFEWAY

## SAFEWAY FOOD STORES LIMITED

Beddow Way, Aylesford, Maidstone, Kent. ME20 7AT. Tel: 0622) 72000. Telex: 965037

Direct Line 0622 72312

AG/SC

15 August 1984

Ms D E Whitaker  
Secretary  
Centre for Voluntary Action  
The St Thomas Centre  
Ardwick Green North  
Manchester  
M12 6FZ

Dear Ms Whitaker

Thank you for your letter of 9 August. It is Safeway's policy that in all its stores we take a positive attitude towards helping the disabled. This most certainly includes designated parking spaces for disabled people in as close a proximity to the store entrance as is possible, and the Company tries in all instances to ensure that these bays are only used by the disabled. Certainly so far as Store Management is concerned they are well aware that these bays are designated for a specific reason and they would most certainly not use them for their own purposes. If it was discovered that this was happening in one of our stores, and it is brought to our attention, then we would take the necessary steps to prevent it from occurring again.

In addition I would point out that within the stores we do set aside one, and sometimes two, checkouts appropriately signed for use by the disabled.

I hope that this information is of use to you, and if there is any way that we can help you further then please do not hesitate to contact us.

Yours sincerely

Alastair Graham  
Personnel Director

# Why it's a little easier to shop at Asda when shopping is anything but easy.

All too often, disabled people are forgotten where shopping is concerned. But not at Asda.

Our stores always have some features for disabled people. It's all part of ensuring that shopping really is all together better. For everyone.



## — SPECIALLY — — DESIGNED TROLLEYS. —

You'll find some special trolleys, designed to make it a lot easier to get around and do your shopping. Just ask for one at the Customer Services Desk.



## — EXTRA WIDE AISLES. —

Shopping is usually a bit of a crush. But Asda is no usual store. Our aisles have a lot more space than most.



— SPECIAL CHECKOUTS. —  
Getting through the checkout is often the worst part. Not at Asda. We have an extra wide checkout for you.

— SPECIAL PARKING. —  
Right outside, there are car parking spaces just for disabled drivers, next to the main entrance.



— SPECIAL —  
— TOILET FACILITIES. —  
And we have special toilets specifically for disabled people, right inside the store.

Mr. A. Preece  
Public Relations  
Asda House  
Britannia Road, Thirley LEEDS

ALL TOGETHER, BETTER.

 **Asda**  
SUPERSTORES