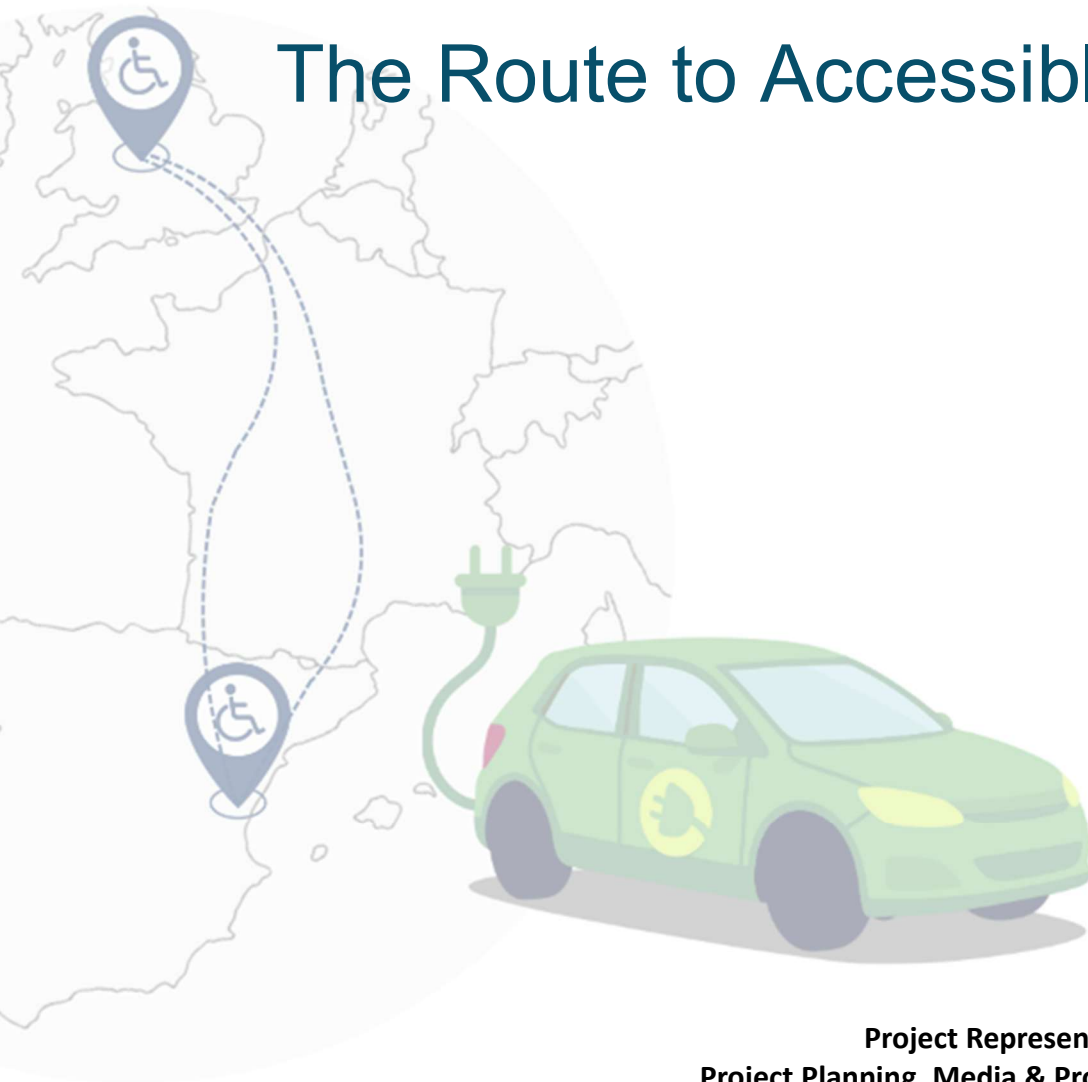


Accessible EV Europe Road Trip

The Route to Accessible EVs



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Introduction

The Electric Vehicle (EV) infrastructure sector is currently one of the fastest-growing industries in the world. Despite being introduced during a period where inclusive design and accessibility are far better understood and acknowledged, accessibility has remained an afterthought rather than a core requirement. From the outset, the EV industry's focus seems to be on maximising grant opportunities and positioning itself as an early adopter of new technology, rather than ensuring infrastructure has longevity and is accessible and usable for all members of society.

Until 2022, there wasn't a design standard to follow within the UK for accessible EV charging. Although PAS1899:2022 (the UK's benchmark specification for accessible public EV charging) is freely available, it remains only as guidelines. The European Committee for Standardisation has begun their own investigation to produce their own set of standards, called EN18324. However, it remains in draft form, and any EV chargers placed prior to its submission will remain exempt, resulting in thousands of chargers likely not being accessible to many EV users.

The Accessible EV Europe & England Road Trip was implemented to document the real-life challenges of travelling abroad in an electric vehicle as a disabled person, highlight the urgent need for inclusive EV infrastructure, and improve understanding of, and confidence in, EV infrastructure among disabled drivers ahead of the Zero Emission Vehicle mandate. The journey was the first documented journey of its kind to test out the accessibility of the EV charging network around England and Europe.

The project ran from Tuesday 5th May until Wednesday 13th May 2026. The project included 6 days of driving through England, France and Spain, from Great Barr, Birmingham to Torrevieja, Alicante, in a VW ID.4 provided by AVC (Accessible Vehicle Club). Leading the journey was Anjna Patel, 68, DMUK member and trustee, who has lived with severe rheumatoid arthritis for over two decades. On occasion, at charging locations, Anjna used her walking stick or sat in a wheelchair to provide a clear visual representation of some of the challenges disabled people can face. These were documented through photographs and videos. Travelling with Anjna was DMUK (Disabled Motoring UK) colleague Zoe Rush, who provided media, reporting and general support.

The additional risks and concerns often faced by women, older people, and disabled people contribute to fears around transitioning to electric vehicles. 75% of disabled people who have used EVs find charge point accessibility very bad or bad (according to 2023 Euan's Guide Access Survey, completed by 6,000+ participants, A7.1). Before the trip, there were a few key accessibility issues they expected to encounter at chargers and while driving. Some of these include:

- Size of bay and weight of charger
- Inaccessible facilities while waiting to charge
- Force/strength required to use the chargers
- Obstacles surrounding bays, including bollards, kerbs and lack of shelter
- Lack of on-site support & security of the site
- Range anxiety

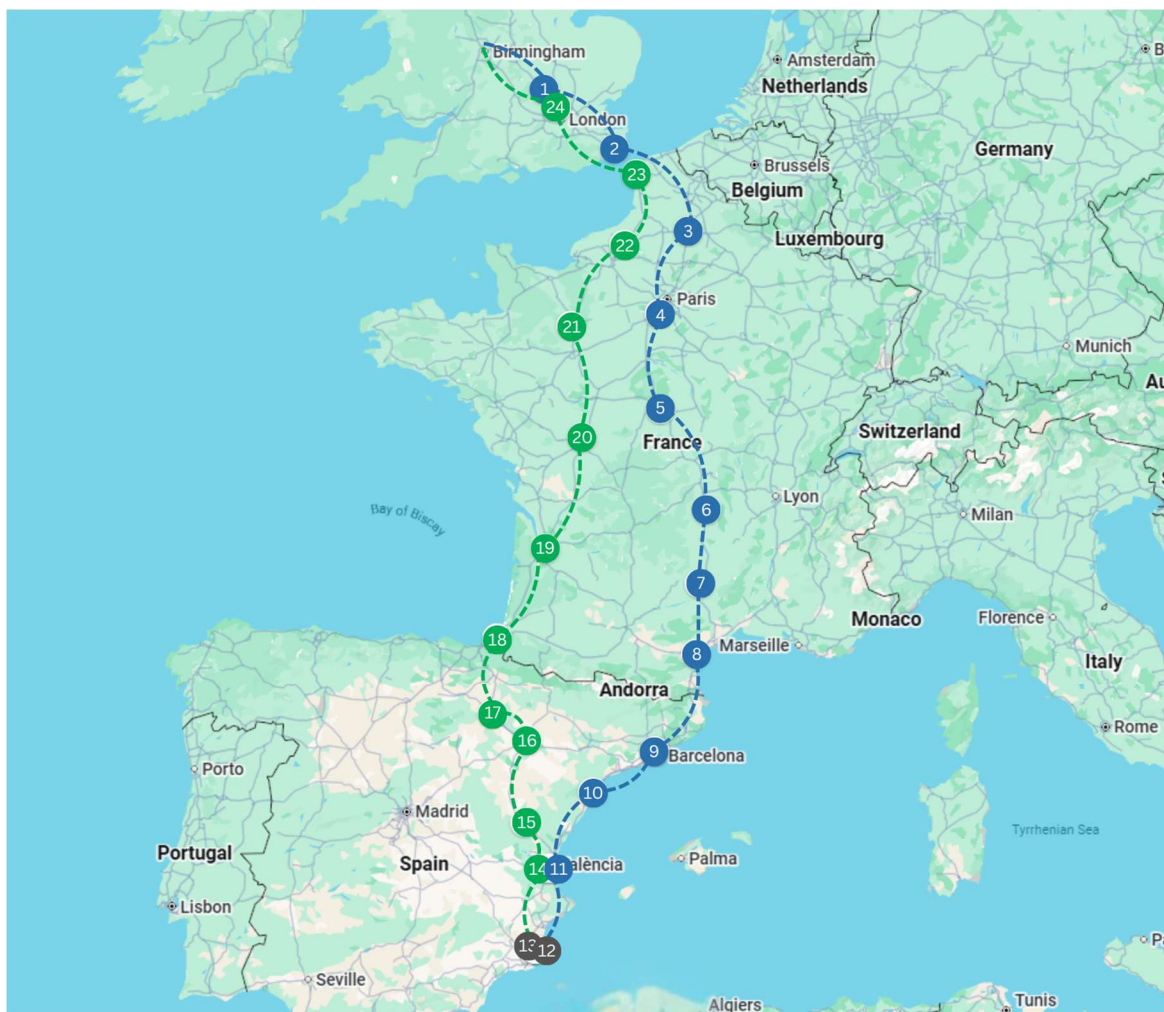
- Use of apps to find charging locations and to make payments
- Issues with use of the screen- such as lack of buttons, language barriers, height of screen/payment terminal, and the accessibility of the font and wording.

At each charging location, an audit was completed using a bespoke assessment. The audit criteria were developed with reference to the Safer Parking Accessible EV Accreditation, owned by DMUK and Police CPI, it supports the requirements of PAS 1899 (PAS1899:2022). In addition, following each charging session and audit, Anjna assigned each charger a rating from 1 to 5 based on her experience and the extent to which the site met the audit criteria.

The project's audits and general findings are presented in this report. The full audits can be found within the appendices A9 and A10. Abbreviated information is also available on **YouTube** via **@DMUKTeam**, and online reviews can be accessed by searching for the relevant sites on **Euan's Guide** or **Google Maps**.

Map of charging locations

Below provides a visual of each of the charging locations and the route taken to Spain.



Route Planning & Route Taken

To ensure as smooth a journey as possible, a route to and from Spain was pre-determined. This proved valuable to reduce range anxiety, map out rest stops and avoid unexpected delays when determining where to charge. This was also valuable to determine if the expected plan mirrored the actual outcome.

ABRP (A Better Route Planner) was used to plan the route as it provided more of a full breadth of charging operators than other sites. However, it felt clunky to use for navigation and didn't provide live road updates, so the route was placed into Google Maps.

The car details were placed in ABRP, and the route was set to ensure the vehicle's charge percentage was always above 20-35%. The route showed ideal chargers to stop at, whilst the map showed alternatives nearby. To avoid issues on route, the location of the chargers was checked on Google Maps, and a note was made of what surrounding businesses it was located near to help assist with finding the chargers. Despite the well-maintained website, there were a few issues which came up during the review of the route and during the trip, which are mentioned below.

App and on route review and encounters

1. The address ABRP provided (per charger) a set of coordinates which were sometimes slightly off from the actual location.
2. The planner recommended a charger; on further review, the charger was only available on the opposite side of the road, which wasn't possible when travelling on a motorway.
3. The planner recommended a couple of chargers within towns which required on-street parking. The charge stations had very few chargers, and were slow chargers. For chargers located in small towns, this caused more concern as there were fewer alternative chargers. A different charger was manually chosen to ensure there were good backup options nearby, and were fast chargers.
4. While en route to Spain, it was discovered that the final charging location planned for use in France was not reachable directly from the road network. In retrospect, a service area with EV charging facilities had been passed shortly before the issue was identified.
5. The planner recommended using Applegreen, but most Applegreen chargers within the location showed as broken, while reviewing the same car park, Gridserve showed as available. From the planning stage to visiting the charger location, the information had become out of date. Applegreen revealed to be functioning fine, whereas Gridserve chargers were either in use or broken.
6. At charger 15, Anjna and Zoe planned to charge at Total Energies by La Fonda de la Estación; however, upon arrival the chargers were fenced off for building works, so the Tesla chargers, which were visible on route were used instead. Looking at ABRP after the trip, it no longer reveals Total Energies on the map. The Tesla chargers are mentioned but it cannot provide any other data.
7. On the 2nd day on the route back, within France, the planned route wasn't used; Google was used only to determine the final destination. This was to determine if anxiety would remain low in finding charge locations, as there were plenty of EV

charging signs at service stations. The experiment proved to be successful; the charging app was only used once. It was used just to determine how far they could travel without the need to stop.

Charges available abroad

The Accessible EV Europe trip provided a valuable comparison of the current situation with the transition to EVs and the supporting public charging infrastructure. There is a reasonable amount of data about EV chargers in England, including their accessibility, either through research or developing more basic audits such as those completed by Warner Wheeler (YouTube), information on France and Spain was less accessible.

Three audits were completed in England; they were easy to locate, but as per other charges, there were inconsistencies between them and accessibility issues.

Twelve chargers were used in France; none of them were off-street chargers. France provides a lot of service stations, a majority of which include signs to EV chargers, which provided Anjna and Zoe with confidence to drive one day without using our pre-planned charging stops. Although they encountered problems, there weren't any significant differences from the issues they encountered in the other countries visited.

Prior to setting off, there was concern Spain might be an EV desert. During the trip, it became evident that there were plenty of chargers in Spain; however, they had to rely more heavily on apps to find the chargers and predetermine if the chargers were active and whether they were fast chargers.

Overall, all 3 countries have plenty of public EV charging infrastructure installed; however, on long journeys, EV charging in Spain requires additional thought and planning.

Chargers

As mentioned, the project looked at the overall experience of driving as a disabled person travelling abroad in an EV and using the EV infrastructure. The primary focus of the trip was on the EV infrastructure, in particular, the use of EV chargers and the surrounding areas. The data was stored in an audit, while also being videoed and photographed. The full audit can be found in the appendices, within A9.

In total they attempted to charge at 27 chargers. The car was charged 24 times, 18 different charging companies were used, and 4 companies were used multiple times; refer to table A1.1 for the full list of companies used. Three chargers were abandoned due to all bays being full, issues connecting with payment or activation. This report is based on the 24 chargers. To view how many times the car was charged per day and the distance travelled, refer to table A2.1.

Chargers collective summary

Table: Chargers summary

The table below is the summary data recorded from the audits collectively.

General	
Overall score of the charging station & unit	None of the chargers met PAS1899 standards; however, 4 charging locations received the highest mark. This was based on Anjna's overall experience and best match to meeting the audit requirements. Four chargers received the lowest possible mark. Refer to table A3.1 to view the summary information of each rating given to the chargers.
On-street & off-street charging bays reviewed	11 chargers were at car parks 11 chargers were at services stations, motorway rest areas or petrol stations 2 chargers were at on-street charging locations
Charge time	Average starting charge: ~51% (to 100%) Average charging time: ~45.5 minutes Average charge added: ~49%
Total chargers on site	Ranged from 2-20 (usually of just the charge company used being counted)
Chargers in use	In general, at least 1 other charger bay was used at one time, with 5 being the most.
Disabled bays	There were 4 charging stations which had bays dedicated as disabled bays. Information about these stations can be found in the table below headed 'EV disabled bays' found on page 13.
Area	
Facilities by the bays	Very few chargers had facilities, such as benches set up by the charging stations; however, many of them were located near bigger facilities.

Facilities and toilets within 50m from the bay	All except 4 charging stations had facilities within 50 metres. Those which didn't were car parks, on-street parking and a self-service petrol station.
Accessibility of the facilities within 50m	17 facilities scored 4/5 for being best for accessibility, based on overall experience.
Signs for EV charging	Over half of the chargers had clear signs leading up to the bays, either upon approach, within the car park or were clearly visible from afar.
Safety	The safety of the areas around the charging bays was quite varied. 9 areas felt very safe and 7 quite safe. 8 didn't feel safe or were ok; this was due to them being in a remote area, which wasn't well overlooked or the area feeling run-down.
Area around the charger	
Flooring type	There were no clear issues with bay surfaces used around the bays- most bays surfaces were made from tarmac or concrete.
Lighting	All charging stations had lights nearby; however, as most units were used during daylight hours, it is hard to determine if there was sufficient luminescence.
Sufficient Shelter	16 charging stations didn't have any shelter; however, depending on the location, full coverage may not have been ideal. 8 stations had full and partial coverage.
Bay PAS1899 compliant Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	Seven of the bays were relatively appropriately sized and were closer to being compliant with PAS1899 requirements. However, they all required further adaptations.
Minimum space of 1200mm from the charge unit to the vehicle socket point	Of the 14 bays which were yes there was a minimum space; 8 of them had obstacles. The remaining 10 didn't have the required space.
Components on the charge unit are reachable from a maximum of 220 mm away	Most components on the charging unit were reachable; however, this doesn't guarantee it was ideal. 21 were reachable, 3 were more than 220mm away.
Has low-level obstacles	Most of the chargers had some form of obstacle, which would be particularly tricky for those with wheelchairs or unsteady balance. 21 had obstacles; 3 didn't have any obstacles.
Bollards on site	16 charging units had bollards which were possible for people to manoeuvre around. 8 charging units had bollards, which caused obstructions.
Digital	
Buttons & Audio	10 bays had press buttons to operate the screens. None of the bays had audio options.

Languages	All bays seemed to offer alternative languages either on the screens or via the app.
Help points	Across all charge points, only five had clear help points available. There were no clear dedicated on-site personnel observed at any of the 24 charging locations who would've been able to help with charging-related issues.
Charge unit	
Cable length & cable management	The cable management was relatively good, with 17 out of 24 chargers having sufficient cable management, but 29% were in need of improvements. The majority of the chargers were fully or mostly accommodated for charging in a range of parking positions.
Cable & connector	All EV bays used had their own cable, except one slow charger at a hotel stop.
Weight of charger	6 charging cables weighed under 3kg. The equivalent of 2-4 litres of bottled water. The lightest cable was 0.5kg. The heaviest charging cable was 8.5kg, 18.7 pounds
Force - to remove the charger from the socket and put it back into position	Most chargers were easy to remove and place back into the socket. 20 scored 1 or 2 (being the easiest). Powerdot was the most challenging charger to remove from the socket.
Components can be viewed/reached/operated easily	Most components could be reached easily; only 5 weren't ideal. 19 were fine.
Plug & cable handle - bottom of handle connector is between 800mm and 950mm	Over half (17) of the cable handles were at an ideal height for people to use, 7 chargers weren't.
Payment & screen - the bottom of the payment terminal is between 800mm and 1000mm from the ground	The payment screen was sometimes separate from the main digital screen; on 8 occasions it was lower than the recommended height, making it tricky for those in a wheelchair or those who struggle to bend. 16 were ok.
The screen is readable from fully standing and seated positions	Similarly to the payment screens, the majority of the time (18), the screen was readable, but 6 chargers could have been placed at a better height.
The interface is clearly labelled and easy to use	With different language options and step-by-step guides, most chargers had an easy-to-use interface (18), but there were 6 clear occasions where this could be improved.

EV disabled bays

As mentioned, there were 4 charging stations with designated disabled bays. There was little evidence that the disabled bays were designed different to the standard bays, the audits were made within the charging stations, and notes were made of the disabled bays. The designated disabled bays were not always immediately visible, and some had no difference in design besides a sign pointing towards it. Below provides a comparison of the 4 charging stations promoting the disabled bays.

Disabled bays	Four Charging stations (which had signs indicating a bay was to be used for disabled people)
Disabled bay size- on the question "Could the bay be wide enough for a PAS1899 standard disabled bay? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear"	2 didn't provide the required spacing, and 2 were somewhat possible to meet the standards if adapted further
Reach charge unit from max 220mm away	All 4 were noted as yes
Low-level obstacles	All 4 had bollards, 3 had curbs, and 1 had a raised barrier.
Press buttons	3 out of 4 did have buttons on the interface
Charge points positioned so that components could be viewed/reached/operated easily	All 4 are answered as yes
Plug & cable handle - Bottom of handle connector is between 800mm and 950mm from where the user would be standing/sitting	Three answered as yes, except Allego
Payment & screen - Bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	Three answered as yes, except Allego
Ease (force) to remove the charger from the socket and put it back into position?	All scored as very easy to put into position

Best & Worst Chargers

Anjna's and Zoe's favourite charger was Allego (audit 5) at Aire de QUINCY, a motorway rest area. Although the area was a bit isolated, it was an ideal pit stop without the busyness of a larger service station. It included toilets, a picnic area and a self-service coffee machine. The area was tranquil with beautiful surroundings despite being next to the E11. Most importantly, the chargers also provided a positive experience.

The charge station had arrows pointing to allocated disabled bays. Although the bays don't match PAS1899 size requirements, the bays were large, and there was enough space to adapt further to better comply with the size requirements. There was a very low-level lip and

bollards; however, neither was obstructive enough to cause significant concern for accessibility. The plug handle and payment screen would be a bit restrictive to some people as they didn't meet the requirements. Despite the weight (4.8kg) it was easy to use and manoeuvre but was easy to use, connecting and setting up to charge was a straightforward experience.

The charger Anjna and Zoe most disliked was Easy Charge (audit 23) at Parking Ancien Rivage. Despite the busy train station car park, the charger was positioned by the narrow exit, beside bins, and the surrounding area outside the car park felt uncomfortable compared to other parts of the town. While waiting to charge, very few pedestrians or vehicles were seen; one pedestrian walked past and proceeded to look into various car windows.

The charger itself consisted of a very heavy charge cable with no cable management; there was sun glare and bollards in the way. In addition, the payment and charge handles weren't at the required measurements; all this resulted in a negative experience with Easy Charge.

Individual chargers

The full audit revealing all entered responses can be found in the appendices in section A10, alternatively a summary table of the audit per charger can be found in the appendices within A9.

Charging cost

When Anjna previously completed the trip to Alicante in a petrol car (in 2026), she completed the journey in 22 hours over 2 days and spent £560 on fuel.

The cost of the trip to Alicante via the EV, per charger, was revealed within the bank statements; the kWh per minute was not noted, as the focus was on accessibility. Due to pre-authorisation charges and issues during the charging set-up, it was difficult to determine the cost of some chargers. Cost per charge can be found in the appendices table A4.1. The average charge cost was between £20 and £25; most charges were fast chargers and charged for around 40 minutes.

In total, the costs of 17 charging sessions were recorded, amounting to £351.22. Assuming a cost of £20 per charge for the seven unrecorded charging sessions, the estimated total charging cost increases to £491.22. Compared with the petrol vehicle, charging the EV was less expensive, with the majority of charging being carried out using fast chargers. However, the overall saving was only £69, and this comparison does not account for differences between the vehicles, variations in vehicle usage, or the differing terrain and weather conditions encountered during the journeys.

Chargers concluding thoughts

In review of the EV chargers encountered on route, the inconsistency of charging stations remains one of the greatest challenges in building EV users' confidence in the infrastructure, in conjunction with the issue of range anxiety. This will be of particular concern to wheelchair users travelling alone or those who aren't familiar with technology.

For those using an ICE vehicle, petrol stations are usually visible from the road, and you can have confidence that if you pull over to refuel, the likelihood is you will know what type of fuel is available and what the accessibility of the cables and surrounding area will be like. In addition, refuelling is a straightforward process that is usually completed within a matter of minutes. Now with FuelService (an app connecting drivers to staff to assist with fuelling) available in England and other countries, it's becoming increasingly easier for drivers with restricted mobility to receive help with refuelling. Very few staff members are trained in supporting the charging of EVs. The presence of EV chargers in a wide variety of locations, beyond traditional service stations, creates an additional challenge of on help support.

Considering all EV chargers audited during the trip, several key findings were identified.

- **Locating chargers** - The quantity of EV chargers available is desirable and far out numbers petrol and diesel units. However, without the use of mobiles and apps, they can be hard to locate.
- **Movement and dexterity**
 - Obstructions – a vast majority of chargers had bollards or some other form of obstacle, compared to a Tesla charger, which had the lightest cables and rarely any obstructions, which reveals the opportunity to design with better accessibility is possible.
 - To ensure the car was connecting to the charger, frequently required movement between checking the car screen, the charge unit screen and, when relevant, the mobile phone screen; at times this resulted in moving back and forth between the two main points.
- **Car range**- a range of 250 miles (400km) isn't enough for a comfortable long journey due to the lack of flexibility in stopping breaks required and long waiting times.
- **Surroundings and safety** – petrol stations are regularly watched by staff or CCTV; the freedom to place chargers in many environments provides flexibility but also exposes the users to safety concerns; the slower the car chargers, the greater the risk to the user and the car if in a location not well overlooked. Despite that, many chargers also had good facilities on site. In addition, chargers are inconsistent if they provide partial or full cover over bays; in extreme weather conditions, it can cause problems.
- **Waiting for bays** – as EVs are not yet the majority of cars on the road the EV charge stations were almost always available; only on two occasions was there a risk of not being able to charge due to charging bays being full.
- **Charge time** – people with disabilities often have to plan in additional time when travelling to navigate access issues; referred to as the 'time tax' by Euan's Guide. Assuming charging will take around 40 minutes per charge (as per the EV trip). Taking in consideration the charge time, as well as the usual 'time tax' can create an extra cognitive burden, adding another layer of planning and complexity to travel.

- **EV bay sizing** – the large charging stations visited during the EV trip had the widest EV bays; nevertheless, they still lacked the required size or other requirements from the audit, but with some adaptations, they can be better suited for people with disabilities.
- **EV unit** – there were strong signs of thought being put into cable management and assisting with the weight; however, many chargers required two hands to carry, revealing there is room for improvement. In addition, the height and distance from different components, although relatively good, were inconsistent and did not always meet the requirements.
- **Charger plugs** – they encountered no issues with the type of plug required to charge, likely benefiting from the move to universal chargers.
- **Digital interface** – there are many ways of ensuring accessible design through digital interfaces via font type, size, audio, phrasing of wording, languages, and screen brightness. Generally, the chargers provided clear instructions; however, the designs could be more accessible, besides language and clear instructions.
- **Payment** – payment issues impact everyone; when arriving at an unfamiliar charger, you ideally need to plug and pay quickly. The mixed options of QR codes, apps, direct card payment and online payments enable variety, but it also causes confusion and frustration. Help points on site may ease stress, but hands-on support can ease stress significantly

In conclusion, several of the EV charging facilities assessed during this audit can be used by the majority of users without significant difficulty. However, the inconsistency of design and guarantee of available and accessible active bays, impacts the confidence people have in all EV chargers. A lack of inclusivity in the layout, usability, and accessibility of charging bays may deter disabled motorists and others.

Further observations and comments relating to the improvement of chargers are provided in the conclusion section of this report. In addition, as mentioned, the full audits can be found within the appendices. Abbreviated information is also available on YouTube via @DMUKTeam, and online reviews can be accessed by searching for the relevant sites on Euan's Guide or Google Maps.

Use of an EV – Vehicle, usage, time and experience

Vehicle - VW ID.4

For the journey, the Volkswagen ID.4 was provided by AVC as one of their EVs in their fleet. The vehicle is a mid-range model currently on the market. Ideal for a small family or couple. The top range on the ID.4 is 250 miles (400km), which is fairly average for current electric vehicles available.

The vehicle features a large boot, which allows for the storage of a wheelchair alongside other items. The gear selector is positioned near the steering wheel, freeing up interior space and reducing the physical movement required when changing gears. The vehicle is also highly responsive and includes modern driver assistance systems, contributing to a safer and smoother driving experience.

Driving experience of an EV and ID.4

Despite its well-placed seating arrangements, interface, storage and sizing, the drivers found the vehicle tricky to get used to and wouldn't recommend it for wheelchair users.

General

Their most significant challenges related to the setup and operation of the infotainment system. Although the system features a modern, streamlined design, its usability is limited by a lack of intuitive navigation; the few buttons it provided weren't reactive enough. As a result, it can be distracting to use while driving, making it harder to access functions and achieve desired outcomes efficiently and safely.

The boot provides ample space for a standard wheelchair; however, it features a deep loading lip that makes lifting a wheelchair in and out of the vehicle unnecessarily difficult and uncomfortable. The gear selector, positioned beside the steering wheel, as mentioned, offers a more ergonomic transition between gears. However, its location behind the steering wheel meant the drivers often needed to rely on touch to change gears, as viewing the selector required shifting within their seated position.

EV specific

When preparing the car to charge up, for each charge, once you plugged the car in you had to reach across to the screen and adjust the charge percentage to 100%, causing unnecessary strain, which could have been actioned before getting out of the car if clearly available.

When charging the vehicle, the drivers found that the charging port was positioned unnecessarily high. This required Anjna to bear more of the charging cable's weight while connecting it and could present additional challenges for wheelchair users, particularly those with limited upper-body strength or reach.

The Volkswagen ID.4, like many modern electric vehicles, offers a driving experience that feels very similar to that of a modern internal combustion engine (ICE) vehicle, but without tailpipe emissions. Its well-tuned suspension and quiet electric powertrain created a calm and comfortable environment, allowing the drivers to enjoy long journeys with less fatigue

and sensory stimulation than they may have experienced if driving an older, noisier vehicle. We encourage reviewing our recommendations later in this report on how EV's can be designed to be more accessible.

Operational Factors Influencing Battery Consumption

Throughout the journey, the vehicle was operated under typical driving conditions. Additional battery strain at times was caused by: two charging ports being used simultaneously, the cabin fan being frequently used at a low setting, and on occasion the heated seats on occasion were activated for periods of approximately 20 minutes. The vehicle's lights operated automatically as daylight levels decreased. The boot remained fully loaded for most of the journey, except during the rest period in Spain.

To assess the road and environmental conditions that may have influenced battery performance between chargers, refer to table A5.1 in the appendices. The driving time between charging stops is shown in the table from day 4 onwards.

Drive time

The table below reveals that the average hours on the road per day were 15 hours, stopping 5 times on average to charge the car.

Dates	Set off and Arrival	Driving hours	Times rested (no of chargers)	Average total charge time
Day 1-5 th	9.45am -10.00pm	12 hours 15 minutes	3	1 hour 10 minutes
Day 2-6 th	6.30am -11.00pm	16 hours 30 minutes	5	3 hours 20 minutes + hotel charge
Day 3 – 7 th	6.30am - 9.30pm	15 hours	3	4 hours 40 minutes
Rest period			2	
Day 4 – 11 th	6.30am - 11.40pm	17 hours 10 minutes	6	3 hours 10mns + hotel charge
Day 5 – 12 th	6.50am – 9.00pm	14 hours 10 minutes	4	3 hours
Day 6 – 13 th	8.00am – 2.30pm	6 hours 30 minutes	1	50 minutes + checking other chargers

Experience as a disabled person

Despite living with arthritis which has affected Anjna's entire body for over 20 years, she remains a joyful lady nearing her 70s. The lack of intuitive design of the ID.4, including the charging infrastructure, had an impact on Anjna's overall experience of using an EV; however, Anjna did note it was comfortable and didn't provide any surprises. Although the vehicle's charge level did not become critically low, range anxiety remained a persistent concern. The lack of previous experience in locating additional charging points, combined with uncertainty about battery performance, contributed to frequent monitoring of the charge level, even when it remained at approximately 50%.

The heavy reliance on mobiles to locate new charging stations meant the driver had to rely on the passenger to find quick alternative locations. Within France, there were plenty of EV chargers at service stops, but as Spain has fewer service stations, it resulted in looking for options within towns and ensuring they were fast chargers which were working. The reliance on using apps to help find charge points caused concern for Anjna.

The outward journey to Spain was relatively straightforward, following a familiar route which Anjna had travelled before. Although the travel days were long and additional stops were required for charging, Anjna coped well throughout the journey. The return journey, however, proved to be more demanding. Travelling along an unfamiliar route, combined with further long travel days and the cumulative fatigue from the trip, had a greater physical and mental impact.

The issue which had the greatest effect on Anjna's confidence in independently driving an electric vehicle as a woman with a disability was the inconsistency and complexity of the charging infrastructure. Difficulties with payment systems, understanding how different chargers operated, the frequent need to use both hands to connect charging cables, the isolated locations of some charging points, and the limited availability of assistance all presented challenges. While each issue was ultimately manageable, having a second person present to help navigate these obstacles was highly beneficial.

These experiences, together with the other challenges identified within this report, have left Anjna reluctant about transitioning to an electric vehicle.

Key Recommendations and Considerations for Inclusive EV Design

Following the Accessible EV Europe Road Trip, the following recommendations are encouraged for consideration by EV charge point operators, providers, and manufacturers. These recommendations aim to support improvements in the design and provision of electric vehicles and charging infrastructure, helping to create a more accessible and inclusive experience for all users.

General EV charger recommendations

Facilities

We recommend the provision of fully covered shelters at charging points wherever possible. As some disabled motorists require additional time to exit their vehicle and transfer into a wheelchair, protection from rain, wind, and other adverse weather conditions should be considered a key accessibility feature, irrespective of charging time. This would improve the charging experience.

We recommend that the route between charging bays and on-site facilities is carefully considered as part of the design process. Charging locations should be situated within 50 metres of key facilities wherever possible, with accessible routes that include appropriate footpaths, dropped kerbs, and step-free access.

Where charging times are expected to exceed five minutes, additional amenities should be provided close to charging bays. These may include seating, litter bins, and other facilities that improve comfort and convenience for users while they wait.

Charge time & safety

The journey highlighted the potential risks that EV users may face when charging their vehicles, particularly when using an unfamiliar charging station. Time spent locating, understanding, and operating a new charger can increase the amount of time users spend in potentially isolated or exposed environments. As a result, the overall perception of safety and security should be a key consideration when determining the location and design of charging facilities. Factors such as lighting, visibility, surveillance, and proximity to amenities, which are open until late evening for in-person support, can significantly influence the user experience and sense of personal safety.

The growth of ultra-fast charging technology, such as that developed by BYD, is a positive development, as shorter charging times reduce the amount of time users spend at charging locations and, consequently, their exposure to environments where they may feel vulnerable or unsafe. Faster chargers will also significantly improve the travel time between destinations. Faster chargers, which are easy to use, will assist with the 'time tax' (as mentioned in the charger's concluding thoughts), which some disabled motorists have to take into account when travelling.

Cost

Although this audit did not thoroughly assess the cost of EV charging, the variation in charging prices across providers has been a longstanding concern due to its complexity and the lack of consistency for consumers.

With 24.7% of disabled people aged 16–64 living in social housing and only 32% of social housing tenants having access to off-street parking (A8.1), many disabled motorists may be more reliant on public charging infrastructure than the wider population. This can place disabled people at a financial disadvantage, particularly as many already face additional disability-related living costs.

We therefore recommend consistency in public charging costs and greater transparency, alongside measures to ensure that disabled motorists are not negatively affected by higher charging prices due to a lack of access to home charging facilities.

Disabled bays

Petrol stations are generally not regarded as a parking bay, and are not required to provide a designated disabled bay; however, they must follow or take into account standards such as BS 8300-1 (UK) and the Equality Act 2010. Ensuring pumps are at appropriate heights and providing assistance where needed.

Although ultra-fast chargers are slowly making plug-and-go a possibility, the likelihood is that slow chargers will still be made available, allowing people to take advantage of lower tariffs and boosting businesses. Where slow chargers are to remain in place, we recommend ensuring some of them are available to everyone to use and are designed to the PAS1899 standards.

EV charger physical and ground recommendations

Size of bay

Of the 7 EV bays which had the space for adaptations to meet PAS1899, we encourage immediate adaptation. In service stations there is often more space available within the surrounding areas to allow for adaptations to EV bay sizes; we recommend changing where possible or installing a bay specifically for wheelchair users. We recommend that any new EV stations or bays being installed include hatch markings wide enough for a wheelchair to manoeuvre around without issue.

Flooring

Fortunately, all bays visited had either tarmac or concrete flooring with sufficient space, and the surface type did not present any known obstacles. However, many bays are relatively new and may degrade over time, especially if vehicles such as lorries use the bays, which aren't enforced (as experienced). We encourage the use of tarmac/concrete but also encourage maintenance checks and enforcement.

Obstacles

Bollards and kerbs consistently were a cause of concern during the trip in terms of how they would impact people with disabilities. We recommend organisations determine how companies such as Tesla protect their chargers from damage without the use of bollards or kerbs, and encourage providers to take this into account during the design and development stage.

Weight, force and cable management

Very few charge cables, when lifted by the handle, were at an ideal weight; they did not require much force to remove. We propose under 3kg (equivalent of a large bottle of water) as the ideal weight for a charge cable, we recommend EV manufacturers to design with this weight in mind and to adapt any chargers already installed. We recommend that these cables with either force, weight, cable management issues to be reviewed.

EV charger digital recommendations

Payment

Apps are useful to keep track of charging percentage when there's a long waiting time; however, the hassle of storing multiple apps and logins doesn't outweigh the benefits. The varied options of placing payment, although perceived to provide flexibility, provide confusion and frustration. One of the biggest hindrances encountered, which would impact both non-disabled and disabled people. We recommend the development of plug and go and to be set at the same tariff as those using apps.

Height

The height of the digital interface in general was good, although chargers on kerbs and plinths occasionally resulted in instruments being too high and should be taken into consideration. In addition, on occasion, the bottom of the payment terminal was not between 800mm and 1000mm from the ground, which we encourage to be changed.

Digital interface

In general, the screens were readable, and most of them were easy to use; however, the font type/size, audio, phrasing, languages and screen brightness were all inconsistent and would likely cause accessibility issues. We recommend assessing the accessibility of the digital interface at chargers.

Vehicle and road recommendations

Design of an EV

The high-positioned fuel filler flap, large boot loading lip, concealed gear selector, and non-intuitive infotainment system were identified as key features that may contribute to inaccessible vehicle design when using the Volkswagen ID.4. Although the assessment relates to a single EV model, for many years, disabled people have had to adapt to vehicle designs that do not fully meet their needs. They have often relied on aftermarket modifications, or 'making do'. While such adaptations can improve accessibility, they should not be viewed as a substitute for inclusive design from the outset.

We strongly recommend that vehicle manufacturers place greater emphasis on accessible and inclusive design during the development process, ensuring that vehicles are usable for everyone. Valuable research and guidance on accessible vehicle design have been produced by Designability and Motability, and manufacturers should consider the findings and recommendations contained within these reports. Links to the relevant research can be found in the appendices A6.1 and A6.2.

In addition we recommend a smoother transition from vehicle to charge, presently within the VW ID.4 for each charge once the car has been plugged in, anyone using the car would have to reach across to the vehicle screen and adjust the charge percentage to 100% causing unnecessary strain which could have been actioned before getting out of the car if clearly available, we recommend charge set up to be reviewed and adjusted.

Conclusion

The Accessible EV Europe Road Trip was successful in gathering valuable data on the accessibility of the EV charging infrastructure and the experience of a disabled person travelling abroad using an electric vehicle. The trip demonstrated that the growing number of EV charge points across Europe provides greater flexibility in route planning and access to a variety of EV chargers.

However, the findings also highlighted significant accessibility challenges. Throughout the journey, there were consistent issues with payments, charging cables, height of plugs/interfaces, inconsistent digital interfaces, a lack of space for wheelchairs and numerous obstacles resulting in several designs not being accessible. Many charging locations also lacked clear on-site support, which could leave travellers stranded or unable to charge independently. Out of all 24 chargers charged at, none of them was fully accessible; they all need improvements.

As organisations such as Motability continue to support the transition towards electric vehicles, it is important to recognise that EV ownership can work very well for many disabled people, particularly those who are able to charge at home and primarily undertake shorter journeys. Confidence and independence in using an EV will increase as drivers become more familiar with different charging networks, understand the accessibility features and standards offered by each provider, and learn where suitable charging locations are available.

While travelling by EV across Europe is becoming increasingly achievable, we would not currently recommend that wheelchair users or people with significant dexterity impairments undertake long-distance international journeys alone without careful planning. Further improvements are needed to ensure the charging infrastructure is designed with accessibility in mind. Recommendations made within this report should be taken into consideration, and the organisations responsible for the individual chargers reviewed are encouraged to make immediate adaptations to their chargers. Charge point operators, site owners and local authorities should consider adopting the Safer Parking Accessible EV Accreditation, which demonstrates a commitment to accessibility and aligns with the standards set out in PAS1899 for accessible charge points.

Overall, the trip demonstrated both the progress that has been made and the work that remains to ensure the transition to electric vehicles is inclusive and accessible for all. With continued improvements to charger accessibility, greater consistency across networks, and increased awareness among drivers, electric vehicle travel has the potential to become a practical and empowering option for disabled people both at home and abroad.

At DMUK, we will continue to campaign to ensure disabled motorists feel safe, confident and independent when using EV stations.

Supporters

This trip was supported by AVC & Specialist Vehicle Rental, Euan's Guide, EVA England, Police CPI

Contact

If you would like to contact us to discuss what you have read in this report, please email us at info@disabledmotoring.org

Appendices

A1.1: Types of chargers summary

18 types of charging companies, 4 of them several times

Table No.	
Times Charged	Company used
2	Allego 2 times, but one connected with Carrefour Energies
3	Tesla 3 times
4	Total Energies 4 times (1 abandoned)
4	Zunder 4 times
1	Applegreen
1	E Flux by road
1	Easy charge
1	Electra
1	Endesa but abandoned
1	Engie
1	Etecnic but abandoned
1	Gridserve
1	Iberdrola but abandoned
1	Ionity
1	Penoil
1	Plug INN
1	Powerdot
1	Siemens

A2.1: Distance travelled & chargers visited per day

Day	Times charged	Minimum distance travelled
Out day 1	3	706km (439 miles)
Out day 2	5	839km (516 miles)
Out day 3	3	1,051km (653 miles)
Within town	2	160km (99 miles)
Return Day 1	6	1,046km (655 miles)
Return Day 2	4	840km (521m)
Return Day 3	1	315km (196miles)
Predicted travel distance (excluding rest days)	2,800 miles	
Actual travel distance	2,955 miles	Mileage at start: 15,598 Mileage at end: 18,553

A3.1: Overall charger rating

Table No.	
Rating of charging facility (1 worst, 5 best)	No. The Chargers' rating was provided to
1	4
2	5
3	4
4	7
5	4

A4.1 EV charging cost

Audit Number	Cost of charge		Audit Number	Cost of charge
1	£4.80		13	Unknown
2	£20.63		14	£22.01
3	Unknown		15	£22.12
4	Unknown		16	£18.05
5	£6.63		17	£8.81
6	Unknown		18	£20.56
7	£15.47		19	£17.77
8	£13.42		20	£28.75
9	£40.30		21	£23.55
10	Unknown		22	£30.04
11	£17.07		23	Unknown
12	£21.24		24	Unknown
Total £351.22				

A5.1: Additional use of the car, impacting the battery

Drive period between chargers	Road conditions	Time and other
0-1	No issues	
1-2	Eurotunnel, straightforward	
2-3 & hotel (through Paris)	Travelling through Paris	Car seat heat on
3-4 (past Paris)	Straightforward	
4-5	Some hills	
5-6	Some hills and light rain	
6-7	Lightning, heavy rain, sun, mountainous/hilly area	
7-8 & hotel	Millau Viaduct, mountainous area at night	Lights on
8-9 (near Barcelona)	Low regular hills, traffic	
9-10	Low regular hills, lots of trucks. Additional driving time as they took a diversion for a missed exit	
10-11	Low regular hills	
11-Vila, Torrevieja	Rain	
12	Within Torrevieja	
13	Within Torrevieja	
Vila-14	Gentle hills, a little traffic	6.30am-8.53am
14-15		10.00-11.53am
15-16	Additional charge to avoid range anxiety, as very hilly & predicted the longest distance to drive	1.10pm-3.00pm
16-17	Flat but heavy rain	4.02pm-5.40pm
17-18	Hilly/mountains, clouds, rain and lots of tolls, car seat heat on	5.40pm-8.15pm
18-19 (hotel)	Lights on, car seat heat on	9.15pm-11.23pm
19-20	Flat, A10	6.50am-9.01am
20-21	Additional driving time as they took a diversion for a missed exit	10.17am-12.30pm,
21-22	Straightforward	1.30pm-3.45pm
22-23 (hotel)	Straightforward, although the town was hilly	?-9pm
23-24	Straightforward	8am -?
24-Destination	Eurotunnel	? - 2.30pm

A6.1 Accessible Vehicle Design - Research by Designability https://designability.org.uk/wp-content/uploads/2024/06/Designability_AVD_Web-Spreads.pdf?_gl=1*xzromw*_up*MQ..*_ga*MTIzMzUyMzc0NC4xNzg3NDU4*_ga_68P2413W0J*cze3ODE2ODc0NTckbzEkZzAkDDE3ODE2ODc0NTckajYwJGwwJGgw

A6.2 Accessible Vehicle Design - Information by Motability

<https://www.motabilityfoundation.org.uk/research-and-innovation/innovation/accessible-vehicle-design>

A7.1 - 75% of disabled people with experience of public electric charging points say accessibility is very bad or bad. Source: www.euansguide.com/news/disabled-people-are-being-excluded-from-using-electric-cars-by-inaccessible-charging-infrastructure

A8.1 - 24.7% of disabled people aged 16–64 living in social housing and only 32% of social housing tenants have access to off-street parking – ONS, Motability, 2020 report, Section 2.2 "Datasets used and estimation methodology"

www.motabilityfoundation.org.uk/media/nghmmyu0/electric_vehicle_charging_infrastructure_for_people_living_with_disabilities_ricardo_energy_and_environment.pdf

www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/bulletins/disabilityandhousinguk/2019

A9 Summary Audit – Individual Chargers



A9.1

General Information	Review	Comments
Charger company	Gridserve	
Audit no.	1	
Location	Toddington services M1 south	
Overall rating of the charging facility	☆☆☆☆☆	
Date of Audit	5th	
Were there disabled EV bays?	×	
What type of Kwh charge did you use?	Just says high power	
Type of parking	Service station	
Safety & Security		
Felt safe and secure	☆☆☆☆☆	Yes, except very near the exit

Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✓	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✗	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✗	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, QR code	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	

Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	3.67kg	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	There is a phone number for help
Additional information		
Additional comments about the charger Accessibility comments - The Gridserve at Toddington Services was the first EV charger we had used. It was a relatively straightforward charging experience, with clear signage and convenient access to nearby facilities. The charging equipment was easy to use, and cable management was good, although heavy. However, the bay felt tight even without a wheelchair and was very close to the motorway, if you have children who may run off or didn't like the loud noise it wasn't the ideal spot. Two women with disabilities also tried to charge at a bay adjacent to us, but were struggling with payment.		



General Information	Review	Comments
Charger company	Engie	
Audit no.	2	
Location	Eurotunnel	
Overall rating of the charging facility	★ ★ ★ ★ ★	
Date of Audit	5th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	210	

Type of parking	Car Park	
Safety & Security		
Safe and secure comments	☆☆☆☆☆	Felt safe and secure. Visible and near facilities, workers around if got stuck
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
	No shelter at all	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✓	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	×	
Are there low-level obstacles?	Bollards & kerbs	
If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Block paving	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	×	

Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✗	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✗	The cable gets wrapped round the bollards
What is the weight in kg (from the handle) of the cable connector?	Unknown	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✗	
Is there a help point or assistance by the chargers?	✓	Provides a phone number and an email address
Additional information		
The Eurotunnel charger was ok to use, but after finding the screen difficult to read and an issue with the car, it caused a lot of frustration. We used up a lot of time trying to work out the problem before being able to flag a worker down and enquire for help. While determining the issue, another EV owner tried to charge their vehicle, but they too struggled with payments. In discussion with the owner we determine the car was owned by the husband, who used a wheelchair, however, due to the lack of accessible bays his wife must charge the car.		



A9.3

General Information	Review	Comments
Charger company	SIEMENS	
Audit no.	3	
Location	Aire de coeur de haut de FRANCE OUEST	
Overall rating of the charging facility	☆☆☆☆	
Date of Audit	5th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	300	
Type of parking	Service station	
Safety & Security		
Safe and secure comments	☆☆☆☆	Felt safe and secure Visible and near facilities
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	Was raining and got wet
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	Signage available to follow from exit off the motorway
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	⚠	

Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards & kerbs	
If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	1.80kg	

Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	☆☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✓	Phone number
Additional information		
Accessibility review - Siemens charging location provides a good overall charging experience with nearby facilities, clear signage and an accessible digital interface. Good cable management, adequate lighting and a manageable charging cable contribute positively to usability.		



General Information	Review	Comments
Charger company	Total Energies	
Audit no.	4	
Location	Aire du LIMOUR Javrey	
Overall rating of the charging facility	☆☆☆☆☆	
Date of Audit	6th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	150	
Type of parking	Service station	
Safety & Security		
Safe and secure comments	☆☆☆☆☆	Felt safe and secure. Visible and near facilities
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✓	

Are there facilities by the chargers? e.g. seats, water		Screenwash. Very accessible toilets, cafes
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?		
Rate the accessibility to the facilities, 1 star being worst, 5 being best		
Are there clear signs of where the EV charging is?		Well signed from the exit off the motorway leading you directly to the EV stations
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear		
Is there a minimum space of 1200mm from charge unit to vehicle socket point?		
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)		
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?		
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?		
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)		
Is the screen readable from fully standing and seated position?		
Is the interface clearly labelled and easy to use?		

Payment type available.	App, Charge card/RFID, QR code	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	3.77kg	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✓	
Additional information		
Accessibility review - The Total Energies site is well maintained and benefits from CCTV, creating a safe charging environment. While the charging process was successful, unclear instructions between the charger screen and mobile app created confusion and required assistance.		

A9.5



General Information	Review	Comments
Charger company	Allego	
Audit no.	5	

Location	Aire de QUINCY	
Overall rating of the charging facility	★ ★ ★ ★ ★	
Date of Audit	6th	
Were there disabled EV bays?	✓	
What type of Kwh charge did you use?	300	
Type of parking	Motorway rest area	
Safety & Security		
Safe and secure comments	★ ★ ★ ★ ☆	Felt safe and secure Area felt safe but it's only a picnic stop so doesn't have any workers nearby and may not have much foot traffic
Access to the Charging Location		
Is there sufficient shelter over the charging station?	⚠	Over the station individually
Are there facilities by the chargers? e.g. seats, water	✓	Picnic benches immediately behind too
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ★ ★ ★	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	⚠	3.3 m wide so not quite but reserved for the disabled and signed but no markings.
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	⚠	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards, kerbs & lip	

If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Concerted cobbled squares	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✗	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	Card	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	4.8kg	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✗	
Is there a help point or assistance by the chargers?	✗	Phone number

Additional information

Accessibility thoughts - This Allego charging location provides a positive overall charging experience with an easy-to-use payment system and good facilities nearby. Accessibility is generally good; however, the absence of designated accessible charging bays means disabled motorists may still experience difficulties accessing the charger independently.

A9.6



General Information	Review	Comments
Charger company	Carrefour energies by Allego	
Audit no.	6	
Location	Carrefour	
Overall rating of the charging facility	★☆☆☆☆	
Date of Audit	6th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	300	
Type of parking	Shopping Centre Car Park	
Safety & Security		
Safe and secure comments	★ ★ ★ ★ ☆	The area felt safe however the shopping centre will be closed at night so there will be less foot traffic and the chargers aren't easily visible from the road
Access to the Charging Location		
Is there sufficient shelter over the charging station?	⚠	Small roof over payment
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby. But next to shopping mall
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	

Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	×	A little discreet
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	×	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	Card, Charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	

Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✗	The cables are too close to other vehicles and trip hazard
What is the weight in kg (from the handle) of the cable connector?	Unknown	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	☆☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✗	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - Numerous bollards, restricted manoeuvring space and limited access to the payment screen made independent use difficult for wheelchair users. Improvements to bay width, charger positioning and removal of unnecessary obstacles would greatly enhance accessibility.		



A9.7

General Information	Review	Comments
Charger company	Tesla	
Audit no.	7	
Location	Aire de L'Averyron	
Overall rating of the charging facility	☆☆☆☆☆	
Date of Audit	6th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	Unclear	
Type of parking	Service station	

Safety & Security		
Safe and secure comments	☆☆☆☆☆	Felt safe and secure. The area was comfortable but charging was away from the main car park and hidden behind facilities.
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✓	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	⚠	Width 260, inc the side extra square 10cm
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✓	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Low kerb	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	

Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	×	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	×	
	It wasn't long enough	
What is the weight in kg (from the handle) of the cable connector?	2.8	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	☆☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	×	
Additional information		
Accessibility thoughts - The Tesla charging hub offers a reliable and straightforward charging experience with good-quality equipment. However, charging is only available through the Tesla app and there are no dedicated accessible charging bays. A small kerb may also present challenges for disabled drivers requiring additional manoeuvring space.		

A9.8



General Information	Review	Comments
Charger company	Electra	
Audit no.	8	
Location	Ibis narbonne	
Overall rating of the charging facility	★ ★ ☆ ☆ ☆	
Date of Audit	6th	
Were there disabled EV bays?	✓	
What type of Kwh charge did you use?	50, but if two cars at same time it mentioned will be 25	
Type of parking	Hotel Car Park	
Safety & Security		
Safe and secure comments	★ ★ ★ ☆ ☆	Felt safe and secure. The hotel itself is gated off, the charger is kept outside near the restaurant, at night it's not ideal
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ★ ☆ ☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	An extra width section for disabled bay but only on the side, not at back and

		front and even then still too narrow
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✓	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards & kerbs	
If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✗	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	Not long enough for issues

What is the weight in kg (from the handle) of the cable connector?	2.9	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	But by hotel whom they belong too on site
Additional information		
Accessibility thoughts - The Electra charging location provides ok charger controls, but the surrounding environment reduces usability. Kerbs, bollards and narrow charging bays restrict wheelchair access, while the hotel setting may cause uncertainty for visitors. The provision of wider bays and improved access routes would create a more inclusive charging experience.		

A9.9



General Information	Review	Comments
Charger company	ETECNIC	
Audit no.	9	
Location	Holiday inn, Carrer del Danubi near BARCELONA	
Overall rating of the charging facility	★ ★ ☆ ☆ ☆	
Date of Audit	7th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	200kwh showing on the app but showing 100kwh on the charge	
Type of parking	Hotel Car Park	
Safety & Security		
Safe and secure comments	★ ★ ★ ☆ ☆	Felt safe and secure The

		chargers are visible but it's not well overlooked, you may be able to visit the hotel if stuck.
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby. But Holiday inn next to it
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	×	No signs directing to it but it seems to be part of Holiday Inn
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	

Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	×	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, Charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	2.87 kg	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	×	
Is there a help point or assistance by the chargers?	×	
Additional information		
Accessibility thoughts - Following failures at two previous charging locations, this site successfully enabled charging and demonstrated the importance of reliable infrastructure. Although the charger ultimately met our needs, the journey highlighted the challenges disabled EV drivers face when alternative charging locations are unavailable or out of service.		



A9.10

General Information	Review	Comments
Charger company	Tesla	
Audit no.	10	
Location	Restaurant Exit l'Aldea	
Overall rating of the charging facility	☆☆☆☆☆	
Date of Audit	7th	
Were there disabled EV bays?	×	
What type of Kwh charge did you use?	250	
Type of parking	Resturant car park	
Safety & Security		
Safe and secure comments	☆☆☆☆☆	Felt safe and secure. During business hours it's ok as there was a steady flow of traffic. But it's not overlooked with little support nearby.
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	Only the big facilities nearby, benches not too far
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		

Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear		
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✓	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	None	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✗	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	Cable not long
What is the weight in kg (from the handle) of the cable connector?	0.6	

Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - The Tesla charging location proved to be a simple and effective alternative after difficulties using another network. Accessibility is generally good, with a dropped kerb nearby and a straightforward charging process. However, there are no designated accessible charging bays, limiting provision for disabled motorists.		



A9.11

General Information	Review	Comments
Charger company	Zunder	
Audit no.	11	
Location	Punto de carga Zunder	
Overall rating of the charging facility	★ ★ ★ ★ ☆	
Date of Audit	7th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	Unclear	
Type of parking	Shopping Centre Car Park	
Safety & Security		
Safe and secure comments	★ ★ ★ ★ ☆	The bays were visible, most shops were shut when visited but still seemed to be ok however at night it's unclear

Access to the Charging Location		
Is there sufficient shelter over the charging station?	✓	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby, Shopping centre
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	No signs but is clearly in middle of the car park
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	⚠	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✗	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✗	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✗	
Is the screen readable from fully standing and seated position?	✓	

Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	4.6	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	×	
Is there a help point or assistance by the chargers?	✓	Phone number
Additional information		
Accessibility thoughts - Although charging was completed successfully, the payment screen required users to squat in order to read and operate it, presenting an accessibility issue. The availability of card payment is positive, but improvements to screen height and accessibility would allow a wider range of users to operate the charger independently.		

A9.12



General Information	Review	Comments
Charger company	Powerdot	
Audit no.	12	

Location	Burger King PUNTA PRIMA LOS ALTOS TORREVIEJA SPAIN	
Overall rating of the charging facility	★☆☆☆☆	
Date of Audit	8th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	Unclear	
Type of parking	On-Street	
Safety & Security		
Safe and secure comments	★ ★ ★ ★ ★	Felt safe and secure. Very visible and near businesses
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	
Are there facilities by the chargers? e.g. seats, water	⚠	10m away external seating under cover as well as open air and inside at burger king.
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ★ ☆ ☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	⚠	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✗	
Are there low-level obstacles?	Bollards, kerbs & kerb	
If bollards are provided, do they obstruct access to the charger?	Yes	

What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	×	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	×	
Is the screen readable from fully standing and seated position?	×	
Is the interface clearly labelled and easy to use?	×	
Payment type available.	App, charge card/RFID, QR code	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	×	Very heavy and dropped around the bollards and loose on the floor
What is the weight in kg (from the handle) of the cable connector?	4.9kg?	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	×	
Is there a help point or assistance by the chargers?	✓	Phone number - tried but AI bot chat line which encountered an

		error and several transfers.
Additional information		
Accessibility thoughts - Located beside a Burger King, this charging location benefits from nearby facilities but has several physical accessibility issues. Uneven surfaces, raised kerbs and restricted movement around the charging bay make navigation difficult, particularly for wheelchair users.		



A9.13

General Information	Review	Comments
Charger company	Penoil	
Audit no.	13	
Location	Plenoil (Plenergy) Torrevieja V	
Overall rating of the charging facility	★ ★ ☆ ☆ ☆	
Date of Audit	10th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	60kw	
Type of parking	Petrol Station	
Safety & Security		
Felt safe and secure	★ ★ ★ ☆ ☆	The area felt ok but nothing overlooked it, except a fast road, unlikely to get busy
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	
Are there facilities by the chargers? e.g. seats, water	⚠	No, nothing around
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✗	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ☆ ☆ ☆ ☆	
Are there clear signs of where the EV charging is?	✓	Saw from the main rd and service station is small

Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	⚠	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	×	
Are there low-level obstacles?	Bollards & cable	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	×	
Payment type available.	Card	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	×	You had to lift and wrap round once finished

What is the weight in kg (from the handle) of the cable connector?	Unknown	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - This charging location offers a pleasant environment with good surrounding space, although lacks a picnic bench. Generally straightforward charge but the instructions were unclear and you had to walk between two locations to make payment. The available space provides opportunities for further accessibility improvements.		



A9.14

General Information	Review	Comments
Charger company	Zunder	
Audit no.	14	
Location	Área de Servicio Torrent (Dir. Barcelona)	
Overall rating of the charging facility	★ ★ ★ ★ ☆	
Date of Audit	11th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	150	
Type of parking	Service station	
Safety & Security		
Felt safe and secure	★ ★ ★ ★ ★	Middle of the service station
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	

Are there facilities by the chargers? e.g. seats, water		No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	✓	On motorway, 1st sign said EV charge, second two didn't, it was obvious when driving in
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✓	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Kerbs	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	

Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	4.7	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - The Zunder charging hub offers a quick and efficient charging experience, particularly through QR code payment. However, the absence of pedestrian footpaths and limited safe walking routes reduces accessibility and creates potential safety concerns for disabled users moving between chargers and site facilities. In general, the experience was good.		



A9.15

General Information	Review	Comments
Charger company	Tesla	
Audit no.	15	

Location	Hotel restaurant, javalambre, la Puebla de valverde	
Overall rating of the charging facility	★ ★ ★ ★ ☆	
Date of Audit	11th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	250	
Type of parking	Hotel Car Park	
Safety & Security		
Felt safe and secure	★ ★ ★ ★ ☆	The area felt safe however very little overlooked it except the hotel/restaurant
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✗	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby. Restaurant hotel
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ★ ★ ☆	
Are there clear signs of where the EV charging is?	✗	No signs but they are obvious
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✗	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Very small kerb	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	

Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✗	
Is the interface clearly labelled and easy to use?	✗	
Payment type available.	App	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	⚠	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	0.05	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - Despite the original planned charging location being unavailable due to building works, this alternative Tesla charger provided a reliable solution.		



A9.16

General Information	Review	Comments
Charger company	Zunder	
Audit no.	16	
Location	Calle Mario vargos llosa, zaragoza	
Overall rating of the charging facility	☆☆☆☆☆	
Date of Audit	11th	
Were there disabled EV bays?	×	
What type of Kwh charge did you use?	150	
Type of parking	On-Street	
Safety & Security		
Felt safe and secure	☆☆☆☆☆	Visible area within the town although there seemed to be little foot traffic
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	There is a bench but nothing else (no clear main facilities nearby)
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	×	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	N/A	
Are there clear signs of where the EV charging is?	×	You can see them from the road. No signs
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	⚠	The bays are wide but not long, and it leads straight onto a road within a town
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✓	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	

If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID, QR code	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	5.9	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ☆ ☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - This charging location provides good space around the charger and an accessible layout overall. However, the sloping ground, heavy charging cable and cable dragging on the surface creates additional challenges for some disabled users. Overall, a good experience, but with these tweaks it will be much more accessible.		



A9.17

General Information	Review	Comments
Charger company	Zunder	
Audit no.	17	
Location	Hotel El vila castejón, n232 31589 navarra	
Overall rating of the charging facility	★★★★★	
Date of Audit	11th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	180	
Type of parking	Hotel Car & Lorry Park	
Safety & Security		
Felt safe and secure	★★★★☆	Area was ok but only overlooked by the hotel and felt like a lorry stop point
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✓	
Are there facilities by the chargers? e.g. seats, water	⚠	Bench, hotel
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★★★★☆	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	⚠	They're wide but nothing else
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	⚠	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	

If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✗	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	5.6	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - Overall, this Zunder charging location offers a positive charging experience with good accessibility and a practical layout. While the facilities perform well, there is still scope to improve accessibility through dedicated accessible charging bays and further refinement of the surrounding infrastructure to support a wider range of users.		



A9.18

General Information		Review	Comments
Charger company	Total Energies		
Audit no.	18		
Location	A63 Aire de Bidart towards BORDEAUX TOTAL Energies		
Overall rating of the charging facility	★ ★ ☆ ☆ ☆		
Date of Audit	11th		
Were there disabled EV bays?	✓		
What type of Kwh charge did you use?	170		
Type of parking	Service station		
Safety & Security			
Felt safe and secure	★ ★ ★ ★ ★		In the middle of the services
Access to the Charging Location			
Is there sufficient shelter over the charging station?	✓		
Are there facilities by the chargers? e.g. seats, water	⚠		There was a window wash available surprising showing their priorities aligned with fossil fuel pumps.
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓		
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ☆ ☆ ☆		
Are there clear signs of where the EV charging is?	✓		Acceptable could be better
Charging Bay Accessibility			
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	⚠		

Is there a minimum space of 1200mm from charge unit to vehicle socket point?		
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID, QR code	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?		
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	The cable retract felt like a tug of war.
What is the weight in kg (from the handle) of the cable connector?	5.9 kg? but Whatsapp says 2.9	

Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - This charger was in a busy service station, creating a safe feeling. Although there were designated disabled bays, they were only signed and not marked on the ground, and not much difference in the design. The biggest issue was the charging cable, which was difficult to pull because of the retracting system and felt like a tug of war. We had issues payment, needing four attempts before using a different card. Overall, the location was good, but accessibility and usability could be improved.		



A9.19

General Information	Review	Comments
Charger company	E Flux by road	
Audit no.	19	
Location	Kyriad hotel nord sante eulalie	
Overall rating of the charging facility	★ ★ ★ ★ ☆	
Date of Audit	12th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	22	
Type of parking	Car park	
Safety & Security		
Felt safe and secure	★ ★ ★ ★ ★	Within hotel parking which was fenced off but not ideal setting up charge at night as it's furthest point of the car park

Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★★★★★	
Are there clear signs of where the EV charging is?	×	In hotel and easy to spot in small car park
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	×	
Is the length of cable sufficient to accommodate a range of parking positions?	⚠	

Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
	N.A used own charger	
What is the weight in kg (from the handle) of the cable connector?	Own charger 3.3kg for complete charger	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - This charger was located in the hotel car park and was easy to find and use, with the QR code payment working quickly. Although it was at the furthest point of the car park, the fenced location felt reasonably secure, even when charging overnight. There were no accessible bays, but as an overnight destination charger for a slow charge it provided a straightforward and reliable charging experience.		



A9.20

General Information	Review	Comments
Charger company	Ionity	
Audit no.	20	
Location	Aire de poitiers chincé	
Overall rating of the charging facility	★ ★ ★ ★ ★	
Date of Audit	12th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	350	
Type of parking	Service station	

Safety & Security		
Felt safe and secure	★ ★ ★ ★ ★	In the middle of the services
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	There was screenwash
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ★ ★ ★	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	

Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	⚠	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	You have to lift the cable over the bollard
What is the weight in kg (from the handle) of the cable connector?	3.5	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✗	
Additional information		
Accessibility thoughts - This was one of the better charging stops, with reliable high-speed charging in a pleasant service area. The charger was simple to use and well positioned, although lifting the cable over the protective bollards required extra effort. During the visit, a maintenance van blocked one of the charging bays while repairing another charger, highlighting how quickly charger availability can be reduced even when several bays are provided.		



A9.21

General Information	Review	Comments
Charger company	Plug INN	
Audit no.	21	
Location	Le Pont de LONDEAU " PLUG INN" charge point	
Overall rating of the charging facility	★ ★ ☆ ☆ ☆	
Date of Audit	12th	
Were there disabled EV bays?	✓	
What type of Kwh charge did you use?	320	
Type of parking	Car Park	
Safety & Security		
Felt safe and secure	★ ★ ☆ ☆ ☆	Not being overlooked and is within a stop of small car park
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby.
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	×	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ☆ ☆ ☆ ☆	
Are there clear signs of where the EV charging is?	×	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	⚠	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards & kerbs	

If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Tarmac, cement, gravel	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	
What is the weight in kg (from the handle) of the cable connector?	4.3kg	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ★	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	✓	On the charge point itself
Additional information		
Accessibility thoughts - The initial planned charger was full so Plug INN was found as the alternative location. A significant issue was caused by an EV lorry blocking most of the chargers while it charge, in addition to this the initial charge we could reach failed to work. We eventually parked on the grass to reach a working cable, and although payment was quick and easy, the charger refused to charge beyond 86%. The site showed some good intentions for accessibility but was let down by obstacles, poor layout and unreliable equipment.		

A9.22



General Information	Review	Comments
Charger company	Total Energies	
Audit no.	22	
Location	Aire de bese-mesail	
Overall rating of the charging facility	★ ★ ★ ☆ ☆	
Date of Audit	12th	
Were there disabled EV bays?	✗	
What type of Kwh charge did you use?	300	
Type of parking	Service station	
Safety & Security		
Felt safe and secure	★ ★ ★ ★ ★	In the middle of the services
Access to the Charging Location		
Is there sufficient shelter over the charging station?	✓	
Are there facilities by the chargers? e.g. seats, water	✓	Benches, screen wash, facilities, clothes wash
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★ ★ ★ ★ ★	
Are there clear signs of where the EV charging is?	✓	
Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	✗	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	✗	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	

Are there low-level obstacles?	Bollards	
If bollards are provided, do they obstruct access to the charger?	Yes	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	✓	
Is the interface clearly labelled and easy to use?	✗	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	⚠	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	✓	Although cable got caught on bollard
What is the weight in kg (from the handle) of the cable connector?	4.6	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	

Is there a help point or assistance by the chargers?

×

Additional information

Accessibility thoughts - The service area had good facilities and felt safe, but the charging area itself presented accessibility issues. Bollards regularly caught the charging cable, making it awkward to use, and the English instructions on the screen were difficult to read because the text was so small. There were also payment issues when trying different bank cards before eventually getting the charger working. Overall, it was functional but not particularly accessible.



A9.23

General Information	Review	Comments
Charger company	Easy charge	
Audit no.	23	
Location	Parking Ancien Rivage	
Overall rating of the charging facility	★☆☆☆☆	
Date of Audit	12th	
Were there disabled EV bays?	×	
What type of Kwh charge did you use?	120	
Type of parking	Car park	
Safety & Security		
Felt safe and secure	★☆☆☆☆	Edge of car park by a rubbish heap, someone walked past looking into cars, a second unfriendly looking person walked past
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	And no main facilities nearby, is in a very hilly part of town
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	×	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	★☆☆☆☆	
Are there clear signs of where the EV charging is?	×	

Charging Bay Accessibility		
Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards & cable	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	×	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	×	
Is the interface clearly labelled and easy to use?	×	
Payment type available.	Charge card/RFID, card	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	×	
What is the weight in kg (from the handle) of the cable connector?	Unknown	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	★ ★ ★ ★ ☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	×	

Is there a help point or assistance by the chargers?	×
Additional information	
Accessibility thoughts - This was our least favourite charging stop. The charger was tucked away in the far corner of a car park beside a rubbish area, and the location did not feel particularly safe, with someone looking into parked cars. The bays were narrow, there were no accessible features, the cables dragged across the ground and the screen was difficult to read because of glare. Although payment was straightforward, the overall experience left us feeling uncomfortable.	



A9.24

General Information	Review	Comments
Charger company	Applegreen	
Audit no.	24	
Location	South Simms welcome break	
Overall rating of the charging facility	☆☆☆☆☆	
Date of Audit	13th	
Were there disabled EV bays?	×	
What type of Kwh charge did you use?	330	
Type of parking	Service station	
Safety & Security		
Felt safe and secure	☆☆☆☆☆	In the middle of the services
Access to the Charging Location		
Is there sufficient shelter over the charging station?	×	
Are there facilities by the chargers? e.g. seats, water	⚠	No, only the big facilities nearby.
Are the charging bays less than 50 metres from the facilities & are the toilets nearby?	✓	
Rate the accessibility to the facilities, 1 star being worst, 5 being best	☆☆☆☆☆	
Are there clear signs of where the EV charging is?	×	Tesla is signed as you enter (not others), but few directing once in, although wasn't too hard to find
Charging Bay Accessibility		

Could the bay be large enough for PAS1899? Overall bay 4x6.6m bay, with access zone of 1.5m side, 1.2m rear	×	
Is there a minimum space of 1200mm from charge unit to vehicle socket point?	×	
Can you reach components on the charge unit with a maximum of 220mm away? (this considers obstacles & kerbs)	✓	
Are there low-level obstacles?	Bollards & cable	
If bollards are provided, do they obstruct access to the charger?	No	
What type of flooring is around the charger?	Tarmac/Concrete	
Is there sufficient lighting?	✓	
Charger Unit Accessibility – Digital Interface		
Is the chargepoint positioned that components can be viewed/reached/operated easily?	✓	
Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing or sitting)	✓	
Is the screen readable from fully standing and seated position?	×	
Is the interface clearly labelled and easy to use?	✓	
Payment type available.	App, card, charge card/RFID	
Charger Unit Accessibility – Physical Features		
Does the EV charger have it's own cable and connector?	✓	
Is the length of cable sufficient to accommodate a range of parking positions?	✓	
Is there sufficient cable management in place to avoid trip hazards when the cable is in use and when not in use?	×	Drags on floor, cable management doesn't work
What is the weight in kg (from the handle) of the cable connector?	8.5	
Of the charger you used, how easy (force) is it to remove the charger from the socket and put back into position? 1 very easy, 5 quite difficult.	☆☆☆☆☆	
Plug & cable handle - Is the bottom of handle connector between 800mm and 950mm from where the user would be standing/sitting?	✓	
Is there a help point or assistance by the chargers?	×	

Additional information

Accessibility thoughts - There were plenty of chargers available at this busy service station, but reliability was mixed. Initially the charging session stopped after a couple of minutes when paying by card, so we had to set up the app before charging successfully. The cable was extremely long and heavy, dragging along the ground and requiring considerable effort to manoeuvre. We also noticed that former disabled bays had been replaced by a different charging operator but they could easily have been retained as accessible EV charging bays, which felt like a missed opportunity.

A10.1

The full details excel audit is available on the following page.

Number	Would you rate this charging facility 1 being worst, 5 being best?	Name of location/address	Full address	Start Date	Date of audit	Type of parking	Rate the chargers in order	Charger company	Did the area feel safe and secure. 1 to 5 being safe (based on having to charge for more than 10mins)	Safe and secure comments	Battery % before charge	Battery % after charge	Time took to charge	Is there comment(s) for EV holders?	Payment type used	What type of fast charge did you use?	Cost of charge	Total no. of EV bays	How many EV bays are in use, marked? If so how many?	Are any EV bays marked for disabled people? If so how many?	EV Disabled bay comments	If yes, do the EV accessible bays have clear markings?	(When) Could the bay be wide enough for a PAS1959 standard disabled bay? (Overall bay 460-6m bay, with access zone of 1.5m side, 1.2m rear																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
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PAS1859 sizing comments	Is there a minimum space of 1200mm from charge unit to vehicle seat/ post?	Can you reach components on the charge unit with a maximum of 220mm away? (Yes)	Are there low-level obstacles? Bollards	Are there low-level obstacles? Kerbs	Are there low-level obstacles? Other	Are there low-level obstacles? Ground on a slope	Low-level obstacle comments	If bollards are provided, do they obstruct access to the charge?	What type of thing is around the charge?	Is the charge point protected that components can be swapped/checked without difficulty?	Plug & cable handle - Is the bottom of handle connector between 800mm and 1000mm from where the user would be standing/lying?	Payment & screen - Is the bottom of the payment terminal between 800mm and 1000mm from the ground? (relative to where the user would be standing/lying)	Is the screen readable from fully standing and seated position?	Is the interface clearly displayed and easy to use?	Interface labelling comments	Payment type available: App	Payment type available: Card	Payment type available: Charge card/NFID	Payment type available: QR Code	Are there press buttons?	Is there an audio option?	What alternative languages can you choose?
Notes	Response	Response	Bollards	Kerbs	Other obstacles	Other obstacles	Response	Response	Response	Response	Response	Response	Response	Response	Comments	App	Card	Charge card/NFID	QR Code	Response	Response	No choice
Very disappointing no instruction on charges, screen not very clear and cannot be read at all. Instructions on large screen not compatible with payment screen	No	No	Bollards	Kerbs			Yes	Block paving	No	No	No	No	Yes	Yes	The payment screen you have to squint and is hard to read	App	Card		QR Code	No	No	Multiple
None meets PAS 1859	Yes with obstacle	Yes	Bollards	Kerbs			Yes	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	Yes	Very user friendly with accurate prompts	App	Card	Charge card/NFID		Yes	No	Multiple
However, the flat surface allows use of EV charge point by wheelchair user effortlessly	Yes with obstacles	Yes	Bollards				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	No	When inputting info on the screen it does not give clear indication that the information is sent to the app and there appears to be a disconnect between inputting information on the screen and then it being received via app on the phone	App		Charge card/NFID	QR Code	Yes	No	Multiple
3.3 m wide so not quite but reserved for the disabled and signed but no markings.	Yes with obstacle	Yes	Bollards	Kerbs			No	Concreted cobbled surfaces	Yes	No	No	No	Yes	Yes	Very easy to use in multiple languages		Card			Yes	No	Multiple
Width 260. Inc the side extra square 10cm	No	Yes	Bollards				Yes	Tarmac/Concrete	Yes	No	No	No	Yes	Yes	The space between bays for charging is too tight and one has to squeeze past		Card	Charge card/NFID		Yes	No	Multiple
An extra width section for disabled bay but only on side not at back and front and even then still too narrow	Yes	Yes				No	No	Tarmac/Concrete	Yes	Yes	No	No	Yes	Yes	But every low level curve	App				No	No	App
	Yes	Yes	Bollards	Kerbs			Yes	Concrete	Yes	Yes	Yes	Yes	Yes	Yes	And on entry there's a scan device all EVs can use it	App	Card	Charge card/NFID		No	No	Multiple
	No	Yes	Bollards				No		Blue point with EV Sign printed on it	Yes	No	No	Yes	Yes	Asian coming with payment and took 20 minutes	App		Charge card/NFID		Yes	No	Multiple
See no 10	Yes	Yes				No	No	Tarmac/Concrete	Yes	Yes	No	No	Yes	Yes		App				No	No	App
	Yes with obstacle	No	Bollards	Kerbs			Yes	Tarmac/Concrete	No	No	No	No	No	No	Very complicated and extremely slow process. Had to recharging and the lead to the second charge before we could start charge			Charge card/NFID	QR Code	No	No	Multiple
	Yes with obstacle	No	Bollards				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	No	You have to know to walk to the payment terminal by the petrol, unmarked. There is sign of what to do but unclear as usually not there		Card			No	No	Multiple
	Yes	Yes	Kerbs				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	Yes		App	Card	Charge card/NFID		No	No	
The bays are wide but not long and it LEDs straight onto a road with a town	No	Yes				No	No	Tarmac/Concrete	Yes	Yes	Yes	Yes	No	No	There is no screen only app	App				No	No	App
They're wide but nothing else	Yes with obstacle	Yes	Bollards				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	No	Yes	The screen is readable both heights, but payment terminal you'd have to squint	App	Card	Charge card/NFID	QR Code	Yes	No	Multiple
However the bollards in the way as an obstruction covered with advertise	Yes with obstacle	Yes	Bollards				Yes	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	Yes		App	Card	Charge card/NFID	QR Code	Yes	No	Multiple
	No	Yes	Bollards				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	Yes						No	No	No choice
	No	Yes	Bollards				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	Yes	Yes		App		Charge card/NFID		No	No	Multiple
There have been good intentions to provide access zone however, I don't know if EU has guidelines on disabled bay marking as we do through TMGD	Yes with obstacle	Yes	Bollards	Kerbs			Yes	Tarmac, cement, gravel	Yes	Yes	Yes	Yes	Yes	Yes	There was a provision of multiple languages and touch screen help point in various languages		Card	Charge card/NFID		Yes	No	Multiple
	No	Yes	Bollards				Yes	Tarmac/Concrete	Yes	Yes	Yes	Yes	No	No	There was instructions but English font was tiny and lots of words. Any had issues with payment	App	Card	Charge card/NFID		Yes	No	Multiple
	No	Yes	Bollards				No	Tarmac/Concrete	No	No	No	No	No	No	How to read both screen and payment terminal. lots of sun glare		Card	Charge card/NFID		No	No	Multiple
	No	Yes	Bollards				No	Tarmac/Concrete	Yes	Yes	Yes	Yes	No	Yes		App	Card	Charge card/NFID		No	No	App
Abandoned as not suitable at all and despite number of attempts unable to log in	No	No	Bollards	Kerbs			No	Tarmac/Concrete	Yes	No	No	No	No	No	App seen and without but in. Complicated and very clunky	App		Charge card/NFID	QR Code	No	No	Unknown, issues so used QR code
	No	No	Bollards				Yes	Tarmac/Concrete	No	No	No	No	No	No	Extremely clunky		Card	Charge card/NFID		Yes	No	
							Tarmac/Concrete	Yes	TBC	TBC	Yes (late only)	TBC			and lost flicking to		Card			no	no	TBC

Language1	Language2	Language3	Language4	Language5	Does the EV charger have its own cable and connector?	Is the length of cable sufficient to accommodate a range of parking positions?	cable length comments	Is there sufficient cable management in place to avoid the handle of the cable is in use and when not in use?	cable management comments	What is the weight in kg (from the handle) of the cable connector?	Of the charger you used, how easy (0=not at all easy to remove the charger from the socket and put back into the car) is it to remove the charger from the socket and put back into the car?	Is there sufficient shelter over the charging station?	shelter comments	Are there facilities by the charger? e.g. seats, water, if so what?	facilities by charger comments	Is there a help point or assistance by the chargers?	help point comments	Is there sufficient lighting?	Are the charging bays lit? (e.g. being used, 5 being best)	Are there toilets nearby?	Rate the accessibility to the facilities, 1-5 (the being worst, 5 being best)	Are there clear signs of where the EV charging is?	
					Response	Response	Notes	Response	Notes	Open-Ended Response	Response	Notes		Response	Notes	Response	Notes	Response	Response	Response	Response		
English			German	Dutch	Yes	Yes		Yes		3.67kg	5	No		No but public facilities nearby	No, only the big facilities nearby	No	But there is a phone number for help	Maybe, it's daytime but there are lights	Yes	Yes	4	Yes	
English					Yes	Yes		No	The cable gets wrapped round the bollards and there is untwist it	Unknown	1	No	No shelter at all	No but public facilities nearby	No, only the big facilities nearby	Yes	A phone number and an email address: support.stamen@engle.com	Yes	Yes	Yes	1	Yes	
English	French		German		Yes	Yes		Yes		1.80kg	4	No	Was raining and got wet	No but public facilities nearby	No, only the big facilities nearby	Yes	Phone number	Yes	Yes	Yes	4	Yes	
English	French			English, Arabic, Polish, Italian, Indonesian, ENGLISH if there is such a thing	Yes	Yes		Yes		3.77kg	4			Somewhat	Screenshadow. Very accessible toilets, cables and plenty of small eateries including MC Donuts for those of you who are missing junk food	Yes		Yes	Yes	Yes	5	Yes	
English	French	Spanish	German	Every language you can think of	Yes	Yes		Yes		4.8kg	5		Somewhat	Over the station individually	Yes	Picnic benches immediately behind too	No	Phone number +3302188850883	Yes	Yes	Yes	5	Yes
English	French	Spanish	German	Most languages given name as alias. Can only read and see screen only	Yes	Yes		No	The cables are too close to other vehicles and trip hazard	Unknown	5		Somewhat	Small roof over payment	No but public facilities nearby	No, only the big facilities nearby. But next to shopping mall and the most wonderful and best patisserie I have ever been to.	No	But is carrefour operated and the store is in the shopping mall	Yes	Yes	Yes	4	No
English	French	Spanish	German		Yes	Yes		No	It wasn't long enough for this	2.8	4		Yes - Fully	No	No, only the big facilities nearby	No		Maybe, it's daytime but there are lights	Yes	Yes	Yes	4	Yes
English	French	Spanish	German	if applicable	Yes	No		Yes	Not long enough for users	2.9	5		No	No	No, only the big facilities nearby	No	But by hotel whom they belong too on site	Yes	Yes	Yes	4	Yes	
English	French	Spanish	German	Almost nine languages commonly used in EUROPE	Yes	Yes		Yes		2.87 kg	4		No	No	No, only the big facilities nearby. But holiday inn next to it and great staff and service. Had our breakfast	No		Maybe, it's daytime but there are lights	Yes	Yes	Yes	5	No
				App	Yes	Yes		Yes	NCable not long	0.6	5		No	No	only the big facilities nearby But benches not too far	No		Maybe, it's daytime but there are lights	Yes	Yes	5	Yes	
				Multiple	Yes	Yes		Yes		4.6	5		Yes - Fully	No but public facilities nearby	No, only the big facilities nearby. Shopping centre	Yes	Phone num	Yes	Yes	Yes	4	Yes	
English		Spanish	Italian		Yes	Yes		No	Very heavy and dropped around the bollards and loose on the floor	4.8kg?	5		No	No but public facilities nearby	Literally 10m away external outside under cover as well as seen as an	Yes	Phone number - tried but it's but chat line which encountered an error and several transfers.	Maybe, it's daytime but there are lights	Yes	Yes	3	Yes	
English	French	Spanish	German		Yes	Yes		No	You had to lift and wrap round once finished heavy	Unknown	5		No	No	No, nothing around, but there is space for a picnic table to similar	No		Maybe, it's daytime but there are lights	No	No	1	Yes	
				Same as other answer	Yes	Yes	Cable system can stretch	Yes		4.7	5		No	No but public facilities nearby	No, only the big facilities nearby. Shop and cafe	No		Maybe, it's daytime but there are lights	Yes	Yes	4	Yes	
No choice				And Portuguese, Italian	Yes	Somewhat	Side best, cable short	Yes		0.05	5		No	No but public facilities nearby	No, only the big facilities nearby. Restaurant hotel	No		Maybe, it's daytime but there are lights	Yes	Yes	4	No	
English	French	Spanish		Multiple 5	Yes	Yes		Yes		5.9	3			Somewhat	There is a bench but nothing else (no clear main facilities nearby)	No		N/A	Yes	No	N/A	No	
					Yes	Yes		Yes		5.4	4		Yes - Fully	Somewhat	Bench, hotel	No		Yes	Yes	Yes	3	Yes	
				Multiple	Yes	Somewhat	The cable stretched but was awkward and had friction like too of wear.	Yes	The cable retract as I said too of wear.	5.9 kg? but whatever was 2.9	5		Yes - Fully	Somewhat	There was a window wash available sunrooms choose the priorities	No		Maybe, it's daytime but there are lights	Yes	Yes	Yes	2	Yes
					No	Somewhat		Yes	N/A own charger	5	5		No	No	No, only the big facilities nearby	No		Yes	Yes	Yes	5	No	
				German	Yes	Somewhat		Yes	Although there have to lift the cable over the bollard	3.5	5		No	Somewhat	There was screenshadow	No		Maybe, it's daytime but there are lights	Yes	Yes	Yes	5	Yes
				Multiple commonly used languages options	Yes	Yes		Yes		4.3kg	5		No	No	No, only the big facilities nearby. There is a restaurant across a very busy road with no crossing facility.	Yes	On the charge point itself	Yes	No	No	1	No	
				Multiple	Yes	Somewhat		Yes	Although cable ent caught on bollard	4.6	3		Yes - Fully	Yes	Benches, screen wash, facilities, clothes wash	No		Maybe, it's daytime but there are lights	Yes	Yes	Yes	5	Yes
				Multiple	Yes	Yes		No		Unknown	4		No	No	And no main facilities nearby, it is in a very busy part of town	No		Maybe, it's daytime but there are lights	No	No	1	No	
										8.1	3			No but public facilities nearby									
				Over 100	Yes	Yes		No	Drugs on floor, they do have weight carried but it's sticky		16		No	No but public facilities nearby	No, only the big facilities nearby. Shops very near by	No		Yes	Yes	Yes	5	No	
					1			7								18					4	8	
				Multiple languages commonly used in most of Europe, ENGLISH if there is such a thing	Yes	Yes		Yes		Unknown-but mentioned heavy	3		Yes - Fully	No but public facilities nearby	The cafes and restaurants	Yes	Phone number only	Yes	Yes	Yes	1	Yes	
					Yes	Somewhat		No	Bully installed with no thought	Unknown	3		No	No		No		Yes	Yes	Yes	2	No	
					No	N/A		N/A		N/A	Couldn't get to stage to place in charger		No	No		TBC		Yes	Yes	TBC	TBC	No	

signs of EV charging comments	How many standard disabled bays are there in the car park?	Any additional comments about the charger	General other Log
Notes	Other response received	Open-Ended Response	
	6	Contacts met on route - couple of ladies experienced a couple of chargers not working	Disabled bays not marked and not pas 1899 compliant. Better lighting needed
	11	Contacts met on route - Met a disabled motorist who also found it very difficult to work out how to connect. They were travelling in an adapted vehicle and the non disabled person had to operate the charge point as not suitable for wheel chair bound person	Disconnect issue - Could not disconnected, advisor didn't know EVs after trouble shorting turned car on off on key. Non compliant with pas 1899 on all fronts
Signage available to follow from exit off the motorway	2		So far it appears to be the best one use wise today however does not meet Pas 1899 requirements
Well signed from the exit off the motorway leading you directly to the EV stations	Don't know	Has CCTV Due to lack of bay markings dedicated for people with disabilities or blue badge, and slight issues with instructions not being clear and disjointed between the screen input and app on your phone it got marked as 4 The screen only showed QR code but then took you to the app on the phone to take card payment. A little navigation needed and help from a fellow EV user.	
A little discreet	Don't know	Payment seems to use if not so many bollards lights etc a wheelchair might be ok Tight spaces between 2 cars charging from opposite sides. C18&20 for a wheelchair there is impossible to get the 8 close to the screen and payment. Standing up one can reach screen and payment. compared to first always quality very different, small spaces, surface level but bollards spaces. The charger unit itself the Same gd quality	Drop curbs WITH UP only back of ev charge then disabled bay. Inactive area! no focal fuel located only EV
	12	Contacts met on route - Met arrived at New Telsa himself for 7 years, he had completed an ev trip. Paris to Norway then back to Morocco, he's got a lot of experience. He said the car was not as good as he thought it would be. He said the car was not as good as he thought it would be. He said the car was not as good as he thought it would be.	Cafe-Gd patisserie, complimentary macarons There's no lift even though disabled bays and ev charge are bottom of stairs, have to call for assistance at the door to enter the facilities. Tiny curbs over all gd but spaces not guaranteed space. Tiny curbs over all gd but spaces not guaranteed space. Beautiful view no, drive
	2	round the back rear chawers Hotel car park was gated off but chargers were outside gates, perhaps so those going to restaurant could also use, seemed safe but not reassuring. Screen easy to use for wheelchair but kerb will stop being too close and would mean moving car forwards for wheelchair to fit also charger is on side with bollards not reachable	
	1		
No signs directing to it but it seems to be part of Holiday Inn	Don't know	This was not the chosen location for charging but plan C Location for initial charging EVs. Chargers but not operating all topped up. Not location stop initially planned? Plan B was at LIDL and there was already vehicle charging in rapid charging bay, the other bay occupied by an EV not charging and the driver returned eventually with shopping and moved. We tried to use but unsuccessful and was only 25min. So plan C action and tried finding charge locations using ABPP app initially looked for earlier charger but cotton was near airport, wasn't sure if have to park in car park and drive	
	Don't know	Zunder was taking too long to figure out payment so used Telsa. Not disabled bay but good, dropped curb further up	Had no concern
No signs that is clearly in middle of the car park	16	App said connect but kept loading so said by card directly, which is had to usual to use	
	1	Although right next to burger king it would be difficult for a person in wheelchair to navigate round the bay due to the uneven floor and the height of the kerb	Audits option - Did calla number for assistance but was recorded message to call a different number, that also gave a different number so decided to chat. The reply came back saying that the chat had technical error and breakdown. So is this a mental health issue for AB? Being compassionate abandoned the chatroomed the car in the next bay and started all over again as not one to give up. By this time it has been more than 30 minutes of life used up. However, all worked out in the end.
See both the main rd and service station is small	Don't know/No	Nice view of the sea, there's space for a picnic table if installed	
On motorway, 1st sign said ev charge, second two didn't. I was obvious when driven	2	No pedestrian footpaths, there is a access crossing leading to only 1 Telsa charger and a bin. Any didn't have a login for Zunder at the time, so she immediately scanned the QR code and was charged very quickly.	Zunder also had 70kw and there was Telsa.
No signs but there are obvious	2	During research ABPP said it was fine, other charges around but not active. Telsa shows on app works fine. Guy told us 1 charger not working before we pulled in. Nice view but chilly. On ABPP app after try Total Energies doesn't show on the map at all anymore.	
Well you can see them from the road. No signs	Don't know	On a slope, cable dragged on floor, heavy, but space usability location good.	
	Don't know	Good but not perfect	
Accessible (could be better)	1	Challenges with payment. 4 attempts, ended up using Zee's card	Own cable - However, I found it difficult to pull and stretch it. A young male driver in the next bay experienced similar problems. What chance have I got?
Is hotel and easy to spot in small car park	2	It was easy to use, qr code worked quickly, lovely hotel, used website payment	
	Don't know	We went rogue didn't plan the charging stops as service stations often mentioned them, didn't know what we were going to. While charging a roadie van parked and blocked a bay to reach a charger. Services lovely. Found an alternative location nearby at a multi surfaced car park at a Port De London. Lorry blocking all but 1 charge unit which was tucked away. Tried 1 of two cables and it didn't work. Tried 2nd spot by parking in the general parking area and use a cable reachable but someone else block the area to attempt. 3rd option, we parked on the grass behind and connected a cable Very simple and quick to use simply tap the card, no requirement to provide any card details, unlike most other charge providers. Charger refused to charge above 80%. Tried to reject and charge to 100% but it declined. Noticed the lorry driver return and try to reject a few times so may of had a similar issue.	
	None		
	Don't know	Gd facilities but not accessible and payment issues with Anna trying both visa and Mastercard. used a 3rd bank card.	
	Don't know	Car park but far corner by exit, ok surface but didn't feel safe. Narrow bays. Cables drag on floor but payment was ok	
		Telsa not shown on ABPP or Telsa apps, is on Google and did have cars charging but as it didn't show on the app and the charger had no screen there was no option to charge.	
		Gridlines was right near the entrance, the bays that originally been disabled bays and still had hatch markings, couple of standard disabled bays adjacent, they could easily be marked as EV disabled bay chargers and blue pass PAS1899. 2 out of 4 were working, the 2 working were being used to charge. More bays were being installed but were fenced off. App/Screen originally showed as not working when researching chargers. When we arrived they were connected off except a few near the entrance, most were in use as we drove towards them the others connected off became available, which people started using quickly. Paid by card started charging for 2mins then disconnected, app let up then used. One last thing not impressed with the lead as it is very long and the length is not secured enough to avoid drag on the floor and when you do take it to the car from charging station it is really heavy and needs two hands.	
Although I think it is very narrow path to it at the rear	2	Rating- I would give this one a zero for charge facilities but there are no options. Of EVs in use one having problems and on the phone with the company and we were at number 1, but it disconnected us as soon as we started charging. We then moved to number 4 and it would not accept my card, using guest login Abandoned charger - Went to Telsa, worked instantly without issue (CCE APP AND APP CARD FOR Payment) There are two rows of Gd chargers installed within the shopping center car park, they are now fenced off (since at least March) with their top covers but not working or operational so tried Alcarapo The shop and car park would be locked. The bays weren't big but there was plenty of space to make bigger. Was end of the car park but in a visible area.	We walked away from both charging points to avoid delays, please respond through this email thread only in the future