

Sensory Shopping

My visit to...

Newlands Shopping Centre

A detailed accessibility guide



Welcome to Newlands Shopping Centre

Newlands Shopping Centre understands that for some people with autism spectrum conditions, sensory or additional needs a visit to a busy shopping centre can be a daunting experience.

At the Newlands Shopping Centre we want to give all our customers the best possible customer experience. This is why we have developed this guide, which aims to support individuals with autism spectrum conditions, sensory and additional needs and their parents/carers, during their visit to the Centre.

The guide will support you from the early stages of planning a visit, arriving at the Centre, information about our amenities and services to what to do in an emergency. We aim to ensure that you have a pleasant and fun visit in which you feel safe and supported.

Throughout your visit there are friendly trained staff on hand should you require assistance.

We welcome any feedback about this pack and feedback forms can be found on page 10.

Thank you and take care.

Neil Griffin
Centre Manager

Newlands Shopping Centre

Newlands Shopping Centre is a Shopping Centre in Kettering.

Address: Newlands Shopping Centre, Gold Street, Kettering, Northants NN16 8JA

Telephone: 01536 411920

Website: www.newlandsshopping.com

Guides

This detailed guide to the Newlands Shopping Centre has been produced with the purpose of informing those individuals with autism and their parents/carers about the Centre and to help them have an enjoyable visit.

In addition, we have created an easy read visual guide to the Newlands Shopping Centre specifically for individuals with autism spectrum conditions (ASC). If you, or the person you are visiting the Centre with has ASC you may want to download that guide instead. The guide includes an easy read map of the Centre.

Visiting times

We have identified the Newlands Shopping Centre's quietest and busiest times so you can pick the best time for your visit.

We are open 7 days a week. We have our special Sensory shopping day the first Sunday of every month.

Opening times:

Monday: 9.00am - 5.30pm
Tuesday: 9.00am - 5.30pm
Wednesday: 9.00am - 5.30pm
Thursday: 9.00am - 5.30pm
Friday: 9.00am - 5.30pm
Saturday: 9.00am - 5.30pm
Sunday: 10.00am - 4.00pm

Quietest times*:

Sunday: **10am - 4pm**
Monday / Tuesday / Wednesday / Thursday:
9am - 11am and **2pm - 5.30pm**

Busiest times:

Friday between **11am - 4pm**
Saturday between **10am - 4pm**

*During events, sales and Christmas, Newlands Shopping Centre can be busier and look different. Average time at Newlands Shopping Centre is 2 hours.

Planning your visit

Newlands Shopping Centre is a community shopping centre with lots of shops and things to do. To make sure you have an enjoyable time you may want to plan your visit before you arrive.

- There is more information about what you can do at the Centre in this booklet.
- There is a list of our stores and restaurants on our website:
www.newlandsshopping.com/Directory.aspx

At the Centre



The Newlands shopping centre has a 2 level multi-storey car park which can be accessed from Tanners Lane, postcode NN16 8DP.

Blue badge spaces can be found on both levels of the car park. Parent and child spaces can be found on level two.

There are two set of lifts which provide direct access to the shopping malls.

Toilets



Toilets are located at the end of Tanners Lane Mall opposite TK Maxx and a full time attendant is available during opening hours. Although there is a charge of 20p it is free to disabled and children. Should the attendant not be at the barrier then a bell is available to call them. The toilets can be found at:

- The end of Tanners Lane Mall opposite TK Maxx.

What can I do at Newlands Shopping Centre?

Shopping is one of the main activities at Newlands Shopping Centre. Here are our biggest shops and attractions:

To help you, or the person you are with navigate around the shops, here are some pictures of four of our largest stores in the Centre that you can use as signposts.



T K Maxx Tanners Lane Mall



H&M Tanners Lane Mall



Boots Newland Street Mall



Home Bargains Newland Street Mall

Eating Out

You can eat at the Newlands Shopping Centre; we have identified a number of quieter eateries and places that you can also sit to eat packed lunches.



Tapri – Main Square: Tapri is located at Main Square and serves a selection of food and drink with a seating area but can be busy and noisy at times.



Greggs – Gold Street Mall: Greggs also has a small seating area within their store.



Other places to eat:

You can also bring a packed lunch. Packed lunches are welcome in the centre and we have seating available in all malls. You can eat a packed lunch on one of the benches inside the shopping centre.

What might you see at Newlands Shopping Centre?



You might also see:



Children's attractions

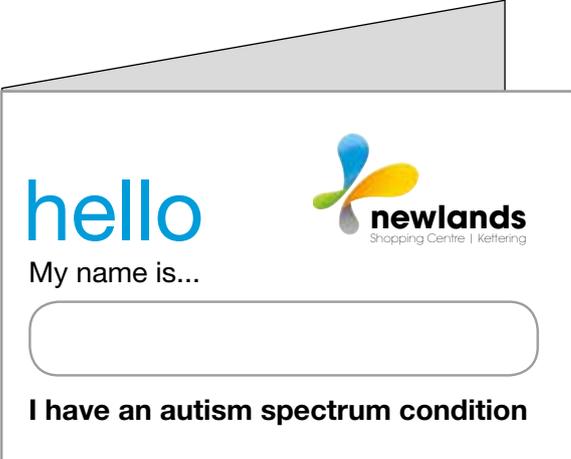


Lifts

How can Newlands Shopping Centre support you?

Autism Awareness Card

Sometimes it can be hard to ask for help, we have therefore created our own Autism Awareness cards. These are downloadable from our website or available from centre management which is located on the first floor at Tanners Lane. Please ask any member of staff for help. The Autism Awareness cards are to be used at your own discretion.



hello

My name is...

I have an autism spectrum condition

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What to do if something goes wrong?

If you need support during your visit to the Newlands Shopping Centre please call centre management on **01536 411920** or email: **Charmian.wright@newlandsshopping.co.uk**

If you have chosen to carry one of our Autism Awareness cards please share them with our staff during an emergency.

Tell our staff about your emergency:

- **I am lost please help.**
- **I have lost something.**
- **I don't feel well.**
- **I need someone trained in first aid.**
- **I am feeling overwhelmed, please help me find somewhere quiet.**

After My Visit

What I liked about Newlands Shopping Centre:

What I want to do again:

What I would like to do next time:

Feedback questionnaire

Was the guide helpful?

What could be better about the guide?

What was missing from the guide?

What would help make my visit more enjoyable?