

RUNNYMEDE ACCESS LIAISON GROUP

DISABLED ACCESS APPRAISAL

Runnymede Civic Offices, Addlestone

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Priority: A = Essential & Urgent C = Required
 B = Urgent D = Optional

Location and Observations	Recommendations	Priority & Action
<p>1. Disabled parking bays at front of building:</p> <ul style="list-style-type: none">• Difficult to transfer from vehicle to pavement due to position of bollards• Only one dropped kerb provided• Duration of parking time is not indicated (20 minutes?)	<ul style="list-style-type: none">• Parking spaces should be set back further into the forecourt to provide more room to transfer from vehicle, the space could have been used much better• Capacity to provide two extra bays on the other side of the tree• Provide signage indicating parking times	
<p>2. Reception Area</p> <ul style="list-style-type: none">• Excellent circulation space for wheelchair users and reception desks are the correct height• However for a visually impaired person (VIP) there are no visual clues, guide markings or tactile signage to the reception desk once inside the building• Wheelchair access behind reception would be difficult for a disabled member of staff, as it is narrow and cramped with limited space	<ul style="list-style-type: none">• Tactile guidance strips through the revolving door and along the floor to guide VIPs to the reception desk• Tactile signage inside the revolving door to indicate where the reception is located• Lift and replace floor tiles with those of a contrasting colour to guide VIPs to reception• Improve circulation space behind reception – possible to draw it forward?	

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<p>3. Disabled Toilet (ground floor)</p> <ul style="list-style-type: none"> • Automatic door entry, tactile on push button entry • Tactile wheelchair/male/female signage on door • Adequate size and well laid out, easy to manoeuvre through door and close/open • No tactile signage on wall outside main entrance to toilets • No tactile signage on individual cubicle doors 	<ul style="list-style-type: none"> • Tactile signage on all doors and external wall outside the facilities 	
<p>4. Seating outside Interview Rooms</p> <ul style="list-style-type: none"> • Not suitable for ambulant / semi-ambulant people in terms of lowering down and pushing up out of seat 	<ul style="list-style-type: none"> • Recommend providing alternative chairs with straight backs and arm rests to cater for ambulant disabled and elderly visitors 	
<p>5. Interview Rooms</p> <ul style="list-style-type: none"> • Good wheelchair access and desks at the correct height • Tactile signage missing on each of the doors 	<ul style="list-style-type: none"> • Tactile signage on all doors and external wall outside each interview room 	
<p>6. Interactive kiosk and payment machine</p> <ul style="list-style-type: none"> • Touch screen correct height for wheelchair user • Easy to use, including card payment facility • Braille keys on keyboard to navigate around the key board • No audio assistance for either facility • No tactile clues on the payment machine 	<ul style="list-style-type: none"> • Tactile keys / clues on the payment machine • Introduce audio assistance as an option 	

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<p>7. Public Access Computers</p> <ul style="list-style-type: none"> • Desks correct height for wheelchair user and easy to manoeuvre around the facility • No tactile signage or keyboards 	<ul style="list-style-type: none"> • Tactile signage and button to call for assistance 	
<p>8. Leaflet stand</p> <ul style="list-style-type: none"> • No information to say whether the leaflets are available in large print or an alternative format 	<ul style="list-style-type: none"> • Signage / information to indicate that leaflets can be provided in an alternative format, and to ask receptionists for assistance 	
<p>9. Sofas near front windows</p> <ul style="list-style-type: none"> • No back to some sections of the sofas, which is not safe for a visually impaired person who could lean back and fall 	<ul style="list-style-type: none"> • Remove sections without back support 	
<p>10. Library</p> <ul style="list-style-type: none"> • Good internal circulation and spacious layout • All shelves an accessible height with exception of the taller shelves near rear interview room doors • Good selection of large print and audio books • Staff attitude very good, introduced themselves and offered assistance • Internet PCs very well used and good height for wheelchair users • One of the self service desks was adjustable to change the height but unfortunately was not working at the time of the visit 	<ul style="list-style-type: none"> • Regular maintenance of adjustable self service desk 	

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<p>11. Lift</p> <ul style="list-style-type: none"> • Adequate size for wheelchair user but controls hard to reach if entering lift from opposite direction • Braille/tactile stick-on patch on the ground floor button had been partially ripped off at time of visit • Lift to Upper Ground Floor – landing at top of stairs, not much space in front of lift doors for a wheelchair user to manoeuvre posing a potential hazard • Lift to Mezzanine Floor – wheelchair users have to reverse out of lift doors which is difficult • Route to the Servery and then to the café seating area is not suitable for a wheelchair user due to the level changes and the need to use the lift to go from one level to the other. • Route would be: Lift – Upper Ground Floor – Servery – Lift – Mezzanine Floor – Café • This is both extremely difficult and a health and safety risk for a wheelchair user in terms of carrying food and hot drinks to the seating area via the lift 	<ul style="list-style-type: none"> • Recommend replacement • Recommend warning signage at top of stairs • Recommend signage to indicate direction to exit lift on the Mezzanine floor • Recommend a call button within the Café seating area linked to the Servery in order to enable wheelchair users and other disabled people to place their order and a member of the kitchen staff to bring food and drinks to the customer 	
<p>12. Council Chamber</p> <ul style="list-style-type: none"> • No wheelchair access to public gallery • Not clear where wheelchair users would locate within the Chamber • Is a loop system available? If so signage should be provided • Main platform raised with no wheelchair access which is inadequate for any disabled employee • Desks too high for powered wheelchair 	<ul style="list-style-type: none"> • Provide signage to indicate where wheelchair users should locate within the Chamber • Loop signage should be provided • Portable ramp that can be located at the end of the platform to enable wheelchair access • Movable desk recommended which can be hand ratcheted to enable height to be adjusted, including microphone unit within easy reach 	

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<p>13. Committee Room</p> <ul style="list-style-type: none"> • Good size and circulation space • Desks correct height for wheelchair users • Is a loop system available? If so signage should be provided • Raised grills alongside the windows present a trip hazard 	<ul style="list-style-type: none"> • Loop signage should be provided • Lower into floor if possible 	
<p>14. First Floor Offices</p> <ul style="list-style-type: none"> • Spacious with good circulation around the floor, correct desk height and accessible storage units • Disabled toilet very spacious, well laid out with good circulation space • Emergency pull chord in the disabled toilet was tied up out of reach at time of visit • Lack of tactile signage on any of the toilet doors • Fire door leading to toilets very heavy and hard to open for disabled person • Evacuation policy for wheelchair users? Safe refuges not marked and could not see evac chairs 	<ul style="list-style-type: none"> • Adjust chord as necessary • Add tactile signage to all toilet doors • Recommend power assisted door with manual override • Clear signage indicating safety procedures for wheelchair users in the event of fire, and marking the location of refuges and evac chairs 	
<p>15. Tea Point</p> <ul style="list-style-type: none"> • Height of paper dispenser too high for wheelchair user • Some cupboards inaccessible for wheelchair user 	<ul style="list-style-type: none"> • Recommend relocating paper dispenser 	
<p>16. Stairs</p> <ul style="list-style-type: none"> • No tactile signs or indicators at the top or bottom of the stairs for visually impaired people 	<ul style="list-style-type: none"> • Recommend addition of tactile signage as appropriate 	