

# **Scrutiny Inquiry Panel - Accessible Southampton**

## **ADDITIONAL INFORMATION**

Thursday, 7th October, 2021  
at 5.30 pm

ADDITIONAL INFORMATION RELATED TO THE LISTED  
REPORTS

# **ADDITIONAL INFORMATION**

## **ACCESSIBLE SOUTHAMPTON - PRESENTATIONS**

Presentations of the meeting on 7 October 2021

Friday, 1 October 2021

DIRECTOR, LEGAL AND GOVERNANCE

# Accessible Southampton

Guy Van Dichele Executive Director, Wellbeing (Health & Adults)

# What is an city accessible city?

An inclusive and accessible city is a place where everyone, regardless of their economic means, gender, ethnicity, disability, age, sexual identity, migration status or religion is enabled and empowered to full participate in the social, economic, cultural and political opportunities that cities have to offer.

# Why is accessibility important in a city?

Having more people involved helps planners think about the different types of exclusions and barriers that people face in their everyday lives. Accessibility is the key to inclusive cities. People are excluded further if cities are planned and designed poorly.

# How do you make a place more accessible?

- It all starts with the people and understanding their needs
- Design the city with best practice guidelines
- Understand what is available already
- Not all accessibility is physical – it can be about information / digital
- Accessible Impact assessments can help in future decision making

# Accessibility and location

- The ability to reach a place with respect to another place.
- Is it easy to walk from one place to another safely? (economic means)
- Is it easy to navigate pathways if in a wheelchair, using a buggy or indeed have autism?
- Do areas feel safe to access from LGBTQ+ communities?
- Can I catch public transport easily if I have a disability?
- With all of this people often fit into more than category

# Accessible Southampton – Physical

- The same walk through Southampton may be very different for people – someone with out mobility problems will hardly notice the obstacles – they will go up and down stairs, curbs and move around obstructions without any problems but this won't be the same for everyone.
- By contrast a resident with disabilities may take the same journey as above but have a tortuous experience and in many cases it will become impossible to overcome.
- Not enabling people to leave their home causes social isolation – social isolation is a killer.
- We are probably at different levels of understanding of our environment for people – this understanding is growing and needs to continue to evolve.



# Responsibilities as a council

- The Equality Act 2010 inc. the right for disabled people to have access to everyday goods and services.
- Everyone in the Council has a responsibility for accessibility at some level.
- Work needs to be done to create a culture of accessibility and inclusivity.
- Create tools to help our workforce plan to enable improvements to accessibility.
- Equality Impact Assessments are a requirement for policies or changes to policy.

# Council

## Universal services

- Information and advice / Social Work services

## Commissioned services

- Spectrum

## Specialist services

- Sensory needs and rehabilitation

A photograph of a fountain with a central vertical jet and several lower jets, set against a stone wall.

# People living in Southampton with a Disability

## Where are we now?

Southampton City Council

# Disability and long-term conditions

There is no current single source to establish how many people have disabilities in the city.

The following data sources have been brought together to illustrate the picture of those people **known to have a disability** in the city.

- Those known to Adult Social Care
- Those known to Children's Social Care
- Those known to Schools/Education
- Those claiming disability living allowance (DLA)

These figures exclude those who not known to SCC services for support or as in receipt of DLA benefits. These unknowns could include people who have long-term health conditions which impact on their mobility and day-to-day living, but may not be an SCC service user or meet needs testing to receive a SCC service.

How many people with disabilities (those **known and those estimated unknown**) can be estimated using modelling applied to local population data built from prevalence studies.

**Multiple long term conditions** which impact mobility and day-to-day living increase with age, this is illustrated using GP data for the city.

Back pain was the most second common condition for disability living allowance in pensioners and this is the most **common cause of disability**, locally and nationally.

There are currently **3,382 individuals** known to SCC Adult Social Care as **visually/hearing impaired** and/or with a **physical disability**, living inside and outside the city boundary

**Living within the city**, there are **3,234** residents known to Adult Social Care as visually/hearing impaired and/or with a physical disability:

- **947** registered **visually impaired**
- **1,111** registered **hearing impaired**
- **1,385** people with general classes of **physical disability**

Note: Most aged 18+ and a few are under 18. 209 individuals are known to adult social care for two or all of the three groups above.

**Living outside the city**, there are **148** individuals known to Adult Social Care as **visually/hearing impaired** and/or with a **physical disability**, live outside the city boundary in SCC funded permanent residential / nursing homes

**These figures exclude those who are not registered, or those who have long-term health conditions which impact on their mobility and day-to-day living.**

There were **498 children** known to the SCC Education data team with a primary or secondary need as **visually/hearing impaired, multi-sensory impairment** and/or with a **physical disability**, attending Southampton mainstream schools (January 2021)

**In Southampton maintained and academy schools (including academies and trust-maintained)** there are **498** children known to SCC Education team as visually/hearing impaired and/or with a physical disability:

- **76** who are classed as **visually impaired**
- **124** who are classed as **hearing impaired**
- **21** who are classed as **multi-sensory impaired**
- **277** who are classed with a **physical disability**

These figures exclude those who are home schooled or attending an independent school, children pre-school age or attending college, and Southampton children who attend out of city schools. On the school census a child may be coded with a Primary and Secondary need type, in order of severity. In these figures the Secondary need type has only been counted if the Primary need type was not one of the four detailed above.

**Children's vulnerable cohort groups** of those children known to Children's Social Care (as of 01/09/2021):

- **403 of 2,968** (13.6%) who are classed as **Children in Need** have a **disability**
- **40 of 420** (9.5%) who are on the **Child Protection Register** have a **disability**
- **74 of 509** (14.5%) who are classed as **Look After Children** have a **disability**



In **February 2021**, there were **5,743** Southampton residents receiving **Disability Living Allowance (DLA)**. **1,321** were **working age adults**, **2,716** were **children** and **1,706** were over state **pension age**:

- **2716 children – highest 3** main disabling condition classifications;
  1. Learning difficulties - 1,424 children (52.4%).
  2. Behavioural disorder – 483 children (17.8%).
  3. Hyperkinetic syndrome, also known as ADHD, - 243 children (8.9%).
- **1,321 working age adults – highest 3** main disabling condition classifications;
  1. Learning difficulties – 274 working age adults (20.7%).
  2. Psychosis – 153 working age adults (11.6%).
  3. Arthritis - 96 working age adults (7.3%).
- **1,706 adults over state pension age – highest 3** main disabling condition classifications;
  1. Arthritis – 557 adults over state pension age (32.6%).
  2. Back pain – 122 adults over state pension age (7.2%).
  3. Disease Of the muscles, bones or joints - 116 adults over state pension age (6.8%).





Estimates and projections of the number of people with **visual impairments, hearing impairments** and **impaired mobility** in the city have been produced using national prevalence rates applied to local population data.

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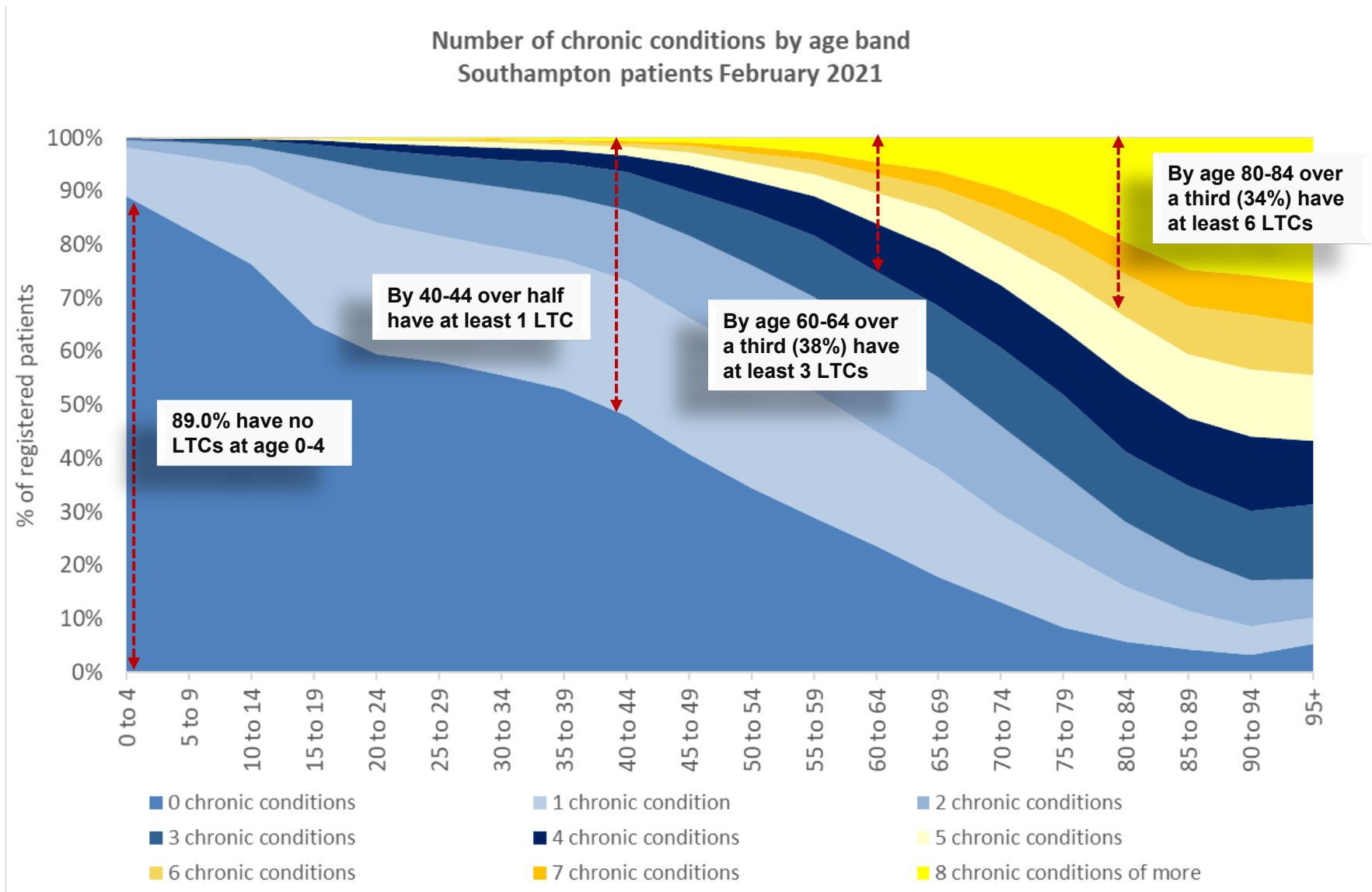
Disability by age group and year	2021			2040		
	18 to 64	65+	Total	18 to 64	65+	Total
Visually impaired	110	4,071	<b>4,181</b>	113	5,573	<b>5,686</b>
Hearing Impaired	13,761	23,674	<b>37,435</b>	13,643	31,732	<b>45,375</b>
Impaired mobility	7,327	6,353	<b>13,680</b>	7,201	8,631	<b>15,832</b>

Source: POPPI and PANSI

Impaired mobility for 18 to 64 years old is assessed against experiencing either moderate, severe or complete difficulty with mobility, and certain activities are limited in any way as a result, such as walking or climbing stairs. Impaired mobility for 65+ years old is defined as Activities include: going out of doors and walking down the road; getting up and down stairs; getting around the house on the level; getting to the toilet; getting in and out of bed

There are **3,382** individuals known to SCC Adult Social Care as visually/hearing impaired and/or with a physical disability.

Approximately **10,300** residents have moderate or severe frailty and are at higher risk of adverse outcomes such as falls, disability, admission to hospital, or the need for long-term care. (CHIE)



Source: Sollis Clarity Health Analytics (ACG version 11.1/11.2) February 2021

# Leading causes and risk factors of disability

Causes	Southampton	Portsmouth	Hampshire	Isle of Wight	England
Low back pain	1	1	1	1	1
Diabetes	2	2	2	2	2
Depressive disorders	3	3	3	3	3
Headache disorders	4	4	4	4	4
Neck pain	5	5	6	6	5
Gynecological diseases	6	6	9	13	9
Other musculoskeletal	7	7	8	10	7
Anxiety disorders	8	8	11	12	10
Age-related hearing loss	9	9	5	5	6
Asthma	10	11	12	8	14

Top 10 causes attributed to Years Lived with Disability (YLDs)

Low back pain and diabetes are the two leading causes of disability across the STP

Risks Factors	Southampton	Portsmouth	Hampshire	Isle of Wight	England
High body-mass index	1	1	1	2	1
High fasting plasma glucose	2	2	2	1	2
Smoking	3	3	3	3	3
Alcohol use	4	4	4	4	4
Drug use	5	5	5	5	5
Occupational ergonomic	6	6	8	8	7
High blood pressure	7	7	6	6	6
Low bone mineral density	8	8	7	7	8
High processed meat	9	9	9	9	9
Particulate matter	10	10	10	12	10

Top 10 Risk Factors attributed to Years Lived with Disability (YLDs)

High body mass index and high fasting plasma glucose are the two leading risk factors causing disability across the STP

# Thank you

Happy to take questions and discuss

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**Guy Van Dichele**

**Executive Director Wellbeing (Health and Adults)**

# SPECTRUM Centre for Independent Living



Centre for  
Independent  
Living CIC

Access Inquiry – SCC Scrutiny Committee

Overview of the accessibility challenges  
experienced by Disabled People in  
Southampton & Good Practice

Ian Loynes, Chief Executive, SPECTRUM

# About SPECTRUM

- SPECTRUM CIL is a User Led Organisation, run and controlled by Disabled People
- We work to promote Independent Living and the meaningful inclusion of Disabled People into the community.
- Established in 1984 and based in Southampton

# About Disabled People

By 'Disabled People' we mean people with:

Physical

Sensory

Intellectual

Psychological

Emotional

Age Related

Hidden Impairments

We therefore include people living with long term health conditions, people with learning difficulties, mental health system users and survivors, cancer survivors and those living with HIV and AIDS as well as Older People



# Overview: Access for Disabled People in Southampton



Compared to many places, Southampton is general a good place to work and live for many Disabled People

However, significant challenges remain, particularly for less well 'understood' Disabled People (i.e. People with ADHD)



The City Council does not 'learn' – people come and go within the Council who have or gain expertise with respect to access

- But that knowledge is lost when that person leaves
- The City Council needs to acquire knowledge and standards and **PASS** this on to new staff
- Left & Right hand oblivious and often don't learn from each other



# Knowledge is Power:

## Accessible Information

- The City currently has no **Accessible Information** standard.
- Commonly (even in Social Care) people are sent information when the City 'knows' that person needs information in a particular format
- Even adopting a basic minimum standard will ensure information is accessible to the **majority**
  - **San Serif Font – at least 14pt**
  - **Clear contrast to background and no background graphics**
  - **All meetings will be held in accessible venues**

# Access to 'public' places & buildings



- **Homes:**

- Disabled People want their homes & friends / neighbours accessible
- All new & rebuilds build to lifetime homes standards

- **Public buildings**

- Should be accessible to the 'public' – even Disabled People!

- **Public places (Parks & Streets)**

- Accessible design (street furniture - contrasts, signage)

- **Shopping & Entertainment Places**

- Hearing loops standard, staff training, steps!
- Council has enormous power
  - Leases / Landlord / Planning

# Access to 'public' places & buildings



- **Public Transport**

- Trains: Generally Good;
- Buses: Should do better;      Taxi: Awful

- **Parking Places**

- Quantity & placement
- Suitability: Most Wheelchair Accessible Vehicles are rear entry and large
- Monitored & allow public reporting

- **Shopmobility Schemes**

- Two in City Centre, none anywhere else

- **Toilets**

- Larger Public Places should have **Changing Places** provision

# Access to 'public' places & buildings



- **Access Audits**

- E.g. SPECTRUM did Access Audit for City Centre in 2020 – local people



- **Planning Permission**

- Awareness of improving access is Poor in Planning Dept
- Common for access to be worsened when pubs / restaurants / entertainment venues updated
- Appears to be zero monitoring
- Little appetite for Improving access

# Legislation / National guidance relevant to the Accessible Southampton Inquiry

## Equality Act 2010

- The Act makes it unlawful to discriminate against someone on grounds of: disability, amongst other characteristics
  - Direct discrimination; Indirect; Harassment; Victimisation
- Principle of: **Reasonable Adjustments**
- Provides a right to access goods, services and facilities
- Employers are liable for the actions of it's employees

## • **Building Regulations Part M (2015 updated):**

- Provides guidance to access, use of buildings and facilities for Disabled People. Covers the ability to move through a building, including to toilets and bathrooms.

## • **Public Sector Disability Equality Duty 2011**

- Requires that public authorities have an ANTICIPATORY duty
- Duty to consider & think about how their policies or decisions affect people who are protected under the Equality Act
- Commonly delivered via Equality Impact Assessments (Badly)

# Good Practice

- Ask the Disabled People of Southampton – They have a lifetimes experience – much better than any ‘Expert’
  - **37,500 Experts by Experience in Southampton**
- Our Access Audit for Go! Southampton had a section on Good Practice and good advice. I’ll make that available
- Example:

[InclusiveDesign.scot/what-is-inclusive-design/](http://InclusiveDesign.scot/what-is-inclusive-design/)

The Commission for Architecture and the Built Environment (CABE) in Scotland has published a guide on the principles of Inclusive Design as it relates to the built environment. The key principles outlined are:

**Inclusive – Responsive – Flexible – Convenient –  
Accommodating - Welcoming – Realistic**

# Q&A?



Centre for  
Independent  
Living CIC

**Email:** [Ian.Loynes@SpectrumCIL.co.uk](mailto:Ian.Loynes@SpectrumCIL.co.uk)

**Website:** [www.SpectrumCIL.co.uk](http://www.SpectrumCIL.co.uk)

**Facebook:** [@Spectrum.CIL](https://www.facebook.com/SpectrumCIL)

**Twitter:** [@SpectrumCIL](https://twitter.com/SpectrumCIL)

**Think you know Disabled People ... Think Again**

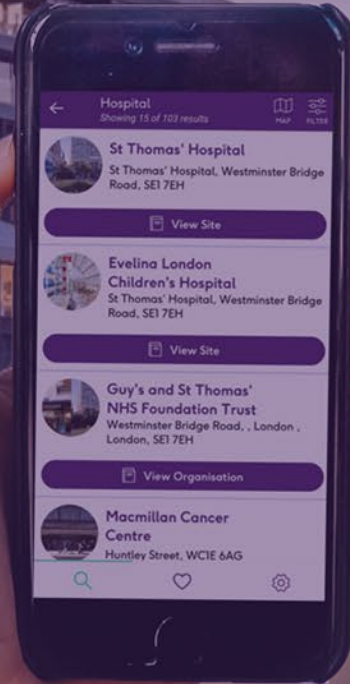
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# AccessAble

Your Accessibility Guide



7<sup>th</sup> October 2021

# Our History



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**May  
2000**



**Sept  
2001**



**March  
2002**

**A simple idea  
born from  
personal  
experience...**



**14.1  
million**

Disabled people  
in the UK

**1 in 4**

Households  
affected by  
disability

**4.5  
million**

Carers in the UK

**45%**

Of people aged  
65+ have a  
disability

**Good  
Accessibility**

Important for  
older people  
and parents

**£274  
billion**

Estimation of the  
Purple Pound

Potential  
UK Audience

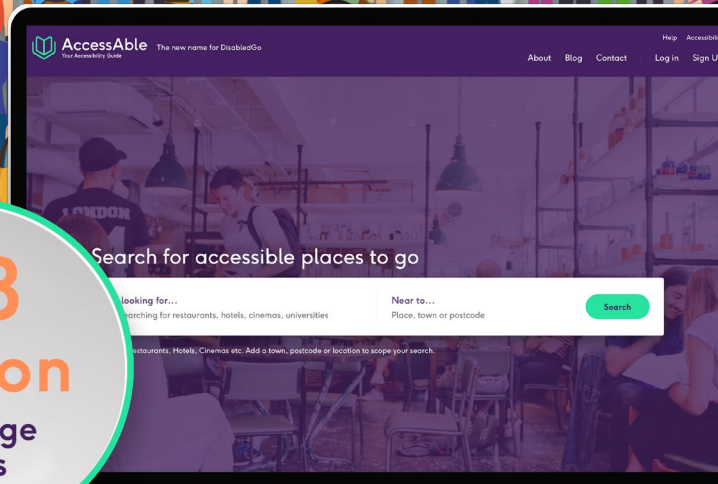
**18  
million**

**1.8 million**  
Unique Users

**+125,000 venues**  
Surveyed so far...

**350+ partners**  
Public & Private Sector Clients

**3.3 million**  
Webpage Views



# Our Partners



**+110**  
Education

**+70**  
NHS

**+110**  
Local  
Authorities



**+100**  
Private  
Sector



## Information

How can a disabled person find out about a space before they use it?

## Welcome

How is a disabled person supported on arrival?

## Space

How can the space be more inclusive?

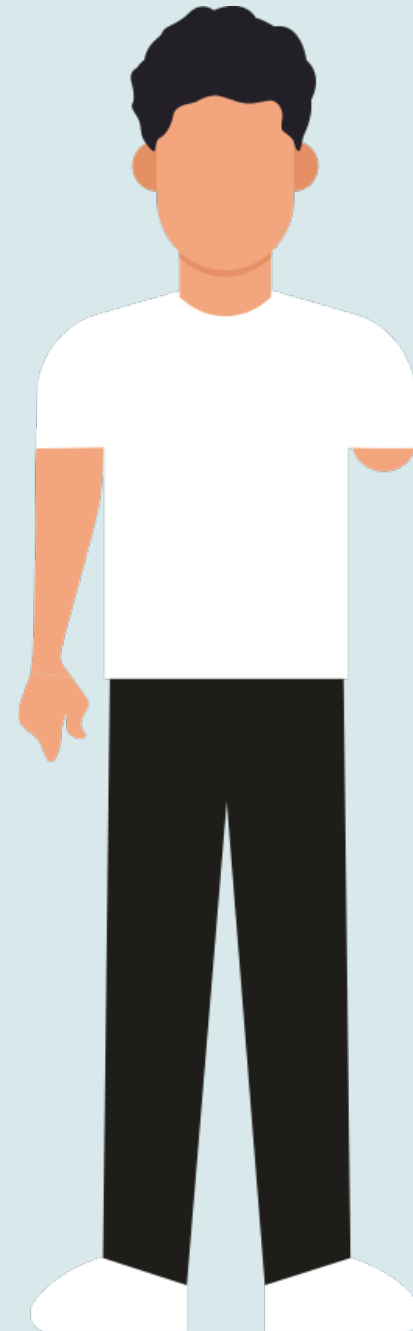


Manage expectation  
through information  
to the physical space

The support as  
people arrive



‘Over 3 quarters of disabled people haven’t visited somewhere they wanted to go because they could not find the information they needed.’

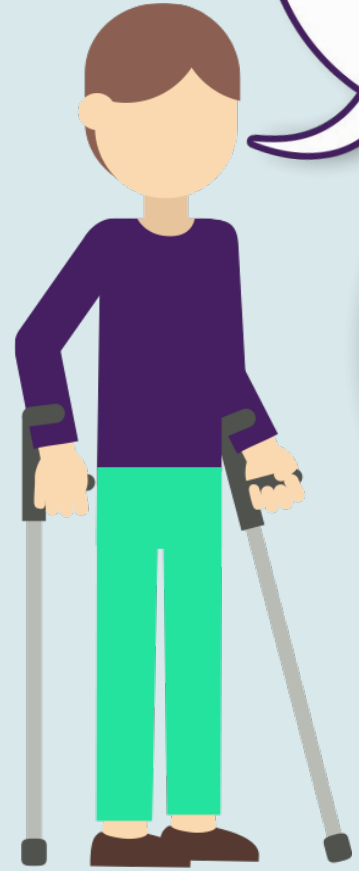


# The Problem We Seek to Solve



Disability is the death of spontaneity.

Accessible to who?



If I don't know, I don't go.

Access information is as important as opening hours and location detail.







**Detailed**



**Factual**



**User Driven**



**In Person**



**Consistent**



**Quality Assured**



# Search for accessible places to go



I'm looking for...

Try searching for restaurants, hotels, cinemas, universities

Near to...

Place, town or postcode



Search for Restaurants, Hotels, Cinemas etc. Add a town, postcode or location to scope your search.

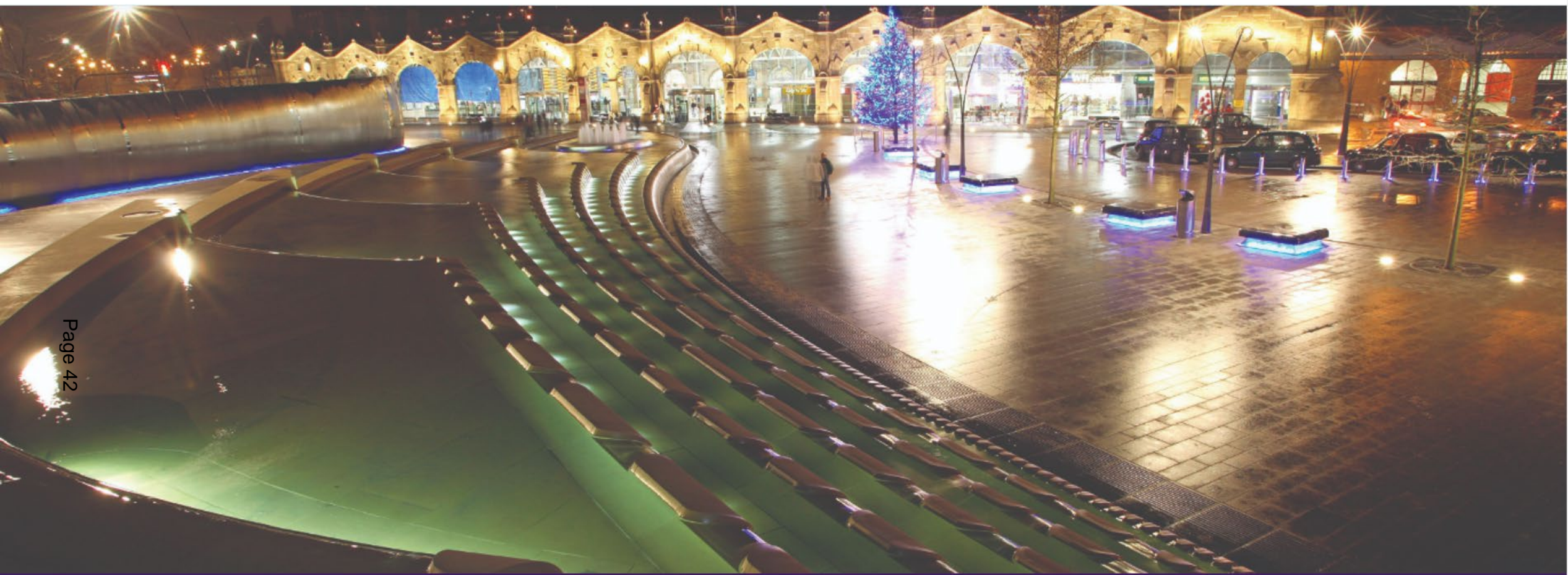
I'm looking for...

Try searching for restaurants, hotels, cinemas, universities

Near to...

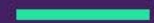
Place, town or postcode

Search



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# Sheffield



The Steel City

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Known the world over as “The Steel City”, Sheffield was famed for its industry in the heyday of the 1900’s and remains a city of innovation to this day. However, the smoking chimney stacks are no more and instead you’ll find a green, modern cityscape set against the stunning backdrop of the Peak District National Park.

The City has a friendly, independent and alternative spirit, alongside a thriving cultural scene boasting award-winning theatre, beer, music, festivals, street art and so much more.

 0114 2734567

 [Visit website](#)



## AccessAble partners in Sheffield



Meadowhall

Meadowhall Centre,  
Sheffield, South Yorkshire, S9  
1EP

[View this organisation](#)



Sheffield Hallam  
University

City Campus, South Yorkshire,  
S1 1WB

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Sheffield Teaching  
Hospitals NHS Foundation  
Trust

South Yorkshire, S10 2JF

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The Sheffield College

South Yorkshire, S2 2RL

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University of Sheffield

Western Bank, Sheffield,  
South Yorkshire, S10 2TN

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Access Guides



Crucible Theatre

55 Norfolk Street, Sheffield, S1 1DA

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Endcliffe Park

615 Ecclesall Road, Sheffield, S11 8PT

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Graves Park and Farm

Hemsworth Road, Sheffield, S8 8LJ

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## Things to do

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Cafes and Coffee Shops



Hotels and B&Bs



Leisure Centres



Libraries



Parks and Gardens



Pubs and Bars



Restaurants



Sports Grounds and Stadiums



Swimming Pools



Theatres



Tourist Attractions



Train Stations





Accessibility Symbols

0 selections



Filter by Venue types

1 selections



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## Concord Sports Centre

Shiregreen Lane, Sheffield, S5 6AE

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## English Institute of Sport

Coleridge Road, Sheffield, S9 5DA

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## Graves Health and Sport Centre

Bochum Parkway, Sheffield, S8 8JR

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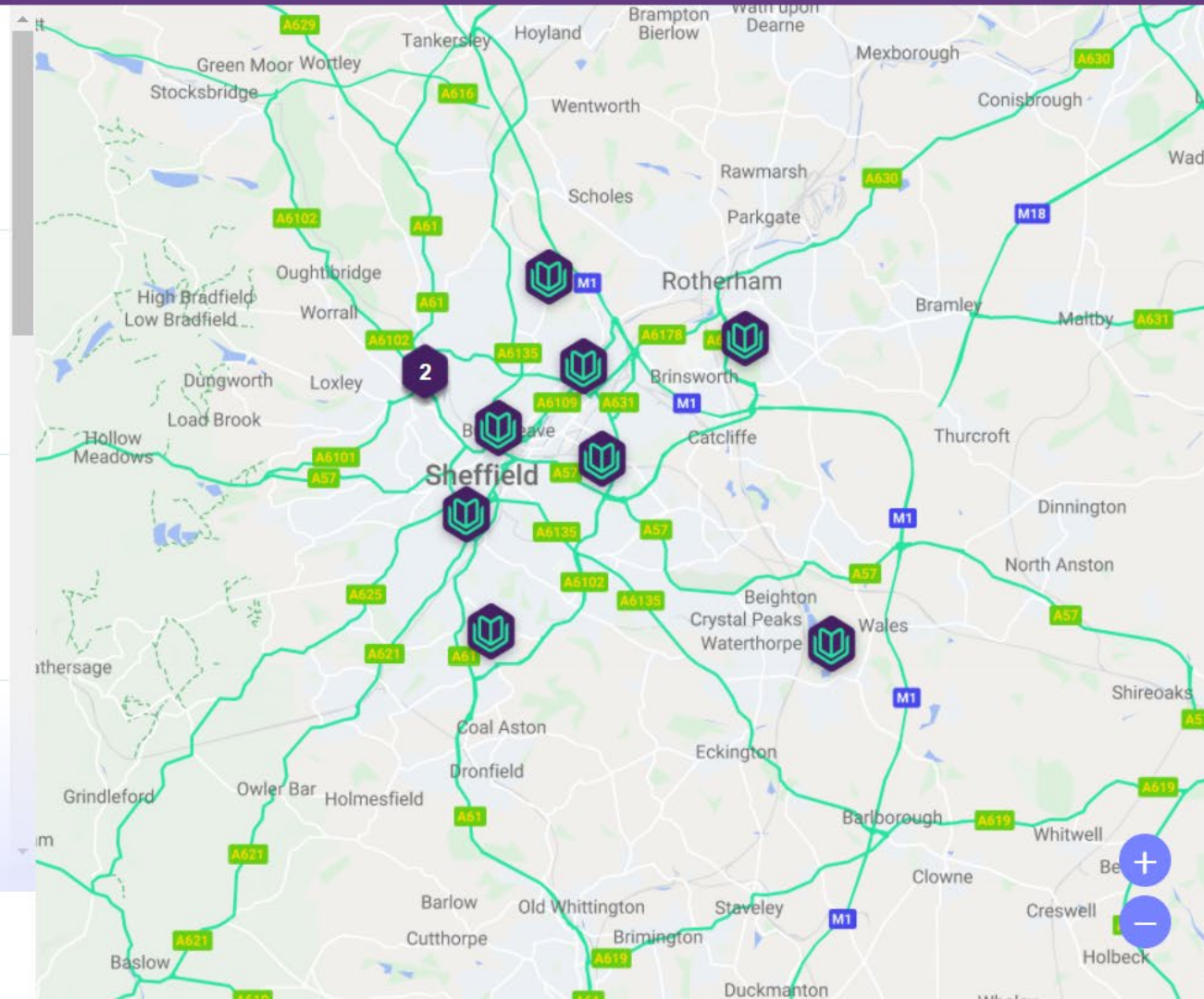


## Heeley Pool

Broadfield Road, Sheffield, S8 0XQ

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Accessibility Symbols  
2 selections



Filter by Venue types  
1 selections



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Please select your requirements



- |   |   |  |  |
|---|---|--|--|
| On-Site Parking <input type="checkbox"/>              | Off-Site Parking <input type="checkbox"/> | Blue Badge/Accessible Parking Bays <input checked="" type="checkbox"/> | Designated Drop-Off Point <input type="checkbox"/> |
| Accessible Toilet <input checked="" type="checkbox"/> | Ambulant Toilet <input type="checkbox"/>  | Step Free Standard Toilet <input type="checkbox"/>                     | Gender Neutral Toilet <input type="checkbox"/>     |
| Stoma Friendly <input type="checkbox"/>               | Changing Place <input type="checkbox"/>   | Accessible Changing Room <input type="checkbox"/>                      | Baby Changing Facility <input type="checkbox"/>    |

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[Apply Symbols](#)



## Heeley Pool

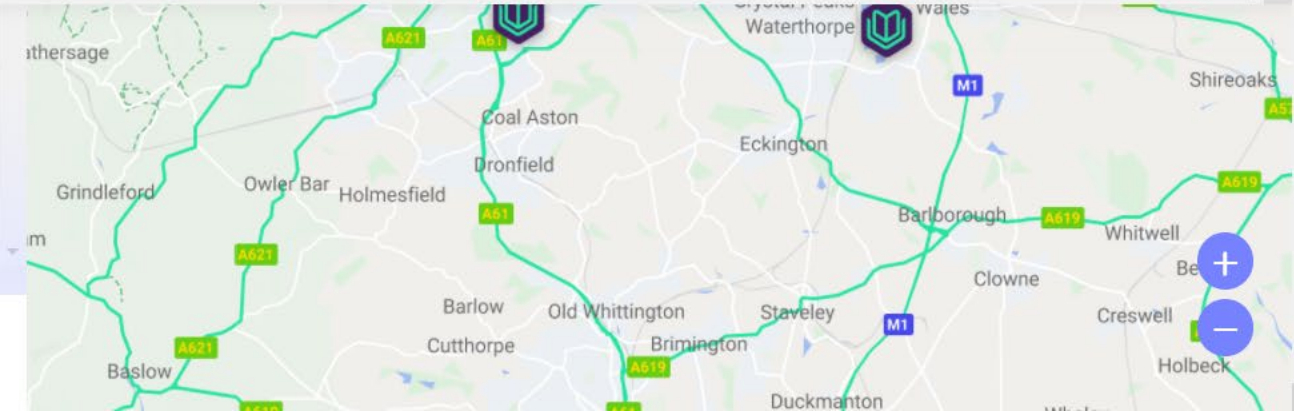
Broadfield Road, Sheffield, S8 0XQ

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1 2 >





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Try searching for restaurants, hotels, cinemas, universities

Near to...

Place, town or postcode

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# Stocksbridge Community Leisure Centre

Moorland Drive, Stocksbridge, Sheffield, S36 1EG

0114 288 3792

[Send email](#)

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 COVID-19 Information

 Opening Times >

 Location >

 Parking >


 Outside Access (Main Entrance) >

 Outside Access (Swimming Pool Entrance) >

 Reception >

 Inside Access >

 Eating and Drinking >

 Level Change (Wet Side) >



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2



3



4



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## COVID-19 Information

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 Reception >

 Inside Access >

 Eating and Drinking >

 Level Change (Wet Side) >



1



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## Parking

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 Outside Access (Main Entrance) >

 Outside Access (Swimming Pool Entrance) >

 Reception >

 Inside Access >

 Eating and Drinking >

 Level Change (Wet Side) >


- Parking is free for all users.
- The car park is located in front and to the left of the building.
- The car park type is open air/surface.
- Parking spaces for Blue Badge holders do not need to be booked in advance.
- There is/are 5 Blue Badge parking bay(s) within the car park.
- The dimensions of the Blue Badge parking bay(s) are 228cm x 470cm (7ft 6in x 15ft 5in).
- The nearest Blue Badge bay is 44m (48yd 4in) from the main entrance.
- The furthest Blue Badge bay is 68m (74yd 1ft) from the main entrance.
- The route from the car park to the entrance is accessible to a wheelchair user with assistance.
- Assistance may be required because there is/are dropped kerbs.
- The car park surface is tarmac.
- There is a dropped kerb between the car park and the venue.
- The dropped kerb does have tactile paving.
- There is not a road to cross between the car park and the entrance.
- The car park does not have a height restriction barrier.

## Drop-off Point

View 

- There is a designated drop off point.

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 Level Change (Wet Side) >



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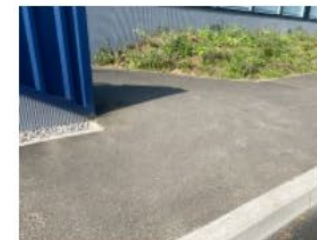
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
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## Outside Access (Main Entrance)


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## Entrance View


- This information is for the entrance located at the front of the building.
- There is ramped/sloped or stepped access at this entrance.
- The main door(s) open(s) automatically.
- The door(s) is/are double width.
- The width of the door opening is 157cm.

## Ramp/Slope View

- The ramp/slope is located to the left as you face the entrance.
- The gradient of the ramp/slope is slight.
- The ramp/slope is permanent.
- There is a level landing at the top of the ramp/slope.
- There is a/are handrail(s) at the ramp.
- The handrail(s) is/are on both sides.
- The width of the ramp/slope is 137cm (4ft 6in).
- The ramp/slope does bypass the step(s).



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 Introduction >


 COVID-19 Information >


 Opening Times >


 Location >

 Parking >

 Outside Access (Main Entrance) >

 Outside Access (Swimming Pool Entrance) >

 Reception

 Inside Access >

 Eating and Drinking >

 Level Change (Wet Side) >

## Photos



1



2



3

## Reception

- The desk/counter is 3m (3yd 10in) from the main entrance.
- There is level access to the desk/counter from the entrance.
- The desk/counter is high (110cm+).
- The desk/counter has a low (76cm or lower) section.
- The lighting levels are good.
- There is not a hearing assistance system.

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Outside Access (Main Entrance)



1

Outside Access (Swimming Pool Entrance)



2

Reception



3

Inside Access



4

Eating and Drinking



5



6



7



8

Level Change (Wet Side)



9



10



11



12

Lift (Wet Side)



Swimming Pool (Training Pool)



Swimming Pool (Main Pool)





Level Change (Dry Side)



Lift (Dry Side)




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 Outside Access (Main Entrance) >


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 Eating and Drinking


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 Lift (Wet Side) >

 Swimming Pool (Training Pool) >

 Swimming Pool (Main Pool) >


 Level Change (Dry Side) >

 Lift (Dry Side) >

## Eating and Drinking

- The following information is for the café.
- The café is located to the left as you enter via the main entrance.
- Full table service is not available.
- Food or drinks are ordered from the service counter.
- Food or drinks can be brought to the table.
- There is not a lowered section at the counter.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- Some chairs have armrests.
- The nearest table is approximately 2m (2yd 7in) from the main entrance.
- The distance between the floor and the lowest table is 55cm (1ft 10in).
- The distance between the floor and the highest table is 111cm (3ft 8in).
- The standard height for tables is 73cm.
- There is ample room for a wheelchair user to manoeuvre.
- Plastic/takeaway cups are not available.
- Plastic/takeaway cutlery is available.
- Drinking straws are available.
- Menus are wall only.


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 Inside Access >


 Eating and Drinking >


 Level Change (Wet Side) >

 Lift (Wet Side) >

 Swimming Pool (Training Pool) >

 Swimming Pool (Main Pool) >

 Level Change (Dry Side) >

 Lift (Dry Side) >

 Other Floors >

 Fitness Suite (First Floor) >

 Accessible Changing Room (Wet Side) >



1



2



3



4



5



6

## Fitness Suite (First Floor)

[Collapse all](#) [Expand all](#)

### Access to Fitness Suite

View 

- The fitness suite is located on the first floor.
- The fitness suite is 2m (2yd 7in) from the top of the stairs.



Standard Changing Room (Wet Side - Female) >

Standard Changing Room (Wet Side - Male) >

Accessible Changing Room (Dry Side) >

Standard Changing Room (Dry Side - Female) >

Standard Changing Room (Dry Side - Male) >

Accessible Toilet (Reception)

Standard Toilet(s) (Reception) >

Additional Info >



1



2



3



4

## Accessible Toilet (Reception)

- Accessible toilet facilities are available.

[Collapse all](#) [Expand all](#)

### Location and Access

View ▾

- There is pictorial signage on or near the toilet door.
- This accessible toilet is approximately 5m (5yd 1ft) from the main entrance.
- This accessible toilet is located on the ground floor of the building, to the right as you enter via the main entrance, in the reception area.
- There is level access to this accessible toilet.



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## Features and Dimensions

View

- This is a shared toilet.
- A key is not required for the accessible toilet.
- The door opens outwards.
- The door is locked by a locking handle.
- The width of the accessible toilet door is 84cm (2ft 9in).
- The door is easy to open.
- The dimensions of the accessible toilet are 150cm x 217cm (4ft 11in x 7ft 1in).
- There is sufficient turning space in the cubicle for a wheelchair user.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.
- The lateral transfer space is 66cm (2ft 2in).
- There is a dropdown rail on the transfer side.
- There is a flush on the transfer side.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.
- Disposal facilities are available in the cubicle.

Standard Changing Room (Wet Side - Female) >

Standard Changing Room (Wet Side - Male) >

Accessible Changing Room (Dry Side) >

Standard Changing Room (Dry Side - Female) >

Standard Changing Room (Dry Side - Male) >

Accessible Toilet (Reception)

Standard Toilet(s) (Reception) >

Additional Info >



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Enter your search term...



## Position of Fixtures

View

Standard Changing Room (Wet Side - Female) >

Standard Changing Room (Wet Side - Male) >

Accessible Changing Room (Dry Side) >

Standard Changing Room (Dry Side - Female) >

Standard Changing Room (Dry Side - Male) >

Accessible Toilet (Reception)

Standard Toilet(s) (Reception) >

Additional Info >

- Wall mounted grab rails are available for the toilet.
- As you face the toilet the wall-mounted grab rails are on both sides.
- There is not a shelf within the accessible toilet.
- There is a mirror.
- Mirrors are not placed at a lower level or at an angle for ease of use.
- The height of the toilet seat above floor level is 48cm (1ft 7in).
- There is a hand dryer.
- The hand dryer cannot be reached from seated on the toilet.
- The hand dryer is not placed higher than 100cm (3ft 3in).
- There is not a towel dispenser.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is not placed higher than 100cm (3ft 3in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).



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Something changed?


Search Access Guide


Enter your search term...





 Standard Changing Room (Wet Side - Female) >


 Standard Changing Room (Wet Side - Male) >


 Accessible Changing Room (Dry Side) >

 Standard Changing Room (Dry Side - Female) >


 Standard Changing Room (Dry Side - Male) >

 Accessible Toilet (Reception)

 Standard Toilet(s) (Reception) >


 Additional Info >

## Colour Contrast and Lighting

View 

- The contrast between the external door and wall is good.
- The contrast between the internal door and wall is good.
- The contrast between the wall-mounted grab rail(s) and wall is good.
- The contrast between the dropdown rail(s) and wall is good.
- The contrast between the walls and floor is good.
- The lighting levels are good.

## Baby Change Facilities

View 

- Baby change facilities are located within the venue.
- Baby change facilities are located within the accessible toilet cubicle.
- The height of the baby change table once extended is 94cm (3ft 1in).







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Something changed?

Search Access Guide

Enter your search term...



## Accessible Toilet (Reception)

- Accessible toilet facilities are available.

[Collapse all](#) [Expand all](#)

### Location and Access

View 


- This accessible toilet is located on the ground floor of the building, to the right as you enter via the main entrance, in the reception area.

### Features and Dimensions


View 


- A key is not required for the accessible toilet.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the right.


### Colour Contrast and Lighting


View 


- The lighting levels are good.


 Standard Changing Room (Wet Side - Female) >


 Standard Changing Room (Wet Side - Male) >


 Accessible Changing Room (Dry Side) >

 Standard Changing Room (Dry Side - Female) >


 Standard Changing Room (Dry Side - Male) >


 Accessible Toilet (Reception)

 Standard Toilet(s) (Reception) >

 Additional Info >




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 Something changed?


Search Access Guide


transfer




 Accessible Changing Room (Wet Side) 1 >


 Standard Changing Room (Wet Side - Female) >


 Standard Changing Room (Wet Side - Male) >

 Accessible Changing Room (Dry Side) 5 >

 Standard Changing Room (Dry Side - Female) >

 Standard Changing Room (Dry Side - Male) >

 Accessible Toilet (Reception) 5

 Standard Toilet(s) (Reception) >

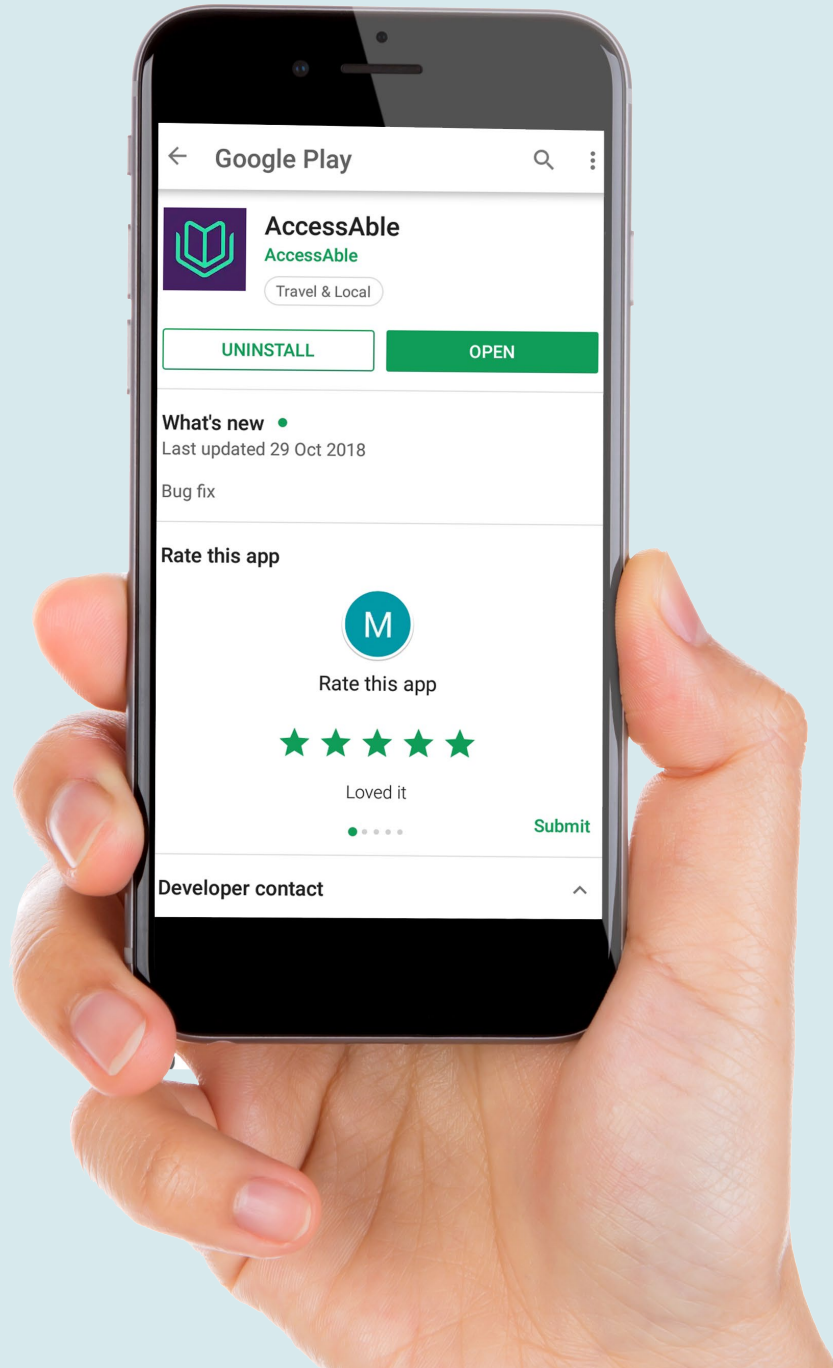
### Features and Dimensions

View 

- This is a shared toilet.
- A key is not required for the accessible toilet.
- The door opens outwards.
- The door is locked by a locking handle.
- The width of the accessible toilet door is 84cm (2ft 9in).
- The door is easy to open.
- The dimensions of the accessible toilet are 150cm x 217cm (4ft 11in x 7ft 1in).
- There is sufficient turning space in the cubicle for a wheelchair user.
- There is a lateral **transfer** space.
- As you face the toilet pan the **transfer** space is on the right.
- The lateral **transfer** space is 66cm (2ft 2in).
- There is a dropdown rail on the **transfer** side.
- There is a flush on the **transfer** side.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency alarm.
- The emergency pull cord alarm is fully functional.

• Disposal facilities are available in the cubicle.





You are here: [Home](#) > [Search Results](#) > [Heston Library \(Hounslow Council\)](#)

## Heston Library (Hounslow Council)



**London Borough  
of Hounslow**

### Description

The Library offers the following loan items and facilities:

#### For Adults

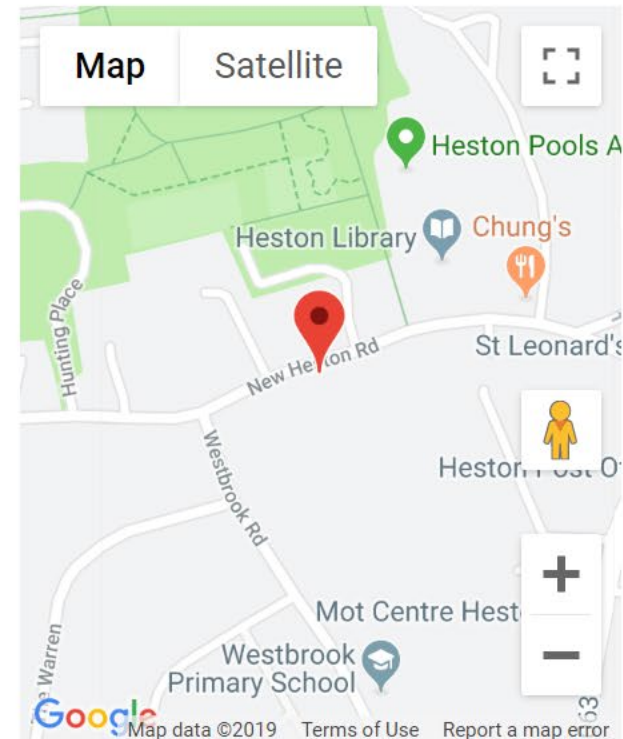
Fiction and non fiction books (also available in large print)  
Audio books  
Language packs  
Reference stock  
Recent newspapers and magazines

#### For Children

- Board Books for Babies
- Early Learning
- Picture Books
- Fairy Tales
- Short Chapter Books
- Junior Fiction



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I'm looking for...

Try searching for restaurants, hotels, cinemas, universities

Near to...

Place, town or postcode



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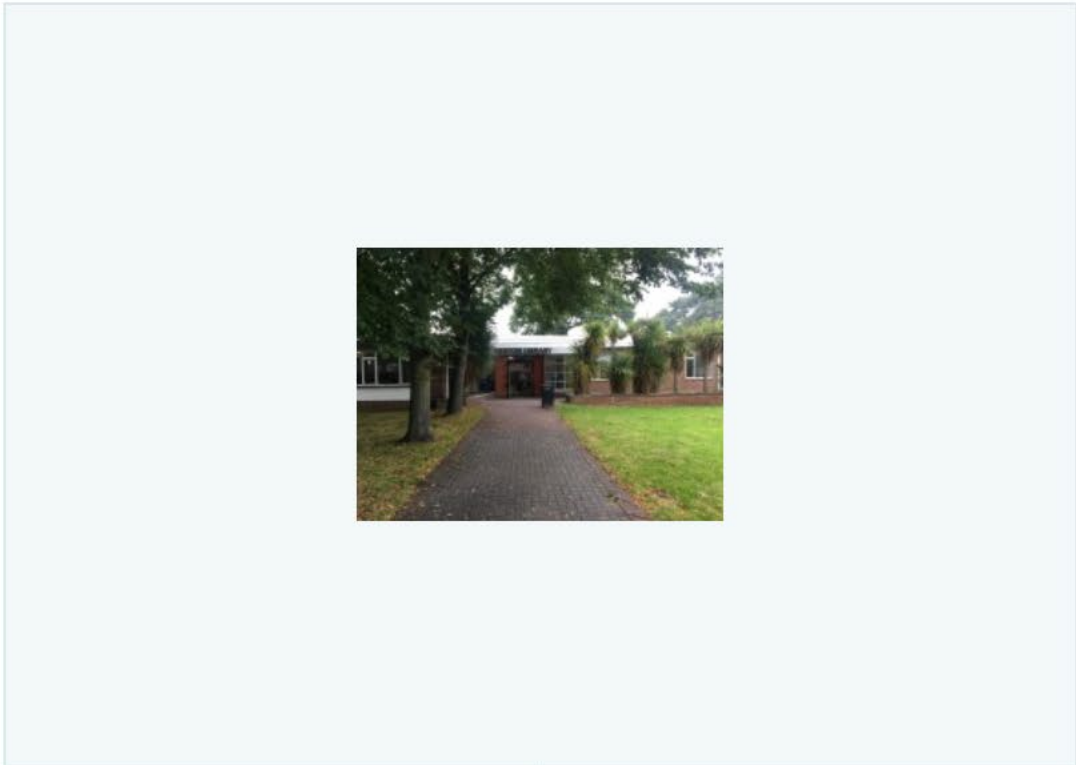
# Heston Library

New Heston Road, Hounslow, Middlesex, TW5 0LW

020 8583 5557

Send email

Visit website



View photos

View on a map





Tickets & offers

Things to do

Accommodation

Traveller information

You are here: [Home](#) > [Things to Do](#) > [Sightseeing](#) > [London Attraction](#) > [Statue & Monument](#) > [The Coca-Cola London Eye](#)

## The Coca-Cola London Eye





Tickets & offers

Things to do

Accommodation

Traveller information

**Opening Times**



**Images and Videos**



**Venue Details & Map**



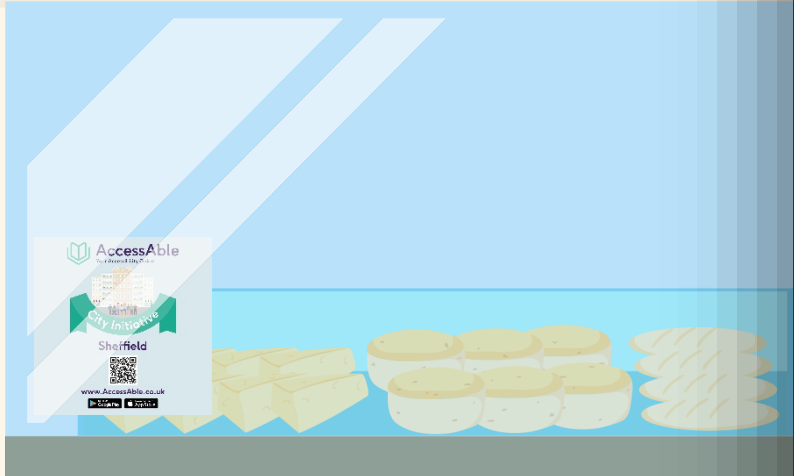
**Facilities & Accessibility**



**AccessAble**

Click for Accessibility Information

For comprehensive accessibility information on this venue please [click here](#)



# AccessAble

Your Accessibility Guide



## Sheffield



[www.AccessAble.co.uk](http://www.AccessAble.co.uk)







‘57% of disabled people said they’d faced discrimination due to poor staff attitudes.’





# E-Learning 'Disability Essentials'

## What is disability?

Disability is a lot more common than most people realise.

When we hear the word disability, we may think about wheelchair users.

There are many wheelchair users in the UK, but the word disability also refers to lots of different impairments.

An impairment is a condition that impacts the body or mind.

Most impairments we cannot even see.



Next

Approximately how many disabled people do you think there are in the UK today?

- 9 Million
- 14 Million
- 6 Million



Submit



# E-Learning 'Disability Essentials'

Watch this video to learn what the term disability means to disabled people with a variety of impairments.

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Replay

Next

Can you see disability?



Which of these impairments are you able to recognise?

- Someone with hearing loss
- A wheelchair user
- Someone with sight loss
- None of these

Submit



‘66% of disabled people said they had faced discrimination due to physical access issues.’



## When Things Change

It's really **important to let us know** if things change so we can keep your **Access Guide up to date**.

You can contact us by email – **[somethingchanged@AccessAble.co.uk](mailto:somethingchanged@AccessAble.co.uk)** or give us a call on **01438 842 710**.

We appreciate you're busy, so we will call you once a year to run through the **Access Guide**.

If you've made big changes like a new reception desk, different parking or refurbished a toilet we will send an **AccessAble** surveyor to survey the changes so we have the **most up to date details**.



## General Tips

- 
**Make sure you include **accessibility information** on your **website**.**
- 
**Invest in **disability equality and awareness training** for your team.**
- 
**Ensure that **aisles and walkways** are kept as **clear as possible** and consider how someone using a wheelchair, walking sticks or an assistance dog would get around.**
- 
**Consider **providing a seat** for people who may find it hard to stand for long periods.**
- 
**If you have a **hearing assistance** system (loop or infrared) make sure your team know how to use it and that it is regularly maintained. If you don't have one look at whether this is possible.**
- 
**If you have stepped access, look at how you can **remove or reduce this barrier**.**
- 
**If you have an **accessible toilet**, consider allowing everyone to use this, **not just customers**. Also, make sure it is not used for storage.**

# City Wide Overview



Venue Name / Logo



Venue Name / Logo	Icon 1	Icon 2	Icon 3	Icon 4	Icon 5	Icon 6	Icon 7	Icon 8
Bank 1	x	v	v	N/A	N/A	v		
Bank 2	v	v	v	N/A	N/A	v		
Bank 3	x	x	x	v	N/A			
Bank 4	x	x	x	v	N/A			
Bank 5	x	v	v	N/A	x			
<b>Total With Symbols</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>				
<b>Percentage With Symbols</b>	<b>20%</b>	<b>60%</b>	<b>60%</b>	<b>40%</b>				

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Criteria	Bank 1	Bank 2	Bank 3	Bank 4	Bank 5	Total	Percentage
<b>Outside Access Level Change</b>							
The ramp has handrails	x					1	20%
The steps are clearly marked						0	0%
There are handrails at the steps						0	0%
Handrails are between 90cm and 100cm from the pitch line of the stairs						0	0%
Handrails extend horizontally beyond the first and last steps						0	0%
<b>Transaction Desk(s)</b>							
The desk(s) is/are clearly signed.	x	x				2	40%
There are no windows, TVs, glazed screens or mirrors behind the desk(s) which could adversely affect the ability of someone to lip read					x	1	20%
The desk(s) is/are not placed in front of a background which is patterned	x	x				2	40%
The desk(s) has/have a clear space under them						0	0%
There is a hearing assistance system at the desk(s)						0	0%
<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>80%</b>



# Action Plans

Bank 1

COMPANY LOGO

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Area	Comment	Best Practice Guidance	Guidance Ref	Diagram Ref	Priority	Category	Cost
Public Transport and Parking	The branch does not have its own car park.	Management should provide clear and accurate pre visit information via websites, literature, social media, telecommunications that is easy to access and understand and available in alternative formats, including details of modes of transport, parking, drop off and what level of accessibility to expect on arrival.	Vol 2 - Ann				
Public Transport and Parking	There is not a designated drop off point.	A designated setting-down point or picking-up point, suitable for disabled passengers, should be provided on firm and level ground, close to the accessible entrance to a building. Its location should be clearly indicated. This setting-down point should be provided in addition to designated accessible parking spaces and taxi waiting zones.	Vol 1 -				
Outside Access [Main Entrance]	There is not a canopy or recess which provides weather protection at this entrance.	In order to provide shelter for those having to pause before entering a building, the entrance should incorporate a form of weather protection, such as a canopy or recessed entrance, unless freely accessible automatic doors are installed. No part of the structure of a canopy should present an obstruction or hazard to people who are blind or partially sighted.	Vol 2 - 8.1.3	N/A	Medium	Major Works	£5000 / High (over £5001)
Outside Access [Main Entrance]	The entry push pad or push button is 113cm from floor level.	Manual activation controls for power-operated pedestrian doors should be located at a height of between 75cm and 100cm from finished floor level. They should be located as close to the door as possible without causing a safety hazard (e.g. risk of collision with people who are blind or partially sighted and wheelchair users) when the door opens. Additional activation controls at a lower height that can be used by a wheelchair can be useful for people with limited	Vol 2 - 8.2.3	N/A	Medium	Minor Works	Low (up to £500)
Outside Access [Main Entrance]	There is a small lip threshold of the entrance a height of 2cm or						
Public Transport and Parking	The branch does not have its own car park.	Management should provide clear and accurate pre visit information via websites, literature, social media, telecommunications that is easy to access and understand and available in alternative formats, including details of modes of transport, parking, drop off and what level of accessibility to expect on arrival.					
Public Transport and Parking	There is not a designated drop off point.	A designated setting-down point or picking-up point, suitable for disabled passengers, should be provided on firm and level ground, close to the accessible entrance to a building. Its location should be clearly indicated. This setting-down point should be provided in addition to designated accessible parking spaces and taxi waiting zones.					

Guidance Ref	Diagram Ref	Priority	Category	Cost
Vol 2 - Annex A c.1	N/A	High	Management	Low (up to £500)



# Best practice



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# Best practice

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## Contact

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T: 01438 842710



# AccessAble

Your Accessibility Guide

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