

No. 2 Access for all

Introduction

The Council's Unitary Development Plan (UDP) is the statutory planning framework for the future of the Borough.

To help you when you apply for planning permission, and give the background to both the UDP and other Council policies, the Environment Department has produced a number of Supplementary Planning Guidance Notes (SPGs).

Although not a formal part of the UDP, the guidance is a material consideration when the Council is dealing with planning applications.

This document has been prepared under the auspices of the Council's year two Best Value Disability Theme and as such is intended to inform provision of all Council services where appropriate.

These Guidance Notes:

- Identify the relevant UDP policy.
- Give planning guidance on design and standards.
- Provide general advice as well as some information on non-town planning matters such as Building Regulations and Highways, which may need separate approvals from the Council.

This Guidance does not prescribe inflexible standards or standard solutions, but instead describes the design principles and performance criteria to be aimed for.

The word 'normally' is implied in much of what follows, but has been omitted to keep the text short.

Most design principles will be well known to architects and other qualified designers, who can use the document as a checklist.

This guidance has also been prepared as a practical tool to help those who submit planning applications.

This guidance is updated more frequently than the UDP itself, and you are encouraged to discuss your proposals with planning staff before you make a formal application.

Please remember that this is guidance only, and that your application will always be considered on its merits.

Access for All

Most of the built environment, open spaces and transport within the Borough is not fully accessible to disabled people. The Council is committed to trying to ensure that this situation is significantly improved and all Council services are working towards this objective. However, the Council recognises that access issues are not simply confined to physical access. Access also concerns matters such as good communication, which is vital in order to allow people access to Council services and other facilities.

It is estimated that something like 18% of the Borough's population have one or more impairments and one in four households are directly affected by disability, one way or another, at some time in their lives - so access is important to all of us.

Attention is drawn in particular to the section covering internal standards in dwellings. Part M of the Building Regulations was extended to include these matters in October 1999.

Please note that compliance with this Guidance does not guarantee compliance with the Building Regulations, Entertainments Licensing legislation, and/or any other legislation.

There is a range of legislation, guidance and other documentation issued by government bodies which cover access issues. In producing its own guidance, the Council has taken into account the legislation and guidance as required by government.

However, the Council considers that current legislation is not adequate and therefore encourages developers, as a part of the planning process, to provide facilities that improve upon those statutorily required. The Council, along with many other local authorities and other organisations, is continuing to support improvements to legislation.

People who are not disabled but for whom the Borough is not accessible will also benefit from the Council's access policies. These people include those with young children, those with heavy shopping, elders and people who are temporarily disabled through accident and illness.

The purpose of this guidance is to give more detailed advice to that contained within the Council's Unitary Development Plan (UDP). The UDP policies provide a framework within which Guidance can be considered.

The general UDP access policy is reproduced below for information:

PROPOSAL EQ30: WITH THE EXCEPTION OF PROPOSALS IN WHICH ACCESS IS NOT A MATERIAL CONSIDERATION, THE LOCAL PLANNING AUTHORITY WILL GRANT PLANNING PERMISSION ONLY FOR THOSE DEVELOPMENTS WHICH PROVIDE ACCESS THAT SATISFACTORILY CATERS FOR THE NEEDS OF DISABLED PEOPLE.

The principle UDP policies dealing with access issues are listed in Appendix 1.

The Council supports the provision of full accessibility and will use the appropriate means to achieve it. However, this guidance cannot anticipate all possible circumstances and applications will be considered on their merits. Further details regarding standards, etc., can be obtained from the contacts listed below.

The Council would like to bring to the attention of all relevant organisations and individuals the requirements of the Disability Discrimination Act (DDA) 1995. In relation to this guidance, the Act prohibits discrimination by anyone who provides services to members of the public whether paid for or free, and by 2004 all physical obstructions to disabled people should have been removed. For further information on the DDA, please contact the Disability Rights Commission, whose address and phone number are given below.

Public Consultation

In accordance with PPG 12 'Development Plans' the Council issued a draft version of this document for public consultation between 16th October and 27th November 2000. At the end of the consultation period, there were no outstanding objections to the document. The final version of the document was adopted as Supplementary Planning Guidance by the Council on 2nd January 2001.

Who to contact for advice:

LONDON BOROUGH OF NEWHAM

Environment Department:

Environmental Management Division

Development Control

Town Hall Annexe,
Barking Road
London E6 2RP

Phone: 020 8430 2000 (ask for the DC duty officer)
(for enquiries regarding planning applications)

Building Control

Town Hall Annexe,
Barking Road
London E6 2RP

Phone: 020 8430 2000 ext. 23300/25

Licensing and Registration

495 High Street North
Manor Park,
London, E12 6TH

Phone: 202 8430 2000

Environmental Engineering Division

25 Nelson Street,
London E6 6EH

Phone: 020 8430 2000
ext. 22594 (for enquiries regarding Orange/Blue Badge Parking)
ext. 22353 (for enquiries regarding highways issues, including
dropped kerbs)

(for enquiries regarding the Unitary Development Plan)
East Ham Town Hall
High Street South
East Ham, E6 2RP

Phone: 020 8430 2000 ext. 22178/79

Leisure Services Department

292 Barking Road,
London E6 2BA

Phone: 020 8430 2000 (for enquiries regarding parks, play
areas, leisure centres, etc).

Disability Rights Commission

222 Gray's Inn Road
London, WC1X 8HL

Phone: 0845 7622 633
(for enquiries relating to the Disability Discrimination Act, etc).

Web Site:

<http://www.newham.gov.uk/environment/index.htm>
(look for Disability Access Guide)

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Appendix - Further Information

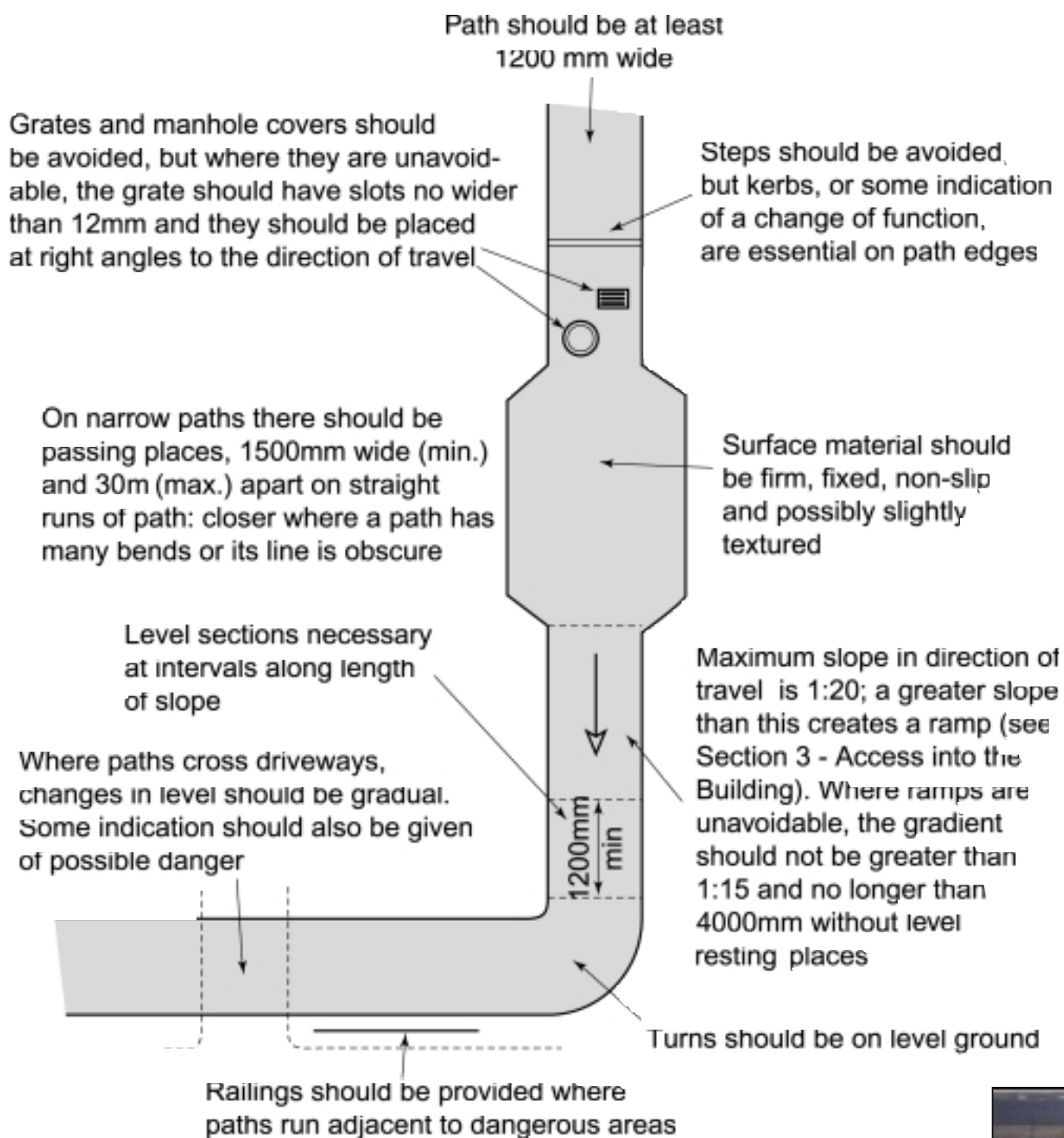
Acknowledgments:

The production of this document was coordinated by a Working Party comprising representatives of Action and Rights of Disabled People in Newham and Newham Disabled Women's Support Group with Council officers from the Environment, Chief Executive's, and Housing Departments.

Access to Open Spaces (excluding public highways)

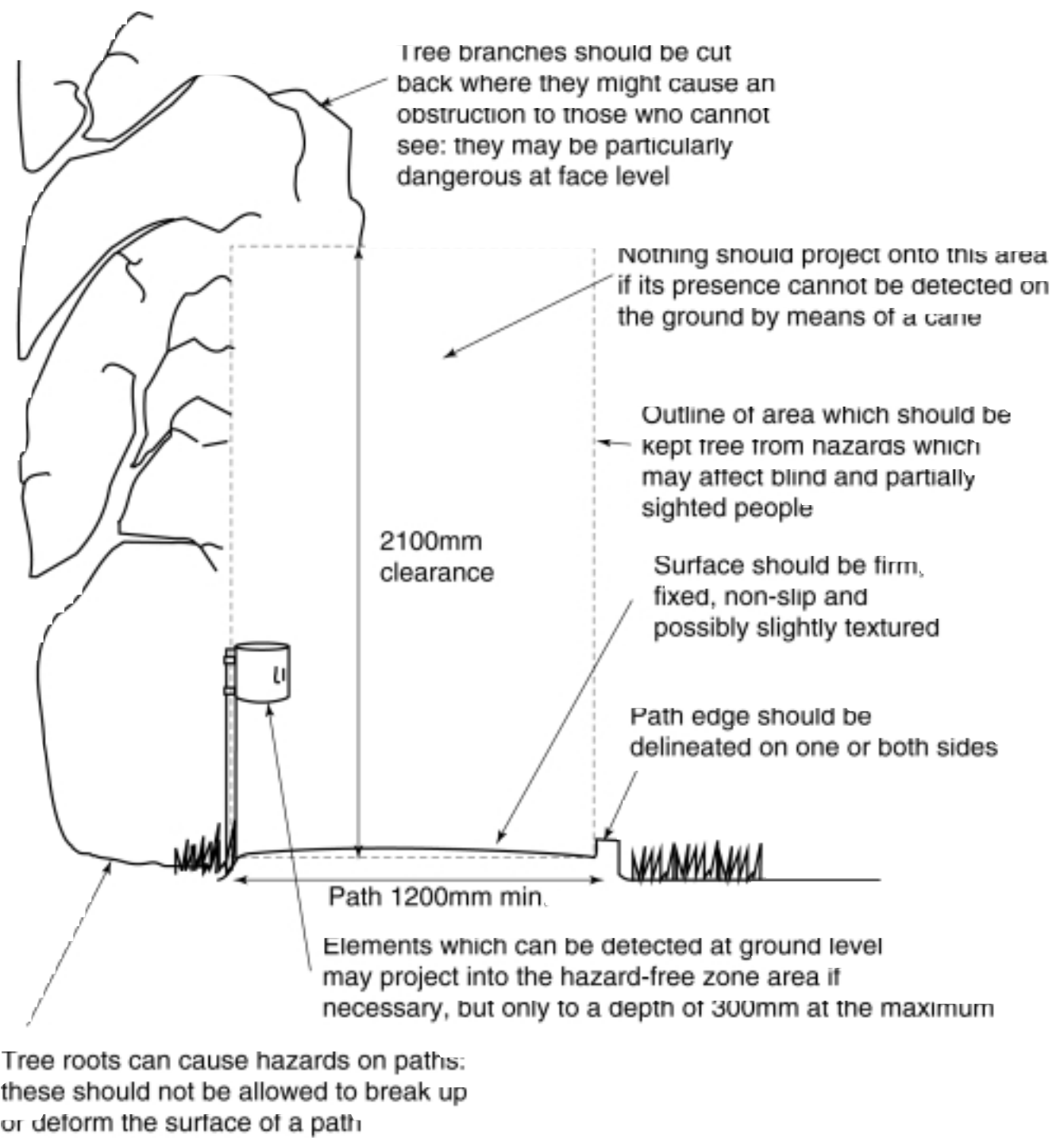
Walkways

Example of a typical accessible walkway:



Ground Guidance

- ❑ Footpath surface and/or railings should indicate the presence of obstacles or amenities, e.g. signs
- ❑ Surface features such as kerbs, tactile paving and colour treatment should contrast clearly with background
- ❑ Handrails should be 1000mm in height



Parking and Access to and Around the Building

Public Transport

All major trip-generating development should be easily accessible by public transport.

Such development should therefore be sited as closely as possible to bus stops, railway stations, taxi ranks and other transport facilities and access between them and the development should follow the appropriate standards - pavements, gradients etc. - included in the other sections of this document.

The Council fully supports accessible transport including vehicles and infrastructure, and will continue to work with transport providers and other interested parties to achieve this objective.

Parking

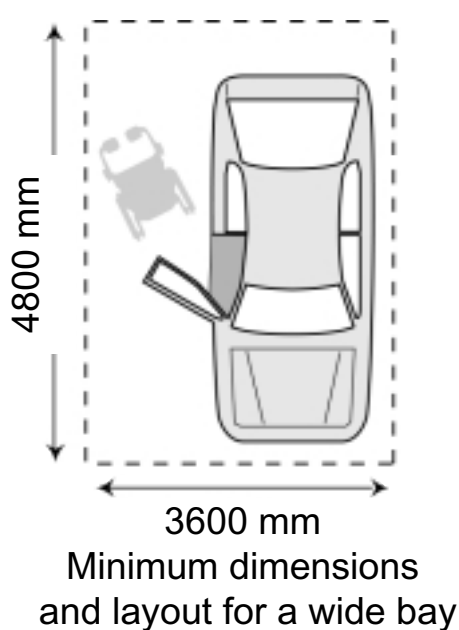
At least 6% of parking spaces in communal off-street parking areas should be designated bays for Orange/ Blue Badge holders with minimum dimensions of 3600mm x 4800mm. Adjacent standard-sized bays with a 1200mm strip between may be acceptable if space is limited.

Spaces should be near to the main entrance or:

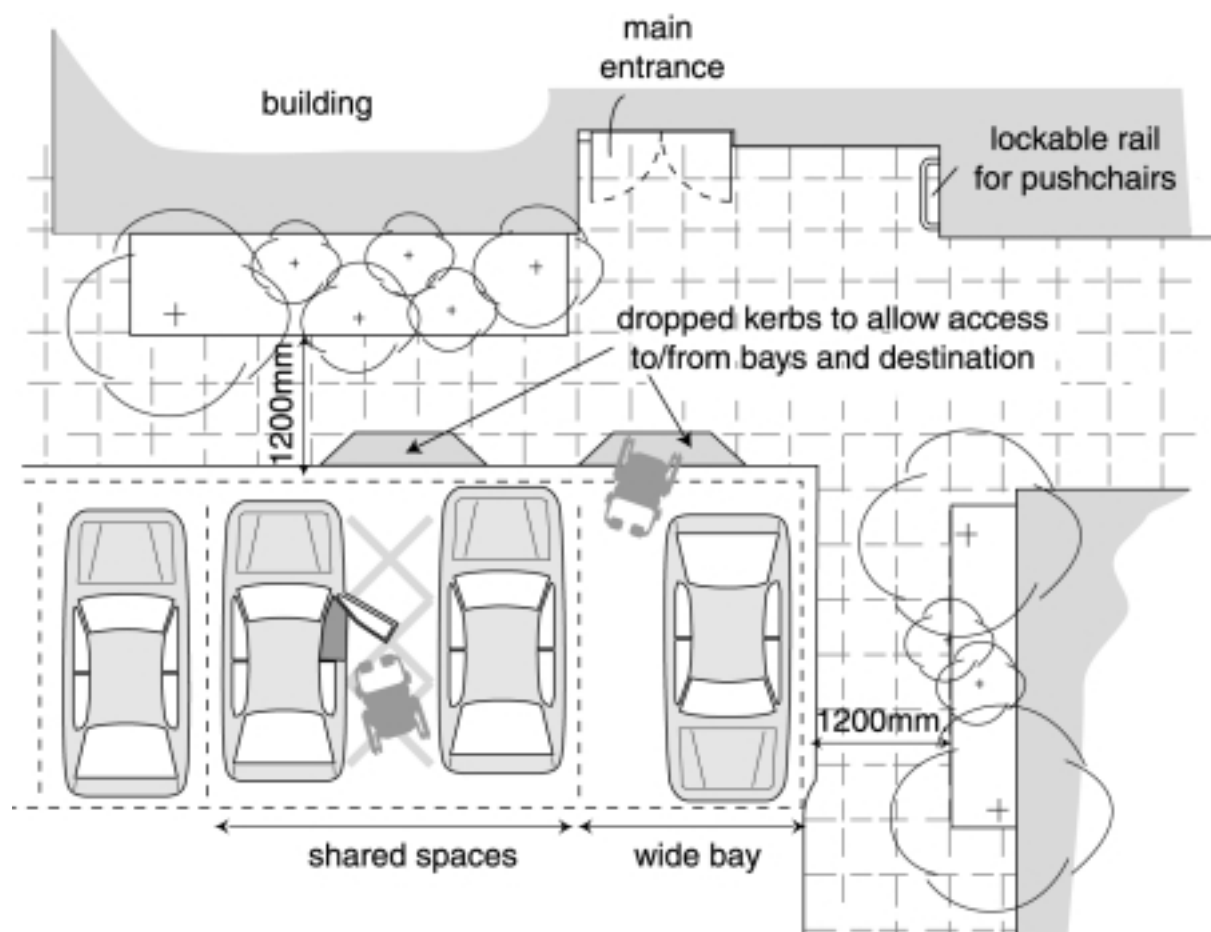
less than 6m from it on a level surface or:

less than 3m from it on a ramped surface or:

flush with a pedestrian route.



□ Wide bays are preferred

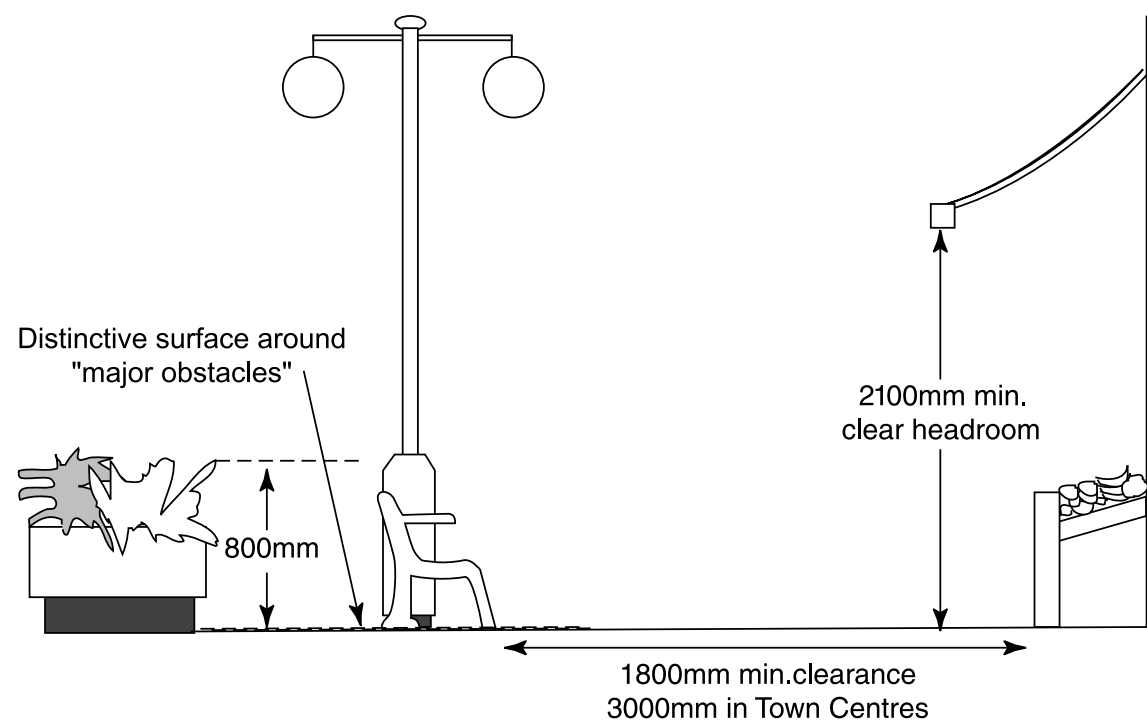


Consider, in major developments, allocating bays for community transport, Dial-a-Ride, taxis, mobility buses and other forms of transport used by disabled people.

On-street parking bays for Orange/Blue Badge holders should retain a cleared area to the rear of the bay. They should also be accompanied by a dropped kerb to allow access to the pavement. The route between bay and building should be clearly signposted, level or ramped, and well-lit.

Street Furniture

- ❑ Use colour, shape and lettering to make furniture distinguishable
- ❑ Major potential obstacles should be bordered by a visually and/or touch sensitive surface
- ❑ Furniture should be detectable at low level - a minimum height of 800mm is preferable
- ❑ Take care over awnings and other projecting features



- ❑ Avoid hazardous forecourt displays
- ❑ Avoid frequent changes of displays

Self-Service Equipment

Cashpoints, post boxes, ticket machines, stamp machines and other self service equipment can be made more accessible as follows:

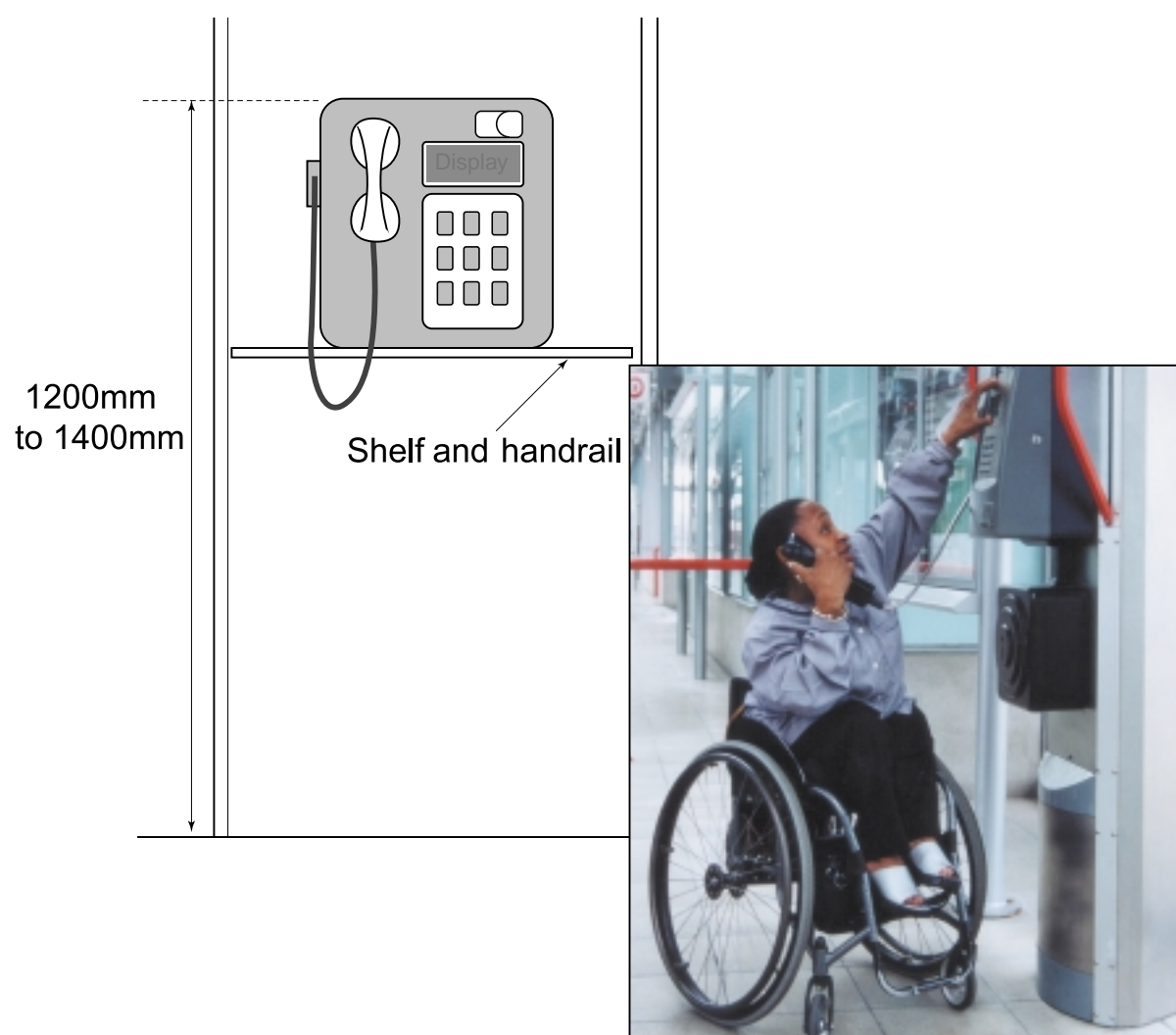
- ❑ Controls and operation areas should not exceed 1400mm above floor level

- ❑ Control buttons should be well spaced and raised
- ❑ Particular attention should be paid to the size and colour/contrast of the display print
- ❑ A 1500mm space in front of the equipment will provide turning space for wheelchair users
- ❑ A sound system on cashpoints can indicate each phase to enable use by blind people
- ❑ Obstacles to a side approach by wheelchair users, such as building projections or fixed street furniture, should be avoided
- ❑ If possible, space below the cashpoint should be left clear to allow room for a wheelchair user and space for a footrest

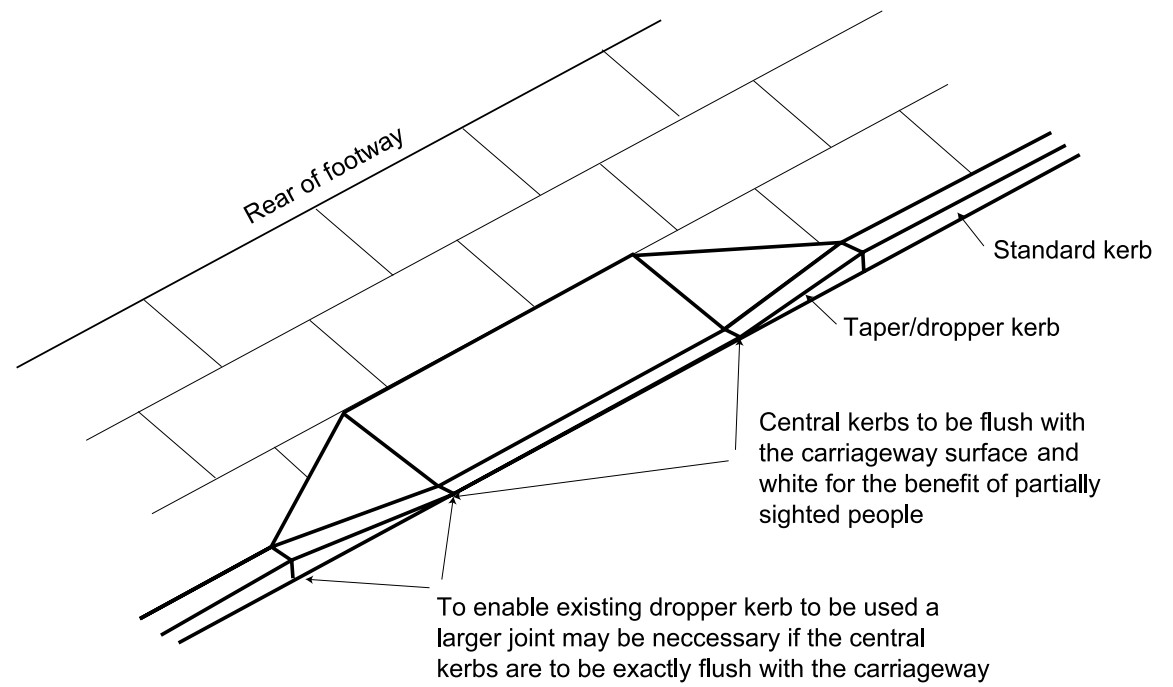
Telephones

At least one telephone in each group should be accessible to wheelchair users. To achieve this the receiver and coin slots should be located at a maximum of 1400mm above floor level. Other desirable features include brightly coloured handsets and large print buttons, support rails and small shelf.

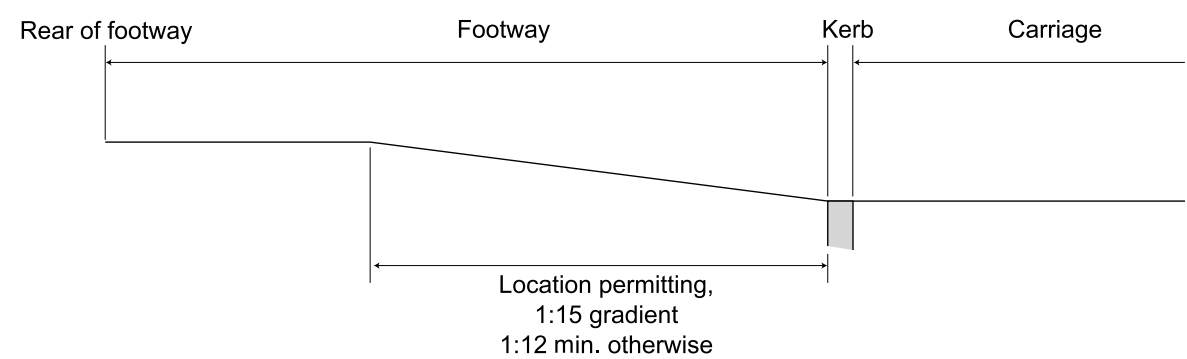
- ❑ Include inductive coupler to assist people with hearing impairments



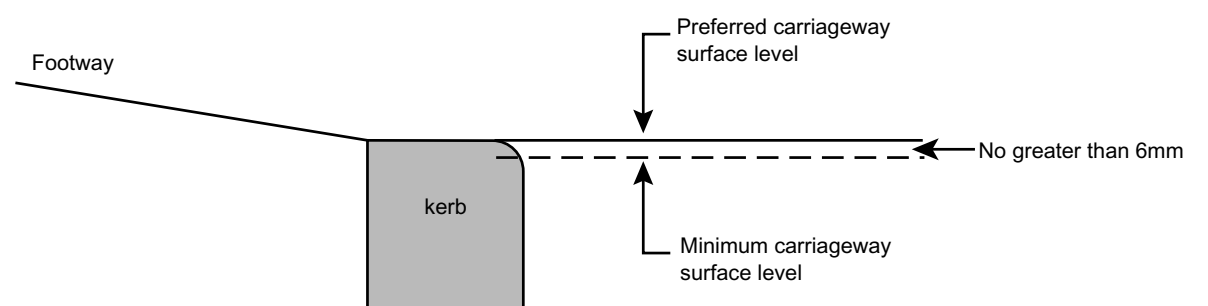
Dropped Kerb Crossings



Dropped kerb detail - prior to installation of blister surface



Cross section of dropped kerb

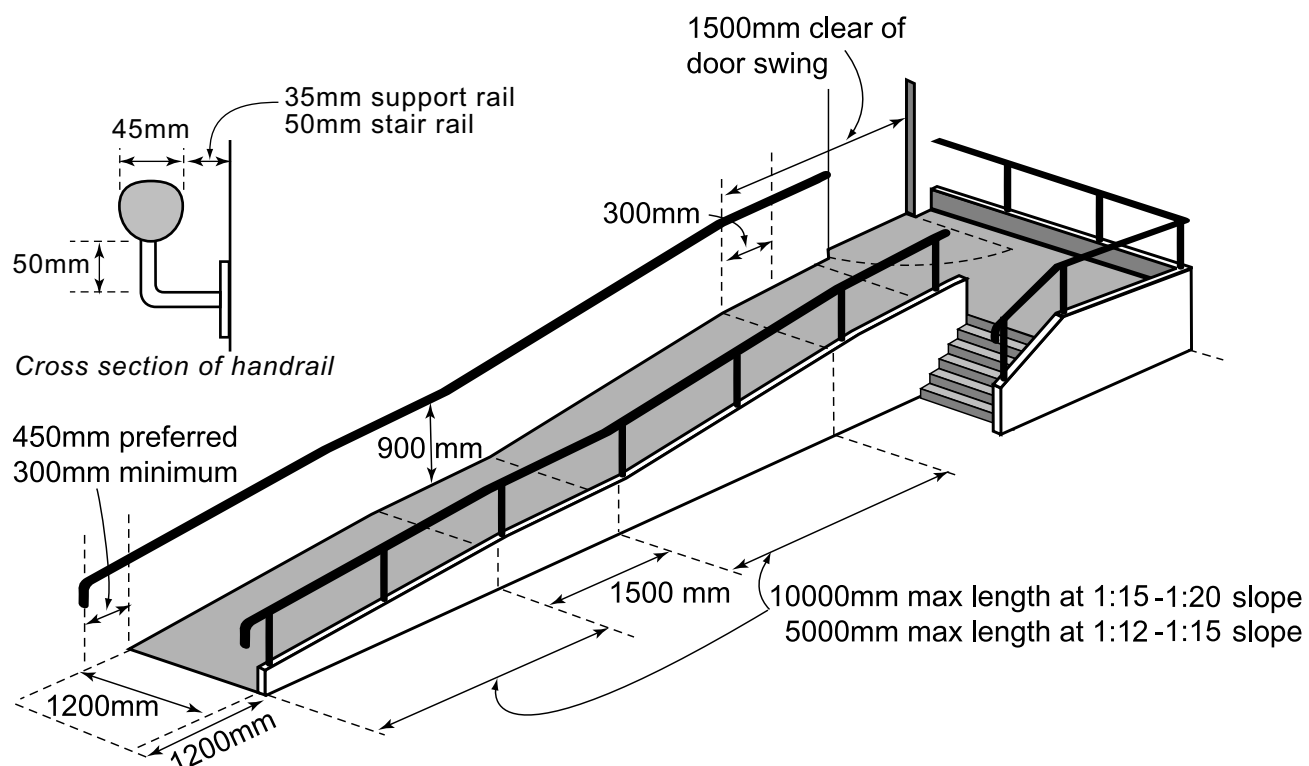


Detail of carriageway surface levels

Access into the Building

Ramps/Steps

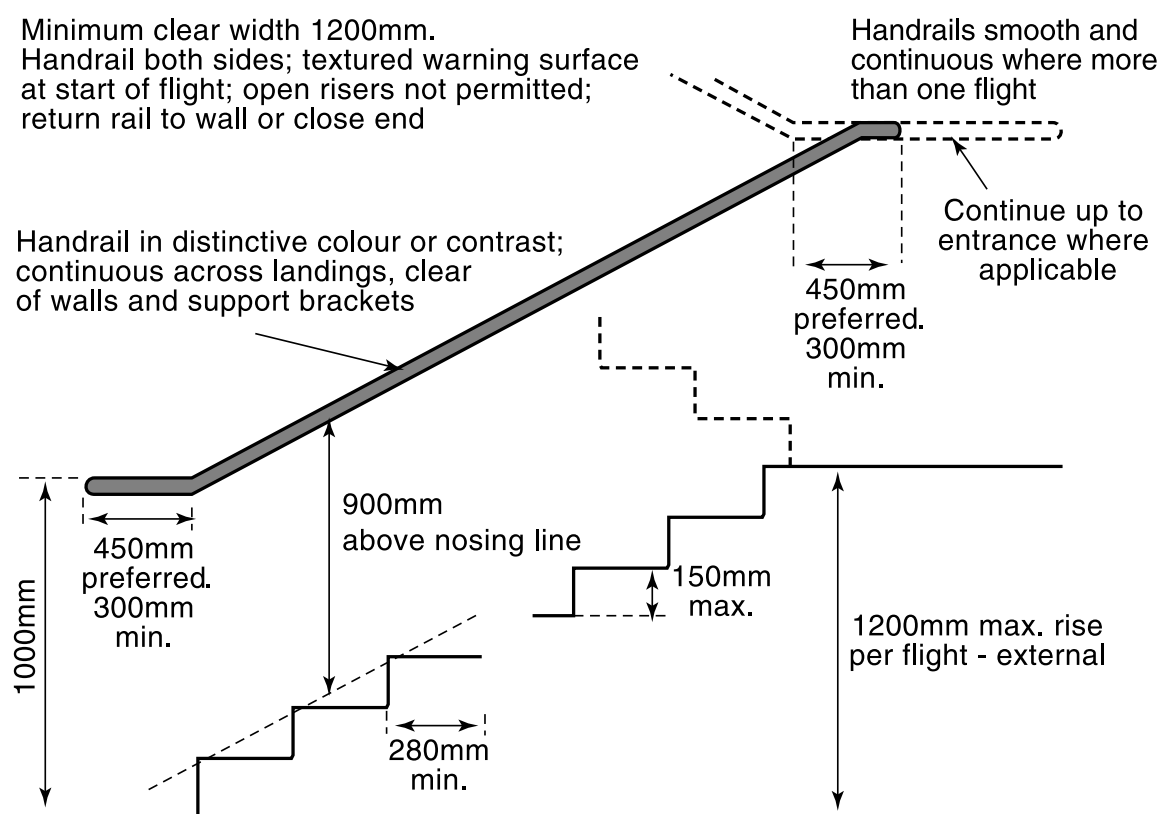
- Give ample warning and define clearly using coloured textured floor treatment
- Avoid single isolated steps
- Detail handrails and surfaces carefully
- Ramp gradient 1:15 minimum
- Landings to be 1200mm x 1500mm minimum
- Non-slip surfaces
- Coloured contrast on nosing of steps
- Length of ramp at 1:15-1:20 gradient no longer than 10000mm without landings
- Length of ramp at 1:12-1:15 gradient no greater than 5000 mm without landings



Main dimensions for ramp. Steps and ramp should be adjacent if possible.



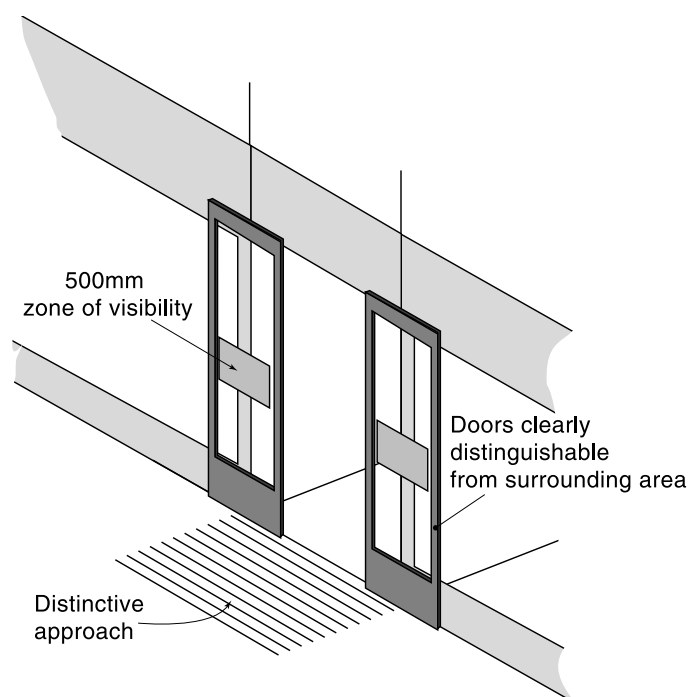
Staircases (External)



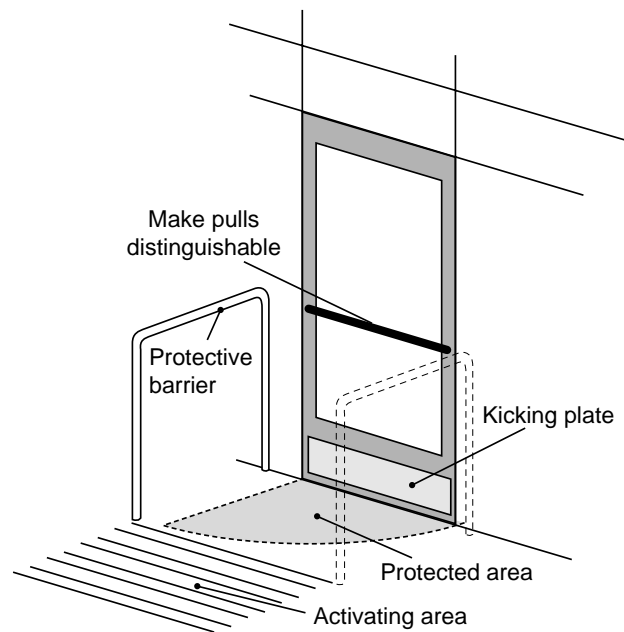
Main dimensions to consider for external staircases.

Entrance/Exit Doors

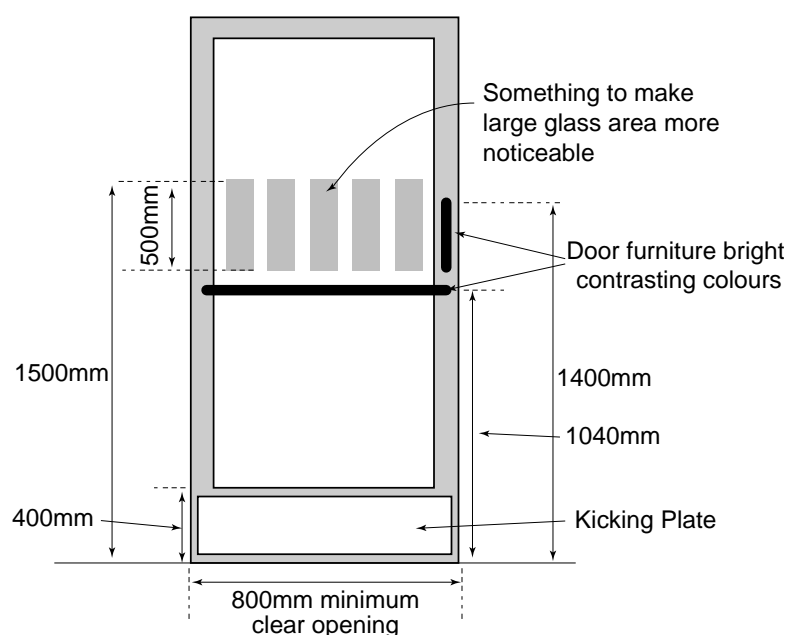
- ❑ Automatic sliding doors preferred. Revolving doors should be accompanied by adjacent automatic doors. Revolving drum doors acceptable on their own provided speed and size are appropriate
- ❑ All glazing should comply with Part N and possibly Part B of the Building Regulations
- ❑ Should be positioned carefully in relation to routes, well-lit and signed if necessary
- ❑ Ensure door entry systems, if installed, are visual and auditory



Automatic Leaf Doors



- Make distinguishable in facade detailing, colour or recessing
- Include kicking plate to prevent damage
- Ensure flush thresholds
- Identify clear glazed doors, indicate fixed glazing and avoid mirror glass
- Extend glazing to low level for maximum visibility
- Ironmongery to be distinguishable from door and easy to grasp
- Identification of doors enhanced by good lighting of doorway
- Revolving doors should be supplemented by hinged or sliding door in regular use

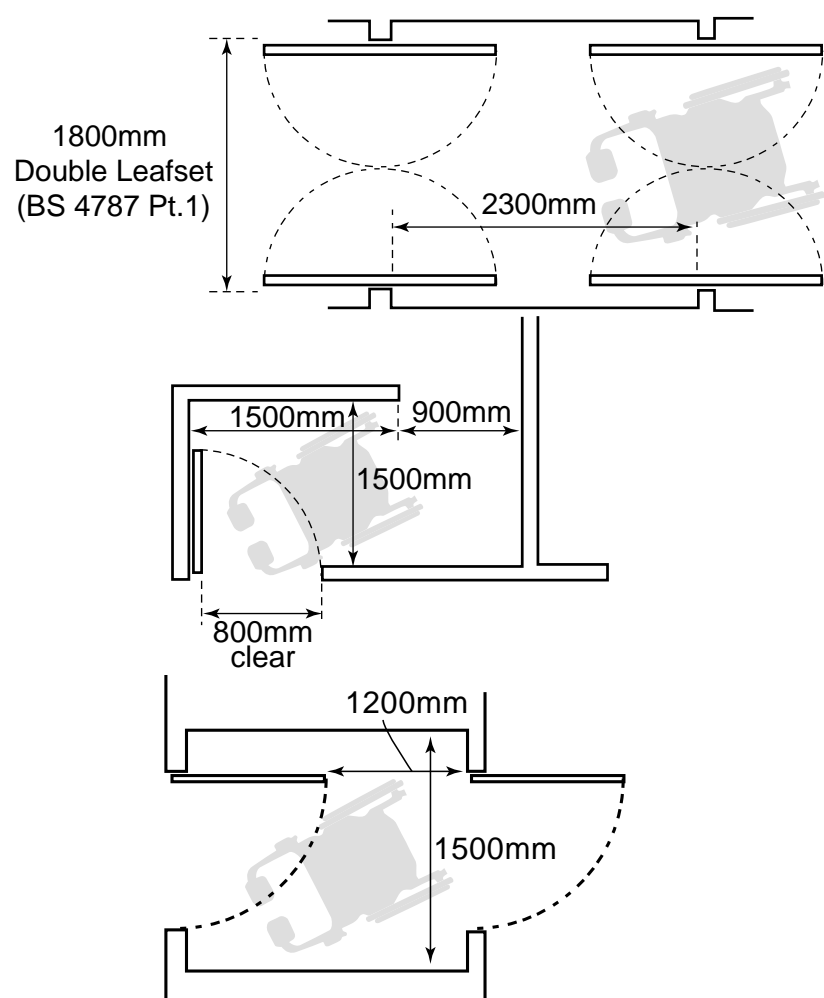


Main dimensions to consider with doors in lobbies and doorways. In some case, e.g. external doors and escape routes, openings may need to be larger than shown.

- ❑ Indicate glass doors, panels, etc, with markings to prevent accidents
- ❑ Automatic doors should have protected and defined approach and extended closing time; indicate function
- ❑ No automatic doors should be used as a means of escape without consultation with Building Control and Entertainments Licensing officers and the Fire Authority
- ❑ Door closers should be just strong enough to close the doors
- ❑ If the door is a means of escape, it may need to be larger (Part B of the Building Regulations)
- ❑ Premises to be used as sports facilities or for entertainments: discussion with the Entertainments Licensing officers may be required
- ❑ Minimum clear opening 800mm.
- ❑ Where possible use horizontal and vertical grab rails

Entrance Lobbies

- ❑ Ensure adequate space in lobbies to manoeuvre
- ❑ Fibre mats if provided should be level and in a mat well and properly maintained



Main dimensions allowing wheelchair users access through various lobbies



“Good access is the concern of everyone.....
.....not just disabled people”

Within the Building - Homes

Part M of the Building Regulations was extended to cover internal areas of dwellings, not previously covered in the Regulations, in October 1999. The main objective of Part M is to ensure that disabled visitors can use the dwelling and that the occupiers need not move house should they become disabled through accident, illness or age. The Council recognises, however, that these standards are not as stringent as those required by wheelchair user standard housing and will expect that dwellings are constructed to those standards where appropriate.

Ramps and Steps

- ❑ When site permits ramps into housing should be avoided and a level threshold achieved by use of gently sloping landscaping

(Please also refer to Section 3, Ramps and Steps)

Entrance/Exit Doors

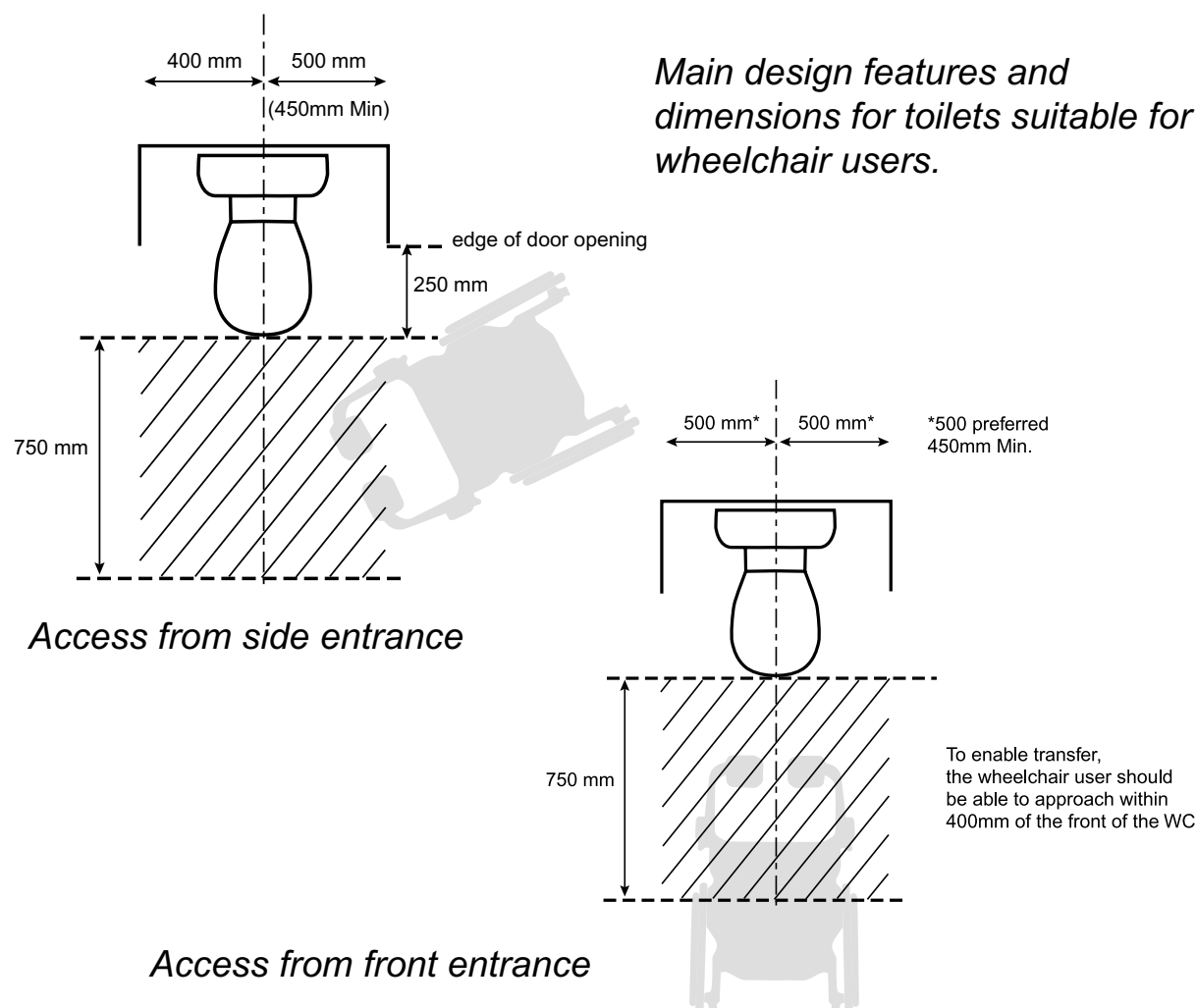
(Please refer to Section 3, Entrance/Exit Doors)

Entrance Lobbies

(please refer to section 3, opposite)

Toilets

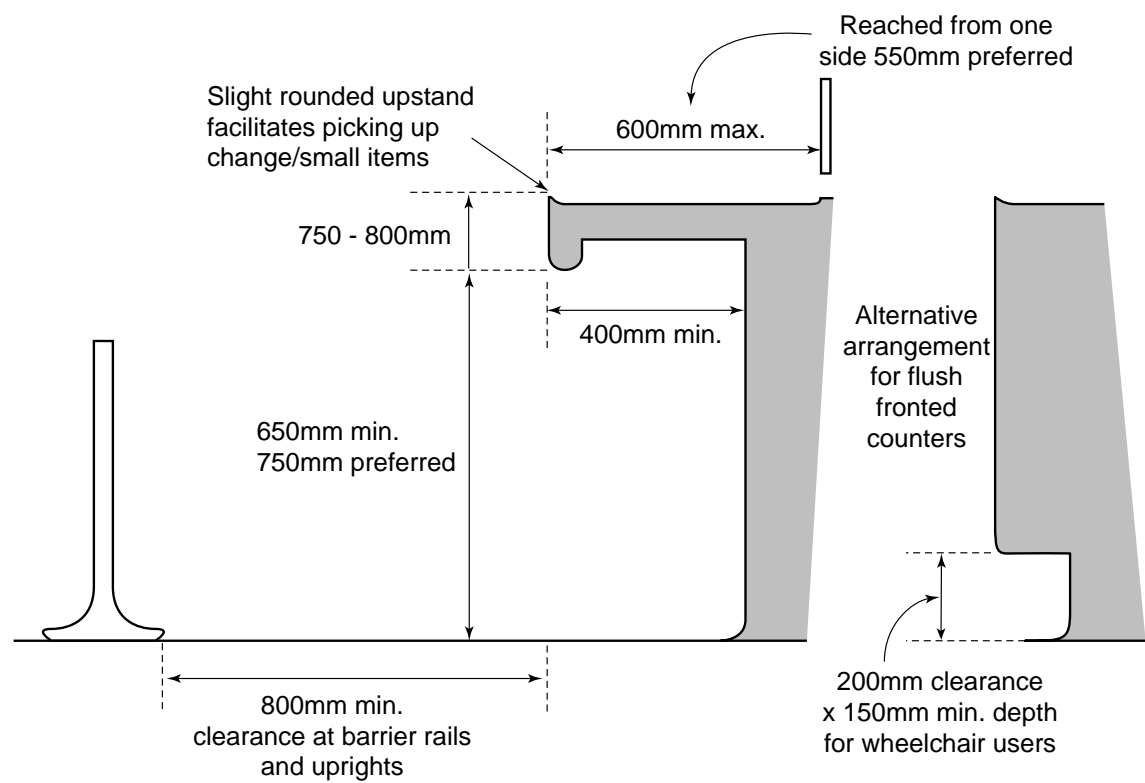
- ❑ Must be one located on ground floor



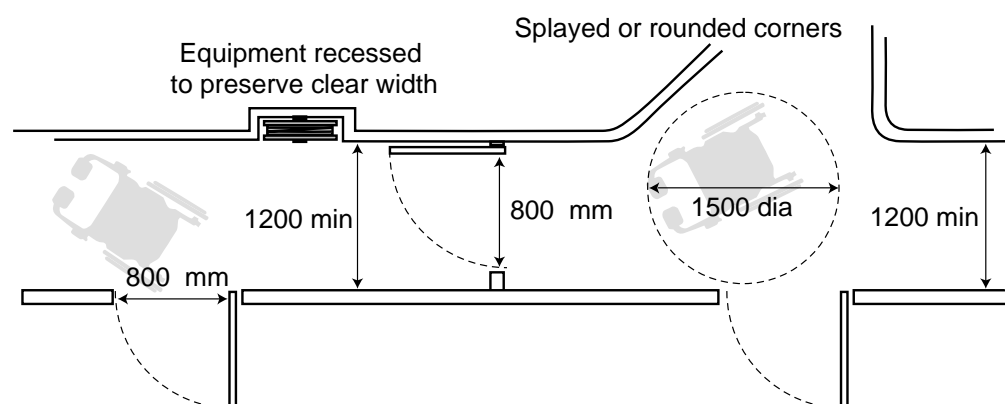
Within the Building - Elsewhere

Reception Counters

- ❑ Large areas of mirror glass can cause glare and disorientation by reflection; use with care
- ❑ Worktops and surfaces to contrast with adjacent surfaces and fittings
- ❑ Handrails sited and detailed consistently



Corridors and Passageways



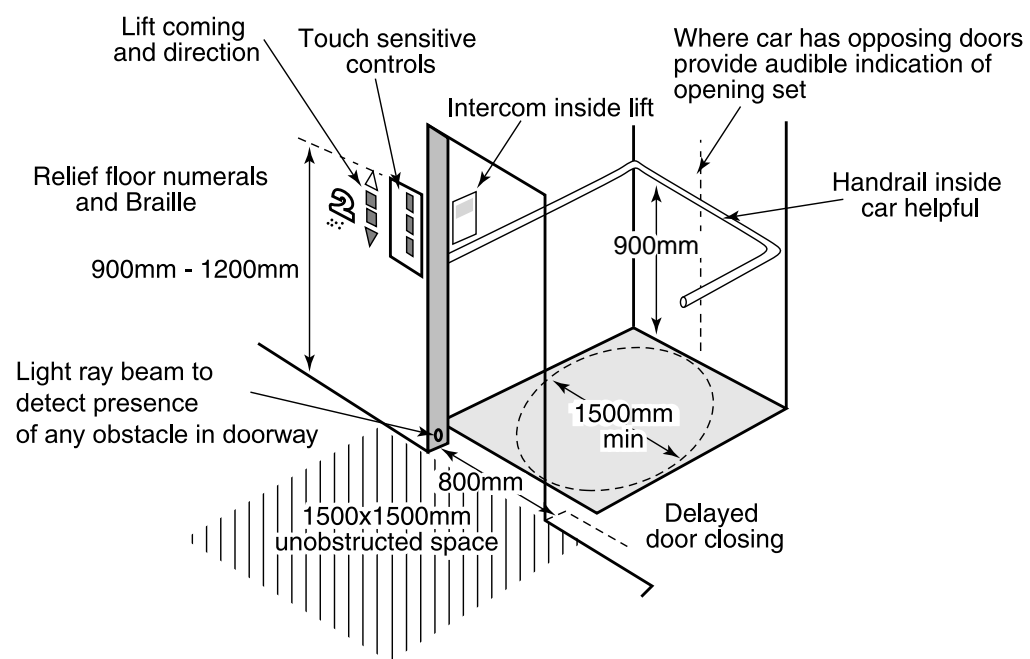
Doors (Internal) (See External Doors, section 3 for further information)

- ❑ Glazing to comply with Part N of the Building Regulations
- ❑ Means of escape doors will require non-manipulative means of opening, e.g. panic bolts or bar

Stairs (Please refer to Section 3, External Staircases)

Lifts

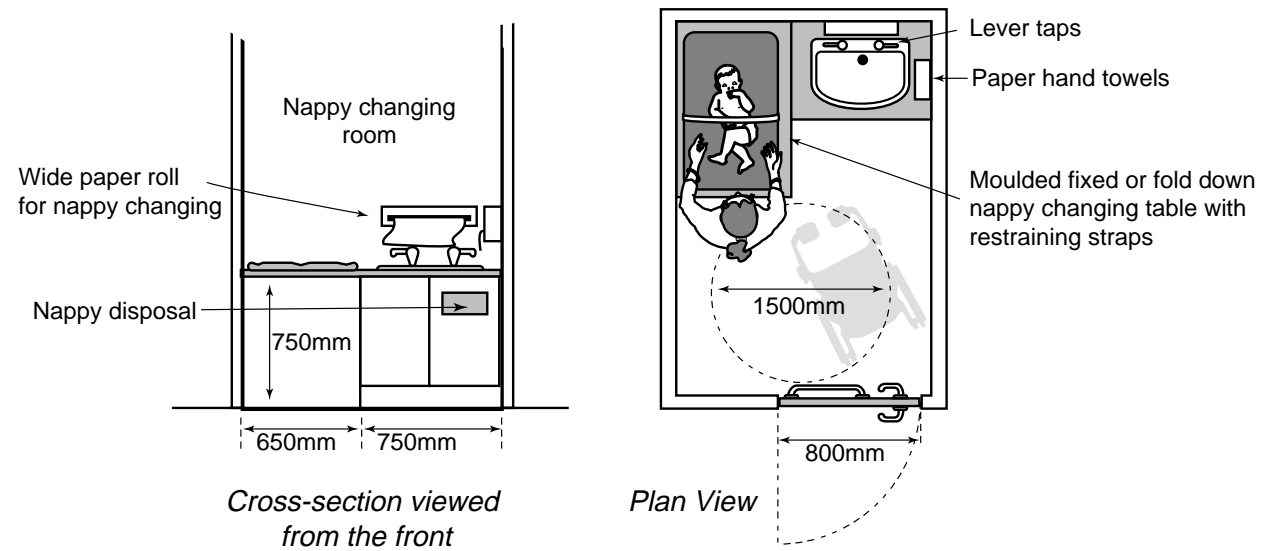
- ❑ Consider audible indication of lift arriving, doors opening and other lift functions
- ❑ 1500mm turning circle for wheelchair users needed inside car. Width/depth may be reduced if pass-through lift is installed.
- ❑ Consider tip-up seat



Amenities

Baby Changing

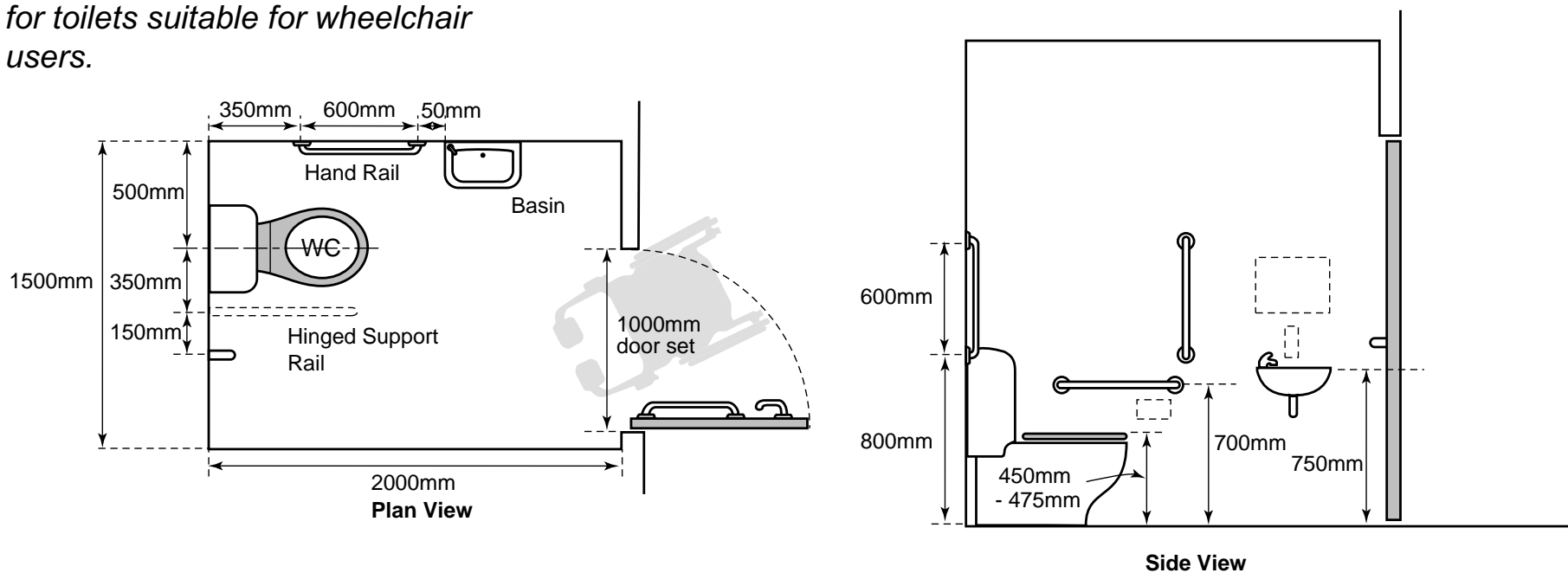
- ❑ Facilities should be unisex
- ❑ Use indicator bolt with outside quick release
- ❑ Layout can be mirrored
- ❑ Baby changing platform controls should be reachable by a seated person



Toilets

- ❑ Facilities should be unisex
- ❑ Use standard close couple toilet which provides natural back rest
- ❑ Consider hand-drier, mirror and condom/sanitary towel dispensers, alarm and coat hooks
- ❑ Door to open outwards, or else use sliding door
- ❑ Layout can be mirrored
- ❑ Hot and cold water taps identified by both colour and relief symbols

Main design features and dimensions for toilets suitable for wheelchair users.

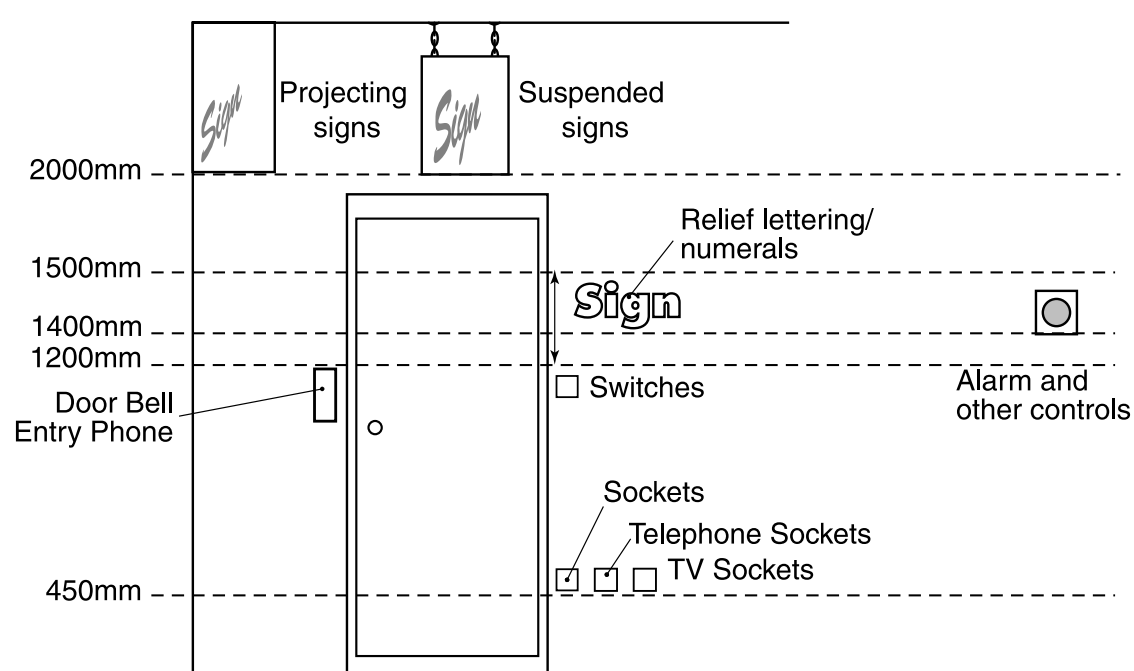


Communications and Controls

Controls and Switches

- Standardise heights and locations
- Position carefully and make distinguishable by contrasting colour and shape
- Allow for limited mobility, reach and manipulation
- Consider remote controls
- Ensure equipment and environmental controls are clear to both sight and touch

Signage



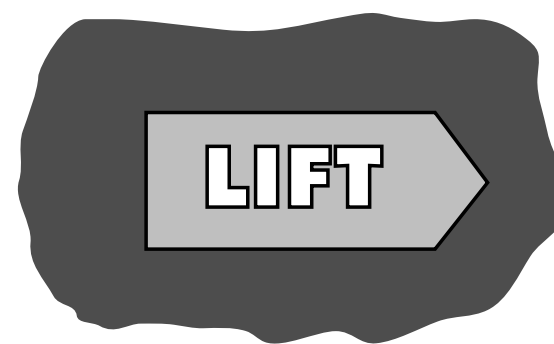
All signs placed in public areas should:

- be consistent throughout the building
- ensure legibility by attention to lettering size and style, use of strong colours, good immediate background and non-distracting general background
- use good lighting, without glare
- have lettering generally within visual range and provide good contrast
- Maintain good contrast when redecorating

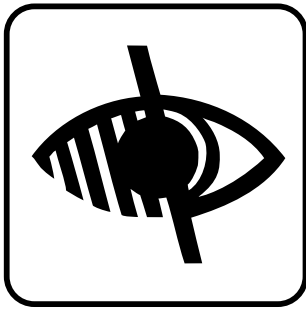
Notices and signs regarding evacuation in the event of fire or bomb scare must be clearly visible. Exits must be well signposted. All such notices must remain unobstructed, and be at a height visible to all.

Induction Loops

- To assist people with hearing impairments, consider installing induction loops or an infra-red system in box offices, counters and auditoria



Signs should be easily distinguished from their background



- ❑ Ensure counters equipped with loops are clearly signed and in regular use

Alarms

- ❑ Provide duplicate visual and audible alarms and ensure they are distinguishable from other signals
- ❑ Consider tactile and vibratory devices

Symbols

- ❑ As near pictorial as possible
- ❑ Standard symbols for visual and hearing impairment should indicate specific facilities: induction loop, information and communication, assistance

Maps

- ❑ Consider tactile/relief building plans, layouts or models (especially of complex groups and at tourist sites)

Miscellaneous

Means of Escape

The Building Control Service, in conjunction with the Fire Authority, can advise on suitable escape arrangements for new and existing premises. These may involve the provision of fire lifts, evacuation chairs and management statements.

In all cases, specific advice will be necessary and you are advised to contact the Building Control Service. Where entertainment or sports facilities are provided then discussion with the Entertainments Licensing officer is advised.

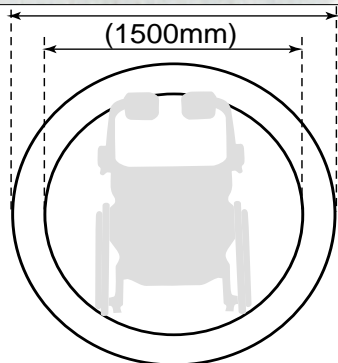
Fire alarm systems should include both visual devices, for people with hearing impairments, and audible devices, for visually impaired people. However, all such systems should be carefully considered along with the use of the building and after consultation with the relevant enforcing authority.

Seating

- ❑ When waiting, queueing, etc, is anticipated, seats, benches and/or support rails should be installed
- ❑ In restaurants, etc, at least part of the seating area should not be fixed to allow table access for wheelchair users, pram users etc.

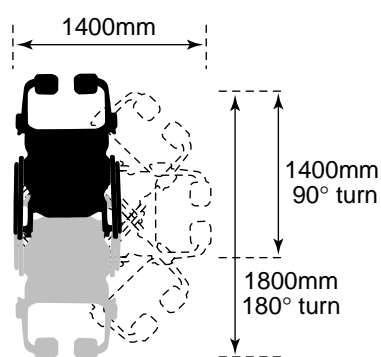
Wheelchair Dimensions

The drawings below illustrate the range of dimensions of the most popular models of wheelchairs.

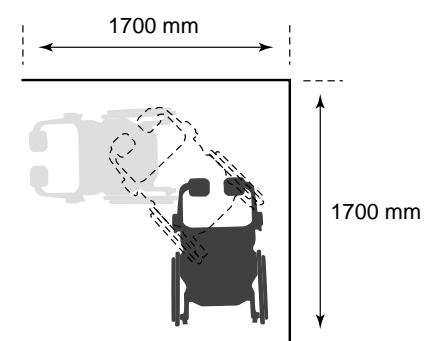


Turning Circles

Self Propelled



Assistant Propelled



Electrically Propelled Types

Building Management

Although management is generally outside the scope of this document, the Council believes that proper management of a building is vital in order to achieve full accessibility. Factors that should be taken into account include:

- ❑ means of escape in an emergency
- ❑ staff training in basic sign language; hire a qualified signer or translator if necessary
- ❑ make sure disabled people have access to goods and services provided
- ❑ ensure all buildings and equipment are properly maintained

Appendix: Further Information

1. Principal UDP Policies Concerning Access Issues

EQ30 - General Access

H7 - Special Housing Needs

H9 - Mobility Housing

H10 - Wheelchair User Housing

T15/Appendix T2 - Parking (including Parking for Orange/Blue Badge Holders)

2. Dropped Kerb Crossings

Guidance on the Use of Tactile Paving Surfaces - DETR 1998

Understanding Tactile Paving - Support for Tactile Paving Providers - L. B. Hammersmith and Fulham, 1998

3. General

The Building Regulations 1991: Access and Facilities for Disabled People - Approved Document M - 1999 Edition, HMSO, 1999