



Lewisham Arthouse

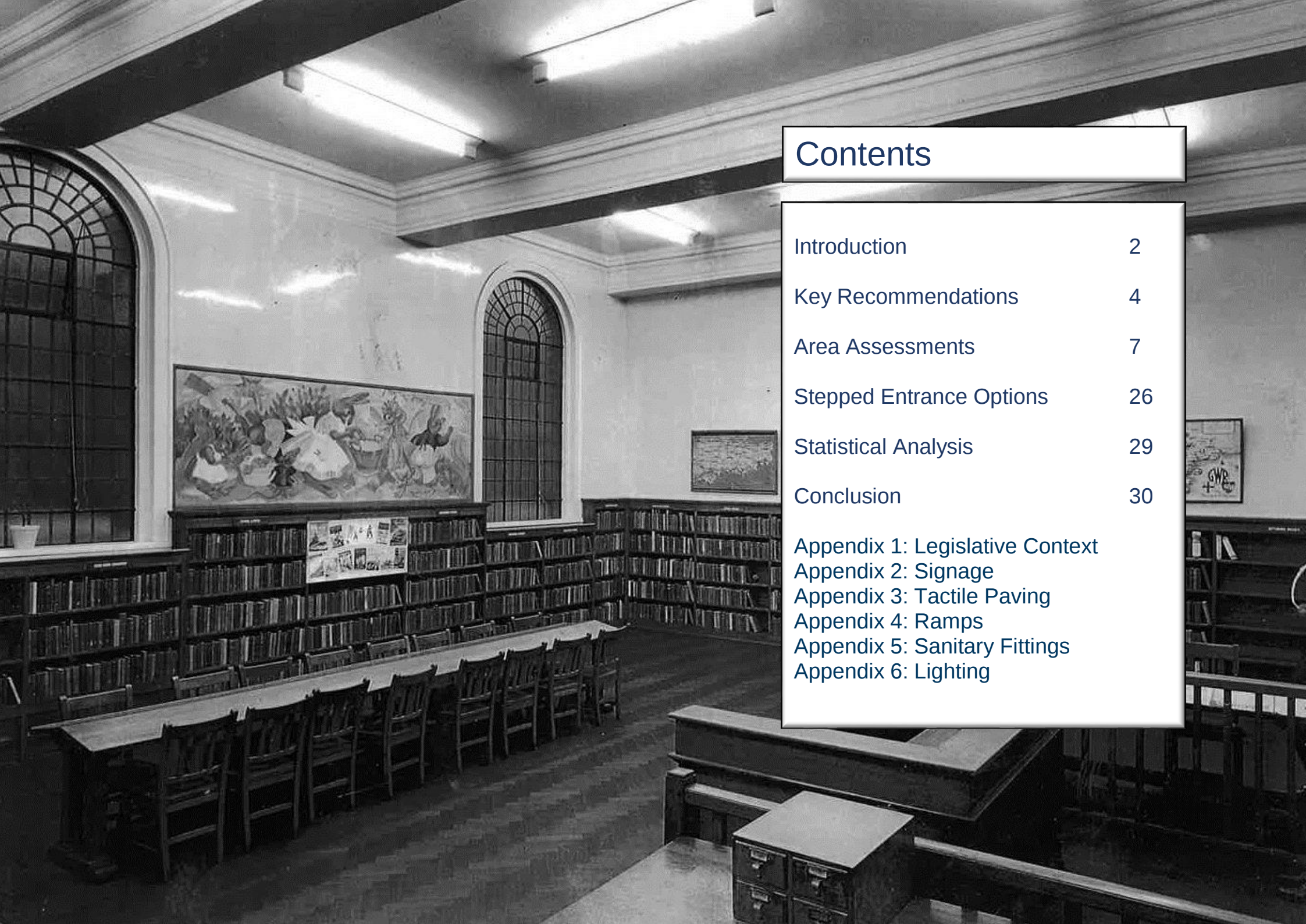
Access Review

Lewisham Arthouse
140 Lewisham Way, London
SE14 6PD

Undertaken by:
David Owen NRAC

Date: 1st March 2018





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Introduction

The Access Review of Lewisham Arthouse was undertaken by David Owen of Goss Consultancy on the 1st March 2018. People present were David Owen (GCL), Reuben Thurnhill, Ruth Beale and Sara Willett (Lewisham Arthouse).

The main body of this report comprises a commentary from the perspective of a disabled visitor to Lewisham Arthouse. It recognises that by identifying issues and making recommendations, it provides the Arthouse with the opportunity to assess and enhance the accessibility of its venue for all of its visitors. The focus is on the building environment and critical paths a disabled visitor might take and also takes into account known ways the building is managed and patterns of use.

The scope of this report was determined by an 'on the ground' guided tour of the Arthouse and included public and member areas. The information gathered to inform this report is specific to the time and date of the assessment (i.e. it may record temporary facilities, features, staffing, and procedures or set up).

The Equality Act 2010, Part M of the Building Regulations, the associated guidance paper- Approved Document M (2015), and British Standards Institutions' revised Code of Practice BS8300:2018 Design of an accessible and inclusive built environment were taken as the bottom-line reference point for this report.

It is against this guidance that deficiencies are measured, and remedies suggested. This guidance was developed in response to the specific needs of disabled people but in effect, where applied, improves the accessibility of facilities for all. The guiding principle is that of Inclusive Design; a philosophy of design, which in line with the Social Model of Disability takes into consideration the needs of all people, whatever their personal circumstances. The Equality Act does not override other legislation such as listed building or planning legislation, and the need to obtain appropriate approvals still applies in the case of changes made to improve access.

The main sections of the report are the Key Recommendations and the Area Assessments. The Key Recommendations focus on high level procedures or actions needed to improve accessibility, whilst the Area Assessments focus on the specific detail of an access issue giving any guidance and recommendations applicable.

The report gives a priority rating to each particular issue based on the consideration of many factors such as risk to a disabled person, impact of not making the adjustment, reputational risk, benefit to a disabled person and in some cases non-disabled person, ease of alteration, cost of alteration, known available resources and frequency of use.

Low priority indicates action to be planned into regular maintenance or a refurbishment programme.

Medium priority indicates action required as soon as possible to follow best practice.

High priority indicates a potential legal/reputational risk which requires urgent action.

The report also provides a cost indicator rated L-low, M-medium or H-high. This 'Cost' element is intended to be a basic, estimated guide as to the potential cost of making a particular reasonable adjustment with a range of: £0-£100 for Low, £100-£1,000 for Medium and >£1,000 for High cost. It is not intended as a definitive costing for a budgeting purpose.

The report includes current status, good practice and recommendations. The information should inform future access enhancement measures but, how best to implement these will be determined by a broader set of factors such as budget, planned work, programming and Lewisham Arthouse's business planning considerations.

The report is not an exhaustive list of improvements/suggestions. In no way should the findings of this report be taken as an interpretation of law.

Key Recommendations

	Recommendation	Cost
KR1	It is strongly recommended that an Access Impact Assessment Process is built into the Arthouse's policy development and project management methodology. This will enable access considerations to be further embedded into the DNA of how Lewisham Arthouse does things and provide a better opportunity for any identified negative access impact to be mitigated and positive processes to be maximised.	Management Cost
KR2	It is strongly recommended that the Arthouse considers establishing an Access Champion to lead on access and help monitor and implement the Arthouse's Action Plan.	Management Cost
KR3	It is strongly recommended that, in conjunction with the Arthouse's Health & Safety Officer and local Fire Service, a full review of the emergency and evacuation policies, practices and procedures for disabled members and visitors is undertaken across the venue. This should be with a particular emphasis on evacuation of disabled visitors from the Gallery, signage to escape routes and the potential use of a ramp or evacuation chairs at the side exit.	Management Cost
KR4	A Personal Emergency Evacuation Process should be devised and implemented for all members in particular when a disabled member joins Lewisham Arthouse.	Management Cost

KR5	It is strongly recommended that the Arthouse introduces hearing enhancement systems. Where possible they should cover the entire on-site visitor journey in areas where communication with staff is necessary. Consideration should be given to the type of functions and services offered at the Arthouse. The gallery space will benefit from a full room hearing enhancement system, in addition a portable hearing loop could be introduced for other ad hoc uses at the Arthouse. Where equipment is installed it should be routinely tested and all relevant staff trained in its use. Induction loops need to be effectively and appropriately publicised in their location and in online and offline marketing and publicity material.	H
KR6	It is recommended that all literature produced by Lewisham Arthouse for distribution to the public is made available in large print format and when requested, produced in Braille within a reasonable time frame. Both alternative formats should be advertised on the Lewisham Arthouse website.	M
KR7	It is recommended that the Arthouse develops the access related information on its website, incorporating a dedicated Access Guide section to help inform visitors of the level of access and the accessible services it offers.	Management Cost
KR8	It is recommended that when individuals are booking to attend an event, class or workshop put on by Lewisham Arthouse, the Arthouse should ascertain whether the individual has any disability related access requirements. Having this information in advance of a visit will greatly increase the ability for Lewisham Arthouse to make any reasonable adjustments required.	Management Cost
KR9	It is recommended that any external organisation hiring any part of the Arthouse is reminded of their duties as a service provider under the 2010 Equality Act.	Management Cost

KR10	It is recommended that a system is put in place that allows an organiser of an event at Lewisham Arthouse to inform the Arthouse of any disabled visitors attending their function. If required discussions should be had with the organiser of the event on how best to manage any reasonable adjustments identified.	Management Cost
KR11	It is strongly recommended that the emergency assistance alarm inside the accessible toilet is regularly tested and repaired when not working and a response procedure set in place for when it is activated.	Management Cost
KR12	It is recommended that an Action Plan is implemented to plan and record the adjustments made as part of this access review.	Management Cost
KR13	It is recommended that when required a reasonable adjustment management process is implemented for new members joining Lewisham Arthouse.	Management Cost
KR14	It is recommended that the 'new member orientation process' should include access related information.	Management Cost
KR15	It is recommended that discussions are had between Lewisham Arthouse, the Local Authority, disabled user groups and Access Consultants to establish a mutually viable and acceptable solution to the stepped ramp giving access to Lewisham Arthouse. The current provision does not offer any protection for blind or partially sighted pedestrians. There is potential for a blind pedestrian to trip off the top step. See Section: Stepped Entrance Options page 26.	Management Cost

Area Assessments

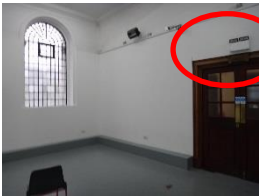
No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
1	Approach to Lewisham Arthouse	There is limited information on the outside of the building to help indicate to visitors that this is Lewisham Arthouse.		Signs should form part of an integrated communications scheme that gives clear directions, information and instructions for the use of a building. The name of an organisation should where possible be easy to identify, and be located in a prominent location.	It is recommended that investigations are made with the local authority and with listed building consent to the possibility of the introduction of more prominent signage to the outside of the building. A visitor's perception of signage contributes to their first impression of an organisation. Signage should be appropriate to the organisation and clearly visible to approaching visitors.	M	M
2	Approach to Main Entrance	These steps could be dangerous for members of the public who have a visual impairment. There are no tactile warning indicators at the top or the bottom of these steps. It is possible for a member of the public with a visual impairment to inadvertently find		Tapered risers should not be used as people who are blind or partially sighted require an even height riser when ascending or descending steps. On sites where steps abut a slope, the interface between the slope and the steps should not form part of an access route. In addition, the point at which the tread meets the slope should be clearly identified.	It is recommended that discussions are undertaken with relevant stakeholders, around the options set out in the 'Stepped Entrance Options' page 26 of this report, to form a strategy for the improvement of the safety of these steps. There are a number of options to consider	H	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
		themselves at the top of the steps without knowing they have left the pavement.			here, each option has its own positive and negative effects.		
3	Approach to Main Entrance	The steps are damaged and could be dangerous for somebody with a visual impairment.		It is important to adopt a maintenance regime that ensures damaged steps are repaired or replaced.	It is recommended that damaged steps are repaired as soon as possible.	H	M
4	Entry Steps	There is little or no contrast between treads, risers and nosing on the stairs making it difficult for somebody with a visual impairment to determine the edge of the steps.		A nosing needs to be integral with the step and distinguishable in colour and tone; used on the front face as well as the top of the step. The contrasting material should be 55mm wide on both treads and risers and should not cause a trip hazard.	It is recommended that investigations are made with planning and the relevant listed buildings authority to the possibility of introducing nosing to these steps.	M	L

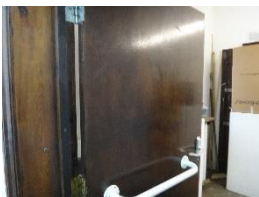
No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
5	Entry Steps	These steps do not have handrails.		A handrail should be provided on each side of a ramp or stair flight, throughout its length (including intermediate landings where this does not obstruct the use of adjoining access routes). The top surface of the handrail should be between 900mm and 1000mm from the surface of the ramp or pitch line of a stair and between 900mm and 1100mm from the landing.	It is recommended that at least two handrails are fitted to these steps; one near the wall and another as indicated on the photo.	M	M
6	Intercom Doorbell	The intercom requires precise hand movement to operate it. It is positioned in the corner and is too high at 1400mm from floor level, a wheelchair user will not be able to get close enough to be able to reach the intercom.		Intercom controls requiring precise hand movements should be positioned between 750mm and 1000mm above floor level and located at least 350mm from a corner, in a position making the controls accessible for wheelchair users to activate.	It is recommended that the intercom is lowered and relocated away from the corner. It is further recommended that the intercom is moved to the left-hand side of the doorway, as making the adjustments on the right-hand side would position the intercom dangerously close to the top of the steps.	M	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
7	Internal Door Handle	It will be difficult for some people to use this door. This type of lock is difficult to use with one hand and at its current height will be difficult for many wheelchair users to reach.		It should be possible to operate all door opening furniture one-handed, without the need to grasp or twist. Care should be taken when selecting security and fire exit fittings, with the aim of making fittings manageable for all users.	It is recommended that as part of a new member's orientation process, the ease of access and egress is reviewed and where required, improved in line with the disability related requirements of the new member.	H	L
8	Main Entrance	The main entrance is comprised of two double doors, each with an effective width of 900mm. Some wheelchair users with larger wheelchairs will find this entrance difficult to pass through.		At least one side of an external door leaf should provide a minimum clear effective width of 1000mm.	It is recommended that as part of a new member's orientation process, the ease of access and egress is reviewed, and reasonable adjustments implemented to overcome or mitigate the barrier to access. This may involve the introduction of power assisted secure door openers operated by use of a member's key fob. When external classes are organised it would be advantageous to ascertain whether any of the class members require additional disability related assistance. Measures can then be introduced to overcome any	M	H

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
					barriers associated with the building.		
9	Fire Alarm Activation Points	The fire alarm activation point is positioned in the corner and is too high, preventing a wheelchair user from getting close enough to be able to reach it.		Fire alarm activation points should be positioned between 1000mm and 1200mm above floor level and located at least 350mm from a corner, in a position making them accessible for wheelchair users to activate.	It is recommended that the fire alarm activation point is lowered and relocated away from the corner to make it accessible for wheelchair users to operate.	H	L
10	Brochure Dispensers	This bank of brochure dispensers positioned at the rear of the table will be difficult to access for some wheelchair users and people of a small stature.		It is likely to be considered reasonable that all visitors will have access to the brochures.	It is recommended that consideration is given to relocating the brochures so that they are easier to access.	L	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
11	Inner Door	The force required to open the inner entrance door is in excess of 30N. This would present problems for many disabled people and those with reduced strength.		The force required to open a door at its leading edge should not exceed 30N.	It is recommended that the door mechanism is altered to make it easier to open, if this is not possible to achieve then consideration should be made to the introduction of a power assisted door.	M	M
12	Gallery Doors (Also Applies to Workshop Doors)	Low level door protectors are missing from this door.		The bottom of doors should be protected from excessive wear from a wheelchair footrest.	It is suggested that doors are fitted with door protectors to reduce damage from wheelchairs.	L	L
13	Gallery Fire Exit	There are no signs indicating the direction of the accessible evacuation route.		It is important that accessible fire evacuation routes are clearly signposted to help disabled people reach a place of relative safety in the event of an emergency.	It is strongly recommended that signage is introduced at this location to indicate the direction of the accessible fire evacuation route.	H	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
14	Room Signage	There is poor contrast between the lettering and the background of this sign making it difficult for people with a visually impairment to read the sign.		A difference in LRV of 70 points between the letters, symbols or pictograms and the signboard, ensures good visual contrast.	It is recommended that the contrast between the lettering and the background of the sign is improved.	M	L
15	Route to Accessible Toilet	There are no signs in this location indicating the location of the accessible WC.		Signs should form part of an integrated communications scheme that gives clear directions, information and instructions for the use of a building and its facilities.	It is recommended that where standard toilets are signposted the location of the accessible toilet is also clearly signposted.	H	L
16	Route to Accessible Toilet	The corridor leading to the accessible toilet is used for storage making it difficult for wheelchair users to access the toilet.		Wayfaring routes should be easily identifiable and kept clear of obstacles, a minimum thoroughfare width of 1200mm should be provided and maintained. Passing places of 1800mm should be provided.	It is recommended that the corridor is cleared of stored items so that the required width can be maintained.	M	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
17	Accessible Toilet	Low level door protectors are missing from both sides of this door.		The bottom of doors should be protected from excessive wear from a wheelchair footrest.	It is suggested that doors are fitted with door protectors to reduce damage from wheelchairs.	L	L
18	Accessible Toilet	There are no coat hooks in this toilet cubicle.		Coat hooks are recommended at two heights – 1050mm and 1400mm. They should be positioned where they will not present a potential obstruction.	It is recommended that coat hooks are introduced in accordance with the guidance.	L	L
19	Accessible Toilet	The emergency alarm pull cord is positioned in the transfer area and could become tangled or inadvertently activated when somebody is transferring.		An emergency assistance pull cord, coloured red, should be provided with two red bangles of 50mm diameter, one set between 800mm and 1000mm, and the other set at 100mm above floor level. The cord should be positioned on the opposite side of the transfer space and in line with the front of the toilet pan.	It is recommended that the emergency alarm cord is repositioned in line with the guidance.	H	M

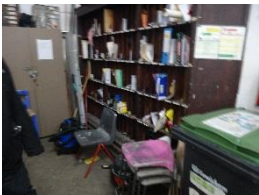
No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
20	Accessible Toilet	The emergency pull cord is too short. This would be a problem if somebody fell to the floor and needed to call for help.		An emergency assistance pull cord, coloured red, should be provided with two red bangles of 50mm diameter, one set between 800mm and 1000mm, and the other set at 100mm above floor level. The cord should be positioned on the opposite side of the transfer space and in line with the front of the toilet pan.	It is essential that an emergency assistance alarm cord is fitted in accordance with the guidance, and a policy established to assist when the alarm is activated.	H	L
21	Accessible Toilet	The emergency pull cord does not have a red bangle at the bottom. Some people with limited dexterity cannot grab a cord and rely on the bangle to be able to pull it.		An emergency assistance pull cord, coloured red, should be provided with two red bangles of 50mm diameter, one set between 800mm and 1000mm, and the other set at 100mm above floor level. The cord should be positioned on the opposite side of the transfer space and in line with the front of the toilet pan.	It is recommended that a bangle is attached to the end of the pull cord.	M	L
22	Accessible Toilet	The emergency alarm does not have a reset button.		An alarm reset button should be present inside the accessible toilet and reachable from the WC in case of accidental activation.	It is recommended that during planned routine maintenance a reset button is installed inside the cubicle which can be reached from the WC.	L	M

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
23	Accessible Toilet	This type of toilet roll holder can be difficult to use for somebody with limited dexterity, especially when the end of the roll is lost up inside the dispenser.		Single sheet toilet paper and paper towel dispensers should be used in an accessible toilet. They should be positioned between 800mm and 1000mm from floor level and kept in working order.	It is recommended that during routine refurbishment the toilet paper dispenser is changed for a single sheet dispenser.	L	L
24	Accessible Toilet	There is no paper towel dispenser in the WC.		Paper towel dispensers should be fixed between 800mm-1000mm from floor level, positioned so they are reachable from the WC and designed for single hand operation.	It is recommended that a paper towel dispenser is fitted in the accessible WC.	H	L
25	Accessible Toilet	There is poor colour contrast between the grab rails and the walls.		Fixtures and fittings within sanitary accommodation should contrast visually with background surfaces to aid identification. Light Reflective Values should be compared to ensure adequate visual contrast is achieved between surfaces and objects. Optimum visual contrast is achieved with a difference in LRV of 30 points or more.	It is recommended that during the course of planned routine refurbishment consideration is made to improving the contrast between the fittings and their surroundings.	M	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
26	Accessible Toilet	The light switch does not contrast well with the wall and its location close to a corner together with its height will make it difficult for a wheelchair user to reach.		Contrast is important in helping people with reduced vision locate and use important features such as light switches. In order to be clearly visible, they should contrast visually with the surrounding background. Optimum visual contrast is achieved with a difference in LRV of 30 points or more. Light switches should be positioned between 750mm and 1200mm from floor level.	It is recommended that the light switch should be changed for a motion sensor activation switch.	L	L
27	Accessible Toilet	The temperature of the water is very hot.		The water temperature in an accessible WC should not exceed 43 degrees C.	The water temperature should be regularly checked and should not exceed 43 degrees.	H	L
28	Workshop	The tables are of one height. Some wheelchair users may find it difficult manoeuvring close enough to work at the table.		The gap between the floor and the underside of a table should be 700mm to allow a wheelchair to manoeuvre underneath.	It is recommended that at least one table has the capability to be raised, allowing the arms of a wheelchair to pass underneath the table.	M	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
29	Seating for Gallery	These seats do not have armrests. Some people find it difficult to rise from a seated position if the seat does not have armrests.		A selection of seating, with and without armrests, should be provided, preferably with some at different heights. The armrests should contrast in tone and colour with the rest of the seat.	It is recommended that some of the seating in this area should have armrests. The armrests should contrast in tone and colour to help people with visual impairments identify them.	M	M
30	Entrance to Members' Areas	The door lock is positioned too high for some wheelchair users to use. This could be a problem if a wheelchair user were to become a member of Lewisham Arthouse. This entrance leads to a non-public access area. In addition, this type of lock could be a problem for people with limited dexterity.		Door locks should be fitted between 800mm and 1050mm above the floor. It should be possible to operate all door opening furniture one-handed, without the need to grasp or twist. Considerations should be made to the physical environment in which people are working and where appropriate, reasonable adjustments made for disabled workers.	It is recommended that a policy/procedure is put in place, so that when required, all relevant facilities, in this case the door security system, can be made accessible for disabled members.	M	L
31	Entrance to Members' Areas	There are no low-level visibility panels in these doors, this could be a problem if the door is opened onto somebody on the other side. Some disabled people may not be able to move fast		Visibility panels are required in doors between 500mm-800mm and between 1150mm-1500mm.	It is recommended that if the Arthouse invites a wheelchair user to become a member then consideration should be given to preventing the doors from being opened onto somebody. This could be achieved by the introduction of	M	M

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
		enough to avoid being hit by the door.			visibility panels into the doors or by the introduction of an automatic door entry system.		
32	Members' Kitchen Facilities	This kitchen area is located upstairs and as a result, would not be accessible to a member who uses a wheelchair.		Considerations should be made to the physical environment in which people are working and where appropriate, reasonable adjustments made to make the kitchen facilities accessible for disabled members.	It is recommended that a policy/procedure is put in place, so that when required, all relevant kitchen facilities, including sinks, fridges, drink preparation can be provided for disabled members. It is important that the accessibility of the social and networking aspect of the kitchen area is also considered.	H	H
33	Main Steps	These steps do not have a handrail on either side.		A handrail should be provided on each side of a ramp or stair flight, throughout its length (including intermediate landings where this does not obstruct the use of adjoining access routes). The top surface of the handrail should be between 900mm and 1000mm from the surface of the ramp or pitch line	It is recommended that handrails are fitted to these steps.	M	M

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
				of a stair and between 900mm and 1100mm from the landing.			
34	Welcome Reception Desk	There is no hearing enhancement system at this meet and greet reception desk.		Hearing enhancement systems should be fitted and working wherever information is given verbally between staff and visitors.	It is recommended that this reception desk should be fitted with a working hearing enhancement system, along with relevant signage to indicate its presence. Employees should be trained in its use.	M	M
35	Members' Pigeon Holes	Pigeon holes are located at a high level preventing their use by wheelchair users and people of small stature.		Pigeon holes allocated to employees/members should be accessible to that particular member in terms of height and being clear of obstructions which may prevent the member from approaching the pigeon hole.	It is recommended that a policy/procedure is put in place, so that when required, a suitable accessible pigeon hole is allocated to a disabled member.	L	L
36	Sink Facilities	The sink and taps are located at a high level without a knee recess underneath, this would make it difficult for some wheelchair users to use the sink.		It would be considered reasonable for all members to be able to access all of the facilities and services that Lewisham Arthouse offers.	It is recommended that a policy/procedure is put in place, so that when required, reasonable adjustments are implemented to enable a disabled member to fully utilise the facilities of the Arthouse.	H	M

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
37	Fire Escape	The fire escape has a step leading from it making it inaccessible for many wheelchair users.		Accessible fire escapes should be step free or incorporate auxiliary aids to facilitate an emergency evacuation.	It is recommended that the fire exit is either modified to remove the step, or auxiliary aids introduced to help evacuate wheelchair users from the building. This could be in the form of a ramp or the introduction of an evacuation chair. It is important to provide accessible fire evacuation so that all members can leave the building without the help of others.	H	M
38	Steps in Members' Area	These steps do not have a handrail on both sides. It may be difficult for somebody with limited mobility and who doesn't have use of one side of their body to use these steps.		A handrail should be provided on each side of a ramp or stair flight, throughout its length (including intermediate landings where this does not obstruct the use of adjoining access routes). The top surface of the handrail should be between 900mm and 1000mm from the surface of the ramp or pitch line of a stair and between 900mm and 1100mm from the landing.	It is recommended that an additional handrail is fitted in this location, opposite the existing handrail.	M	M

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
39	Access to Basement Area	There is little or no contrast between treads, risers and nosing on the stairs making it difficult for somebody with a visual impairment to determine the edge of the steps.		A nosing needs to be integral with the step and distinguishable in colour and tone; used on the front face as well as the top of the step. The contrasting material should be 55mm wide on both treads and risers and should not cause a trip hazard.	It is recommended that the contrast of the nosing on these steps is improved in line with the guidance.	M	L
40	Steps leading to Storage	There is little or no contrast between treads, risers and nosing on the stairs making it difficult for somebody with a visual impairment to determine the edge of the steps.		A nosing needs to be integral with the step and distinguishable in colour and tone; used on the front face as well as the top of the step. The contrasting material should be 55mm wide on both treads and risers and should not cause a trip hazard.	It is recommended that the contrast of the nosing on these steps is improved in line with the guidance.	M	L
41	Steps leading to Storage	These steps do not have a handrail.		A handrail should be provided on each side of a ramp or stair flight, throughout its length (including intermediate landings where this does not obstruct the use of adjoining access routes). The top surface of the handrail should be between 900mm and 1000mm from the surface of the ramp or pitch line of a stair and between 900mm and 1100mm from the landing.	It is recommended that a handrail is introduced to the left-hand side of these steps.	M	M

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
42	Potential Entry or Fire Exit	If this staircase is to be used as an entry point as well as a fire exit, then the open risers could cause somebody who shuffles or drags their feet to trip.		A riser should not be open, its profile should ensure that people who drag their feet do not trip when ascending the steps.	It is recommended that if this becomes an entrance, consideration should be given to closing off the risers.	L	M
43	Potential Emergency Fire Route	There is a potential for this route to be reinstated as a fire evacuation route. If this is the case, items along the route will partially obstruct the egress from the building.		Emergency fire evacuation routes should be easily identifiable and kept free of obstacles.	It is strongly recommended that fire escape routes and exits are kept free of obstructions.	H	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
44	External Areas	There is no wheelchair access to this part of the garden area. Artists are allowed to use this area for socialising and encouraged to use it for their art.		It would be considered reasonable for all members to have access to all of the Arthouse's facilities.	It is recommended that investigations are made into the introduction of an entrance into the garden through the shelter at the end of the garden, this could allow access for disabled members who wouldn't ordinarily have access to the garden.	M	H
45	Side Entrance to Garden Area	There is little or no contrast between treads, risers and nosing on the steps making it difficult for somebody with a visual impairment to determine the edge of the steps.		A nosing needs to be integral with the step and distinguishable in colour and tone; used on the front face as well as the top of the step. The contrasting material should be 55mm wide on both treads and risers and should not cause a trip hazard.	It is recommended that the contrast of the nosing on these steps is improved in line with the guidance.	M	L

No.	Location	Access Considerations	Photo	Access Guidance	Recommendations	Priority	£
46	Entrance from Garden	Should the garden area become accessible then this threshold will be a problem for some wheelchair users as it is raised.		An accessible threshold is one that is either level or has a maximum 15mm upstand.	It is recommended that when required, investigations are made into how the upstand can be removed or minimised to improve the transition through this entranceway.	M	M
47	Basement Corridor	There is very little contrast between the doors and the surrounding walls. It will be difficult for somebody with a visual impairment to be able to find the doors.		Doors in general should contrast visually with door frames and surrounding surfaces.	It is recommended that during routine redecoration the contrast between the doors and their surrounds is improved.	M	L

Stepped Entrance Options

The stepped entrance is potentially dangerous for blind and partially sighted pedestrians. There is no protection to warn or prevent somebody with reduced vision from falling off the top step.

There are a number of safeguarding features that can be incorporated into the stepped entrance to help warn of the hazard ahead. However, each of the options in part will have a negative impact on other street users. It is recommended that discussions are held with relevant stakeholders to come up with a solution that not only protects and warns visually impaired pedestrians of the hazard ahead but does not have a severe impact on other pedestrians.

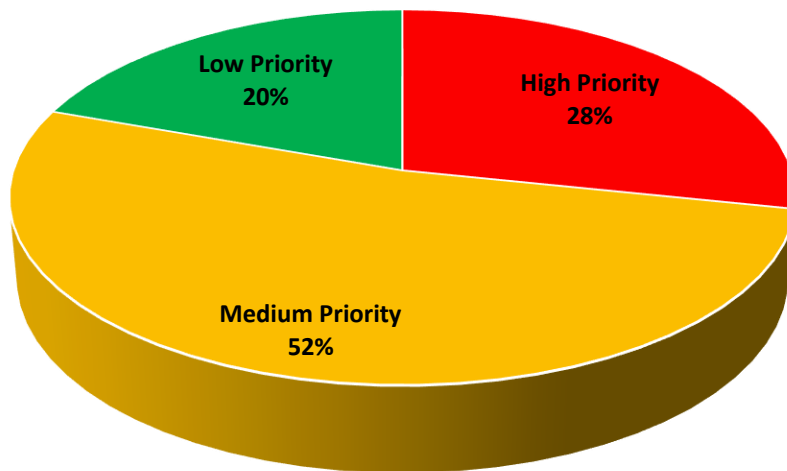
	Option	Positive	Negative	Photo
1	Introduction of corduroy tactile paving at the top and bottom of the steps.	Will warn a pedestrian with a visual impairment of the steps	The top step is narrow. The corduroy paving at the top of the steps will cover much of the surface of the top step which is also the ramped route to the main entrance. The corduroy strips will run in the same direction as the direction a wheelchair user will travel, there is potential for a wheelchair user to get their wheels stuck in the grove and for them to be deflected towards the edge of the step.	

2	Remove the tapered section of the steps and introduce handrails along the length of the ramp and edge of the steps.	This is probably the most effective way of eliminating the problem.	The cost to do this will be high. The look of the facade will be affected. Listed building consent may need to be granted.	
3	Introduce a barrier/handrail at the corner of the building, perpendicular with the façade and near the start of the ramp, which would help to deflect/guide somebody with a visual impairment away from the ramp/steps.	This should have a positive result in guiding pedestrians to the main part of the pavement.	The introduction of additional street furniture can be confusing to some pedestrians.	 

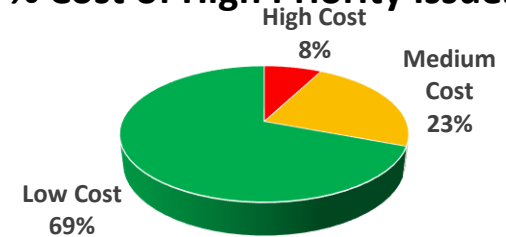
4	As part of the solution the nosing of the steps should be highlighted in line with the guidance in this report.	This will help pedestrians who have a visual impairment.	This will have no impact on pedestrians who have no sight.	
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Statistical Analysis

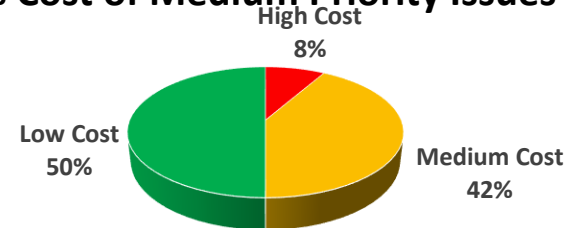
Access Consideration Priority Rating



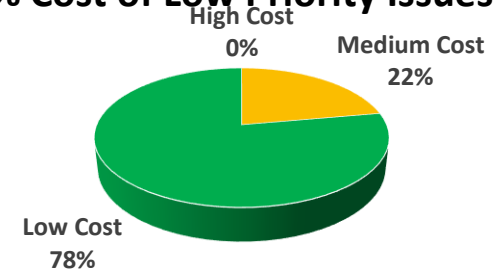
% Cost of High Priority Issues



% Cost of Medium Priority Issues



% Cost of Low Priority Issues



Conclusion

Lewisham Arthouse has stated its firm commitment to promoting access for all in everything it does.

The majority of the public areas of Lewisham Arthouse are reasonably accessible, there are however some member areas which at present are not accessible. An organisation has to take a realistic approach when considering the physical access to all areas of a listed building with a complicated layout. Even though a specific area of the building is inaccessible to some, this does not mean that the service carried out there should also be inaccessible. With careful consideration and planning it should be possible to offer similar opportunities and services to disabled members of Lewisham Arthouse in an alternative area.

The Arthouse opens its doors to the general public on only a few occasions throughout the year, being able to manage visitors' expectations effectively will help to minimise surprises and maximise the enjoyment of the visitor's experience. Presenting information to visitors in the correct way and at the right time will provide visitors with the information they require to plan their visit to Lewisham Arthouse. The Arthouse's website will be a powerful tool in delivering this. Ensuring that the open days are adequately staffed will help to overcome many barriers that could be encountered on these days.

All members should be made aware of all of the accessible facilities the Arthouse has to offer. Members who will have direct contact with disabled visitors should also be trained in disability confidence.

Consideration will need to be given to the entry process when a disabled member joins the Arthouse, as the current provision will be difficult for some disabled people.

The emergency egress from the building should also be reviewed with the possibility of opening up the closed fire escape. Better provisions will need to be implemented for the side fire exit to become accessible. Consideration needs to be given to a disabled member's evacuation from the building should they be working alone; a disabled member should be able to independently leave the building in the event of an emergency.

It is important that when considering new or changes to policies, practices and facilities at the Arthouse that where possible disabled people are consulted.

Next steps: To be able to maximise the findings in this report Lewisham Arthouse should put together an Access Action Plan. It should be used to record the actions that are required as result of issues that have been identified by this Access Review, provide for appointing/delegating responsibility and setting target and completion dates for the actions to be taken. Good records should be kept of all works undertaken in respect of all access improvements including reasons why particular adjustments may not have been made.

Lewisham Arthouse has demonstrated a real enthusiasm for how it might further provide inclusive facilities and services, and this can only benefit the positive profile of the Arthouse and disabled people in society as a whole.

Appendix 1 Legislative Context

The baseline for any assessment of a service provider's ability to promote equality and offer real opportunities, is a consideration of an organisation's essential obligations under the Equality Act (2010) which extends protection from discrimination to 9 distinct equality strands:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Employers and service providers are required to:

- Treat disabled people no less favourably than they would treat others.
- Make reasonable adjustments to: policies, practices and procedures to the provision of auxiliary aids and assistance; and to physical features that have the effect of making a service impossible or unreasonably difficult to use.

The adjustments to physical features of premises to overcome barriers to access have been defined as: the removal or alteration of the feature, providing the means of avoiding that feature, or the delivery of the service by alternative means.

A systematic way to identify real and potential difficulties is to conduct an Access Review of relevant premises and associated management policies, procedures and practices. It is not possible for an exercise of this sort to establish

conclusively what improvements or alterations will be reasonable for an institution to implement. The equalities legislation is not prescriptive in that sense. Whether the action taken is reasonable will ultimately be tested in the courts and will depend upon all the circumstances of the case, many of them unknown to the consultant. However, it is likely that where an institution can demonstrate that it has adopted recognised models of good practice, it will count in its favour.

Appendix 2 Signage

People orientate themselves and navigate their way around buildings and external spaces by referring to many different types of information within the environment. For example, the location of significant features, locations of lifts, the ability to identify particular transition points.

Well-designed visual signage is important, but so too is the provision of tactile and audible information.

When formulating a wayfinding strategy consideration should be given to:

- Using landmarks such as large features to aid navigation.
- Using visual contrast to differentiate between floor, wall and ceiling surfaces, door surrounds and decorative features to help define the size and shape of concourses.

Provision and Location of Signs

Signage systems should be logical and consistent and take into account the different needs of all potential building users.

Information and directional signs should be provided in locations such as entrances, lift landings and junctions in circulation routes and to highlight key facilities such as toilets, transition points and refreshment facilities.

Signage should clearly distinguish accessible routes and accessible emergency exits.

The style, layout, positioning and colour of a signage system should be consistent throughout a building.

Directional signage should be sufficiently comprehensive to enable a person to locate a particular area of the building or facility and then to return to their starting point or to another named exit. It should not be assumed that people will be able to retrace their steps.

Visual signs

Lettering, symbols and pictograms should contrast visually with the signboard and the signboard should contrast visually with its background or mounting surface. Where the signboard and background are similar in colour, a visually contrasting border should be used.

The use of light coloured lettering, symbols and pictograms on a dark background is preferred, and the two colours should have a minimum difference in LRV of 70 points. (Higher LRV value preferred.)

Words and sentences should be simple, short, consistent and easy to understand.

Text should be in a sans serif typeface.

Single words or sentences should start with a capital letter and continue in lower case. Words entirely in upper case should be avoided.

Directional signs should be firmly fixed and positioned where they will not cause an obstruction. In areas of the building that are likely to be crowded, signs should be positioned at high level. The minimum headroom below all signs suspended from the ceiling or projecting from the wall should be 2300mm.

Sign Design Detail

Where appropriate embossed symbols and text should also be in Braille.

Effective visual contrast between text, background and border should be adopted.

Use of capitals and lower-case text, all capitals should be avoided.

All signs should be well lit.

Arrows and text should be aligned towards the direction of travel.

The text height should be appropriate for the likely viewing distance.

Room Name Signs	Viewed at Close Range	15mm to 25mm
Directional Signs	Viewed at Medium Range	50mm to 100mm
Building Name Signs	Viewed from a Distance	150mm Minimum

Symbols and Pictograms

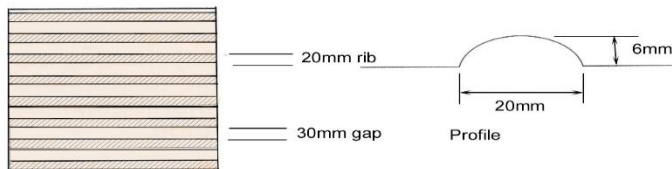
Symbols and pictograms that are easy to recognise should be used to supplement text wherever possible.

The size of pictograms and symbols should be consistent with the size of the text on the sign.

Signs highlighting facilities for disabled people, such as accessible toilets, should incorporate the International Symbol for Access.

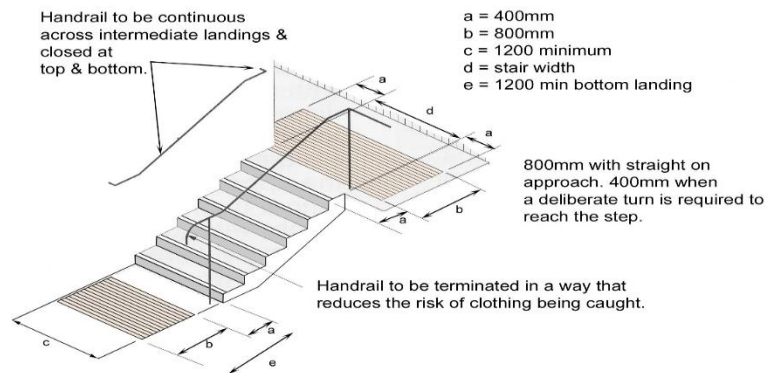
Appendix 3 Tactile Paving

Corduroy Paving

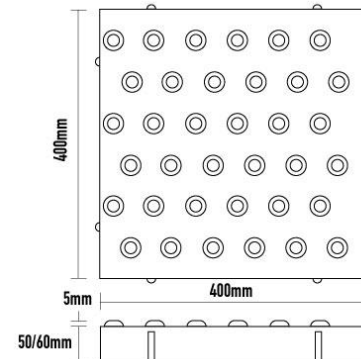


"Corduroy" hazard warning surface.

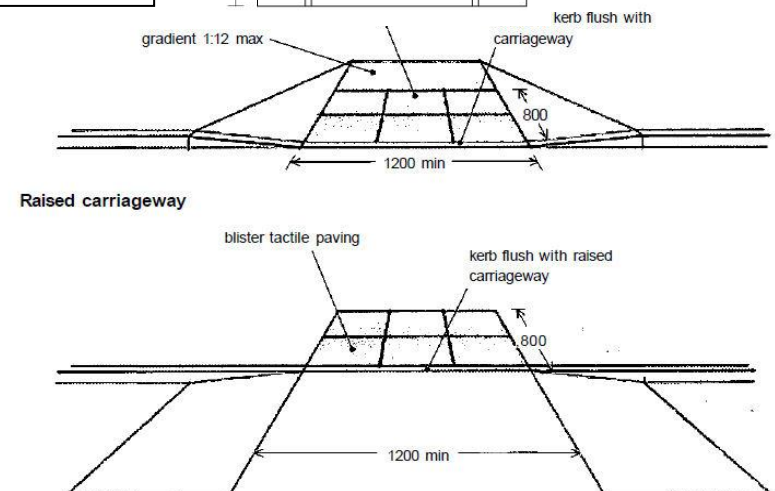
Stairs, Tactile Warning and Key Dimensions



Blister

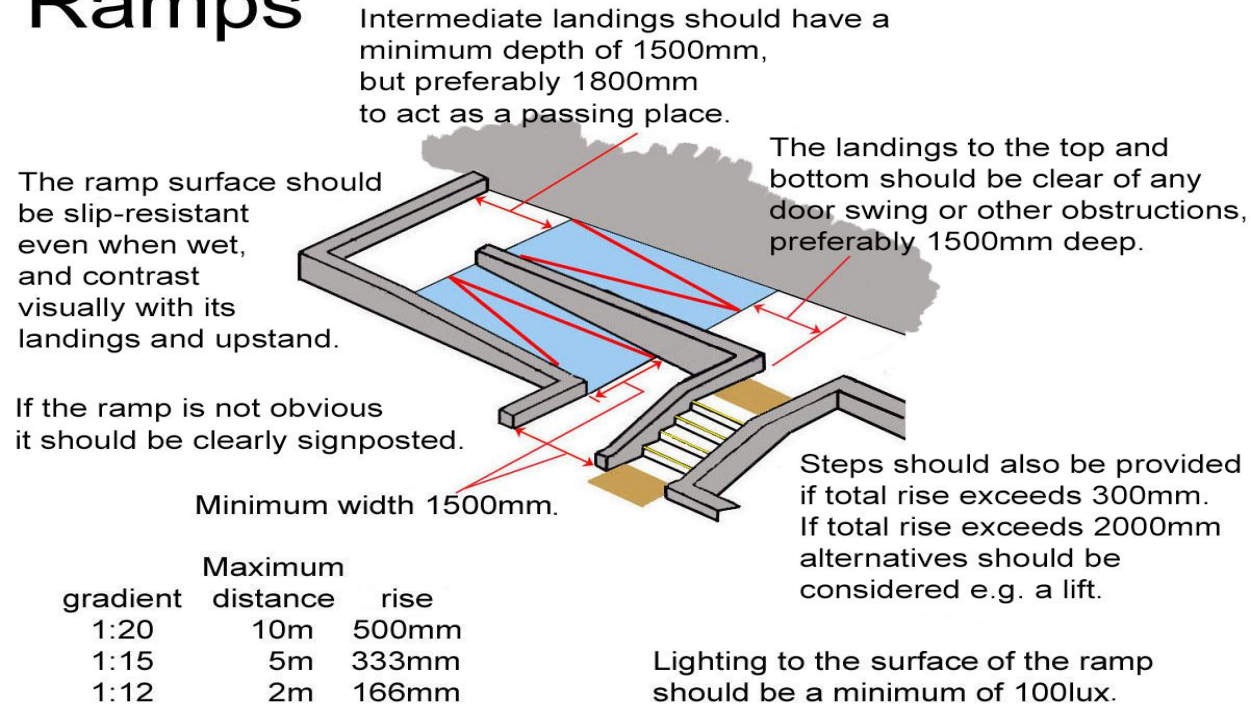


Dropped Kerb



Appendix 4 Ramps

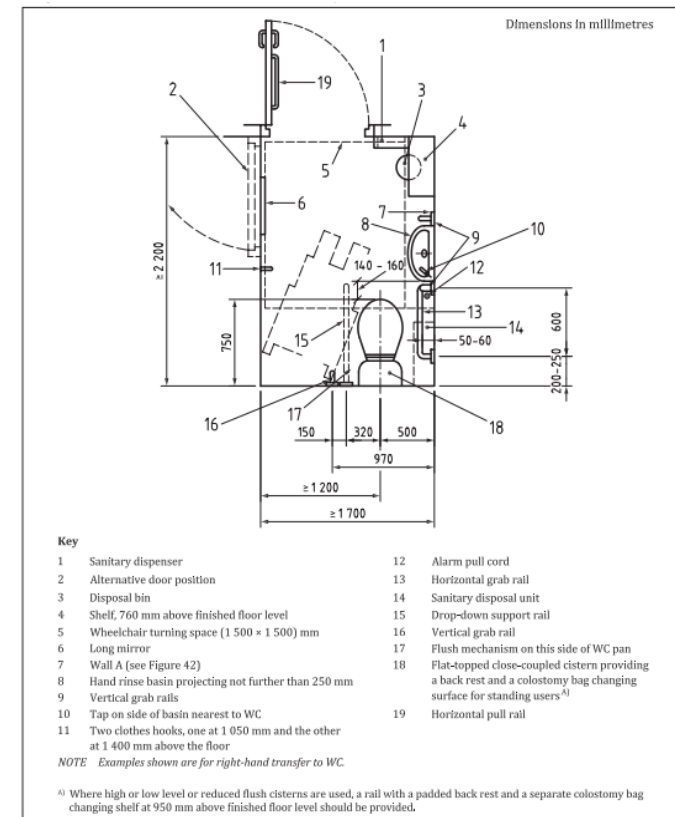
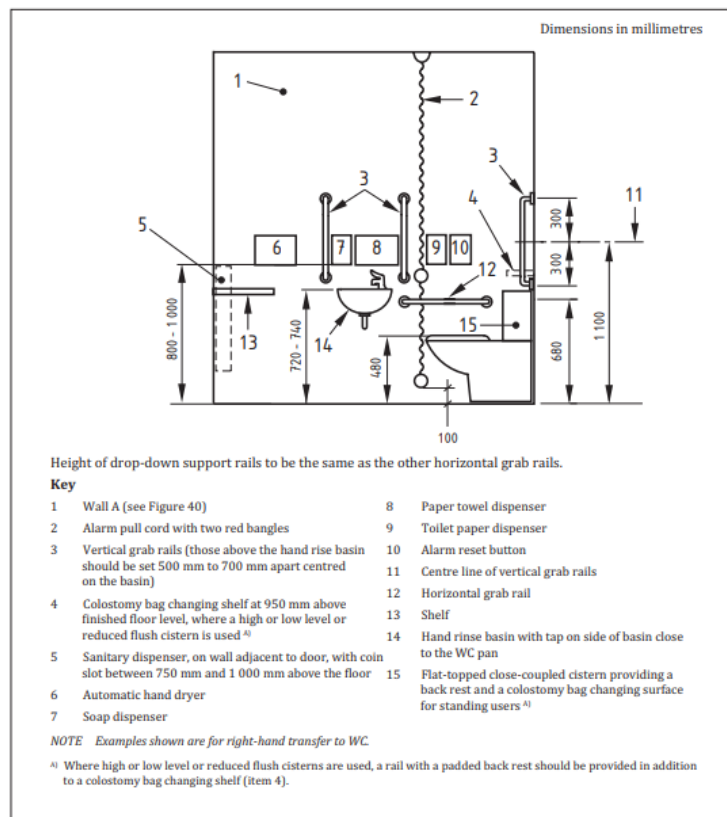
Ramps



Note: Handrails and guard rails are not shown. Handrails should be at 900-1000mm above the ramp surface and 900-1100mm at landings, to both sides. The handrails should be easy to grip, with the support brackets not interfering with a person's hand being run along the rail. The handrail should contrast in colour and luminance with its background. It should also extend horizontally beyond the top and bottom by at least 300mm, with the ends being designed so as not to catch clothing.

Appendix 5 Sanitary Fittings

Heights and arrangements of fittings in a unisex wheelchair-accessible toilet



Appendix 6 Lighting

Illuminance (lux)	Activity	Area
100	Casual seeing	Corridors, changing rooms, stores
150	Some perception of detail	Loading bays, switch rooms, plant rooms
200	Continuously occupied	Foyers, entrance halls, dining rooms
300	Visual tasks moderately easy	Libraries, sports halls, lecture theatres
500	Visual tasks moderately difficult	General offices, kitchens, laboratories, retail shops
750	Visual tasks difficult	Drawing offices, meat inspection, chain stores
1000	Visual tasks very difficult	General inspection, electronic assembly, paintwork, supermarkets
1500	Visual tasks extremely difficult	Fine work and inspection, precision assembly
2000	Visual tasks exceptionally difficult	Assembly of minute items, finished fabric inspection

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