

Access & Inclusivity Statement

Gas Holder Triplets

King's Cross Central General Partner Ltd

October 2014

King's Cross



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King's Cross Central: Gas Holder Triplets

Access & Inclusivity Statement

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Management Issues

1.0 Introduction

This document sets out the process adopted by the developer (King's Cross Central General Partner Limited) to create an accessible and inclusive environment within the Gas Holder Triplets development and the new Gas Holder Gardens at the King's Cross Central Development.

This statement has been prepared to accompany the Reserved Matters submission for the Gas Holder Triplets development within Development Zone N of the Kings Cross Central (KXC) development.

This statement has been prepared in response to discharge Condition 19 (Access Statement) of the King's Cross Central (KXC) outline planning permission (ref. 2004/2307/P) granted in December 2006 and Section V of the associated Section 106 Agreement on Access and Inclusivity.

The proposed Gas Holder Triplets development will provide a mix of uses in three new buildings erected within the Grade II listed Gas Holder Triplet guide frames;

- Open market residential accommodation with generous balconies and roof top gardens in penthouses.
- Residential amenity spaces including a spa, a gymnasium, resident's lounge/screening room and resident's business lounge.
- A communal garden located on the top of Gas Holder 12 for residents
- Ground floor food and drink units located on the south and south-west sides of Gas Holder 10 and Gas Holder 11.
- Car parking and bike and refuse storage in the single storey basement.

Areas of principal public realm adjacent to the building and extending to the South to Regents Canal form the new Gas Holder Gardens which form part of the Reserved Matters submission.

1.1 Context

Documents which relate to access and inclusivity within KXC are developed under a document hierarchy as follows:

1. King's Cross Central Access and Inclusivity Strategy (Sept 2005)	A scene setting document establishing the principles and containing the master plan philosophy and over arching strategies, as referred to in the S106 Agreement.
2. Access Statement (this document)	A detailed document containing expanded descriptions explaining how the strategy has been implemented in the individual schemes.
3. Building Regulations Access Statement	A document accompanying the building regulations application for each of the

	buildings/areas being applied for individually. This document will contain a further level of detailed description to accompany the increased level of detail of the Building Regulations submission.
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1.2 Scope

This Access Statement contains an explanation of measures that will be incorporated within the proposals for the Gas Holder Triplets and new area of public realm to facilitate access and use by all people including disabled people, and indicates how the design meets the required design standards, good practice guidance and Building Regulations access requirements.

The statement takes into account the needs of people with mobility impairments including wheelchair users and those with sensory and cognitive impairments.

However, it is recognised that the issues considered in this report will affect the convenience of access for all occupants, not just disabled people.

This Access Statement is based on the strategies set out in the King's Cross Central Access and Inclusivity Strategy (September 2005) and addresses the items set out in Appendix D of that document, including:

- Explanation of policy and approach to access;
- Sources of advice and guidance on accessibility;
- Details of consultations undertaken or planned;
- Details of access consultant involvement;
- Explanation of specific issues affecting accessibility and details of access solutions adopted; and
- Details of potential management policies and procedures to be adopted to enhance and maintain accessibility.

Areas where technical or other constraints, such as the Grade II Listed guide frames which are proposed to be erected and encircle the development, have prevented or constrained the application of the principles set out in the above strategy are highlighted as appropriate.

The areas covered in the building include entrances, horizontal and vertical circulation, facilities and sanitary accommodation. At this stage, the statement does not cover operational aspects in detail, but it identifies and comments on areas where management procedures are likely to be required to ensure good accessibility.

Landscape considerations are discussed where relevant, including materials, routes, lighting, parking and street furniture.

This Access Statement is based on, and should be read in conjunction with, the submitted scheme drawings and information provided by Wilkinson Eyre Architects and Townshend Landscape Architects.

1.3 Role of Access Consultant

The access consultant has been actively involved in the preparation of the submitted proposals. The role of the access consultant is to advise the design team and appraise elements of the design at the relevant stages of the design process to ensure that the best possible level of access is achieved and that the proposals meet relevant legislation, the S106 Agreement requirements and recognised good practice guidance. The consultant also provides recommendations about measures that can be incorporated within the scheme to facilitate access and use by disabled people.

The access consultancy services have ensured the integration of accessibility measures into the building whilst also maintaining the overall concept of the design.

1.4 Criteria for assessment and design guidance references

The following documents and guidance have informed the proposals and are referenced where appropriate:

- Argent (King's Cross) Limited, King's Cross Central Access and Inclusivity Strategy, September 2005
- GLA, Accessible London: Achieving an Inclusive Environment, April 2004;
- Building Regulations Part K, Approved Document K, 2004 edition (incorporating the 2013 amendments);
- Building Regulations Part M, Approved Document M, 2004 edition (incorporating the 2010 and 2013 amendments)
- British Standard BS8300:2010A Design of buildings and their approaches to meet the needs of disabled people – Code of Practice;
- British Standard BS9999:2008 Code of practice for fire safety in the design, management and use of buildings
- DETR, Parking for Disabled People, Traffic Advisory Leaflet 5/95, 1995
- Other currently recognised good practice design guidance including *Sign Design Guide*, (SDS, 2000); *Guidance on the use of Tactile Paving* (UK, DETR), *Inclusive Mobility* (DoT); *Designing for Accessibility* (CAE, 2004), *The Access Manual*, (Blackwell, 2006) and *Manual for Streets* (DfT and DCLG 2007).

Design documents relating to housing include:

- GLA/Mayor for London: *Wheelchair accessible housing Designing homes that can be easily adapted for residents who are wheelchair users: Best Practice Guidance 2007*
- Habinteg Housing Lifetime Homes: *Revised Lifetime Homes Standard*. Published 5 July 2010 (web edition).
- Habinteg Housing: *Wheelchair housing Design guide (WHDG) 2nd Edition 2006*

It is also necessary to observe reasonable functional and financial practicalities and to take into account the nature of the building. Wherever possible, the design team have gone beyond the minimum requirements of Part M (Building Regulations) and the

guidance provided in the Approved Document M. This will assist the occupier(s) in meeting its/their duties under the Equality Act 2010.

1.5 Factors contributing to accessibility

This Access Statement considers accessibility at an early stage in the design. Detailed design issues such as fixtures, fittings, street furniture, lighting, communication systems, management and other issues which contribute to the accessibility of the services and facilities provided will need to be considered in the future.

The individual needs of visitors cannot always be known in advance, thus it is acknowledged that further adjustments to estate management policy or procedure or to the physical features of the building and landscaping may become necessary. However, it is the intention of the design team to ensure that the need for further physical alterations and the inevitable cost implication of this is reduced to a minimum.

1.6 Consultation

The proposals were presented to and discussed with the King's Cross Design and Access Forum at a meeting held on the 21st May 2014. These meetings have been developed as a method of ensuring that there is adequate user input into the design development process.

Issues raised at this meeting have been noted and where possible, incorporated into the scheme, for example:

- Charging for scooters could be accommodated in the basement area and access to the apartments would be via lifts.

Issue	Response
Will there be accessible parking?	Accessible parking is accommodated in the basement with a potential for up to 5 adaptable spaces.
Will there be spaces to charge scooters?	Charging for scooters could be accommodated in the basement where the resident could then access their property via the internal lifts.
Will there be public WCs	There are no public WCs as this is a private residential building. If the commercial units become restaurants then they would have toilets to meet Environmental Health requirements.

Further details are provided in the full assessment of the proposals set out in Section 2.0.

2.0 The proposals

The proposed Gas Holder Triplets development will provide a mix of uses in three new buildings erected within the Grade II listed Gas Holder Triplet guide frames;

- Open market residential accommodation with generous balconies and roof top gardens in penthouses.
- Residential amenity spaces including a spa, a gymnasium, resident's lounge/screening room and resident's business lounge.
- A communal garden located on the top of Gas Holder 12 for residents
- Ground floor food and drink units located on the south and south-west sides of Gas Holder 10 and Gas Holder 11.
- Car parking and bike and refuse storage in the single storey basement.

Areas of principal public realm adjacent to the building and extending to the South to Regents Canal form the new Gas Holder Gardens which form part of the Reserved Matters submission.

Further details of the proposals and the process adopted by the team to create an accessible and inclusive environment throughout the scheme are outlined in the sections below.

2.1 Threshold Treatments

All thresholds will be flush, with no more than a 5mm level change, and joints of no more than 10mm wide. Where possible, thresholds between materials will also have a visual contrast to assist people with visual disabilities.

2.2 Parking

An overall site-wide strategy for parking has been approved under the KXC outline planning permission, with maximum numbers of parking spaces agreed, and appropriate percentages of parking provision for disabled people.

The basement car park will provide 42 residential car parking spaces including 5 accessible parking spaces located close to the circulation cores.

Scooter parking and charging will be available in the basement at a location near to the lift core(s).

Taxi drop off will be available just to the North of the site, in close proximity to the residential development.

2.3 Entrances and exits

The Gas Holder Triplets have several pedestrian entrances related to the various functions. The non-service entrances are shown on Figure 1 below;

- from the north is the principal residential entrance which delivers the user to a central courtyard area and then the opportunity to circulate into either of the main Gas Holder Cores (depending on their apartment location);
- entrances from the south address the ground floor commercial spaces; and
- a vehicular entrance to the north of the site addresses the basement car park and the bike store.

While there is a mixture of vehicular and pedestrian traffic the number of total vehicular movements will be small and controlled.

All entrances will provide level thresholds, solid entrance matting and will be clearly articulated within the building elevation by both light and form.

Glazed doors and screens will have manifestation in line with guidance in Part M.

All new fire exits have level thresholds and openings in line with guidance in Part M.

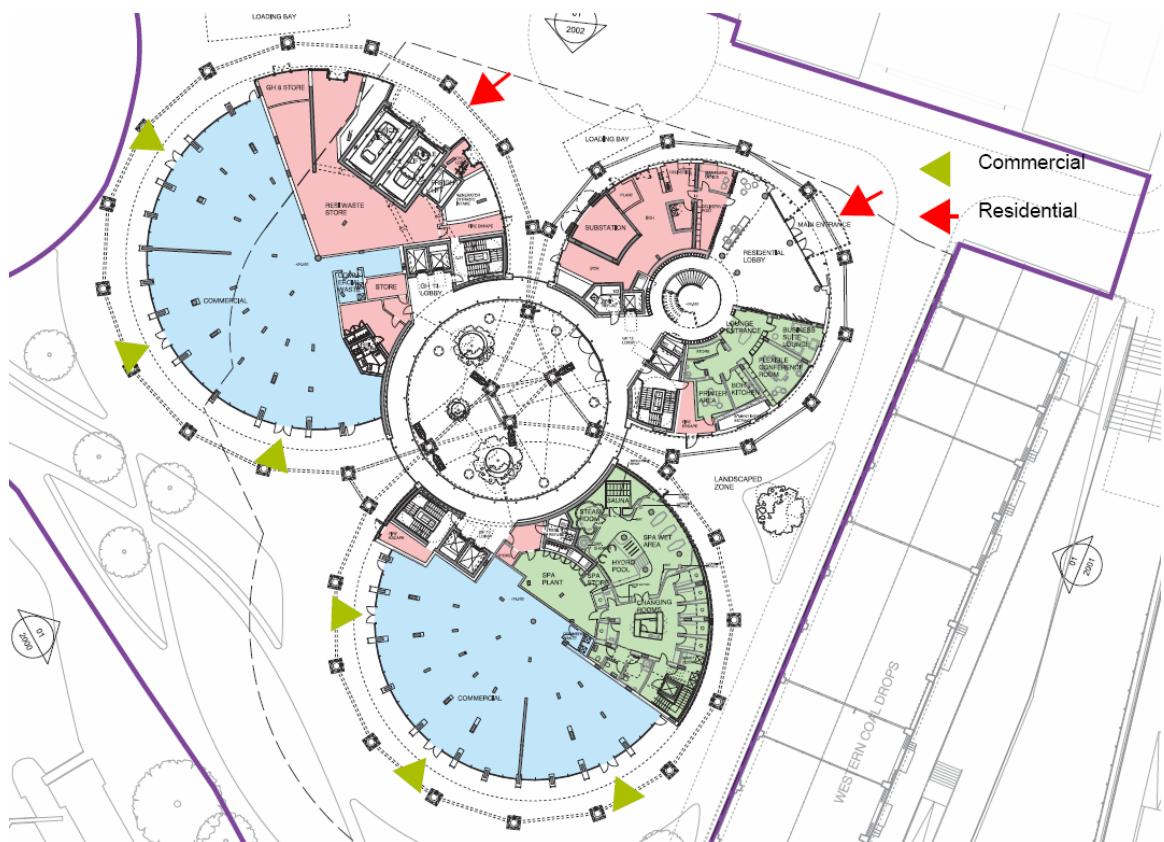


Figure 1 Entrance Locations

2.4 Vertical Circulation

2.4.1 Lifts

Each of the residential Gas Holder cores has a pair of lifts which will meet or exceed the requirements of Part M of the Building regulations and BS/EN 81-70 2003. One of the pair of lifts is sized to allow goods and furniture.

The circulation cores are located to give easy access to all parts of each floor. In all main circulation cores, the stairs and lifts are positioned in close proximity to each other to ensure routes for lift and stair users are not separated.

2.4.1.1. Communal Garden

The communal garden for the residents of the Gas Holder Triplets is located on the eighth floor of Gas Holder 12 and is accessed from any of the cores (lifts and stairs) in the other two Gas Holders.

2.4.2 Stairs

Stairs will fully meet all aspects of Part M of the Building Regulations and BS8300:2010A guidelines for use by people with ambulant and visual disabilities.

Where the stairs are for residential use only they will meet Lifetime Homes requirements.

The stairs are clearly articulated within the building cores and immediately proximal to the residential lifts.

2.5 Doors

All main accessible entrance doors will provide a minimum clear opening width of 800mm (1000mm for external entrances) and will be provided with visual manifestations where glazed, and/or vision panels where solid and on an access route.

Air pressure differentials can sometimes make the doors difficult to open. In this eventuality, automated entrance doors will be utilised.

All internal residential doors will meet the requirements of the Lifetime Homes Standards.

2.6 Floor Finishes

Floor finishes in public areas will contrast with the walls and provide a slip resistance equal to or greater than R10 (to meet DIN51130:2004).

2.7 Sanitary Accommodation

Accessible toilet accommodation, including specific cubicles for people with ambulant disabilities, has been provided throughout the amenity areas of the building (see below) and will comply with Part M of the Building Regulations and BS8300:2010A.

2.8 Residential Amenity Facilities

A set of residential amenity facilities have been provided in the ground and first floor level of Gas Holder 10 and Gas Holder 12.

2.8.1 Resident's Business Lounge and Screening

Gas Holder 12 contains a residential amenity facility in the form of a resident's business lounge on the ground floor and resident's screening room/lounge on the first floor. Each of these contains WC accommodation – an accessible WC on the Ground floor and non-accessible WCs on the first floor. The two functions are interconnected and thus it is felt reasonable that a short lift journey is involved to connect the WCs. If as the design develops the use of these is felt to be mutually exclusive then an accessible WC would need to be provided in each.

The approach to the resident's screening room/lounge on the first floor is a ramp of 1:15 with a drop of 330mm. This will have the necessary handrails.

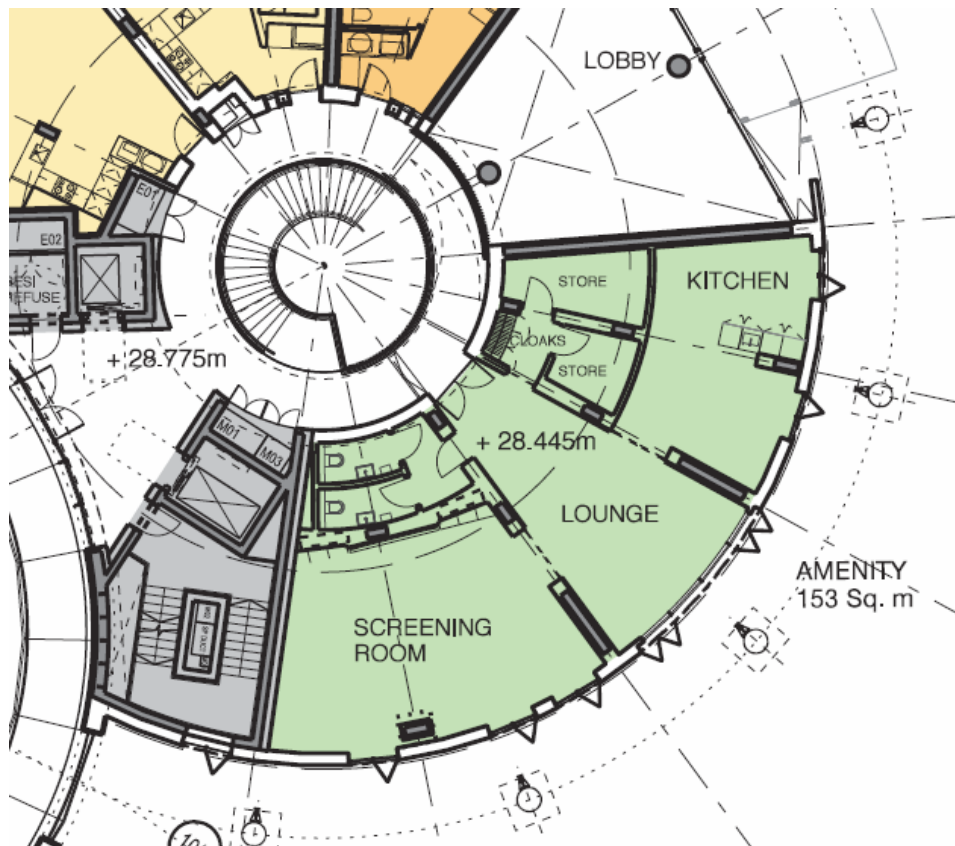


Figure 2 lounge/Screening Room Ramp

2.8.2 Gym/Spa

Gas Holder 10 contains a residential Spa/changing area on the ground floor and gym on the first floor. (Both for use by residents only).

The spa will have an accessible shower/change, sauna, steam room, hydro pool (which will have a floor mounted hoist available) and treatment rooms. (Note the doors into the sauna/steam room will be handed to provide the 300mm to the latch side.)

The gym on the first floor will have a range of gym equipment which is sufficiently spaced to allow circulation. This floor will have an accessible WC.

The gym on the first floor is accessed via a gentle slope which climbs 400mm at a gradient of approximately 1:24

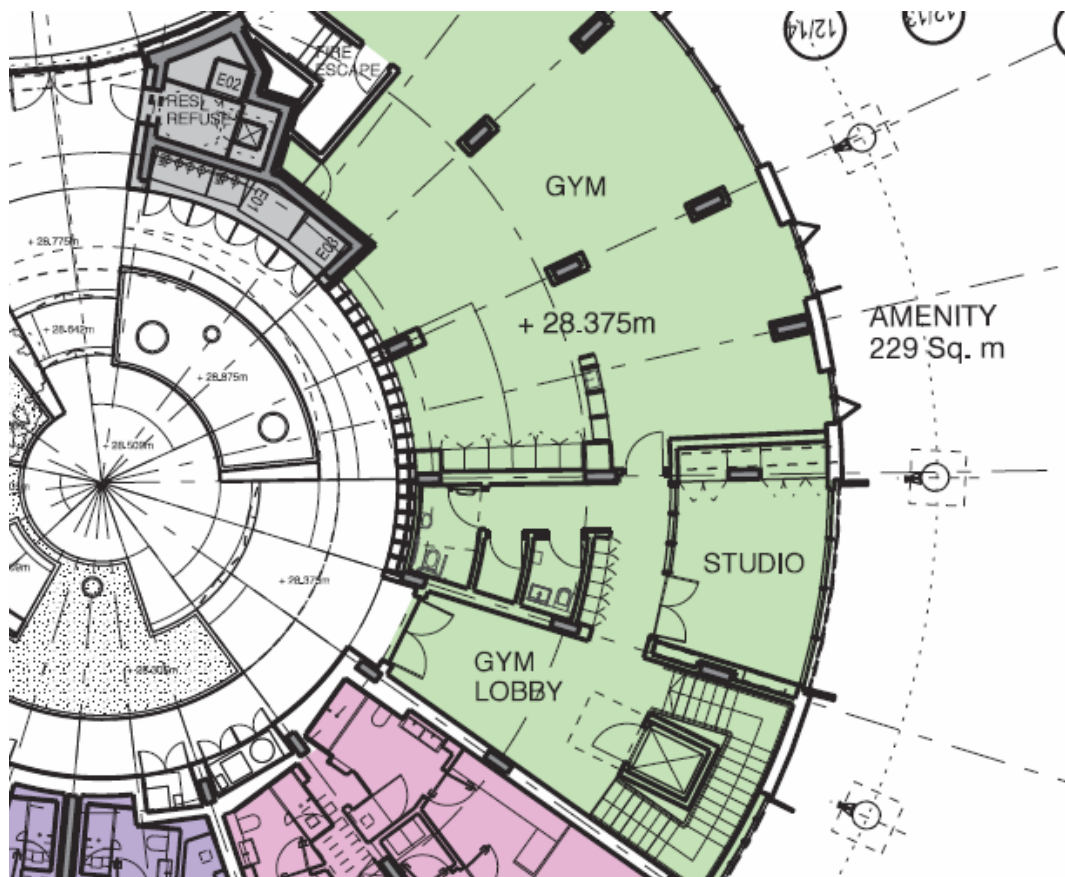


Figure 3 Gym Entrance Slope

2.9 Escape Arrangements

Areas of refuge to BS9999 to accommodate disabled people, where required have been provided within the core designs.

Management procedures will be put in place by the operator and the estate management to ensure that refuges are checked in the event of an emergency and/or for staff to respond to a disabled person in the refuge.

Staff will be suitably trained to assist disabled people and to assist with use of evacuation chairs where provided.

Operator and estate management policy, procedures and practices will be developed together with a means of escape strategy for disabled people, whether staff or visitors. Personal Emergency Egress Plans (PEEP) for individual disabled users will be developed as required.

2.10 Courtyard and Communal Garden

The central courtyard and communal gardens are available to residents.

The central courtyard is arranged inside a colonnade which allows circulation to any of the three residential cores.

While the centre of the courtyard has a reflection pool it is accessed via a tapering promontory which will have controlled access.

The communal garden for the residents of the Gas Holder Triplets is located on the eighth floor of Gas Holder 12 and is accessed from any of the cores (lifts and stairs) in the other two Gas Holders.

The garden will have a raised central bed around the large rooflight, and will predominantly be floored in timber decking which will be laid to have tight joints to meet Part M guidelines.

There will be a range of movable plant pots, benches, tables and chairs.

2.11 General Details

Details of the following areas and how they will be made accessible shall be addressed as the scheme develops and form part of any Building Regulations Submission:

- decoration
- lighting
- service counters
- sanitaryware selection and layouts
- fire alarm details
- lift details
- toilet layout details
- signage
- furniture Selection
- kitchen layout

In addition, Appendix A of this statement sets out the management issues which estate staff should be aware of to ensure access is achieved and maintained.

2.12 Lifetime homes

Lifetime Homes are a set of guidelines to assist housing developers to produce properties that can respond to the changing needs of their occupants.

Section V of the KXC Section 106 Agreement requires the Developer to undertake the detailed design of all residential units with the aim of meeting the Lifetime Homes Standards.

The housing accommodation is being developed within the existing historic listed guide frames and in a small number of instances this has meant that one or two of the 16 criteria cannot be met.

In line with the aspiration of the Section 106 obligation, the vast majority of the residential accommodation in the Gas Holder Triplets will meet the Lifetime Homes standards (5th July 2010 Web Edition) through the provision of the following features:

- Criterion 1-3 relating to getting to the front door
- External front doors with a 1500mm x 1500mm landing & level thresholds
- Internal front doors with a minimum of a 1300 x 1300 landing and a 1200mm corridor and level thresholds and internal circulation of 1500x1800mm behind the door
- Internal doors with 300mm clear open reveals and level thresholds
- Good internal circulation space in all areas
- Ground floor WC's in duplexes and entrance level WC's in apartments (often accommodated in the main bathrooms)
- Large internal doorway and corridor widths
- Bedroom and bathroom layouts that make retrospective tracking hoist installation straightforward and allow access to sanitaryware
- Bathroom designs that will enable later adaptation to shower wet-room and allow the installation of mobility aids such as handrails
- Height of living room glazing at 800mm or lower, with easy operation window catches and controls (sockets etc)

Specifically:

- The aim is that as many apartments as possible will meet the full lifetime homes standards (and have been checked)
- The exceptions to meeting the Lifetime Homes Standards are a result of the sometimes restricted design options of fitting accommodation into existing circular grade II listed historic guide frame structures.

Of the 144 units in the scheme 127 of the units will meet the Lifetime Homes criteria in full, and 17 of the units will meet the *majority* of the Lifetime Homes criteria. Each instance has been highlighted below.

The exceptions are caused by the shape of the units being dictated by the listed historic guide frames. The affected units represent an extremely small percentage of the available units and are in line with the Section 106 agreement. The exceptions are described as follows;

2.12.1 Duplex (Type 8)

Type 8 has insufficient space at entry level to provide an entry level WC or through floor lift opportunity and therefore will not meet these LTH criteria but do meet all of the other LTH criteria. There are four of these units in the scheme.

2.12.2 Duplex (Type 10)

Type 10 has insufficient space at entry level to provide a through floor lift opportunity and will not meet this LTH criterion but will meet all of the others. There are six of these units in the scheme.

2.12.3 Duplex (Type 11/13 Side Door)

The side door has a chamfered nib that achieved 300mm clear some way back, but is right next to the main entrance door that has a square-on nib available. The units meet all other LTH criteria. There are four Type 11 and three Type 13 units in the scheme.

2.13 Wheelchair Accessible Homes

Section NN of the KXC Section 106 Agreement provides for 10% of the total Open Market units to be Wheelchair Accessible Homes, as defined in the agreement with reference to the standards set out in the GLA's supplementary planning guidance (SPG) entitled "Accessible London" of April 2004.

Additional guidance has since been provided in the GLA's best practice guidance on Wheelchair Accessible Housing (September 2007).

The S106 Agreement defines Wheelchair Accessible Homes as those which;

(a) meets the minimum requirements of the Wheelchair Housing Design Guide 1997 published by the National Wheelchair Housing Association Group (NATWHAG) and as amended from time to time as set out in Appendix 5 of the GLA Supplementary Planning Guidance "Accessible London: achieving an inclusive environment" dated April 2004 at Schedule NN, Part 5 as amended from time to time; or

(b) are easily adaptable at a reasonable cost for residents who are wheelchair users

The proposals for the Gas Holder Triplets meet the requirements of the Section 106 Agreement.

The proposed units will provide Wheelchair Accessible Homes and these will include the following features in order to meet the standards required:

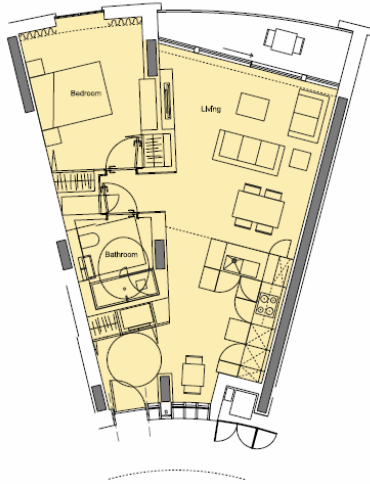
- Good internal circulation space for corridors, kitchens and bathrooms, meeting the minimum turning and manoeuvring requirements set out in the SPG; (The communication corridors within the building are taken to be internal entrance doors as opposed to external entrance doors and do not therefore provide a 1500x1500 entrance space, which relates to entrance to houses not flats)
- Internal doorways with a clear opening width of 800mm and entrances with 1000mm, both with level thresholds;
- Storage and recharging and transfer point for battery-operated wheelchair;
- Bedrooms, living rooms and dining rooms with adequate space for wheelchair users to turn through 180° with furniture in place;
- Main bedroom to bathroom connected by a full height knockout panel and provision for future installation of a hoist between the two;
- Extra space in bathroom for either a bath and/or shower with at least one to be fully installed. Shower area to be fully accessible with floor drain;
- Suitable controls of mains water stopcock, gas and electric main consumer units. Suitable isolating valves to sink, washing machine, etc;
- Rooms all on one level or, in the case of certain duplex apartments, location of open circulation areas next to the staircases, where a vertical lift can be easily installed with no alteration to the flooring to comply with BS5900:1991;
- Height of living/dining/bedroom room glazing at 810mm or lower.

2.13.1 Under Occupancy Approach

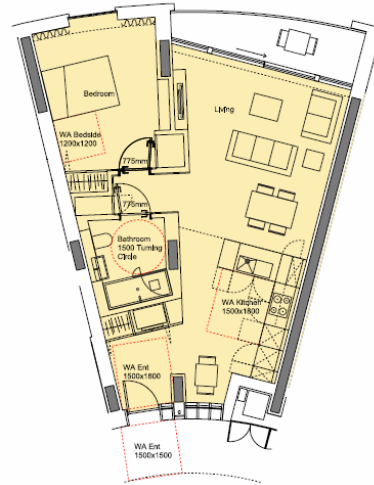
Note: The apartments where necessary will make use of the under occupancy approach in the GLA's best practice guidance on Wheelchair Accessible Housing (September 2007). Section 7.12 states the following;

Market housing that is capable of being adapted to meet all of the requirements of the WHDG may be under-occupied for use by a wheelchair user. For example, a small bedroom may be used as a store for a wheelchair and other equipment, or a twin bedroom may be used as a single bedroom to provide adequate space around the furniture. This 'under-occupancy' approach to creating adaptable homes must be made clear at the planning stage. However, in a one-bedroom apartment the related spatial requirements for two persons must be included.

Each of the adapted and un-adapted unit types are illustrated below

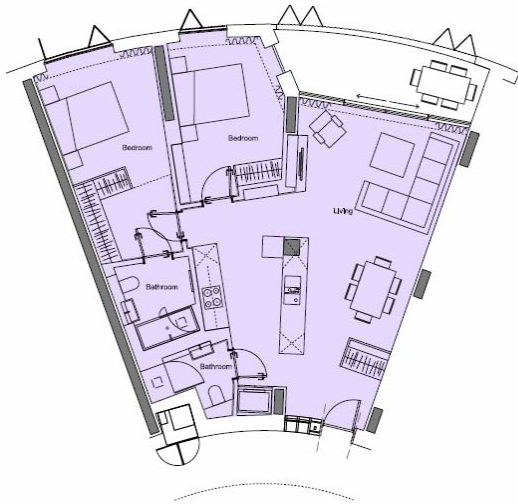


Apartment Type 2-0 / 1 Bedroom - 2P
60 Sq m (NIA)
Wheelchair adaptable unit



Apartment Type 2-0 / 1 Bedroom - 2P
60 Sq m (NIA)
Wheelchair adapted

Figure 4 Type 2 un-adapted and adapted layouts



Apartment Type 5-0 / 2 Bedroom - 4P
85 Sq m (NIA)
Wheelchair Adaptable



Apartment Type 5-0 / 2 Bedroom - 4P
85 Sq m (NIA)
Wheelchair Adapted

Figure 5 Type 5 un-adapted and adapted layouts

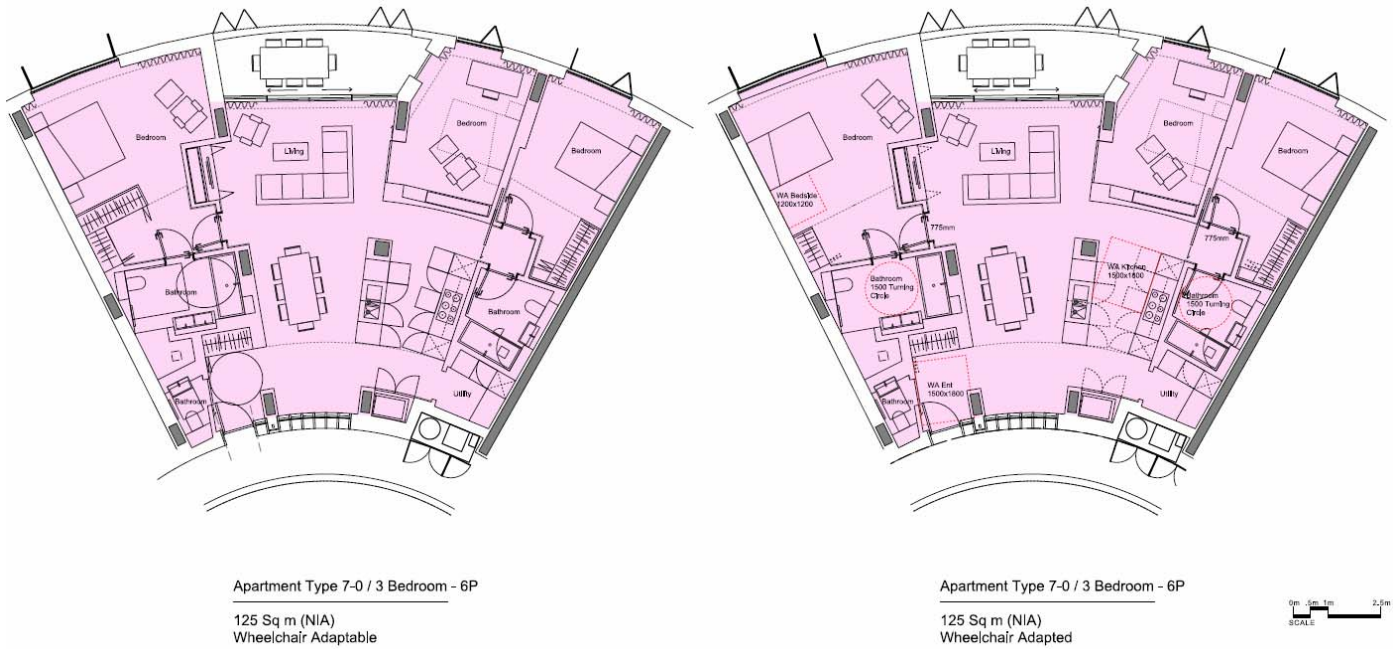


Figure 6 Type 7 un-adapted and adapted layouts

There is a slight pinch point at the entrance door to Type 7, but there is generous additional space immediately adjacent to this area and the slight restriction is therefore considered acceptable.

3.0 Public Realm – Gas Holder Gardens

This submission brings forward landscape details for Gas Holder Gardens, located to the south of the Gas Holder Triplets.

Further details on the design are provided in the submitted Urban Design Report and landscape drawings by Townshend Landscape Architects.

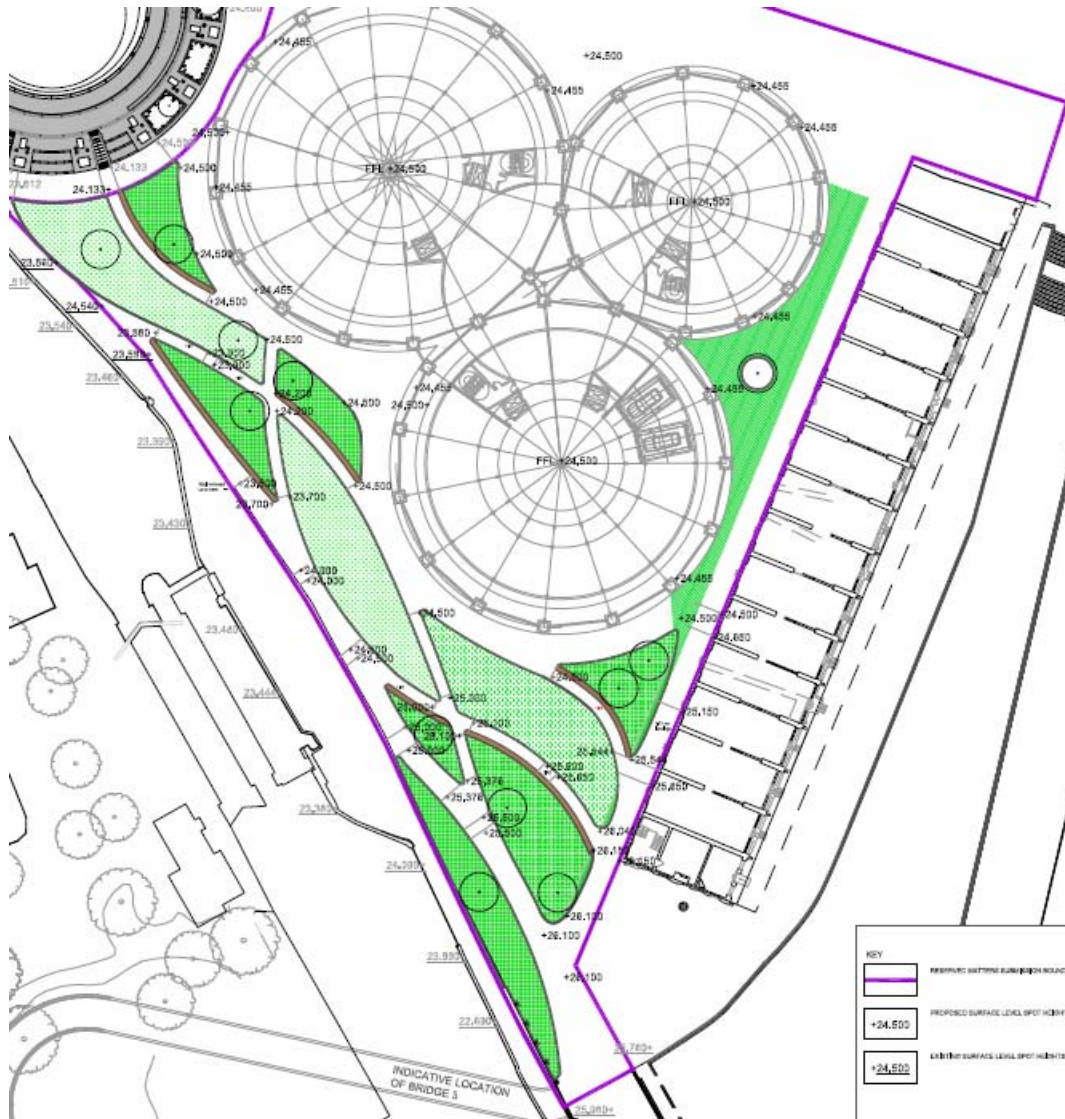


Figure 7 Gas Holder Gardens

3.1 General Levels

Level differences across the site are relatively small, being approximately 2.6 metres between the highest level alongside the lower corner of the Coal Drops and a section of the Canal to the south of Gas Holder 11.

However, pathways are generally maintained at a maximum of 1:21 and sometimes 1:40.

A small section of path, from the lower corner of the Coal Drops to the south of Gas Holder 12, has a gradient of 1:13. This is an exception. There are other paths within the immediate vicinity which offer users gradients of 1:21 or better and so it is felt that this short section of slope is acceptable.

3.2 Routes

The design creates meandering routes that form part of a larger 'green ribbon' adjacent to Regents Canal.

Each of the pathways will have a clear width of 1500mm at its narrowest.

Due to the relatively flat nature of the landscape, there are no steps.

3.3 Materials

A consistent palette of materials will be used throughout the KXC scheme to give a coherent and navigable landscape, whilst reinforcing pedestrian routes and crossings.

The majority of the paving in the Gas Holder Gardens shown in Figure 8 will be high quality granite paving, which has successfully been utilised elsewhere on the site. This is represented by the white areas in the Gas Holder Gardens.

Surrounding the Gas Holder buildings will be a band of reclaimed granite paving which has been cropped to provide a flush surface. (Shown in Brown in Figure 8 below.) Lessons learned from the Granary building means that this area of setts will be laid with a tolerance of +/-2mm over the large joints to provide good wheelchair accessibility. This strip of setts provides a useful contract for people with visual disabilities to identify the edges of the Gas Holder buildings.

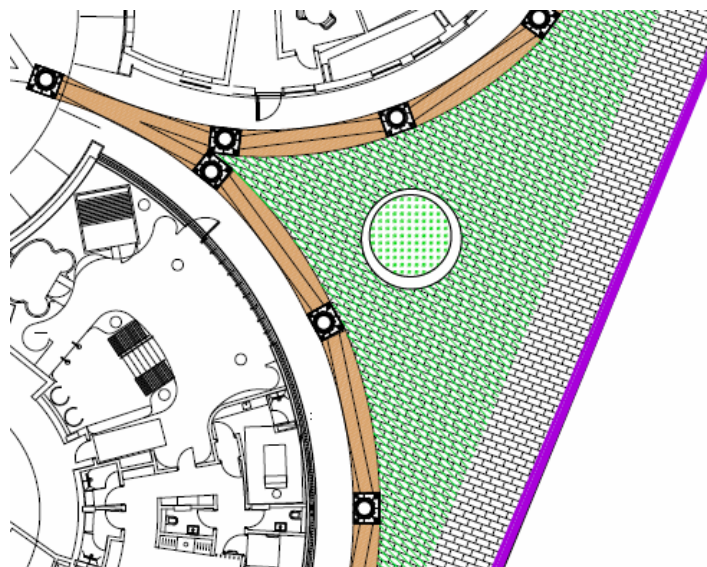


Figure 8 Gas Holder Gardens showing finishes

A triangular section to the east of the Gas Holder buildings will be Granite Sets with Soft Joints. The joints between the sets are raked out and planted with grass seeds.

This area will have a green appearance and will be rougher to wheel across – however, it is not on a route to anywhere, is surrounded by trafficable paving and should be seen in the same light as a 'grassed' area.

The remaining garden landscape is a series of sweeping planted areas. With pathways bordered by planting and/or timber benches which are placed in the border so that the pathway width is not reduced.

3.4 Threshold Treatments

All thresholds onto the public realm from buildings will be flush, with no more than a 15mm level change, and joints of no more than 10mm wide. Where possible, thresholds between materials will also have a visual contrast (from different materials) to assist people with visual disabilities.

3.5 Street Furniture

Overall, the scheme has been designed to be uncluttered to ensure legibility and ease of passage and to provide a clearly identifiable set of pathways through the landscape.

Cycle spaces (22) have been located along the northern façade of the Coal Drops in close proximity to the Cyclists route and out of the circulation pattern for pedestrians.

3.6 Security and Lighting

A comprehensive CCTV system will form part of the estate wide management strategy, which will considerably improve user security across the site. The area will also be regularly patrolled by members of the estate management team throughout the day.

A lighting scheme will be developed to deliver light levels which support the safety initiatives in the area, and navigation by people with visual disabilities.

Night time lighting of the scheme is intended to come from lighting from the buildings and lighting mounted on the guide frames.

This strategy will encourage people to use the more direct outer pathways at night.

3.7 Wayfinding

Signage for the area has not yet been detailed. Much of the signage will be specified according to normal highway standards although there will also be signage that will form part of an overall Wayfinding Strategy across the KXC site

Appendix A

Management issues

The following management issues will be brought to the attention of relevant parties to ensure that access is achieved and maintained:

- **external routes** – keep in good repair and free of obstructions and leaves, ice, snow and surface water;
- **doors** – adjustment of door closers; ironmongery to be kept in good working order;
- **horizontal circulation** – keep routes free from obstructions and furniture layouts/seating arrangements accessible;
- **vertical circulation** – regular checking of lifts to ensure floor of car aligns with finished floor level;
- **WCs** – checks to ensure that manoeuvring space in accessible compartments is not obstructed by bins, sanitary disposal equipment etc; replenishment of toilet paper and paper towels in accessible WCs as well as other WCs;
- **communication** – new signs to integrate with existing sign system, no ad hoc homemade signs; all information to be kept up-to-date; signers and translation services to be provided as necessary; appropriate provision of accurate access information and other literature;
- **hearing enhancement systems** – advertising; regular checking and maintenance of systems;
- **alarm systems** – checking of systems; staff training in procedures;
- **surfaces** – ensuring cleaning does not cause slippery surfaces; maintaining junctions to avoid worn surfaces becoming tripping hazards; replacing surfaces like with like; maintaining colour contrast in redecoration;
- **lighting** – prompt replacement of bulbs; keeping windows and light fittings clean;
- **means of escape** – specific evacuation strategies to be devised for people who need assistance, including staff and visitors; staff training; regular practice drills; maintenance of fittings and equipment; reviewing evacuation procedures;
- **security** – ensuring security procedures do not conflict with accessibility good practice;
- **training** – staff training is critical to maintain access and to provide accessible services and employment opportunities. Training can cover areas such as disability awareness and equality, use of equipment such as platform lifts and induction loops, British Sign Language, hearing awareness, clear lip speaking, guiding people with visual impairments and general access awareness.

- **health and safety policies** – implementation of policies on access, risk assessment;
- **responsibilities for access** – identification of responsible people to approve improvements, set priorities, ensure access is included in maintenance and refurbishment programmes, provide auxiliary aids, review numbers of disabled people using a service and establish and run user groups;
- **funding for access improvements** – identification of specific access funds or grants; funds for specific employees such as 'Access to work'; use of the maintenance budget;
- **policy review** – regular reviews of all policies, practices and procedures affecting access.

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