Appendix C

Discharge of Conditions - Accessibility

Contents

Introduction

The purpose of this Appendix is to provide further information to the London Borough of Camden in order to discharge planning conditions in relation to the Camden Lock Village scheme. There are three planning conditions that relate to accessibility that will require discharge. These are as follows:

- Main permission Condition 38 to provide details of Shop Mobility service in Area A;
- Masterplan S106 requirement – Shop Mobility Plan; and
- Main permission Condition 39 to provide details of the audio frequency induction-loop system for the employment, leisure and retail development.

The first two items will be addressed within section C1 of this Appendix. The last item will be addressed within C2.

See Figure 1 for a diagram showing the locations of each area of the site.

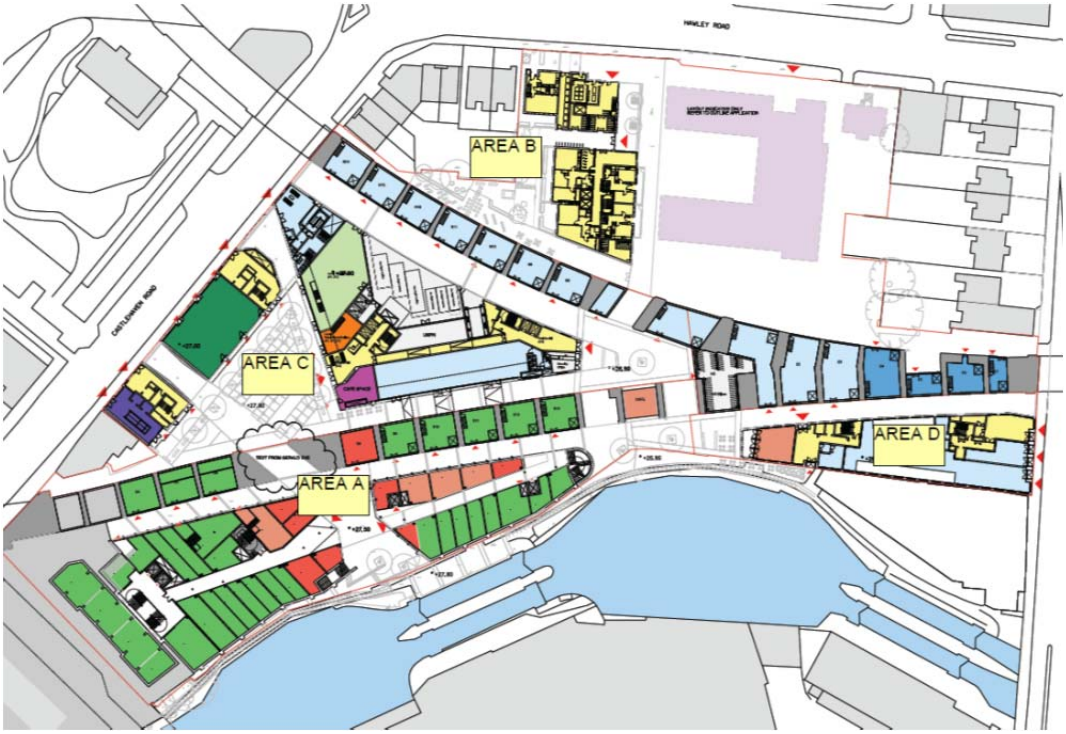

Figure 1: Site Plan

C1 Shop Mobility – Area A

Shop Mobility is a scheme which provides wheelchairs, powerchairs and power scooters for people to use during their shopping trip, in addition to an assistance service.

There is an existing Shop Mobility facility within Camden, at Pratt Street, approximately 1250m from the Camden Lock Village site. The existing facility provides equipment for loan between Monday – Saturday. The centre on Pratt Street has a wheelchair accessible WC, as well as Blue Badge parking facilities on street, and there is also an underground car park close by. The Pratt Street facility utilises a nearby external park for the testing of equipment.

The current clientele of the Pratt Street facility include people who live locally and people who are visiting. The equipment is used along the High Street, Camden Market, Regents Park and also for the Lock area. This provides the required facilities for the Camden Town area, and access from this facility to the Camden Lock Village site can be achieved by means of low-vehicle bus routes. Routes 134 or 214 will provide access from Camden High Street (approximately 250m from Pratt Street) to a bus stop on Hawley Road, from which the site can be accessed. This is an estimated journey time of 14 minutes (www.tfl.gov.uk).

Customers requiring mobility equipment, or requiring assistance whilst shopping within Camden Lock Village can use these existing facilities. Given the lack of car parking within the Lock area, it is envisaged that visitors to Area A are unlikely to drive there (or if they do, it is likely that they will be parked further from the site). The nearest accessible stations are Euston and Kings Cross. Access to Area A will require visitors to pass by the Pratt Street facility on route.

PROPOSED PROVISION:

It is proposed that an additional facility will be provided within the Camden Lock Village development, to supplement the existing Shop Mobility services in Camden. As suggested / discussed with Julie Fleck (GLA) and Karen Ross (London Borough of Camden) at a meeting on the 9th March 2011, it is proposed that an information kiosk will be provided at the entrance to Area A, within the area clouded in blue in Figure 2, where visitors are able to request loan of mobility equipment / assistance. It is proposed that equipment can then be requested / delivered from the Pratt Street Shop Mobility facility. Operation times will need to be agreed between the client and the Pratt Street Shop Mobility facility.

The kiosk will contain the following:

- **Contrast** - a visible kiosk with appropriate signage and sufficient levels of contrast, as follows:
    - 30 light reflectance value (LRV) points difference between the kiosk and the background against which it is seen.
    - 70 LRV points difference between the signage information and signage board.

- **Two-way communication points**:

  If the kiosk is intended to be manned at all times, then this can be in the form of a personal two-way communication system for the kiosk staff (e.g. mobile phone, walkie-talkie). This will allow kiosk staff to communicate with colleagues in the Pratt Street Shop Mobility facility.

  If it is not intended that the kiosk will be manned at all times, then a permanent two-way communication system at the kiosk should be provided to:

  - Allow visitors to call for assistance, if the kiosk is unmanned.
  - Allow kiosk staff to communicate with colleagues in the Pratt Street Shop Mobility facility.

- **Kiosk dimensions and approaches:**
  The kiosk will be provided at two levels – one at 760mm from the floor, and the other within the range of 950-1100mm. This will accommodate both standing and seated persons, allowing effective communication between staff and visitors, and providing suitable height surfaces for any paperwork that may be required in using the Shop Mobility equipment.

  Sufficient space will be provided around the kiosk (1500mm clear turning circles as a minimum), to allow movement around the kiosk.

  It is also proposed that there will be clear space provided to the side of the kiosk to allow people to test the Shop Mobility equipment. The space provided will be 2000mm by 2000mm, as advised by the Pratt Street Shop Mobility facility, which will allow someone to test the equipment in a forward, backward and turning motion.

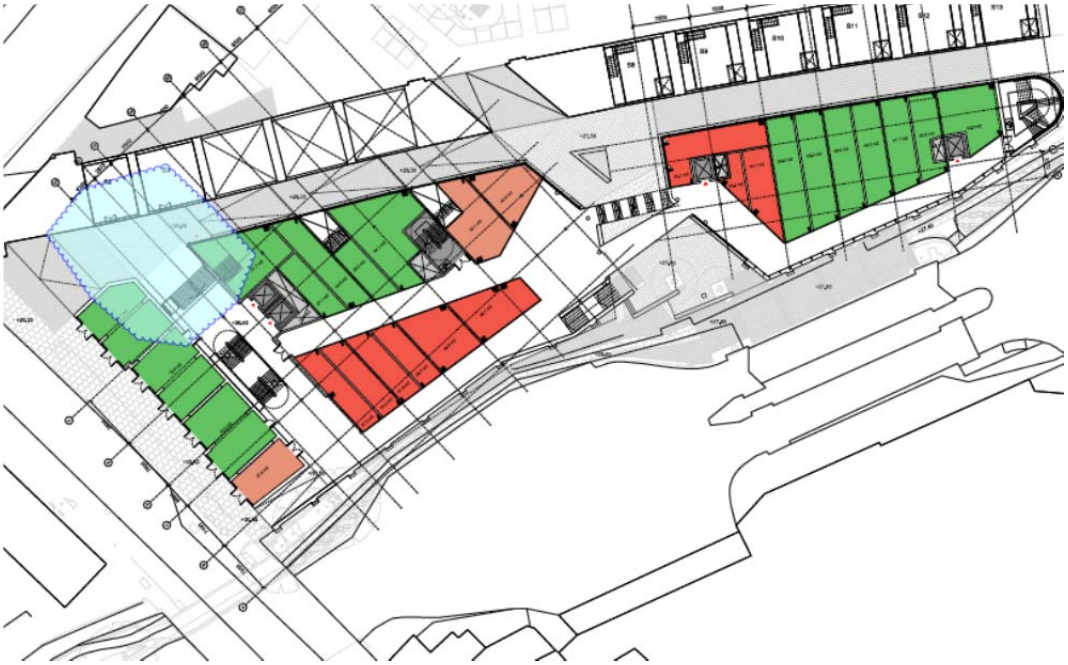

Figure 2: Area A Information Kiosk Indicative Area Identified

Once the Shop Mobility equipment has been provided, it is recognised that personal equipment belonging to the visitor (e.g. walking aids or day wheelchairs) may need to be stored temporarily. This area could also be used for storage of any Shop Mobility equipment, if onsite equipment is to be provided in addition to the Pratt Street facilities. An area has been identified in the basement of Area C for this purpose, as highlighted in green on Figure 3. For security reasons, this would be managed and accessed by the kiosk staff only. The area designated for testing the equipment will therefore also be used for any visitors waiting for the return of their personal mobility equipment.

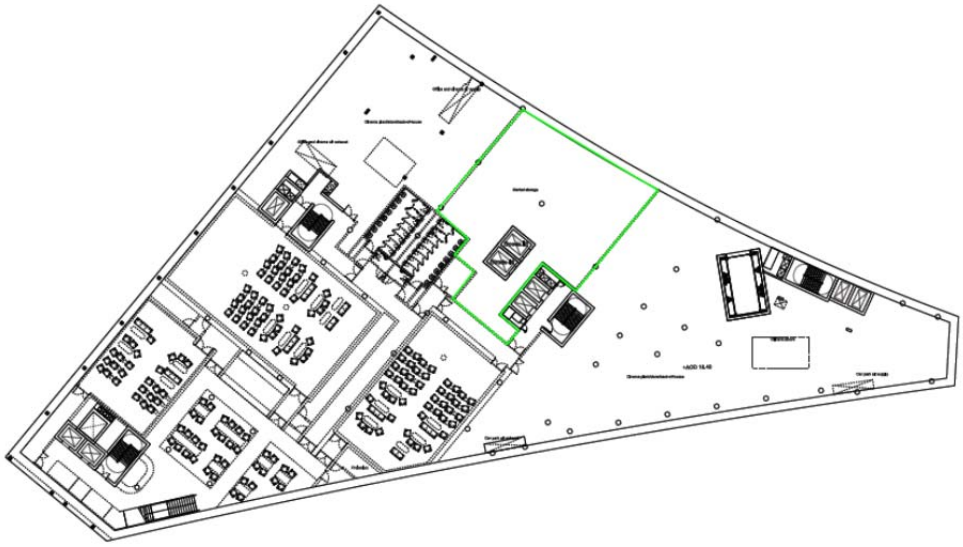

Figure 3: Area C Storage Area (Indicative – size to be determined in subsequent stages)

The new proposed Shop Mobility supplementary service at the Camden Lock Village will provide an indoor testing space, which improves and supplements the existing Pratt Street provision. The new facility will also have access to the public toilets contained within Area A, including wheelchair accessible toilets and a Changing Places facility.

OPERATION / MANAGEMENT:

The exact operation and management of the kiosk alongside the Pratt Street facility will be developed in subsequent stages of the design. The team will ensure that the needs of all parties are met (to ensure sufficient numbers and types of mobility aids are provided, and to ensure an efficient and coordinated Shop Mobility service is provided). This will require ongoing monitoring in operation to ensure that changes in requirements are identified and addressed.

The following items have been discussed and considered, and will be developed in consultation and collaboration with the existing Shop Mobility centre and the

London Borough of Camden:

- **Kiosk:**
  If the kiosk is intended to be manned at all times, then this may require two members of staff (minimum). This will allow one member of staff to meet / greet / train at the kiosk, whilst the other can be offsite (Pratt Street or Area C).

- **Pre-booking:**
  A more efficient service could be offered through the pre-booking of equipment for the Camden Lock Village site. This would enable equipment to be delivered and stored within Area C prior to the arrival of the visitor, reducing waiting times. This will require further coordination with the Pratt Street facility to determine practicalities and preferences.

  If it is decided that a pre-booking system is preferable for the Camden Lock Village site, this will need to be made clear in marketing information for both facilities.

- **Location Usage:**
  It is proposed that the Shop Mobility equipment will be available for use both within the Camden Lock Village site, and elsewhere around Camden (including the High Street, Stables Market, and other surrounding areas).

  As part of the ongoing discussions with the Pratt Street facility, a decision will be made in relation to the use of equipment in cold weather (e.g. if pavements are covered in ice or snow). If pathways are clear, normal use throughout the Camden area (as described above) would be considered fine. However, in the event of heavy snowfall or ice, external use of the Shop Mobility equipment may be confined to internal use within the Camden Lock Village site for safety reasons.

- **Maintenance:**
  The clear spaces allocated for training and waiting will be kept clear at all times. This requires staff to ensure that only Shop Mobility users are permitted to wait in the area, and that the area is kept clear of stock, rubbish, etc.

  Regular testing of equipment (two-way communication points and Shop Mobility equipment) is also essential in ensuring that an efficient and effective service is provided.

C2 Hearing Enhancement Systems – Site-wide

The hearing enhancement systems will be determined in subsequent stages of the design. The below will serve as a specification to ensure the selection of appropriate products.

Hearing enhancement systems are intended for use by deaf and hard of hearing people, designed to enhance the sound through the user's hearing aid or by the use of separate headsets. These will require ongoing and regular testing and maintenance to ensure that the facilities are functional for deaf and hard of hearing users.

There are three types of system that are referenced below:

- **Induction loop system:**
  Consists of a microphone and transmitter / amplifier, connected to a continuous loop of wire that encircles the space. The signal transmitted by the system can be picked up by the user's hearing aid. Can be portable or fixed.

- **Infrared system:**
  Requires separate headsets which are linked to a central source. Alternatively, the infrared receiver can be coupled to an individual's personal hearing aid by means of a small induction loop worn around the neck.

- **Radio system:**
  Can be completely portable and the signal can be received by up to 60m. Requires personal receivers.

COMMERCIAL:

The commercial uses will be located within Areas A, C and D.

It is proposed that hearing enhancement systems may be required for the following areas of the commercial accommodation:

- Reception desks.
- Larger meeting rooms / conference areas.

The requirements for each have been described in turn below.

Reception desks:

For the reception desks, it is proposed that an induction loop system is most appropriate. This is deemed suitable on the following assumptions:

- That there is no magnetic interference from electrical equipment in the surrounding area (including any other uses above or below the reception area).

- That confidentiality and spillover of the signal to adjacent spaces is not likely to be an issue.

The induction loop system selected for the service desks should conform to BS 7594 and BS EN 60118-4, which should be confirmed by the supplier.

This should be a fixed induction loop, covering all levels of the reception desk.

The presence of the induction loop should be clearly indicated through signage.

Meeting rooms / conference areas:

For the meeting rooms and conference areas, it is proposed that an induction loop system is also most appropriate. This is deemed suitable on the following assumptions:

- That there is no magnetic interference from electrical equipment in the surrounding area (including any other uses above the rooms / areas in question).
- That confidentiality and spillover of the signal to adjacent spaces is not likely to be an issue.

The induction loop system selected for the service desks should conform to BS 7594 and BS EN 60118-4, which should be confirmed by the supplier.

The presence of the induction loop should be clearly indicated through signage.

Depending on the size of the areas, expected frequency of use and expected population, a portable or fixed unit could be considered. A fixed unit will ensure that all identified rooms / areas will have a hearing enhancement system available at all times. A portable unit would require a strict management strategy by the tenant, ensuring that when organising events / meetings / conferences, all staff are prompted to consider whether any attendees will require use of the portable induction loop (and to reserve use of the portable unit if so).

RETAIL:

The retail uses will be located within Areas A and C.

It is proposed that hearing enhancement systems may be required for the following areas of the retail accommodation:

- Within the information kiosk proposed in Area A.
- Within individual retail units.

For both, it is proposed again that an induction loop system is most appropriate. This is deemed suitable on the following assumptions:

- That there is no magnetic interference from electrical equipment in the surrounding area (including any other uses above the kiosk / retail units).
- That confidentiality and spillover of the signal to adjacent spaces is not likely to be an issue.

The induction loop system selected for the service desks should conform to BS 7594 and BS EN 60118-4, which should be confirmed by the supplier.

For the information kiosk, this should be a fixed induction loop, covering all levels of the kiosk.

For the individual retail units, this will be the responsibility of the retail tenants during the fit out stage. This Appendix should be provided to tenants to ensure that they adhere to the principles of inclusive design when considering deaf and hard of hearing customers.

The presence of the induction loop should be clearly indicated through signage, and the facilities available clearly indicated through retail marketing materials (e.g. retailer websites).

CINEMA:

The cinema will be located within Area C.

It is proposed that hearing enhancement systems may be required for the following areas of the cinema accommodation:

- Service desks (including concessions counters and ticket counters).
- Within the cinema screens.

The requirements for each have been described in turn below.

Service desks:

For the service desks, it is proposed that an induction loop system is most appropriate. This is deemed suitable on the following assumptions:

- That there is no magnetic interference from electrical equipment in the surrounding area (including any other uses above the cinema).
- That confidentiality and spillover of the signal to adjacent spaces is not likely to be an issue.

The induction loop system selected for the service desks should conform to BS 7594 and BS EN 60118-4, which should be confirmed by the supplier.

The presence of the induction loop should be clearly indicated through signage, and the facilities available clearly indicated through cinema marketing materials (e.g. cinema website). Given that this is a relatively small cinema, it is proposed that this could be either a fixed or portable unit.

A fixed unit will ensure that all service desks will have a hearing enhancement system available at all times. A portable unit would require a strict management strategy by the cinema tenant, ensuring that the unit is provided promptly as/when a customer requires at the ticket or concessions desks.

Cinema screens:

For the cinema screens, it is proposed that an infra-red system is most appropriate This is deemed suitable on the following assumptions:

- That sufficient numbers (2-3% of capacity recommended) of headsets can be provided for the cinema screens, and that a management strategy will be in place for the issue, retrieval, maintenance, hygiene and security of the headsets and associated neck loop receivers.
- That the infrared frequency will not be affected by other infrared sources, such as fluorescent tubes.

The above will need to be discussed and agreed with the cinema tenant, to ensure that this is managed accordingly and to ensure that this remains accessible in operation.

The presence of the infrared system should be clearly indicated through signage, and the facilities available clearly indicated through cinema marketing materials (e.g. cinema website).

CONCLUDING NOTES:

A suitable system will be provided and will include appropriate signage to signify its availability, as outlined in the note above.

When selecting a provider, the team will ensure that this will be a reputable company who can guarantee correct installation and conform to the relevant codes and standards - in particular, IEC 118-4 (since 1998 IEC 60118-4).

When selecting products, the team will ensure that this will include considerations of the technical specifications where relevant, as advised in consultation with Sensory Needs in October 2014. These have been outlined below:

- Use only single loop cable.
- The diameter of the loop cable (0.5 mm2, 0.75 mm2, 1 mm2, 1.5 mm2, 2.5 mm2) has to be calculated according to the dimensions of the room.
- A special induction loop driver using current and not voltage has to be used for the loop.
- After correct installation of the loop, the system has to be adjusted properly through a qualified person measuring the field strength and also the frequency response. Once the system is correctly adjusted, there is normally no need for readjustment.
- The person responsible for the room should be instructed properly. A written user's manual should be handed out in which the location of the loop cable, its diameter and the measuring sheet should be included.
- The international IFHOH icon (accepted in 1985) should be placed at the entrance of the room so that it is clearly visible to everybody that an AFILS is installed.

- If it is not possible to install the loop in the whole room, a drawing should show which part of the room is looped.
- A sign should remind people where the loop wire is installed (e.g. under the carpet) so that it will not be harmed if, e.g., a hole has to be driven in the floor for another installation purpose.